

# South Carolina

## State OSHA Annual Report (SOAR)

October 1, 2015 – September 30, 2016

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**Fiscal Year 2016**



# Table of Contents

Executive Summary..... 3

Overview of Fiscal Year 2016 ..... 7

State Demographic Profile ..... 8

Mandated Activities ..... 10

Summary of Strategic Plan Goals for FY 2016 ..... 18

## **Executive Summary**

The State OSHA program is administered by the Director of the South Carolina Department of Labor, Licensing and Regulation. The Department of Labor, Licensing and Regulation is divided into divisions of Labor, Fire and Life Safety, and Professional and Occupational Licensing. The South Carolina Occupational Safety and Health Administration (SC OSHA) program has the distinction of being one of the first programs approved by the United States Department of Labor in accordance with the guidelines of the Occupational Safety and Health Act of 1970. This was accomplished on November 30, 1972.

The SC OSHA plan has been considered fully operational since 1974. This status was recognized in 1975, when the Commissioner for the South Carolina Department of Labor and the OSHA Regional Administrator in Atlanta, Georgia, signed an “Operational Status Agreement”. The agreement suspended the concurrent jurisdiction exercised by federal officials in all areas covered by the state plan. This was closely followed by “certification” in 1976, when South Carolina OSHA completed all developmental steps as outlined in its plan and as required by the United States Department of Labor.

On December 15, 1987, the South Carolina OSHA program received 18(e) determination (final approval). Final approval of the South Carolina State Plan represented a judgment, after extensive evaluation, that the South Carolina Department of Labor was administering its state plan in an effective manner, and resulted in formal relinquishment of concurrent federal authority to enforce occupational safety and health standards in areas covered by the state.

The State OSHA Annual Report (SOAR) for fiscal year 2016 provides a summary of South Carolina OSHA activities and results for the strategic plan, grant commitments, and other program accomplishments. The strategic goals have provided the focus for SC OSHA’s enforcement, education and training, outreach, and administrative programs. During fiscal year (FY) 2016, SC OSHA continued activities directly related to the five-year strategic plan for FY 2012-2016.

The SC OSHA annual report documents progress toward achieving the SC OSHA strategic vision of an agency that promotes workplace safety and health by motivating employers and employees to be actively involved in preventing hazards, which lead to reduced injuries and illnesses on the job.

The role of SC OSHA is to enforce safety and health regulations for employers who are not in compliance with the rules and regulations through enforcement efforts, and to provide compliance assistance through targeted outreach, education, and training and to emphasize increased awareness for South Carolinians on the importance of a safety and health culture.

SC OSHA strives to provide as many employers as possible with assistance in achieving voluntary compliance with SC OSHA standards before enforcement measures become necessary—and, more importantly, before an employee is injured or killed. Traditional enforcement methods are supplemented by incentive and education programs and targeted outreach that encourage voluntary compliance. Alliances and partnerships are also a part of SC OSHA’s resources.

In accordance with the requirements of the Government Performance and Results Act (GPRA), South Carolina developed a Five-Year Strategic Plan covering the period 2012 through 2016. The Five Year Strategic Plan incorporated the two federal OSHA goals as its direction. The two overall strategic goals are:

**Goal 1.** Ensure and Improve Workplace Safety and Health.

**Goal 2.** Promote a culture of safety and health.

The Fiscal Year (FY) 2016 Annual Performance Plan developed by SC OSHA was intended to support the overall goals of the five-year Strategic Plan. The 2016 Performance Plan included specific performance goals designed to produce measurable progress toward realization of SC OSHA’s strategic goals. Performance goals include:

- Reducing fatalities and occupational injuries in construction;
- Reducing injuries, illnesses and fatalities in selected high hazard industries with a goal of removing the industry from the High Hazard List due to decreased injury and illness rates;
- Improving communication and interaction with high-risk worker organizations regarding workplace safety and health;
- Identifying employers who have the potential to successfully participate in and/or renew their status in the SC Voluntary Protection Program (SC VPP); and
- Effective response to mandates so that workers are provided full protection under SC OSHA by timely issuance of citations, so that hazards could be

corrected quickly, and by timely response to work related fatality/catastrophe reports.

This annual report for SC OSHA Enforcement reflects the integrated approach to achieving goals which were outlined in the new SC OSHA Strategic Plan.

## **Jurisdiction**

The South Carolina OSHA Program exercises jurisdiction over all private and public sector employers and employees within the state except:

- private sector marine terminals,
- employment on military bases,
- private sector employment at Area D of the Savannah River Site,
- Three Rivers Solid Waste Authority,
- federal government employers and employees, and
- The U.S. Postal Service (USPS), including USPS employees, contract employees and contractor-operated facilities engaged in USPS mail operations.

## **Regulations and Standards**

States must set job safety and health standards that are “at least as effective as” comparable Federal OSHA standards. Most states adopt standards identical to Federal OSHA standards.

South Carolina OSHA has the statutory authority to promulgate safety and health standards in response to specific state conditions that would warrant such action. In South Carolina, the adoption of Federal OSHA promulgated standards is a streamlined process that allows for almost immediate adoption. South Carolina adopted all Federal OSHA standards in FY 2016.

## **Enforcement Programs**

The South Carolina Occupational Safety and Health Act requires South Carolina employers to provide their employees with safe and healthy worksites that are free from recognized hazards which may cause injuries and illnesses to workers. The SC Office of Occupational Safety and Health conducts inspections of businesses to

ensure compliance with the law utilizing a staff of 17 safety compliance officers and 10 health compliance officers.

## **Voluntary and Cooperative Programs**

### **Consultation Programs**

Employers, who want help in recognizing and correcting safety and health hazards, and want help in improving their safety and health programs, may obtain it from a free consultation service largely funded by Federal OSHA. This service is delivered by state government using well-trained, professional staff.

The South Carolina Consultation Program is a cooperative approach to solving safety and health programs in the workplace. As a voluntary activity, it is neither automatic nor expected. The employer must request it. The obligation for the employer is a commitment to correct, in a timely manner, all safety and health hazards that are found during the consultation visit. In addition to helping employers identify and correct specific hazards, consultants provide guidance in establishing or improving an effective safety and health program and offering training and education for the employer, supervisors and employees.

Primarily targeted for smaller businesses in higher hazard industries or with especially hazardous operations, the safety and health consultation program is completely separate from the inspection effort. In addition, no citations are issued or penalties proposed. The service is confidential, too. The name of the employer, and any information about the workplace, plus any unsafe or unhealthy working conditions the consultant uncovers, will not be reported routinely to the SC OSHA inspection staff.

### **Training and Education**

OSHA Voluntary Programs provide a variety of training programs and presentations designed to reduce or eliminate safety and health hazards in the workplace. Training is available to employers and employees of both the public and private sector upon request and can occur at a location selected by the employer (requiring participation of twelve or more employees) or as a result of participation in one of the regional training programs coordinated by the training staff. In fiscal year 2016, an excess of 322 training programs were delivered to employees throughout our state, resulting in

more than 8,026 employees being trained on various OSHA regulations and other safety and health issues.

General industry, health, and construction areas are covered in training curriculum. Examples of training programs offered include:

- The OSHA inspection process
- Bloodborne pathogens
- Lockout/Tag out (LOTO)
- Trenching/excavation
- Hazard communication
- SC SMART- Safety Management Accident Reduction Training
- Fall protection
- Personal protective equipment
- Violence in the workplace
- Scaffolding (construction)
- Permit required confined spaces
- Industrial trucks (forklifts)
- OSHA recordkeeping

## **Overview of Fiscal Year 2016**

The South Carolina Department of Labor, Licensing, and Regulation is authorized to use “other agency funds”, through a proviso, to provide matching funds. During fiscal year 2016, the SC OSHA Consultation and Training Divisions added one Industrial Hygienist to their staff. There is currently one vacancy in the consultation division. The goal for FY 2016 was to hire a new Training and Development Director to oversee the in-house training. This goal was accomplished along with the hiring of nine safety and health compliance officers. The office and support areas remain fully staffed. The new position has assisted the OSHA training program with ensuring the continued effectiveness of the SC OSHA program.

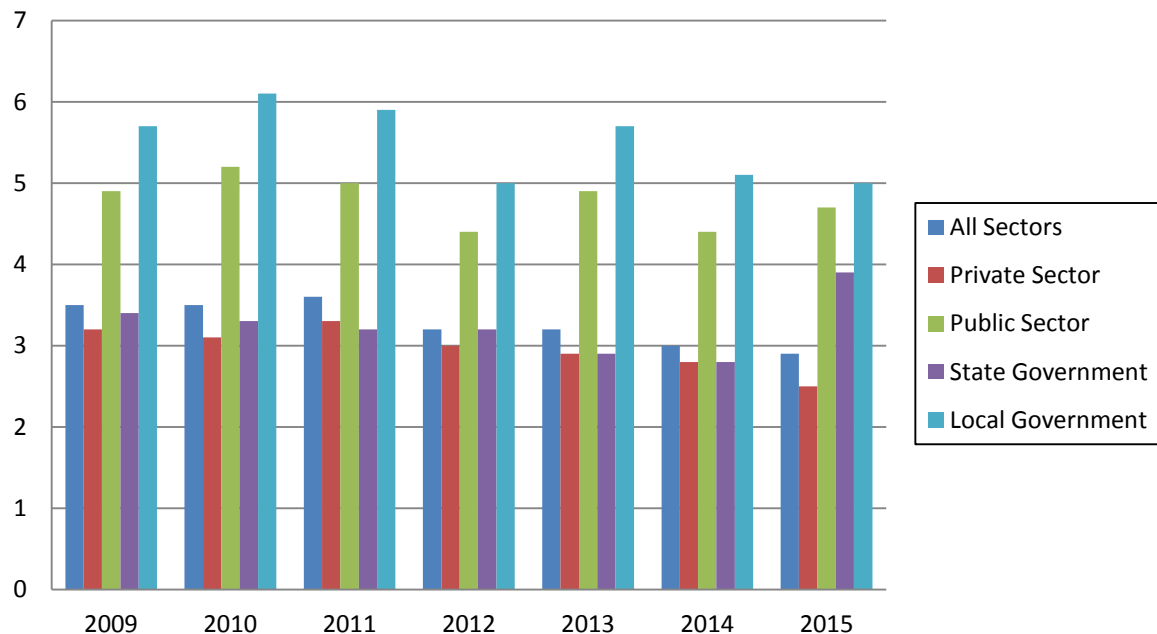
Fiscal year 2016 was a very productive year for South Carolina OSHA. In addition to meeting our strategic goals set in 2016, we have also made enormous strides in accomplishing internal goals such as revising manuals, internal audits procedures, and amending internal policies.

## State Demographic Profile

Sector	Establishments	Employees
Total Private Industry	<b>121,444</b>	<b>1,603,489</b>
Total Public Sector	<b>3,057</b>	<b>310,060</b>

The current (2015) injury and illness total case rate for all industries, including state and local government decreased from 3.0 to 2.9. Private industry observed a decrease in its TCR from 2.8 to 2.5. Public sector TCR increased from 4.4 to 4.7. South Carolina continued to be one of the few states with rates below the national average. SC OSHA will continue working to develop strategies that can further reduce these rates during the next year.

### SC Occupational Injury and Illness Rate

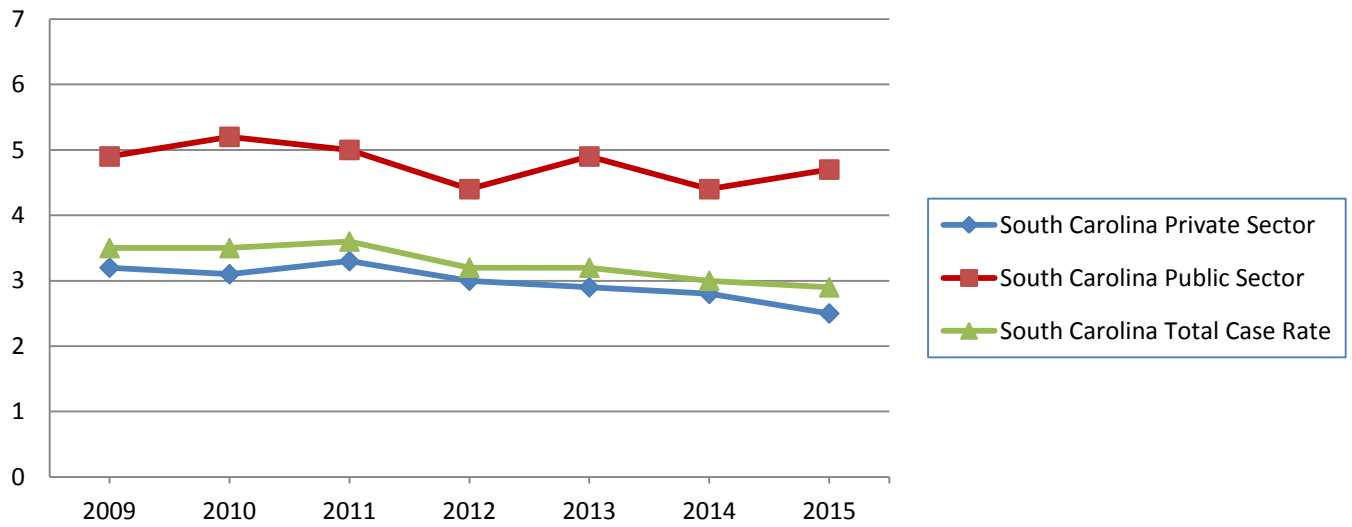


### SC Occupational Injury and Illness Rates

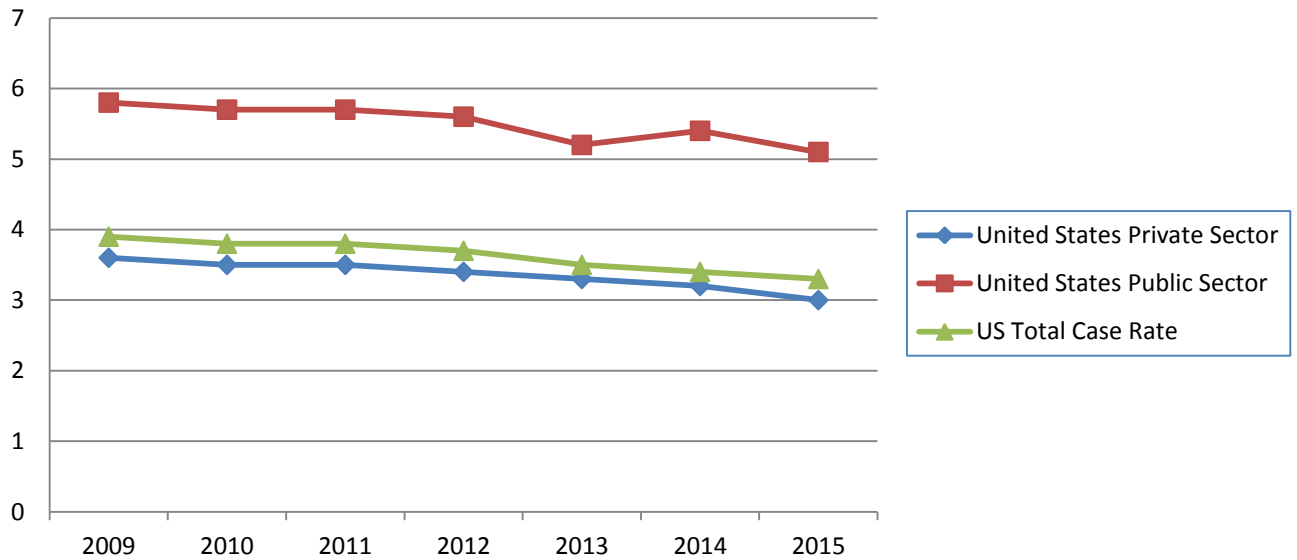
	2009	2010	2011	2012	2013	2014	2015
<b>TRC (All)</b>	<b>3.5</b>	<b>3.5</b>	<b>3.6</b>	<b>3.2</b>	<b>3.2</b>	<b>3.0</b>	<b>2.9</b>
<b>Private Sector</b>	<b>3.2</b>	<b>3.1</b>	<b>3.3</b>	<b>3.0</b>	<b>2.9</b>	<b>2.8</b>	<b>2.5</b>
<b>Public Sector</b>	<b>4.9</b>	<b>5.2</b>	<b>5.0</b>	<b>4.4</b>	<b>4.9</b>	<b>4.4</b>	<b>4.7</b>



## SC Occupational Injury and Illness Rates



## US Occupational Injury and Illness Rates



## **Mandated Activities**

### **OSHA Voluntary Programs**

During fiscal year 2016, South Carolina OSHA Voluntary Programs (SC OVP) consultation division conducted 862 site visits and identified 3,907 safety and health hazards. Eight hundred three of these visits resulted in the development of safety and health programs and improvements to existing safety and health programs. The consultation division received an overall customer satisfaction rating of 98.7 percent from the companies they visited.

The Office of Recognition Programs and Outreach has continued to work with employers throughout the state to explore new initiatives to improve workplace safety and health. South Carolina Occupational Safety and Health Administration Voluntary Programs (SC OVP) began the South Carolina Occupational Safety Health Administration Outreach Initiative to provide South Carolina high school students with basic safety orientation. This training helps students that are working at manufacturing facilities, following vocational education pathways, or just looking to obtain general safety knowledge that will benefit the student as well as potential employers. With this safety awareness training, the student will enter the workforce with safety knowledge that will empower the student to help employers build a safety culture which will lower the injury and illness rates and in turn will lower workers compensation rates and increase productivity. In addition, this will also help the schools to fulfill the South Carolina Department of Education requirement for OSHA 10 training. Some of the benefits of this program are, students will enter the workforce with safety and worker's rights knowledge, receive instruction from major area companies which builds relationships with the companies, and employers are getting employees that can step into the workplace and build upon the culture of safety.

An Advisory Committee was formed with 11 Voluntary Protection Program (VPP) sites from the Upstate and Low Country in May 2016. A curriculum for General Awareness Training was created for the Youth Safety Outreach Program. A train the trainer plan using VPP site representatives to assist OSHA Outreach was put in place on July 13, 2016 when South Carolina OVP met with the pilot program location, Golden Strip Career Center located in Mauldin, South Carolina.

Beginning on August 18, 2016, the first outreach sessions were completed. The results were: 500 high school students received general safety training and 126 high school students received OSHA 10 hour certification. South Carolina OVP is planning more of this outreach in 2017.

In March of 2016, South Carolina OVP held a safety conference in cooperation with the South Carolina Manufacturers Alliance and the National Safety Council. It was very well attended.

There were two new Voluntary Protection Program (VPP) sites recognized this year and currently 40 active VPP “Palmetto Star” sites. During fiscal year 2016, there were 12 VPP Re-evaluations. There was one new Safety and Health Recognition Program (SHARP) site recognized during this fiscal year, bringing the program to a total of nine. South Carolina OSHA is working with new companies to potentially become SHARP sites. A great deal of emphasis has been put into this program to encourage companies to participate.

- The Office of Training conducted a total of 322 classes for public and private-sector employers during fiscal year 2015.
- 8,026 South Carolina workers received training in South Carolina.

#### Statistical Training Information FY 2016

Private sector employers trained	1,508
Private sector employees trained	2,317
Public sector employers trained	817
Public sector employees trained	3,384
Total number of workers that received training	8,026

South Carolina OVP currently has one supervisor and three full-time training positions. The Training Division continues to reach out to employers and employees through organizations and associations. Training conducted at these meetings resulted in several individual training requests by companies. Some of the groups South Carolina OVP worked with include: South Carolina Association of Heating and Air Conditioning Contractors (SCAHACC), South Carolina Occupational Health Nurses Association, South Carolina Trucking Association, Environmental Water Association of South Carolina, American Society of Safety Engineers, South Carolina Manufacturer’s Alliance, South Carolina and North Carolina Utility

Coordinating Committee, South Carolina Association of Counties, and the South Carolina Rural Water Association.

## **OSHA Technical Support and Standards**

The South Carolina OSHA Technical Support Office manages the South Carolina OSHA Standards Office and ensures accuracy and consistency of standard interpretations provided to the public and South Carolina OSHA staff. This office is responsible for maintaining the State Plan, developing and overseeing SC OSHA's Strategic Plan, generating quarterly and annual reports, and assisting the OSHA Administrator with South Carolina Department of Labor, Licensing, and Regulation's Strategic Plan and other state reports such as the state annual and accountability reports as well as handling day-to-day communications with other government agencies, both at the state and federal level.

The Technical Support Office also reviews all Federal OSHA documents; recommends action to the OSHA administrator, such as standard changes and directives for state adoption; maintains tracking logs, drafts interpretive memorandums or directives, and coordinates all public hearings for standard promulgation and amendment adoptions. There were two public standard adoption hearings held during fiscal year 2016.

The SC OSHA Standards Office serve as support staff to the South Carolina OSHA Program by promulgating OSHA regulations, responding to OSHA inquiries, and providing interpretations of OSHA standards and regulations to compliance staff, employers, and employees who desire to eliminate safety and health hazards in their workplaces. Electrical hazards, machine guarding problems, bloodborne pathogens, recordkeeping requirements and respiratory protection are examples of conditions for which information and assistance are frequently requested.

The South Carolina OSHA Standards Office also evaluates and provides guidance on OSHA standards and directives promulgated by Federal OSHA which may be adopted in South Carolina. The Standards Office provides training for South Carolina OSHA personnel on new or amended standards. This office also evaluates the validity of requests for temporary and permanent variances from OSHA standards and facilitates public hearings, as needed.

There are three positions within the Offices of Technical Support and Standards. These positions are technical support coordinator, safety standards officer, and

health standards officer. Currently, the South Carolina OSHA Offices of Technical Support and Standards are fully staffed.

South Carolina Standards Office personnel spend the greatest amount of their time providing compliance assistance. Personnel respond to volumes of customer requests in the forms of phone calls, letters, walk-ins, and e-mails. The following chart represents the number of individual safety and health standard inquiries answered by the standards division during fiscal year 2016:

### **Statistical Standards Information FY 2016**

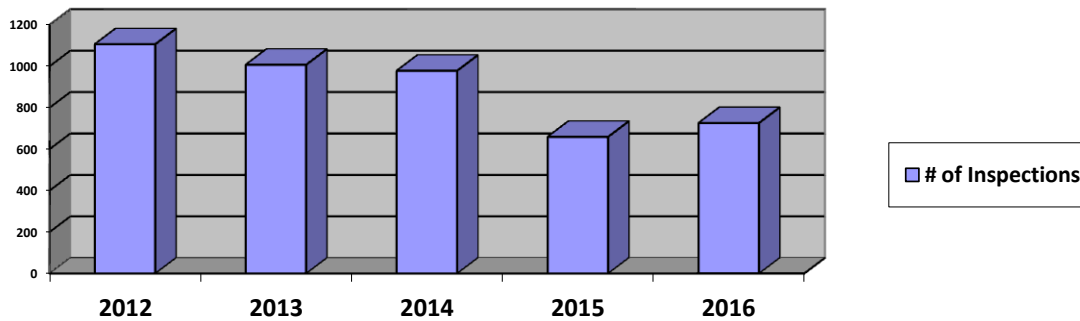
<b>Requests for Information</b>	<b>Number of Calls / Responses</b>
Standards Information	617
Technical Information and Advice	196
Standards Interpretation	94
General Information	301
Referrals	345
Letters	25
E-mails	558
<b>Total</b>	<b>2,136</b>

## **OSHA Enforcement**

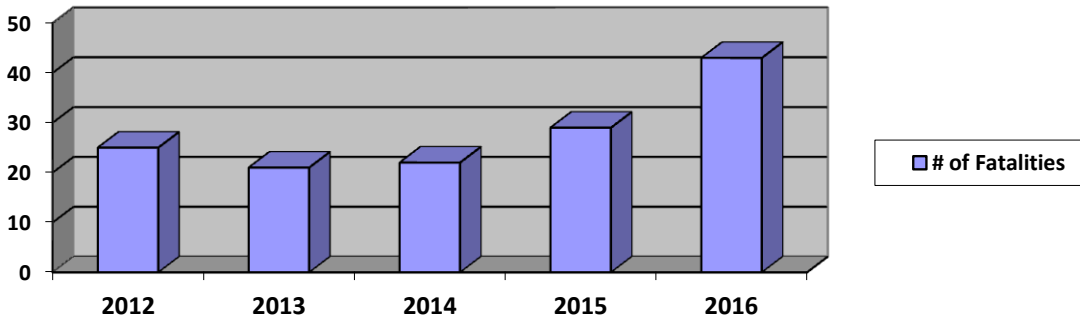
South Carolina OSHA Enforcement conducted 726 inspections resulting in 847 violations being issued during fiscal year 2016. Seventy-eight percent of the citations issued were serious in nature. Additionally, one repeat violation and five willful violations were issued.

During fiscal year 2016, SC OSHA conducted 43 fatality investigations and nine accident investigations. Also, SC OSHA increased its efforts to reach vulnerable workers. SC OSHA conducted 55 inspections pertaining to temporary workers. SC OSHA was able to impact over 1,800 workers in this class of worker.

## Compliance Inspections



## Fatalities



The construction safety compliance group conducted 498 inspections during the fiscal year. Five hundred forty-four citations were issued with 919 instances for a serious violation rate of seventy-seven percent. To combat falls in construction, 41 inspections at residential construction sites and 42 plain view inspections were conducted during the year. Also, SC OSHA has placed a heightened awareness of trenching and excavation hazards in the construction industry. Thirteen inspections were conducted for the Trenching and Excavation Emphasis program. Falls in construction and hazards associated with trenching and excavations continue to be a focus for SC OSHA.

The health compliance group conducted 85 inspections during the fiscal year. Sixty-six citations were issued with 104 instances. The Adult Blood Lead Epidemiology Surveillance (ABLES) program was used to identify health hazards related to lead in the workplace. The ABLES program is a partnership with the South Carolina Department of Health and Environmental Control. Health compliance conducted seven inspections in industries known to have employees exposed to lead. One

inspection was conducted under the Process Safety Management (PSM) Covered Chemical Facilities emphasis program and the Occupational Exposure to Isocyanates emphasis program, respectively. Two inspections were conducted under the emphasis program for Hexavalent Chromium. With the emergence of the updated standard for Silica exposure, 3 inspections were conducted for the presence of Crystalline Silica.

The general industry safety compliance group conducted 143 inspections during the fiscal year. Two hundred twenty-three citations were issued with 553 instances resulting in a serious rate of eighty-two percent. Using BLS data the safety compliance group focused on the following industries: Animal Slaughtering (3116), Sawmills & Wood Preservation (3211), Ship & Boat Building (3366), Agriculture, Construction and Mining Machinery (3331), Architectural & Structural Metals (3323), Other Fabricated Metal (3329), Bakeries and Tortilla Mfg (3118). Machine guarding continues to lead the way as the most cited violations in these industries.

### **Fiscal Year 2016**

1. During the period of October 1, 2015 thru September 30, 2016, South Carolina OSHA implemented and/or was actively engaged in emphasis initiatives involving industries with high injury and illness rates within the State of South Carolina.

<b>SC OSHA Emphasis/Initiatives</b>	<b>Inspections</b>	<b># of Citations Issued/Instances</b>	<b># of Employees</b>
Lead	7	8/8	304
PSM Facilities	1	2/2	6
Hexavalent Chromium	2	2/3	90
Occupational Exposure to Isocyanates	1	3/6	7
Crystalline Silica	3	2/2	49
Combustible Dust	1	2/2	33
Residential Construction	41	42/84	317
Trenching and Excavation	13	35/41	109
NAICS 3116	1	1/1	20

SC OSHA Emphasis/Initiatives		Inspections	# of Citations Issued/Instances	# of Employees
Animal Slaughtering				
NAICS 3211 Sawmills & Wood Preservation		2	11/25	285
NAICS 3366 Ship & Boat Building		0	-	-
NAICS 3331 Agriculture, Construction and Mining Machinery		2	17/44	30
NAICS 3323 Architectural & Structural Metals		5	34/101	543
NAICS 3329 Other Fabricated Metal		5	15/19	930
NAICS 3118 Bakeries and Tortilla Mfg		5	28/91	505

## 2. Fatalities, Catastrophes, Accidents.

Accident Reporting				
Fatalities			43	
Catastrophes			0	
Accidents			9	

## 3. Safety and Health complaints received, inspected and investigated.

Complaints				
Safety and Health Complaints Received			582	
Inspections Accomplished			111	



Complaints			
Investigations (Mail/Phone/Fax)		471	

4. Whistleblower complaints received, investigated, settled, administratively screened and/or referred of another agency.

Discrimination Complaints			
Discrimination Complaints Received		106	
Inspections Accomplished		65	
Investigations Settled		0	
Cases Dismissed		5	
Cases Withdrawn		5	
*Administratively Screened and Closed		20	
Referred to Another Agency		5	

\*Untimely, uncooperative, no prima facie case

## Informal Conferences

The Informal Conference Office provides an avenue for employers to settle cases and reach a better understanding of the citations received after an inspection. This office also maintains inspection files and handles Freedom of Information Act (FOIA) requests for SC OSHA records. In the past year, 155 informal conferences were requested. Eighty-three informal conferences were scheduled for discussion of the citations, with 17 moving forward to formally contest. The remaining seventy-two 72 informal conferences regarding penalty and/or abatement were conducted over the phone. One hundred seventy-one FOIA requests were filled. All outstanding requests have been acknowledged and are waiting for file documents to become releasable.

## **Integrated Management Information System (IMIS)**

New this year was the retirement of the Federal Integrated Management Information System (IMIS) in July and the introduction of the Federal OSHA Information System (OIS). Unlike IMIS, which was more than two decades old and server based, OIS is a web based system and can be accessed 24/7 from anywhere in the world from any computer that has access to the internet (along with the proper credential, of course). OIS is still going through some growing pains, but all state data is now being transferred to that system.

The South Carolina OSHA Redesign and Enhancement (SCORE) Information System is into its seventh year of operation and continues to provide a significant cost avoidance through the reduction of paper files. In 2015, SCORE obviated the need to keep and maintain paper inspection reports for 726 inspections and 1584 consultation visits. Those inspections and consultations generated 3,138 inspection and consultation reports, citations, etc. SCORE not only provides an efficient means of data entry and secure storage, it also allows South Carolina OSHA to retrieve and analyze that data instantaneously. The development of a system-to-system interface between SCORE and OIS allows SC OSHA to conduct its own data management while providing the required data to Federal OSHA on a daily basis.

## **Summary**

South Carolina OSHA continues to operate an effective state OSHA program. SC OSHA reviews the annual high hazard planning guide for target hazards in industries. As a result of this practice, we have seen a reduction in the number of injuries and illnesses in safety and health industries. SC OSHA has developed a Strategic Management Plan with outcome goals that are consistent with Federal OSHA activity. As well as specific outcome measures, the plan includes activity goals for all components of the state program. Strategies can be altered and activities increased or decreased to further enhance program performance.

Over the last year, SC OSHA has continued to identify and reduce the number of worker injuries, illnesses and fatalities in construction by focusing attention and resources on the most prevalent types of workplace injuries and illnesses. (e. g., falls, electrocutions, struck-by, and crushed by/caught between).

The South Carolina OSHA plan was again able to successfully participate and partner with the SC Manufacturers Alliance to sponsor the Southeastern Workforce

Protection Conference which was held in March of 2016. The seventh annual Southeastern Workforce Protection Conference is scheduled for March 2017. Through partnership in conferences, forums and training courses, SC OSHA continues to work with associations, employers and other groups to promote SC OSHA Consultation and Training services. Services are provided by the consultation division to promote a positive safety and health environment to ensure a safe and healthy workplace for employees in South Carolina.

SC OSHA continues to develop and provide safety and health training programs on new or amended standards for OSHA staff members and companies.

South Carolina OSHA received comments and recommendations from the Enhanced Federal Annual Monitoring Evaluation (EFAME) report. Upon review of the responses from Federal OSHA, there were recommendations to improve the program, but only minor deficiencies were noted. These deficiencies have been resolved and measures have been implemented to review outcomes and make adjustments as needed.

## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
Reduce the overall injury and illness rate (Total Case Rate) in Manufacturing by <u>10%</u>	Reduce the overall injury and illness rate (Total Recordable Case rate) in Manufacturing by <u>2%</u> each year (October 1 – September 30)	<i><b>EXCEEDED</b></i>	The TRC baseline rate for Manufacturing was <u>4.0</u> . Our goal for FY 2015 was <u>3.6</u> . According to the 2015 BLS survey report, the TRC rate for manufacturing in South Carolina <u>3.1</u> .

## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
Initiate inspection of fatalities and catastrophes within one working day of notification for <b>95%</b> of occurrences to prevent further injuries and death.	Initiate inspection of fatalities and catastrophes within one working day of notification for <b>95%</b> of occurrences to prevent further injuries and death.	<b><i>DID NOT MEET</i></b>	<b>93%</b> of the fatalities were opened within one working day of notification.

## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
Reduce the overall injury and illness rate (TRC rate) in construction by <b>10%</b> .	Reduce the injury and illness (TRC rate) in construction by <b>2%</b> each year (October 1 – September 30).	<b><i>EXCEEDED</i></b>	The TRC baseline rate for construction was <b>2.6</b> . Our goal for FY 2015 was a rate of <b>2.5</b> . According to the 2015 BLS data, the TRC rate for construction was <b>2.3</b> .

## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
<b>50%</b> of employers who receive a 21(d)	<b>50%</b> of employers who receive a 21(d) visit either	<b><i>EXCEEDED</i></b>	<b>93%</b> of the employers that

visit either implement an effective safety and health program or improve their existing program.	implement an effective safety and health program or improve their existing program.		requested a 21(d) visit implemented or improved their safety and health programs.
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## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
<b>50%</b> of High Hazard employers who requested an informal conference will develop and implement systems to address specific safety and health issues.	<b>50%</b> of High Hazard employers who requested an informal conference will develop and implement systems to address specific safety and health issues.	<b><i>EXCEEDED</i></b>	<b>87 %</b> of High Hazard employers that requested an informal entered into an informal settlement agreement. (29 of 33 High Hazard inspections settled)

## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
Provide timely responses to formal complainants by reducing the notification time for inspection results to 20 days for <b>95%</b> of formal complaints that are inspected.	Provide timely responses to formal complainants by reducing the notification time for inspection results to 20 days for <b>95%</b> of formal complaints that are inspected.	<b><i>DID NOT MEET</i></b>	Complainants were notified of inspections results within 20 days of closing the inspection <b>90%</b> of the time.

## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
Initiate investigation of <u>98%</u> of formal complaints within <u>7 workdays</u> .	Initiate investigation of <u>98%</u> of formal complaints within <u>7 workdays</u> .	<b><i>DID NOT MEET</i></b>	The average over the entire year was <u>82 %</u> within 7 workdays.

## OUTCOME GOAL

<u>Performance Goal</u>	<u>Annual Performance Goal</u>	<u>Outcome</u>	<u>Comments</u>
Ensure worker protection by obtaining <u>95%</u> of warrants in a timely manner (within 10 workdays of refusal).	Ensure worker protection by obtaining <u>95%</u> of warrants in a timely manner (within 10 workdays of refusal).	<b><i>EXCEEDED</i></b>	<u>8</u> companies denied entry during the year. <u>3</u> warrants obtained in a timely manner. <u>4</u> companies allowed re-entry. <u>1</u> warrant was not obtained.