

S.T.E.P. UP

TO A SAFER WORKPLACE

SAFETY TRAINING & ENGAGEMENT PROGRAM
CERTIFICATE SERIES

STEP UP

TO A BETTER SAFETY CULTURE

OUR WEBINAR WILL BEGIN
SHORTLY



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STEP UP

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WELCOME!



TODAY'S PRESENTER

Ken Helfrich

Regional Manager - Risk Management Services



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“S.T.E.P. UP” CERTIFICATE SERIES

Safety Training & Engagement Program

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TO A SAFER WORKPLACE

1

STEP UP To Safety Management

2

Do “MORE” to STEP UP Your Safety Programs!

3

STEP UP your Accident Investigations

4

STEP UP to a Better Safety Culture

5

“PLAN” to STEP UP Safety Programs



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TO A SAFER WORKPLACE

Your STEP UP Safety Certificate

- Complete all 5 STEPS
 - Webinars or Online Recording
- Receive your “S.T.E.P. UP Safety Training & Engagement Program” Certificate!



Topics



What is Safety Culture?
5 Steps to Influence Safety Culture
Using Sources of Influence
Valuable References

A high-angle photograph of an industrial facility. Three workers wearing white hard hats and high-visibility yellow safety vests are visible. One worker is in the upper center, another in the lower right, and a third in the lower center. They are surrounded by complex machinery, including large metal tanks with yellow and black hazard stripes, pipes, and various tools. The background shows more industrial equipment and a yellow storage bin.

SAFETY CULTURE & WORKPLACE IMPACT

Cost of ignoring safety
in work culture

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Medical Costs Can Soar!

3.3  **MILLION**

U.S. workers sustain disabling injuries on the job every year on average.*

16

Die each day from an injury sustained at work.*

137  **Everyday**

Die every day from work-related diseases.*

 **\$171** **BILLION**

Cost to U.S. businesses each year, due to occupational injuries and illnesses.*

U.S. Workplace Fatalities

Deaths are on the rise throughout the nation

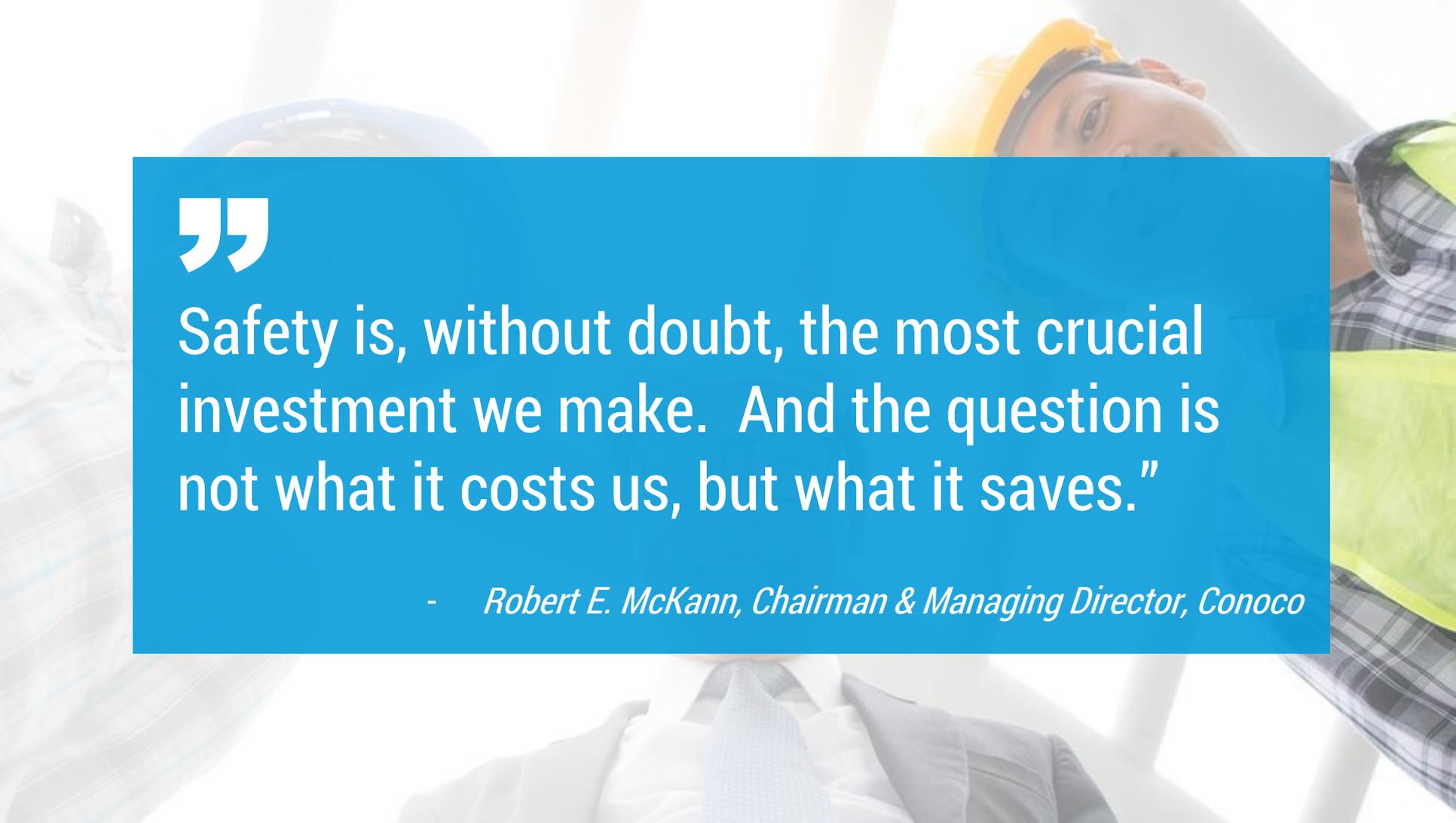


Workplace Impact

Safety culture can have significant impact on accident reduction and deliver a sustainable performance.



ACCIDENTS



”

Safety is, without doubt, the most crucial investment we make. And the question is not what it costs us, but what it saves.”

- *Robert E. McKann, Chairman & Managing Director, Conoco*



WHAT IS SAFETY CULTURE?

Defining a community around safety

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Safety Culture Defined



Reflects commitment to safety at all levels.

- How safety is **perceived**, valued, prioritized and integrated.
- What everyone **believes** about importance of safety...

... AND what they think **peers** and **leaders** believe.

Make Safety Part of Your DNA

Takes commitment
and engagement
at all levels





5 STEPS TO INFLUENCE SAFETY CULTURE

Stepping up to
motivate and engage

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5 Steps to Influence Safety Culture



1) Assess your culture



STEP #1: Assess Your Culture

So We Go Safely Home

No One Cares

Accidents happen
Employees are safe
by accident
We hope they have
common sense!

We Care About OSHA

OSHA has safety rules
We'll clean up our
act when OSHA
comes
Otherwise, no one
cares

Management Cares

Management has
safety rules
We'll be safe if our
supervisor is
watching
Otherwise, we don't
care

I Care About Me

I have safety rules I
care about
I practice safety
You're unsafe, but I
don't care

We Care About Each Other!

I watch out for you
You watch out for me
We want everyone to
get safely home,
everyday!

SAFELY HOME,
EVERYONE, EVERYDAY

Safety isn't just a way of
acting – it's caring for
everyone you work with!

Safety Culture Maturity Levels – *Where Are You?*

Assessing your Culture of Safety



Take the assessment and find out your organization's spot on the maturity levels!

- *Assessment will be available on website after webinar*

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Safety Culture Maturity Assessment – Where Are You?

ALWAYS = 2
SOMETIMES = 1
NEVER = 0

Complete the below assessment for your company by entering a 1, 2 or 3 in the column. Everything in the sentence must be true to warrant earning a "2". If one occurs "sometimes," enter "1". If never "true," or if you don't know, enter "0" (it will appear at the bottom). Then, click the button to "Find your spot" on the chart.

Leadership

- 1 Is there a concrete definition of what success looks like for your organization?
- 2 Is there visible leadership commitment at all levels of your organization?
- 3 Does everyone in your organization know the vision of the desired organization wishes to achieve? (If you asked, they could tell you)
- 4 Do you host regular, facility-wide communications on safety topics?
- 5 Do all employees feel comfortable reporting safety issues to their supervisors?
- 6 Do all managers & supervisors consistently respond positively to safety concerns?

Organizational

- 7 Is there visible evidence of a financial investment in safety?
- 8 Is everyone in your organization involved in safety?
- 9 Are regular, detailed audits of your company's safety program conducted?
- 10 Is safety viewed as an investment, not a cost, by the executive team?
- 11 Does your organization have the willpower to make major changes?

Operational

- 12 Does safety come in first every time and there are no exceptions (time, budget, resources)?
- 13 Do all employees throughout your company have a clear understanding of their role in safety?
- 14 Is safety the first item on the agenda of every work meeting?
- 15 Is there a fair and just discipline system in place for safety violations?
- 16 Is "record of safety" a check and condition of employment?
- 17 Do you keep accurate and detailed reporting of safety incidents?
- 18 Do you keep accurate and detailed reporting of safety incidents and action taken to help correct hazardous situations?

So We Go Home Safe!

Safety isn't just a way of acting – it's caring for everyone you work with!

No One Cares Accidents happen Employees are safe by accident We hope they have common sense! 0 - 10	We Care About OSHA OSHA has safety rules. We'll clean up our act when OSHA comes Otherwise, no one cares 11 - 20	Management Cares Management has safety rules. We'll be safe if our supervisor is watching Otherwise, we don't care 21 - 30	I Care About Me I have safety rules I care about! I practice safety You're unsafe, but I don't care 31 - 40	We Care About Each Other! I watch out for you You watch out for me We want everyone to get safely home, everyday! 41 - 50
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Your Score **0**

1) Assess your culture



INFLUENCING



SAFETY CULTURE

2) Establish goals



STEP #2: Establish Goals

Establish Goals



- Be SMART (Specific, Measurable, Achievable, Realistic, Time-bound)
- Benchmark and track success.
- Encourage employees to report accidents.
- Reasonable, yet challenging.

Establish Goals



EXAMPLES



Reach top 10% for
safety & risk
management
performance within
the industry



Consistently
improve employee
safety engagement



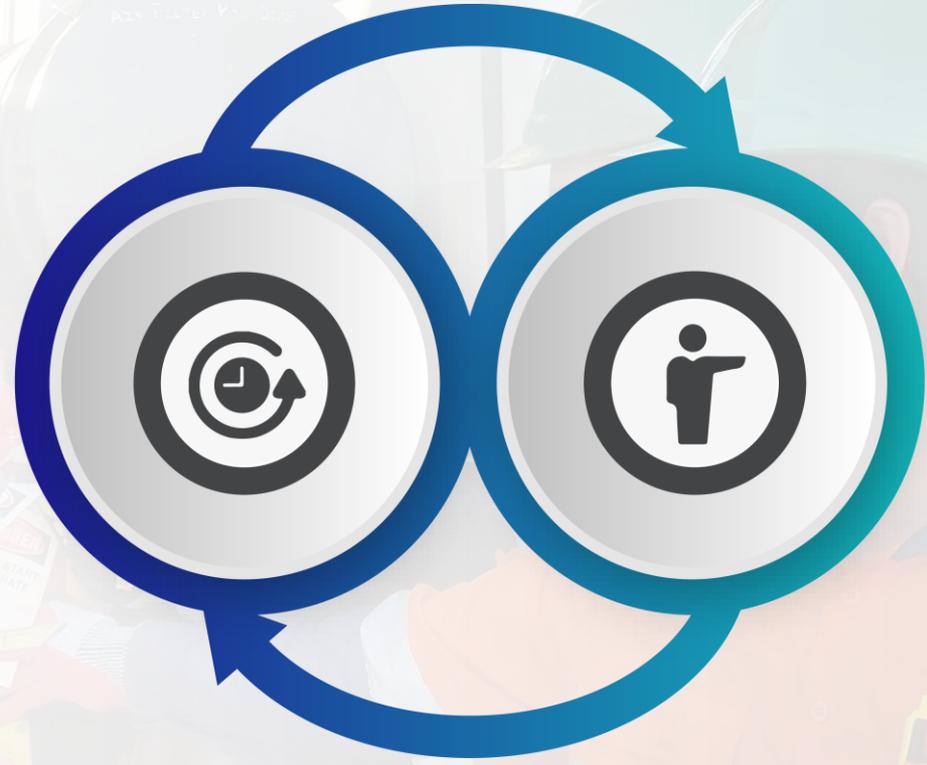
Zero Accidents!



STEP #3: Identify Critical Moments & Vital Behaviors



**CRITICAL
MOMENTS**



**VITAL
BEHAVIORS**

Tips to Promote Safe Behavior



1. Involve employees in the identification and correction of hazards.
2. Audit your operation periodically.
3. Conduct safety observations to encourage safe behaviors.
4. Give recognition to employees.

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7 Tips to Promote Safe Behavior

PROMOTE SAFE BEHAVIORS AND A SAFE ENVIRONMENT IN YOUR WORKPLACE.

- 1. Involve employees in the identification and correction of hazards.**
Have employees participate in the development of job hazard analyses (JHAs), which should include critical behaviors and hazards.
- 2. Audit your operation periodically.**
Audit your operation to assure compliance with OSHA regulations and industry standards like ANSI. Perform detailed walk-through surveys of your work area and your entire workplace (if possible).
- 3. Conduct safety observations to encourage safe behaviors.**
This can include supervisory or peer-to-peer safety observations after employees received training on how to perform them.
- 4. Give recognition to employees.**
Reinforce proper safety behaviors by giving recognition to employees who perform tasks safely.
- 5. Ensure proper training to build awareness of "critical behaviors" for each task.**
Training should be conducted immediately following any significant modifications to any job task. Perform refresher training at employee meetings to assure all employees receive the same training.
- 6. Make sure appropriate controls are in place and operations.**
Periodic inspection and maintenance are critical to a safe work environment.
- 7. Investigate every incident and near miss.**
Investigate for root causes, communicate the findings and correct any deficiencies. If any safety procedure is difficult to follow, modify the task so that employees are not tempted to break the rules and work unsafely.

Tips to Promote Safe Behavior



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Tips to Promote Safe Behavior

Take the steps to reinforce the right behavior in the workplace

- *Flyer will be available on website after webinar*

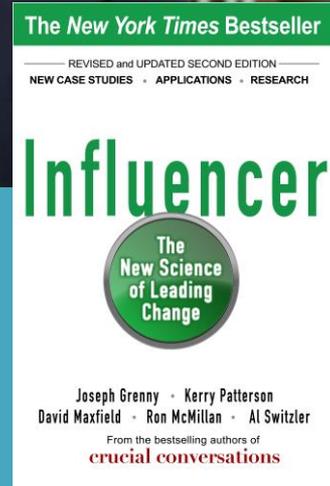
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STEP #4: Execute 6 Sources of Influence



6 Sources of Influence



1 Personal Motivation

2 Personal Ability

3 Social Motivation

4 Social Ability

5 Structural Motivation

6 Structural Ability

SOURCE

ANALYZE

EXECUTE



**Personal
Motivation**



Do I enjoy it?



Make the undesirable desirable



**Personal
Ability**



Am I personally able?



Invest in skill building



**Social
Motivation**



Do others motivate?



Positive peer pressure

Influencer - Coach

Influence your workforce through coaching

- *Flyer will be available on website after webinar*



BE A SAFETY COACH

As a manager or supervisor, one of your most important roles is retaining talented employees. Retention is a challenge for nearly every organization. Although it may seem impossible to perfect a retention strategy, employee recognition programs and coaching can often make a dramatic improvement in safety, performance, productivity and morale. Here are a few simple tips:

- 1 Provide regular feedback.**
 - Don't wait for formal reviews to talk to employees about safety performance or their productivity.
 - Schedule a regular time to meet with each employee, typically between once a week and once a month.
- 2 Address unsafe behaviors and poor work performance when you see it.**
 - Failure to address unsafe or unproductive behaviors perpetuates performance problems and forces other employees to accept or compensate for poor performing team members.
 - Tell employees who are working in an unsafe manner or those who are not meeting expectations that they are falling short of the requirements of the job.
 - Remind employees of the specific consequences that will arise if there is not improvement in their performance.
- 3 Differentiate employees.**
 - Remember not all employees have the same knowledge, skill or ability or performance level.
 - Provide specific guidance and coaching based on each individual's performance.
 - Recognize that anyone not working safely can create risk for others!
- 4 Recognize safety performers.**
 - Give positive feedback for safe work performance.
 - Recognize talented employees that may encourage others to improve their performance, and make employees working safely feel appreciated for their efforts.
 - Feedback can elevate your workforce to new levels of safety performance and productivity and at the same time, help retain your best staff members.

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STEP #5: Measure & Celebrate Your Success

Measure & Celebrate Your Success



Goal

Measurable Results

To be in the top 10% for safety & risk management performance within the industry



- Industry Total Recordable Rate
- Experience Modifier
- RIMS Total Cost of Risk Survey

To consistently improve employee safety engagement within the organization



- Number of Safety Observations
- Hazard Recognition and Correction
- Initiative as Measured by Input

Zero Accidents!



- Rate of Critical Behaviors and Conditions
- Near Miss Incident Rates
- Accident Rates

THE ROI IS WORTH IT

Positive results
from safety culture



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Success Stories

BNSF's injury statistics decreased using results of a change in safety culture.



Total FRA Reportable Injuries



”

Our improved safety performance has generated more than **\$10 million** a year in direct savings to our company. We call this our safety dividend.”

- *Chris Curtis, Schneider Electric*

YOUR S.T.E.P. UP SAFETY RESOURCES

Visit the Policyholder Center!

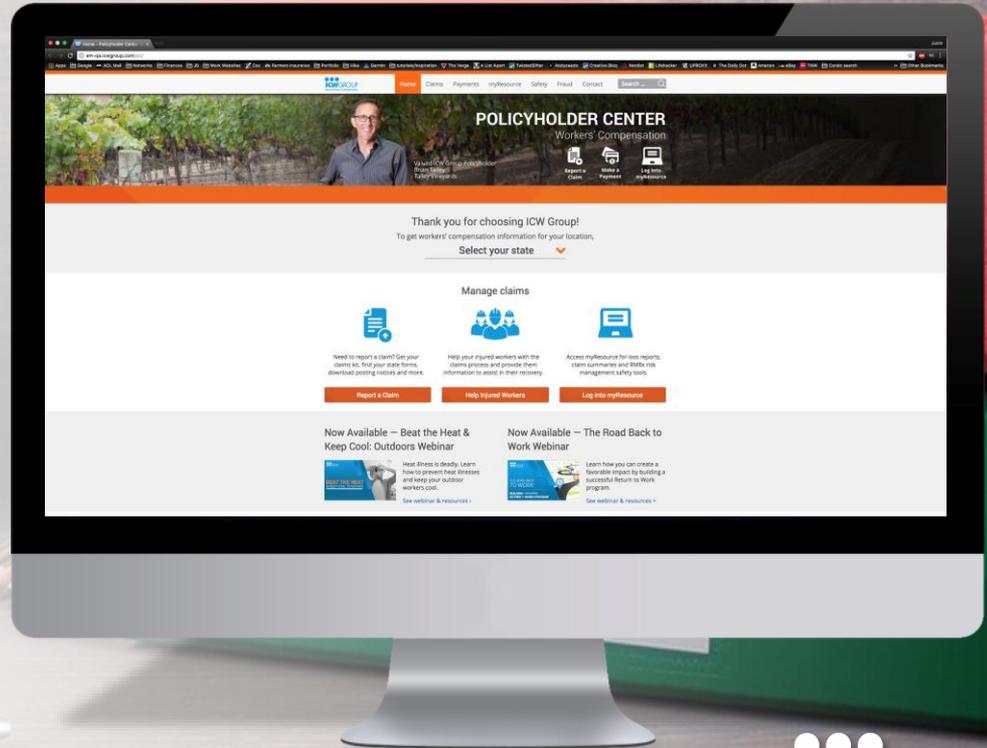
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Policyholder Center

- Claims kit
- Payments / Payroll
- Injured Worker Resources
- Fraud
- Safety > Webinars



icwgroup.com/step-up

Policyholder Center

After webinar find:

- Resources
 - Safety Culture Assessment
 - Safety Culture Maturity Poster
 - Be a Safety Coach
 - Tips to Promote Safe Behavior
- New section for “STEP UP” Safety Manager’s Workbook

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1 STEP UP To Safety Management

2 Do “MORE” to STEP UP Your Safety Programs!

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4 STEP UP to a Better Safety Culture

5 “PLAN” to STEP UP Safety Programs



S.T.E.P. UP | Certificate Series

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For the **Series Certificate**,

- Watch for **Exit Survey** after this presentation
- List those at your company who attended with you!

*Missed the first part of the series? Hurry – don't miss out!
View on-demand at:*

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Questions?

riskmanagement@icwgroup.com

Thank you!

Webinar series & materials:
icwgroup.com/STEP-UP