

North Carolina

State OSHA Annual Report (SOAR)

Fiscal Year 2015



December 15, 2015

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PART I - STRATEGIC MANAGEMENT PLAN OVERVIEW

Program Outcome Goals

On October 1, 2013, North Carolina began its fourth five-year planning cycle as documented in the Strategic Management Plan (SMP). The five-year plan ending on September 30, 2018 includes two primary outcome goals:

- Reduce the rate of workplace fatalities by 2%
- Reduce the rate of workplace injuries and illnesses by 10%

Outcome Goals Results

	Baseline	2014	2015	2016	2017	2018	Reduction
Fatality Rate	.00091	.00103					
Injury & Illness Rate	1.5	1.5					

Areas of Emphasis Outcome Goals to be Achieved by the End of FY 2018

- Reduce the construction industry fatality rate by 2%
- Reduce the fatality rate in logging and arboriculture by 2%
- Reduce the days away, restricted, or transferred (DART) rate for grocery and related product wholesalers by 10%
- Reduce the DART rate in long term care by 10%
- Support the overall outcome goal of reducing the workplace injury and illness rate by 10% by addressing specific health hazards in the workplace
- Reduce the DART rate in food manufacturing by 10%
- Reduce the DART rate in the accommodation sector by 10%

Areas of Emphasis Activity Goals

- Conduct inspections, consultative surveys and train employers and employees as documented for each area of emphasis

State Demographic Profile

Sector	Establishments	Employees
Total Private Industry	253,915	3,737,394
Total Public Sector	6,067	614,223

Goal Setting Process

- Evaluate injury, illness, and fatality data
- Secure input from stakeholders
- Establish five-year outcome goals
- Select areas of emphasis and strategies to impact achievement of outcome goals
- As described in Administrative Procedure Notice (APN)19, create a committee of division employees in each area of emphasis to manage the strategic planning process
- Determine level of activity for each emphasis area
- Share progress on achieving goals with staff on a monthly basis
- Alter strategies, if outcome goals are not being reached
- Evaluate the process

Areas of Emphasis

North Carolina's strategy for reducing injury, illness, and fatality rates is based on addressing specific areas that have the greatest impact on the overall rates. The areas of emphasis in the current Strategic Management Plan include:

- Construction
- Logging and Arboriculture
- Grocery and Related Product Wholesalers
- Long Term Care
- Exposures for Health Hazards (asbestos, lead, isocyanates, silica, hexavalent chromium)
- Food Manufacturing
- Accommodation

Strategic Activity to Support Outcome Goals

- Improve safety and health programs through compliance, consultation, and training
- Expand safety and health recognition programs
- Develop construction partnerships at high profile construction sites
- Establish alliances in the areas of emphasis
- Implement Special Emphasis Programs (SEPs) for selected industries with specific intervention guidelines and activity goals
- Track activity and outcome goals monthly and share status with staff
- Conduct quarterly meetings for each area of emphasis committee to review progress in meeting established goals

Factors Affecting Achievement of Outcome Goals and Strategic Activity Goals

- Funding cuts requiring the elimination of positions
- Number of trained division personnel released to provide division intervention
- Need to maintain vacant positions in response to budget uncertainty
- Turnover rate and the loss of experienced compliance safety and health officers (CSHOs)

- Development of appropriate areas of emphasis in the Strategic Management Plan
- Strategies employed within each area of emphasis
- Resources committed to the areas of emphasis

Program Statistics

Fatality Totals	2013	2014	2015	2016	2017	2018
Total	33	40	42			
Construction	7	17	15			
Manufacturing	4	9	7			
Public Sector	1	1	2			
Logging/Arboriculture	5	1	5			
Hispanic	9	11	16			
Overall Rate	.000532	.001030	TBD			

Injury and Illness Rates	2013	2014	2015	2016	2017	2018
TRC (All)	2.9	2.9	n/a			
DART(All)	1.4	1.5	n/a			
Public Sector TRC	4.0	3.8	n/a			
Public Sector DART	1.8	1.8	n/a			

Intervention Statistics	2014	2015	2016	2017	2018
Inspections	3,119	2,892			
Inspection Goal	4,245	3,440			
Consultation	1,421	1,410			
Consultation Goal	1,100	1,100			
Trained	11,548	10,227			
Training Goal	9,600	9,600			

Compliance Activity	2014	2015	2016	2017	2018
Serious Violations	3,497	2,912			
Willful Violations	10	11			
Average Serious Penalty	\$1,283	\$1,625			
Followups	136	145			

PART II - REVIEW OF SPECIFIC OUTCOME GOALS AND ACTIVITIES IN AREAS OF EMPHASIS

1.1 Reduce Construction Industry Fatality Rate Statewide by 2% by the end of FY 2018

Significant safety and health strides have been made in reducing the fatality rate in the construction industry. During the last strategic planning cycle, the construction fatality rate fell by 60%. Even with these reductions, the construction industry continues to have a high number of workplace accidents compared to other industries, and this can have a significant impact on the state's overall outcome goals of reducing injury, illness and fatality rates.

Strategies for Achieving Specific Outcome Goal

- Conduct OSH compliance, consultation, and training interventions and outreach
- Utilize inspection guidelines established for the construction industry including OPN 123
- Maintain strong working relationships with construction industry groups through partnerships, alliances and other outreach efforts
- Identify high fatality, high activity counties for special emphasis on an annual basis
- Re-inspect those employers with work place fatalities
- Use informal settlement agreements to require employers to attend construction training
- Provide Hispanic outreach personnel to conduct construction training in Spanish
- Establish partnership agreements at high visibility construction sites
- Develop Spanish language publications and training materials specific to construction
- Distribute outreach letters and training materials for companies cited for five or more serious violations
- Promote recognition programs such as building/sub-contractor STAR, SHARP, and Safety Awards Program
- Conduct consultative blitzes in high fatality and activity counties
- Inspect all cranes operating on construction sites
- Utilize mobile training unit “Labor One” for on-site training as requested
- Analyze statistical data to confirm validity of inspection targeting process
- Develop materials and training presentations specific to the construction industry
- Conduct 10 and 30 hour construction courses for employees and employers

Outcome	Baseline	2014	2015	2016	2017	2018
Fatalities	30	17	15			
Fatality Rate	.0089	.0093	.0084			
Hispanic	N/A	9	6			

Construction	2014	2015	2016	2017	2018	Total
Inspections	1,255	1,173				
Goal	1,075	1,075				
Consultation	221	273				
Goal	150	150				
Trained	1,619	2,504				
Goal	2,500	2,500				

1.2 Decrease Fatality Rate in Logging, and Arboriculture by 2% by the End of FY 2018

The State has had success in reducing the number of fatalities in logging and arboriculture. A Special Emphasis Program (SEP) for Logging was initiated in FY 1994. This was in response to 13 logging fatalities in FY 1993. Experience has shown that a reduction in OSH activity can translate into an increase in the number of injuries and fatalities in this industry. In three of the five years of the previous strategic management plan, the total number of fatalities was below the baseline number but the final fatality rate did not meet the

established goal. For this reason, and because of the industry’s fatality history, Logging (NAICS 11331) and Arboriculture (NAICS 56173) remain in the Strategic Management Plan.

Strategy for Achieving Specific Outcome Goal

- Place increased emphasis on tracking specific injuries and fatalities on a monthly basis. If there is an increase in injuries and fatalities, additional resources could be allocated so that more inspections, consultative visits and focused training events can be scheduled
- Increase employer and employee awareness of regulatory requirements and safe and healthy work practices
- Change employer and employee behavior to improve job safety and health through education, consultation, and compliance interventions
- Establish and maintain strong working relationships with industries, associations, groups, and key individuals through alliances and other outreach efforts
- Continue use of meaningful safety and health programs with site specific safety training such as the Pro Logger training
- Develop materials and training presentations specific to the industry
- Focus training events and outreach to specific problem areas such as tree felling
- Evaluate program strategies to maintain effectiveness
- Utilize inspection guidance documents such as OPN 88 that address work place hazards that are common to the industry
- Promote recognition programs such as Carolina STAR and Logging SHARP

Outcome	Baseline	2014	2015	2016	2017	2018
Fatalities	3	2	6			
Rate	.02644	.0172	.0177			

Logging	2014	2015	2016	2017	2018	Total
Inspections	61	54				
Goal	75	75				
Consultation	15	15				
Goal	15	15				
Trained	280	232				
Goal	25	150				

2.1 Reduce the DART Rate in Grocery and Related Product Wholesalers (NAICS 4244) by 10% by the end of FY 2018

The state’s strategic planning process includes statistical analysis to determine which industry groups have high injury and illness rates that could affect the state’s goal of reducing the overall injury and illness rate. The baseline rate for Grocery and Related Product Wholesalers is 4.1 which was more than twice the overall DART rate of 1.6. For this reason, this industry has been added as an area of emphasis in the current Strategic Management Plan.

The first year of any new addition to the Strategic Management Plan is designated as a planning year. FY 2014 was a planning year for Grocery and Related Product Wholesalers. A strategic management plan committee was established to manage the planning process. This includes developing strategies to achieve established goals and determining the appropriate activity level for department intervention including compliance activity, consultation, and training. In FY 2015, Operational Procedure Notice (OPN) 145 was developed to provide guidance in identifying hazards and completing inspections in the grocery industry. The most recent industry DART rate is less than the baseline.

Strategy for Achieving Specific Outcome Goal

- Provide OSHNC compliance, consultation and training interventions
- Determine activity levels for OSHNC intervention
- Determine need for a grocery hazard alert and other industry specific training materials
- Evaluate inspection data to determine if there are any industry trends that should be addressed
- Advance alliances with industry trade groups
- Expand recognition programs such as Carolina STAR, SHARP, and Safety Awards
- Evaluate employers' safety and health program during intervention and recommend improvements

Outcome	Baseline	2014	2015	2016	2017	2018
DART	4.1	2.7	n/a			

Grocery	2014	2015	2016	2017	2018
Inspections	planning year	47			
Goal	planning year	20			
Consultation	planning year	6			
Goal	planning year	4			
Trained	planning year	2			
Goal	planning year	25			

2.2 Reduce the DART Rate in Long Term Care (LTC) by 10% by the end of FY 2018

While progress has been made in this industry group during previous planning cycles, the baseline rate of 4.7 was still more than twice the overall DART rate. For this reason, the LTC (NAICS 623) emphasis area has been carried over from the previous strategic management plan. The most recent DART rate is below the baseline.

Strategy for Achieving Specific Outcome Goal

- Conduct OSH compliance, consultation, and training interventions
- Develop and maintain alliances in LTC including the public sector
- Advance ergonomics guidelines during OSH interventions
- Address elements of long term care intervention contained in OPN 132 including

bloodborne pathogens, tuberculosis, ergonomics, slips, trips, falls, and workplace violence

- Develop materials and training presentations specific to the industry
- Distribute outreach material through direct contact with affected employers
- Properly code inspections for accurate tracking of activity at specific work sites
- Develop procedures to reduce work place violence in LTC facilities

Outcome	Baseline	2014	2015	2016	2017	2018
DART	4.7	4.2	n/a			

Long Term Care	2014	2015	2016	2017	2018	Total
Inspections	93	64				
Goal	60	60				
Consultation	45	67				
Goal	25	25				
Trained	123	45				
Goal	75	50				

2.3 Conduct Emphasis Inspections, Training, and Consultation Activity in Establishments Where Employees Might be Exposed to Health Hazards Such as Lead, Silica, Asbestos, Hexavalent Chromium and Isocyanates

The State has established a special emphasis program to address health hazards in the work place. The current health hazards include lead, silica, asbestos, hexavalent chromium, and isocyanates. Tracking mechanisms have not been developed to allow for the establishment of specific outcome measures in this area of emphasis. The State will continue to monitor the progress of Federal OSHA in developing reliable outcome measures for health issues. A reduction in illnesses relating to the emphasis health hazards identified could influence the primary outcome goal of reducing the overall injury and illness rate by 10% during the five-year cycle of the Strategic Management Plan.

Strategy for Affecting Overall Outcome Goals through Elimination of Health Hazards

- Pursue OSH compliance, consultation and training interventions
- Conduct follow-up inspections where overexposure was initially detected
- Develop hazard alerts, training materials and industry guides for specific health hazards
- Provide consultative support on chemicals identified in health hazards SEPs
- Research and review site specific data sources that could be used to identify employers having or potentially having health hazard exposures
- During interventions, identify workplace activities where health hazards may be present
- Secure information from other agencies concerning possible employee overexposure
- Utilize specific inspection procedures described in OPN 135

Health Hazards	2014	2015	2016	2017	2018	Total
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Inspections	164	142				
Goal	200	180				
Consultation	139	181				
Goal	100	100				
Trained	441	395				
Goal	700	400				

Inspections with Detectable Results and Total Surveys for Specific Health Hazards

Hazard	Inspections	Samples	Overexposures	Total Surveys
Silica	22	40	6	55
Lead	2	5	4	44
Asbestos	0	0	0	28
Hex Chromium	7	10	0	29
Isocyanates	5	7	0	25
Totals	36	62	10	181

2.4 Reduce the DART Rate in Establishments in Food Manufacturing (NAICS 311) by 10% by the end of FY 2018

The strategic planning process is intended to allocate the most resources in those areas of emphasis with above average injury and illness rates in an attempt to impact the overall State injury and illness rate. The Food Manufacturing DART rate was 2.6 in FY 2012 which was more than the overall DART rate of 1.6. For this reason, food manufacturing was carried over to the current five year Strategic Management Plan. The baseline rate for this industry is 3.3 which is the five year average DART rate for the period 2007-2011. Operational Procedure Notice 140 was developed to establish a special emphasis program (SEP) for food manufacturing and provide specific inspection guidelines. The most recent DART rate is below the baseline.

Strategy for Achieving Specific Outcome Goal

- Give special attention to the OSHA recordkeeping process at each site visited
- Interview a sufficient number of employees to confirm accuracy of OSHA 300 log entries
- Develop educational materials and training presentations specific to this industry
- Provide consultation and technical assistance at sites covered by this area of emphasis
- Conduct inspections addressing industry hazards identified in OPN 140
- Utilize ergonomics inspection procedures to determine the appropriate response when ergo hazards may exist
- Consider inspection of additional company sites on targeting schedules when three or more serious violations are identified
- Ensure that all CSHOs are sufficiently trained to recognize hazards associated within the food manufacturing industry
- Develop and maintain alliances in the food manufacturing industry
- Promote recognition programs such as STAR, SHARP, and Safety Awards

Outcome	Baseline	2014	2015	2016	2017	2018
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DART	3.3	2.5	n/a			
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Food	2014	2015	2016	2017	2018	Total
Inspections	32	78				
Goal	50	50				
Consultation	18	15				
Goal	10	10				
Trained	26	18				
Goals	25	25				

2.5 Reduce the DART Rate for Establishments in the Accommodation Industry by 10% by the end of FY 2018

A review of injury and illness statistics identified the Accommodation Industry (NAICS 721) as an industry group to be added to the state’s Strategic Management Plan for FY 2014-2018. This employment sector not only had a high DART rate of 3.6 but includes over 2,000 active sites. The first year of the Accommodation area of emphasis was designated as a planning year. A strategic management plan committee, representing the entire OSH Division, was established to manage the planning process. This included developing strategies to achieve established goals and determining the appropriate activity level for division intervention including compliance activity, consultation, and training. However, the most recent DART rate is below the baseline. For this reason, the committee has recommended that the Accommodation area of emphasis be placed in the maintenance mode for FY 2016. Continued statistical review will determine if the industry should remain in the maintenance mode. This will be predicated on the DART rate continuing to trend downward.

Strategy for Achieving Specific Outcome Goal

A special emphasis program will not be advanced in FY 2016. The committee will monitor the industry DART rate to make sure that it continues to trend below the baseline rate. Activity will be limited to the state’s usual intervention strategy. This will still result in inspections, consultation, and training.

Outcome	Baseline	2014	2015	2016	2017	2018
DART	2.3	1.5	n/a			

Accommodation	2014	2015	2016	2017	2018
Inspections	planning year	18			
Goal	planning year	20			
Consultation	planning year	4			
Goal	planning year	4			
Trained	planning year	40			
Goal	planning year	25			

PART III – SPECIAL ACCOMPLISHMENTS: FY 2015

1. The state's total recordable case rate equaled the lowest in program history at 2.9 for FY 2014, which is the most current year available.
2. The State's DART rate of 1.5 is one of the lowest in the country.
3. A new performance management system was implemented within North Carolina state government with employee safety and health included as one of the core values.
4. A policy that resulted in raises for 80 employees for attaining certain professional certifications was implemented. This was part of an overall strategy to retain experienced safety and health professionals.
5. Through the leadership of Commissioner Cherie Berry, a bill was passed in the North Carolina General Assembly to stiffen the civil and criminal penalties for violation of safety laws relating to amusement devices which affects employees as well as the public.
6. A policy document was developed to address copyright issues relating to materials primarily used for training and educational purposes.
7. A meeting was held with the new Region IV regional administrator on March 4, 2015.
8. The FY 2014 Federal Annual Monitoring and Evaluation (FAME) report was released on July 10, 2015 and contained no new findings or observations relating to State activity.
9. Customer input was encouraged through public meetings and contact with groups such as the OSH Advisory Council.
10. Commissioner Berry and other staff members continued an ongoing participation in meetings with advocacy groups and employee representatives. This included groups such as the North Carolina Justice Center, AFL-CIO, Farm Labor Organizing Committee, Student Action with Farmworkers, and the State Employees Association of North Carolina. This dialog will continue in FY 2016.
11. The OSHA Express OIS interface was completed.
12. Twelve change requests were submitted for the OSHA Express data management system.
13. A new next-of-kin notification function was added to OSHA Express. This function helps to ensure that contact is made with the next of kin during the inspection process.
14. Procedures were developed for entering and processing, fatalities, catastrophes, and accidents in OSHA Express.

15. Utilizing a revised Technical Writing course curriculum, CSHOs completed refresher training on compliance policies and procedures. The training also addressed findings documented in previous Federal OSHA audits.
16. Changes were made to the Technical Writing and Documentation Manual to be compatible with OSHA Express.
17. An additional level of case file review for high profile cases was created with the establishment of the position of OSH Reviewer and Program Analyst. This position reports to the OSHNC Assistant Director.
18. The new OSHA recordkeeping requirements were enforced effective January 1, 2015 utilizing specific operating procedures that were developed by the State.
19. Complaint intake personnel developed an online accident reporting form that went live on January 1, 2015. Approximately 25% of reports of accidents are received through utilization of this form.
20. Education, Training, and Technical Assistance (ETTA) offered 206 hours of formal training, 207 hours of continuing education, and 17 hours of other job related training to internal personnel and other agencies including Federal OSHA. Courses offered included:
 - OSHA 100 (Initial Compliance Course)
 - OSHA 105 (Introduction to Safety Standards for Safety Officers)
 - OSHA 125 (Introduction to Health Standards for Industrial Hygienists)
 - Basic Logging Safety
 - Communication Towers
 - Eight Hour HAZWOPER
 - Process Safety Management
 - CPR/First Aid
 - Technical Writing
21. Twelve industry guides, four quick cards, six brochures, and four hazard alerts were reviewed, revised and/or created. This included a brochure on the most frequently cited serious standards, and a hazard alert for mower safety.
22. A new quick card, Safety and Health Poster, and other educational materials were prepared to address the new OSHA reporting requirements.
23. Fifty documents were added to the Field Information System including updates to the Field Operations Manual and adoption of multiple Federal OSHA Instructions.
24. A total of 63,531 publications were distributed to employers and employees in the State.
25. The Publications Desk served 8,540 customers. This included mailing out standards books, OSH posters, and other OSHNC publications.

26. The Standards Section answered 4,303 standards inquiries.
27. The NCDOL Library loaned 1,547 safety videos (including 85 in Spanish), received 1,515 information requests, and handled 503 reference questions. Service was also provided to 544 walk-ins.
28. An on-line subscription service for consensus safety and health standards was purchased for internal and external use.
29. The 2015 Carolina STAR Safety Conference was attended by 715.
30. A total of 35 safety and health professionals participated in the Special STAR Team Member Program training.
31. Twenty-four re-certifications, four promotions and 10 new STAR sites were recognized during FY 2015 raising the total to 150 Star Sites.
 - Carolina STAR – 102
 - Building STAR– 21
 - Public Sector STAR – 20
 - Rising STAR – 7
32. Commissioner Berry recognized 3,036 workplaces with Safety Awards at 33 events including.
 - Gold Awards – 2,566
 - Silver Awards– 470
 - Million Hour Safety Awards – 107
33. Five OSH Division personnel attained the OSH Construction Safety Specialist Program (OCSS) Certification in FY 2015. To be eligible for this program, the employee must be recommended by their supervisor. The program focuses on advanced construction topics. Twenty six employees have earned OCSS certification.
34. Four OSH Division personnel attained the 500 and/or 501 Train-the-Trainer Authorization. To be eligible for this program, the employee must be recommended by their supervisor. This authorization allows an employee to teach State and Federal 10 and 30 hour courses.
35. In FY 2015, 32 OSHNC personnel attained the Manager of Environmental Safety and Health (MESH), Construction MESH, Industrial Hygiene MESH, and/or Public Sector MESH certification as a result of receiving 100 hours of safety and health training. This certification is offered in collaboration with the NC State University Industrial Expansion Solutions and the Safety and Health Council of North Carolina. Through FY 2015, 137 OSHNC employees have attained one or more MESH certifications.
36. The Training Section of ETTA responded to 168 speaker's bureau requests, conducted 79 webinars and nine OSH workshops.

37. The Training Section conducted seven 10-hour and two 30-hour general industry courses and ten 10-hour and two 30-hour construction courses.
38. The Training Section sponsored the first train the trainer refresher courses for construction (502) and general industry (503).
39. A two day communication tower safety course was held in Charlotte, North Carolina. North Carolina is one of the few states with a Communication Tower standard.
40. Four ETTA employees participated in a Pro Logger program that included field level training.
41. ETTA conducted 20 technical assistance visits.
42. Safety and health outreach is provided to the Hispanic population through participation in events such as the La Fiesta del Pueblo.
43. Several public service announcements relating to construction work place hazards were broadcast on Hispanic media outlets across the State. This included training on fall protection, struck-by hazards, carbon monoxide, and accident avoidance.
44. OSHNC participated with Federal OSHA in the National Safety Stand Down to Prevent Falls in Construction.
45. Three partnerships are on-going in high visibility construction projects in support of the areas of emphasis included in the strategic plan.
46. The OSH Division currently has alliances with nine organizations committed to employee safety and health. These alliances are consistent with areas of interest in the strategic plan including the construction and logging industries. This included an alliance that was renewed with the General Consulate of Mexico on September 4, 2015.
47. Rules were developed to address the risk associated with antineoplastic agents.
48. A policy memo was prepared to provide guidance for intake personnel when handling referrals under the new OSHA reporting of work related incidents under 29 CFR 1904.
49. An operating procedure was developed to provide guidance when conducting inspections where temporary workers are employed.
50. Procedures were adopted for handling Ebola complaints, inspections and phone calls.
51. A policy memo was developed to address inspections related to work place complaints at North Carolina mental hospitals.

52. The Agriculture Safety and Health (ASH) Bureau conducted a total of 89 OSH compliance inspections of migrant housing and field sanitation. This number compares favorably to activity in other state plan and Federal OSHA states.
53. The ASH Bureau Chief met with Federal OSHA and Federal Wage and Hour officials, including the Administrator of Wage and Hour and Assistant Secretary of OSHA, and advocacy groups to discuss issues relating to farmworkers.
54. A Federal OSHA investigation of a complaint about the safety and health of farmworkers determined that North Carolina activity including inspections, training, and consultation surpassed similar activity in most other, if not all other states. North Carolina has been a leader in pursuing safety and health for farmworkers for decades.
55. A color brochure describing the condition known as Green Tobacco Sickness continued to be distributed to those employees who work in tobacco fields.
56. An accident in a greenhouse resulting in the amputation of three fingers prompted ASH to prepare a hazard alert on the Unsafe Modification of Mowers for Greenhouse Use.
57. A total of 293 growers received Gold Star Grower designation indicating that all housing requirements were satisfied during preoccupancy inspections.
58. The Cultivator, an ASH Gold Star Growers newsletter, celebrated its 25th year in 2015.
59. The 21th annual Gold Star Growers luncheon was held with more than 200 attending.
60. The Consultative Services Bureau continued targeted mailings to employers in area of emphasis industries.
61. Twenty one new SHARP sites were recognized in FY 2015 bringing the total number of SHARP sites to 169. This includes private sector, public sector, and construction sites.
62. A total of 1,410 consultative visits were conducted in FY 2015. This included 1,210 private sector sites and 200 in the public sector. These visits identified and resulted in the abatement of 7,526 hazards.
63. A total of 1,800 employers were notified that they fell under the requirements of the Safety and Health Programs and Committees statute that requires certain employers to establish a safety and health program, and/or committee.
64. A total of 49 OSH discrimination investigations were conducted by the Employment Discrimination Bureau in FY 2015.
65. A total of 11 action requests were processed by the OSH Division. This quality program activity provides opportunities for program improvement identified by customers, division employees or as a result of internal audits and Federal OSHA audits.

66. The OSH complaint desk processed 1,834 complaints and 709 referrals in FY 2015. This was a significant increase over the 1,527 complaints and 190 referrals in FY 2014. Over 2,500 contacts were made with the public that did not result in a valid complaint.
67. The OSHNC Lab completed 758 in-house equipment calibrations. An additional 92 pieces of equipment were sent to the manufacturer for calibration or repair.
68. A total of 3,218 surveys were mailed to public sector employers (collection of calendar year 2014 injury and illness data) by the Planning, Statistics and Information Management (PSIM) Bureau. By the end of FY 2015, 3,210 survey responses were received with a 99.8 percent response rate and a 100 percent clean rate.
69. PSIM completed an analysis of data collected from the 2011, 2012, and 2013 Public Sector Surveys which resulted in updated established target rates for employer specific categories.
70. PSIM worked in conjunction with the ETTA Bureau, Compliance Bureau, and Legal Affairs Division staff to update and revise several Field Operations Manual Chapters and OPNs. PSIM staff updated OPN 128, and APN 19 for FY 2015.
71. The PSIM bureau chief continued to perform duties associated with the responsibility of being the medical records coordinator for the OSH Division.
72. Public sector inspection activities for FY 2010-2014 were analyzed by PSIM.
73. PSIM analyzed construction inspection activities in FY 2014.
74. PSIM completed the FY 2014 Occupational Fatalities Comparison Report which is an analysis of the Occupational Fatality Inspection Review (OFIR) report.
75. PSIM analyzed and verified 2014 calendar year fatality data for the Communications Division's annual press release.
76. PSIM continued refinement of the OSHNC private and public sector databases to supplement the exclusive use of the Division of Employment Security (DES) database.
77. PSIM received, researched, and processed 975 requests for revisions/changes to the private and public sector databases, which helps to enhance the accuracy of these site databases and the OSH Division Targeting System.
78. Various targeting schedules were updated and assignments released including the following:
 - Public Sector Schedule
 - General Industry Schedules (Safety and Health)
 - ASH Schedule
 - Health Hazards Schedules (asbestos, lead, and isocyanates)

- Fatality Re-inspection Schedule
- Communication Tower Schedule

79. PSIM staff members continued as active Strategic Management Plan Committee members and participated in meetings, discussions, and activities, which were essential functions directly related to the success of the OSH Division's established goals.
80. PSIM staff participated as a representative from the OSH Division to the Occupational Surveillance Advisory Group.
81. PSIM Bureau Operating Procedures were updated and posted to the One Stop Shop.
82. A Compilation of OSH data was initiated for the NCDOL Annual Report, the OSHNC Annual Program Statistics Report, and various other annual reporting requirements.
83. PSIM continued organization, coordination, and management of a project contracted with an outside vendor to image closed inspection files for FY 2012 and older and to upload the electronic version of those files into the current electronic content management system. Forty boxes of files were processed and forwarded to the vendor in support of bureau inspection file archiving.
84. The quality control project review is continuing and ongoing for OSHNC inspection files, which have been archived through the imaging and file conversion process.
85. PSIM received 903 disclosure requests in FY 2015 and processed 968 requests (864 from FY 2015 and 104 from previous years) during the 2015 fiscal year, which resulted in a 107% response rate. This was a significant increase in requests over the 598 requests in FY 2014.
86. Through an agency agreement, PSIM provided notification of workplace accidents and fatalities to the North Carolina Department of Commerce, North Carolina Industrial Commission Fraud Investigations Unit (FIU) of the Insurance Compliance and Fraud Investigation Section.
87. Three employees were killed when a mast climber work platform collapsed. A subsequent inspection resulted in the issuance of three willful and one serious violations and a penalty of \$151,900.
88. Supervisors in the OSHNC Compliance Bureau participated in a Region IV Manager's Meeting with Federal OSHA.
89. Two employers were inspected as a result of referrals received from Federal OSH under the severe violators program.
90. A new compliance bureau chief was hired for the eastern part of North Carolina.

PART IV - SUMMARY

North Carolina has developed a Strategic Management Plan with specific outcome goals. This approach is consistent with the requirements of CSP 02-15-04 and the Government Performance and Results Act of 1993 (GPRA). The state's specific overall outcome goals include reducing the rate of workplace fatalities by 2% and reducing the rate of workplace injuries and illnesses by 10% by September 30, 2018. The plan also provides program guidance for the most appropriate allocation of resources in pursuit of the outcome goals.

As well as overall outcome goals, the plan includes activity and outcome goals for specific areas of emphasis included in the plan. The new five year plan includes two new areas of emphasis. These include grocery and related product merchant wholesalers (NAICS 4244), and accommodation (NAICS 721). As well as these new areas of emphasis, the plan includes carryovers from the previous planning years including construction, logging and arboriculture, long term care, health hazards and food manufacturing.

Each of the plan's areas of emphasis is managed by a specific strategic management plan committee made up of OSHNC employees. Strategies to achieve outcome goals are continuously reviewed and can be altered to enhance program performance. Any changes to the plan are documented annually, and the revised plan is submitted to Federal OSHA as part of the 23(g) grant application process.

The FY 2015 SOAR documents activity during the second year of the current five year strategic planning cycle which began on October 1, 2013 and ends on September 30, 2018. Some injury and illness statistical data is not available through 2015 to allow comparisons with the baseline and to reflect the progress being made in achieving five year outcome goals. Comparisons can be made of activity levels on an annual basis.