ENSURE CONSISTENTLY SAFE PERFORMANCE THROUGH PROCESS

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INDUSTRIAL HYGIENIST
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- INDUSTRY CERTIFICATIONS

  - OSHA / EPA / DOT

- TKCC, PRINCIPAL OWNER

- STRATEGIC PARTNER, ARC

INTRODUCTION: THE IMPORTANCE OF CREATING A STRONG HEALTH, SAFETY, & COMPLIANCE PROGRAM.

- SAFETY IS A MORAL COMPONENT TO BUSINESS OPERATIONS
- COMPANY CULTURE; MORALE
- COMPANY REPUTATION
- FUTURE WORK OPPORTUNITIES
- COMPANY PROFITS
- FAIL TO PLAN, PLAN TO FAIL

OBJECTIVES:

- IDENTIFY SAFETY & COMPLIANCE CONCERNS IN THE ROOFING INDUSTRY

- IDENTIFY SAFETY & COMPLIANCE ISSUES IN <u>YOUR</u> COMPANY

- UNDERSTAND THE CORRELATION BETWEEN PROCESS & PERFORMANCE

- UNDERSTAND THE CURRENT REGULATORY ENVIRONMENT

- UNDERSTAND EFFECTIVE COMMUNICATION

- UNDERSTAND THE IMPORTANCE OF ENFORCEMENT

SAFETY & COMPLIANCE CHALLENGES WITH THE ROOFING INDUSTRY

- MOST WORK IS IMMINENT DANGER

- LACK OF EMPLOYEE BUY-IN

- LACK OF EMPLOYER POLICY / PROCESS

- LACK OF EMPLOYEE TRAINING & KNOWLEDGE

- LACK OF EFFECTIVE COMMUNICATION

- LACK OF EMPLOYER ENFORCEMENT

SAFETY & COMPLIANCE CHALLENGES WITH THE ROOFING INDUSTRY

- LACK OF EMPLOYER INCENTIVES PROGRAM

- WEATHER

- DEMANDING OWNERS

- SCHEDULES

- LABOR MARKET

- INCREASED REGULATORY AGGRESSION
  - OSHA / EPA / DOT

SAFETY & COMPLIANCE CHALLENGES WITH THE ROOFING INDUSTRY

WHAT DOES THIS COLLECTIVELY LEAD TO?

- A PERFECT STORM FOR SAFETY, HEALTH, AND COMPLIANCE PROBLEMS
  - INJURIES, ACCIDENTS, INCIDENTS, CITATIONS, TARNISHED PUBLIC RECORD
- DECREASED EFFICIENCIES AND PROFIT LOSS
  - WORK COMP, INCREASED INSURANCE COSTS, LOST TIME, LEGAL CHALLENGES, CITATIONS
- UNNECESSARY FRUSTRATION AND STRESS
  - MANAGEMENT FRUSTRATION, EMPLOYEE MORALE, NEGATIVE IMPACT ON CULTURE

WHAT ARE THE SOLUTIONS?

- INTENTIONAL STRATEGY
  - COMPANY-SPECIFIC
- CREATE CONSISTENT PROCESS WHICH LEADS TO PREDICTABLE OUTCOMES
  - EMPLOYEE PARTICIPATION, MANAGEMENT PARTICIPATION
- COMMUNICATION
  - TIMELY, RESPONSIVE, FREQUENT
- ENFORCEMENT
  - CONSISTENT
  - DOCUMENTED

CREATING CULTURE FROM PROCESS

- IT MAY SEEM COUNTERINTUITIVE; SHOULDN'T WE START WITH A CULTURE THAT LEADS TO ACTIVITIES?

- CREATE PROCESSES AND PROCEDURES BECAUSE WE WANT TO BUILD A HEALTHY CULTURE
  - THE PROCESSES INCLUDED IN A HEALTH & SAFETY MANAGEMENT SYSTEM
  - SAFETY IS THE BEST EXAMPLE OF QA/QC; ONCE WE HAVE SOLID PROCESSES, A CULTURE WILL NATURALLY DEVELOP
    - SSSP'S
    - SOP'S
    - CONSISTENCY / HABIT

CREATING CULTURE FROM PROCESS

WHAT IS CULTURE?

WE BELIEVE OUR EMPLOYEES SHOULD GO HOME SAFELY EVERY NIGHT

- WE NEVER PUT SCHEDULE ABOVE SAFETY
- WE VALUE OUR EMPLOYEES OVER PROFIT
- WITHOUT OUR EMPLOYEES WE HAVE NO BUSINESS
- CULTURE IS HAVING A GENUINE HEART FOR WHAT YOU DO
- ALL EMPLOYEES KNOW "THIS IS JUST THE WAY WE DO OUR JOBS"
- ALL EMPLOYEES FEEL "AT HOME" IN THE WORKPLACE; A SENSE OF BELONGING AND FULFILLMENT

CREATING CULTURE FROM PROCESS

WHAT IS PROCESS?

- HOW WE DO WHAT WE DO
- CREATIVE STRUCTURE; WHAT WORKS FOR OUR COMPANY?
- SYSTEMATIC ROUTINE THAT LEADS TO PREDETERMINED OUTCOME
- BELIEVABLE
- SUSTAINABLE
- MEASURABLE
- ATTAINABLE
- REPEATABLE
- PREDICTABLE

SAFETY IS A PROACTIVE PROCESS

PRE-PLANNING FOR SAFETY ALLOWS US TO STAY IN CONTROL PROACTIVELY & RETAIN PROJECT PROFITS.
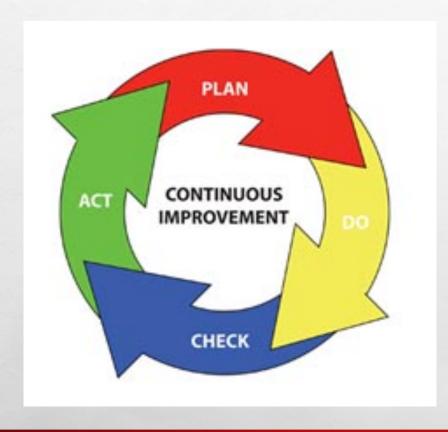
- ESTIMATING FOR SAFETY
- PRECONSTRUCTION PLANNING
- PLANNING FOR TRAINING, EQUIPMENT, PPE, CERTIFICATIONS, ETC.
- KICKOFF MEETINGS, COORDINATION / SEQUENCING MEETINGS, ETC.

CONTINUOUS IMPROVEMENT MODEL

WHAT IS IT?

- A METHOD OF IMPLEMENTING AND CONTINUALLY IMPROVING PROCESS FOR GREATER EFFICIENCIES

- AN OPPORTUNITY TO MAXIMIZE PROFITS WHILE CREATING A STRONG COMPANY CULTURE

CONTINUOUS IMPROVEMENT MODEL

- PLAN OUT THE PROCESS

- IMPLEMENT THE PROCESS

- MEASURE THE SUCCESS (OR FAILURE) OF THE PROCESS

- KEEP, IMPROVE, OR DISCARD THE PROCESS

WHERE DO WE START?

IMPLEMENTING THE 4-STEP CONTINUOUS IMPROVEMENT MODEL:

- 1. S.W.O.T. ANALYSIS
- 2. DOCUMENTATION OF RESULTS
- 3. MEETING WITH OWNERS / MANAGEMENT TO REVIEW FINDINGS
- 4. CREATE A COMPANY-SPECIFIC PLAN THAT OUTLINES RECOMMENDED PROCESSES / POLICIES
- 5. COMMUNICATE (TRAIN) THE COMPANY ON THE PROCESSES / POLICIES
- 6. ENFORCE THE POLICIES
- 7. REVIEW THE PROCESS FOR QUALITY AND IMPROVEMENT

WHAT ARE THE RESULTS?

A PREDICTABLE OUTCOME

- 1. SAFE AND HEALTHY EMPLOYEES
- 2. COMPLIANT JOB SITES
- 3. POSITIVE COMPANY CULTURE; EMPLOYEES APPRECIATE FLEXIBLE STRUCTURE
- 4. IMPROVED ATTRITION RATES; REDUCED TURNOVER
- 5. IMPROVED EFFICIENCIES
- 6. IMPROVED PROFITS
- 7. IMPROVED COMPANY PUBLIC RECORD

WHAT ARE THE RESULTS?

QUESTIONS? TKHCLARK@GMAIL.COM