



Safety at home

Safety risks surround us both at work and at home. In fact, nearly 3 times as many employees are injured off the job than while at work. The National Safety Council recently updated the "Safety at Home" section of its website (nsc.org/safetyathome) to better address safety beyond the workplace.

First, we studied the data on where the most injuries and deaths were occurring. According to the 2011 edition of "Injury Facts," the leading causes of unintentional death in the home and community in 2009 were:

Poisoning	38,800
Falls	25,500
Choking	4,500
Drowning	3,500
Fires, flames and smoke	3,100
Other	14,900

Next, we updated our information and created new pages to fill in the gaps. For example, now you can find more information

on poisoning. This includes not only poisoning from household chemicals, but also the rapidly increasing rate of unintentional drug overdoses attributed to the misuse and abuse of prescription medications.

- You also can learn more about:
- First aid as it pertains to choking and burns
 - Tips on how to prevent falls among older adults
 - Window safety tips to keep kids safe
 - Sports injury prevention
 - Drowning prevention
 - Motor vehicle safety
 - Emergency preparedness and creating a plan for your family
 - Seasonal safety topics, such as holiday decorating safety tips

The new webpages contain free materials such as fact sheets, checklists and links to outside resources that can be used as



a proactive approach to reducing risk in your home and community. Provide these materials to your employees and encourage them to share the information with their families and friends.

When safety programs address risks both on and off the job, safety can truly become part of the culture. The National Safety Council strives to provide resources to help you achieve safety excellence. Working together, we can keep our communities safer and watch these alarming statistics decrease. Visit nsc.org/safetyathome today.

MEMBER PROFILE NANA Management Services

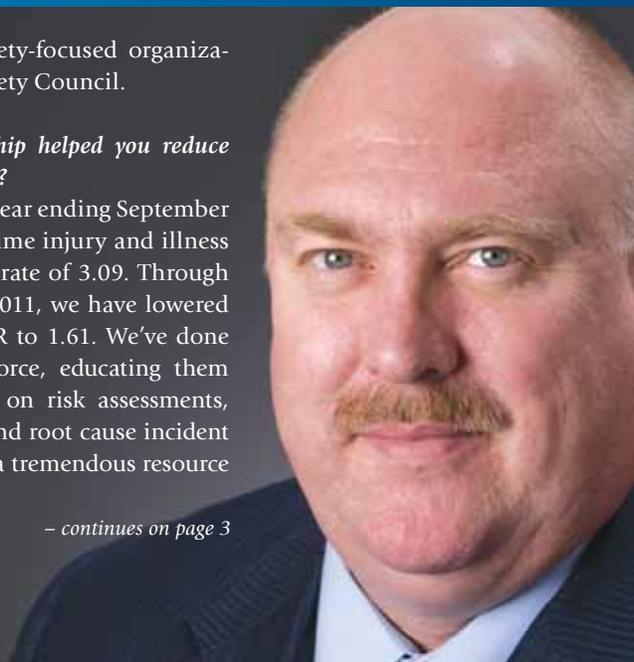
Company name: NANA Management Services
Headquarters: Anchorage, AK
Contact name: D. Craig Clemens, vice president, health, safety, security and environment
Primary industries: Integrated support services, including security, food services, facilities management, remote camp management, staffing and hotel management
Number of employees: 2,600
Member since: 2008

Why did your company decide to become a member of NSC?
 Three years ago, our senior management team committed to increasing our commitment to the safety of our employees. Part of this renewed commitment

included reaching out to safety-focused organizations such as the National Safety Council.

How has your NSC membership helped you reduce accidental injuries and deaths?
 Companywide, for our fiscal year ending September 2008, we experienced a lost time injury and illness rate of 1.32 and a recordable rate of 3.09. Through the first nine months of FY 2011, we have lowered our LTIR to 0.5 and our RFIR to 1.61. We've done this by engaging our workforce, educating them on safety practices, focusing on risk assessments, and pre-job hazard analysis and root cause incident investigations. NSC has been a tremendous resource for materials and training.

- continues on page 3



Continuously assessing risk in the workplace

At our Congress & Expo last year, the National Safety Council introduced the Journey to Safety Excellence philosophy. This journey is a process of continuous improvement, seeking safety excellence through the strengthening of an organization's safety system.

The Council believes the most effective manner of approaching this journey is by focusing on four critical elements:

1. Management leadership and employee engagement
2. Safety management systems
3. Continuous risk reduction
4. Performance measurement

In the last issue of *Membership Advantage*, we reviewed safety management systems and their crucial role in keeping employees safe. We shared how a best practice SMS is a sound business decision. In this issue, we'll focus on the importance of continuously assessing and reducing risk in the workplace.

HAZARD ELIMINATION TO REDUCE RISK

Hazards in the workplace represent the chance for an injury incident. That chance can be defined as risk – a combination of probability and severity. One important means of reducing workplace risk is to identify and eliminate hazards before they result in an incident. That is why it is important to train all employees to identify hazards. Thoroughly examining the workplace allows you to detect hazards that can be corrected before an incident occurs. In addition to employees reporting hazards, inspections and walk-throughs should be conducted regularly to identify unsafe practices, procedures and processes.

Inspection techniques will depend on the type of industry and the specific situation. Inspections can yield good information on areas needing improvement. They also are valuable in determining the direction of your hazard control program and in setting goals and strategies.

Safety walk-throughs are an inspection technique that allows interaction among

employees, a chance to observe and discuss safety performance, and a time to answer safety questions.

The four main categories of hazards to watch for include:

- **Chemical:** Inhalation, skin contact, absorption, injection and ingestion
- **Physical:** Electrical, fire/explosion, noise, temperature, caught in/on/between pinch points, slips/falls, striking against and struck by
- **Biological:** Bloodborne pathogens, building-related illness, mold, plant/insect poisons and water/wastewater
- **Ergonomic:** Repetition, forceful exertion, awkward posture, contact stress, vibration, work area design and tool/equipment design

If a hazard is observed, it is important to report the problem quickly and follow up with a corrective action in a timely fashion. Hazards should be evaluated to determine root causes, severity and impact on workplace safety and health. Failure to identify the root causes will result in failure to prevent the hazard from occurring again.

Ongoing inspection programs aid in early identification and correction of hazardous conditions and may prevent serious injuries. Future inspections should be able to demonstrate the effectiveness of the follow-up measures put into place.

A PROGRAM IN ACTION

In the past year, NSC has made a concerted effort to identify hazards at work and at home. This began by educating our employees on recognizing hazards on and off the job, and providing them with a hazard form they can fill out and submit to our safety team. Throughout the year, we reported the numbers and types of hazards received, and shared with our staff those that were closed out and those in the process of being resolved.

Using the hazard data gathered from our employees, we developed educational safety



campaigns tailored to the issues our employees were facing, including slips, trips, and falls, and office ergonomics. Given the prevalence of ergonomics issues, we also trained a staff team to perform ergonomic assessments and taught employees how to evaluate their own workstations.

We are very pleased to see the increased participation by our employees and the efforts they are making to keep one another safe. This has greatly reduced the amount of risk our staff is exposed to and has improved employee perceptions of our safety program.

You can find both our hazard form and ergonomic assessment checklist as part of the Workplace Safety Team Toolkit in the member section of *nsc.org*. We hope you will find these tools helpful in reducing risk in your organization and move you forward on your safety journey.

JANET FROETSCHER
President & CEO
National Safety Council

MEMBER PROFILE: NANA MANAGEMENT SERVICES

– continued from page 1

What is the most useful benefit of NSC membership?

NSC has provided us with a wealth of resources to help us accomplish our safety goals. We've utilized NSC resources for safety trends, regulation updates, networking and sharing best practices. We've used NSC training materials to certify 12 employees as DDC Instructors who now train our employees. We've found NSC has numerous resources to highlight best practices in both safety system structure and guidance to better develop our safety management system. NMS is also using an NSC survey to assess our safety culture.

How is your safety department structured?

Our corporate safety department is headed by a vice president of health, safety, security and environment. We have two safety specialists assigned as partners to operating divisions, and one workers' compensation case manager. We also have one remote unit with two safety specialists assigned to a client site where NMS has 650 employees. The VP HSSE reports to our company president and is a member of the senior management team.

What are some common safety issues your company faces?

Most of our injuries involve strains and sprains, repetitive motion injuries, and other musculoskeletal injuries. We also are challenged by slips and falls, which are compounded by long Alaskan winters that are extremely cold and dark. We have units where our security personnel drive large passenger buses and transport more than half a million passengers a year. Driving and passenger safety are of critical concern. In addition, like most

organizations, we have exposure to incidents triggered by normal human error.

How does your organization motivate employees to work more safely?

We believe recognition and active employee involvement in our safety processes builds motivation. We are in the process of using the NSC "Safety Barometer" to survey our employees. The feedback we receive from this survey will be used to guide continuous improvements in our safety processes.

NMS believes the best strategy to motivate employees involves creating conditions that drive self-motivation. This requires intentionally managing our workplace cultures to establish healthy work environments and team dynamics.

Describe an unsafe condition your organization has been able to correct.

NMS applies a formal continuous improvement process, effectively ensuring follow-through when unsafe conditions are identified. This process is designed to clearly identify the risks, various options for improvement and the associated costs. The process is particularly effective when used in supporting documentation when new funding is requested. Success stories include the approval of the installation of service elevators, an innovative fall protection system, the redesign of loading and storage areas, and an improvement to our system for managing food waste in areas where wildlife is an issue.

Does your company have an off-the-job safety program?

NMS emphasizes safety as a 24/7 mindset on and off the job. We have developed and encouraged a home-based safety observation program and frequently use off-the-job safety topics in our safety meetings. We believe that only by influencing habitual behavior and mindset over the long term will we attain safety excellence. Employees practicing safe behavior both on and off the job is our ultimate goal.



Recognize the lifesaving behavior of your employees

Safety awards from the National Safety Council instill employee pride; earn respect from your customers, community and peers; and place you one step ahead of your competition.

TOP 5 MEMBER FAVORITES

Perfect Record Award – Honors member companies completing 12 consecutive months without an occupational injury or illness resulting in days away from work or death

Million Hours Worked – Honors member companies achieving 1 million consecutive man-hours (or any other million increment) without an occupational injury or illness resulting in days away from work or death

Occupational Excellence – Honors member companies reporting injuries and illnesses involving days away from work equal to or less than 50 percent of the Bureau of Labor Statistics rate for their six-digit NAICS code and zero fatalities during the calendar year

Safety Leadership – Honors member companies achieving five consecutive "Perfect Record" years

Milestone Award – Honors member companies completing at least 30 days without an occupational injury or illness resulting in days away from work or death

Apply for these and other awards at nsc.org/memberawards.





Unintentional poisoning statistics

Deaths from unintentional poisoning are on the rise. People often consider poisonings a child-safety issue involving improperly stored household products, cosmetics and chemicals. In reality, the majority of unintentional poisoning deaths stem from the misuse or abuse of drugs, both prescription and over the counter. Also, unintentional poisoning deaths are largely taking place among 25- to 64-year-olds – the age range of your employees.

Unfortunately, most Americans do not realize the risks involved with taking medications. Ingesting more than the recommended dosage, mixing legal and illegal substances, using medications prescribed for other people, or combining prescription or over-the-counter medications all can have life-threatening consequences.

In 2007, the latest year for which data is available, unintentional poisoning deaths numbered 29,846, an increase of 8 percent from 27,531 in 2006 and 2.9 times the 1997 total. Males are at greatest risk with a death rate of 13.2, compared with 6.7 for females.

Nearly 44 percent of unintentional poisoning deaths were in the “narcotics and hallucinogens” category, which includes prescription painkillers and illegal drugs such as cocaine, heroin and LSD. In fact, more than 5 million people reported having misused pain relievers in the previous month, according to the 2009 National Survey on Drug Use and Health. In addition, emergency department visits for non-medical use of prescription and over-the-counter drugs have caught up with those for illegal drugs, with each accounting for 1 million emergency department visits in 2008.

PREVENT MISUSE, ABUSE OF DRUGS AMONG EMPLOYEES

Drug misuse and abuse affects many aspects of work life, and can result in higher rates of absenteeism, tardiness, family problems and depression. Adopt strategies that encourage employees and dependents who have problems with alcohol and drugs to seek help through employee assistance programs and other drug-free workforce

efforts. Also, pharmacy benefit programs have systems to keep employees safe. These programs look at drug information to help prevent drug interactions that could result in inappropriate combinations and ensure employees do not try to go to multiple pharmacies for the same prescription. Substance misuse and abuse policies, programs and practices are natural complements to a comprehensive safety management system.

Share these prevention tips with your employees:

- Always follow the recommended dosage prescribed by your doctor
- Read all warning labels and possible side effects
- Keep a current list of medications being taken
- Do not share medications
- Store medications in their original packaging to prevent confusion

You can find more resources within the NSC *Family Safety & Health* Employer Resource at beyondworkplace.nsc.org.

Unintentional poisoning deaths by type, age and sex, United States, 2007

Type of poison	All ages	0-4 years	5-14 years	15-24 years	25-44 years	45-64 years	65 & older
BOTH SEXES							
Total poisoning deaths	29,846	53	81	3,159	13,275	12,126	1,152
Total drug-related poisoning deaths	27,658	34	53	2,927	12,541	11,201	902
<i>Non-opioid analgesics, antipyretics and antirheumatics (X40)^a</i>	290	1	1	18	117	110	43
<i>Antiepileptic, sedative-hypnotic, antiparkinsonism and psychotropic drugs, n.e.c. (X41)</i>	1,545	6	4	100	620	757	58
<i>Narcotics and psychodysleptics (hallucinogens) n.e.c. (X42)</i>	13,030	14	26	1,513	5,998	5,260	219
<i>Other drugs acting on the automatic nervous system (X43)</i>	10	1	0	1	2	5	1
<i>Other and unspecified drugs, medicaments and biological substances (X44)</i>	12,783	12	22	1,295	5,804	5,069	581
Alcohol (X45)	1,356	1	4	139	499	642	71
Organic solvents and halogenated hydrocarbons and their vapors (X46)	77	1	3	18	32	19	4
Other gases and vapors (X47)	603	14	15	62	153	212	147
Pesticides (X48)	3	0	0	0	1	1	1
Other and unspecified chemical and noxious substances (X49)	149	3	6	13	49	51	27
MALE TOTAL POISONING DEATHS	19,644	30	50	2,430	9,118	7,440	576
FEMALE TOTAL POISONING DEATHS	10,202	23	31	729	4,157	4,686	576

Source: National Safety Council tabulations of National Center for Health Statistics mortality data. Note: “n.e.c.” means “not elsewhere classified.”
a=Numbers following titles refer to external cause of injury and poisoning classifications in ICD-10.



2011 Industry Leader Award winners

The National Safety Council recently announced that 52 organizations have been awarded the 2011 Industry Leader Award for safety performance in their industries. The Industry Leader Award is one component of the NSC Occupational Awards Program, which recognizes outstanding safety achievements of NSC members and represents the top 5 percent of member companies that have qualified for the NSC 2011 Occupational Excellence Achievement Award (based on 2010 calendar year data). Winners are selected based on North American Industry Classification System code, lowest total incidence rate and employee work hours. Congratulations to the following winners for their outstanding achievements.

COMPANY NAME	NAICS	CATEGORY
Bahrain National Gas Co., Kingdom of Bahrain	21	100,000 or less hours worked
FirstEnergy Corp., Lake Shore Plant, Lake Shore, OH	22	100,000 or less hours worked
FirstEnergy Corp., W. H. Sammis Plant, Stratton, OH	22	More than 1,000,000 hours worked
FirstEnergy Corp., Ohio Edison/Pennsylvania Power Co., Akron, OH	22	More than 1,000,000 hours worked
FirstEnergy Corp., FENOC, Akron, OH	22	More than 1,000,000 hours worked
Zachry Holdings, Lube & Specialties Plant, Project 7838, San Antonio, TX	23	100,000 or less hours worked
Hayes Mechanical, Chicago, IL	23	100,000 or less hours worked
Zachry LyondellBasel-Matagorda (Job #7573), LyondellBasell-Matagorda, Baycity, TX	23	More than 1,000,000 hours worked
Zachry Industrial Inc., West County Power Partners, Loxahatchee, FL	23	More than 1,000,000 hours worked
Kellogg Co., Zanesville Plant, Zanesville, OH	31	100,000 or less hours worked
Advanced Aromatics LP, Baytown, TX	32	100,000 or less hours worked
Carlisle Coatings & Waterproofing, Carlisle, PA	32	100,000 or less hours worked
Louisiana Pacific Corp. LP – Roaring River, Roaring River, NC	32	100,000 or less hours worked
Specialty Tires of America Inc., Indiana, PA	32	100,000 or less hours worked
Graphic Packaging International Inc., Ft. Smith Operations, Ft. Smith, AR	32	100,000 or less hours worked
Saudi Aramco, Riyadh Refinery, Dhahran, Kingdom of Saudi Arabia	32	More than 1,000,000 hours worked
KIK Custom Products, United States and Canada	32	More than 1,000,000 hours worked
Dal-Tile Corp., Gettysburg Division, Gettysburg, PA	32	More than 1,000,000 hours worked
CMC Sheet Metal Inc., Capitol Heights, MD	33	100,000 or less hours worked
Emerson Climate Technologies, Scroll Compressors LLC, Lebanon, MO	33	100,000 or less hours worked
Emerson Climate Technologies, Sidney Operations, Sidney, OH	33	100,000 or less hours worked
BAE Systems, GTS Sealy, Sealy, TX	33	More than 1,000,000 hours worked
Alcoa Russia, Moscow, Russia	33	More than 1,000,000 hours worked
John Deere Waterloo Works, Waterloo, IA	33	More than 1,000,000 hours worked
Chrysler Group LLC, Portland Parts Distribution Center – UAW Local 492, Beaverton, OR	42	100,000 or less hours worked
General Motors, GMCL Montreal Parts Distribution Centre, Pointe Clare, QC	42	100,000 or less hours worked
Champion Technologies, Lloydminster, AB	42	100,000 or less hours worked
General Motors, GM Aftersales/SPO Mexico, Toluca, Mexico	42	100,000 or less hours worked
Champion Technologies, Houston, Houston, TX	42	100,000 or less hours worked
Chrysler Group LLC, Warren Parts Distribution Center – UAW Locals 412, 889.124, Warren, MI	42	100,000 or less hours worked
Newark, Headquarters, Chicago, IL	42	100,000 or less hours worked
L’Oreal USA, CPD Distribution, Cranbury, NJ	44	100,000 or less hours worked
Dunn Heat Exchangers, Texas City, TX	48	100,000 or less hours worked
John Deere Parts Distribution Center – Milan, Milan, IL	49	More than 1,000,000 hours worked
AMECO, Worldwide Operations, Greenville, SC	53	More than 1,000,000 hours worked
AECOM, Charlotte, NC	54	100,000 or less hours worked
AECOM Seattle, WA	54	100,000 or less hours worked
CDM, Public Services North America West/Central & Asia, San Diego, CA	54	100,000 or less hours worked
General Motors, GM Mexico Headquarters, Ciudad de Mexico, Distrito Federal	54	100,000 or less hours worked
AECOM, Houston, TX	54	100,000 or less hours worked
AECOM, Orange, CA	54	100,000 or less hours worked
Savannah River Nuclear Solutions LLC, Savannah River National Lab, Aiken, SC	54	More than 1,000,000 hours worked
AstraZeneca, R&D Boston, Waltham, MA	54	More than 1,000,000 hours worked
AECOM, Phoenix, AZ	54	More than 1,000,000 hours worked
CDM, Consulting & Engineering Division, Cambridge, MA	54	More than 1,000,000 hours worked
Deere & Company, Moline, IL	55	More than 1,000,000 hours worked
E2 Consulting Engineers Inc., Emeryville, CA	56	100,000 or less hours worked
Entact Environmental (8455), Grapevine, TX	56	100,000 or less hours worked
URS Federal Services, Tooele Chemical Agent Disposal Facility, Stockton, UT	56	More than 1,000,000 hours worked
NANA Management Services, BP Endicott, Prudhoe Bay, AK	72	100,000 or less hours worked
GE HealthCare, CAMS Jupiter Facility, Jupiter, FL	81	100,000 or less hours worked
City of San Marcos, Police, San Marcos, TX	92	100,000 or less hours worked

For additional information on the Industry Leader Award and other member recognition programs, contact the NSC Motivation and Recognition Department at (800) 621-7615, ext. 52385.



WHAT'S NEW

Incident investigation: Find facts, not faults

A cut on the hand, a forklift collision, even a near miss – no one likes it when an incident occurs on the job. When something goes wrong, it is in everyone's best interest to determine exactly what happened and why. Investigations should be conducted to discover the cause of the incident, learn lessons and help prevent future incidents from occurring. Everyone in the organization, regardless of position, needs to be taught the importance of being objective and keeping an open mind. If this does not happen, people may focus on uncovering fault rather than facts, leaving the true cause undiscovered.

The root cause of an incident may be more complicated than you suspect. It is important to follow a process to determine root causes and not jump to conclusions based on incomplete information. Root causes can be a combination of factors relating to employees, management, equipment or environment. The important thing to remember is it is not appropriate to focus on an employee breaking a rule – that is not a root cause and suggests the employee is at fault.

For example, an employee is walking through the work area and trips on an obstruction. The easiest (and incorrect) assumption is that the incident was caused by the person not looking where he or she was walking. The true root causes are related to the safety systems and could point to the process for reporting observed hazards, routine inspections to identify and eliminate hazards, or maintenance of walking-working surfaces. Only a thorough incident investigation will reveal the root causes that will lead to the most appropriate corrective measures.

FOLLOW THESE STEPS

Although many steps of an incident investigation are overseen by a supervisor, it is important that employees understand the process and that they may potentially be involved. The National Safety Council



recommends the following steps to ensure a best practice investigation:

- **Respond to the emergency.** Ensure any injured person receives medical attention.
- **Secure the area.** Use barricades or tape to keep people from altering the scene in any way. Shut down all equipment involved, including locking and tagging it out, if necessary.
- **Identify potential witnesses.** Find out whether any employees saw, heard or smelled anything that may explain the incident.
- **Collect evidence and record data.** Supervisors and investigators will rely on a pre-assembled investigation kit that includes a camera, film, flashlights and sampling equipment.
- **Conduct interviews.** Talk to each employee separately, focusing on the “who, what, when, where, why and how” of the incident. Ask open-ended questions and write down each response.
- **Review all data.** Study all relevant reports involving equipment maintenance, house-keeping, work permits and similar incidents.
- **Prepare the investigation report.** Record only facts, not your opinions.
- **Implement corrective action.** Follow your company's protocol for making necessary changes to prevent future incidents.
- **Follow up.** Check to make sure appropriate remedies are in place and working.

Finally, understand that you may not always like the investigation's outcome. Safety is the ultimate goal. You may find out that you need to do something differently and make changes. Investigation findings should help prevent future incidents and never be ignored.

This is an excerpt from an NSC 5-Minute Safety Talk. Find additional 5-Minute Safety Talks on a variety of topics in the member-exclusive section of nsc.org.

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THE *value* OF MEMBERSHIP

“CDM HAS BEEN A MEMBER of NSC for the past nine years and has significantly increased its involvement and participation in the past four years. During that time, our incident rates have steadily decreased, while all aspects (number of employees, revenue, profits) of our performance have increased dramatically. Our increased participation has helped raise awareness of our safety program and strengthened our safety culture.”

Ken Meyer, Health and Safety Director
CDM
MEMBER SINCE 2002

“THE AWARDS PROGRAM is a great program for motivation and rewarding our top safety performers. The awards program is an excellent way to involve senior management and to get visibility for the safety program.”

Henry Kaplan, Safety Specialist
Garland ISD Risk Management
MEMBER SINCE 1993

“NSC IS A PROVIDER of some of the best training possible. The instructors are top-notch professionals in their subject matter. I've gotten my dollars' worth for the training NSC provided.”

Joe Crews, CEO
Industrial Training International Inc.
MEMBER SINCE 2010

“AMECO RECENTLY PROUDLY ENTERED into our 20th year as a member of the National Safety Council. Looking back, I recall that at the time of becoming a member, we wanted to be known as the pre-eminent leader in safety, and knowing NSC was a leading advocate for safety and health, we eagerly joined. Now, as a member, we take full advantage of the latest NSC safety information, networking opportunities and resources. AMECO recently celebrated 30 million safe work hours and nine years without a lost workday incident. Our membership with NSC is a leading indicator of our success.”

Daniel Rich, Senior Director, Executive Services
AMECO
MEMBER SINCE 1990