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Author(s): Sievers, Cindy S.

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Worker Safety and Security Teams Team Member Handbook

This booklet has been designed to provide guidance, direction, and tools to assist you as a member of a Worker Safety and Security Team (WSST). Your participation on a WSST is a great way to actively care for your own safety and the safety of others.

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Why Worker Safety and Security Teams?

Overview

Worker Safety and Security Teams (WSSTs) are an effective way to promote safe workplaces. While WSSTs have a variety of structures and roles, they have one thing in common—employees and management collaborate to find ways to prevent accidents, injuries, and illnesses on the job. The benefits for all concerned are obvious in that employees have a safe place to work, employers save money on lost work time and workers' compensation costs, and everyone returns home safe and healthy each day.

A successful WSST will have the support and wholehearted participation of management and employees.

LANL has a WSST at the institutional level (IWSST) and at all directorates and many divisions. The WSSTs are part of LANL's Voluntary Protection Program (VPP).

The WSSTs meet at least monthly and follow an agenda covering topics such as safety shares, behavior based safety (BBS) observations, upcoming events or activities, issues, etc. A WSST can effectively influence safety programs and provide recommendations to managers, who have the resources and authority to implement changes in the workplace.

WSSTs are effective because they combine the knowledge, expertise, perspective, enthusiasm, and effort of a variety of employees with diverse backgrounds. Those with experience in a specific job or work area know what the hazards or potential hazards are, and generally have ideas how to go about controlling them. Those who are less familiar with a job or area play a vital role too, by seeing what others may have overlooked or taken for granted.

This booklet will cover the structure and operations of WSSTs, what needs to be done in order to be effective and successful, and how you can help, whether you're a WSST member or not.

Identifying and Preventing Hazards

WSSTs can have a major impact on the workplace. They provide a format for focusing every segment of the organization on safety and security. They help us identify and control hazards in the most timely and effective manner. In addition, they give us the benefit of a wide

range of experiences, knowledge, and perspectives, so we can give safety and security the attention and resources needed to prevent incidents and protect us all from injury and illness on the job. A WSST must function as part of a total safety program designed to protect all employees from incidents and work-related injuries and illnesses. WSST members, who represent workers and management, work as a team. Every member must take an active role and show strong support for safety and security practices and goals.

Safety Improvement Plans (SIPs) are created and updated annually by each AD and their WSST, to assist in reducing the number of accidents, ensuring compliance with requirements, and focusing on improvement processes.

While WSSTs may handle a wide variety of functions and projects, some of their more common, general roles include:

- Reviewing Injuries and Illnesses from the previous month
- Reviewing action log for updates and assignment of new actions to team members
- Sharing and promoting a commitment to safety and security
- Assisting in the development of Safety Improvement Plans (SIPs)
- Identifying and recommending ways to improve workplace safety and security
- Communicating employee safety and security concerns to management
- Setting a good example for others

The team translates those general roles into more specific functions. The team may, for example, review accident statistics and try to identify accident trends, causes, and preventive measures.

Other tasks often performed by WSSTs include:

- Analyzing incidents/near-misses and trending
- Inspecting the workplace, or some parts of it, to identify hazards and safety concerns
- Responding to or reviewing employee safety or security concerns
- Identifying training needs and participating in safety and security awareness programs
- Encouraging all employees to follow safety and security expectations and behaviors

The most important role for the WSSTs is to serve as the organization's safety role model. Each team member should believe safety and security are important and translate that belief into concrete actions.

Worker Safety and Security Team Expectations

Investigations

Be cognizant of the first aid and recordable cases in your organization. This information can be obtained from the monthly Injury/Illness Reports on the Injury/Illness web page.

A team member may participate on the actual investigation or learning team or should follow up to ensure the investigation was conducted with respect and courtesy, lessons were learned and communicated, and that the right corrective actions were implemented to prevent future occurrences. Was the investigation performed from the perspective of human performance? Employee/WSST participation in investigations should be documented.

Inspections

Performing inspections is a line management responsibility; however, members of the WSST should be included in these inspections. WSSTs can also contribute to the scheduling of inspections. Inspections



LANL's VPP received merit certification from the Department of Energy in 2011.

are to be performed monthly with the entire work area being addressed quarterly. If certain buildings/areas are not included during inspections, then document the reasons why. Identify “big hitters” for trending and report these items to the WSST. Employee/WSST participation in inspections should be documented.

Trending

Perform trending on data collected from inspections, injury investigations, reported safety issues/concerns, and behavior based safety observations. Human performance practitioners may provide useful input to this process also. Trending efforts should be communicated to employees within the organization (charts can be posted on the homepage or on local bulletin boards, etc.). Copies of the charts/information are helpful in the Voluntary Protection Program annual evaluation.

Safety Improvement Plan

Using the trending data, current safety and security goals and objectives, and VPP self-evaluation results, work with your management to update the organization’s Safety Improvement Plan (SIP). Progress on the SIP milestones should be tracked and reported to the employees within the organization. Note: SIP goals and objectives can change during the year, and should be communicated as they occur. SIP goals and objectives should be posted in strategic areas and on the homepage. Ensure there is a direct relationship between the trending data and the goals and objectives, and that the goals and objectives are measurable, and that closure is documented in the VPP file.

Behavior Based Safety (BBS) and ATOMICS

The BBS/ATOMICS trained observers should be sharing observation data and recommendations to mitigate trends at the WSST meeting, and their input should be included in the monthly WSST minutes. The WSST should be identifying and implementing corrective actions to decrease at-risk behavior and increase safe behaviors.

Human Performance Improvement (HPI)

Implement human performance concepts, principles, and tools into the various processes of the WSST. Focus activities on Learning Teams used to understand events and near-misses.

WSST Roles and Responsibilities

Directorate- or Division-Level WSST Chairpersons

Qualifications

An individual who is respected by his/her peers and has a passion for safety. This individual must have the endorsement of immediate management to perform the duties listed below.

Time Commitment

On average, participation requires 16-20 hours/month. More involvement/time may be expected because of major Voluntary Protection Program (VPP) events/functions. Tenure is addressed in each respective WSST charter.

Position Responsibilities

- Update personal employee position description (in PerforM) to include WSST duties
- Prepare team agendas, conduct regular WSST meetings, and follow up on action items
- Act as the employee interface between your WSST, your management, and the VPP Office
- Attend (or ensure a representative from your organization) attends the Institutional WSST meetings, and the quarterly All-WSST workshops
- Interface at least monthly with your organization's management champion
- In cooperation with the management champion, ensure that the team is fully staffed
- Ensure that meeting minutes are recorded and filed
- Help manage organizational-level recognition budget/certificates/Spot awards/LAAPs
- Participate in the annual VPP evaluation
- Promote and coordinate safety awareness events, e.g., WSST Fest, Meet and Greet, etc.
- Ensure that organizational-level Safety Improvement Plans (SIPs) are developed and communicated each year

- As appropriate, attend either the Region VI or the National Voluntary Protection Programs Participants' Association (VPPPA) Conference each year
- Ensure that the WSST charter is reviewed and updated as appropriate each year
- Ensure that the organization's safety web page is updated in a timely manner

Directorate- or Division-Level WSST Vice or Co-Chairperson

Time Commitment

On average, participation requires 12-16 hours/month. Tenure is addressed in organizational WSST charters

Position Responsibilities

- Attend the regularly scheduled WSST meetings
- Upon request, assist the chairperson in developing meeting agendas
- Represent and conduct the regular WSST meeting in the absence of the chairperson



Annual WSST Fest

- As listed in the chairperson's job description, assist the chairperson in his/her roles and responsibilities

Team Member

Time Commitment

On average, participation requires 8-10 hours/month. Tenure is addressed in organizational WSST charters.

Position Responsibilities

- Attend the regularly scheduled WSST meetings
- Represent your organization/facility/building and communicate safety activities/information to and from the organization
- Be an advocate for safety and help promote and participate in WSST activities
- Recruit non-WSST members to participate in WSST activities
- Be creative and have fun

Qualities of an Effective WSST Member

- Has genuine interest in safety and security issues
- Is familiar with general safety and security systems and procedures
- Consistently demonstrates safe and secure work behaviors
- Has safety-related knowledge that could be helpful to the organization
- Is willing to report safety and security concerns
- Is willing to point out unsafe work behaviors to co-workers
- Is willing to listen to other employees' safety and security concerns
- Can devote ample time to the WSST
- Is a team player
- Is willing to play an active role in safety and security awareness

WSST Chairperson Checklist

Employee Name: _____ Z # _____ Org: _____

The purpose of this checklist is to assist newly assigned WSST chairpersons of their roles and responsibilities, as the chairperson and organizational focal point for the LANL Voluntary Protection Program.

WSST Chairs: It is recommended that you complete this checklist within the first four weeks of your assumed duties as the WSST chair. Completion of the checklist will be documented with your signature and completion date at the bottom of the form. Submit a copy of the signed checklist to the Voluntary Protection Program (VPP) office (MS K491).

- ____ Participate in a “turn-over” meeting with the previous chairperson
- ____ Read the DOE Voluntary Protection Program, Part I: Program Elements
- ____ Read the DOE Voluntary Protection Program, Part IV: Onsite
- ____ Review VPP Criteria
- ____ Review your organizational-specific WSST charter
- ____ Review the Institutional Worker Safety and Security Team (IWSST) charter
- ____ Review the VPP homepage
- ____ Conduct first organizational WSST meeting
- ____ Attend an IWSST meeting

Employee Signature

Date Completed

Institutional Worker Safety and Security Team

The fundamental purpose of the Institutional Worker Safety and Security Team (IWSST) is to engage employees toward the goal of protecting employees and their families from injuries and illnesses, at and away from work. The Worker Safety and Security Teams are a means for employees, regardless of level of responsibility in the organization, to contribute to and promote continuous improvement in the safety and security programs. The ultimate vision is to prevent safety and security events and provide every employee an opportunity to work within a world class safety and security culture.

Function

The IWSST is empowered via this charter to:

- Solicit and encourage employee involvement in, and provide direction to, safety and security programs and awareness activities
- Develop and submit solutions to management for Laboratory-level safety and security issues
- Use safety and health data, such as injury/illness statistics, BBS observation data, and inspection results to eliminate at-risk behaviors and unsafe conditions



WSSTs work closely with the Voluntary Protection Program.

- Observation data is equally used to reinforce safe behaviors
- Serve as a communication liaison to the directorate-level WSST members and their managers

IWSST Composition

- The IWSST is championed by the Laboratory Director or designee and is chaired and vice chaired by individual contributors selected from nominations by the WSSTs
- IWSST membership is composed of the chair and vice chairperson, the AD-level WSST chairpersons or designees, and a union representative. All AD-level team members have an alternate to act in their absence
- These members are the “voting members” of the team
- Other non-voting representatives include the VPP Office Leader, safety and security subject matter experts (SMEs), a behavior based safety SME, an executive administrator, the ESH&Q AD, and other senior managers who attend the meetings
- IWSST meetings are open to all employees

IWSST Administration

Team Quorum Requirements

- The IWSST will meet at least monthly. An annual schedule will be published and issued by the team executive administrator at the beginning of each fiscal year
- A working quorum will consist of 75% of the membership. Quorum attendance will be so noted in the minutes. Process/program directions and issue resolutions are passed by a majority vote of the working quorum
- Approved meeting minutes are published on the WSST home page

Administrative Requirements

- The employee chair and vice chairperson serve for a period of 12 months and should not serve as an organizational WSST chair during their tenure as IWSST chair or vice chairperson. The IWSST chair and vice chairpersons are to be individual contributors

- The Chair and Vice Chair are elected annually (the Chair in December, the Vice Chair in January) via an email vote. There is one vote per organization with voting rights
- The Chair and Vice-Chair will be elected separately. Any IWSST member may be elected Chair, including the current Chair, if they choose not to withdraw from the election. Any WSST member (of any WSST) may be elected as Vice-Chair, including the current Vice-Chair, if they choose not to withdraw from the election
- The IWSST charter must be reviewed annually. Any changes are communicated to the working quorum
- Actions and other issues must be followed up and documented in subsequent meeting minutes
- IWSST attendance is documented on a roster

IWSST Roles and Responsibilities

LANL Laboratory Director

- Champion of the IWSST
- Consult with the WSST chair, vice chair, and the VPP Office Leader to remove barriers and consider institutional requests
- Ensure management commitment for all WSSTs and associated activities

IWSST Chair

- Interface regularly with the Voluntary Protection Program Office
- Work with the VPP Office to prepare IWSST agendas, conduct bi-monthly IWSST meetings, and follow up on action items
- Act as the employee interface between the employees, senior management, and the VPP Office
- Participate in periodic “working meetings” with the WSST chairs
- Participate in the annual VPP evaluation
- Assist in the development of Laboratory-specific safety and security goals
- Promote and coordinate Laboratory-level safety awareness events, e.g., WSST Fest, WSST Meet-and-Greets, etc.

- Act as the “employee focal point,” coordinating responses to employee concerns that come to the IWSST
- Help ensure that the directorate-level Safety Improvement Plans (SIPs) are reviewed, updated, and communicated within each directorate on an annual basis
- As appropriate, attend either the Region VI or the National VPPPA Conference each year
- Ensure that the IWSST charter is reviewed and updated as appropriate each year
- Provide input to the VPP and WSST web pages
- Assist with the development of the annual DOE VPP Report
- Act as the liaison between organizational WSSTs and the IWSST
- Serve as mentor to the vice chairperson
- When tenure as the IWSST chairperson is complete, ensure a smooth transition is made to the new chairperson and also interact as an advisor to the new chairperson

IWSST Vice Chairperson

- Act for the chairperson in their absence
- Act as liaison between the organizational WSST and the IWSST
- Serve for a term of 12 months

IWSST Meeting Minutes Administrator

- Record, publish, and distribute meeting minutes
- Maintain an attendance roster at the team meetings

ESH&Q Associate Director

- Co-Champion the IWSST
- Serve as an advisor and liaison between the IWSST and the ESH&Q organization

IWSST Team Members

- Attend at least 75% of the IWSST meetings (send a designee when unable to attend)
- Provide for “two-way” communication between the employees you represent and the IWSST

- Attend safety educational/awareness sessions
- Complete actions assigned in a timely manner

Voluntary Protection Program Office Leader

- Keep the IWSST apprised of projects/activities/programs (VPP Path Forward) directed by the program office
- Provide appropriate learning/educational opportunities for members
- Mentor the chair and vice chairperson of the IWSST to ensure the integrity and viability of the team

BBS/ATOMICS Subject Matter Expert

- Provide technical direction to the BBS process at the Laboratory (ATOMICS is the application of behavior based safety)
- Strategize with IWSST to incorporate BBS concepts and principles into the VPP process
- Report the trends of observation data and recommend action plans

Notes

