



## Address negative behavior

Allowing behavior that ignores safety rules encourages further disregard for safety and increases the chance of accident or injury in your workplace. But blaming workers for safety breaches can also be counterproductive and can increase the chance that the employee will not report future issues. Instead of placing blame, focus on learning from errors. Provide context to the rules by emphasizing that safety regulations are in place to help ensure a safe environment for all.

## Having Positive Mentors

When fostering a culture of safety, identifying mentors in your workplace can be an extremely effective tool. The attitudes of experienced employees become very important. Experienced workers score high with leadership abilities, detail-oriented tasks, organization, listening, writing skills, and problem-solving. Their greatest asset is experience, or 'workplace wisdom'. They've learned how to get along with people, solve problems without drama and call for help when necessary. They know where to focus their efforts to deal with unexpected problems and prevent costly mistakes and accidents.

These skills make experienced employees invaluable as demonstrators of sound work practices and safety attitudes. They model desirable positive behaviors and follow the rules. It's natural to set up formal or informal relationships where new and inexperienced workers can be mentored by experienced workers with the attitudes and skills you would like modeled in your workplace.

There are many ways to identify workers who have demonstrated positive safety attitudes, ones who will prove valuable role models. Often, they are the ones with the ability to think first and take action once they've formulated an assessment. These people recognize potential hazards before they have had time to cause problems, and deal with them appropriately.

## Conclusion

There are few better ways to build a positive attitude toward health and safety for employees than investing in a culture of safety. Leading by example, recognizing team members with a positive attitude and designating safety leaders and mentors will set the tone and demonstrate your ongoing commitment to a safe work environment.

## The Zurich Services Corporation

Zurich Resilience Solutions | Risk Engineering  
1299 Zurich Way Schaumburg, Illinois 60196-1056  
800.982.5964 [www.zurichna.com](http://www.zurichna.com)

---

The information in this publication was compiled from sources believed to be reliable for informational purposes only. All sample policies and procedures herein should serve as a guideline, which you can use to create your own policies and procedures. We trust that you will customize these samples to reflect your own operations and believe that these samples may serve as a helpful platform for this endeavor. Any and all information contained herein is not intended to constitute advice (particularly not legal advice). Accordingly, persons requiring advice should consult independent advisors when developing programs and policies. We do not guarantee the accuracy of this information or any results and further assume no liability in connection with this publication and sample policies and procedures, including any information, methods or safety suggestions contained herein. We undertake no obligation to publicly update or revise any of this information, whether to reflect new information, future developments, events, or circumstances or otherwise. Moreover, Zurich reminds you that this cannot be assumed to contain every acceptable safety and compliance procedure or that additional procedures might not be appropriate under the circumstances. The subject matter of this publication is not tied to any specific insurance product nor will adopting these policies and procedures ensure coverage under any insurance policy. Risk Engineering services are provided by The Zurich Services Corporation.