

# Safety Self-Checklist

# **Retail Version**



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#### Safety Self-Checklist

#### A value added resource for Chamber members

#### Who is this for?

• Chamber members.

#### Who will find this information useful?

- People newly assigned to safety and don't know where to start.
- People who have a program in place and want to make sure you're moving in the right direction.
- People who have an established safety program and are interested in self-checking what they already have.

#### The keys to becoming a safety first organization

What does it take to provide the safest working conditions for your employees, protect the environment and act as advocates for worker health and safety?

LUCK? Some would say it's better to be lucky than good. Not when it involves our way of life and the future of our employees and families. It's better to be good!

How does an organization demonstrate its commitment to the health and safety of its employees? The bottom line is not as easy for any company to accomplish. The fact is, there are no magic bullets and it takes team effort from your entire organization.

#### **Commitment**

Company owner, Board of Directors, CEO, President, Vice President, COO, whatever the structure in your organization this is where it all begins. This is where the commitment must be demonstrated. If your goal is to hang a plaque on the wall of fame -- guess what. This is not demonstrating commitment. Having a safe working environment often comes without making national or local headlines. The fame comes in the form of no lost time, zero accidents, low experience modification rate and no workers compensation claims. It's engrained in the culture of your organization, the safe lifestyles of employees at work and home and it's found in the bottom line.

Safety is not just a priority – since priorities can change daily, working safely is part of your culture and your behavior each day, because that will not change. Yes, safety does start with the commitment of management, but it certainly must go full circle to all employees. You don't just talk about safety but you live it.

#### Communication, culture, training and education programs are key elements

- ✓ The communication of the safety message is needed. A letter from the leader of the
  organization to employees that pledges and emphasizes the importance of safety to the
  company.
- ✓ A zero injury philosophy Set the standards. Getting hurt at work is not part of the job! All injuries and occupational illnesses are preventable.
- ✓ Safety has priority over quality and production. What is the message you are sending?
- ✓ Maintain a world class EHS management system. Establish written safety guidelines and operating procedures.
- ✓ Employee safety orientation Any structure built starts with a solid foundation. Weak foundations lead to cracks and future failures.

- ✓ Employee safety committees, risk assessment teams These groups are part of your foundation building. There needs to be representation from multiple levels of the company. Your folks doing the job know the hazards. Provide extended education and training to your safety team.
- ✓ Employees are empowered to correct safety issues at your company. Employees are guicker to report safety issues or concerns. There will be employee buy-in of safety programs.
- ✓ Safety audits/inspections A tool to identify nonconformance's that need correction. Empower your safety committee to issue corrective actions.
- ✓ An emergency action plan Created for crisis situations and practice procedures.
- ✓ Job hazard and safety analysis Identify risk, ergonomics and severity of injury involved with a job. The ounce of prevention is worth much more than the pound of cure.
- ✓ Plan and budget for specific safety improvements, risk assessments and risk reduction.
  - o Plan at strategic engineering and project management levels. All operating exposures can be reasonably safe guarded. Require incoming equipment be EHS approved.
- ✓ All injuries are reviewed and investigated. Work towards finding the root cause. Pay close attention to employees with frequent injuries.
- ✓ Your organization uses safety measurement systems. Incident tracking, OSHA logs, etc.
- ✓ Safety is integrated into your organization's lean management system.
- ✓ Require OSHA 10 and 30 hour courses for supervisors and management teams. Training is not an expense but an investment. Along with financial commitment will be personal commitment.
- ✓ Daily tool box meetings safety is the first topic
- ✓ Annual safety training for all employees.
- ✓ Work with your workers compensation carrier. Have them provide you with safety programs. Get more for your money.
- ✓ Send the company safety message to contractors, visitors and customers. Let them know you're concerned for the welfare of your employees and families in the community.
- ✓ Maintain an open door policy. Eliminate the fear of retribution for speaking up.
- ✓ Establish a behavior based safety program.
- ✓ Provide focused programs on healthy lifestyles. Employee wellness, prevention, nutrition, fitness and care.

Providing that direct line of sight to the executive team and to the CEO of the company helps support the top-down approach. Everyone in your company is involved with safety. Reward them with an organization that will set the standard for safety in your community and be the envy of your peers in the industry. Let that be your fame.

# The Culture of Safety

The Chamber Safety Council of Manitowoc County

# Background

Stopping injuries is going to require extraordinary activities. You can't continue to do the same thing.

Doing more of the same things that didn't work before needs to be rethought



"How's that working for you"

Management will need to model the leadership they want. They will need to lead the improvement.

We have to help people be successful.

## The Breakdown

High injury rates most commonly occur when there is inconsistent enforcement and communication of expectations and/or "The Message" between the supervisor and employees.



#### This breakdown can result from the following:

- Site safety is not providing management the information and guidance they need to lead and manage.
- Supervisors do not consistently enforce expectations because:
  - a) They are not doing what their boss is asking them to do;
  - b) Their boss is not consistently sending the correct message; or
  - c) Their boss's boss is not consistently sending the correct message and it trickles down.

# The Breakdown

#### **Cause of Injuries:**

- High injury rates = EE perception = culture = leadership
   ART
- Severity = regulatory compliance
   <u>SCIENCE</u>

#### Safety performance is a direct reflection of top management commitment:

- Insufficient commitment or willingness to step up to the plate.
   "I agree that would help, but......"
- Not working on the right things which can contribute to an organizational perception that management is not committed.

#### Perform an injury analysis

While high injury rates are normally culturally related (verses severity which is reflective of regulatory compliance), identifying trends allowing to focus on specific actionable items which can be designed to affect culture.

#### **Example:**

Whether we follow PPE requirements is culture. We can focus efforts to change the perception that PPE rules don't have to be followed.

Determine where the breakdown is occurring. If not site safety, determine where the breakdown is in the line of management.

Safety to meet weekly with the GM 1-on-1. This will assure that their ideas will be supported before they are presented to the rest of management. Provides clarity to direction.

#### **Management:**

"All Hands on Deck" meeting. Stop the facility so your safety leaders can reinforce the need to address risk and work safely. Require everyone to identify and fix at least 1 risk in their area of work.

#### Give them specifics:

- Meeting with EE or supervisors with high injury rates to discuss performance and expectations.
- Regular monitoring on site plan. Initial review may include moving risk reduction or cultural
  initiatives earlier in the year.
- Frequent review of SCAR's list (HUGE for culture). Don't forget work orders.
- Participation in incident investigations.
- Attend toolbox meetings as opportunity to talk to EE and provide coaching to supervisors on how to improve effectiveness.

Spend time with a top manager at another facility that has made good Improvements to compare notes and strategies.

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#### Middle management with high injury rates:

• Upper management communicates expectations and develop action plan for improvement.

#### Supervisors of departments with high injury rates:

- Meet with the GM daily to discuss what they are doing for the day and precautions they are going to take. Review what they accomplished yesterday including hazards addressed.
- Implement a scorecard type system if you don't have one already.
- Utilize "The Message" tool.
- Focus limited resources in these areas. "make a dent" vs "brush all depts"
  - In addition to safety personnel, 5S and other resources can be focused here.

#### Frequent Flyers (EE's with numerous injuries)

- Daily meeting with their supervisor to discuss the task they are performing and review what they are going to do to avoid injury.
- Find out what their issues are. What can we do?
- Have "the discussion": concern they are going to have a significant injury; perhaps they are not cut out for this line of work.



#### Eliminate PPE rules which are not black and white.

- This will make it easier for employees to comply with and for supervision to enforce these policies.
- Can't expect supervisors to spend their entire day debating if PPE was warranted while performing a specific task.

#### **Other PPE Initiatives:**

- Results of unscheduled PPE audits added to scorecard.
- Schedule a time each day when supervisors are to focus specifically on PPE. Top Mgt to go out and assure this is being done.

#### Improve housekeeping.

#### Improve case management:

- Immediate notification to management to increase urgency.
- Traditional case management tactics.
- Drug testing following incident.



Assure risk are being reported and feedback is being provided during toolbox meetings.

Implement interactive observations (BBS) to identify risk or reinforce safe work practices.

- If an issue is seen multiple times, ask the supry, "Why don't you see what I am seeing?"
- Increase frequency of interactive observations to departments where injuries are higher.

Increase EE involvement through committees, inspections, etc.

Workstation clean-up at the end of each shift.

Bring in a motivational speaker for EE's and/or a leadership speaker/coach for management.

Improve training process for new/transferred employees. Develop a checklist and/or implement a buddy system.

Get manufacturing engineers more directly involved in the safety program and define specific responsibilities.

Have leadership focus on the commitment of the next level down by asking:

- What safety initiatives are you working on today?
- What is your biggest safety issue?
- What are you doing about it?

Identify opportunities for eliminating "silent consent" and clarifying "the message" which are two important factors in creating an unsafe work culture.

Hold focus meetings with Supervisors regarding safety and reinforce "the message" with them.

Review Individual Performance Goals with all levels of management in operations.

# **Supervisors**

Supervisors have the most difficult job in our company. But that doesn't mean we reduce our expectation. We need to help them understand the expectations and find ways to support their success.

Ask them. Consider all their tasks and expectations.

#### We can't improve safety without supervision.

- We don't have to also have to do safety.
- It has always been part of the job.
- We just haven't always communicated expectations or held individuals
- accountable.



#### Unknowingly Establishing an **UNSAFE** Culture

80-90% of the injuries are a result of 'unsafe acts'...



# ...i.e. human error and behavior related acts

How do we talk ourselves into unsafe behavior/conditions

<u>I don't have time</u>

Its what I was told to do

Its ONLY temporary



# The Uphill Battle – Why Don't People Like To Talk About Safety?

- Confrontational
- Afraid to look stupid.....don't know the answer
- Shy
- "Not my job" or "Not my area"
- Not perfect yourself

# **Final Thoughts**

Employees will give you what you ask for. If they think production is most important, they will give you production at all cost.

If you are not willing to implement extraordinary measures to improve safety, you don't have the will to improve.



the Date:					
Chamber					
Safety Council · Manitowoc					
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I	Datail Cafaty Calf Chaole	list Tor	nion.		
Administration	Retail Safety Self-Check Lock out / Tag out	iist rop	JICS		Hazard Communication Program
Record keeping	Blood borne Pathogens				Fire Protection
General Safety/Environmental	Industrial Powered Vehicles				Exit Routes / Means of Egress
Ergonomics Retail	Ladders Accountability, Culture & Planning				
Administration	/ Accountability, Guitare & Flamming	YES	NO	N/A	Comments
	of safety awareness; make it part of your				
company's culture, and get managemen					
Is one person clearly responsible for the program?	overall activities of the safety and health	Ш			
1 0	afety personnel and managers additional	П			
safety training?	arety personner and managers additional				
Is there an established safety committee	e or team?				
Do you have a safety committee or grou	p made up of management and labor				
representatives that meets regularly and					
Has the safety committee or team been	provided with additional safety training?	Щ		, Ш	
Do you have a working procedure for ha	ndling in-house employee complaints				
regarding safety and health?	on a veryley basis? (Pullatin basyds				
Does the company communicate safety Briefing, etc.)	on a regular basis? (Bulletin boards,	Ш.			
Are there procedures, job instructions a	nd precautions to prevent		П		
accidents/incidents?					
Are you keeping your employees advised		_			
will have a workplace that is safe and he	y committee have made in assuring they	Ш	Ш		
	afety manual including mission statement,	$\vdash \sqcap$			
rules and safe work practices?					
Does the company have an incident/acc					
Are emergency numbers posted where t					
Is the OSHA workplace posting displayed		Щ			
Has the company had a focus on safety t	craining for employees?	ш	Ш		
Record Keeping		YES	NO	N/A	Comments
Are OSHA 300/301 logs maintained as re	equired?				
Are medical records and exposure recor	ds maintained as required?				
Are training records maintained in accor	•				
Are employee records being maintained	for the required time frames?				
Are operating permits up to date?		Ш			
Are procedures in place to maintain reco	ords and logs?				
b. Safety meeting minutes		H			
c. Accident/Incident investigation	S	H	H		
d. Emergency response drills					
Is the summary of Occupational Illnesses	s posted?				
	tain required records for the legal period	l	l		
of time for each specific type record? (So	ome records must be maintained for at	ΙШ	╽Ш		
least 40 years.)  Are operating permits and records up-to-	n-date for such items as elevators, air		$\vdash$		
pressure tanks, liquefied petroleum gas					
	•				
Accountability, Culture & Planning		YES	NO	N/A	Comments

Has a vision statement describing their desired program been established?				
Has a safety plan been developed for the year identifying actions, responsible				
party and due dates for each action? (Some actions are based on analysis of				
previous injuries.) Has money needed to execute the plan been budgeted or				
planned?				
Do members of management have individual safety goals included in their annual				
performance review?				
Are metrics/dashboards developed and provide management actionable				
information?				A.
Are scorecards developed and used to track the completion of safety expectations				
by front line supervisors?				
Does a process exist to track issues identified during group meetings, inspections,				
incident investigations, etc.?				
Does management review the metrics, site plan status and other relevant safety				
data at least monthly?				
Do employees receive regular communication on the status of issues to be fixed				
(closed loop communication) and the status of the site safety plan?				
Do individual recognition programs exist that are based on employee				
involvement?				
Are group recognition programs defined and not based solely on injury rates?				
Are opportunities for employee involvement well known and utilized by the				
workforce. (e.g. inspections, committees, JSA development, etc)?				
Are positive reinforcements used to get "safe" work practices repeated?				
Is the discipline process followed when employees do not follow the described				
work practices or rules? Has HR has issued discipline?				
Are employees trained in hazard recognition skills?				
Is the process for training new and transferred employees documented and				
followed?				
Are near-misses reported more frequently than injuries occur?				
General Safety/Environmental	YES	NO	N/A	Comments
Is operator safety equipment available and being used?				
Is there an emergency shower and eye wash station? Is inspection up to date?	10			
			1	
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Have employees been trained in BBP?				
Is waste discarded according to applicable laws and regulations? (bio Hazard		$\Box$		
containers)?		-		
,				
Hazard Communication Program	YES	NO	N/A	Comments
Does the company have a Haz-Com Policy and is it reviewed annually?				
Are employees trained in Haz-Com Policy and are they aware of chemicals in	$\Box$	$\vdash \sqcap$		
workplace?		—		
Is the training documented?				1
Is the training conducted by a competent person?	$\vdash \sqcap$	ΙĦ		. 1
Is retraining required whenever there is a change in job assignments?	$\Box$	$\Box$		
Are MSDS information "Employee Right to Know" available?		$\Box$		
Is spill response equipment in proper area?	$\Box$	$\vdash \sqcap$		
Is oil/chemical containment area clear?	$\Box$	$\vdash \sqcap$		
Are warning signs in place and legible?	ΙĦ	Ħ		
Are employees aware of spill prevention plan?	Ħ	Ħ		
Are all bottles/containers clearly labeled?	Ħ	Ħ		
, , , , , , , , , , , , , , , , , , , ,				
Fire Protection	YES	NO	N/A	Comments
Does the company have a fire alarm system?				
Posted Evacuation Plan?	Ħ	Ħ		
Were employees trained in the Evacuation Policy?	H	Ħ	H	
Are portable fire extinguishers checked monthly?	Ħ	Ħ		
Are employees provided with fire extinguisher training?	Ħ	Ħ		
Is fire equipment available and charged?	Ħ			
Are drills practiced annually?	Ħ			
If you have outside private fire hydrants, are they flushed at least once a year and	Ħ		7	
on a routine preventive maintenance schedule?		P		
Are fire extinguishers mounted in readily accessible locations?	450			
Are extinguishers free from obstructions or blockage?				
Are sprinkler heads protected from possible damage?		ī		
Is material stored a safe distance from sprinkler heads (18 inches)?		i i		
Are fire extinguishers selected and provided for the types of materials in areas				
where they are to be used? *Class A Ordinary combustible material fires *Class				
B Flammable liquid, gas or grease fires Class *C Energized-electrical equipment	_			
fires.				
Is the required annual fire sprinkler system inspection up to date and have you				
taken out the city permit for the inspection?				
Exit Routes / Means of Egress	YES	NO	N/A	Comments
Are exits marked and illuminated by reliable light sources?				
Are doors, passageways or stairways, that are neither exits nor access to exits and				
which could be mistaken for exits, appropriately marked "NOT AN EXIT," "TO				
BASEMENT, "STOREROOM," etc.?				
Are exits clear and unobstructed?	Щ	$\perp \perp \!\!\! \perp$		
Are there no locked exits?		<del>⊢</del> <u>⊢</u>		
Where panic hardware is installed on exit door, will it allow the door to open with	╽Ш			
15 pounds or less force in the direction of the exit traffic?				
Do all exit doors open from the inside without the use of a key, tool or any special	ΙШ	Ш	$   \sqcup   $	
knowledge?				
Are frameless glass doors, glass exit doors, storm doors, etc. fully tempered and	╽╙	Ш	📙	
do they meet safety requirements for human impact?	_	-	$\vdash$	
Is "EXIT" sign lettering at least 5 inches high with ½ inch wide stroke?	$\vdash$	$\vdash$	$+$ $\sqcup$ $-$	
Are at least two means of egress provided from elevated platforms, pits or rooms	l —	l —		
where the absence of a second exit would increase the risk of injury from hot,	Ш			
poisonous, corrosive, suffocating, flammable, or explosive substances?	<del>                                     </del>	$\vdash$		
Are there sufficient exits to permit prompt escape in case of emergency?	$\vdash \sqcup$	$\vdash \sqcup$	$\vdash$	
Where ramps are used as part of required exiting from a building, is the ramp				
slope limited to 1 ft. vertical and 12 ft. horizontal?	$\vdash$	$\vdash$	$\vdash \sqcup \vdash$	
Ergonomics	YES	NO	N/A	Comments
Is there an ergonomic program?	IE3		N/A	Comments
Has ergonomic training been provided to employees?	<del>    </del>	++	<del>├                                     </del>	
Are all affected employees informed of job related ergonomic hazards?	<del>                                     </del>	H	$\vdash \vdash \vdash$	
, the an ancelea employees informed of job related eigonomic liazards:	1 1 1	1 1 1	1 1 1	T.

Are jobs monitored to ensure a continued use of proper work practices?				
Are engineering controls the preferred method to reduce hazards?				
Are employees educated about safe lifting?				
Are regular inspections of the facility conducted to identify and correct hazards		П		
related to ergonomics?	_			
Have adjustable workstations been installed to reduce strain?	П	П	П	
Has an ergonomic assessment committee (EAC) been established?	H	Ħ	ΗĦ	
Are supervisors aware of proper work techniques to improve ergonomics?	H	H	$\vdash \exists$	
Are supervisors aware or proper work techniques to improve ergonomics:	$\vdash$	ш	<del>                                     </del>	1
Industrial Powered Vehicles	YES	NO	N/A	Comments
	TES	NO	IN/A	Comments
Are only trained personnel allowed to operate industrial trucks?	⊦∺	H	++	A 4
Are employees trained and re-certified every 36 months and are training records maintained?				
Are required lift truck rules posted and enforced?		П		
Does each forklift have a warning horn, whistle, gong, or other device which can	H	Ħ	H	
be clearly heard above the normal noise in the areas where operated?				
Are operators driving at prescribe speed limit?	$\vdash \sqcap$	П	$\vdash \sqcap$	
Are operators wearing seatbelts?	H	H	$+$ $\pm$	
Will the forklift's parking brakes effectively prevent the vehicle from moving when	<del></del>	H	+ $=$	<del>                                      </del>
unattended?				
Are industrial trucks with internal combustion engine, operated in buildings or				
enclosed areas, carefully checked to ensure such operations do not cause harmful		Ш	$\sqcup$	
concentration of dangerous gases or fumes?				<del></del>
Is directional lighting provided on each industrial truck that operates in an area	_	l		
with less than 2 foot candles per square foot of general lighting?	Щ	Щ		
Are brakes on each industrial truck capable of bringing the vehicle to a complete	l			
and safe stop when fully loaded?	$oxed{\sqcup}$			
Are drive motors shut off and brakes applied when any motorized hand and hand			_	
rider truck control grip is released?	$\Delta M$			
		y		
Ladders	YES	NO	N/A	Comments
Are ladders inspected and maintained in good condition?		]		
The ladders hispected and maintained in good condition.	A	ш		
Are non slip feet provided?				
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Are display items <u>fully</u> secure and <u>will not</u> tip over or create hazard?				
Are displays changed during non-operating hours?				
Are fixtures, displays, shelves, etc checked prior to opening for damage or				
hazard?				
Are display hooks not used where they create a poking hazard?				
Are sign holders and toppers secured?				
Are there no empty fixtures on floor?				
Do fixtures used have items moved to the end to increase visibility/merchandise				
pulled to ends of fixtures arms?				
Is adequate clearance maintained between racks and aisles, and means of egress				
assured?				
Are fire alarms and devices checked prior to opening?				
Are trip and slip hazards addressed prior to opening?				
Are drying floor mats utilized at all entry points and any other areas where wet				
floors are possible?				
Is a "Zero slip" policy enforced requiring full parameter marking and blocking for				
clean-up of spills; spill procedures implemented immediately?				
Are electrical installations sound?				
Are fixtures properly filled and in no case unattended, empty, or bare while on				
the selling floor during operational hours?				
Prior to opening and throughout the operational hours, are aisle ways checked for				
trash, paper, plastic and other debris to be picked up immediately?			_	
Are furniture and other items being displayed secure with electrical cords			70	
wrapped and placed with appliances applicable to prevent pull down?				
Are fixtures and displays set such as to not create an "attractive nuisance" or				
climbing hazard to children?		7		
Are any chipped or cracked glass items removed and put in designated container				
off the floor?				
Are tablecloths and other similar items not draped such that they create a hazard			P	
for pulling, or trip and slip on floor surfaces?		7		
Is merchandise distributed on fixtures evenly to prevent tip over?				
Are fixtures secured to prevent tip over?				
Is facility work done during non-operational hours and all tools, materials, etc				
kept in controlled area, barricaded and marked?				
Is merchandise placed on displays near the corners to increase visibility of				
corners?				
Are edges of floor displays marked with highlighter?				
Are mannequins and other display props securely placed to prevent tip over?				
Are hazardous items (knives, other sharp items, etc) kept in main display booth				
and out of open display?				
Are elevator and escalator entrances and exit paths maintained and marked;				
current posted inspection?				
Retail -ADA accessibility assured:	YES	NO	N/A	Comments
Are displays placed in aisle to allow minimum aisle width of 4½ feet (54 inches)?				
Are aisles between tables (when used within aisles) allowing spacing of 3 feet				
between tables?				
Are round tables spaced at least 3 feet apart and maintain the main aisle width of				
4½ feet?				

The information contained herein is provided as a public service. All critical information should be independently verified. The Chamber makes no representation or guarantee as to the correctness or suitability of the information provided or of any linked information. The information and/or services provided may change at any time without notice.



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