

Hypercompliance



Safety at the cutting edge

In this age of “world-class safety,” we consistently see large companies having significant failures or multi-fatality events. These events are often called “black swans” or unpredictable events beyond reasonable control. They are a result of a phenomenon dubbed “Hypercompliance.”

Hypercompliance is the logical product of misunderstanding and absolutism. It is characterized by things like “zero tolerance,” “safety culture,” and a focus on procedures. Other hallmarks of Hypercompliance include absolute safety rules and increasing minimum legislated precautions.

Everyone can probably name companies with zero injury goals or zero tolerance that have had catastrophic failures. These did not result from undetected hazards or poor safety systems. They resulted, part from a focus in the wrong areas, and Hypercompliance.

In this session will explore the research and the facts behind Hypercompliance. It explores the evolution of workplace motivation and how the focus of that has changed over time. We will see how this approach has led to more incidents instead of less. We will also see how these “unpredictable events” resulted from a logical progression. This is a phenomenon first identified by the presenter in 2007-2008. It represents a significant shift in the approach to safety, that is spreading globally.