

S.T.E.P. UP

TO A SAFER WORKPLACE

SAFETY TRAINING & ENGAGEMENT PROGRAM
CERTIFICATE SERIES

STEP UP

TO SAFETY MANAGEMENT

WELCOME!



TODAY'S PRESENTER

Rob Neisius

Regional Manager, Risk Management



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Topics

- “STEP Up” Series
- What’s Your Vision?
- Management Roadmap to Success
- The 3 R’s Managers Need to Know
- Your Resources

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, pipes, and metal walkways. A yellow storage bin and a red fire extinguisher are also visible in the background. The image is semi-transparent, allowing the text to be overlaid.

COST OF WORKPLACE INJURIES

A Look at Industry Trends

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What are the costs of Workplace Injuries?

Medical costs alone could add up to hundreds of thousands of dollars

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.*

What are the costs of Workplace Injuries?

Medical costs alone could add up to hundreds of thousands of dollars



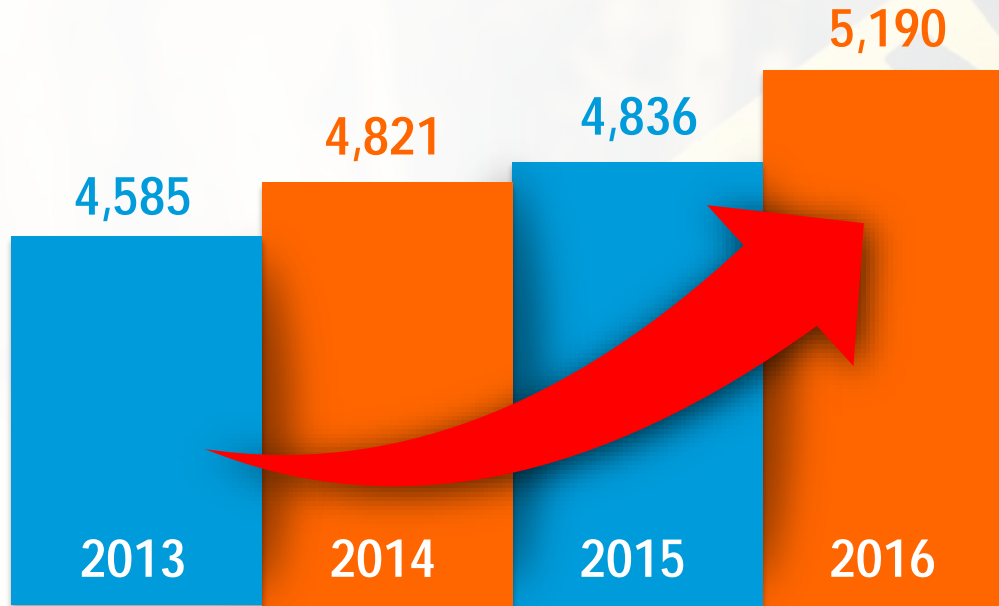
Die every day from work-related diseases.*



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



Safely Home, Everyone, Everyday

Safety embedded in culture has significant impact on accident reduction and sustainable performance.



ACCIDENTS



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Safety Training & Engagement Program

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TO A SAFER WORKPLACE

1

STEP UP To Safety Management

2

STEP UP with MOT:
Motivation, Observation & Training

3

STEP UP Your Accident Investigations

4

STEP UP to a Better Safety Culture

5

Your **STEP UP** Safety Programs



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Your STEP UP Safety Materials

- § STEP UP Safety Manager's Workbook
- § Checklist
- § Poster
- § Tips



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TO A SAFER WORKPLACE

Your STEP UP Safety Certificate

- § Complete all 5 STEPS
- § Receive your STEP UP Safety Training & Engagement Program Certificate!



A high-angle photograph of an industrial facility, possibly a refinery or chemical plant. Three workers wearing white hard hats and high-visibility yellow safety vests are visible. One worker is in the foreground, another is in the middle ground, and a third is further back. They are surrounded by complex machinery, pipes, and metal structures. The scene is brightly lit, and the overall atmosphere is one of a busy, professional industrial environment.

YOUR SAFETY VISION

It all starts here.

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Why is a Safety Vision Important?

- § Articulates safety goals and values
- § Builds foundation for safety culture
- § Drives safety at your company
- § Unites workers and managers
- § Drives everyone in unity
- § Directs safety management program

Safety Vision Purpose

A photograph of three workers in a factory or industrial setting. In the center, a man wearing a yellow hard hat, a plaid shirt, and blue overalls is pointing at a large white document held by another man. To the right, an older man with glasses and a blue long-sleeved shirt is looking at the document. In the foreground on the left, the back of a woman's head and shoulders is visible, also looking towards the document. The background shows industrial equipment and a bright, slightly blurred factory environment.

- § Commits everyone to safety
- § An integral part of everyone's job
- § Eliminates barriers to safety culture

Safety Vision Examples



- § We believe that if you report the little stuff, you can prevent major incidents.
- § We're all involved with safety and support each other to be safe.
- § We're committed to ensure all employees arrive safely home, everyone, everyday.

If you have a safety vision...

Communicate it!

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After this webinar:

Add your **Safety Vision** to your STEP UP Safety Manager's Workbook



MANAGEMENT LEADERSHIP

Roadmap to Success

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Roadmap for Leading Safety Vision



Safety Leadership



INVOLVE EMPLOYEES...

In the identification and correction of hazards



AUDIT OPERATIONS...

Periodically to assure compliance with regulations



OBSERVE & ENCOURAGE...

Safe behaviors, providing feedback and coaching



GIVE RECOGNITION...

as reinforcement to those performing their job safely



PROVIDE TRAINING...

to assure all employees know how to be safe on the job



CONTROL OPERATIONS...

by employing safety processes, inspections and maintenance



INVESTIGATE INCIDENTS...

and near misses, finding root cause and correcting issues

Safety Leadership



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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 Analysis (JHA), which should include critical behaviors and hazards.

- 2. Audit your operation periodically.**
Audit your operation to ensure compliance with OSHA regulations and industry standards like ANSI. Perform detailed walk-through surveys of your work area and your entire workplace if desired.

- 3. Conduct safety observations to encourage safe behaviors.**
This can include supervisory or peer-to-peer safety observations and 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 additional training of employees, meetings to ensure 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 the 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.


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After this webinar:

Add your **Leadership Plans** to your STEP UP Safety Manager's Workbook



6 Questions for Supervisors

- 1 Do I know our safety vision?
- 2 Have I assessed the workplace?
- 3 Have I planned work so it can be done safely?
- 4 Am I informing workers about hazards?
- 5 Can I explain safety guidelines to workers?
- 6 Am I ensuring workers follow safety processes?



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After this webinar:

Add your answers to the
Six Questions for Supervisors
to your STEP UP Safety
Manager's Workbook

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Six Questions for Supervisors

Can you answer each?

1. Do I know our safety vision?

2. Have I assessed the workplace?

3. Have I planned work so it can be done safely?

4. Am I informing workers about hazards?

5. Can I explain safety guidelines to workers?

6. Am I ensuring workers follow safety processes?

STEP UP TO SAFETY MANAGER'S WORKBOOK

Page 13

Safety Supervisor Checklist

Helpful checklist

§ Include main steps to help you double-check your steps



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STEP UP TO SAFETY MANAGEMENT

Safety Checklist for Supervisors

DESCRIPTION	ACTION NEEDED	✓
1 Maintain safety vision and communicate to all employees your commitment to keeping them safe.		
2 Implement your Injury & Illness Prevention Plan (IIPP).		
3 Plan and implement safety rules, communications, inspections and enforcement.		
4 Conduct hazard assessments and implement control measures.		
5 Create plans for and conduct general and job-specific training and for site-specific training.		
6 Conduct on-the-job observations, to ensure safety procedures are properly followed.		
7 Create reinforcement programs to reward safe behaviors and safety suggestions.		
8 Use safety communications templates and worker roster to document awareness of safety.		
9 Adhere to guidelines (safety manuals), communicate hazards via Safety Data Sheets, labels, and training.		
10 Respond to accidents by getting medical treatment, securing the scene, notifying and investigating.		

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Be a Safety Coach

Leading is often about coaching

- § Provide Feedback
- § Address Unsafe behaviors
- § Treat employees as individuals
- § Recognize great safety performers!



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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3 R'S MANAGERS NEED TO KNOW



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Manager's 3 R's

A large, stylized logo consisting of a blue '3' and an orange 'R'.

RISK

REGULATIONS

RATES

Focus on...

3R

RISK

REGULATIONS

RATES

ICW Group Risk Framework

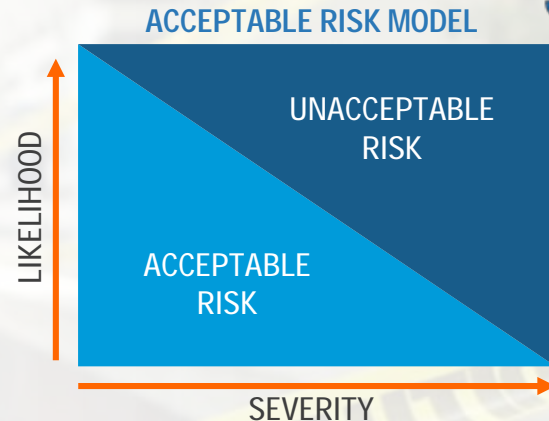
- § Frequency - number of times exposed to hazard
- § Likelihood - chance severity will be realized
- § Severity - consequences of hazard being realized



Identified, quantified & reduced

Acceptable Risk

- § Established acceptable risk
- § Lack of planning causes assumed risk by default
- § Frequency of exposure increases risk



Identified, quantified & reduced

Assumed Risk by Default

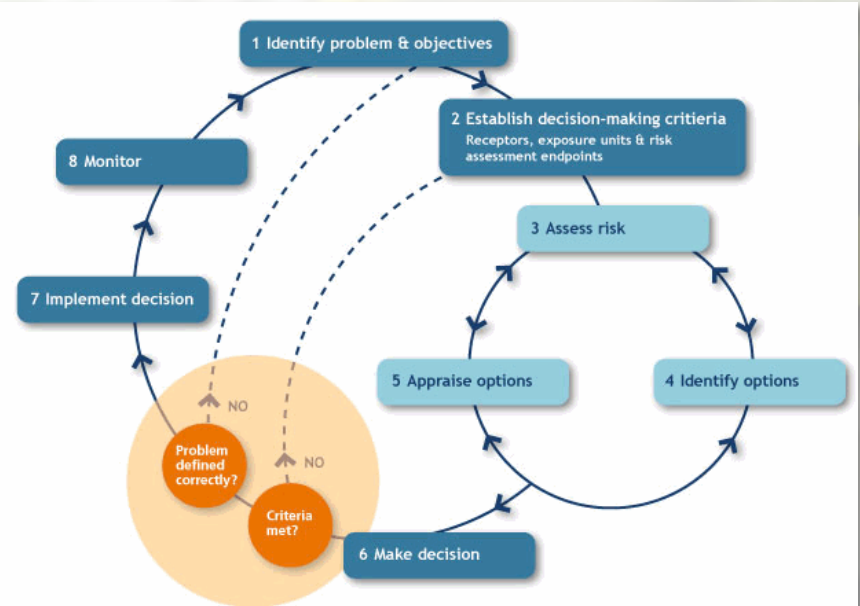
Assuming risk due to:

§ Unaware

§ Incorrect assessment

Most dangerous as organization fails to plan

Formal process needed



The Risk, uncertainty and decision-making framework was developed in 2003 by the Environment Agency's Centre for Risk and Forecasting and UKCIP, with funding from Defra.

Eliminating hazards? Weighing business costs

*I'm willing to spend
whatever it takes to
prevent all accidents!*

*I need to reduce risk in a way
that ensures we meet our
organizational goals*



Indirect Costs = \$\$\$

Medical Costs
Lost Wages

up to
20x
more than
direct costs

Lost Production
Litigation Costs
E-Mod Impact
Lost Wages
Poor Morale
OSHA fines
Admin time
Re-training
Re-hiring
Overtime

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After this webinar:

Add your thoughts to
How indirect costs might impact your bottom line
to your STEP UP Safety Manager's Workbook

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Indirect Costs Accounted in Risk Costs

When calculating risk, indirect costs shouldn't be ignored. These can be very hard to calculate, but may make the largest overall financial impact. In fact, direct costs are just the very tip of the total cost iceberg – indirect costs can be more than 20 times more.

Indirect Costs = \$\$\$

up to **20x** more than direct costs

Medical Costs
Lost Wages

Lost Production
Litigation Costs
E-Mod Impact
Poor Morale
Poor Quality
OSHA Fines
Absent Time
Re-training
Re-testing
Overtime

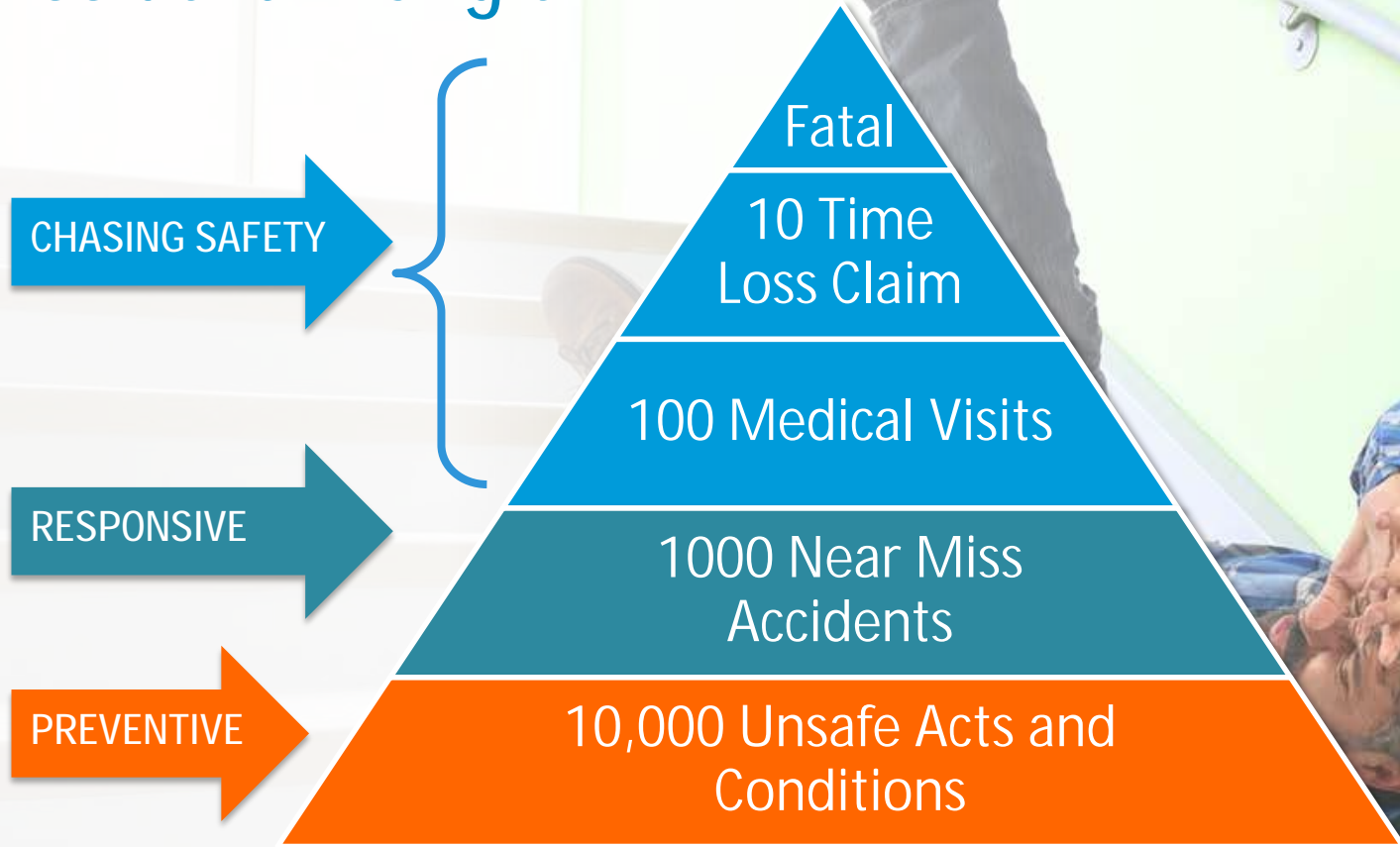
Indirect costs include more than the lost time of the injured employee. Additional costs include lost production, litigation, e-mod impact to premium calculations, lost wages, poor morale, OSHA fines, administration time spent, re-testing, re-training, and adjusted overtime!

How indirect costs might impact your bottom line:

STEP UP to SAFETY MANAGER'S WORKBOOK

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The Accident Triangle



"Best In Class" - Control Hierarchy

Elimination of all elevated work

Substitution of processes to reduce the frequency and likelihood of falls

Installation of permanent anchorage points, fixed permanent work platforms

100% Tie off when feet 6' off the ground

Compliance based – OSHA fall protection standard

Limited controls – training only & PPE

Risk Reduction

GOAL = SIGNIFICANTLY REDUCE RISK

- § Times exposed to activity
- § Accident likelihood each time
- § Severity of injury if accident



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Focus on...

3R

RISK

REGULATIONS

RATES

Safety Regulations

- § OSHA (Cal-OSHA & state OSHA)
- § Department of Transportation (DOT)
- § Cal-EPA, EPA, State - EPA
- § Joint Commission
- § ANSI
- § Manufacturer Requirements

Specific Workplace Program Regulations

- § Injury & Illness Prevention Program
- § Hazard Communication
- § Lockout – Energy Control
- § Ladders & Walking Surfaces
- § Machine Guarding
- § Blood borne Pathogens
- § Respiratory Protection

Other Regulations

- § Joint Commission Equipment procedures
- § Facility Safety Programs
- § Manufacturer Requirements for maintaining equipment
- § Construction Site Plans
- § Contractual Requirements

Focus on...

3R

RISK

REGULATIONS

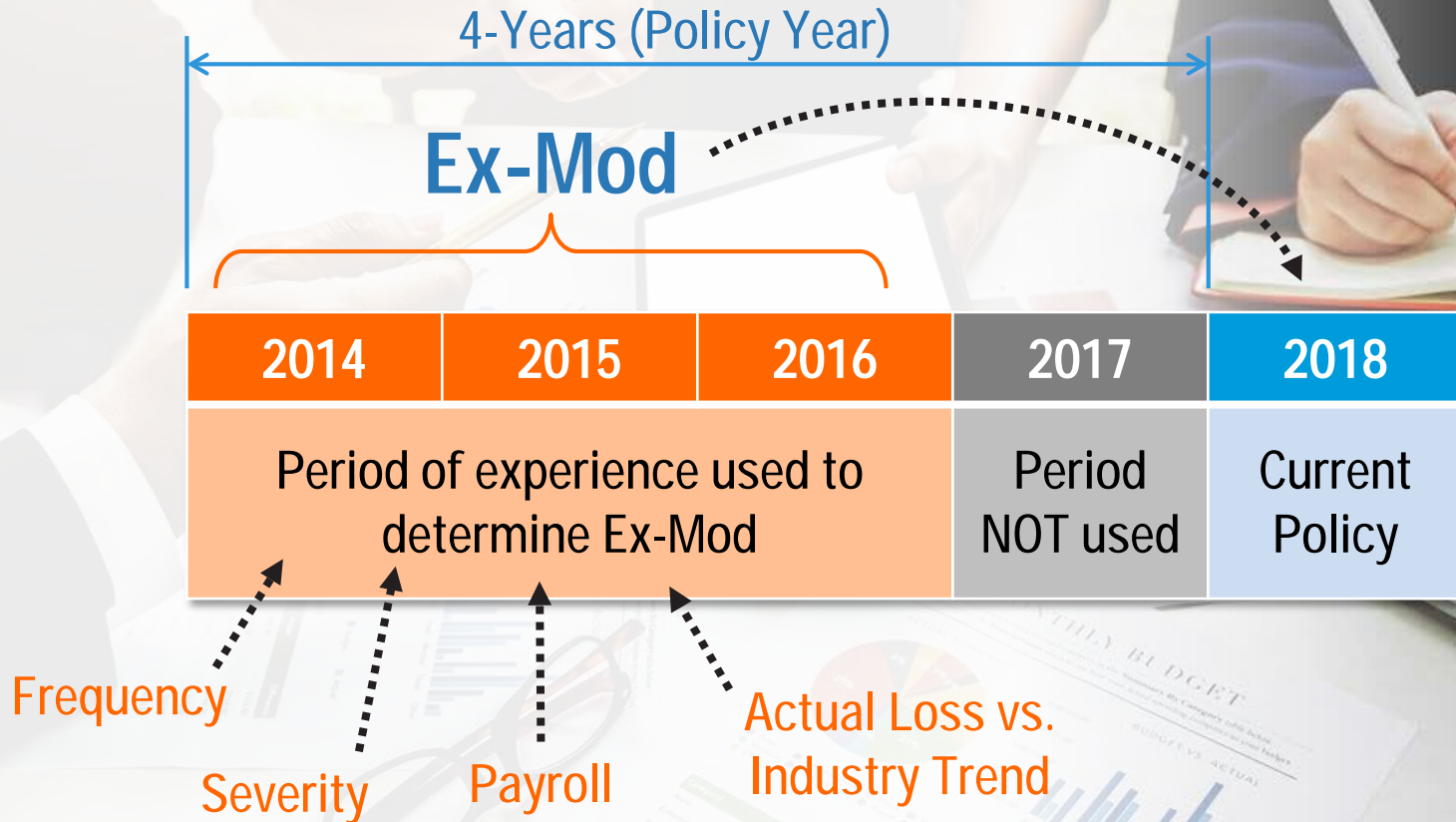
RATES

What Impacts Your Premiums?

- § Losses, frequency & severity
- § Ex-Mod = Experience modification factor
- § Can increase OR decrease premiums!

More than 100% (1.0) = Increase
Less than 100% (1.0) = Decrease

Ex-Mod Calculation

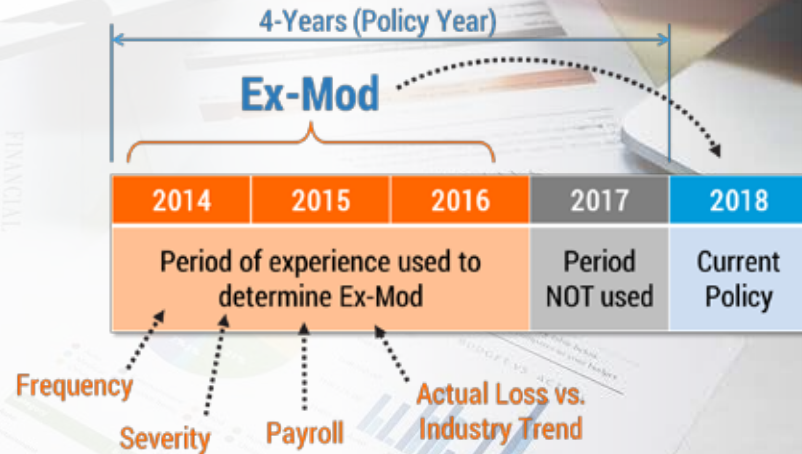


Experience Modification Example

If base premium of \$100,000...

§ .75 Ex-Mod = \$75,000

§ 1.25 Ex-Mod = \$125,000



What Drives Safety at Your Company?

Unaware
Ex-Mod 1.5+

Compliance
Ex-Mod 1.0+

Management
Ex-Mod .75 to 1.0

Best Safety Culture!
Ex-Mod below .75

DRIVING EX-MOD RATES DOWN!



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After this webinar:

Add your **Ex-Mod Number**
and your **Ex-Mod Goal**
to your STEP UP Safety
Manager's Workbook



“

With ICW Group, our ex-mod went from 1.12 to a projected .85, which means we'll save roughly 25% on our upcoming renewal.”

— *Chris Malec, VP Finance
JAC Masonry, Inc., Lake Villa, Illinois*



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

Visit the Policyholder Center!

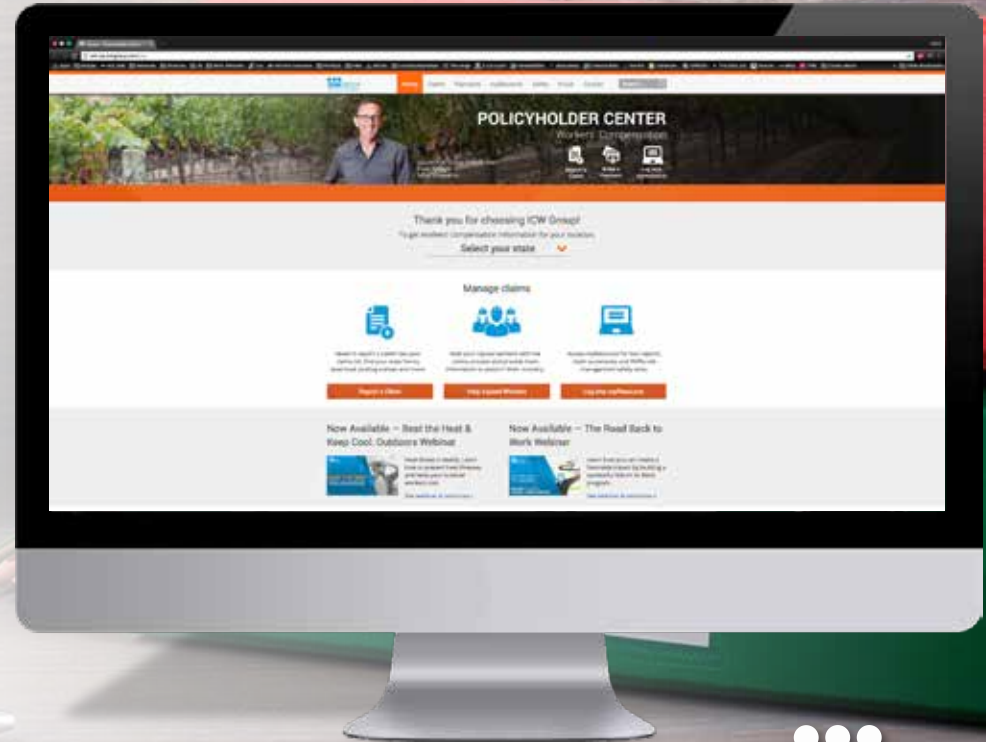
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Policyholder Website

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



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Policyholder Website

STEP UP Materials

- § Safety Program Manual
- § Safety Manager Checklist
- § Safety Assessment
- § Be a Safety Coach

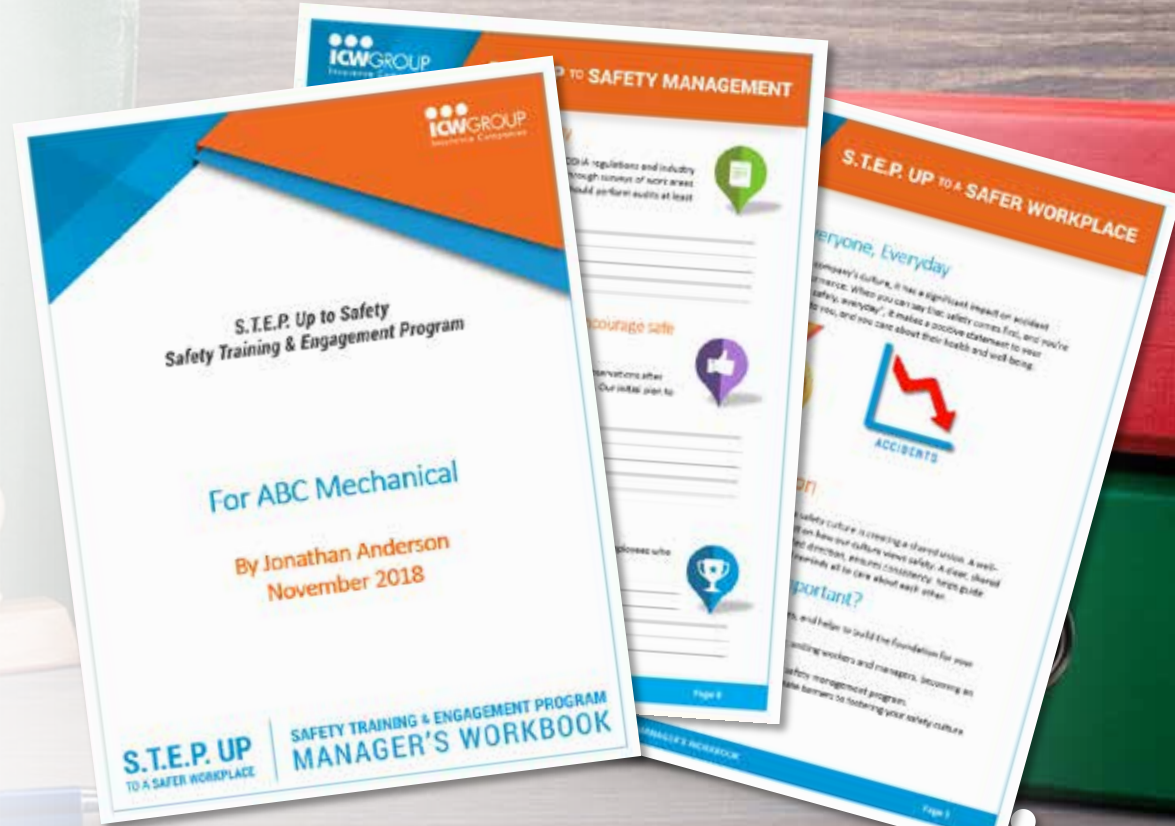
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Policyholder Website

Be sure to complete your
"STEP UP" Safety
Manager's Workbook!

Get a "STEP" packet at
each webinar



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Your **STEP UP** Safety Programs



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Watch for **Exit Survey** after this presentation

For the **Series Certificate**, please list those at your company who attended with you!

Make sure they register next time



Questions?

riskmanagement@icwgroup.com

Thank you!

Webinar series materials:
icwgroup.com/STEP-UP