



FOCUS ARTICLE

## Culture of Care Maturity Ladder<sup>®</sup> - A Safety Culture Maturity Model

The concept of maturity in a business context originated as a means of improving the way in which software is built and maintained. The model has been adapted for use in other domains as it was found to be useful in enabling organisations to identify the actions required to improve performance. The maturity model concept has found its way into safety culture development and is now a popular means of assessing safety culture in organisations.

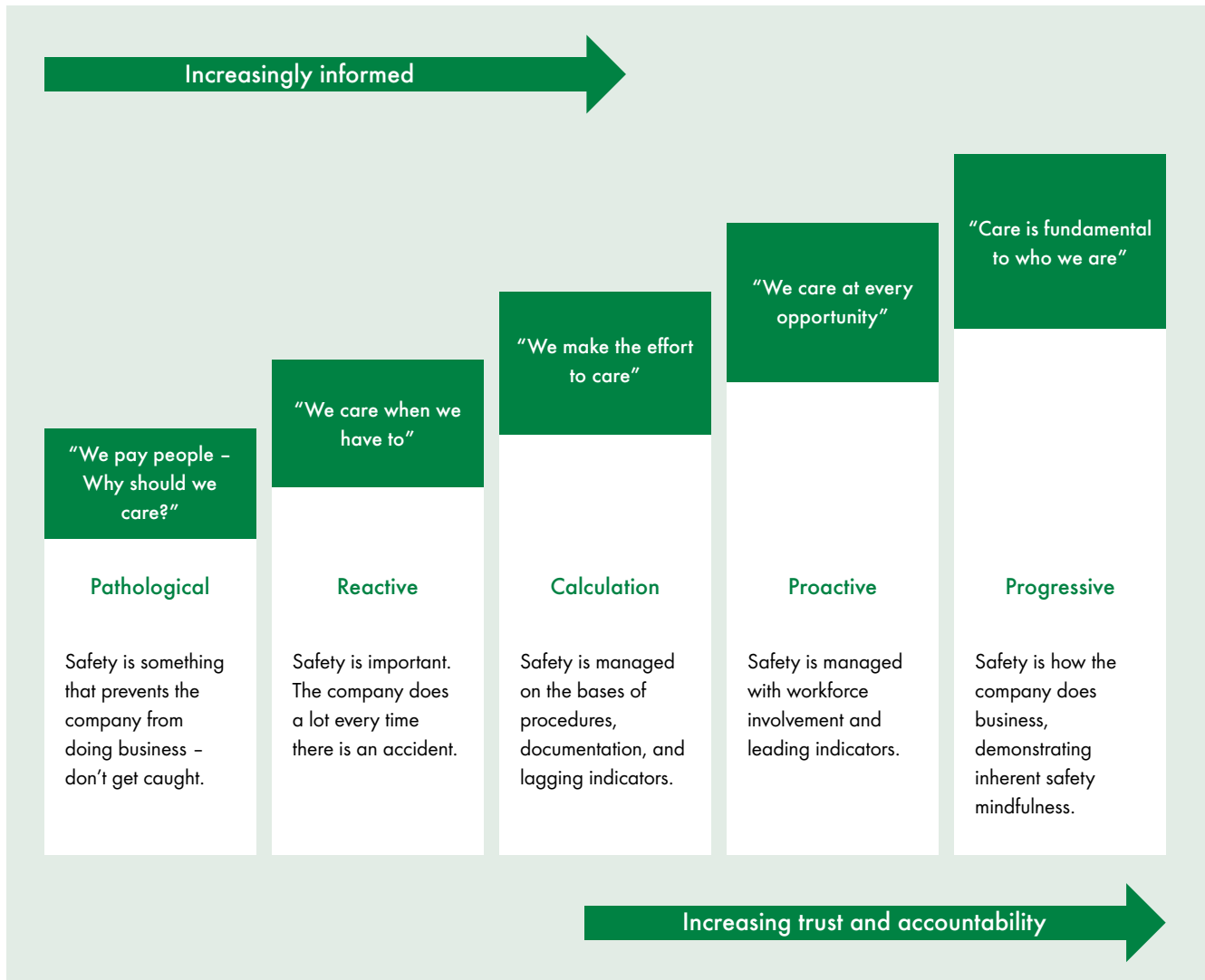
### A Method to Facilitate Safety Culture Change

The safety culture maturity model of DEKRA Organisational Reliability is based on the Energy Institute's Hearts and Minds Culture Maturity Ladder Toolkit, which was designed to facilitate cultural change within organisations. The maturity ladder is a method that measures and continuously **improves safety awareness** and conscious safe behaviour in organisations and provides insight into the degree to which these factors are present in the workplace. The higher the safety awareness in an organisation, the higher is the score on the maturity level.

### Culture of Care Maturity Ladder<sup>®</sup>

The framework has been around for decades, but our specialists at DEKRA Organisational Reliability have refined it, drawing on our experience in different industries and contexts and thus providing benchmarking opportunities. We have also added the outcome of research into key areas in High-Reliability Organisations (HROs): leadership, decision making, workforce engagement, emotional intelligence, and organisation development.

The Safety Culture Ladder recognises five steps. Each step indicates the level of development in which a company operates in the field of safety awareness. At the lowest level, "pathological culture", nobody cares to understand why accidents happen and how they can be prevented; at the highest level, "generative culture", safety is no longer a topic of separate discussions, rather it is an integral part of everything that is done.



## Developing a Safety Strategy Including a Culture of Care

The safety culture maturity model of DEKRA Organisational Reliability focuses on care, which can be understood as a values-based approach to safety. Within any workplace, care begins with how people are treated. However, care as a concept can also be applied to the plant and equipment, as well as to the processes that underpin business operations. When we talk about care, it is in the context of showing interest or concern for something or attaching importance to it. Using the Culture of Care Maturity Ladder® model, we seek to identify an organisation's strengths and provide an evidence based profile of the safety culture.

A profile of the safety culture of an organisation derives from the observation, audit and perception findings grounded in the Culture of Care Maturity Ladder® framework. The model helps

organisations to discover the gap between the present level of safety culture maturity and the desired level and to work toward closing it.

## A Scientific Approach – Passion for Safety

With unmatched experience and knowledge in the field of safety, our experts have a unique ability to see the big picture of **safety strategies**, as well as the passion to help you drive meaningful change. Building a multi-disciplinary safety strategy can involve activities such as creating a company vision, holding motivational workshops for the workforce or leadership, training or education programmes, consultancy, mentoring or coaching--all of which are unique to your goals and organisation. We support you on your journey toward a culture where safety is an integral value and therefore sustainable: in essence, a culture of care.

## DEKRA Organisational & Process Safety

DEKRA Organisational and Process Safety are a behavioural change and process safety consultancy company. Working in collaboration with our clients, our approach is to assess the process safety and influence the safety culture with the aim of 'making a difference'.

In terms of behavioural change, we deliver the skills, methods, and motivation to change leadership attitudes, behaviours and decision-making among employees; supporting our clients in creating a culture of care and measurable sustainable improvement of safety outcomes is our goal.

The breadth and depth of expertise in process safety makes us globally recognised specialists and trusted advisors. We help our clients to understand and evaluate their risks, and work together to develop pragmatic solutions. Our value-adding and practical approach integrates specialist process safety management, engineering and testing. We seek to educate and grow client competence to provide sustainable performance improvement; partnering with our clients we combine technical expertise with a passion for life preservation, harm reduction and asset protection.

We are a service unit of DEKRA SE, a global leader in safety since 1925 with over 45,000 employees in 60 countries and 5 continents. As a part of the world's leading expert organisation DEKRA, we are the global partner for a safe world.

We have offices throughout North America, Europe, and Asia.

For more information, visit [www.dekra-uk.co.uk/en/dekra-organisational-and-process-safety/](http://www.dekra-uk.co.uk/en/dekra-organisational-and-process-safety/)

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Would you like to get more information?

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