Complacency

Complacency occurs when workers are unaware of the actual dangers on the job or feel like they are so familiar with the task at hand that there is no chance they can be hurt, even if they skip important safety steps.

Complacency on the job happens when workers:

- Become mentally distracted
- Are bored or uninterested
- Have a false sense of safety and security
- Go into “autopilot” and stop paying attention to what they are doing
- Take potentially dangerous shortcuts

Critical errors that can happen during moments of complacency:

- Eyes lose focus as movements go on autopilot
- Mind wanders off the task at hand
- Walking into “the line of fire”
- Close calls by equipment operators
- Loss of balance or grip
- Increased risk of caught-in, struck-by, and fall incidents

How to avoid complacency:

- Anticipate changes.
- Allow for workplace transparency
- Perform risk assessments
- Change routines
- Teach Self awareness