



DISCLAIMER

We're going to have (some) fun today – we take our professions very seriously. Really, we do! We might not have ALL the answers, but this is the blueprint that works for us. We hope that you enjoy and can take something, anything, away from this.

- Management

(Jim & Billy)

















safety culture noun

safe·ty cul·ture

Definition of safety culture

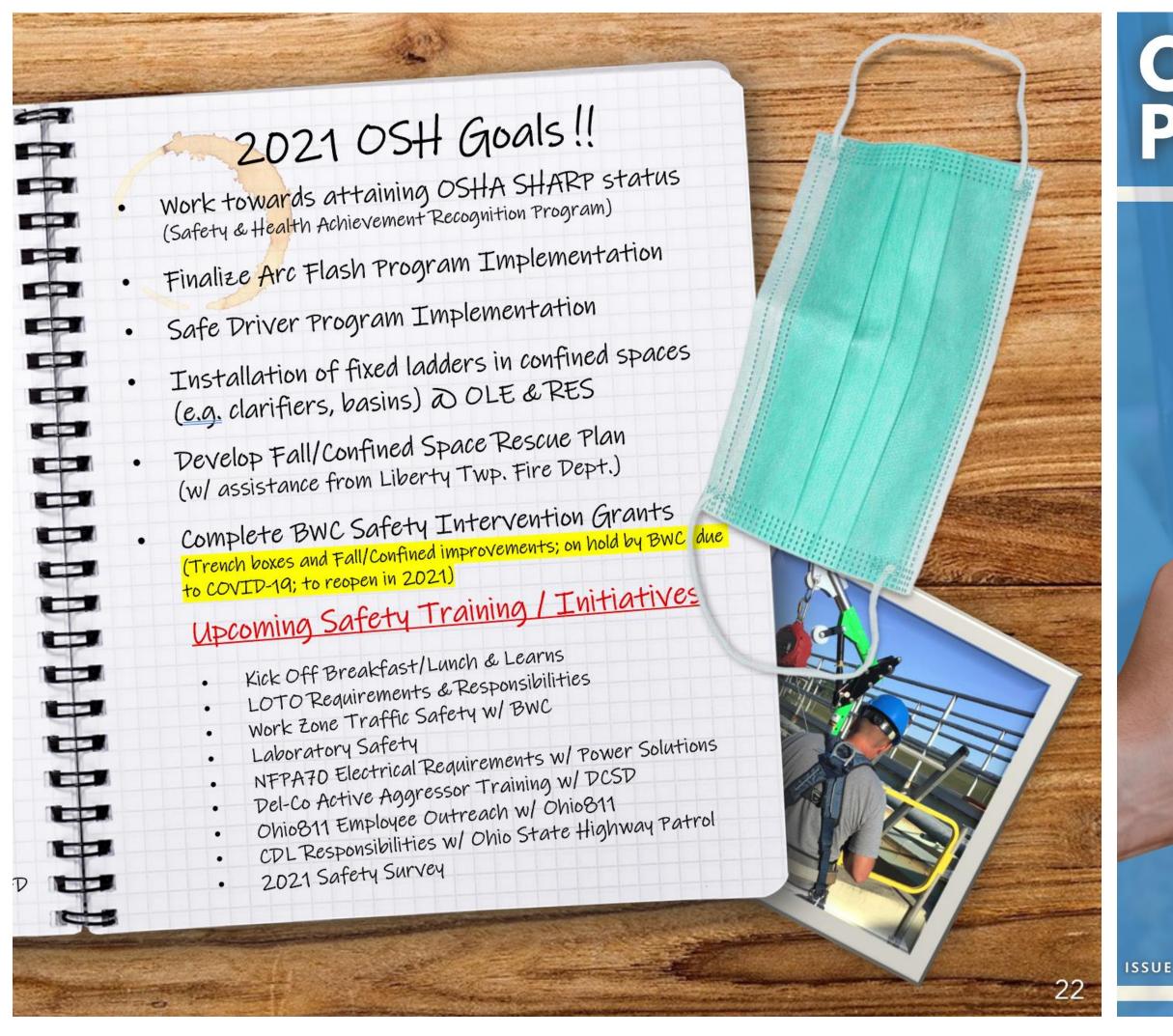
1: the collection of the beliefs, perceptions and values that employees share in relation to risks within an organization, such as a workplace or community

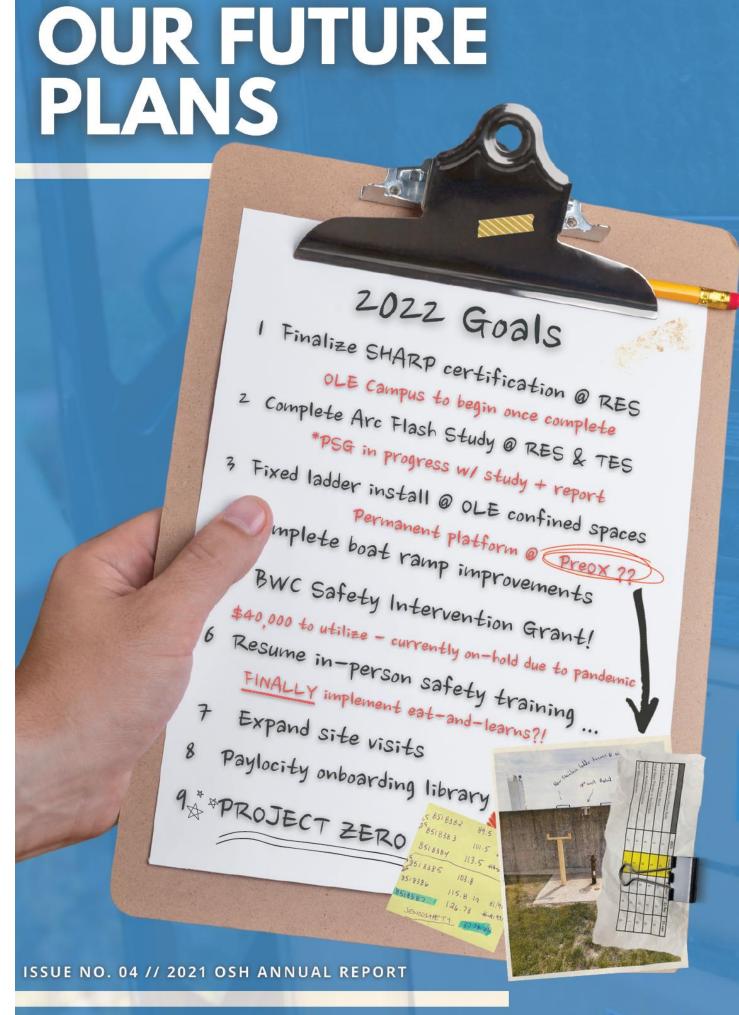




. Set measurable goals - Most importantly, track them







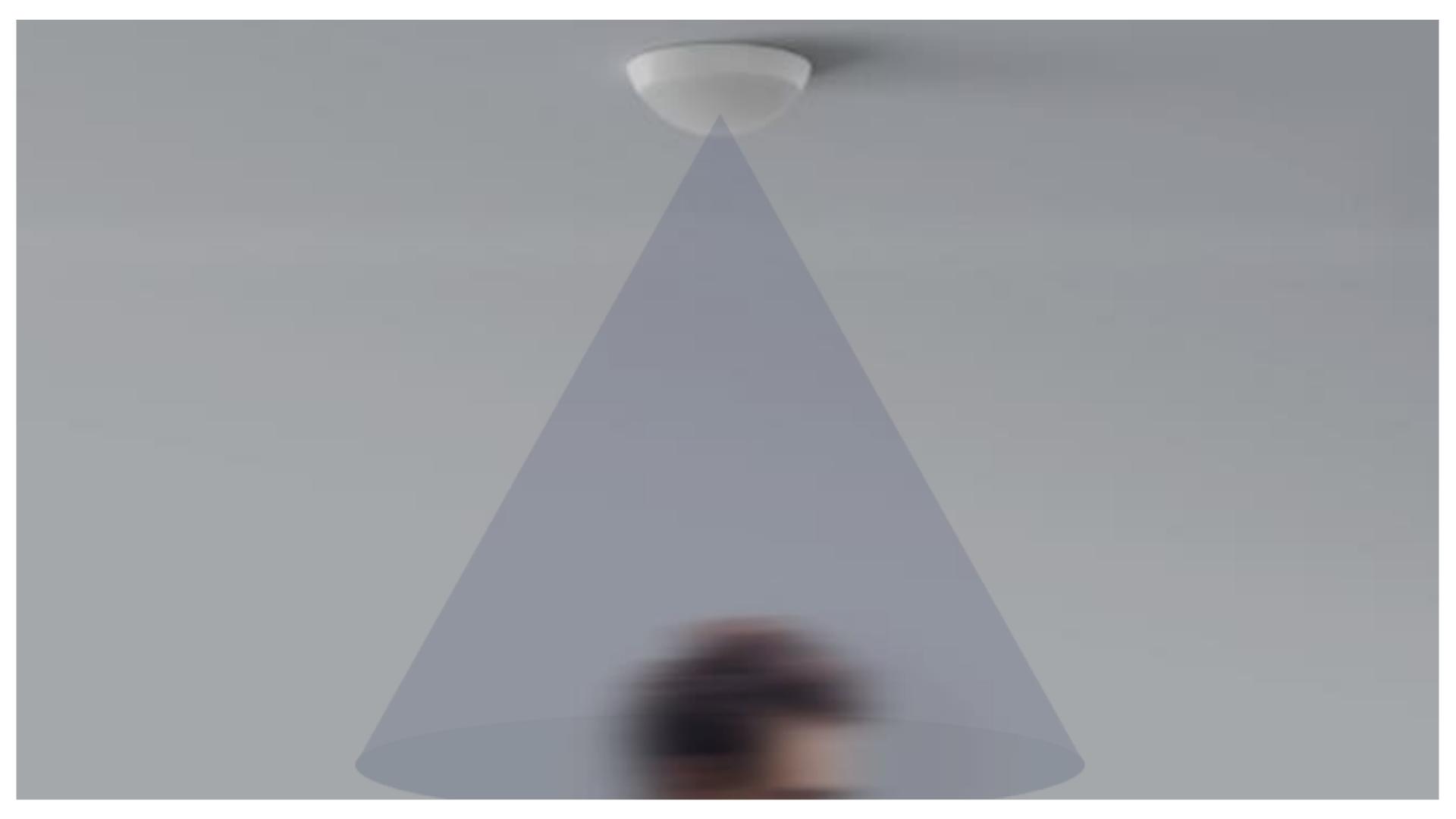
. Set measurable goals - Most importantly, track them

. Plan for the worst-case scenario - Hierarchy of Controls

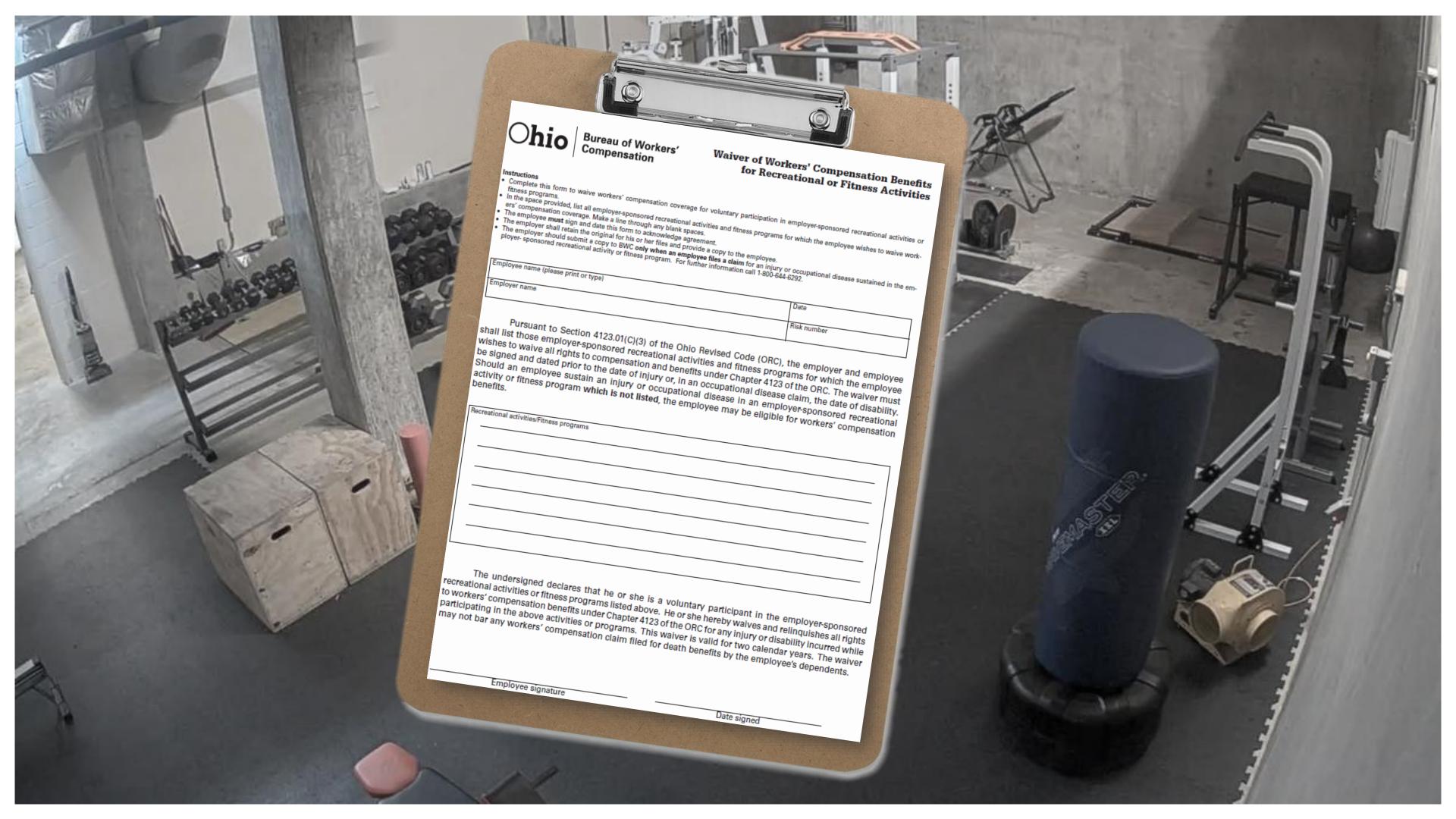












- . Set measurable goals Most importantly, track them
- . Plan for the worst-case scenario Hierarchy of Controls
- Fiscal Budgeting Direct correlation to success (Profitability)

OSHA's SALTY PAYF Program

OSHA's easy-to-use Safety Pays tool provides information on the frequency of costs of work-related injuries and illnesses. Using data collected from Tousands of workplants, the tool provides a unique opportunity to compare your work lace safety record with your peers. This tool can support you in fulfilling to responsibility to your workers' safety and health. You

can also use the injuries published. I how be use to the same and the

most useful if y

know a sything

OSHA's \$afety Pays Program

wor related

Total Cost

\$99,103

\$332,257

\$58,388

\$64,022

\$159,358

y. The tool will be ven if you do not

 Injury Type
 Direct Costs
 Indirect Costs

 Burn
 \$47,192
 \$51,911

 Electric Shock
 \$158,218
 \$174,039

 Puncture
 \$27,804
 \$30,584

\$30,487

\$75,885

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Get started now

Sa etv Pav

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occupa unal in

To learn more about how to afeguard our employees while saving the to in illnesses, click on the button below.

Sprain

Vision Loss

Get Started!

\$33,535

\$83,473

- . Set measurable goals Most importantly, track them
- . Plan for the worst-case scenario Hierarchy of Controls
 - Fiscal Budgeting Direct correlation to success (Profitability)
 - Must be strategic How to highlight employee safety?



PURPOSE

We supply water, one of life's most vital resources, enabling our members and communities to thrive and prosper.

MISSION

We are a member-owned cooperative that enhances the quality of life to our growing region by providing exceptional water services in an affordable and environmentally responsible manner.

VISION

Creating a resilient and sustainable water supply for our region by being service-focused, growth-oriented

GOAL 01

Promote Service-Focused, Growth-Oriented Individuals and Teams

Del-Co believes it's most valuable assets are our employees. Therefore, one of the most important goals identified for the strategic plan is to ensure our employees and teams are growing together in understanding their roles independently and as interconnected teams. The strategies below focus on this personal and company growth.



- . Set measurable goals Most importantly, track them
- . Plan for the worst-case scenario Hierarchy of Controls
- Fiscal Budgeting Direct correlation to success (Profitability)
- Must be strategic How to highlight employee safety?
- Develop robust policies and be sure to enforce them!



EMPLOYEE HANDBOOK

Effective: January 1, 2019

801 Safety

Our workplace safety program is a top priority at Del-Co Water. We want Del-Co Water to be a safe and healthy place for employees, customers, and visitors. A successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include employee meetings, e-bulletin board notices, memos, or other communications.

Some of the best safety improvement ideas come from employees. If you have an idea, concern, or suggestion on how to improve safety in the workplace, tell your supervisor, another supervisor, or the General Manager. We want you to know that you can report any concerns about workplace safety anonymously and without fear of reprisal.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to the appropriate supervisor. If you violate Del-Co Water safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

It is very important that you tell the appropriate supervisor immediately about any accident that causes an injury or property damage no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly; follow the laws, and start insurance and worker's compensation processing.

802 Distracted Driving - Cell Phone Use

Del-Co Water requires the safe use of any handheld electronic wireless communication device, such as a cellular telephone, a text-message device, a tablet computer, a laptop or a similar device, by employees while conducting business and/or on company time. The employee should not use any handheld electronic wireless communication device while driving because of safety concerns and to comply with applicable laws.

This prohibition against the use of handheld electronic devices while driving applies to and includes, among other things, receiving or placing calls, text messaging, receiving or responding to e-mail, checking for phone messages, or any other purpose related to your employment. This policy does not restrict the use of hands-free devices; although, employees should exercise caution while driving.

Please be aware that in most local or state locations, text messaging while driving is against the law. Any monetary penalty and/or damages incurred as a result of using any handheld electronic wireless communication device shall be the sole responsibility of the employee.

803 Drug and Alcohol Use

Del-Co Water is committed to being a drug-free, healthful, and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform your job satisfactorily.

Del-Co Water employees may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs while on Del-Co Water premises or while conducting any business-related activity away from Del-Co Water



World Class Commitment

. People-First Approach - Empathy goes a long way





World Class Commitment

- . People-First Approach Empathy goes a long way
- . Walk the Talk Get your hands (and boots) dirty



World Class Commitment

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- . Top level commitment sparks success They remember



World Class Commitment

- . People-First Approach Empathy goes a long way
- . Walk the Talk Get your hands (and boots) dirty
- . Top level commitment sparks success They remember
- Honest and consistent communication Yes, Every Time
- People & Values Consider a Corporate Responsibility Plan





. Offer training relevant to jobs - Don't train just to train

Active Aggressor/Shooter	Delaware Sheriff	3/1/2019	X	X ,	X '	χ	X ,	χ ,	X	Χ ΄
Emergency Action	BG	12/1/2018	Required							
Confined Space	BG	9/1/2017		Х	Х	Х	X	X	Х	
Excavation/Trenching	BG or BWC	2/1/2019		X	X					
P. Tools/Saws/Grinding	BG	NA		Х		х	Х	Х		
Work Zone Safety	BG or BWC	7/1/2017		Х	Х	Х	Х	X		
Competent Person	BG	7/1/2019		X	Х	Х	Х		Х	
CDL Requirements	BG and/or OSHP	9/1/2019		X			Х			
Distracted Driving	BG and/or OSHP	9/1/2019	Х	Х	Х	Х	Х	Х	Х	
Driving Assessment	In House	NA								Х
WWS/STFs/Ladder	BG	11/1/2019	X	X	X	Х	X	X	Х	Х
Ohio811	Ohio 811 Rep.	12/1/2019		X		Х				
PPE	BG	1/1/2019		X	Х	X	Х	X	X	Х
Bloodborne	BG	10/1/2019	Required							
Respiratory/Fit-Test	SafeX	8/1/2019	If Applicable							
Hearing Protection	BG or BWC	NA		X			X		X	
HazCom	BG	8/1/2019				X	X		X	
LOTO	St. Claire/BG	2/1/2016				X	Х		Х	
NFPA70/Arc Flash	BG or Guest	5/1/2016				X	X		X	
Heat/Cold Stress	BG	7/1/2019	X	X	Х	X	Х	X	X	
Cyber Threats	BG/I.T./Guest	NA	Х		Х	X	Х		Х	Х
Machine Guarding	BG	NA					X		X	
Welding/Hot Work	BG	NA					X			
PIT/Forklift/Boom	FTS	10/1/2019				X	X			
Fall Prevention	FTS	11/1/2019			Х	Х	X	X	X	
Cranes/Hoists	FTS	NA					X		X	
Irrate Customers	BG	3/1/2018	X			Х	X	X	X	Х
Recordkeeping/Reporting	BG	5/1/2019	Х	Х	Х	Х	X	X	X	Х
Workplace Fire	Local Fire	8/1/2019	Required							
Fatigue in the Workplace	BG	NA	Х		X	Х	X	X	Х	Х
Drone Safety	?	NA				Х				
Asbestos Recognition	BWC	NA		X						
General Housekeeping	BG	NA	Х	Χ	Х	Х	X	X	X	Х

RESPIRATOR FIT-TESTING

Tuesday, October 11

7:30am-12:30pm Olentangy Training Room

Safex















. Offer training relevant to jobs - Don't train just to train

. Educate others about organization - How our jobs work

COCWHAT IS FALL PROTECTION?

Fall protection must be provided for each employee on a walking/working surface with an unprotected side or edge at the height required by the OSHA standard applicable to their work environment.

Del-Co is required to assess the workplace to determine if the walking/working surfaces on which employees are to work have the strength and structural integrity to safely support workers.

It's up to Del-Co to ensure that all employees are educated on fall protection and arrest equipment and procedures, as well as provide information in a "manner that the employee understands."



It's important to remember that all fall protection equipment shall be inspected before each use.



Anchor points shall be capable of supporting at least 5,000 lbs. per employee.

WHAT IS LOCKOUT/TAGOUT?

Lockout/Tagout (or LOTO) is a safety procedure which is used in industry and research settings to ensure that dangerous machines are properly shut off and not able to be started up again prior to the completion of maintenance or servicing work.

During the servicing and maintenance of machines and equipment, the unexpected startup or release of stored energy can result in serious injury (or worse) to workers.

Energy sources including electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other sources in machines and equipment can be hazardous to workers. Proper LOTO practices and procedures safeguard workers from the release of hazardous energy.



The locking and tagging of equipment lets others know not to de-isolate the device



The locked-out device cannot be activated until all workers have removed their padlocks from the clamp



- I Competent person shall always be on the jobsite.
- 2- Feet or more for spoil piles to the edge of trench.
- 3- Feet for ladder rungs to extend above the top of trench wall.
- 4 Feet or more in depth require an exit ramp or ladder.
- 5- Feet or more in depth require trench to be sloped or the use of shoring/boxes.
- 6- Commonly required pieces of PPE: Hard Hat, Safety Glasses, Hearing Protection, Gloves, Hi-Vis Vest during traffic exposure, and Safety Toe Boots.





OSHA 1926.652

5'+ Requires a "Protective System"

This includes benching, sloping, or shielding (boxes)

OSHA 1926.651

4'+ Requires a "Means of Egress"

This includes ladders, steps, or ramps

OSHA 1926.1053

Ladder shall extend 3' above top of trench wall Roughly 3 rungs on

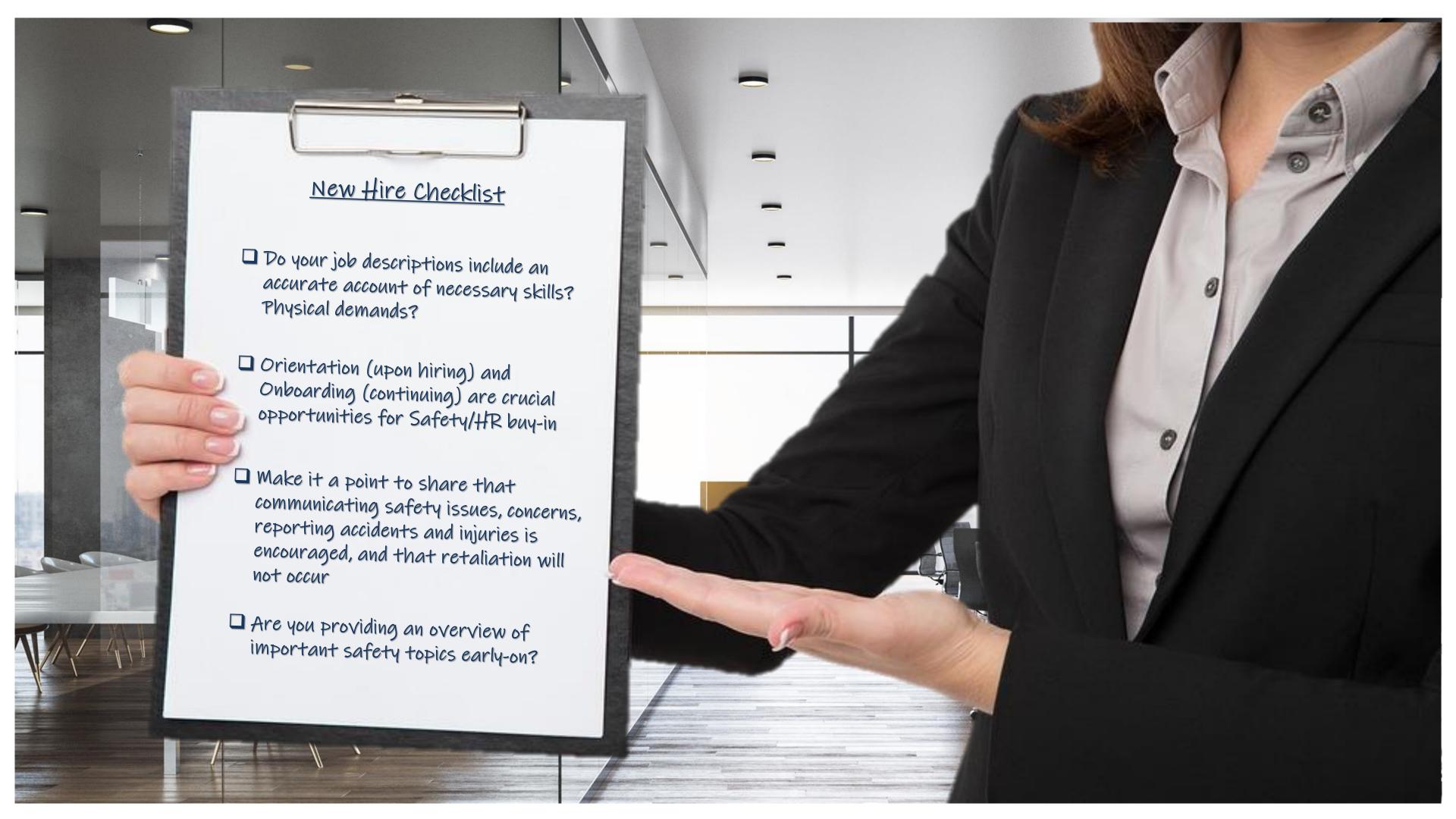
ladder





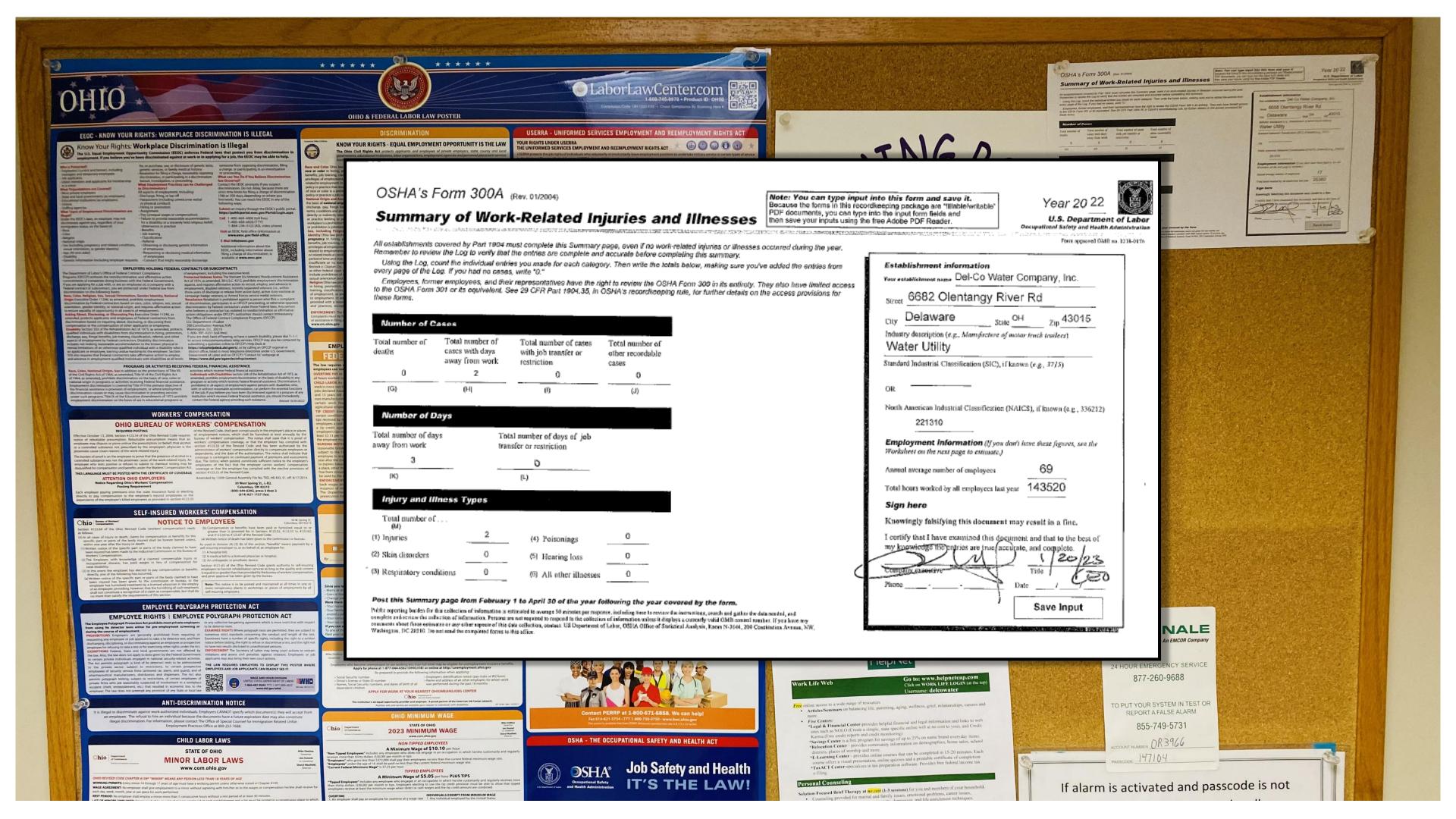


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- . Educate others about organization How our jobs work
 - In with the New (Hires) Recruitment & Orientation





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- Stay Up-to-Date with trends/regulations Always changing











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- In with the New (Hires) Recruitment & Orientation
- Stay Up-to-Date with trends/regulations Always changing
- . Make Safety FUN Or at least try really hard!

MARNING:

Some of the following images are graphic in nature and might be disturbing to some all viewers.



RISING STAR

By the age of 20, Chance was winning races all over Australia including it's biggest and most world renowned The Outback Bicycling Jamboree of World-Famous Cyclists That Can Do That For Long Distances (sponsored by The Outback Steakhouse). He was ready to move on to the international scene of bicycling, so he enrolled in the world's famous Tour de France. Unfortunately, Chance suffered from a sprained fibial lemur hema-tonsilitus, which is very rare. That happened in the first five minutes of racing, so he didn't get to show the world all he was capable of.





Communication

Open communication with all levels - OSH Reports





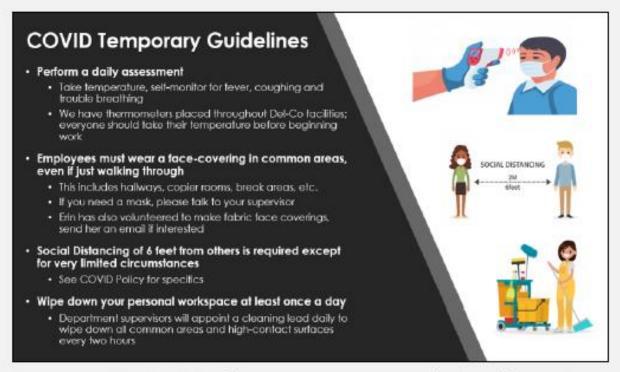
Navigating Uncharted Waters: Workplace Safety and COVID-19

The coronavirus pandemic has disrupted organizations and caused Human Resources Managers to rethink their role as they adjust to social distancing practices and a new work environment that they may never have imagined.

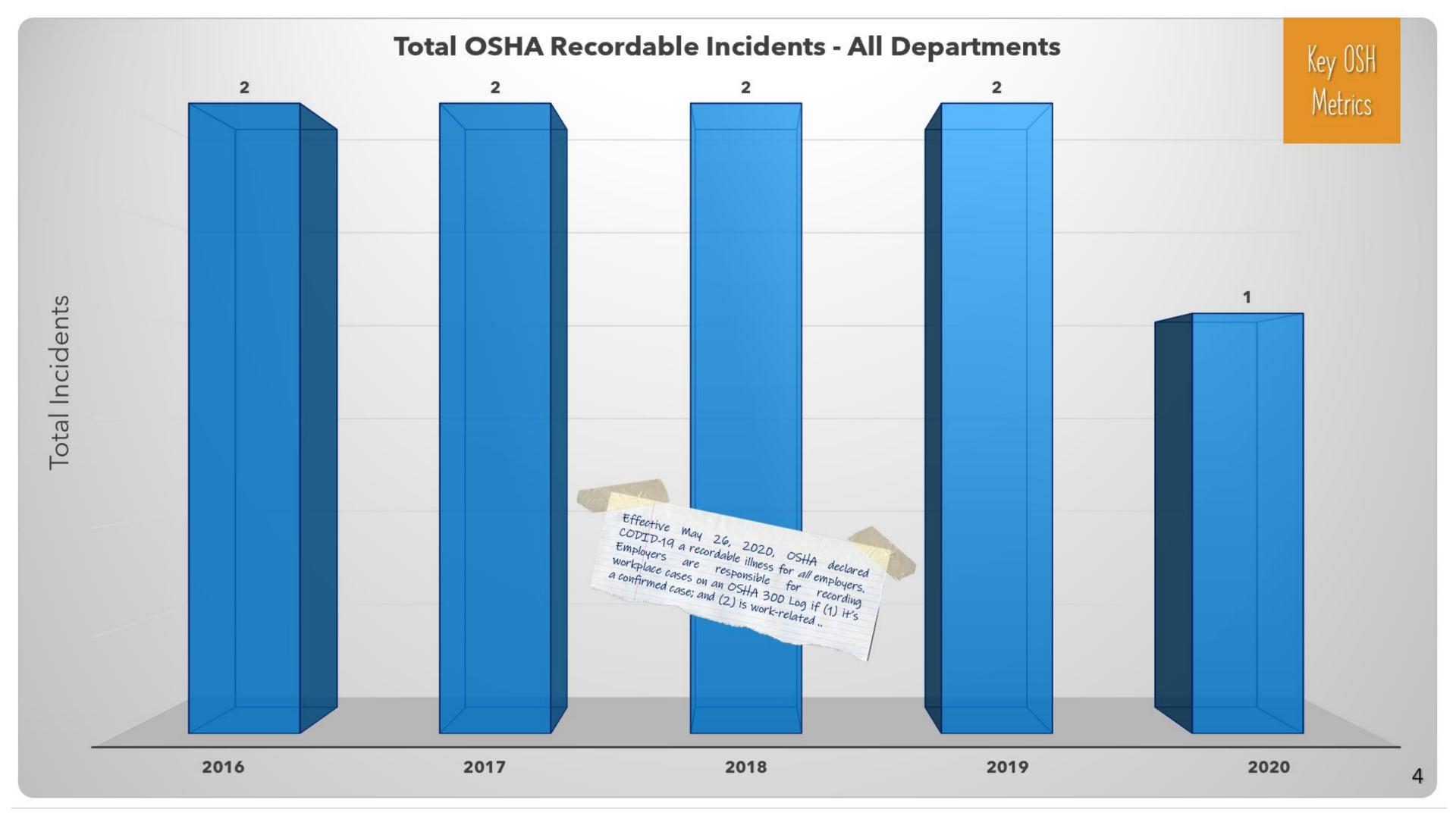
The COVID-19 pandemic has produced unique challenges and opportunities for organizations worldwide. At Del-Co, we are proud to say we've banded together, met the moment, and are persevering. It's not just optimistic - but realistic, to say

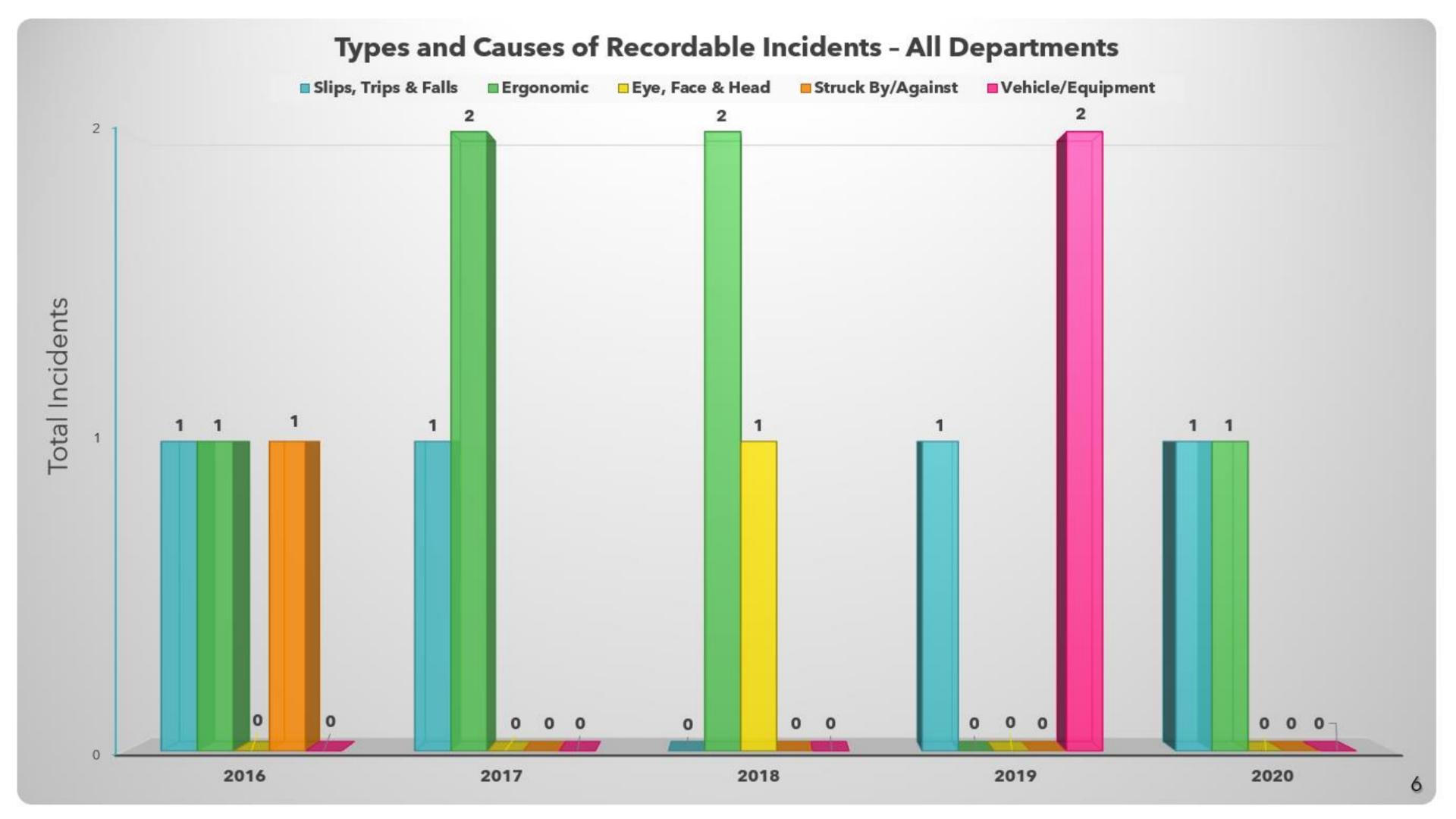
that we are a stronger organization for it. In Human Resources, it's often said, but never more true, that it is our people that make the difference.

Business Agility - There is no education like adversity. We have learned to adapt quickly when presented with unique challenges and circumstances.



Temporary COVID-19 Guidelines were communicated early in the pandemic







Communication

Open communication with all levels-OSH Reports

Be present, accessible, and approachable - Creates Buy In





COMMUNICATION

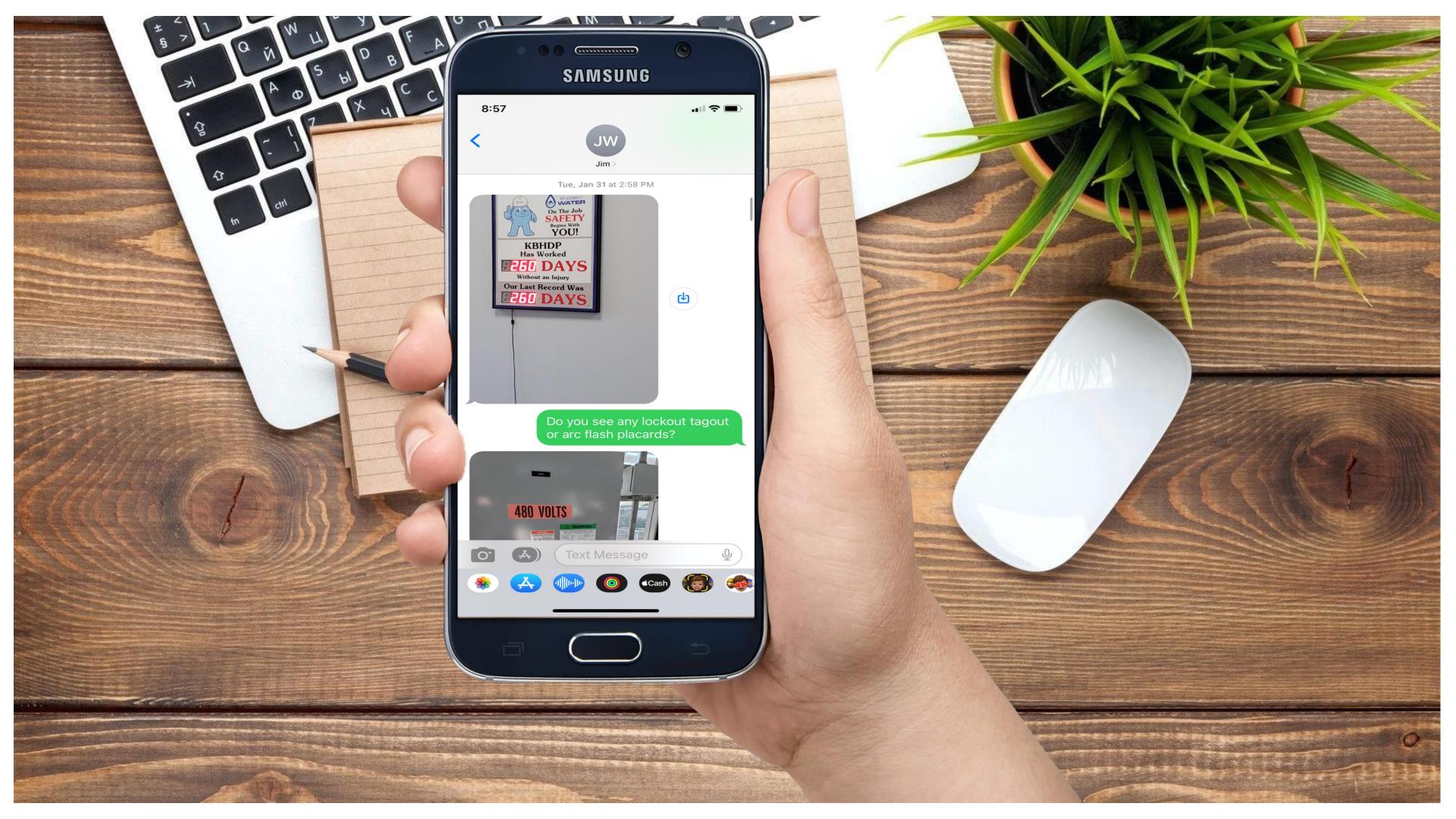
- . Open communication with all levels-OSH Reports
- Be present, accessible, and approachable Creates Buy In
- Don't have to be friends, but always be respectful
- The Pandemic Time for HR & Safety to step up!





Everyone is Accountable

- Fair and consistent discipline All levels
- Management's behavior influences everyone around them
- Enforcement is necessary Not just from Safety Manager
- Actively (and confidentially) discuss employee matters
- . Safety isn't a secret Share industry best practices





We're Inthis Together

. Surveys check the pulse of company - Act on Feedback!





Back in 2018

WE LAUNCHED OUR INITIAL SAF PERCEPTION SU

Although we achieved a modes Response Rate of 56%, we receive feedback which led to sever improvements. Your voices were questions ranging from whether Delhigh priority on your health and saffeel comfortable making suggestions and safety issues.

To achieve the World Class Safety Cul it's vital to engage and listen to emp you on the front lines performing Feedback often contains very spec unique to your area of work, which ability to target specific corrective act

So, when we decided to launch our s last March, we had a baseline for wh measure our progress. Would we ac participation? Would we score higher which needed improvement? The a resounding YES!

24 hours after launch, we'd achieved Response Rate of 84%. By the tim closed, we finished at 98% - 101 of 10 participated. This in itself was accomplishment. In a world full of took the time to once again share y in turn, improving our program and complements.

Here are the results of our 2021 Safet Survey.



2021 SAFETY PERCEPTION SURVEY RESULTS

ISSUE NO. 04 // 2021 OSH ANNUAL REPORT

98% Strongly Agree or Agree

Del-Co provides the suppo and training I need to perfor my job safely.

Del-Co places a high priority on my safety and health.

Note: Up from 96% in 2018.

989 Strongly Agr or Agree

92% Strongly Agree

or Agree

Safety and health policies and procedures are effectively communicated and enforced.

Note: Although a stronger score than ou survey, some believe there's room for improve

Del-Co provides the PPE and equipment necessary to perform my job in a safe manner.

Note: Up from 96% in 2018.





I am comfortable report unsafe behavior a conditions to Managemer

Note: We continue to encourage communication when it comes to rep

(9)

We're Inthis together

- . Surveys check the pulse of company Act on Feedback!
- Have your staff teach you the job especially if unsafe
- . Actively seek support from colleagues/industry resources

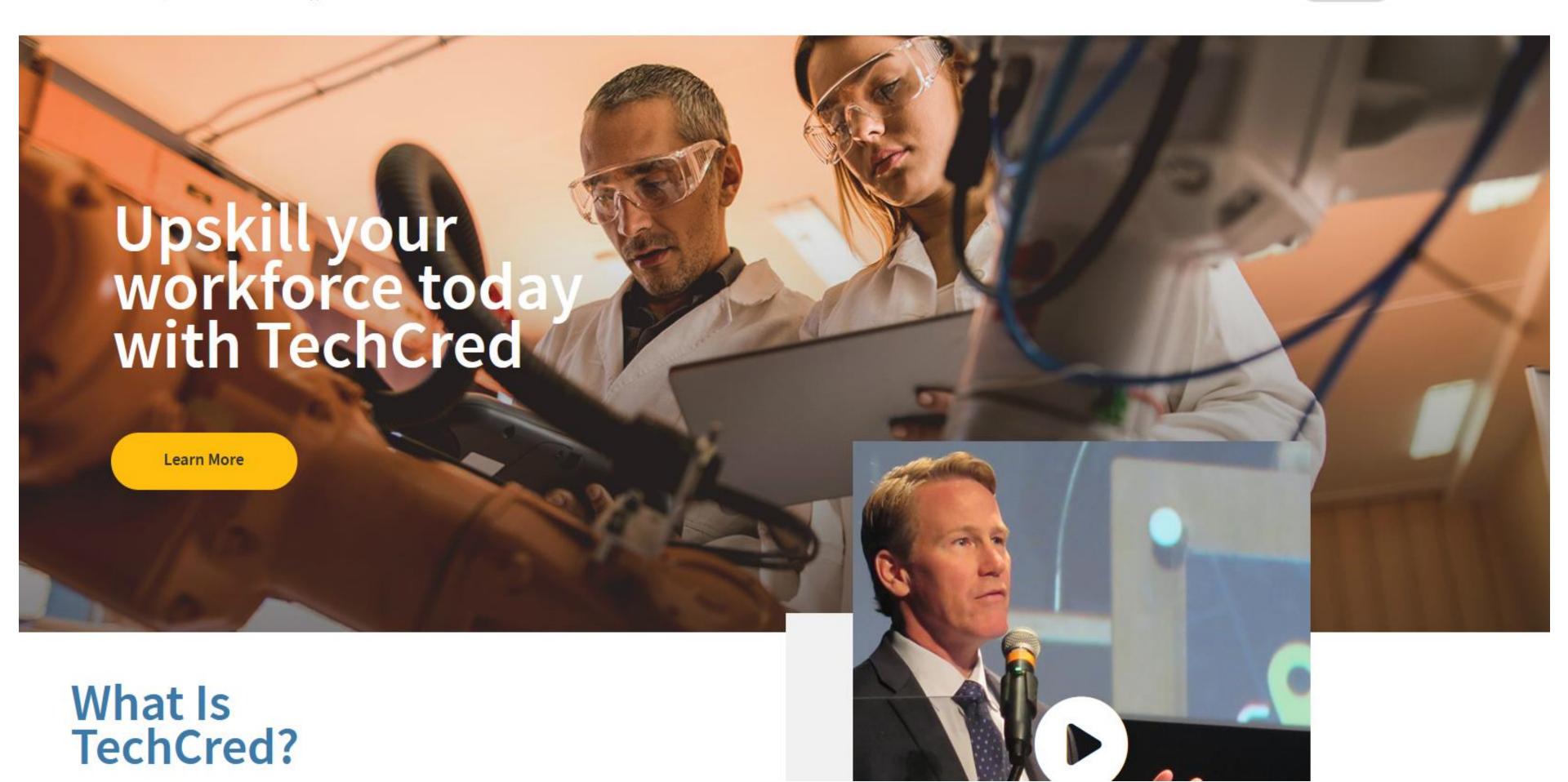
ABOUT

APPLY

RESOURCES









SAFETY

Publications / Books / Safety

Create and Implement a Safety Program for Your Organization

Protecting the professionals who produce adequate supplies of high-quality drinking water is of the utmost importance. Employees are a utility's most valuable resource, and their ability to work safely and in a safe environment is the main reason for workplace safety programs. Safeguarding the general public from construction sites and operations is another reason for the programs.

Read the AWWA Safety Policy



Advertisement

Advertisement

Your Ultimate
Guide to UV

New Resource:
Ultraviolet (UV) Disinfection
for Water Treatment

American Water Works Association

FL3MATIC VALVES

Share f in in

Establishing a Safety Program in the Utility Guide

Advertisement

FOR WORKERS

FOR

EMPLOYERS

FOR **PROVIDERS**

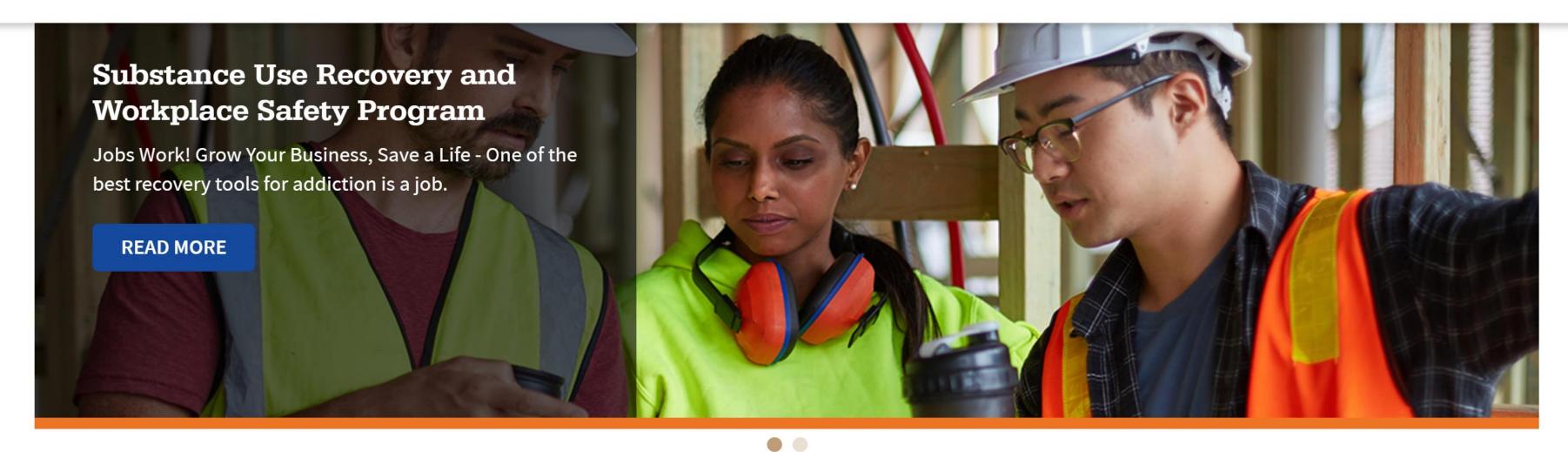
ABOUT **BWC**

NEWS & **EVENTS**

(?)









File a claim



Apply for coverage

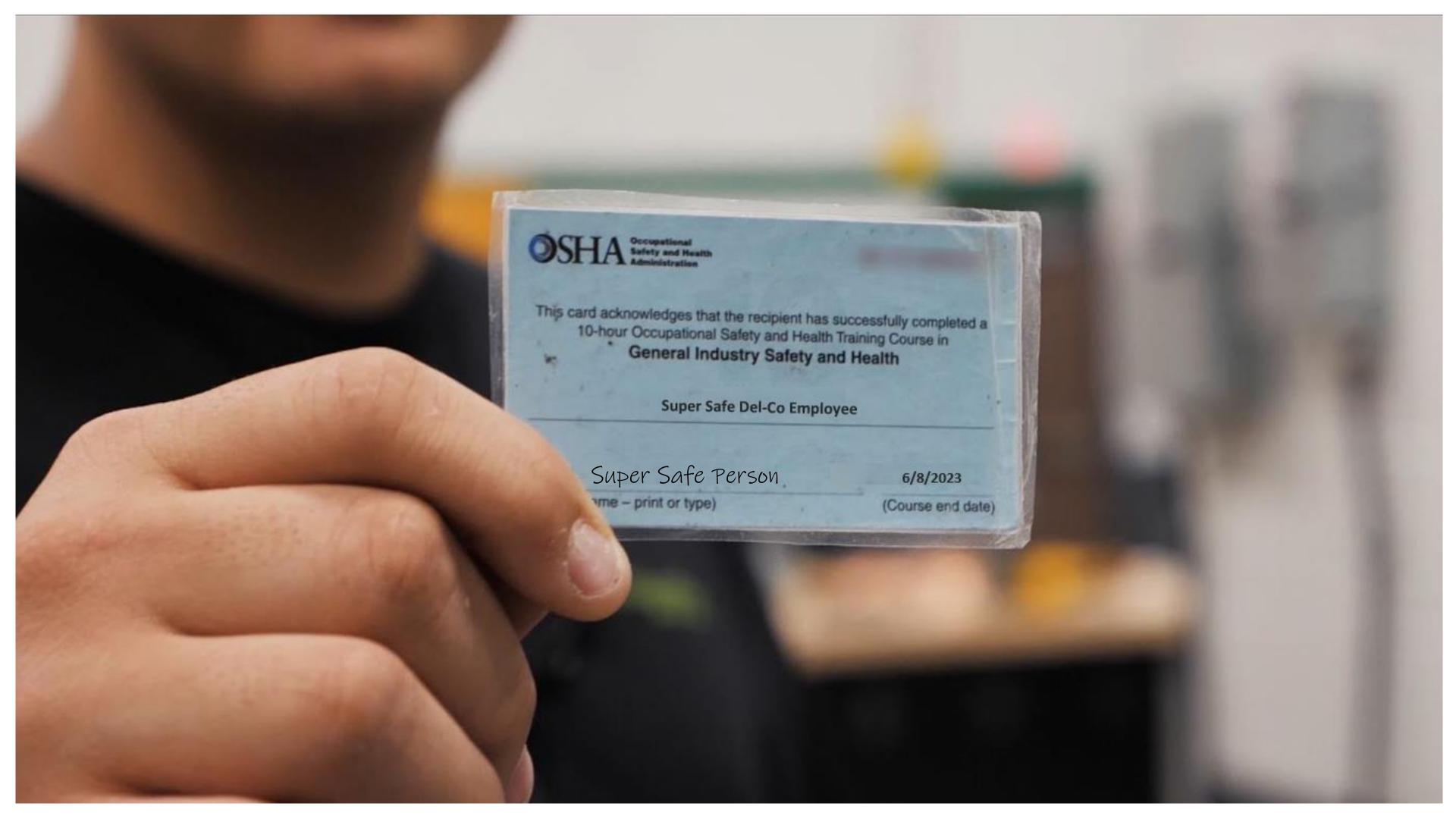


Find a provider



Report fraud









Occupational Safety and Health Administration

CONTACT US FAQ A TO Z INDEX ENGLISH ESPAÑOL

OSHA V

STANDARDS V

ENFORCEMENT TOPICS V

HELP AND RESOURCES ✓

NEWS V

SEARCH OSHA



Remembering Lost Workers

(45) shot by customer.

Ernest Scott (49) fell from tree.

John Joseph Wall (35) asphyxiate



Wear protective clothing to avoid contamination with mold.



I Am OSHA Meet OSHA Staff

OSHA is Hiring!
Apply Now.











We're Inthis together

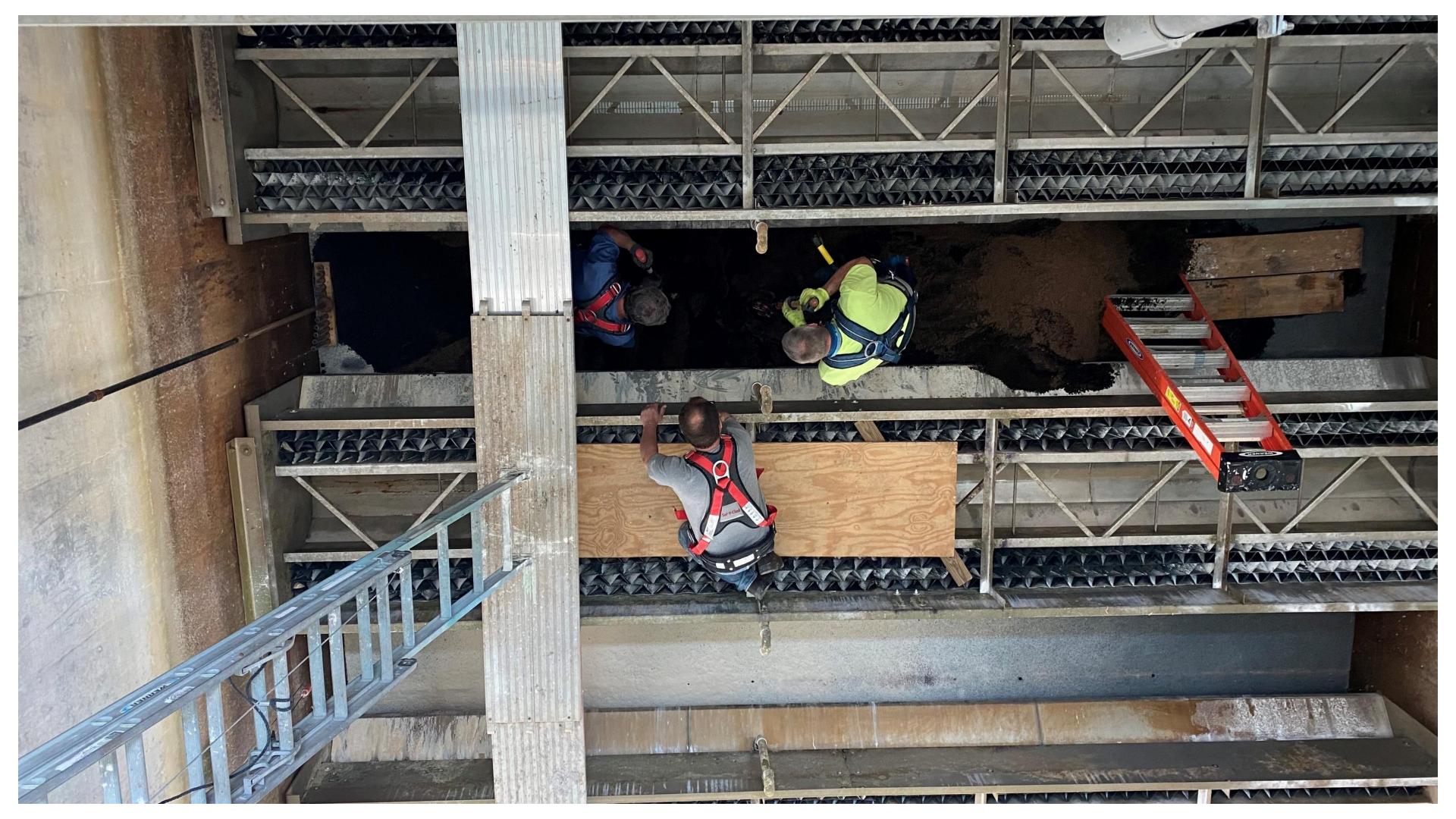
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- Have your staff teach you the job especially if unsafe
- . Actively seek support from colleagues/industry resources
- . Walk the floors Observations are priceless













We're Inthis together

- . Surveys check the pulse of company Act on Feedback!
- Have your staff teach you the job especially if unsafe
- . Actively seek support from colleagues/industry resources
- . Walk the floors Observations are priceless
- Promote Health & Wellness It's just good business

Good Health is Good Business!

Employee Assistance Programs

✓ Never more important than today. Difficulty concentrating at work can lead to mishaps on the job or worse

Wellness Programs

- ✓ Promote well-being, health and safety of employees
- ✓ Some companies require certain metrics to be met for favorable insurance rates for employees
- ✓ If you are offering wellness programs, there are countless ways for employees to get injured



It's Safety Congress!

So, we feel we need to mention this...



- Is your company participating in the BWC Drug Free Safety Program?
- This is an excellent way for Safety and HR to work together and can save your company money.

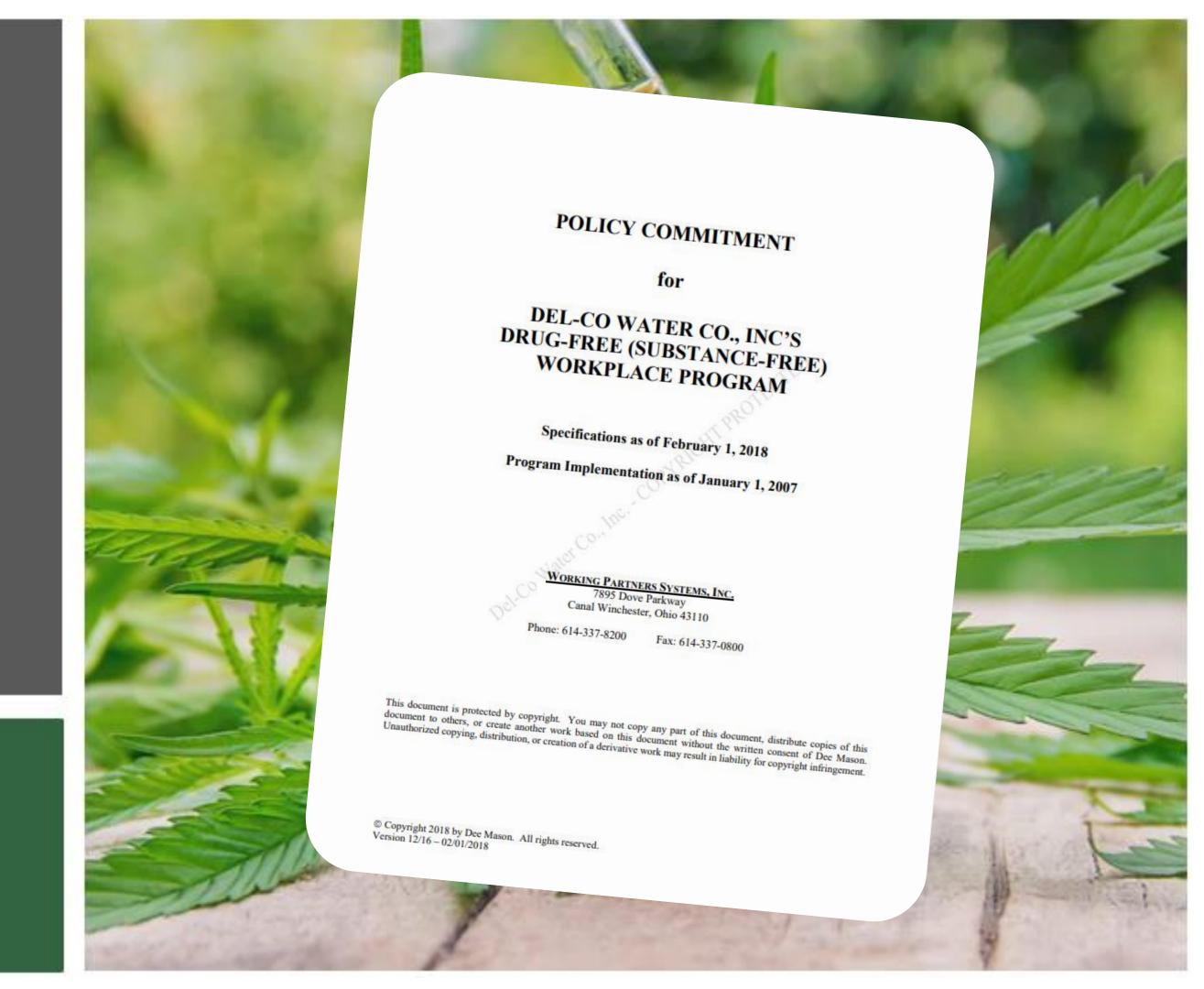
Collaboration = Success!

- Policy Development
- Safety Action Plan
- Accident-Analysis Training
- Employee Education Collaborative effort
- Supervisor Training Collaborative effort
- Alcohol and Drug Testing (PHI, so you may want to involve HR here)

Who is your Program Administrator?

Drug-Free Workplace Employee Education







EMPOWERMENT

. Call a timeout - We're all trained as "competent persons"



Employer Competent Person Requirements



EMPOWERMENT

. Call a timeout - We're all trained as "competent persons"

Supervisors aren't always right - It's okay to ask questions

Del-Co Water Company, Inc.

Policy Number: 3001

Category: Occupational Safety and Health

Section: Safety

Subject: General Safety Rules

Effective Date: December 2, 2019

Page (s): 4

Authority: Occupational Safety and Health Administration (OSHA), 29 CFR 1910 (Code of Federal Regulations)

Management Responsibilities

- To lead by example by recognizing, observing and enforcing company safety rules and conditions.
- To assist in the development of each associate by providing leadership and support in relation to company safety practices and procedures.

EMPOWERMENT

Call a timeout – We're all trained as "competent persons"

Supervisors aren't always right – It's okay to ask questions

HR/Safety Managers aren't always right – Humility matters

Engaged employees are safer employees – It's a fact!





Acknowledge staff for the good - even if "part of the job"





Billy Gibson shared an announcement on December 13, 2022 at 2:55 PM | 78 views

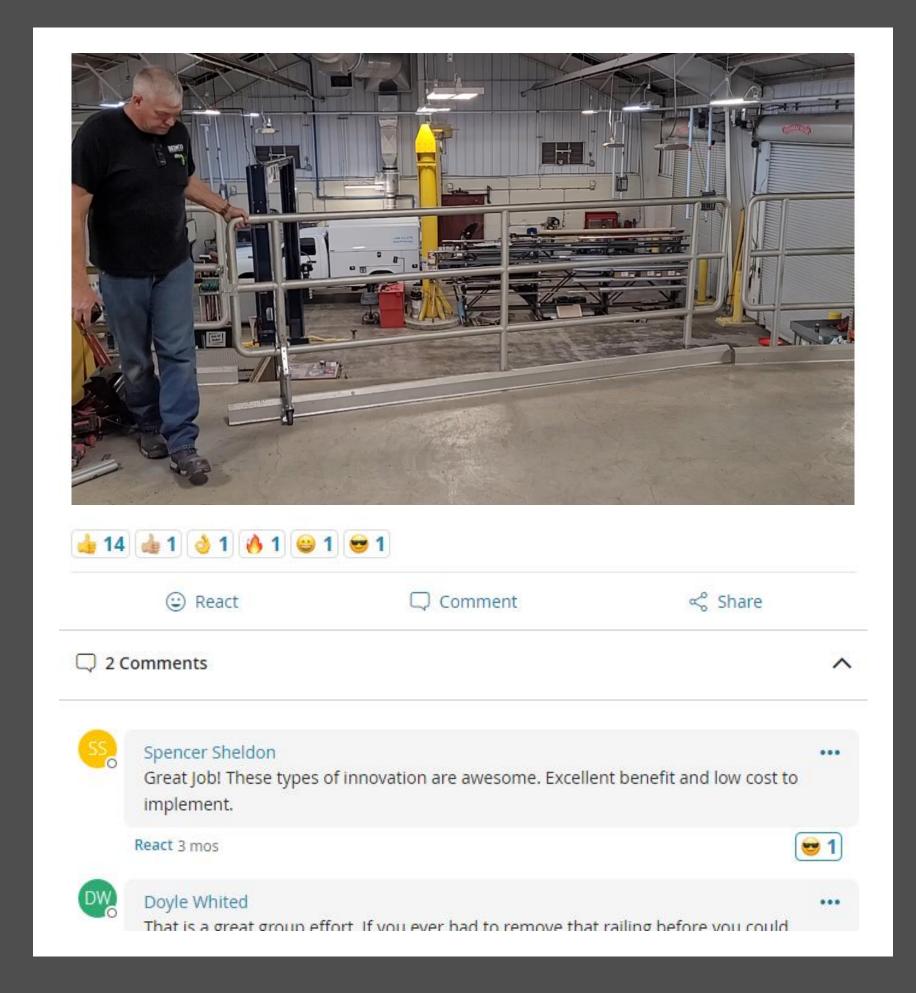
Engineering Safety!

I love sharing this type of stuff, not only because it's an amazing safety intervention, but also because it was completely STAFF DRIVEN.

Background: This is located on the mezzanine in the Maintenance building. In order to transfer material between floors, railing is manually removed and relocated. Although effective, this procedure created the *potential* for fall, ergonomic, and contact injuries. Staff members voiced their concerns and management listened (and acted!).

Improvement: After an assessment by Dave Close, Joe Johns, and Rod Angulo, the team formulated a plan to fabricate/apply engineering controls that would make the job safer, while improving efficiency!

What an AWESOME example of teamwork!!!



Acknowledge staff for the good - even if "part of the job"

· Publicize their accomplishments - people love kudos

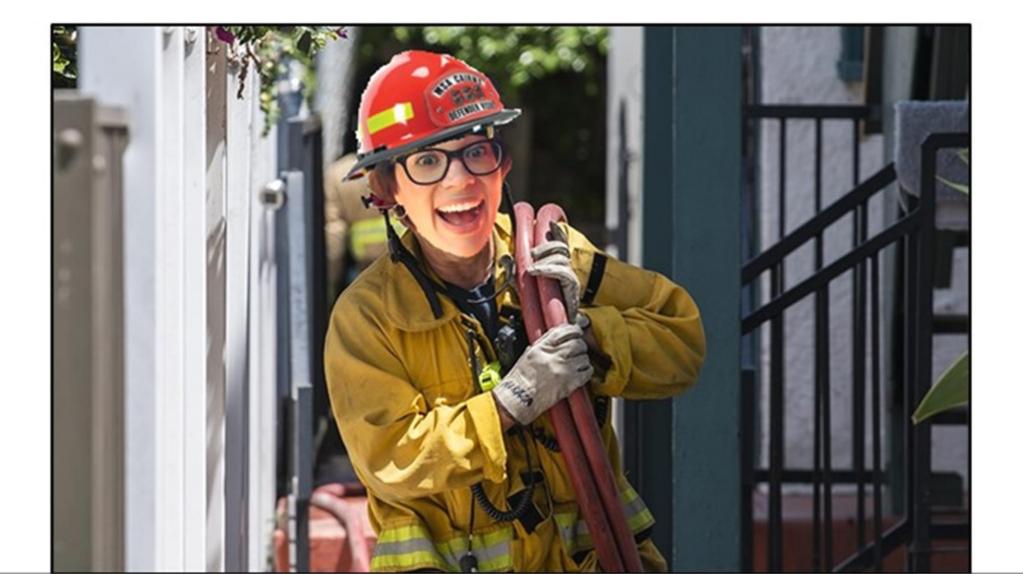
WAYTO GO

September 2019

DEL-CO WATER COMPANY, INC.

- Since 1974

CAUGHT BEING SAFE!



They decided to P.A.S.S. on Safety

Admin Office – After the kitchen microwave unexpectedly caught fire, Michelle Harry alerted her co-worker, Erin Gibson, of the situation. Before calling 9-1-1, Erin immediately remembered her Workplace Fire Safety training and sprung into action. She grabbed the fire extinguisher, pulled the pin, aimed at the source, squeezed the handle, and swept until everything was under control. Great job guys!

FRED MILAN Quality in Compliance

What does "workplace safety" mean to you? Returning home in the same condition you left in the morning. Always being aware of your surroundings, which decreases the opportunity for injury.

How does experience influence safety? If you would've asked me this question 20 years ago, it wouldn't have made a lot of sense because I was a lot stronger and healed a lot quicker. Now that I'm older and I've experienced injuries, there's a benefit of experience to be able to look at something and say "well, maybe I should take an extra minute or two to think about this." It might take a minute or two longer, but if I don't hurt myself or others, or damage anything around me, it's a better outcome in the long run.

Where does your resourcefulness come from? Probably a little bit of OCD, where some days I win, and some days the disorder wins, but most days I'm able to channel it in a positive direction! I tend to work best when you throw me out there and let me go do it.

How important to you is leading by example? That's the best way. It's awfully hard to tell someone how to do something when you're not doing it yourself. I figure, the more you do something, it becomes second nature. And hopefully it rubs off and becomes second nature to others. If you don't have a good SOP (Standard Operating Procedure), structure, foundation, or framework, you're going to miss stuff, and you're going to get sloppy.

If you could deliver one message about safety, what would it be? The last five minutes of the day can be the most dangerous. Try to have the same focus at the end of the day as you have in the



JANUARY 2020 SAFETY CHAMPION

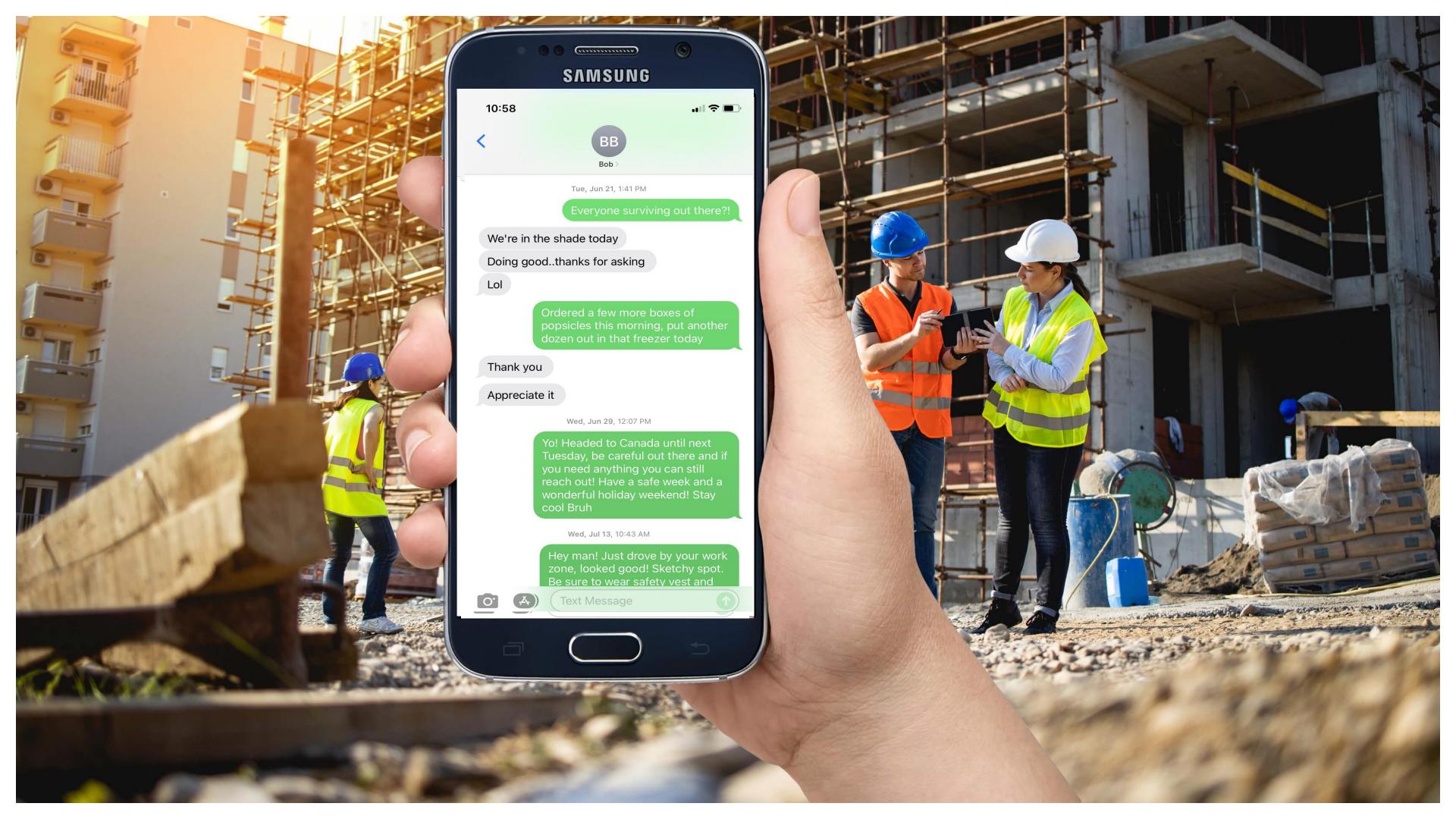


Jeff Johns has been recognized by his co-workers on many occasions for making great strides in not only improving the safety of those around him, but also his role as a Competent Person!





- Acknowledge staff for the good even if "part of the job"
- · Publicize their accomplishments people love kudos
- . Pick up the phone These little things work wonders



- Acknowledge staff for the good even if "part of the job"
- Publicize their accomplishments people love kudos
- . Pick up the phone These little things work wonders
- Productivity vs Safety Let's get ready to rumble!







Measure Your Success

. Remember those goals you set? How are you doing?

Employee Reviews - Are you talking safety?



Measure Your Success

- . Remember those goals you set? How are you doing?
- Employee Reviews Are you talking safety?
- . Be sure to involve workers Again, it fosters buy-in!
- Review/revise current safety policies & procedures



