

# STEP 4: Building a Better Safety Culture

## Submitted Questions

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### 1. Where would you recommend a company start?

Start by looking at the injuries that have occurred. If you have not had any injuries or there is no apparent trend, then look at the job tasks that exposure employees to the greatest risk of injuries. Analyze those tasks to see if the current injury control methods can be improved. Ask for input from the line employees. If the line employees are part of the discussion, then they will be most likely to adopt any changed that are implemented. Once you implement corrective measure, monitor them to see if they are working. If the measures are working, then move on to a different task. Consider creating a safety committee so that hazards are consistently being addressed.

### 2. Are safety meetings required each month?

OSHA requires that meeting be held “periodically.” I’ve heard OSHA employees interpret this to mean at least quarterly. If you are in a high hazard industry, quarterly trainings would not be enough. Some industries have specific requirements. For example, the construction industry is required to do “tailgate meetings” at least every 10 business days. Certain topics have a specific training schedule. Please refer to the following link for the Cal OSHA training schedule: [https://www.dir.ca.gov/dosh/dosh\\_publications/trainingreq.htm](https://www.dir.ca.gov/dosh/dosh_publications/trainingreq.htm)

### 3. How do we get upper management to pay attention to safety?

First, you need them to buy into the problem. One way to do this is to discuss the frequency, likelihood and severity of an accident. Then you need to be prepared to discuss different options for solutions. There is a hierarchy to hazard controls which goes as follows from most effective to least effective: Elimination, Substitution, Engineering, Administrative and Personal Protective Equipment. If you can discuss the business impact of accidents that will help you make your case.

### 4. In addition to what ICW offers, what are other safety resources?

The National Safety Council, American Society of Safety Professionals, Cal OSHA Consultation (California Only) and organizations in your industry can be great resources for safety.

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## 5. Does ICW Group do tailgate meetings for policyholders?

Your line supervisors are in a position to have the best impact on safety in your organization. The training we do is geared toward empowering your organization to have ownership of the safety process. We're happy to help you train your supervisors to hold tailgate meetings.

## 6. Where do we access the on demand meetings?

The following links will give you access to ICW Group's on-demand webinars. To can access additional on-demand resources, please visit myResource.

On-demand webinars: <https://www.icwgroup.com/pc/safety/safety-training-webinars/>

myResource: <https://www.icwgroup.com/workers-compensation/myresource/>

## 7. How do we access the safety culture files?

Please visit the following link to give you access to the safety culture resources:

<https://www.icwgroup.com/pc/webinars/step-up-to-safety-certificate-series-4-a-better-safety-culture/>

## 8. What are the steps to get the STEP UP certificate?

To get a certificate an individual need to either participate or view all five modules in the STEP UP series. If you view them on-demand, you simply need to send us an e-mail at the end of the five-part series and let us know your name, contact details and that you have watched each webinar in its entirety. We will ensure you receive a STEP UP Safety certificate.

## 9. Do you have webinars in Spanish?

Our Heat Illness webinar is available in Spanish. The myResource system has many videos and computer based training modules in Spanish.

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### **10. What is the best way to have weekly tailgate talks when you have 15 different employees on 15 different projects?**

If you are not signed up on myResource/RMRx you can send us your name and your Insured Company's name and we will send you a link.

### **11. How do you handle a gossiping employee?**

At ICW Group, we understand how Human Resource issues can impact the work place. For that reason, we offer a service called HR OnDemand where you can ask HR experts questions such as this one. For more information, please visit the following link: <https://www.icwgroup.com/pc/hr-advice/sign-up-for-hr-ondemand/>