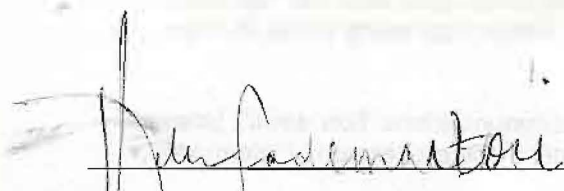


# IT Division Safety Self Assessment

## FY10


### Measure 1: Effectiveness of Division Communication

**Reviewed and Approved:**

  
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# **Effectiveness of Division-wide Safety Communications**

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## **Executive Summary:**

In the first of four measures this year, IT wanted to review the effectiveness of Division-wide Safety Communication. We proposed to evaluate our effectiveness by measuring how much our first aids/recordables were decreasing or increasing, and by asking staff questions about safety related information previously communicated to them, during quarterly walk-arounds. We also reviewed the data captured by the Lab-wide Employee Satisfaction survey specifically related to Safety. This data showed us how well staff feel they know their responsibilities and how safe they feel overall. We then reviewed our first aid/recordables and noted a clear drop in ergonomic injuries. Ergonomic safety has been a theme of our safety communications the past three years since this accounts for a majority of our first aid/recordables.

## **Introduction:**

Is our safety message being heard? How can we keep staff informed without being shut out? These are the questions that drove IT to look at our Safety Communication. After the last couple of years of Safety overload, there was a concern that perhaps the message is being ignored due to overload. IT has tried to back off on drowning staff in Safety communiqué's so as to not lose the message. Yet we want to still ensure the safety of staff. So how do we continue to communicate to staff so that they hear the message yet not lose it?

## **Focus Area:**

Ongoing (versus scheduled) safety communications have been the most efficient way to provide safety-related information to staff. The traditional approach has been to flow information from the "top down", i.e., following the line-management chain from Division Director to Division staff using email, division websites and shared resources.

This self-assessment will focus on effectiveness of safety-related communications "flow down". Lines of inquiry will address adequacy of frequency, appropriateness of content, comprehension of information, and implementation of guidance.

## **Current Requirements:**

While there is no specific mention of how one should communicate, PUB 3000 clearly notes the following responsibilities for Division personnel and management:

### **1.4.2 Safety Line Management and Individual ES&H Roles and Responsibilities**

Every individual (employee and nonemployee alike) performing work at or for LBNL is accountable for:

Active and rigorous communication of ES&H and Integrated Safety Management issues

#### **1.4.2.3 Supervisor and Manager Roles and Responsibilities**

In addition to their individual responsibilities, supervisors and managers must:

Communicate pertinent safety issues and applicable Lessons Learned in staff meetings and/or through other mechanisms.

#### **1.4.2.5 Division Director Roles and Responsibilities**

Division directors should:

Ensure dissemination of ES&H directives and information to their staff.

#### Assessment Scope:

The scope was to find how the "IT worker" perceives safety within the Division and how they would want to receive information. The thinking being that give the people what they want so they can get the message you want to give them. The questions were to be kept broad so as to see if staff felt they were safe and to see if our statistics would show them being safe.

#### Assessment Results:

- IT Staff know their responsibilities regarding safety.
- Staff prefers email to receive communication regarding safety, however feel there is a need for meetings when communicating particularly important safety concerns.
- As long as the message gets out, staff will read the message.
- Supervisor discussion is still necessary and does actively take place.
- While communications this year have not included large all-hands type safety meetings, ergo injuries are definitely down.
- Email is not a panacea. There are staff that do not have email and will always need to have regular meetings.
- When the monthly walk through was modified in July to be done online, staff felt they were not experiencing a walk through but merely doing a q and a.
- Communication regarding how to do the online walk-through was not effectively communicated due to (ironically) a disconnect between instructions and the actual online form.
- Further analysis of the online walk-through and better front end directions could actually prove this tool useful, but it should be reviewed further.

*There were no findings or observations that would imply non-compliance. The IT division is doing a good job balancing Safety with other priorities. Therefore there are no Corrective Actions.*

#### Noteworthy Practice:

While actual application of the online form with the walk through still needs some refinement, it is felt that the online walk through form is indeed an improvement to the manual written form and is something that could be applied in other divisions.

#### Conclusion:

The IT Division is effectively balancing safety with competing priorities. It is important to keep the lines of communication open between line management and staff and not depend on tools to manage safety. However if communication happens, people will listen.

### Lines of Inquiry:

We wanted to keep these simple. Find out how staff preferred to receive communication, if they actually feel they know their responsibilities and finally how that translates into first aids/recordables which are the statistics we are ultimately most concerned about.

1. How do staff want to receive communication?
2. Do staff feel they know what their safety responsibilities?
3. How does this translate in safety reporting?

### Self-Assessment Methodology:

Poll staff via what has become our standard form of communication regarding safety. The walk through. Use further reaching data to see how staff feel about their safety. Then make a change and see how people react. Do they notice the change? Is it easier, harder? Does it generate questions? Finally review first-aids/recordables over time to see what if anything has changed. I.e. is the message getting out there?

1. Poll staff to see how they want to be communicated to. (March/April walkthrough with supervisors)
2. Identify how staff feel about safety at the Lab and in their division. (Lab Employee Climate Survey)
3. Create an interaction for safety that focuses more on the electronic question/answer vs. the standard person to person interview. (July walkthrough form)
4. Review changes in first aids and recordable injuries over the years. (SAAR stats FY07-FY10)
5. Walk through with supervisor vs. online interaction. (Compare comments provided on March/April walk through to July walk through).

### References:

In March/April of 2010, the IT division had its quarterly walk through. Walk throughs were conducted by managers, group leads and supervisors (G. Balin, V. Bhatia, H. Cademartori, M. Dedlow, P. Giuntoli, R. Gregory, D. Guerrero, G. Jung, R. Nosek, C. Peach, E. Ritenour, M. Rosenberg, T. Sopher, D. Sumikawa, T. Welcome, J. Willer). In this walk through one of the four questions, polled staff as to how they would prefer to receive safety information. Of the 154 responses an overwhelming 81% (127 respondents) preferred to receive safety information via email. 33% of staff also would be interested in a website with safety information while 21% of staff felt meetings were a more effective approach. It should be noted that the limited staff who do not have email accounts were more interested in receiving safety information through safety meetings.

In May of 2010, the Laboratory conducted the Employee Climate Survey where a number of questions were asked regarding Safety. Roughly 70% of IT staff responded to the survey. Those questions follow with the IT response:

- My responsibilities related to safety have been clearly communicated to me.
  - (97% of the 123 respondents in IT either Agreed or Strongly Agreed to this statement.)
- I feel safe in conducting my work because of the Laboratory's safety practices.
  - (88% of the 123 respondents in IT either Agreed or Strongly Agreed to this statement)
- Safety is an important core value in my group.
  - (91% of the 125 respondents in IT either Agreed or Strongly Agreed to this statement.)
- My rights regarding safety have been clearly communicated to me.

- (96% of the 124 respondents in IT either Agreed or Strongly Agreed to this statement)

In July of 2010 the IT division piloted an online poll to help facilitate monthly walk-throughs. The idea was to have supervisors forward the questions to staff, have staff fill out the poll, and then discuss it with their supervisor. While the tool for communicating (the online poll) fit into the electronic preference of many staff, the actual interaction between supervisor and employee appeared to be lost.

In August 2010 the stats for IT injuries for the performance year were as follows:

Six first aids none of which were ergonomic. This is the first year since tracking this data where we have had no ergonomic first aids. There is a case that has been ongoing, which had a flare up this year, but it was not included for reporting purposes.

