

## Lake County Safety Council Discussion of 12/11/09

### Summary

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The panelists from the December 11<sup>th</sup> 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.

**Team Wendy (Dan Gibbons) –**

The main intention of the company is the development and production of protective helmets, helmet liners and other safety or storage devices such as shields, knee and elbow pads and viscoelastic foams for energy, noise and vibration attenuation.

**Mentor Public Schools (Diana Zarlenga) –** Mentor Public Schools is a K-12 public school district serving Mentor, Mentor-on-the-Lake and parts of Kirtland and Concord.

**Lubrizol (Jim Ruttinger) –** The Lubrizol Corporation (NYSE: LZ) is an innovative specialty chemical company that produces and supplies technologies that improve the quality and performance of our customers' products in the global transportation, industrial and consumer markets. These technologies include lubricant additives for engine oils, other transportation-related fluids and industrial lubricants, as well as fuel additives for gasoline and diesel fuel. In addition, Lubrizol makes ingredients and additives for personal care products and pharmaceuticals; specialty materials, including plastics technology and performance coatings in the form of specialty resins and additives. Lubrizol's industry-leading technologies in additives, ingredients and compounds enhance the quality, performance and value of customers' products, while reducing their environmental impact.

**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.

**Team Wendy (Dan Gibbons) –**

We are a manufacturer of foam products located in the Collinwood area of Cleveland. The building is shared by several companies. We occupy about 40,000 square feet of the complex. The company employs about 54 full time employees with additional labor being furnished through temporary agencies.

**Mentor Public Schools (Diana Zarlenga) –** Our district has 14 school buildings and three auxiliary buildings not counting the High School Stadium. The oldest building, Memorial Middle School was built in 1922 and the newest building is Bellflower Elementary which was constructed in 1973. We maintain 1,132,860 square feet sitting on 320.7 acres. We employ 1,015 employees and currently have 8,245 students enrolled plus an additional 115 Preschool students in attendance.

**Lubrizol (Jim Ruttinger) –** With headquarters in Wickliffe, Ohio, The Lubrizol Corporation owns and operates manufacturing facilities in 18 countries, as well as sales and technical offices around the world. Founded in 1928, Lubrizol has approximately 6,800 employees worldwide. Revenues for 2008 were \$5.0 billion.

Lubrizol employs approximately 1,100 full-time employees at the Wickliffe facility. The Wickliffe campus covers approximately 82 acres and has about 1,000,000 square feet of office, labs and storage under roofs.

**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?

**Team Wendy (Dan Gibbons) –**

Team Wendy is committed to safety. We utilize a safety committee comprised of both salary and hourly employees. The committee meets on a monthly basis and reviews previous month’s minutes for open items and also reviews current audits. The facility is broken into sections and committee members audit there assigned areas monthly for safety compliance and rectification of previous open issues. The committee falls under the control of the plant engineer and human resources. In this way we have the technical and management sides covered. The committee is made up of 11 employees.

**Mentor Public Schools (Diana Zarlenga) –** Basically, our Head Custodians and Principals oversee the safety within their specific buildings with guidance from our District Safety Committee, Building Services Supervisor and the guidelines from the Mentor Fire Department and Lake County Health Dept.

**Lubrizol (Jim Ruttinger) –** At the Wickliffe facility we have a full-time health, safety, and security manager and an environmental manager that both report up through operations to the facility / plant manager. Reporting up to the HS&S manager are a training coordinator, two safety engineers, a risk management specialist, an emergency response supervisor, a security supervisor, and the medical department consisting of one nurse practitioner and one part time RN. The five operating areas each have designated employees that take on the role of a safety and / or environmental coordinator along with their regular duties.

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

**Team Wendy (Dan Gibbons) –**

Team Wendy looks at injuries as a metric. This includes reportable and non-reportable. Every accident, no matter how small, is addressed. We watch days without a Lost-Time injury. This is posted in the shop and everyone is clear on what it means. We are currently at 671 days and continually thank everyone on the shop floor for their efforts. This includes upper management.

**Mentor Public Schools (Diana Zarlenga) –** Our claims are tracked by the Treasurer’s Office.

**Lubrizol (Jim Ruttinger) –** We track the traditional lagging indicators such as OSHA recordables and Lost Time Away cases along with the incident rates per 200,000 hours worked, but, we also track some leading indicators: first aid cases, several environmental metrics, numbers of training drills conducted, number of CBTs taken and training classes held. Each department also has set their own EHS&S metrics which include for example: number of Job Safety Observations conducted, number of Job Safety Analysis reviewed, number of ergonomic assessments done, number of lab inspections, etc. All of this information is updated monthly and is available on a “dashboard” for all employees to see on the company intranet. Most departments review this as a part of their monthly safety meetings.

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

**Team Wendy (Dan Gibbons) –**

At random points in our “days without lost-time” we have had meetings where we give out gift cards to the employees. These might be McDonalds, gas or something else. At these meetings we can reinforce the safety objectives of the company and thank everyone for their involvement.

**Mentor Public Schools (Diana Zarlenga) –**

**Lubrizol (Jim Ruttinger) -** One of our safety recognition tools is to give out \$5 safety tokens that can be redeemed in our cafeteria. An example would be to reward an individual that recognized and reported a hazard such as a sharp edge, loose floor tile, or an equipment leak. We have also recognized individuals in some areas who have worked 5 years or more without being involved in any accidents a small safety gift. We are planning to implement a program this next year that will reward employees for meeting individual, department, and site goals and metrics.

**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?

**Team Wendy (Dan Gibbons) –**

We have wellness meetings. The safety committee also functions as the wellness committee. At these meetings (quarterly) we hand out healthy food such as fruit, granola bars, juices, and other healthy items. We also address any safety issues that might be a current topic. Employees are involved and helpful.

**Mentor Public Schools (Diana Zarlenga) –** We hold monthly Safety Committee Meetings, as well as Head Custodian Meetings. We use our Professional Development Days to educate our classified staff regarding safety issues and training on specific items such as ladder safety, chemical hygiene, lock-out/tag-out just to name a few. Our district has an intranet that we use to regularly send out safety tips.

**Lubrizol (Jim Ruttinger) –** We have developed an online incident reporting system called “Something Happened” that is simple and effective and has great employee buy-in. About 530 incidents have been reported this year from near misses to small spills to employees speeding in the parking lot. These incidents all get follow-up and closure and are available for employees to view. They are used as “learning tools” in safety meetings.

**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?

**Team Wendy (Dan Gibbons) –**

All employees are trained on safety before they start any job function. This includes general safety tapes, company safety policies and specific safety training on any individual machines that they will be using in performing their jobs. All temporary employees are trained by the agency before they arrive at our door. They also get training at our facility when they arrive. Most of our safety training is computer based and coordinated by our operations manager. All training is renewed yearly and records are kept in Human Resources. When needed special training is done off-site. Yearly each employee gets between 4-6 hours of training.

**Mentor Public Schools (Diana Zarlenga)** – Our training consists of in-house, BWC programs (thanks to Ron Abrahms), Lake Health Systems programs, to name a few. We have at least 16 to 20 hours (not consecutive hours) for the custodial, maintenance, material handlers and vehicle tech staff per year, the drivers’ training is on-going according to state standards, the food service have their individualized training provided by in-house as well as trainers from the state. We recently had our professional development day with mandatory classes for 2 hours and electives for 2 hours. The training provided by Lake Health Systems was a hit. The personal safety blends right in with our wellness program.

**Lubrizol (Jim Ruttinger)** – We have a computer-based training system that is customizable for each site and all employees take courses monthly. We also have monthly safety meetings and topics such as hot work, confined space entry, forklift safety, slips, trips, and falls, winter safety, etc. are taught. On average, each employee probably spends about 30 hours per year on safety training, although, there are some in the emergency response department who do a lot more.

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

**Team Wendy (Dan Gibbons)** –



We became ISO certified in 2008. This certification increased process awareness across the shop. Having each employee involved in the development of specific work instructions helped us review and improve the general work flow and increase safety awareness.

We are involved with the Drug Free Workplace program through the OBWC. This has had a positive influence on company safety.

As a company that produces safety products we are committed to having a safe place for our employees to work and grow.

**Mentor Public Schools (Diana Zarlenga)** – We, at Mentor Schools actively use our strategic plan as our directional map of how we operate. One of our vision statements is to “provide a safe and secure environment in which students can grow socially and academically”, we take this document very seriously and constantly check the progress of our action plans and refine our goals to meet the needs of all our stakeholders that include students, staff and community members.

**Lubrizol (Jim Ruttinger)** – The Wickliffe location did receive the OSHA VPP Star certification in 2007. We are due to undergo our recertification inspection in September 2010. The site also received third-party verification under the Responsible Care Management System in July 2008. Both of these management systems require ongoing inspections, auditing and continuous improvement and the efforts are worth it.