

ABM Onsite Services The Value of Safety



*Safety Performance is Driven by the
Culture, Not by the Programs*

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Value of Safety Introduction

The value of safety is recognized when:

1. Everyone understands and values safety.
2. All employees, subcontractors, and vendors expect safe work behaviors and performance.
3. Everyone works together to establish safety goals.
4. Everyone integrates safety into the work.
5. Everyone takes responsibility for their safety.



Setting the Safety Tone and Culture

A leaders commitment to lead a safe work culture includes:

1. Establishing the “safety tone”.
2. Authorizing and providing safety resources.
3. Crew Leaders setting the “safety tone” at the jobsite.
4. Leaders recognizing the power of their example in what they say and do.



Setting the Safety Tone and Culture

Leaders should expect and encourage participation

1. Explain to your employees **why** the safety is important and how it effects them personally – this will generate participation.
2. Engage employees in groups. Recognize and reward them for safe behavior.
3. Encourage and recognize employees whom take an active role in maintaining a safe workplace.



Supervisory Basics

Supervisors need to become familiar with the client and the jobsite.

1. Know the scope of the contract.
2. Have clear safety objectives with the employees.
3. Regularly evaluate the work area and job tasks.
4. Resolve identified safety needs immediately.
5. Understand how to oversee the safety performance at the job.



Supervisory Basics

Recognize your greatest assets – your employees.

1. Properly assign responsibilities to the employees.
2. Get in the habit of involving employees into safety discussions.
3. Openly discuss safety issues with employees during visits.
4. Be consistent in your relationships.
5. Inspect what you expect.



Supervisory Basics

Being a supervisor is a privilege - not a rank.

1. Think how to create a safer work environment.
2. Make sure the jobsite goals support company goals.
3. Respect the strength of others.
4. Be a leader you would work for.
5. Look for ways to do the work at the jobsite more safely.



Reinforcing the Safety Culture through Coaching

The Five Elements of Effective Coaching:

C = Care about the employees' safety.

O = Observe the employees' safe work practices.

A = Analyze the work environment.

C = Communicate and recognize the behavior you want repeated.

H = Help employees.

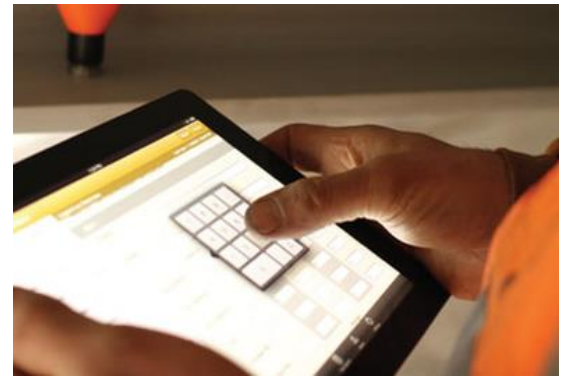
- **Tip: What Gets Measured Gets Managed!**



Safety Resources and Documentation

The Importance of Safety Documentation

1. Safety management processes are supported by documentation (records, reports, logs).
2. Supervisors make sure that these “deliverables” are accurate, legible and timely.
3. Remember, “If you didn’t document it, it didn’t happen.”
4. ABM supplies its supervisors with a library of resources for their safety duties.



Safety Resources and Documentation

Safety tools and documents for supervisors

1. Employee safety training handbook.
2. Employee safety training wallet card, or pocket pal.
3. Jobsite Hazard Assessment.
4. Incident Reporting and Investigations.
5. Safety Data Sheets Binder.



Safety Resources and Documentation

Safety tools and documents for supervisors

1. Job Hazard Assessment.
2. Monthly Safety Training.
3. Documentation of Safety Violations.
4. Personal Protection Equipment Requests.



Communicating & Training Employees

Conducting effective training meetings

1. Prepare in advance.
2. Know what you want to accomplish.
3. Explain the benefits from the training.
4. Emphasize what could happen if safety training is not used.
5. Use stories to help people better understand.
6. Link training with the employees' job duties.
7. Train so each employee can understand.



Communicating & Training Employees

Keep a strong business relationship with the client

1. Know what the clients need.
2. Keep promises. Clients remember failures.
3. Understand and help the client reach their safety goals.
4. Be accessible. Make sure people know how to contact you.
5. Show the client the advantages of using ABM's services.



Communicating & Training

Summary

Safety communication with the employees will be impactful if you:

1. Reach out;
2. Follow up;
3. Recognize safe work practices.



Value of Safety Training Course – Part 2

This lesson covers four areas that include:

1. Closing gaps that impact service and safety;
2. Focusing employees on safe work practices from the first day of work;
3. Managing basic safety programs and understanding safety policies;
4. Understanding risk management responsibilities.



Closing Gaps Between Safety Expectations and Performance

There are activities that leaders need to manage to close safety performance gaps.

1. Reducing role conflicts between co-workers and managers.
2. Matching the employee to the right work assignment.
3. Matching the technology or equipment to the work.
4. Using correct supervisory control methods.
5. Creating a strong spirit of teamwork.



Closing Gaps Between Safety Expectations and Safety Performance

Closing Gap 1: Employees' uncertainties at the jobsite can be resolved by supervisors:

1. Communicating to the employees how they “fit” in the company.
2. Providing consistent feedback.
3. Building employees' confidence.
4. Helping employees develop their abilities.



Closing Gaps Between Safety Expectations and Safety Performance

Closing Gap 2: Matching the right employee to the right work assignment by:

1. Providing useful training;
2. Building growth opportunities for employees;
3. Offering employees cross-training in other tasks at the jobsite;
4. Taking time to teach employees on task fundamentals as the need arises;
5. Taking direct responsibility for the competency of their employees.



Closing Gaps Between Safety Expectations and Safety Performance

Closing Gap 3: Matching the right equipment to the employee's work improves safety. These benefits are natural results when employees:

1. Have the proper equipment or tools that limit their exposure to hazards;
2. Recognize the importance of properly using the equipment and notifying supervisors when it is not functioning properly;
3. Have the appropriate supplies available when needed for the required work.



Closing Gaps Between Safety Expectations and Safety Performance

Closing Gap 4: Using appropriate supervisory control methods is evidenced by supervisors:

- Recognizing employees who work safely;
- Helping employees see how well their safety performance meets ABM expectations;
- Using appropriate corrective action steps and methods to coach the employees' work;
- Remembering that when measurement is recognized, performance accelerates.



Closing Gaps Between Safety Expectations and Safety Performance

Closing Gap 5: The spirit of teamwork provides many safety benefits including:

1. A strong belief can inspire strong discretionary efforts;
2. More efficiency between supervisors and employees in getting the job done safely;
3. Employees understanding the impact of their work will want to perform tasks safely;
4. Employees watching out for the safety and success of their peers;
5. Internal barriers are brought down between employees so job satisfaction increases.



Safety Responsibilities

The next section covers specific activities required of supervisors in managing ABM safety programs at the jobsite.



Safety Responsibilities

New Hire Orientation

An employee's **first three days** are critical. They decide:

1. If the job is what they thought it would be;
2. If the culture is compatible with their individual preferences;
3. If they can see themselves as being satisfied and successful in the job.



- yes
- no
- maybe



Safety Responsibilities

New Hire Orientation

1. This is the best time to establish safety expectations.
2. This time spent will allow managers to establish mutual respect and trust.
3. Supervisors should take the lead in providing the required safety training.
4. They cannot use past experience or certification as a substitute.



Safety Responsibilities

What needs to be taught to new employees at the jobsite?

1. ABM safety rules and any specific safety rules for the jobsite.
2. The specific safety steps and precautions that should be followed for each work task.
3. When and how to wear personal protective equipment.
4. ABM's Six Safety Absolutes.
5. ABM's stop work authority covers what employees need to do if they do not know how to do a job safely or need to report safety issue.



Safety Responsibilities

An employee's first job assignment is where the supervisor may have the best chance to reinforce the safety expectations.

1. Make sure the new employee has a positive experience – it will be the story they share.
2. Whenever possible assign new employees with capable, safety-minded team members.
3. The co-worker should be able to answer questions and demonstrate correct safety practices.



Safety Responsibilities

The employee's first job assignment

1. The first tasks performed in the new assignment should not be overwhelming.
2. Leverage the inherent nature of the first few days at a new job and make positive memories.
3. Trust is the foundation of a safe work culture.



Safety Responsibilities

Providing and Enforcing Usage of Personal Protective Equipment (PPE)

1. Managers should authorize the necessary resources to get the needed PPE.
2. Site management makes sure employees have PPE.
3. Supervisors need to be familiar with the JHA's for high hazard tasks that include specific PPE requirements.
4. Supervisors train employees to know what PPE is required and then enforce its use.



Safety Responsibilities

Providing and Enforcing Usage of Personal Protective Equipment (PPE)

1. Employees who do not wear the appropriate PPE are subject to disciplinary action.
2. Employees need to bring concerns they may have with PPE to the supervisor's attention.
3. If supervisors cannot resolve the problem, they escalate the issue to branch management.
4. Employees may use ABM's Safety Hotline, 866-208-2114, to report safety concerns.



Safety Responsibilities

Managing Specific Safety Activities

1. Supervisors cannot assign employees to drive on company business unless the employees have been properly authorized and trained.
2. Supervisors must not permit new chemicals be brought into the jobsite.
3. Due to specific OSHA guidelines, no respirators are allowed on the jobsite without the review and approval.



Managing Safety Programs

ABM evaluates safety activities and ensures it remains in compliance with federal and state safety standards (OSHA).

These activities include:

1. Jobsite Hazard Safety Assessments;
2. Safe Work Observation Program;
3. ABM's Six Safety Absolutes;
4. ABM Stop Work Practices.



Managing Safety Programs

Safe Work Observation Program

Is a tool to reinforce and correct at-risk behaviors or situations.

1. These observations provide direct, and measurable information.
2. Use as a recognition and teaching opportunity.
3. Make the interaction with the employee positive and memorable.

Safe Work Observation Report - Good Catch **ThinkSafe**
THINK SAFER. BUILD BETTER.

GOOD CATCH: Mark the box if you reviewed this report with the individual observed performing work activities safely. If it is an employee, give the name of the employee.

Branch: _____ and Business Unit Number: _____	Job Site Name: _____
Work Area: _____	Observation Time: _____
Observer Name: _____	Observation Date: _____

Observation of significant safe-work practice or contribution to the safety performance at the job-site:

Observer Signature: _____ Date: _____

Safe Work Observation Report - Coaching

COACHING: All coaching and corrective action must be reviewed with the individual observed and/or the person who allowed the work to be done in an unsafe manner or in an unsafe environment. If it is an employee, give the name of the employee.

Branch: _____ and Business Unit Number: _____	Job Site Name: _____
Work Area: _____	Observation Time: _____
Observer Name: _____	Observation Date: _____

Observed unsafe work practice or work environment:

Supervisor Recommendations (Include steps for resolution, timeframe and responsibility for any action items):

Observer Signature: _____ Date: _____

ABM's Safety Measurements

Leading indicators are the results of loss prevention activities to help operations reduce the number of injuries. These leading indicators include the:

1. Number of safety training sessions completed;
2. Number of safety work observations at the jobsite;
3. Number of job hazards eliminated or reduced;
4. Percentage of closed corrective actions from hazard assessments;
5. Percentage of time employees are observed following safety rules;
6. Results from investigations and near-miss reporting;
7. Actions items completed by the safety committee.



Employee Safety Violations

ABM uses its system of “progressive discipline” for employees who violate safety standards, duties, and practices. Disciplinary guidelines include:

1. Issues of Misconduct: Intentional or repeated violations of ABM’s safety policies or procedures;
2. Deliberate unsafe driving practices;
3. Violating any of the ABM’s Six Safety Absolutes.



Employee Safety Violations

Disciplinary Guidelines

Performance issues requiring disciplinary action result from employees creating unsafe jobsite hazards for others.

Examples of this include:

- Not wearing safety goggles;
- Removing a label off a secondary chemical container;
- Creating a hazard by stacking boxes unsafely;
- Not placing a barricade or giving notice of a hazardous floor condition.



Supervisor's Risk Management Responsibilities

Injury & Illness Reporting & Investigation

1. Report injuries or illnesses to your district or branch manager and the Nurseline **within 15 minutes.**
2. In a life threatening injury/illness, transport the employee by ambulance to the nearest medical facility or hospital.
3. If not a life threatening emergency, the injured employee and supervisor calls ABM's NurseLine at 888-840-4148.
4. If the employee has already received medical care, call NurseLine no later than 24 hours after supervisor notification.



See-it



Hear-it



Report-it



Incident Investigation

Incident investigations should be documented on ABM's Incident and Injury Report form. The basic steps to the investigation include:

1. Collecting information about the incident;
2. Asking, "Why?" the incident happened five times to determine causes which contributed to the incident;
3. Determining the required corrective and preventive actions for short-term and permanent solutions;
4. Submitting all Investigation forms within 24 hours;
5. Implementing the corrective and preventive actions.

Why?
because...
Why?
because...
Why?
because...
Why?
because...
Why?
because...



Value of Safety Training Conclusion

The ultimate safety goal for an ABM leader is to establish and maintain a strong safety culture at the jobsite. This is accomplished by:

1. Leading the team by example;
2. Developing a strong and sustainable safety culture;
3. Leading high-performing teams that drive excellent client satisfaction;
4. Eliminating or reducing hazards in the workplace;
5. Eliminating employee injuries;
6. Achieving a successful inspection or audit by government or company officials;
7. Measuring safety performance and sharing the jobsite's safety successes with the employees, management and client.



SAFETY INCENTIVES

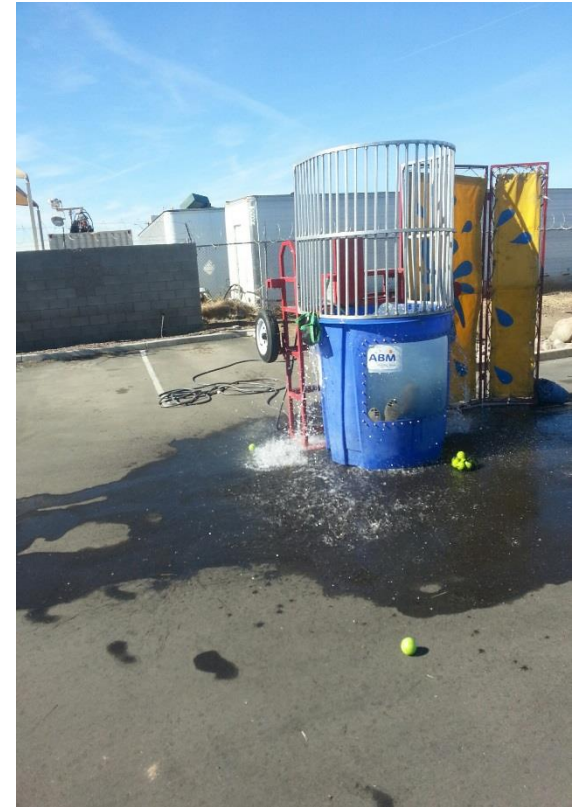
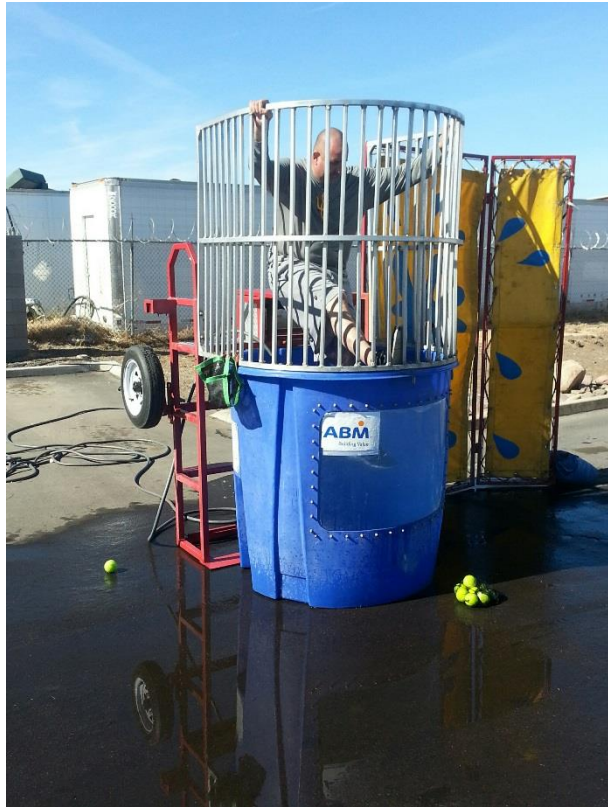
- SAFETY AWARD PROGRAM
- EFFECTIVE 01/01/15 DISBURSED 03/01/15
- LONG TERM EE'S & NO DOCUMENTED INJURIES
- PROMOTE EMPOWERMENT IN THE FIELD
- INDIVIDUAL AND TEAM AWARDS
- MINIMUM 1 YEARS OF SERVICE
- MILESTONES 1, 3, 5, 10, 15, 20+ YEARS
- MONTHLY REWARD PROGRAM
- ADMINISTERED BY TERRYBERRY

ELIGIBLE EMPLOYEES

- 1& 3 years milestone
 - Safety Award Certificate and Key Chain with ABM Logo
- 5 years milestone
 - Safety Award Certificate and Brochure A
- 10 years milestone
 - Safety Award Certificate and Brochure B
- 15 years milestone
 - Safety Award Certificate and Brochure C
- 20+ Milestone
 - Safety Award Certificate, Brochure C & Year end bonus



Safety Celebration!



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The End



2015