

## 602 A SHOPPING CENTRE SECURITY GUARD THAT WORKS WITH YOUNGSTERS WITH MORE UNDERSTANDING AND TOOLS

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**Background** In Finland many youngsters hang out with their friends in shopping centres. To some of them a shopping centre can be the most important space of their social life.

Nuorten Palvelury is a national non-governmental organisation in Finland. Since 2010 the organisation has worked in cooperation with different companies and commercial property owners. The aim is to enhance youngsters' wellbeing in commercial spaces and also develop the communication and understanding between youngsters and the adults who work in these spaces.

**Methods** Include e.g. educating shopping centre security guards interact better with youngsters.

**Description of the problem** Security guards encounter a lot of youngsters in shopping centres. There is a need for a new kind of profession that has more knowledge, tools and worktime to interact and work with the youngsters who spend a lot of time in shopping centres. Youngsters are a specific target group in how much a single adult can affect their lives in both positive and negative ways. There is a little or no education in this matter in the official education of security guards in Finland.

**Results** A security guard with more understanding, tools and worktime will work as one of the security guards in a shopping centre in Southern Finland for 4 months in the beginning of year 2016. Nuorten Palvelury will educate and supervise him prior and during this experiment. This is done in close cooperation with the employer of the security guard (Securitas Oy) and the shopping centre manager (Citycon Oyj). By the Safety2016 conference we will have the results of the experiment. The security guard will continue his work after the 4 month period if the practice proves needed.

**Conclusions** This is a new kind of practice of private security profession that has proven needed by youngsters, security guards and shopping centre managers. The aim is to create a form of work that can be spread out to other shopping centres after this experiment.

## 603 MODIFYING HUMAN FACTOR TOOL FOR WORK PLACES – DEVELOPMENT PROCESSES AND OUTPUTS

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**Background** Awareness of human factors (HF) as a key safety factor has increased in recent decades. Several methods and tools have been designed to better master HF at workplaces, but the focus of them has, however, remained at human-machine and human-system interfaces. Yet, the latest safety research stresses the organisational and systemic view, to improve the capability of organisations to be proactive, and to act and react in undesired safety critical events.

**Description of problem** In technical, predominantly male domains in particular, competence in handling HF at workplaces may be weak. HF is not included in technical profession training, despite the fact that these professions often manage safety at workplaces. HF issues may be considered too challenging to raise. As safety is not only promoted through technical solutions and

norms, competence in HF would add value to safety work. Practical HF tools should be used and modified in order to better handle this field at workplaces.

**Results** This presentation describes the modification of an HF tool for different professional fields. Originally, an HF tool was designed for Finnish Air Traffic Management, to support the skills of operative personnel and management to analyse the individual-, group-, work- and organisational success and weakness factors behind operative incidents. The HF tool was next modified and tested by an education department, a rescue and fire-fighting department and an energy production organisation of a city organisation. The latest implementations have been made in the nuclear industry and in the maritime, for operational event and safety culture analysis. Development processes and outputs of the HF tool modifications are summarised and evaluated.

**Conclusions** Concrete HF models and tools are needed, in order to be able to more effectively learn and analyse the human contribution to safety. Both the successes and weaknesses of HF must be included in these models. Validation of the HF tool is to be continued, and user-friendly applications of the tool are being designed.

## 604 AN EXAMINATION OF SAFETY CLIMATE AND SEAT BELT USE IN THE FIRE SERVICE

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**Background** Historically, motor vehicle incidents account for between one-fifth to one-third of all firefighter fatalities in the United States. Non-use of seat belts has resulted in many of these fatalities. Bolstering the use of seat belts is a major goal of the emergency services field.

**Methods** Data were collected from 208 career firefighters working for a city fire department in the southeastern United States. Preliminary analyses assessed seat belt use. Structural equation modelling was then used to assess the relationships between safety climate and seat belt use.

**Results** In our sample, 78.7% indicated they almost always wear their seat belt when riding in fire apparatus or other emergency vehicles. 17.4% indicated they often wear their seat belt and 3.4% reported that they sometimes use their seat belt. Use did not significantly differ between varying age groups, race, marital status, education level, years of fire service work or rank. A posited model was examined. Positive perceptions of workgroup safety climate were positively associated with seat belt use. Organisational level safety climate did not have a significant relationship with seat belt use, but did positively influence workgroup safety climate perceptions.

**Conclusions** Safety climate has been associated with safety compliance and participation behaviours, but no work has specifically examined the impact of safety climate on seat belt use in firefighters. This study shows that work group level safety climate is a significant predictor of seat belt use ( $p < 0.01$ ). Companies within fire departments can bolster safety climate with supportive supervisors and by enhancing group cohesion among firefighters and between firefighters and company officers. When firefighters perceive these positive factors, they are more likely to use seat belts, which enhances firefighter vehicle incident survival rates.