



Chicago Area Refinery

Situation

The refinery was seeking to improve its' safety, and overall, culture. The refinery turned to The FISH! Philosophy to foster an engaging way to improve the safety culture.

Objectives

1. Create a work environment that more deeply embraces safety.
2. Implement specific programs to improve safety culture.
3. Improve overall morale and teamwork.
4. Provide a simple set of safety tools to create awareness and shift behaviors.
5. Reduce accidents and near misses experienced on the job.

FISH! Approach

- Introduced The FISH! Philosophy through a one-day training that taught the 4 FISH! practices as relates to safety behaviors and trust building. Over 1000 refinery employees and contractors were trained.
- Reinforced the FISH! environment through use of posters, books, Pete the Perch, and FISH! screen savers.
- Implemented a Safety Suggestion Program to share and discuss new ideas to implement. This program “made their day” knowing that their ideas were welcomed and valued.
- Choose Your Attitude was utilized as a tool to help shift behaviors by trying new ways to approach safety.
- Improved TSTI (Total Safety Task Instruction) meetings and Morning Muster meetings by including management in the meetings thereby reinforcing Be There. Team members felt valued and supported by having managers attend.
- Implemented monthly themed safety lunches to focus on the importance of Play and creating a fun culture while reinforcing the importance of safety.
- Developed safety programs that highlighted “being there” behaviors. These behaviors included being fully present for oneself and others while being aware of their surroundings.
- Hosted “playful” recognition activities to Make Their Day. For example, having ice cream events, handing out Zero (Incident) candy bars, and holding celebration events that recognized specific individuals.

Results

- Reduced OSHA (Occupational Safety and Health Administration) rating from 1/200,000 to 1/1,500,000 through programs initiated with FISH!
- Recognized as one of the best teams in the global organization.
- Project performance improved through timeliness and safety measures.



Questions?

Ready to experience your own FISH! success?

Visit our website at fishphilosophy.com,
or call 800.695.4534 to speak to a FISH! representative.