PROMOTING SAFETY AND HEALTH PROGRAMS DURING ON-SITE CONSULTATION VISITS
A Guide for Consultants

Introduction
These materials will help consultants introduce employers, safety and health managers, and union representatives to safety and health program concepts and elements. The materials include:

- **Talking Points:**
  - During an Opening Conference (300 log review)
  - During a Walk-Around
  - During a Closing Conference
- **Handouts:**
  - That Was No Accident! Using Your OSHA 300 Log to Improve Safety and Health
  - Safe + Sound brochure

For more information, see the Safe + Sound Campaign at [www.osha.gov/safeandsound](http://www.osha.gov/safeandsound).

During each step of the visit, you have opportunities to introduce or expand upon what goes into an effective safety and health program and how these programs benefit workers and employers.

Use these materials to help you get accustomed to talking about safety and health programs, not as a script.

Background
- Worker deaths and reported injuries are down more than 60 percent since the OSH Act was passed. Still, every year more than 4,000 workers die on the job and 4.1 million workers suffer a serious job-related injury or illness.
- Most workplace injuries and illnesses are not “accidents”—they are usually predictable and preventable. A safety and health program is designed to find and fix hazards before they cause harm.
- OSHA encourages employers to go beyond compliance, because regulations and standards do not identify every hazard in the workplace.
- Safety and health programs, with their focus on prevention and management/worker collaboration, will shift the curve towards an enhanced safety culture in America.
- Safety and health programs will also help businesses save money and be more competitive.
- Management leadership, worker participation, and a systematic approach to finding and fixing hazards are key elements of all successful safety and health programs.
DISCUSSING SAFETY AND HEALTH PROGRAMS DURING AN OPENING CONFERENCE
Talking Points for Consultants

- How often do you look at your 300 log? Most workplace injuries and illnesses are not accidents—they are usually predictable and preventable, including the incidents I see on your log. [Note: Include this observation about the log only if appropriate.]
- We all know about the suffering and financial hardship that injuries and illnesses can cause for workers and their families, but do you know how much one of these incidents could cost you? OSHA estimates that one amputation costs $77,995 in direct costs, plus an additional $85,794 in indirect costs. That's a lot of money you'd be saving by preventing injuries and illnesses from occurring. You can calculate incident costs using the Safety Pays tool at www.osha.gov/dcsp/smallbusiness/safetypays/estimator.html.
- [Give the attendees the handout titled “That Was No Accident!”]
- You should examine the 300 log regularly (at least annually) and use the log to identify any trends in injuries and illnesses, near misses, first aid cases, and property damage reports. For example, you might see trends in the types of injuries, where they are occurring, why they are occurring (such as lack of equipment maintenance, housekeeping, or personal protective equipment [PPE]), and when they are occurring (such as on a particular shift or time of day). This trend analysis will create a road map for identifying hazards and preventing future incidents.
- For example [adapt the following for a particular workplace]:
  - The “slip and fall” injuries might tell you there are housekeeping-related hazards to correct or housekeeping procedures to adjust.
  - Back injuries might show you the need for lifting equipment or better training in safe lifting techniques.
  - Needlestick injuries might indicate that you need to improve your needlestick prevention program and/or implement safer needle devices.
  - A fall-related injury might indicate the need for improvements in fall protection or training.
- Also, let's determine whether incidents occur more often in certain jobs, certain areas of the company, or among certain categories of workers (e.g., temporary or contract employees). Noticing a trend like that can help you target your efforts to find and fix workplace hazards, helping you prevent future injuries and save money at the same time.
- Think about involving workers in a regular, close review of the log. (Be sure to keep privacy concerns in mind, for example by leaving names off the log when you share it.) Their insights can help you identify problems and solutions for a safer workplace. Worker involvement can also improve communication, trust, and collaboration, which can translate to enhanced productivity, morale, and retention.
DISCUSSING SAFETY AND HEALTH PROGRAMS DURING A WALK-AROUND

Talking Points for Consultants

During the walk-around, you have the opportunity to inform supervisors and managers about key elements of a safety and health program. What you say will depend on the specifics of the workplace. Examples include:

- **To managers/supervisors:** How do you let workers know that you value their safety and health and want to provide a safe and healthful workplace? Communicating your goals verbally and in writing sends a clear message about your commitment to safety and health and will help set a tone of leadership.

  - Point out things they are doing well. For example: I see that everyone in this area—managers as well as workers—is using [required PPE]. That’s a good way to demonstrate leadership in safety and health. Other ways to demonstrate leadership include:
    - Managers and supervisors participating in self-inspections.
    - Encouraging workers to report unsafe/unhealthy conditions without fear of retaliation.
    - Correcting safety and health issues promptly.
    - Maintaining a clean and sanitary workplace.

- **What are some ways workers here can provide input about safety?**

- **Let’s take a look at that incident you recorded on the log. What happened? Where did it happen? Was an investigation conducted? Were the root causes identified? Were corrective actions taken?** Answering these questions will help identify which processes are working and which ones are not.

  - Conducting your own self-inspection/internal audit will help you “find and fix” hazardous conditions. As we look around, are there conditions that could potentially lead to injury or illness that could be fixed [e.g., housekeeping, lighting, signage]? How can they be corrected?

  - Are you planning any changes to your facilities, equipment, or processes? Have you engaged your workers to seek their opinion? What suggestions do they have about how to minimize potential new safety and health hazards?

  - Are you using the hierarchy of controls (i.e., elimination, substitution, engineering controls, administrative controls, PPE) to prevent and control hazards?

  - How do you conduct training, especially for new employees? Do you conduct refresher training? Effective ways to conduct training in a manner and language that workers understand include formal classroom settings, peer-to-peer training, and worksite demonstrations.

  - Do you have a plan in place to control hazards and protect workers during an emergency?

  - Do you have any temporary or contractor employees in your workplace? If yes, have they received proper training and, if necessary, do they have protective equipment?
DISCUSSING SAFETY AND HEALTH PROGRAMS DURING A CLOSING CONFERENCE

Talking Points for Consultants

- During the walk-around, we’ve talked about a proactive “find and fix” approach to prevent incidents, the importance of involving workers in all of your safety and health efforts, and the importance of clearly showing the commitment of management to keeping workers safe.

- Prevention is key. OSHA wants to help employers actively manage safety and health in the workplace to prevent injuries and illnesses. We know that as an employer, you care about both the safety and health of every worker and the sustainability of your organization.

- A **safety and health program** is a powerful and proven way to help you do this. Its systematic “find and fix” approach—where hazards are found and fixed before they cause injury or illness—is much more effective than a reactive, hazard-by-hazard, incident-by-incident approach.

- A safety and health program will also help you to sustain a proactive approach to finding and fixing hazards by conducting self-inspections of the workplace and program evaluations to strive for continuous improvement.

- It will help you achieve fewer injuries and illnesses, higher productivity and quality, reduced turnover, reduced costs—both direct and indirect—and greater worker satisfaction.

- [Give the attendees the trifold brochure that summarizes the benefits.]

- These programs are flexible, and you can adapt them for your company’s specific needs and resources. Starting a program doesn’t have to be complicated or expensive—there are some simple, do-it-yourself steps to get started.

- OSHA’s *Recommended Practices for Safety and Health Programs*, and accompanying tools, provide a framework to help small- and medium-sized businesses implement a program. For construction, see *Recommended Practices for Safety and Health Programs in Construction*. Both can be found at [www.osha.gov/shpguidelines/getting-started.html](http://www.osha.gov/shpguidelines/getting-started.html).

- You can find more safety and health program resources at [www.osha.gov/safeandsound](http://www.osha.gov/safeandsound).

- The following OSHA programs can also help you set up or improve your safety and health program:
  - On-Site Consultation Program ([www.osha.gov/dcsp/smallbusiness/consult.html](http://www.osha.gov/dcsp/smallbusiness/consult.html))
  - Safety and Health Achievement Recognition Program ([www.osha.gov/dcsp/smallbusiness/sharp.html](http://www.osha.gov/dcsp/smallbusiness/sharp.html))

- What questions or concerns do you have about implementing a safety and health program?

- What do you think about starting a safety and health program at your organization?
THAT WAS NO ACCIDENT!
Using Your OSHA 300 Log to Improve Safety and Health

When you hear the word “accident,” you probably think of an unexpected, random event that no one could foresee or prevent. Accidents “just happen.”

Most workplace injuries and illnesses don’t just happen—they are usually predictable and preventable. That’s why OSHA calls them “incidents” instead of “accidents.” While using a different word might seem like a small thing, it’s part of a huge shift underway. It’s a shift toward prevention—finding and fixing hazards before they lead to injury or illness. It’s like choosing between putting out fires after they damage people and property and making sure fires never start in the first place.

This is where your OSHA 300 log comes in. The log is not just a way to look at your past safety and health record, and it’s not just something for OSHA. It’s a powerful tool to help you identify hazards in your workplace so you can correct them and prevent future injuries and illnesses.

Think of the 300 log as part of your road map to finding and fixing hazards. For example:

- “Slip and fall” injuries might tell you that there are housekeeping-related hazards to correct or procedures to adjust.
- A back injury might show you that there is a need for lifting equipment or better training in safe lifting techniques.
- A needlestick injury might indicate that you need to improve your needlestick prevention program and/or implement safer needle devices.
- A fall-related injury might indicate the need for improvements in fall protection or training.

You should examine the log regularly (at least annually), to look for trends. The log should indicate the types of injuries or illnesses that have occurred, their frequency, and the specific processes, activities, tasks, or equipment/material involved. You can use this information to “find and fix” safety and health problems. [Note: Make sure to review injuries or illnesses among temporary or contractor employees you may have working onsite as well.]

Using the 300 log to identify injury and illness trends is a good first step in identifying hazards and demonstrating management commitment to safety and health. Eventually, you will build on this step and add other means of identifying hazards, such as self-inspections, job hazard analyses, maintenance work order trends, and worker suggestions.

Involving workers in reviewing the log and making recommendations for correcting hazards will make this step much more effective. In fact, management leadership and worker participation—along with a systematic approach to finding and fixing hazards—are key components of all successful safety and health programs.

For more information about implementing a safety and health program for a safe workplace and a sound business, visit [www.osha.gov/safeandsound](http://www.osha.gov/safeandsound).