



Weekly Safety Tip

The 5 Principles of HOP



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The role of the safety profession has traditionally been to minimize harm – to control conditions within operations in order to make work safer. But the programs and processes that have evolved in the traditional view of safety have rarely allowed for the one condition that can't be controlled: **we're all human**.

Human and Organizational Performance, abbreviated as "HOP," is essentially about understanding the context and conditions of work. Importantly, HOP is not a program – it's an operating philosophy that gives us a framework for building more resilient organizations.

There are five principles within HOP that shape and influence the way organizations think, act, view success and respond to failure. These principles work together to change the way we think about work and how to improve it.

Here are the five (5) principles of HOP, with accompanying explanations.

people make mistakes

blame fixes nothing

context drives behaviour

learning is vital

response matters



1. People make mistakes

The first principle is an acceptance that people are human, and being human means we make mistakes. While that's not to say that error is desirable, it is simply acknowledging that error is normal. We forget things. We are sometimes inattentive. We're human – so rather than focusing on trying to stop error, or trying to achieve zero errors, we accept the fact that people make mistakes and therefore we need to build systems that allow for us to make errors in a safe way. Ultimately, **we can be one error away from a serious incident or accident – which is a system problem, not a human problem**.

2. Blame fixes nothing

When things go wrong, humans have a tendency to want simple explanations. We want someone to blame. It's a normal, human response – but it's not very helpful. In fact, in the long term, blame generally does much more harm than good. HOP recognizes that those involved in accidents and incidents have an important role to play in the process of restoring and learning to create better outcomes for others.

By taking blame away, we enable better learning.

Weekly Safety Share

Top 9 Causes of Work Stress



SCNWO WELL-BEING MOMENT: TOP 9 CAUSES OF WORK STRESS by HEALTHYWORKKNOW

Long Work Hours
associated with fatigue, depression, and heart disease

Shift Work
rotating, night, on-call, and unpredictable shifts
associated with fatigue, poor mental health, and heart disease or stroke.

Organizational Injustice
where employees report the workplace is unfair or disrespectful
associated with burnout, poor mental health, and heart disease

Low Job Control
less ability to make decisions about one's job or how to use skills
associated with depression & higher mortality

Job Demands
overwhelming workload, time pressures, or conflicting demands, sometimes related to lean staffing.
associated with burnout, and with low job control, increases risk for high blood pressure and heart disease.

Low Support
lack of emotional support, help & resources from supervisors or coworkers
associated with mental distress when combined with job strain (high demands + low control)

Work-Family Conflict
when work pressure effects one's family role(s) and vice versa
increases the odds of poor health by 90%

Job Insecurity
the concern that you might lose your job at anytime
can cause anxiety and can lead to depression and heart disease

Low Rewards & Benefits
lack of: fair/living wages, advancement opportunities, respect, adequate paid time off, & health insurance
effort-reward imbalance can increase your risk of suicide & heart disease; a lack of health insurance and sick leave can increase your risk of poor health

David A. Varwig, CSP-retired for the Safety Council of Northwest Ohio - SCNWO

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