

Company Name:

Individual Submitting Form:

Date: 4/6/2012

Description of Best Practice

One of our best practices is our **“TELL-ME” program**. Imagine the consequences of not telling someone of a hazard or unsafe behavior! People can talk themselves into thinking an incident won't happen to avoid the discomfort of telling someone of a hazard or unsafe behavior.

We are committed to a zero injury culture!

- If I am being unsafe TELL ME.
- If I am not working to our company standards TELL ME.
- If there is something unsafe where we work that could injure someone TELL ME.
- If you had a near miss, TELL ME, so that I may learn from it and share it with others.
- Wherever we are, we look out for each other. We are the extra eyes, ears, and voice for our coworkers and we use them to keep each other safe. We are “our brother's keeper”.

There are 5 great reasons to watch out for others:

1. It improves your own awareness.
2. You can avoid regret.
3. People do get distracted.
4. Our own perceptions can fail us.
5. It's the right thing to do!

It is imperative that we watch out for each other, whether it be on the job, driving down the road or even at home. The more eyes we have watching the better off our safety will become. So you tell me and I'll tell you and we will both go home safe.

How is it used:

Anytime someone sees a unsafe act, they are encouraged to speak out.

When is it used:

Anytime.

What positive results have you seen from this Best Practice:

Employees getting more involved confidence that their personal safety is a top concern.

Company Name:

Individual Submitting Form:

Date: April 16, 2012

Description of Best Practice

The Leadership Journey®

The Leadership Journey®, a product from Business Training Experts™, is a versatile supervisory and management skills-based training program consisting of 24 DVD courses.

Each concise course (maximum training time of one-hour) teaches relevant topics such as conflict management, motivating others, coping with change, leadership, professionalism, decision making, and empowerment.

Leader guides to facilitate the course and lead the group, and student materials (pre & post questions, role playing exercises, and testing) are included in the program to increase participant understanding and retention.

Training Benefits

Supervisors and managers will have:

- Improved relationships with their employees and customer representatives
- Greater self and leadership awareness
- Decreased time and effort spent solving people problems
- Enhanced communication, teamwork, and problem solving skills
- Increased ability to cope with, adapt to, and learn from a rapidly changing environment
- Improved employee utilization and retention
- Increases in productivity of 17% to 24%

How is it used:

Best used in a classroom environment. Course consist of videos (DVD), pre/post questions, role playing, and testing.

When is it used:

As logistics and time dictate. Rule of thumb would be one course per month per individual.

What positive results have you seen from this Best Practice:

Smarter and more effective supervisors and managers.

Company Name:

Individual Submitting Form:

Date: April 16, 2012

Description of Best Practice

"Safety Hall of Fame"

Recognition is a powerful motivator. We began a "bragging rights" safety competition between supervisors and their work teams named the "Safety Super Bowl." To be inducted into the Safety Hall of Fame, a work team must have zero incidents during a contest period. Winners receive nominal prizes, get their team picture included in the company's newsletter and have their team name inscribed on the Safety Hall of Fame plaque which is displayed at the corporate office. This campaign has been successful. Worker interest is high and several teams have experienced zero incidents of any kind.

How is it used:

Workers just need to know they are competing amongst their peers and they take the ball and run with it.

When is it used:

Contest periods run every six months on a calendar basis.

What positive results have you seen from this Best Practice:

Heightened safety awareness among workers.

Company Name:

Individual Submitting Form:

Date: April 16, 2012

Description of Best Practice

JSA (Job Safety Audits)

These audits are conducted by our supervisors once a month on each of their crews. It is for safety compliance only, not productivity. The supervisor will spend considerable time (minimum - half hour) observing the crew as they do their work. The audit form is divided into five sections:

1. Personal Protective Equipment
2. Ergonomics & Positioning
3. Housekeeping
4. Vehicle / Equipment Use
5. Policy & Procedures

The results of these audits are shared immediately with the crew involved and are compiled into a monthly trending report. Analysis of the trending report will help us identify any safety concerns.

How is it used:

Audit is conducted by the supervisor on a monthly basis using a Job Safety Audit form.

When is it used:

Once a month.

What positive results have you seen from this Best Practice:

Identification of at-risk worker behaviors.

Company Name:

Individual Submitting Form:

Date: April 16, 2012

Description of Best Practice

Supervisor "Personal Action Plans"

In 2007, our supervisors completed The Leadership Journey™ supervisor training program to increase their on-the-job efficiency and effectiveness. This course covers real-world topics in conflict management, team building, challenges of change, leadership styles, professionalism, decision making, and empowerment. Every one of our supervisors has remarked how this training has appreciably helped them in their daily operations.

Riding on this momentum, our supervisors set "Personal Action Plans" from skills learned in the The Leadership Journey™. Their plans are in writing and submitted to their respective Performance Manager. The objective is for each supervisor to make real measurable improvements in four key areas: Safety, Personal Development, Production, and Equipment.

How is it used:

Individual goal setting and improvement program.

When is it used:

On a semi-annual or annual basis.

What positive results have you seen from this Best Practice:

A more focused and effective supervisor.