



Spreading Safety- Engaging your warehouse employees and leaders

will begin momentarily . . .

The information discussed in this session represents the views of the individual/s and does not constitute legal advice or the views of WERC. You should consult with your organization's leadership and legal counsel as needed for your specific situations.

YOUR MODERATORS:

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Goal for Today

- Learn more about engaging your employees to not only follow but actively participate, co-create, and spread safety throughout your warehouse.

Agenda

- Practical Responses to COVID-19 Webinar Review and Follow Up
- Engagement
- From Awareness to Commitment
- Techniques to gain support and interest in safety
- Routines that will help safety become everyone's top priority



COVID-19

Resource Roundup

For Distribution Logistics Professionals

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Practical Responses to COVID-19

- **Employee/ Customer Communication**
 - Frequent employee communication via text, email, internal messaging systems
- **Facilities and Labor Management**
 - Limiting visitors to all facilities to just essential vendors
 - Reinforcing social distancing by rearranging workspaces, putting more time between shifts, and staggering break times
 - Non-essential employees mandated to work at home
 - Employees deemed essential to operations being paid time-and-a-half for coming into work; If they are unable to come in to work due to illness or childcare, they are still being paid full-time wages
- **Hiring Procedures**
 - Hiring/new hire orientation – some operations have suspended hiring for now; Operations that must hire/train new employees are minimizing groups to 10 people or fewer
 - Implement video-based interviewing
 - Consider an alternative workforce if you are short staffed

Practical Responses to COVID-19

- **Cleaning Procedures**
 - Making hand sanitizer and wipes available to staffers
 - Explaining to employees why they need to use cleaning supplies, establishing cleaning protocols and demonstrating how they should be followed
 - Requiring wipe downs/sanitation of shared equipment at start/end of shifts, breaks, etc.
 - Increased frequency of cleaning across all common areas — restrooms, breakrooms, areas outside break areas — anywhere people are generally congregating gets an increased amount of cleaning
- **Crisis Planning**
 - Ensure you have a strategy for how to manage a government required facility closure and suspension of service; Create a phone tree of current employees and customers
 - Have a protocol in place if an employee tests positive for COVID-19, such as shut down for 24-48 hours to appropriately clean and disinfect the facility and scrap affected product

Practical Responses to COVID-19 – FAQ's

- **Details on Cleaning Procedures**
 - [Clean and Disinfect your Facility](#)
 - [CDC Detailed disinfection Guide](#)
- **Employee Tests Positive for COVID-19**
 - Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.
 - **Cleaning staff should clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines used by the ill persons**, focusing especially on frequently touched surfaces.
 - Employers should work with their local and state health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, including for identification of new potential cases of COVID-19.

Practical Responses to COVID-19 – Resources

Two - way Communication is the best way to keep employees safe

- Stay Informed
 - Over-communicate
 - Ensure everyone knows where to go with questions and what to expect
 - Be Present and Available
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- We continue to learn more everyday, ensure you are always seeking the most up to date information
 - [OSHA COVID-19 Website](#)
 - [CDC COVID-19 Website](#)
 - [WERC COVID-19 Resource Roundup](#)

Spreading Safety - Engaging your warehouse employees and Leaders

Impacts of an Engaged Team

- **Engaged employees:**
 - In studies conducted by [Queens School of Business](#) and the [Gallup Organization](#), disengaged workers have 37% higher absenteeism, 49% more accidents and 60% more errors and defects
 - Engaged employees will not only follow the rules- they help create them! They show a willingness to provide feedback, suggestions, and actively support necessary change to see their peers and company succeed.
- **Engagement Stages**
 - Awareness
 - Understanding
 - Compliance
 - Commitment

Awareness

- **Clearly share your stance on Safety, why, and explain how you will measure success**
 - Communication channels- all employee meetings, e-mail, posters or reading material around the warehouse, daily start of shift meetings
 - Choose a location within the warehouse where you will routinely share safety related information such as safety incidents, changes in process or procedures, tips to keep everyone safe and recognition
- **Make it a priority by making it about them! (not about a metric)**
 - “I work safe for”
 - Be committed to doing whatever it takes to keep your team safe- even if that means stopping production. This will send a message to your team.
- **Recognition**
 - Recognize both safety efforts and not just results
 - Make it fun! Come up with fun safety slogans “My Space, My safety”

Understanding

- **Education**
 - Explain the reason behind safety processes and procedures
 - Share safety incidents and learnings (be sure to protect the privacy of individuals)
 - Provide different venues/platforms for employee feedback or concerns
 - Update the team on a routine basis regarding
 - Incident Investigations
 - Emergency Response Team/Safety Team
 - Safety achievements
 - Project planning/upcoming changes
 - Safety messages during beginning of work huddles or meetings

Compliance

- **Make safety everyone's responsibility**
 - Mandatory safety training on a yearly basis
 - Completing pre-use inspection checklists
 - Preventative safety behaviors such as warm up for work
 - Reporting unsafe behavior
 - Following all safety and rules and guidelines
 - Safety incident reviews

Commitment

- **Compliant employees only do what they are told; Committed employees, on the other hand, seem to see what needs to be done, and they do it no matter what it takes.**
 - Get agreement of their commitment in writing
 - Make it a priority- consistently
 - Lead by Example
 - Get team members and leaders involved
 - Celebrate successes as a team

Getting Involved

- **Enlist Safety Ambassadors in your warehouse**

- Create Safety Team Led by both hourly employees and leaders
- Should be both Leaders and Hourly employees
- Ensure there is hourly representation of all shifts and departments, and ethnicity (particularly if you have language barriers)
- Make it voluntary
- Make sure they are informed and aware of all safety initiatives
- Empower them to lead safety messages, changes, and initiatives with their peers
- Delegate –Give them the responsibility of keeping you informed of the issues the whole team faces in regards to safety and help you translate those into safety meeting topics
- Invest in them- Emergency Response, CPR, and other safety related training, leadership training
- Leverage their involvement for growth, develop, and promotional opportunities

Role of Upper management

- Lead by Example
- Invest in Safety Team- Time, Recognition, Training, Safety Budget for Resources
- Listen- careful not to immediately dismiss input from employees
- Recognize and Reinforce
- Communicate
- Benchmark and Measure

Safety Routines

- **Monthly Safety Meetings**
 - Review previous months safety related trends (incidents, near misses, new processes)
 - Define Pro-active measures such as daily audits or safety walks
- **Post Incident Reviews**
 - Should take place immediately (after proper care has been provided if needed)
 - Should include: Employees involved, safety committee leader, safety committee team member, HR whenever possible
 - Ground rules- focus on the facts, don't jump to conclusions, should focus on identifying and correcting root causes, not on finding fault or blame
 - [Importance of Root Cause Analysis during Safety Investigation](#)
 - Share learnings with rest of the team ASAP
- **All Team Member Meetings**
 - Share current standing, trends, and future efforts
 - Recognize hourly employee and leader involvement

Do not underestimate the change

- **Moving from compliance to commitments is a behavioral emotional change**
 - People who are committed have a connection to the purpose of their action. Most effective way is to make safety personal- tie it back what's important to them
 - Don't only listen but seek out their input, feedback, and concerns
 - Deliver on commitments and promises- builds trust and momentum. Even when you cannot circle back and communicate why
 - Consistency from upper management about caring for people is key

Questions?

FREE VIRTUAL PEER-TO-PEER WEBINAR

Next Dates:

- **Wednesday, April 1st**
- **Friday, April 3rd**
- **Tuesday, April 7**
- **Thursday, April 9**



COVID-19

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Space is limited

Next OSHA Webinar – May 26

If you're celebrating working 1 year safe and planning a pizza party for your team, you might want to hear what OSHA says about that!

In May's webinar, Camille Oakes, warehouse safety and health expert, will discuss OSHA's position on safety incentive programs and how to determine if underreporting is present in your workplace. We will talk about successful incentive programs, what to reward, how to motivate people and the six best practices for incentivizing safety.