

Lake County Safety Council Discussion of 12/9/11

Summary

The panelists from the December 9th Lake County Safety Council meeting have graciously given their permission to share the information they provided during the planning stage prior to the meeting. Please contact them if you have questions regarding information you heard at the luncheon. This information has not been edited for common language, but remains in its basic form.

Question #1: Describe what your company does/makes/provides.

Lake County YMCA (Clint Simons) –

The Lake County YMCA is a values-based partnering organization that prepares, supports and encourages youth development, healthy living and social responsibility. Its core values assist individual to grow in caring, honesty, respect and responsibility. No one is turned away for an inability to pay.

Ricerca (Valerie Baker) –

Ricerca Biosciences LLC is a Contract Research Organization (CRO) involved in chemical and biological research for primarily the Pharmaceutical Industry. We perform chemistry synthesis for potential new active pharmaceutical ingredients (API) and can manufacture them in quantities of hundreds of kilogram in our Pilot Plant. We manufacture the active drug under FDAs good manufacturing practices (GMPs). We also conduct all the chemical, biological and toxicological testing to determine the efficacy of the API. We are one of the few pharmaceutical companies in northeast Ohio. The CRO is a very tough business due to global competition and the growth of chemical industries in India and China.

Ohio Bureau of Workers' Compensation (Ron Abrams) – The Ohio BWC is a public service company. They provide Safety, Health and Risk Management consultation, training and other services to Ohio employers. There are 270,000 Ohio employees covered under the BWC.

Question #2: Describe for us how large your business is. How many employees are there? Is your building/plant part of a larger company or corporation? If so, please describe this relationship.

Lake County YMCA (Clint Simons) –

I supervise operations at the Central Branch, our largest facility branch (80,000 sq. ft.) and currently have over 10,000 members. The Central Branch has 15 full-time employees and about 200 part-time employees. The Central Branch is overseen by a branch board of volunteers and an overseeing metro board of volunteers. These boards help us set our annual branch plan that fits into the association wide strategic plan.

Ricerca (Valerie Baker) – Ricerca has four sites globally 1.) Concord OH (250 ee's) – Global Headquarters 2.) Bothell Washington (50 ee's), 3.) Lyon France.(250 ee's); 4.) Taipei, Taiwan (200 ee's). I serve as the Director EHS North America and am responsible for the Concord campus and Bothell Washings. The other sites in France and Taiwan have other accountable staff. Since we are a small LLC, and are spread over the

world, we do not have the need for a strong corporate presence due to difference in regulatory environment. I am establishing corporate policies and procedures for the Concord campus that will cover the US sites.

Ohio BWC (Ron Abrams) – There are around 1900 employees statewide. 90 are safety consultants, industrial hygienists or ergonomists. These 90 are located in 15 customer service offices throughout Ohio. Our day-to-day safety work is focused on our external employer customers. Our internal safety and health management systems are centralized through our Columbus main office. Each of the 15 service offices has its own safety team.

Question #3: Describe how the safety function is organized in your business. How many folks perform these functions? Are they full-time positions or just one of the duties along with the regular business duties? What are their roles (coordinator, technician, hygienist, etc)? To whom does the safety “group” report (HR, Legal, Operations)? What are the plusses and minuses for you in this structure?

Lake County YMCA (Clint Simons) –

I supervise and coordinate the major, annual safety trainings (HazCom, Blood Borne Pathogens, Child Abuse Prevention and Recognition, Facility Emergency Systems). I also attend departmental staff meetings to review Emergency Action Plans and the department’s role.

A majority of our safety trainings are designed around our members and not so much our employees. The most common safety training is in our Aquatic Department. Each lifeguard is required 2 hours of in-service per month to review our emergency systems and practice missing child, medical, structural, environmental and chemical rescues.

Ricerca (Valerie Baker) – At Ricerca we have EHS support from the Safety Coordinator (Sherrie Hawes) and Environmental Coordinator (Bill Contenza). EHS reports through the Human Resources department. This structures works well because of strong communication mechanisms. The EHS function can (in my opinion) report to any functional area of the organization provided the company has top leadership commitment to the EHS process and good communication and feedback loops. Employees at all levels and groups in the organization need to be part of the EHS Processes. At Ricerca we have an EHS Oversight Committee that meets monthly to provide leadership guidance and support on any EHS issue (top to bottom). In addition we have an EHS Employee Team that has a representative from the employees and supervision to help review EHS (bottom to top). They have a key role in creating EHS procedures and for communicating compliance within their department.

Ohio BWC (Ron Abrams) – As Mentioned in question #2, internal safety management is centralized in Columbus. There is one safety manager, with three staff. She reports to the HR Director. Each of the 15 offices has its own safety team.

Question #4: What safety metrics do you track? Who sees these? Do your employees understand them?

Lake County YMCA (Clint Simons) –

We don’t have a traditional “XX no. of days without an accident” board at our branch. We are a tight knit group, and word travels fast if someone gets injured on the job. We have had very few serious work related injuries and one of the keys is that we have learned from each situation and have made immediate changes to improve safety and to prevent the situation from occurring again.

Ricerca (Valerie Baker) –

At Ricerca we measure the following:
RIIR = Recordable Injury/Illness Rate
DART = Days away and Restricted Case Rate
Near Miss Reporting
Corrective action completion.
Audit/Inspection findings corrective action completion.

We compare our RIIR and DART for our business as a whole and for the main functional groups (Research and Development and Toxicology). The rates are compared to the BLS Rates for the prior year as reported on the Department of Labor website.

Ohio BWC (Ron Abrams) – Internally, we focus on OSHA frequency and severity rates, monthly safety inspections, safety suggestions, safety training classes taught or attended, Days Away from Work, W/C costs, costs per claim. Most corporate metrics and statistics on our internal staff are not shared with employees.

Question #5: What incentives do you provide for safety performance? What criteria do you use to reward something?

Lake County YMCA (Clint Simons) –

We don't have any. It is expected that all our employees follow our safety protocols listed in our employee manual, department manuals and employee job descriptions. If an employee is seen working in an unsafe manner they are subject to our written employee discipline procedure.

Ricerca (Valerie Baker) – Currently, Ricerca does not have any incentive program other than goals that are established by annual goals and objectives. Safety is selected as a competency for the appropriate job functions. Participation on various teams such as the EHS Employee Team, Emergency Response Team is rewarded via “soft” rewards and in annual performance reviews. (Soft rewards are lunch and “giveaways”).

Ohio BWC (Ron Abrams) - The only “real” incentive we provide for safety is continued employment. There are certificates of appreciation for safety team participation, Safety Team of the Year Award and Safety Shining Star of the Month Award for outstanding contribution to safety.

Question #6: What other special programs do you have that work well? Why do you feel these work? How do you get the employees involved?

Lake County YMCA (Clint Simons) –

We provide CPR, First Aid, and Emergency Oxygen Administration certification to all our employees at no cost to the employee.

Ricerca (Valerie Baker) –

We have regular EHS communications that go out to employees to remind them of EHS rules and procedures. A planned program for 2012 will be implementation of the Safety Minute which is taking one minute at the start of a meeting to bring up a safety topic, issue of concern and a preventative step that is relevant for current operations. This keeps safety in the forefront of employee thinking and as supported at the start of every meeting with an agenda, shows that Ricerca considers employees' safety of primary importance.

Ohio BWC (Ron Abrams) – More emphasis on total Wellness. Wellness Assessments are done, plus structured programs focused on exercise, weight loss, smoking cessation, etc.

Question #7: How do you provide safety training? Do you teach folks yourself or do you use outside sources to give classroom training? Do you use computer-based training, video or DVD training, department or group meetings as training? About how many hours on average do your employees spend in safety training annually?

Lake County YMCA (Clint Simons) –

Safety trainings are provided by the American Safety & Health Association (ASHI) are blended learning and classroom based certifications. Child Abuse Prevention and Recognition training and our Emergency Systems are written in house and are based on guidelines from the Medical Advisory Board from Y-USA.

Ricerca (Valerie Baker) –

Training is conducted face-to-face in a classroom setting. This can be via in house or guest lecturer, hands-on training or video/DVD. We use online training webinars for individual training and will be implementing an e-learning program that will allow for much greater flexibility for employees to accomplish training on their own time. Training will also continue to be face to face and the variation of training methods will continue to be needed.

Ohio BWC (Ron Abrams) – We have an entire staff of safety professionals, so much of our training is in-house. We do bring in national experts such as Rockford, Mazzella, OSHA, NIOSH. We offer hundreds of training classes at eleven training sites for our external customers, but internal staff is encouraged to attend as well. There is a video and resource library with hundreds of training videos, DVDs, etc. We also provide training through external sources, such as the National Safety Council.

Question #8: What other ideas would you like to share with the folks at this meeting?

Lake County YMCA (Clint Simons) –

Clint talked about reputation, and how important it is for a place like the YMCA to be seen as a safe place to visit and take children. Loss of that good reputation is hard to get back. Much of the YMCA training is aimed at providing a safe environment, and this will also help prevent negative perceptions.

Ricerca (Valerie Baker) –

The key to any successful EHS program is that leadership needs to be fully in support and committed to EHS goals and objectives. There must be a foundation in the form of an EHS Policy or Vision statement and then defining structure to the EHS management systems. This policy and commitment needs to be continually communicated and supported via actions. In January 2012, Ricerca will be launching our EHS Vision statement by having banners made of the statement. Each employee will be asked to sign and these banners will be hung in each facility as a daily reminder of our commitment to EHS. In early 2012 we will also be launching a focus on employees personal commitment to EHS asking “Why I work safely” and making it a personal connection and decision. Magnetic photo frames with logos that employees can place photos of their friends/families/co-workers to display, “Why I work Safely” will be made available.

Ohio BWC (Ron Abrams) – BWC is an excellent source of safety and health resources to benefit employers – safety management systems audits, hazard identification and abatement, safety program development, training resources (classes, videos, DVDs, online, on-site), OSHA 10 and 30-hour training, Industrial Hygiene monitoring, ergonomic assessment and interventions, safety grants, Safety Congress & Expo, 81 safety councils, etc.

BWC is home to OSHA on-site, who provide a host of services including the SHARPS program (Safety and Health Achievement Recognition Program).

We also have PERRP (Public Employment Risk Reduction Program) devoted to safety and health services specifically focused on public employment.