



Front Line to the C-Suite: Communicating Safety so Everyone Can Hear



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11.8



NAICS
11.8



19.8

22.4

Why “DO” Safety?



Social



Fiscal



Legal







You Are Leaving Money On The Table



Prevention

- Orientation
- Supervisor Training
- Safety Committee
- Safety Communication

Claim Management

- Medical Reimbursement
- Avoid/Minimize Time Loss
- Return To work
- Work Accommodation



Reimburse \$1,900 per claim

- ↓ Directly reduces your Total Incurred
- ↓ Affects your MOD for three years
- ↓ Affects your Rate Tier



\$5,000 per claim for modifications
\$1,000 per claim for skill building
45% of wages for 66 days
\$400 for clothing

- ↓ Decreases your Total Incurred
- ↓ Affects your Rate Tier
- ↓ Can provide equipment/repairs

Three Year History



Entity	Count of Claims	NDReimb	Max Payable	Difference	Total Incurred	Count of Claims	Total Incurred
XXXXXX	28	-\$10,967	\$17,141	\$6,174	\$14,659	34	\$367,927
XXXXXX	31	-\$19,729	\$21,826	\$2,097	\$10,780	46	\$197,100
XXXXXX	32	-\$10,860	\$17,014	\$6,154	\$17,287	47	\$682,050
Grand Total	91	-\$41,556	\$55,981	\$14,425	\$42,726	127	\$1,247,077

If we had converted 85% of the Time Loss claims to Non-Disabling:

- ↓ Reduce Total Incurred by \$203,300 over three years
- ↓ Additional \$535,000 for workplace modifications
- ↓ Additional \$107,000 for skills training
- ↓ Additional \$42,000 for clothing for the employee (office clothes vs. warehouse, etc.)

Who do you need?



- Payroll – for return to work and hours worked for injury rates
- HR – for wages, followup on no shows, job descriptions and offers for modified duty, orientation
- Managers – for a list of light duty jobs and accommodations
- CFO – for the cost of WC premiums, any medical reimbursements, equipment purchase costs, etc
- Owner/CEO – for a foot on the gas
- Facility Maintenance – getting things fixed/modified
- Operations – implementing safe policies and recognizing hazards
- Janitorial – cleaning up spills and awareness of poor housekeeping

Gallup Q12 – Employee Engagement



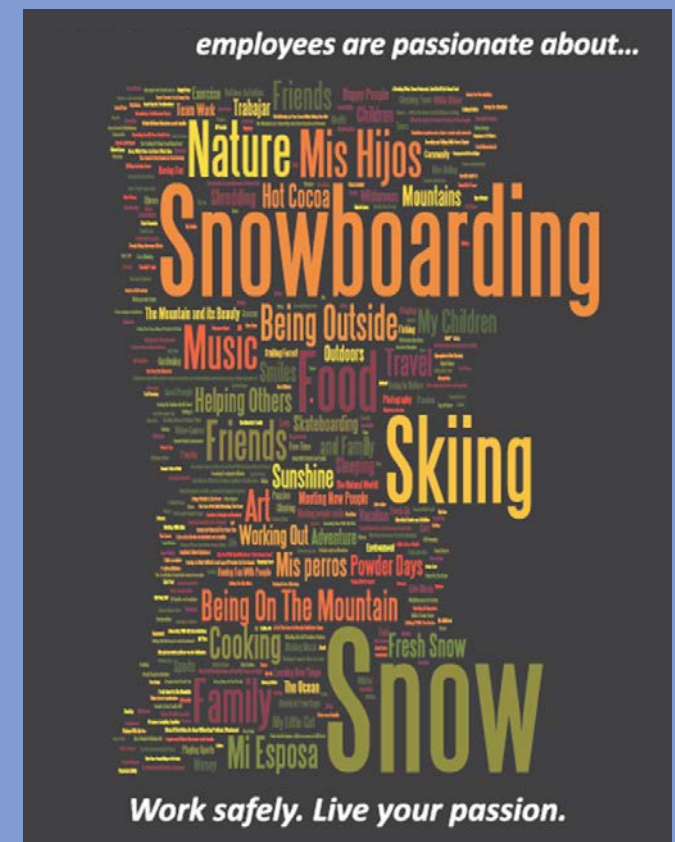
- I know what is expected of me
- I have the right materials and equipment
- I have the opportunity to do what I do best
- In the last 7 days I received praise for good work
- My supervisor cares about me as a person
- Someone at work encourages my development
- My opinions seem to count
- The company mission makes me feel my job is important
- My coworkers are committed to doing quality work
- I have a best friend at work
- In the last 6 months someone has talked to me about my progress
- I have had opportunities to learn and grow

Gallup Q12 – Employee Engagement

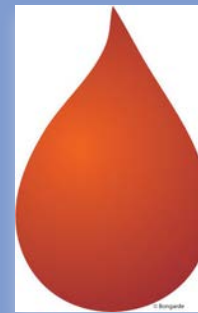


- ✓ I know what is expected of me at work.
- ✓ I have the materials and equipment I need to do my work right.
- At work, I have the opportunity to do what I do best every day.
- In the last 7 days, I have received recognition or praise for doing good work.
- ✓ My supervisor, or someone at work, seems to care about me as a person.
- ✓ There is someone at work who encourages my development.
- ✓ At work, my opinions seem to count
- ✓ The mission or purpose of my company makes me feel my job is important.
- ✓ My associates or fellow coworkers are committed to doing quality work.
- ✓ I have a best friend at work
- In the last six months, someone at work has talked to me about my progress.
- ✓ This last year, I have had opportunities at work to learn and grow.

Kids

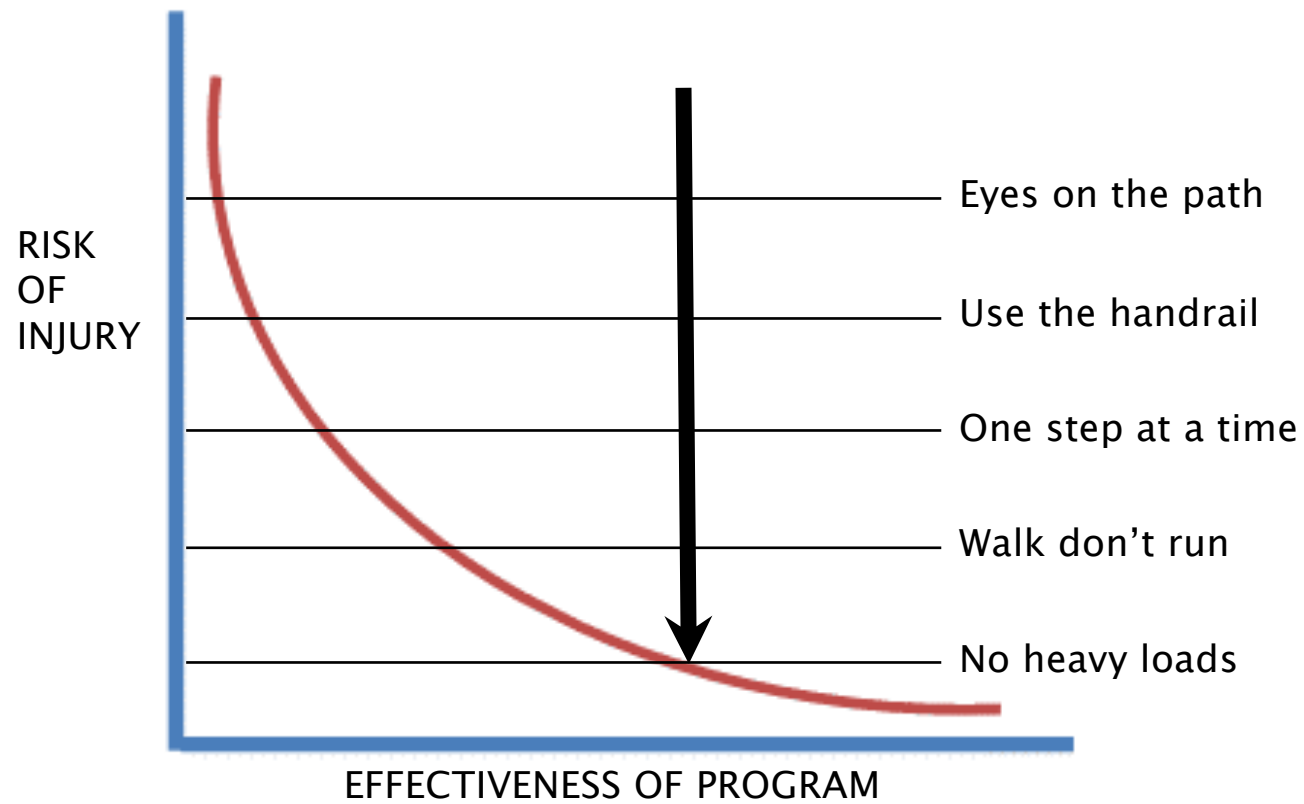


Orientation

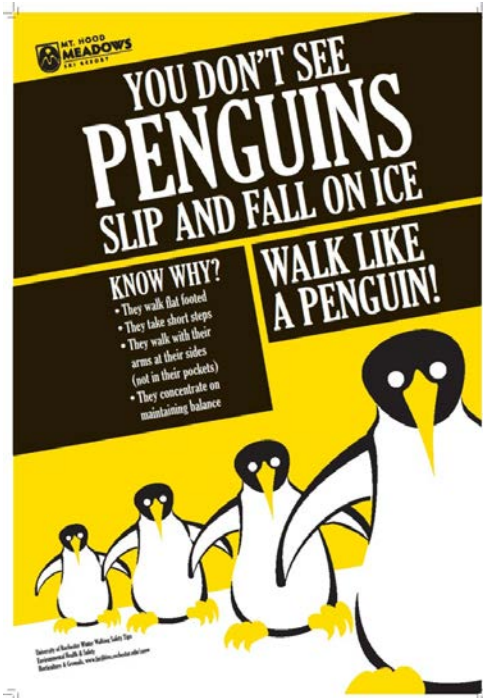




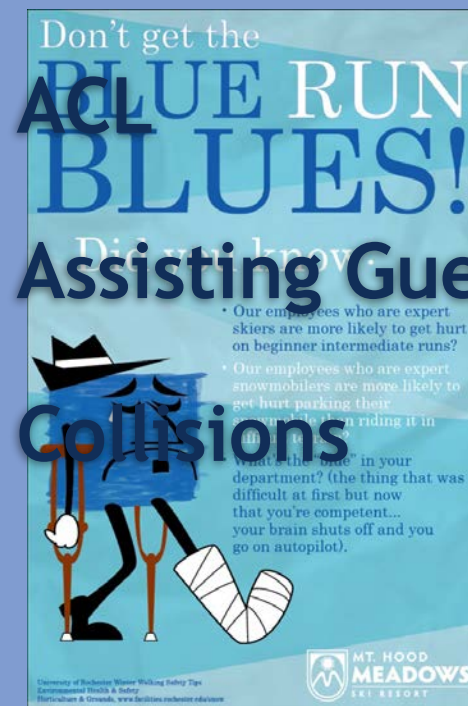
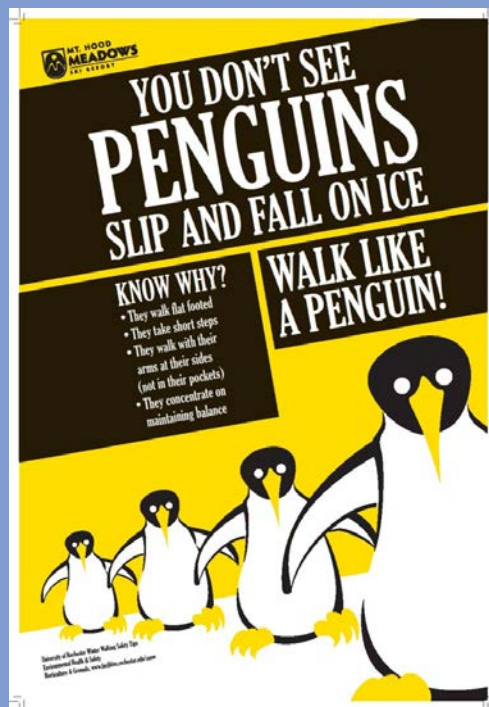




Falling Down Walking Around



Blue Run Blues



Don't Be “Angry Dad”







LSU-1

- The Safety Program (orientation)
- The BEST Motivator
- Speak up Listen Up

LSU-2

- Leading vs. Lagging Indicators
- The Supervisor's Report
- Return To Work

LSU-3

- Hazard Identification

LSU -4

- Root Cause Analysis

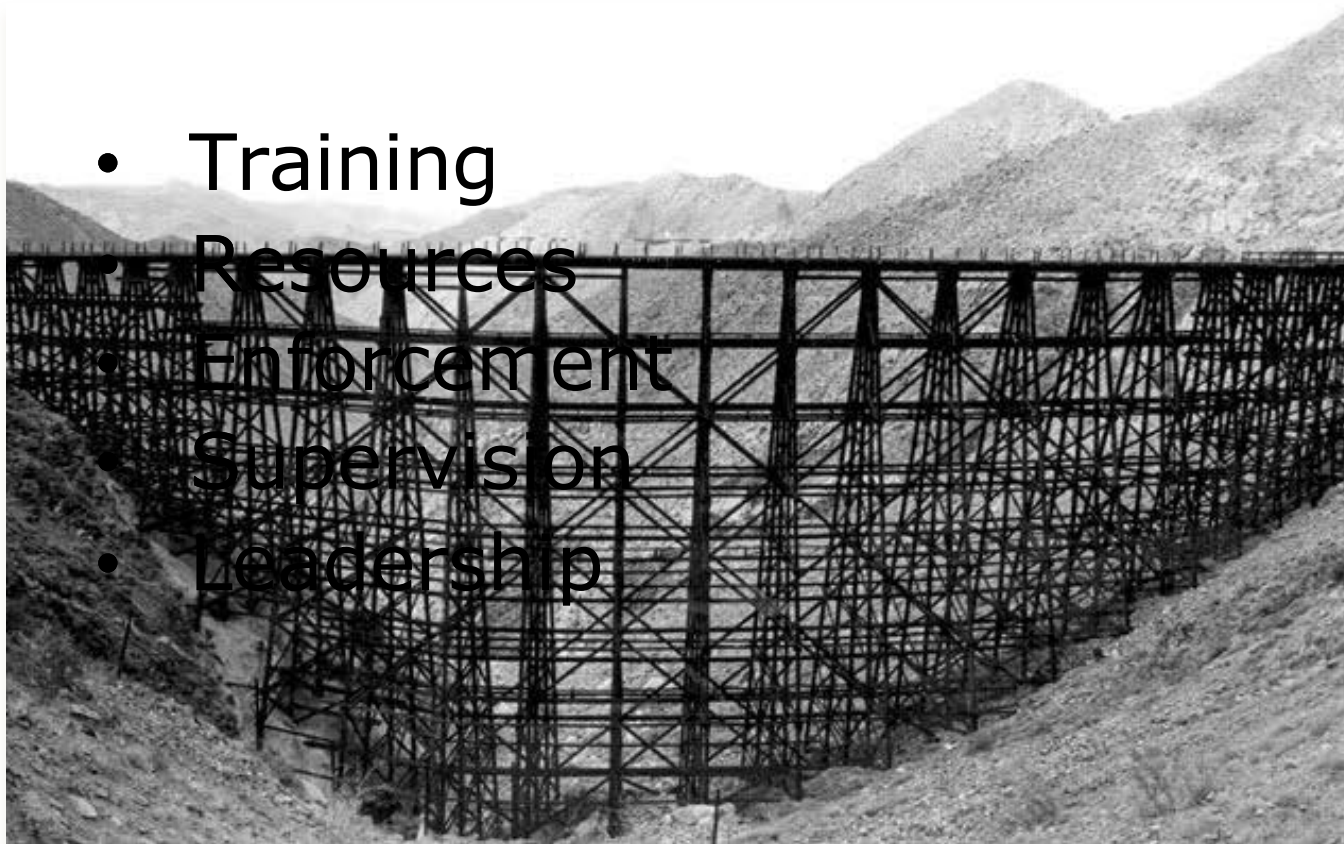
Supervisor Training



- Main Goal – learn how to fill out the supervisor's report



- Training
- Resources
- Enforcement
- Supervision
- Leadership



Responsibilities



- Employee
 - Perform tasks in a safe manner (protocols)
 - Only do tasks that you have been trained to do
 - Ask supervisor for more info
 - Recognize and report hazards
- Employer
 - Provide a safe work and healthful workplace
 - Provide training and resources

Say “Thank You”



Specific – Timely – Positive - Sincere

Supervisors Making a Difference



Speak Up – Listen Up



1. Recognize what stops us
2. Three Steps
 - Ask
 - Get A Commitment
 - Follow It Up
3. Listen Up! – Get Past Feelings and Commit

13 Hazard Categories (+1)



- Falls
- Impact
- Mechanical
- Vibration/Noise
- Toxics
- Temperature
- Flammability
- Explosives
- Pressure
- Electrical
- Ergonomics
- Biohazards
- Violence
- (Unsafe Behavior)

Falls – Stairs and Ladders



Safety
Committee

What are the Hazards?



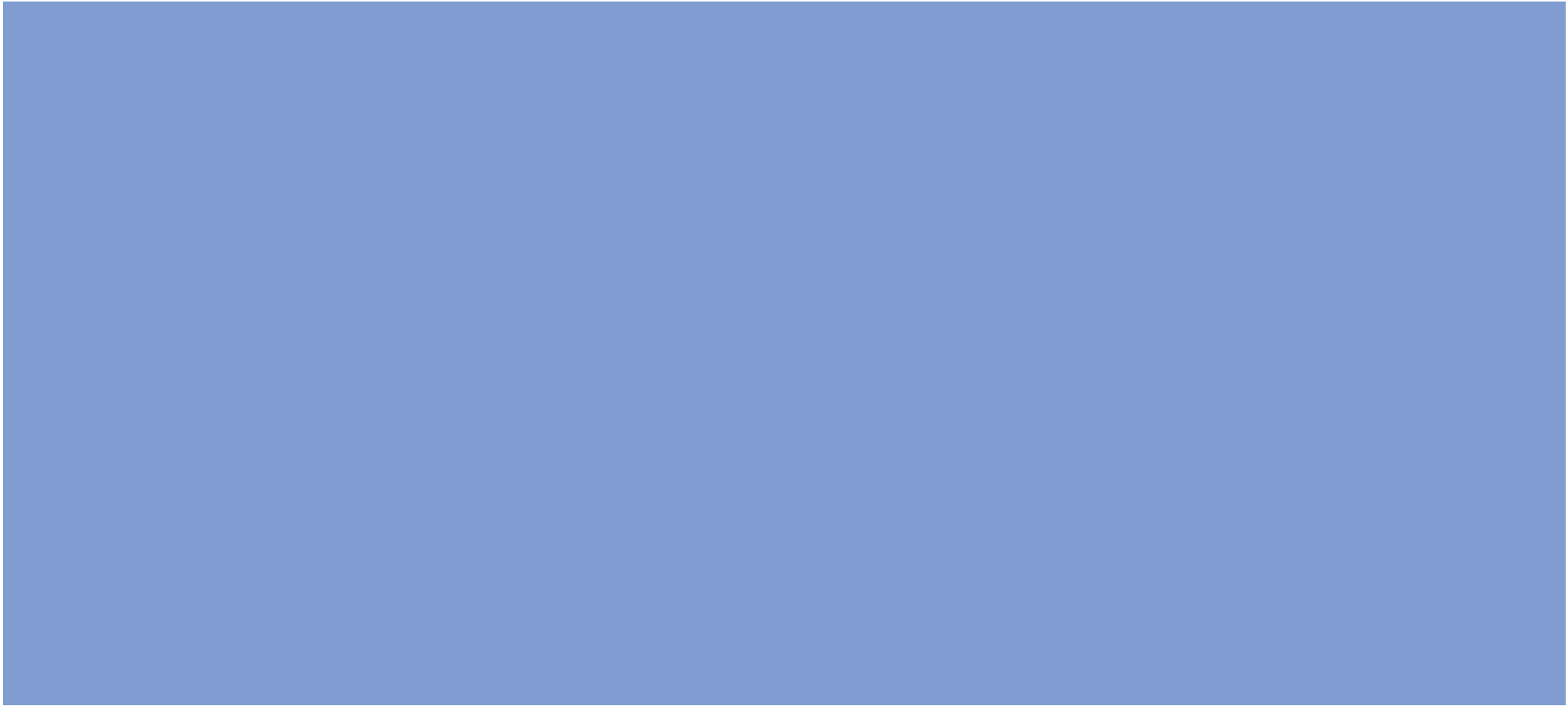
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Falls	Impact	Mechanical	Vibration/Noise
Toxics	Temperature	Flammability	Explosives
Pressure	Electrical	Ergonomics	Biohazards
Violence			

Incident Investigation - Root Cause Analysis



Incident Investigation - Root Cause Analysis



Goal: Good Supervisor Reports



Prevention: What should be done and by whom to prevent recurrence of this type of incident (include target dates)? _____

What action are you taking to see that this is done (include target dates)? _____

Worker's Signature _____ **Date** _____

Supervisor's Signature (person filling out report) _____ **Date** _____

Manager's Signature _____ **Date** _____

Director's Signature _____ **Date** _____

Safety Update



Awareness

Recognition

Incidents
this week


Keeping Score

SAFETY UPDATE
APRIL 3RD, 2014


Killer Bamboo Art Project

For some people...bamboo is "art". For others, it's one of the tools we use to do our job. I'll bet you didn't know that we've had multiple incidents this year involving bamboo: falling down carrying it, getting hit by another skier while carrying it, splinters and breaking a joint while straightening up a rope line, and most recently, almost getting pitched out of a chair. Man...that stuff has attitude.

Beware The Bamboo!



Big Bamboo Art Installation in New York
(not the Cheech and Chong version!)



The Perfect Pit!

For those "not in the know", the Pit is the area just uphill of the lift loading station. It's a hazardous spot for our employees with heavy moving machinery, a slippery surface, and guests who aren't always as skilled as the Responsibility Code says they should be...remember (K)Now how to ride the lift!

Wearing a helmet, situational awareness, working in pairs, marking the hazard zone, and keeping the area free of tools are some of the steps our operators take to reduce the risk of working in this area. Here's a picture of OIC Alex...doing it right! Not visible are the two other lift operators keeping an eye on him.

Incident Reports...please share with your team!

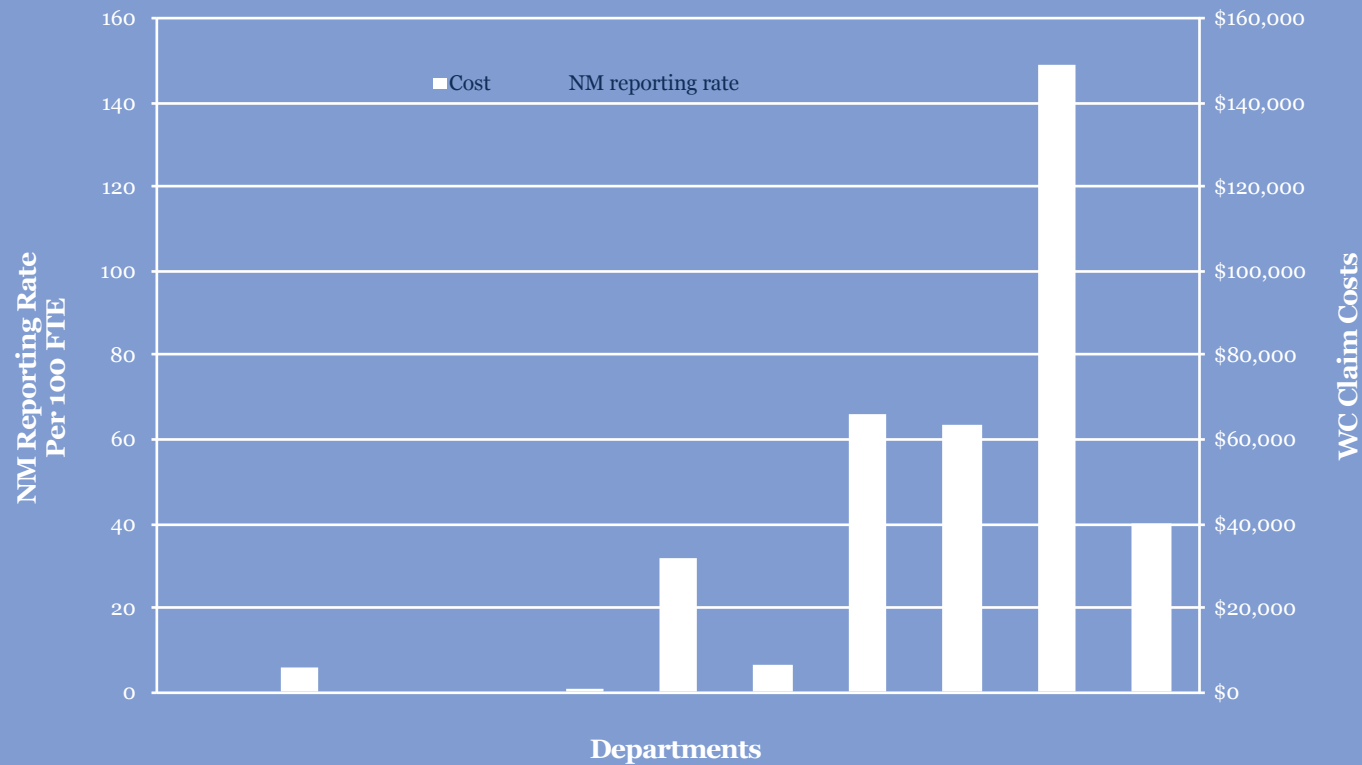
Snowmobile	
Skier Collision	
Caught On	

WC - Worker's Comp
 HW - Health and Wellness
 FA - First Aid
 NM - Near Miss

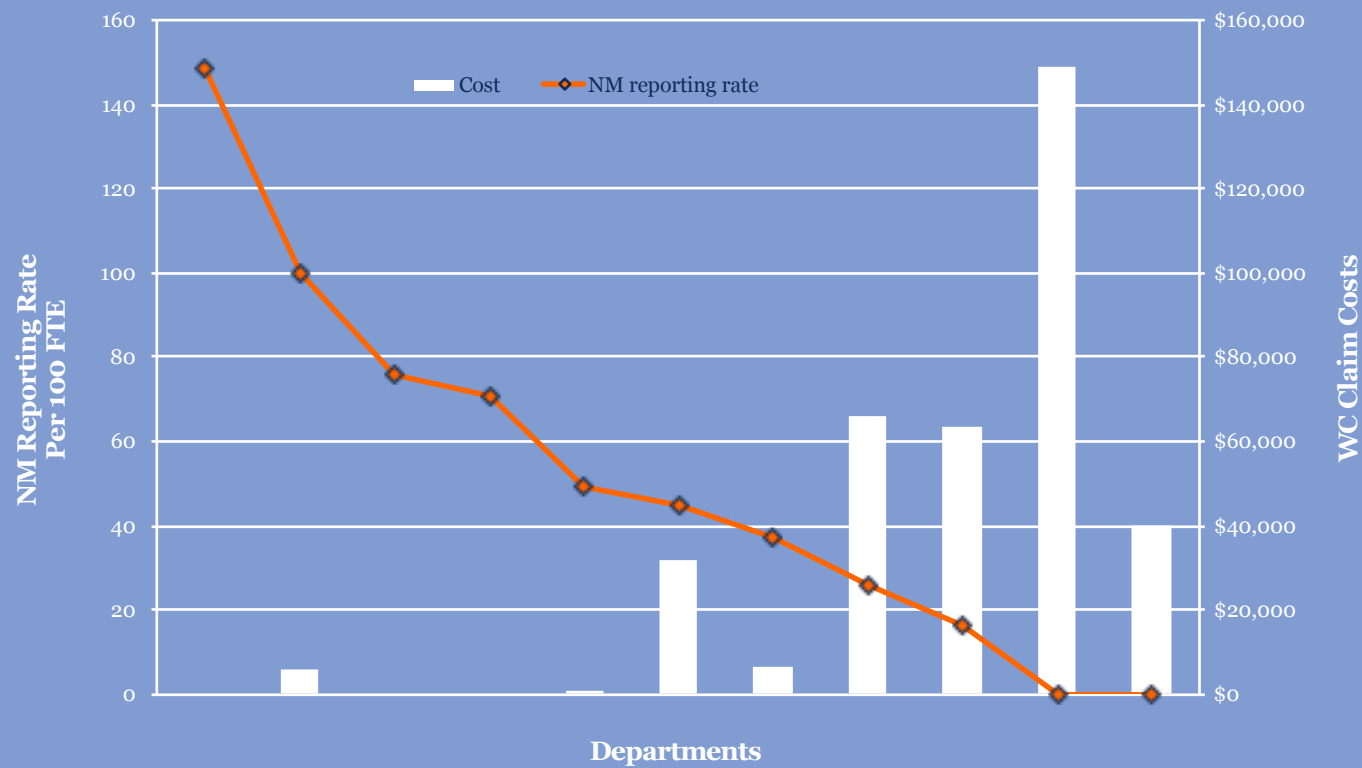
	WC	HW	FA	NM
S13-14*	9	1	7	32

* Reports received November 1st - April 3rd

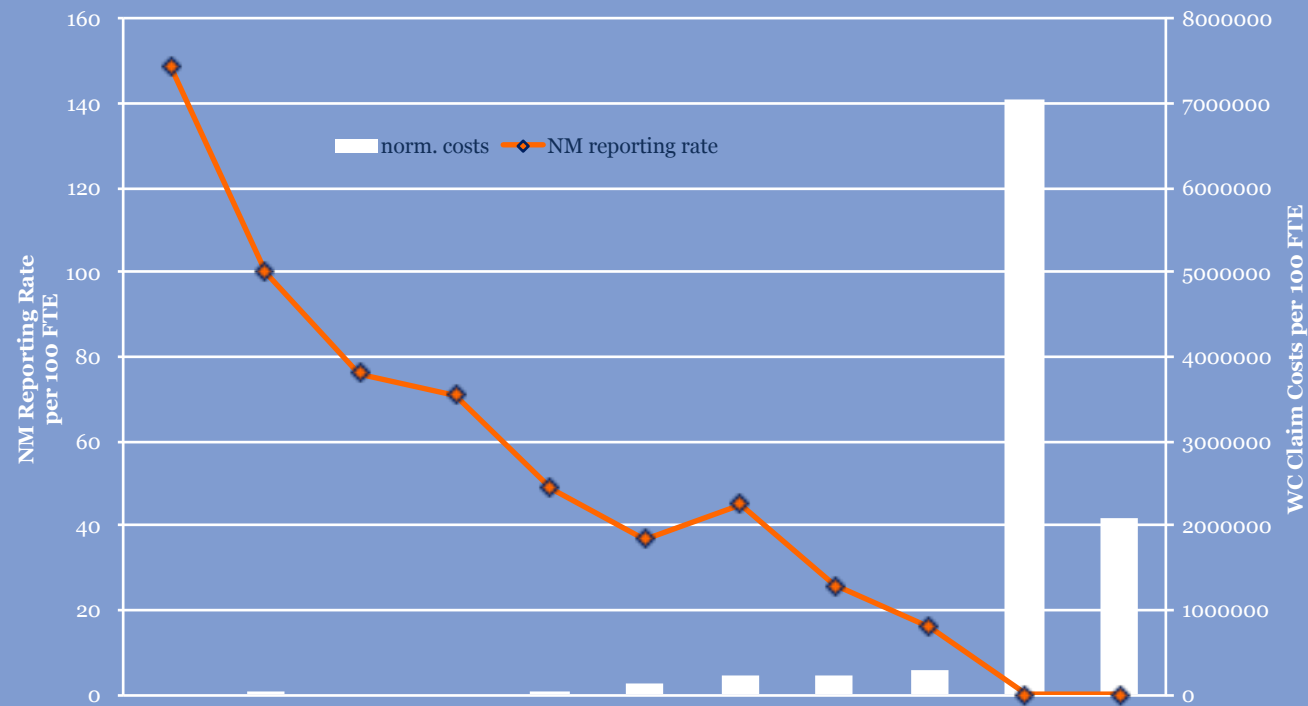
Near Miss Reporting Results



Near Miss Reporting Results



Near Miss Reporting Results



Talking to the Injured Employee



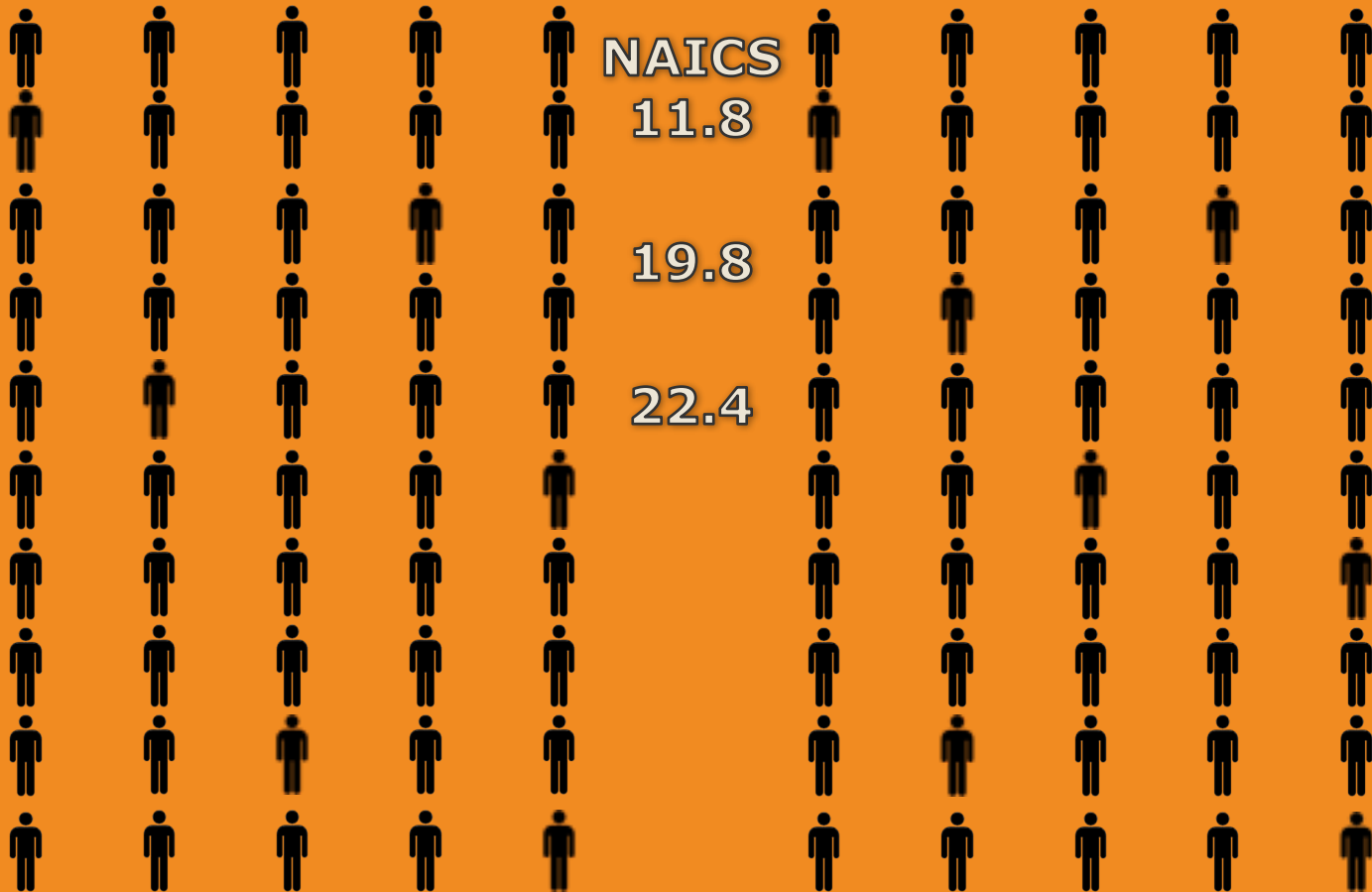
I'm so sorry this happened to you...

- You will get three phone calls:
 - Me – to see how you're doing
 - The insurance adjuster
 - Phone call will be recorded
 - Find out about pre-existing conditions and what happened
 - They have 60 days to tell you if your claim is covered
 - The Return To Work Consultant

How does it go sideways with insurance?



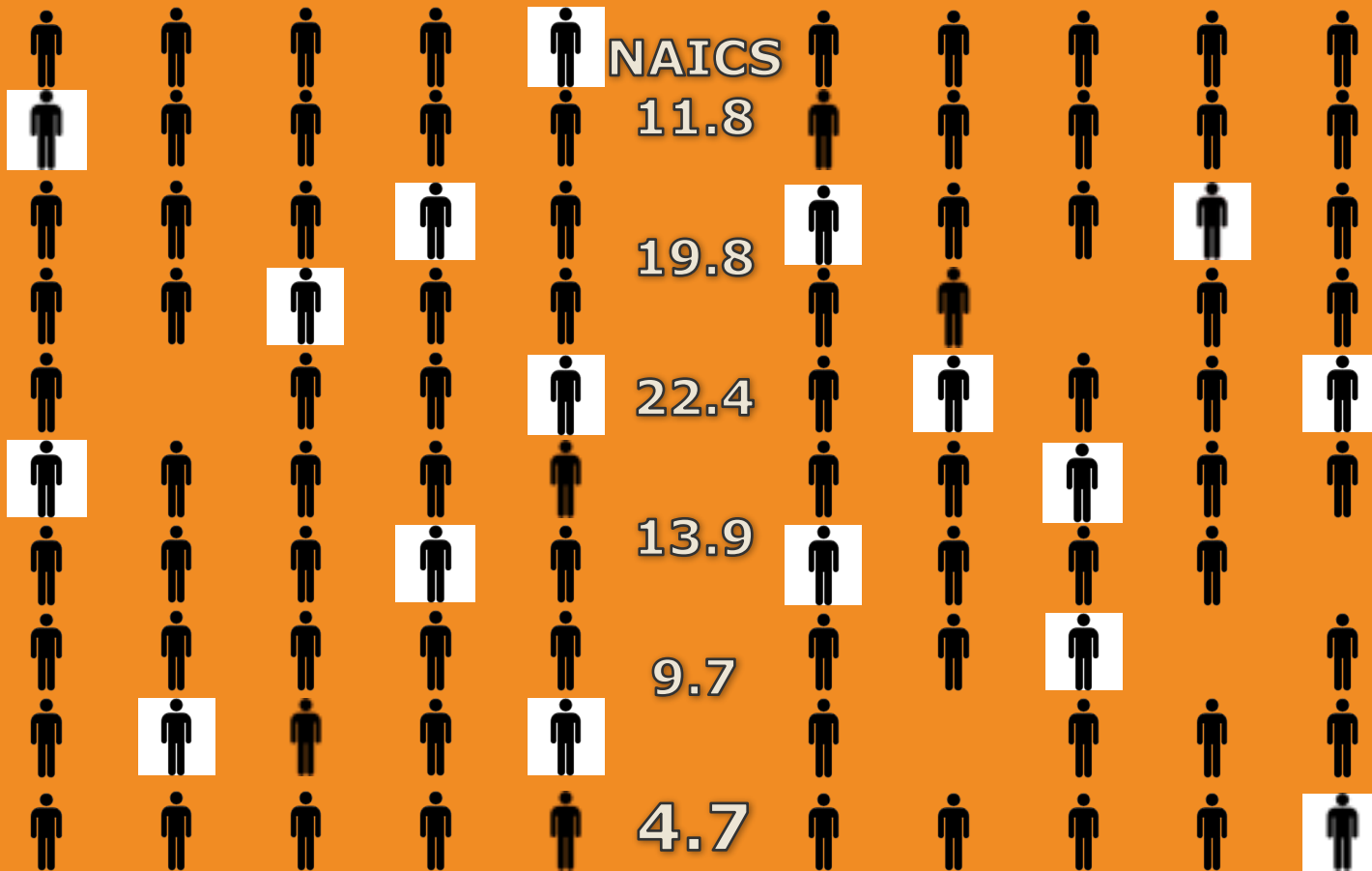
- Lie
- Don't respond to phone calls/mail
- Be rude

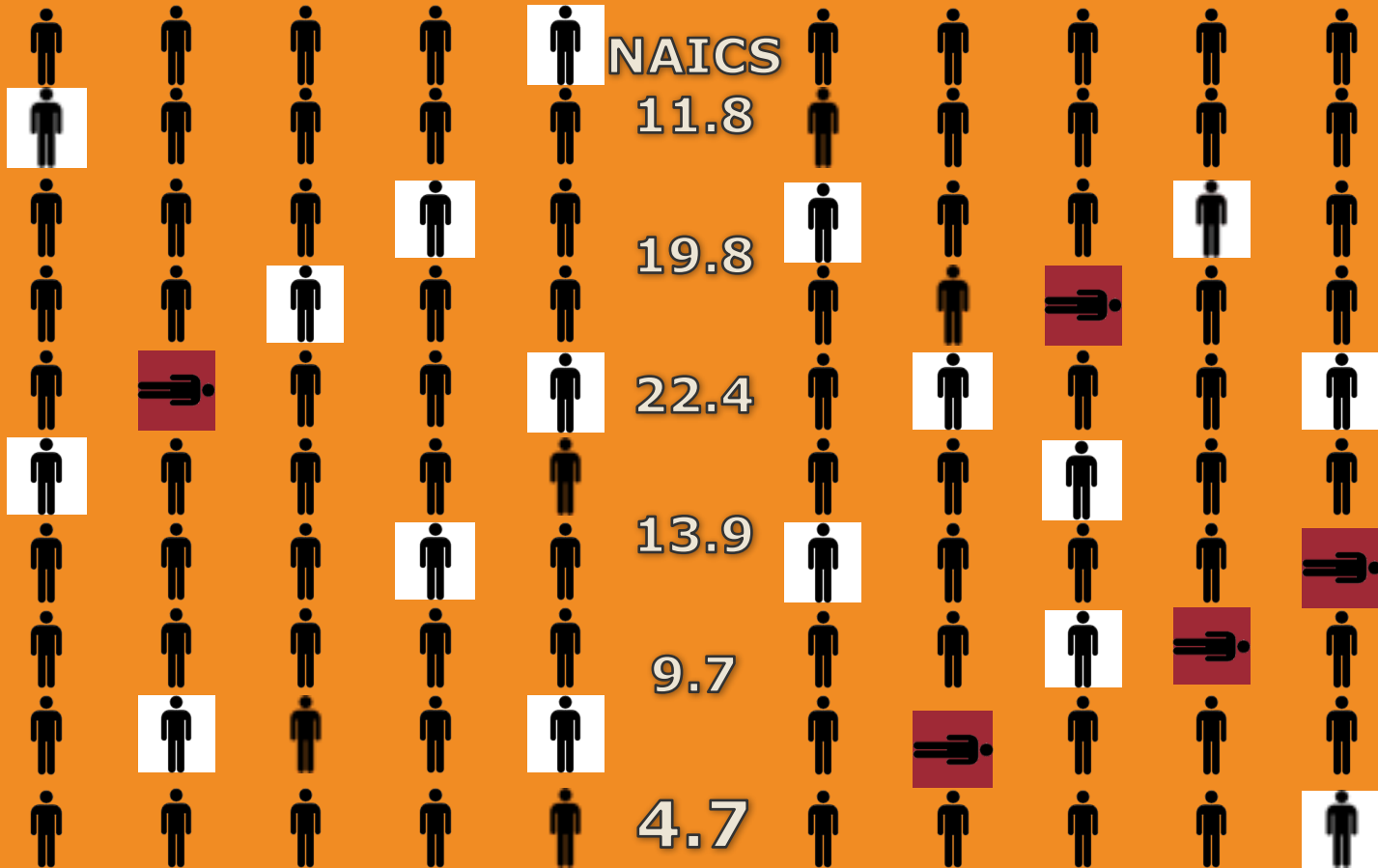


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Know Your Audience



To whom are you speaking?

- Front Line workers
 - Minimum wage
 - What motivates them? Gallup Q12
- Supervisors
 - You are the critical safety leader
- C-suite/Owner
 - You are leaving money on the table
 - You are someone who wants to do the right thing





