



FILLING IN THE BLANKS – APPLICATION WORKSHOP

**Presented by:
The NorthEast
Carolina Star Safety Conference Team**



Brian McKendree, MS, CSP
Division Safety Director



Kim Griffin, Lab Supervisor
Person County Health Dept

Rebecca Morrow
Person County Safety Officer



Jason P. Haritos, CSP
Manager – Environment, Safety & Health



Shaun Buchanan
Safety Chairperson

WHAT IS CAROLINA STAR?

- The Carolina Star Program is a process designed to recognize and promote effective safety and health programs and management systems.
- The key is to develop a partnership between employees, management and the North Carolina Department of Labor (NCDOL) to create a safe and healthful work environment.
- Recognized as the “Best of the Best” in workplace safety.



“PARTNERSHIP”

THE SURPRISE OSHA INSPECTION

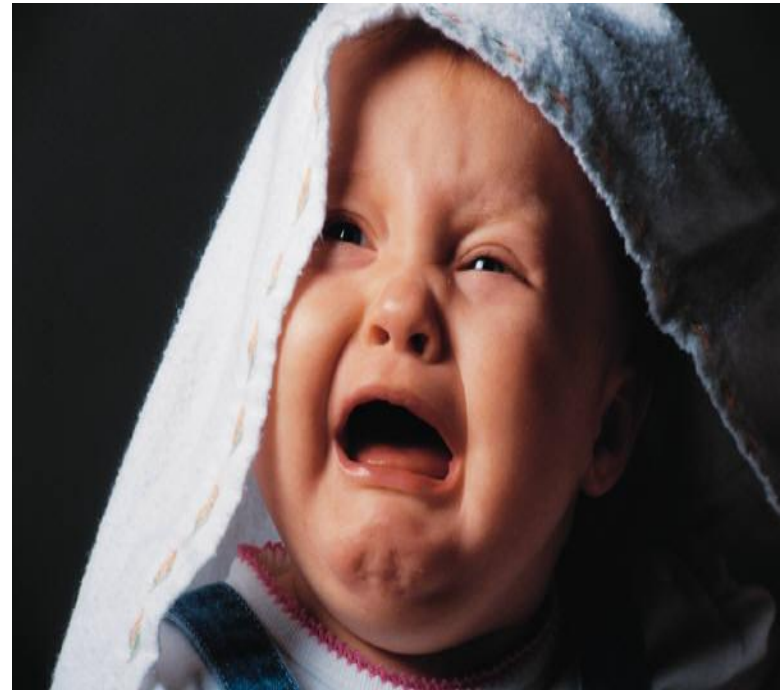
**The wolf is
at the door!**

**What do I
do now?**



DON'T PANIC

- Ask for their business card and official I.D.
- Take the business cards and ask them to be seated in the lobby.
- Notify appropriate personnel



HOW DO I START?

- Where do you stand within your industry?
 - What is your North America Industry Classification System (NAICS)?
 - How do you compare?
 - <http://www.bls.gov/iif/oshwc/osh/os/ostb1917.pdf>.
 - How do I find this information?
 - <http://www.census.gov/eos/www/naics/>



WHICH STAR IS RIGHT FOR YOU



- Building STAR
- Public Sector STAR
 - *Public Sector Star worksites, are evaluated based upon their most recent complete three years of data.*
- Carolina STAR
 - Is your 3 year average incident rate at or below 50% of your industry standard (Federal Bureau of Labor Statistics (BLS))? (*Carolina Star & Building Star criteria*)
- Rising STAR (General Industry Only)
 - Or, is your 3 year average incident rate below your industry standard (Federal BLS)? (*Rising Star criteria*)



HOW DO I CONVINC MANAGEMENT?

○ Benefits

- Improved employee motivation to work safely, leading to better **quality** and **productivity**
- **Reduced workers' compensation costs**
- Recognition in the community
- Improvement to safety programs
- A safer workplace.



WHO LEADS THE EFFORT?

- Safety
- May form a committee
- Champions or Safety Committee Members
- Are all groups involved in the Safety Process?



WE'RE NOT READY FOR CAROLINA STAR

- No STAR site is perfect.....if you're waiting for perfection, you'll never get there!
- Many sites “join the club” as a Rising Star site (General Industry Only).
- Not ready for STAR...get a **mentor**.



MENTORING...

THE CORNER STONE OF STAR

- Your site will receive mentoring based on your specific needs.
- Mentoring can help your site go from a site that has safety priorities to one that values safety.
- Mentoring is FUN...both the giving and receiving.



OK, I'M READY...HOW DO I COMPLETE THE APPLICATION?

- Get organized
- Get feedback from a mentor
- Tackle one section at a time
- Note your gaps and set corrective actions
- **Document your progress**



REMEMBER, IN THE END IT IS ALL ABOUT...

Employee
Involvement
and
Participation

Worksite
Hazard
Analysis

Management
Commitment and
Leadership

Hazard
Prevention and
Control

Safety and
Health
Training



MANAGEMENT COMMITMENT AND LEADERSHIP

○ Commitment

• Programs

- Provide documentation of a single program
- Don't send other programs unless requested

• Goals

- Consider SMART Goals (Specific, Measurable, Attainable, Realistic and Timely)

• Involvement

○ Organization

• EHS Resources



MANAGEMENT COMMITMENT AND LEADERSHIP

○ Programs

- **Example** - John Deere – Annually Tasked to Owners
- **Example** - Person County (General Services) – Employee Reviews

○ Goals

- **Example** - John Deere – Based on annual risk assessment
- **Example** - Georgia Pacific – Based on previous years experiences
- **Example** - Crowder Construction - Division goals related to incidents, training and participation.

○ Involvement

- **Example** - John Deere - Safety is part of performance management
- **Example** - Crowder Construction– Management is not a “Thing”



COMMUNICATION

○ Electronic, Meetings, Training

- **Example** - John Deere – Daily Operations Meetings, line-side MES communications.
- **Example** - Person County (Health Dept) - Department wide emails and then in bi-monthly staff meetings.
- **Example** – Crowder Construction – payroll stuffers, signage, pre-task and story-board meetings.
- **Example** - Georgia Pacific – Monthly plant meeting and pre-shift meetings.
- **Example** – Person County (General Svcs) – Electronic methods, committees and dedicated safety web page.



MANAGEMENT COMMITMENT AND LEADERSHIP

- Responsibility
 - How is it assigned?
- Accountability
 - Discipline
 - Performance Measurements
- Planning and Evaluation
 - Goals
 - Assurance



MANAGEMENT COMMITMENT AND LEADERSHIP

○ Contract Employees

- Selection Criteria
- Involvement
- **Example** - John Deere – Security Screening
- **Example** - Georgia Pacific – INS Net World
- **Example** - Person County (General Svcs) – Contractor Policy / Audits



EMPLOYEE PARTICIPATION AND INVOLVEMENT

- **Example** - John Deere – Continuous Improvement Process
- **Example** - Person County (Health Dept) - Committees and subgroups to be assigned different programs.
- **Example** - Georgia Pacific - "Safety Pays Program"
- **Example** – Crowder Construction - "Safety Pays" safety incentive
- **Example** - Person County (General Services) – Orange Notification Card for reporting hazards, near misses and/or safety recommendations. Safety Bingo – the number is sent out daily with a safety quote or message.



WORKSITE HAZARD ANALYSIS

- Change Management
 - \$
- Job Safety Analysis
 - Documentation and Accessibility
- Self Inspections
 - Corrective Actions
- Incident Investigations
 - All Incidents



WORKSITE HAZARD ANALYSIS

○ Industrial Hygiene

- **Example** - Person County (Health Dept) – Influenza Protection
- **Example** - Person County (General Services) – Hearing Conservation and Bloodborne Pathogens
- **Example** – Crowder Construction – Demolition related – lead, silica, asbestos, noise.
- **Example** - Georgia Pacific - Noise, Dust, CO₂, Formaldehyde
- **Example** - John Deere – Noise, Weld Fumes, CO



WORKSITE HAZARD ANALYSIS

- Medical Program
 - DOT Physicals
 - IH Screenings
 - Audiograms
 - Respiratory Protection



HAZARD PREVENTION AND CONTROL

- Professional Expertise
 - Fire Department
 - Industrial Hygienists
 - Qualified Instructors
 - Certifications
- Personal Protective Equipment



HAZARD PREVENTION AND CONTROL

- Emergency Preparedness
 - Spill Prevention
 - Severe Weather
 - Evacuation
 - Workplace Violence
- Preventive Maintenance
 - **Example** - John Deere – TPM (Total Productive Manufacturing) – Line side and available to all employees
 - **Example** - Person County (General Services) - lawn equipment, vehicles and office equipment.
 - **Example** – Crowder Construction - construction equipment and cranes (per manufacturer recommendations).
 - **Example** - Georgia Pacific – Software monitored PMs. PMs may be as simple as checking the oil in a Hydraulic motor to a complete tear down and rebuild.



SAFETY AND HEALTH PROGRAM SELF-EVALUATIONS

- A review of the safety and health system should be conducted yearly and documented.
 - If you have not completed this in the past year, you must do an evaluation of your programs and submit the results with your application.
 - Are you doing what you are saying?



STATEMENT OF COMMITMENT

○ Union Statement

- The authorized collective bargaining agent must sign a statement to the effect that they either support the STAR Program or that they have no objection to the program. OSHNC must have this prior to visit.

○ Assurances Statement

- Corporate management agrees to support the program
- May customize the statement to meet your facility.



ADDITIONAL RESOURCES TO HELP YOU BECOME A CAROLINA STAR!!!

- NCDOL Website...www.nclabor.com
- Application Workshop Presentation
www.carolinastar.org
- Mentoring from other STAR sites



QUESTIONS AND ANSWERS



So, your **STAR**
Application has
been accepted!

WHAT NEXT???



THE STAR EVALUATION PROCESS



LaMont Smith
NCDOL STAR Program
September 14, 2011



Public Sector Star



CAROLINA STAR



BUILDING STAR



WORD OF ADVICE...

Hopefully, you have *already* had a STAR Consultant visit your workplace to give you and your employees a thorough presentation on the STAR Program expectations.

IF NOT, PLEASE contact a STAR Program Consultant **PRIOR** to submitting an application

(this will save us both a lot of time!)

Thank you!



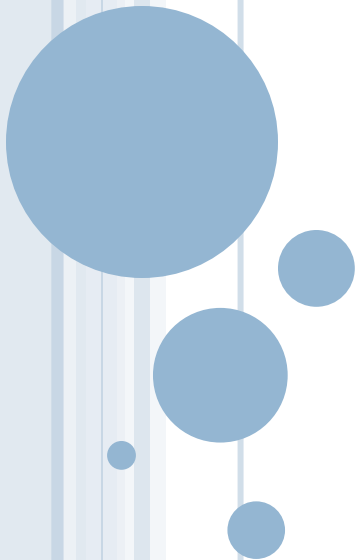
OBJECTIVES

- Types Onsite Evaluation Visits
- STAR Evaluation Process



TYPES OF ONSITE VISITS AND EVALUATION PROCESS

Carolina STAR Program



WORKSITE VISITS – INFORMAL PRE-EVALUATION VISIT

- Usually involves presentation by OSHNC team leader on applicable STAR Program
- May or may not include a preliminary/informal walkthrough of worksite, but is an opportunity for team leader to learn more about company.



WORKSITE VISITS – FORMAL PRE-EVALUATION

- Includes meeting with management and other S&H reps such as safety team members:
 - Q&A related to the application, if needed
 - Co. intro. to OSHNC team leader (round table, formal presentations, skits, etc.)
 - Conduct more thorough walkthrough of worksite
 - Review of S&H Programs/documentation as per S&H Evaluation Worksheet
 - Informally interview random employees, gauge knowledge of STAR Program



WORKSITE VISITS – FORMAL PRE-EVALUATION (CONT'D)

- Closing meeting with management and other S&H reps such as safety team members:
 - IF “READY,” discuss expectations for upcoming evaluation (goals, shifts, evaluation schedule, PPE needs, special hazards, etc.)
 - If needed, discuss deficiencies and/or other areas in need of improvement prior to scheduling an evaluation
 - e.g., lack of understanding of STAR Program and/or Requirements by employees, deficiency in some STAR element, etc.



WORKSITE VISITS – INITIAL EVALUATION

- First evaluation of a worksite with team
- Evaluation will be conducted and team *recommendation* for participation (*or not*) in STAR Program



WHO CONDUCTS STAR EVALUATIONS?

Two Options:

- OSHNC Staff
- OSHNC Staff and SSTM Participant(s)



OSHNC STAR PROGRAM STAFF

- LaMont D. Smith - Recognition Program Manager
 - E-mail: Lamont.Smith@labor.nc.gov
- Leonard Mangum - Safety/STAR Consultant
 - E-mail: Leonard.Mangum@labor.nc.gov
- Ron Ellis - Industrial Hygiene/STAR Consultant
 - E-mail: Ron.Ellis@labor.nc.gov
- Kimberly Bostic - Industrial Hygiene/STAR Consultant
 - E-mail: Kimberly.Bostic@labor.nc.gov
- Rebecca Israel - Safety/STAR Consultant
 - E-mail: Rebecca.Israel@labor.nc.gov
- Charlie Cash - Safety/STAR Consultant
 - E-mail: Charlie.Cash@labor.nc.gov



HOW MANY STAR EVALUATION TEAM MEMBERS?

Depends on:

- Number of employees at the worksite
- Physical size of worksite
- Type and/or scope of process(es)
- Types of potential hazards and/or S&H Programs
- Time needed onsite



WORKSITE VISITS – RECERTIFICATION

- Occurs every 3-5 years (with approval by LaMont)
- Same process as **Initial** evaluation, team members probably different
- **Continuous Improvement** - you don't expect to find the same deficiencies as the previous evaluation
- Team recommendation for continued approval



WORKSITE VISITS – PROMOTION EVALUATION

- **Rising Star** worksites only
- Purpose - assess status of completion of action plan items with regard to **Carolina Star Goals**:
 - Improvement in at least one STAR element, and/or
 - Reduction in OSHA TRC/DART Rates
- If satisfactory, report updated/resubmitted, recommend promotion to Carolina Star
 - If not satisfactory, discuss action plan and schedule return visit



STAR EVALUATION PROCESS - OVERVIEW

- Opening meeting w/OSHNC STAR Team and employees
- Worksite presentations
- Walkthrough of the facility
- Interviews and other evaluation activities
- Closing meeting & OSHNC STAR Team recommendation



STAR EVALUATION PROCESS – OPENING MEETING

- OSHNC STAR Team and employer/employees
 - Introductions
 - Goals while onsite
 - Format of process (interview process, updates, etc.)
 - Review schedule of activity planned for visit
- Introduction to worksite activities, background, S&H presentations*
- Assignment of escorts for each team member



STAR EVALUATION PROCESS –

*INTRODUCTORY WORKSITE

PRESENTATIONS/MEETING

- Employer and employees will provide an introduction to the worksite
 - Operations, workforce composition, S&H programs, committee structure, etc.
 - Expect employee participation
- May be formal or informal
 - Conversation, PowerPoint, skits
 - Could differ with Building Star
- Desire to limit timeframe to 1.5 hours or less (*remember time is \$\$*)



STAR EVALUATION PROCESS – WALKTHROUGH OF WORKSITE

- Very detailed walkthrough of the facility with escorts
 - Comprehensive visual inspection
- Request that employer take notes of hazards identified
- Interaction w/escort when hazards are identified
- Encourage escorts to take photographs for future employee training/hazard identification



WALKTHROUGH OF WORKSITE - MOBILE WORKFORCE EVALUATIONS

- Who is Affected?
 - construction worksites (Building Star)
 - some public sector worksites (Public Sector Star)
- Requires travel
 - Sometimes w/in the city to observe work activities
 - Sometimes travel to different cities over 1-3 day period



Walkthrough of Worksite - Mobile Workforce Evaluations (cont'd)

- Building Star –
 - Need to determine general contractor's (G.C.) control of worksite (this will differ with Subcontractor Star)
 - G.C. may or may not have their employees working; may be managing subs
- Reminder – following OSHNC “focused inspection” criteria (falls, struck by, caught-in, electrical, housekeeping) as well as health hazards



STAR EVALUATION PROCESS – MANAGEMENT & EMPLOYEE INTERVIEWS

- Several formal and informal interviews
- Management and Hourly employees
- One-on-one interviews are confidential
- Other employees (i.e., temps, contractors - janitorial, maintenance, etc.)
- Interviews on each shift/crew, if feasible
- Want good representation of workforce



STAR EVALUATION PROCESS – SAFETY AND HEALTH PROGRAM REVIEW

- Review of required OSHA S&H and non-required, site-specific S&H programs (above and beyond OSHA requirements)
- Evaluation of performance (*do what you say, say what you do...*)



STAR EVALUATION PROCESS – DAILY MEETINGS

- OSHNC STAR Team - plan to meet as a group daily to review hazard/interview findings, other concerns
 - Discuss team feeling on STAR Program participation
- Team will meet with employer and reps daily to discuss findings/concerns
 - If there are issues affecting status of worksite, team leader needs to discuss as soon as possible with management - **NO SURPRISES!**



STAR EVALUATION PROCESS – FINAL DAY/PREPARATION FOR CLOSING MEETING

- Prior to meeting with employer/ reps:
 - Final team discussion on recommendation for participation and completion of consensus form
 - Complete scoring of S&H Evaluation Worksheet
 - *Public Sector must score 65%*
 - OSHNC Team leader gathers all necessary documentation from team members
 - Summarize findings from evaluation for presentation to employer



STAR EVALUATION PROCESS – CLOSING MEETING/TEAM RECOMMENDATION

- OSHNC team leader presents summary of findings from evaluation
- **Action plan w/in 30 days** - required for abatement of deficiencies found by evaluation team



REMEMBER

- This is not an OSHA compliance inspection; employer encouraged to go above and beyond the OSHA standards
- Share “Best Practices” from other STAR companies
- **Continuous Improvement** - positive feedback (the good things) and constructive criticism (need for improvement) to improve S&H programs and management system



QUESTIONS



[www.nclabor.com/osha/star/star.h
tm](http://www.nclabor.com/osha/star/star.htm)

