

Johanna Glode, PhD

Vice President of Organization Development, Johnstone Supply



Johnstone Supply is the nation's largest HVACR distribution Cooperative. The Cooperative team at the Corporate Headquarters and six Distribution Centers support 435 Johnstone store locations across the U.S. and Canada. Johanna Glode, PhD., is a 22-year veteran of Johnstone and currently serves as the Vice President of Organization Development overseeing Human Resources, Corporate Communications, and Strategy. Johanna received her Master's and Doctorate degrees in Industrial/Organizational Psychology from Portland State University.

Building a Culture of Safety at Johnstone Supply

Johnstone's commitment to safety started 15 years ago in response to increased on-the-job injuries and the corresponding increasing Workers' Compensation insurance premiums. Not only were premiums increasing, insurance carriers were declining to bid on the business. Johanna and Emily will discuss how Johnstone's safety program has evolved over time and the benefits of building a culture around awareness, ownership, feedback and continuous improvement that have not only positively impacted insurance premiums, but have infiltrated other areas of the business as well.

Specifically, Johanna will discuss:

- Leadership
- Communication and Training
- Using Safety Committees
- Linkage to LEAN/6 Sigma Program
- Metrics
- Incentives and Accountability