

# LONG-DISTANCE ROAD TRANSPORT

## Safety Climate Survey

### What is Safety Climate?

Safety climate is like the mood of the worksite around safety (i.e., is it valued and prioritised?), whereas culture is more like the personality (i.e., what do people believe about safety?).

A positive safety climate influences the broader safety culture. For example, if workers think that management is committed to, and genuine about work health and safety, then they are likely to believe that safety practices are worthwhile and useful. Further, these workers will show this in their own behaviour and social interactions with others.

Safety climate varies by industry. Each industry has its own topics that demonstrate safety is a priority. In the transportation industry, these are:

1. Management commitment
2. Depot design
3. Vehicle maintenance
4. Supervisor support

### Why measure Safety Climate?

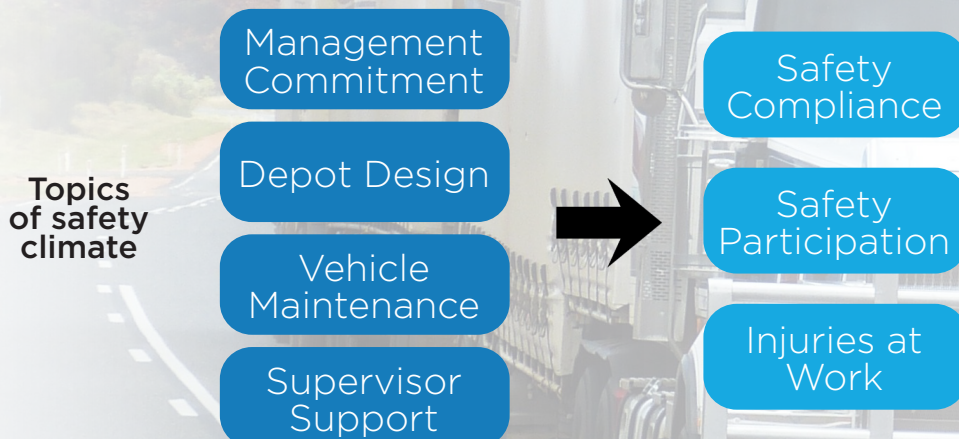
Safety climate is known as a 'leading safety indicator' because it tells us where we should focus our improvements efforts before accidents happen.

A positive safety climate, one where workers experience a strong commitment to safety, is likely to lead to better safety behaviours and fewer injuries.

Safety climate has also been linked to important outcomes such as job satisfaction, engagement and wellbeing/mental health.

By building and maintaining a positive safety climate, workplaces like yours can not only prevent negative events like injuries, but also save costs and create a more productive and engaged workforce.

### How safety climate affects important safety outcomes in your industry



## How can I measure safety climate?

Safety climate is usually measured by a survey that workers complete. The survey will include a number of statements, usually between 10-20, that describe different ways of experiencing safety in the workplace. These items group together into 'topics' (usually 3-5 items each). People respond to each statement by rating how strongly they agree or disagree. Every "strongly disagree" response gets scored a value of 1, "disagree" a 2, "neither agree nor disagree" a 3, "agree" a 4, and every "strongly agree" response gets scored a 5.

An overall safety climate score is calculated, as well as scores for each 'topic' (groups of survey statements about a particular topic, for example, co-worker safety or safety priority). These scores tell us where to focus our improvement efforts.

Scores that are 3.5 or below would be considered clear areas of improvement.

Scores 3.6 to 4.0 are generally fair and should be monitored. Scores of 4.0 or above are areas of strength where safety is seen as a

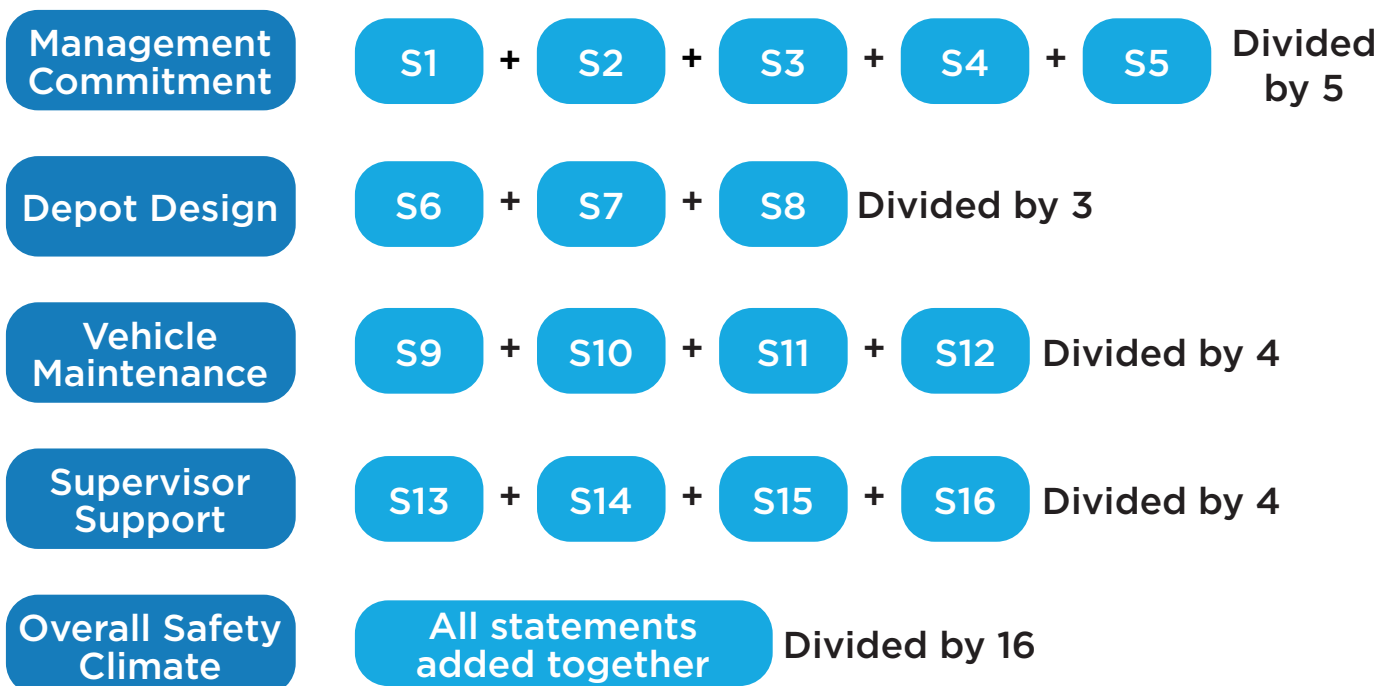
prioritised and important goal.

An overall safety climate score for each survey respondent is calculated by adding up the scores across all statements, and dividing this figure by the total number of statements in the survey. Any statements without a response marked are left out of the calculation.

To arrive at a safety climate score for a team, or an entire workplace, you calculate the average safety climate score across the members of the team, or across all workplace members.

Scores for each safety climate 'building block' (groups of survey statements about a particular topic, for example, co-worker safety or safety priority) can be calculated as well. To do so, only include responses to the statements that are part of the building block. These building block scores give information about where and at whom to target improvement initiatives.

## How to score your safety climate survey results



## Safety Climate Scale

Listed below are a number of statements regarding where you currently work. Please rate how strongly you agree or disagree with each one, based on your experiences at your current worksite. Place a mark or tick in the box that best matches how you feel.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
S1. Management understands that drivers can be delayed by things outside of their control (for example, customers, traffic)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S2. Management lets drivers take time off when they are too tired or sick	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S3. Management is not afraid to stop a driver from working if the situation is unsafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S4. Management plans delivery time slots that are doable without speeding or rushing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S5. Managers spend time on the depot floor to talk to drivers about safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S6. At this organisation, the depot is designed to let vehicles pass through safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S7. At this organisation, the depot is tidy and kept free of safety hazards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S8. At this organisation, the depot is well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S9. This organisation does not let drivers use poorly maintained vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S10. This organisation invests in proper vehicle maintenance and repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S11. This organisation never expects drivers to use faulty or unsafe vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S12. When vehicles need maintenance, this organisation will quickly take them off the road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S13. Supervisors show genuine concern for drivers when they call them on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S14. Supervisors support drivers who refuse to carry customer loads that are badly packed or secured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S15. Supervisors make sure drivers feel comfortable asking for help if they feel unsafe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S16. Supervisors keep in touch with drivers even during busy periods at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## How can I measure safety performance?

Safety performance can be measured by asking workers to self-report how often they demonstrate various behaviours in the workplace. Specific safety behaviours were identified by consulting directly with workers from industry and combining this information with results of previous scientific research.

As a result, the responses received to these safety performance items are highly relevant and will provide extra insights into where areas of safety capability among workers is strongest, and where it may be weakest. Safety performance information can be used to design targeted safety training or awareness sessions and also identify a baseline against which future change can be measured.

Also, if you have advanced statistical knowledge or access to this expertise, the associations between safety climate results and these safety performance items can be evaluated. Such information will help to target areas of safety climate improvement because they will show which topic areas (in addition to the overall safety climate) are most strongly associated with safety behaviour.

To score the safety behaviour items and develop an overall safety performance metric,

simply assign consecutive numbers to each item response. Each 'never' response gets scored as a 1, 'sometimes' is scored as a 2, 'about half the time' is scored as a 3, 'most of the time' is scored as a 4, and 'always' is scored as a 5. Calculate an average across all the safety behaviour items by adding the scored values and dividing by the number of items.

Usually, an average safety performance value of 4 or greater is seen as an area of strength. Anything less than a 4 should be targeted for improvement. Individual safety behaviour averages can be examined to identify which one(s) are driving the overall safety performance result.

In a similar way to the safety climate survey calculations, either team or organisation values can be calculated. Simply divide the survey responses into groups based on the demographic(s) and then calculate the averages for each group separately.

These building block scores give information about where and at whom to target improvement initiatives.

## How to score your safety performance survey results

**Overall Safety  
Performance**

**All questions added  
together**

**Divided by 9**

## Safety Performance Scale

Listed below are a number of behaviours that you might show in your current workplace. Thinking about your most recent experiences at work, please rate how frequently you show each behaviour.

	Never	Sometimes	About half the time	Most of the time	Always
I check my vehicle for safety issues before starting work for the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I ensure that vehicle loads are restrained and secured properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I maintain safe driving practices (e.g., ensuring separation between vehicles on the road)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I continually scan my environment for new safety risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I report all safety incidents to my supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I speak up and ask questions about safety if unsure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I let my supervisor know if I feel too fatigued or unwell to drive safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I report all mechanical or maintenance issues with my vehicle as soon as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This organisation does not let drivers use poorly maintained vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For additional resources on safety in Transport,  
visit [www.safework.nsw.gov.au/your-industry/transport,-postal-and-warehousing](http://www.safework.nsw.gov.au/your-industry/transport,-postal-and-warehousing)

**For assistance with implementing this toolkit or more information please contact the Centre for WHS**

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