



SAFETY MANAGEMENT



OBJECTIVES

- To better prepare you for your role in Safety Management as a member of the State government team
- To familiarize you with techniques used to manage risk
- To familiarize you with basic terms used in Safety Management
- To demonstrate the connection between Risk Management activities and your agency









Safety as Insanity

- Insanity defined is:

**“doing what you have always done
and expecting different results”**

- This is “traditional safety”
- Therefore, are we all nuts?

The Risk Management Process



- Identify loss exposures (hazards)
- Analyze and measure hazards
- Examine Risk Management techniques
- Implement the RM techniques
- Monitor the results



Risk Management Techniques

- Avoidance
 - abandonment
- Control
 - Prevention (lower frequency)
 - Reduction ((lower severity)
 - Separation
 - duplication
- Transfer
 - Non insurance contractual transfer
 - insurance



Definitions: Risk Identification

- Identifying potential causes of loss (hazards) to the people and property under the control of your agency



Risk Identification

Loss exposure:

- condition or situation presenting the possibility of experiencing a loss



Risk Identification

Loss:

- any reduction in value of assets
- a decrease in the ability to earn money
- injury to a person



Definitions: Risk Assessment

- Analyzing and evaluating the potential for injury to employees, damage to property, loss of business and financial consequences if a loss occurs
- Monitoring the financial impact of losses



Definitions: Risk Control (Loss Prevention/Loss Control)

- A two part function to reduce the frequency and severity of losses:
 - Loss Prevention/Safety=Managing the work environment to prevent losses from occurring (impacts frequency)
 - Loss Control=Mitigating the cost of losses if they do occur (impacts severity)



Definitions: Near-Miss Incident and Accident Investigation

- Process of determining loss causation for the purpose of:
 - Identify information allowing for the development of programs that can prevent future incidents or accidents (frequency)
 - Identify information necessary for managing potential claims (severity)



Definitions:

Near-Miss Incident, Accident, Claim

- Near-Miss Incident: an unexpected, unintended, undesirable event that *does not* result in financial loss or bodily injury
- Incident/Accident: an unexpected, unintended, undesirable event *that does* result in financial loss and/or bodily injury
- Claim:
 - Liability: a formal monetary demand by a third party as a result of bodily injury or property damage
 - Property: damage to State owned property.



Claims Management State Risk Management's Role

- Establish a claim file
- Assess the claim for damages
- Review with AG
- Establish reserves
- Update reserves if necessary
- Communicate with all involved parties
- Manage claim to closure including payment or denial



Definitions: Risk Finance

- The means of addressing potential losses in a cost effective manner to financially stabilize the organization



Programs

State Agencies and Higher Education

- Property: (Insured/Self-Insured)
 - Equipment Breakdown
 - Business Interruption
 - GRDA
 - OMPA
- Fine Arts (Insured)
- Aviation Hull and Liability (Insured)
- General Liability (GTCA) (Self-Insured)
- Business Auto Liability (GTCA) (Self-Insured)
- Specialty Vehicle Damage (Insured)
- Out of State Liability (Insured)
- Foreign Liability (Insured)
- Employee Dishonesty (Insured)







Methods of Identifying and Analyzing Loss Exposures Internal

- Common Sense
- Review Agency Internal Documents
- Analysis of losses, incidents and near misses
- Questionnaires/checklists
- News Media
- People



Internal Inspections (Formal)

- Check lists
- Identify responsible party
 - Managers
 - Supervisors
- Establish time frame
- Review
- Action steps
 - Responsibility
- Follow-up
- Consequences







Internal Inspections (Informal)

- Walk through (Be an observer)
- Listen to others
- Meeting agendas
- Training

Methods of Identifying and Analyzing Loss Exposures External



- Experiences of peers, and other outside businesses and industries (Best Practices)
- Current events, trends, and issues
- Geographic and regional issues
- Consultants and other experts
- Others



Loss Analysis

- Every loss causing event has two dimensions:
 - How expensive? (loss severity)
 - How often? (loss frequency)



Loss Severity

- How severe have these losses been ?
- How severe are they likely to be over the next ...years?



Loss Frequency

- How often?
 - Has it occurred in the past?
- How likely?
 - Will it occur in the future?



Safety Is More Than "Common Sense"

- Knowledge of operational risk, hazards and their potential severity
- Understanding how behavior leads to accidents
- Learning to recognize behavior that results in incidents
- Incorporating behavioral analysis into incident investigation



Safety Program Best Practices

- Raise safety awareness through staff commitment
- Utilization of outside influences
- Variety of promotional and incentive techniques to accept safety as a “value”
- Improved safety training
- Employee involvement

Elements of Successful Programs



- Management Commitment
- Better employee selection
- Educate employees in their safety role
- Positive interaction with employees

Elements of Successful Programs



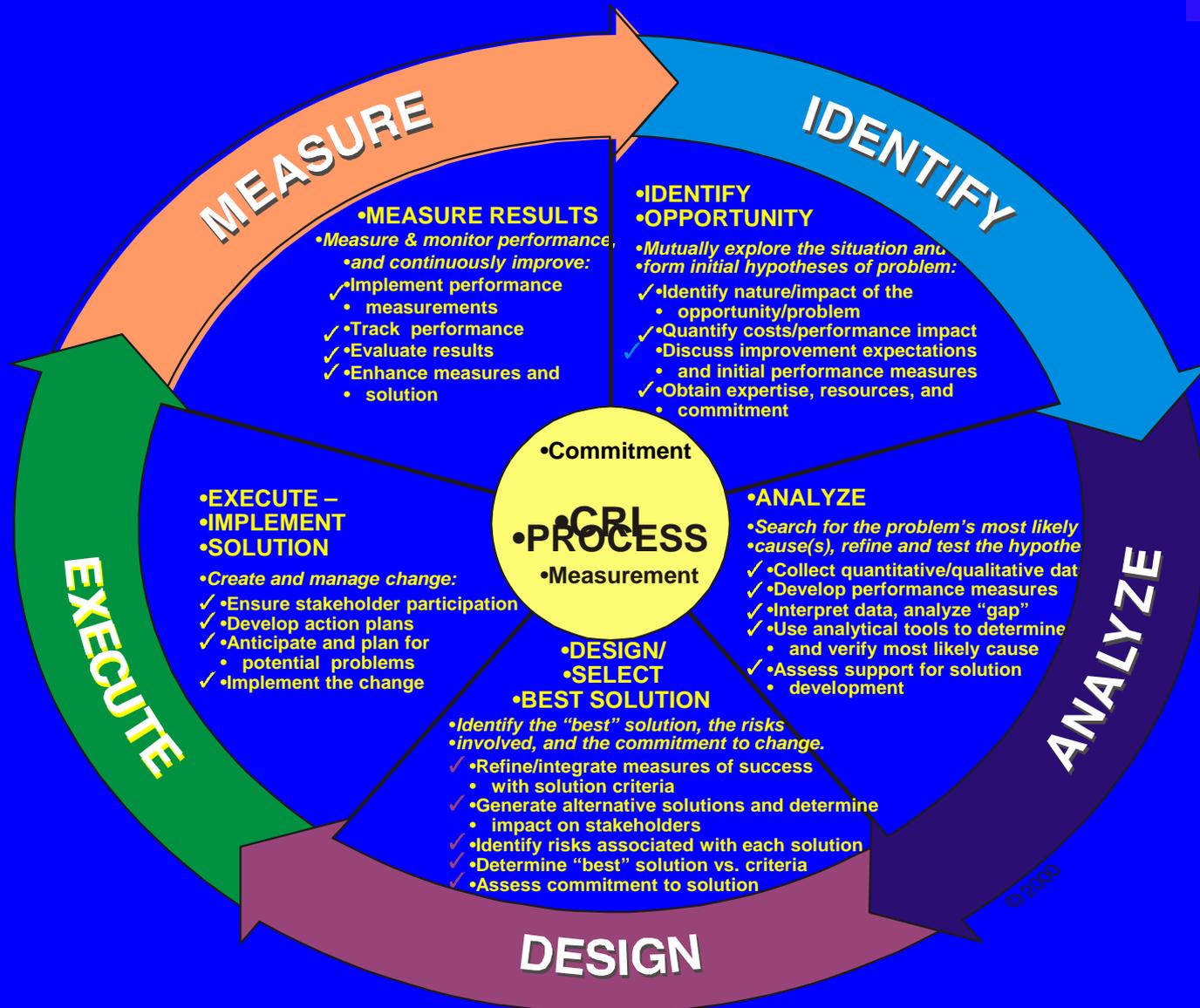
- Better housekeeping
- Use of personal protective equipment
- Improve work environment
- Lower turnover and absenteeism



Safety Program Obstacles

- Overload
- Budget Constraints
- Risk Perception
- Consequences
- Attitudes

CONTINUOUS RISK IMPROVEMENT PROCESS





Overcoming the Obstacles

- Recognize hazards
- Develop programs to manage hazards
- Implement programs in a timely and effective manner



Priority Planning

- Make a compelling case relative to
 - Risk
 - Consequences or severity
 - Probability
- Cost of making change
- Benefits of making change



Identifying Actions

- Data Analysis to measure progress
 - Incident/Accident Reporting and Investigation
 - Inspections, Surveys
 - SRM Claims Reports
- Property Inspections
- Roof Inspections
- Safety Rules
- Employee Orientation
- Identifying Priorities



Loss Prevention is a reflection of your organization's philosophy towards safety at all levels of management and staff.

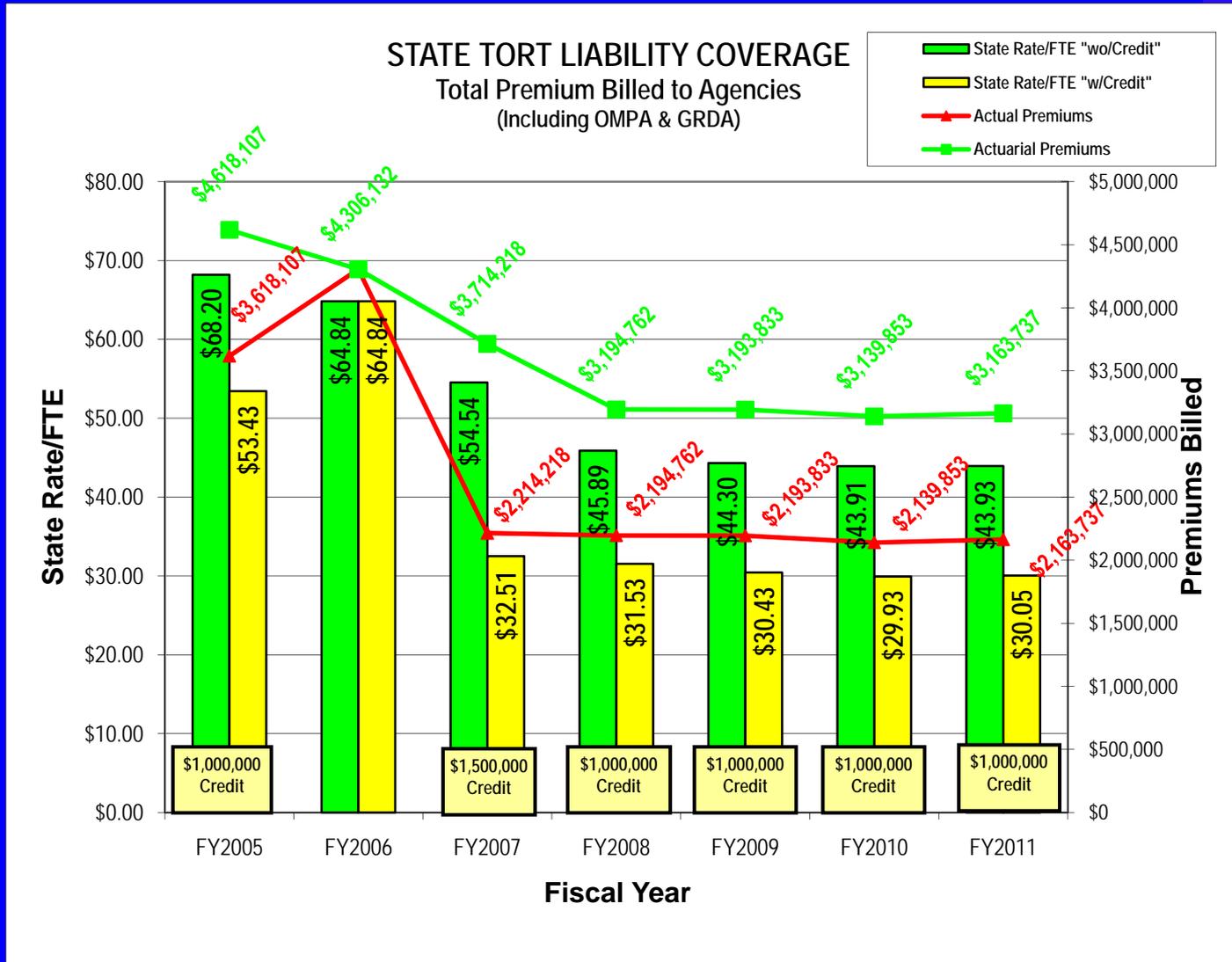


Workplace Safety

- Begins at home with you
- Requires executive management commitment
- Needs a plan of action
- Meets specific organizational needs
- Requires assigned responsibilities
- Monitor and measure accountability



- Loss prevention and loss control programs will reduce potential liabilities your agency faces
 - if they are tailored to meet your needs
 - properly communicated to all levels of your agency
 - have assignable duties up and down the organizational ladder
 - priority of executive management



Zero Losses=Ultimate Goal



Compliance=First Step

- Education
- Engineering
- Accountability



Public Employee Occupational Safety & Health



Japan Tsunami

- <http://www.bbc.co.uk/go/em/fr/-/news/world-asia-pacific-12725646>



- We always seem to fall back on what we are comfortable with!
- Traditional safety (insanity)!



Your Safety Leadership

- RM Director, Manager/Coordinator
- Safety Committee
- Leadership (managers, foreman, etc.)
- ODOL
- Compsource Oklahoma
- Oklahoma Safety Council



Vehicle Liability





- Investigation
 - Obtain law enforcement report
 - Investigate all aspects of the incident to determine the true cause
- Communication
 - Report to SRM immediately
 - Assist the employee and others
- Control
 - Mitigate further loss through policies and procedures
- Coordination
 - Locally with SRM