# Challenges and Success Enhancing Safety Culture and Compliance

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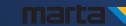


### Background

#### **AUDITS**

### COMPLAINTS

HISTORY



### **Audits**

2019 Triennial Audit April 2020 - 97 Open Corrective Actions Plans (CAP) July 2021 - 76 Open CAPs



Filed Complaints

- Three (3) 674 Investigations
- Twenty-one (21) CAPs







# History

- Contention
- Frustration
- Negative Perceptions





## Strategy





#### Communication

- Frequent and focused meetings
- Productive outcomes from meetings
- Feedback



### **Transparency**

- Open and honest dialogue
- Encouragement
- Acknowledge progress and regress
- Shared programs goals







### **Trust**

- Support
- Respect
- Consistency
- Collaboration
- Responsive







Thank You