SAFETY NOW

STATE OF SAFETY TRAINING: MANUFACTURING POST COVID-19

EXECUTIVE SUMMARY

CONVENTIONAL INSTRUCTOR LED SAFETY TRAINING DOESN'T FIT THE NEW NORMAL

The disruption on manufacturing caused by COVID-19 has severe operational, social and financial consequences that is forcing manufacturers to rethink risk management, workforce safety protocols, manufacturing operations and contingency plans at the same time.

Traditional safety training, which utilized instructor-led resources to deliver a meeting/talk/toolbox talk in front of a lunchroom full of employees is in contradiction to public health guidelines that advise social distancing as a means to reduce the harm in a post-COVID-19 world.

Traditional training had already proven to be less effective over the last 5 years as engagement and retention rates were reduced due to the impact of smart phones and other distractions that competed for employees limited attention. As a result, safety KPIs like accident rates and the average cost of a workplace incident were on the rise.

COVID-19 didn't change safety training, but it put the need to transition to online safety training in the fast lane.

More efficient tools and processes exist for manufacturing that are also cost-effective. In a post COVID-19 world, this NEW method of training saves lives and bottom lines.

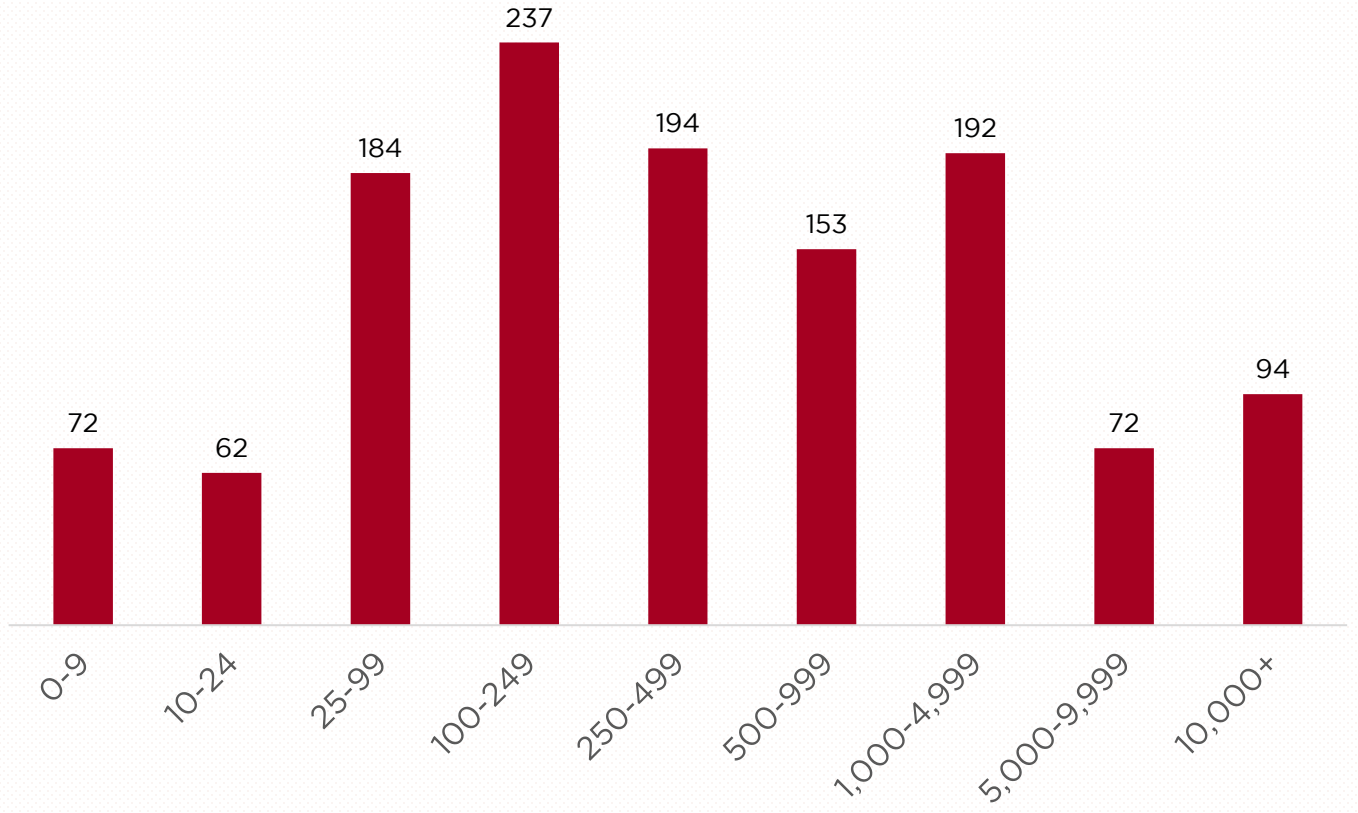
MANUFACTURING SURVEY

1. We surveyed 1,260 safety professionals in Q1 and Q2 of 2020
2. Most safety professionals have deep experience (77% have more than 5 years) and are deeply committed
3. 84% of companies have safety meetings at least monthly (34% have daily or weekly meetings)
4. The biggest challenges to safety training are 1) keeping employees engaged, 2) finding new sources of material and 3) communicating the value to management
5. 96.3% of safety professionals believe that blended learning is superior to any one format – the variety improves engagement, comprehension and retention
6. The most effective formats for safety meetings are instructor led presentations (60.5%) and employee stories/interactions (63.3%)
7. The most effective safety training formats outside of safety meetings are on the job safety interventions (74.6%), followed by online learning courses (40.6%)
8. Key factors for evaluating online training courses are modern images (83.9%), industry specific content (80.1%) and use of video (66.2%)
9. Over the next few years, online and mobile training will become more important

SURVEY
SAMPLE SPECIFICATIONS

The majority of respondents in this survey worked for companies with 100-249 employees, with almost all respondents having at least 100 employees.

The manufacturing sector employs some 17 million workers in the US and Canada, and is poised to be one of the hardest hit industries during the pandemic.



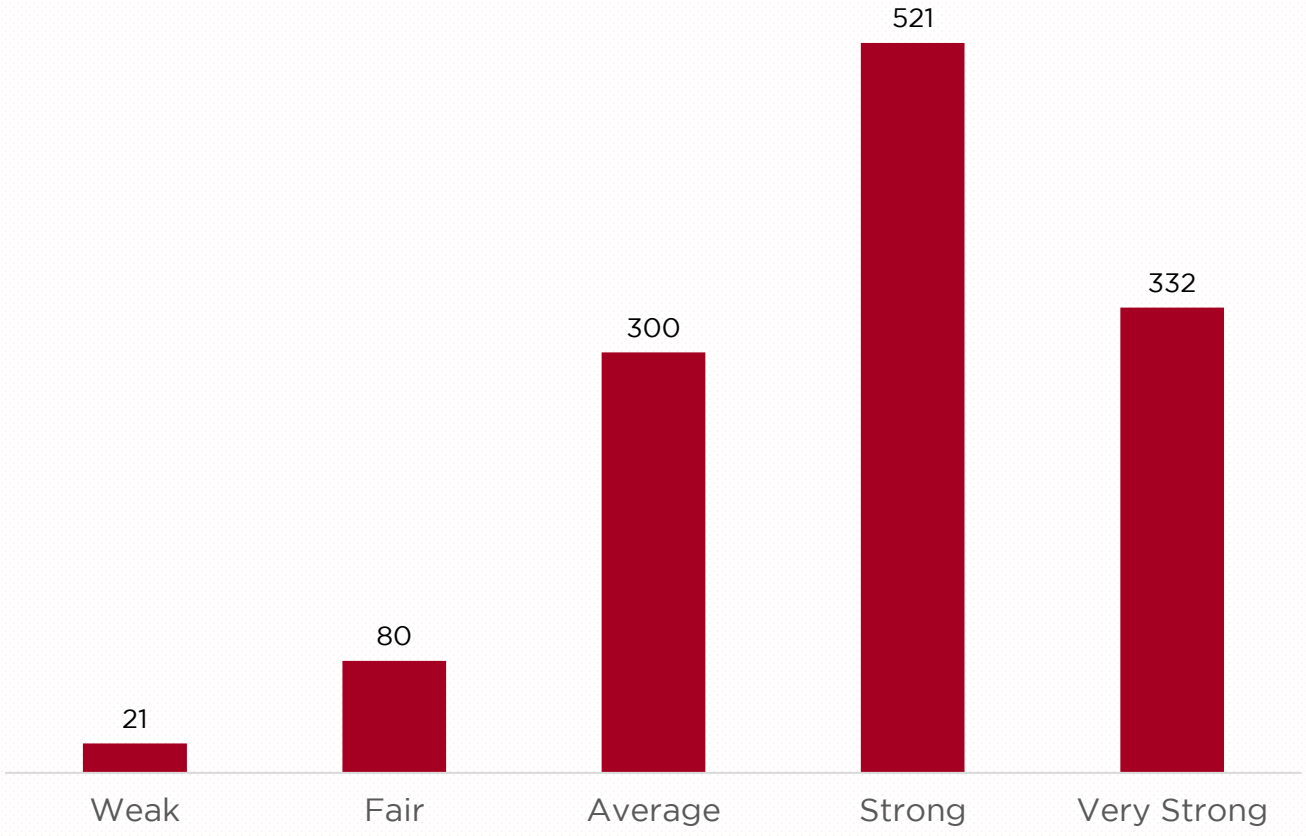
SURVEY
SAMPLE SPECIFICATIONS

Workers are looking to their leadership for support in staying healthy & productive.

Your ability to survive and thrive through the economic impact of the pandemic and future changes in demand are dependent on the ongoing health & productivity of your employees.

Besides your legal obligation under the General Duty Clause, it is also fiscally responsible as investments in safety and safety training yield an average 4-6x ROI.

Not surprisingly, Our respondents were mostly highly committed to safety at their company, with a strong interest in keeping workers safe and finding the best safety training practices.

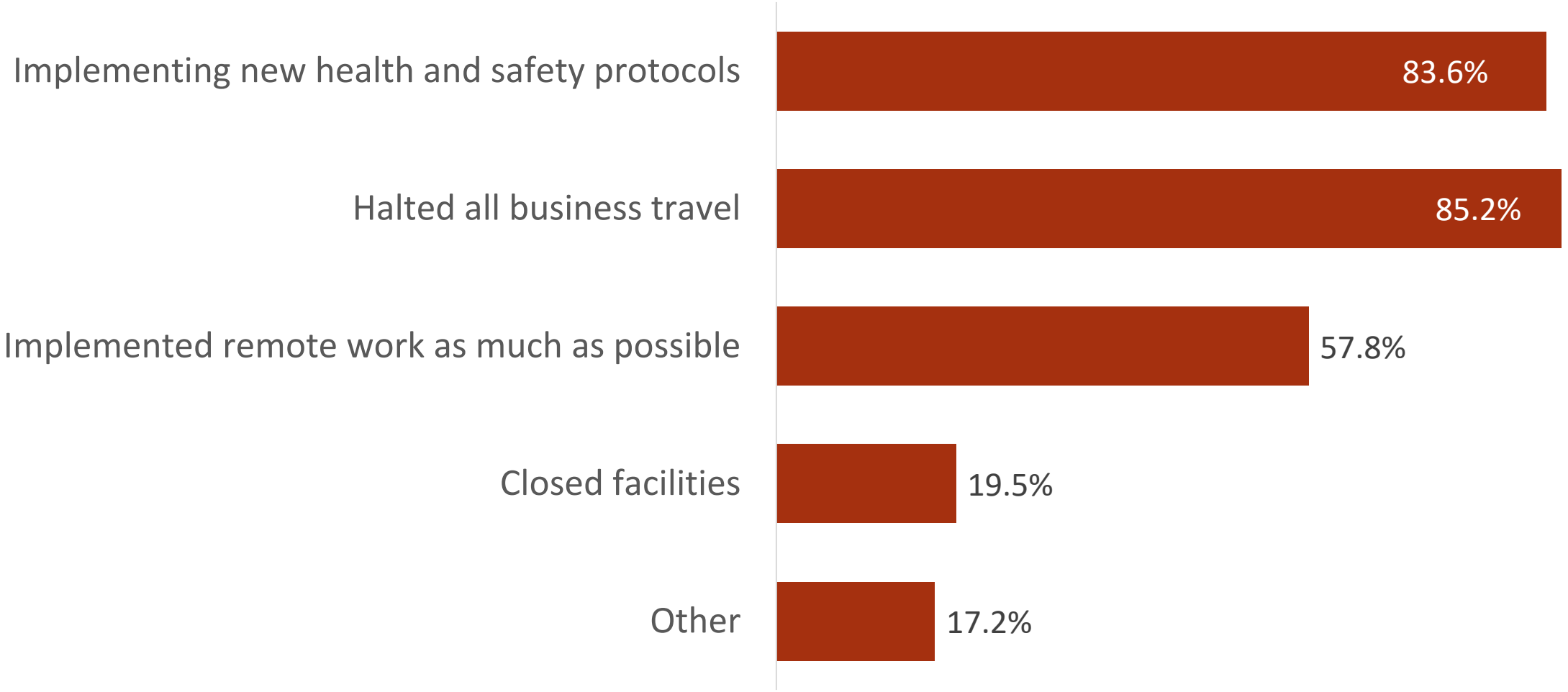


02 OPERATIONAL

SAFETY TEAM, PROGRAM & OPERATIONAL CHANGES POST-COVID

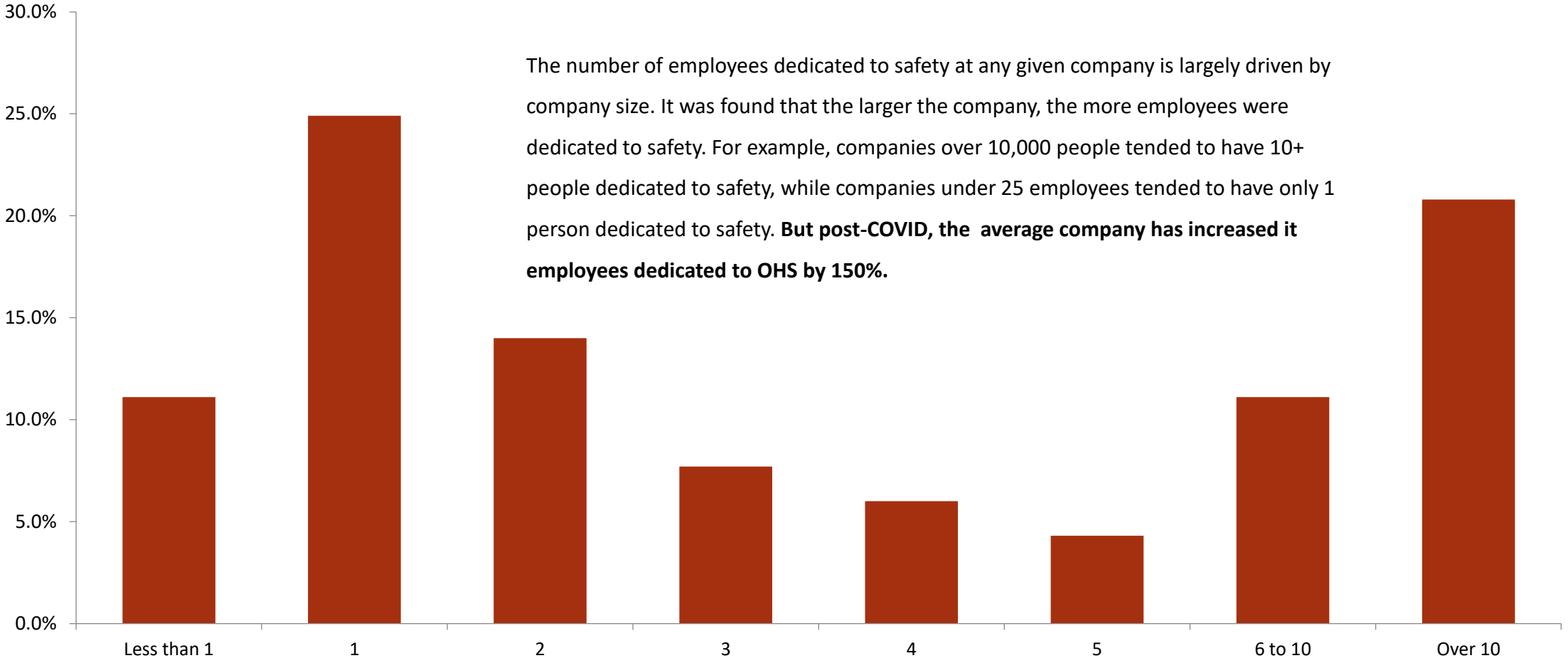
QUESTION

HOW HAVE OPERATIONS CHANGED POST-COVID?



QUESTION

HOW MANY EMPLOYEES ARE DEDICATED TO OHS?



The number of employees dedicated to safety at any given company is largely driven by company size. It was found that the larger the company, the more employees were dedicated to safety. For example, companies over 10,000 people tended to have 10+ people dedicated to safety, while companies under 25 employees tended to have only 1 person dedicated to safety. **But post-COVID, the average company has increased it employees dedicated to OHS by 150%.**

QUESTION

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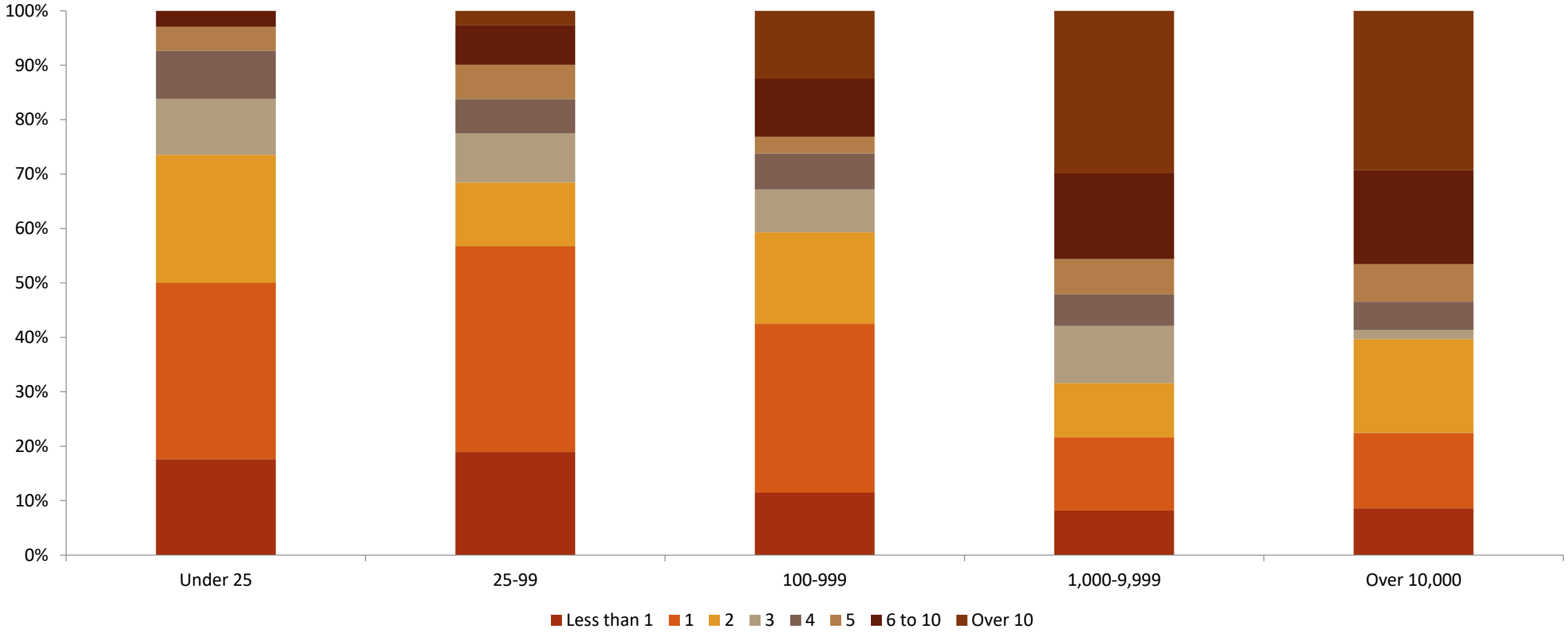
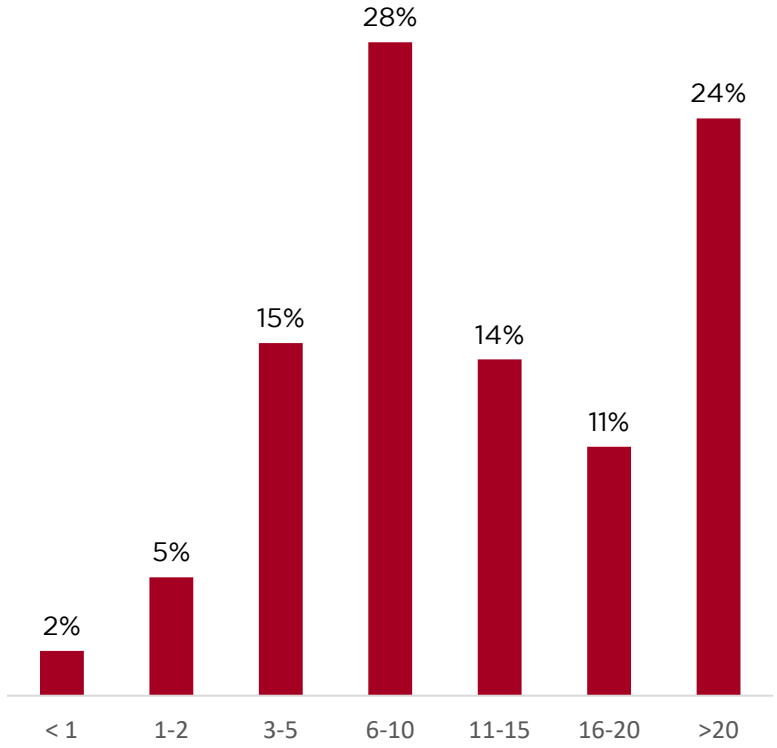


QUESTION

DESCRIBE THE ROLES & RESPONSIBILITIES OF YOUR OHS PEOPLE

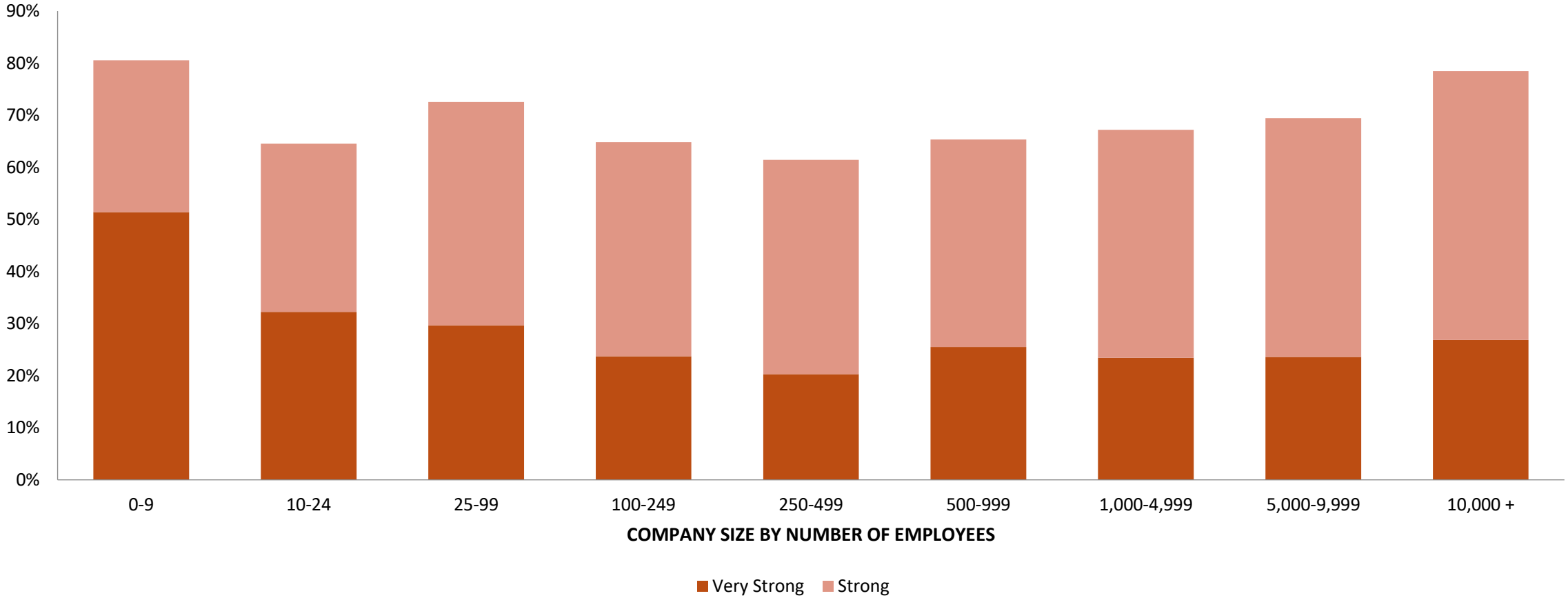
YEARS OF EXPERIENCE



RESPONSIBILITIES

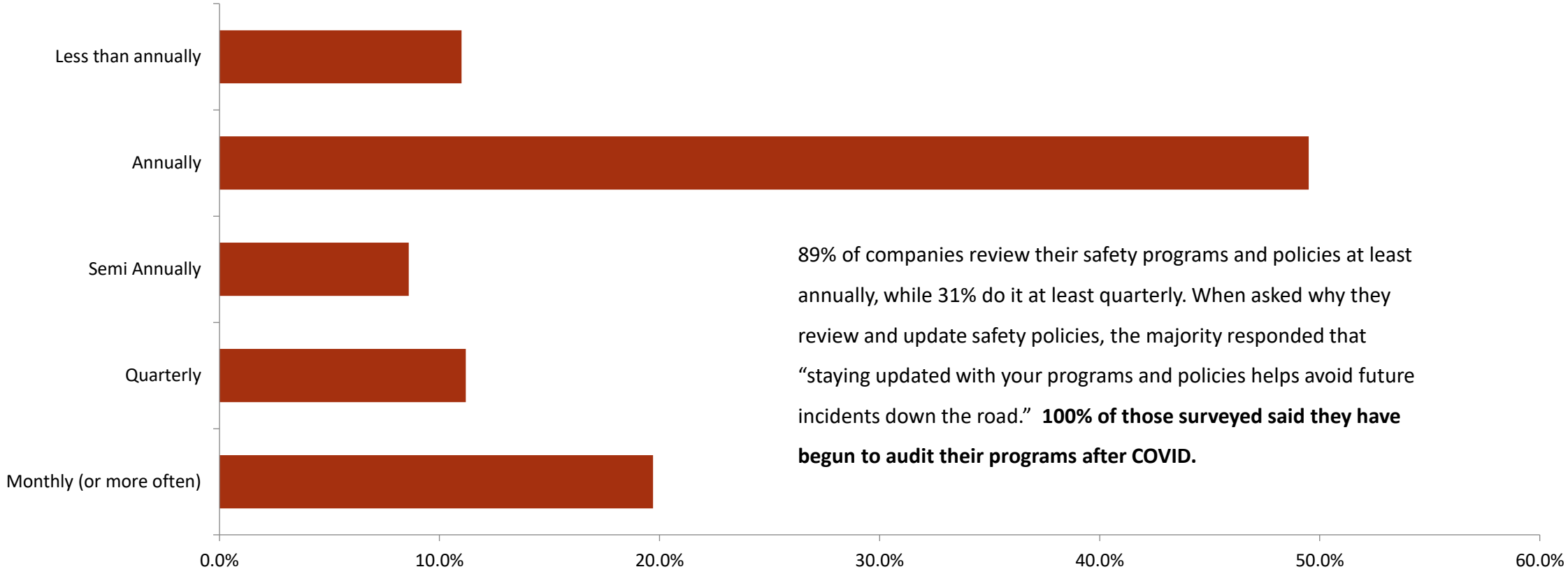
QUESTION

HOW COMMITTED ARE YOU TO OHS?



QUESTION

HOW FREQUENT ARE YOU REVIEWING & UPDATING YOUR SAFETY TRAINING?



89% of companies review their safety programs and policies at least annually, while 31% do it at least quarterly. When asked why they review and update safety policies, the majority responded that "staying updated with your programs and policies helps avoid future incidents down the road." **100% of those surveyed said they have begun to audit their programs after COVID.**

DID YOU KNOW?

AVG Direct Cost Of A Workplace Accident According To The National Safety Council

$38,000

AVG Indirect Cost Of A Workplace Accident According To The National Safety Council

$192,000

Significant Injuries Per Workplace Accidents & Incidents

1 in 35

Non-fatal Workplace Injuries Per 100 FTE

3

Daily Workplace Fatalities in North America

16

Rates of Deaths per 100,000 Workers in North America

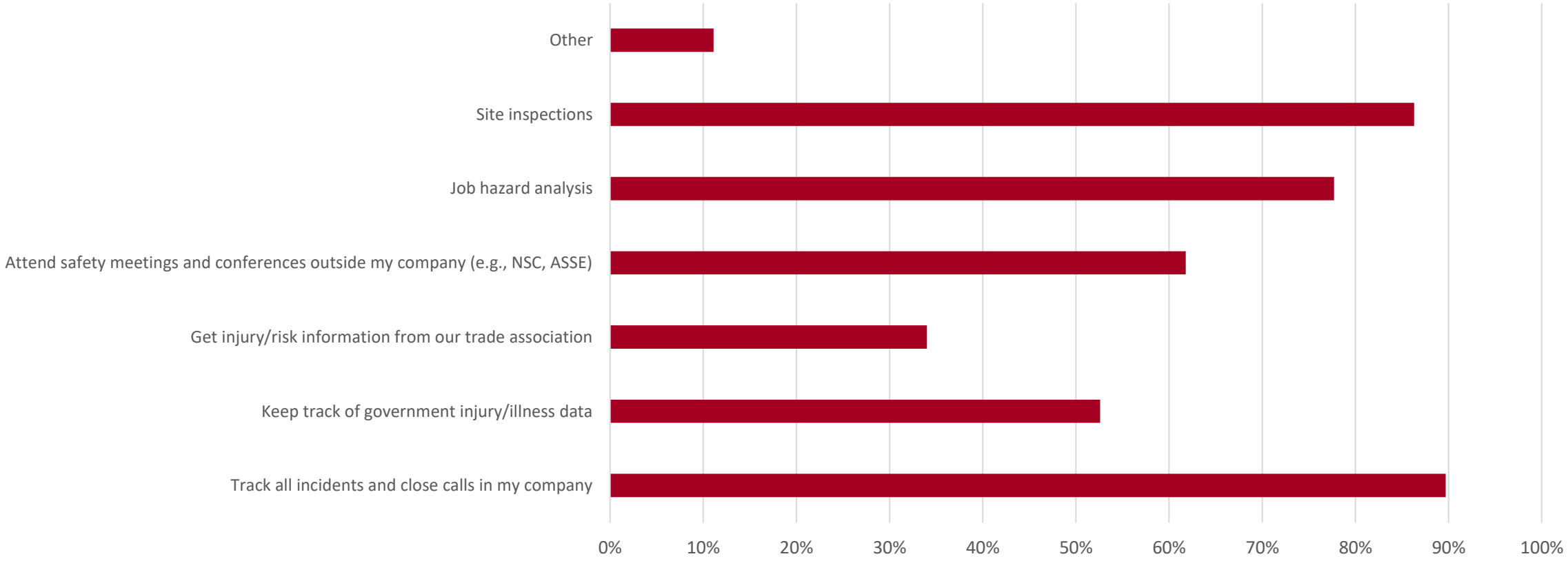
Increasing

03 STATISTICS

CURRENT MANUFACTURING SAFETY KPIS AS RECORDED

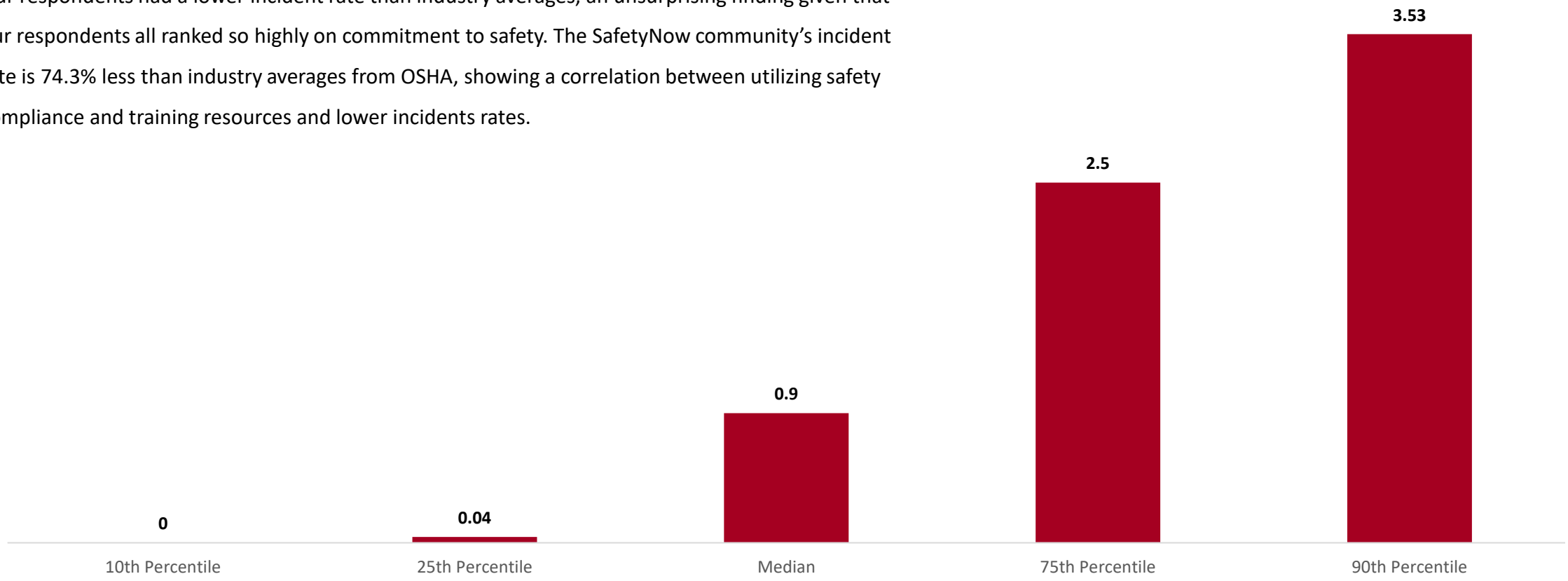
QUESTION

HOW DOES YOUR COMPANY MONITOR WORKPLACE RISKS?



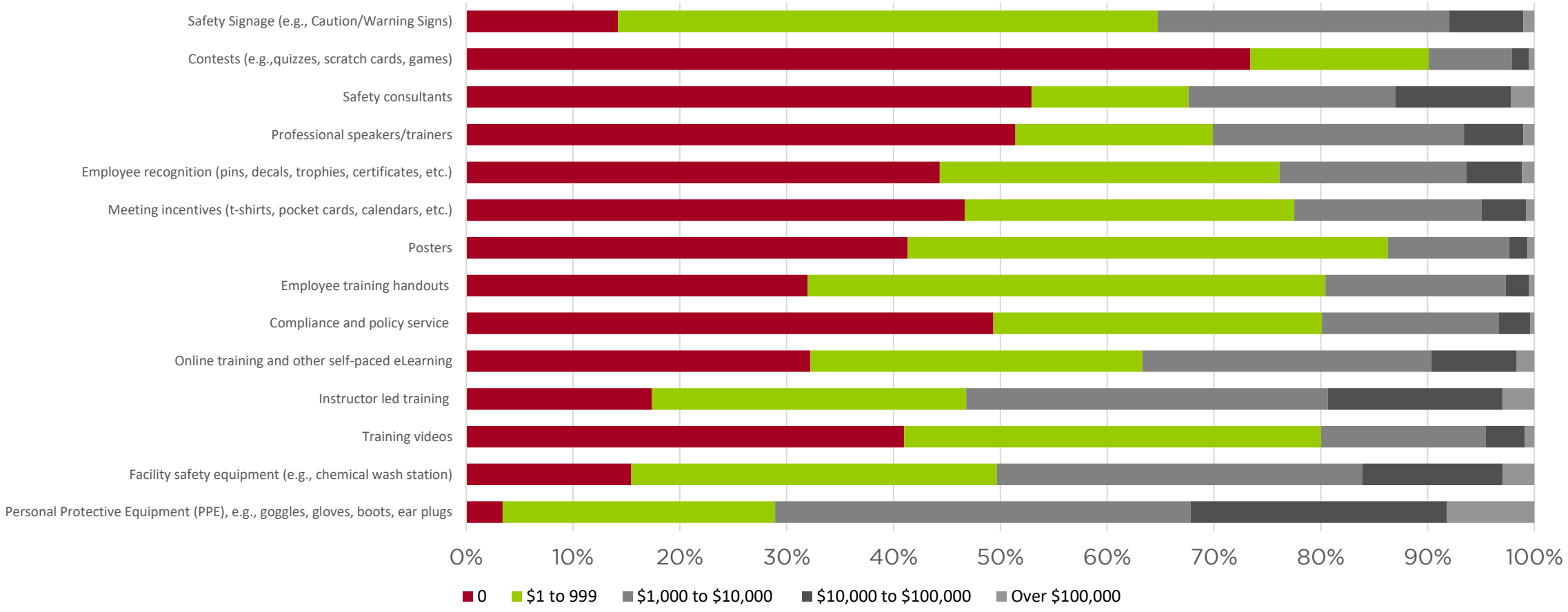
QUESTION
WHAT ARE YOUR RECORDABLE INJURY RATES?

Our respondents had a lower incident rate than industry averages, an unsurprising finding given that our respondents all ranked so highly on commitment to safety. The SafetyNow community's incident rate is 74.3% less than industry averages from OSHA, showing a correlation between utilizing safety compliance and training resources and lower incidents rates.



QUESTION

WHAT INVESTMENTS ARE YOU LOOKING TO MAKE IN OHS?

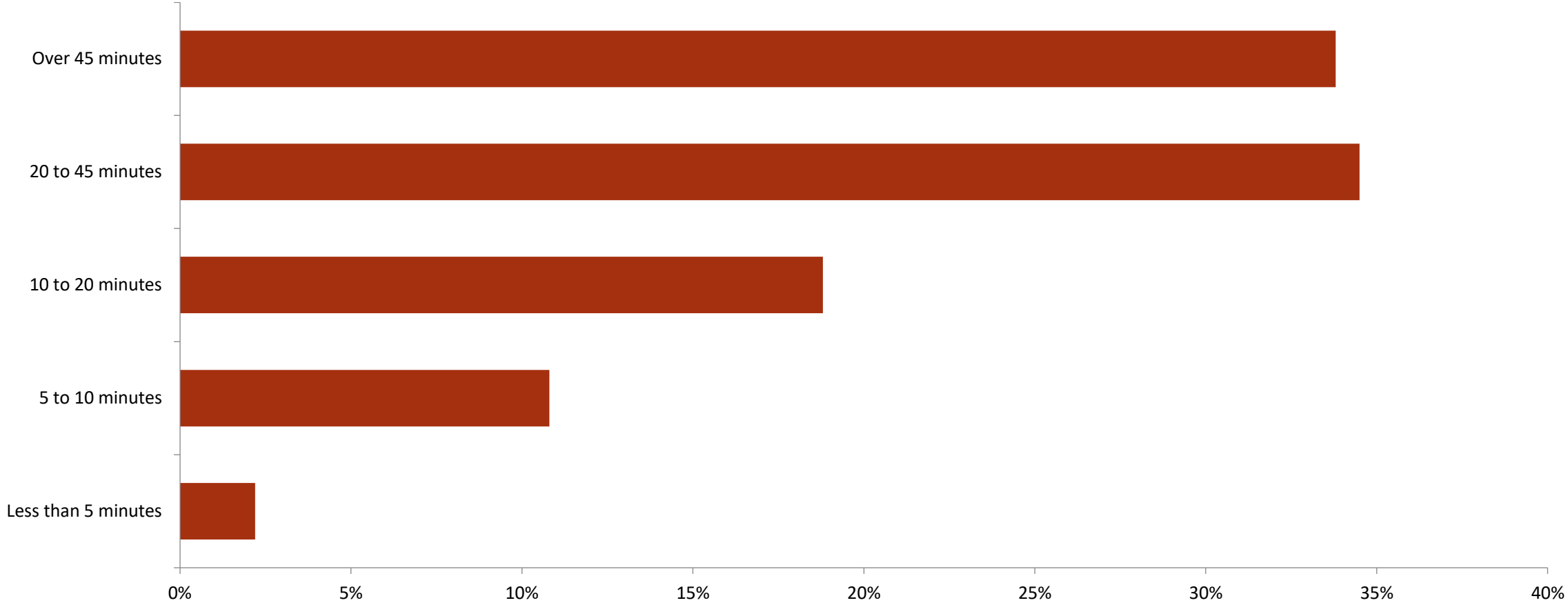


04 TRAINING

PRE-COVID-19

QUESTION

HOW LONG ARE YOUR SAFETY TRAINING MEETINGS?



SafetyNow

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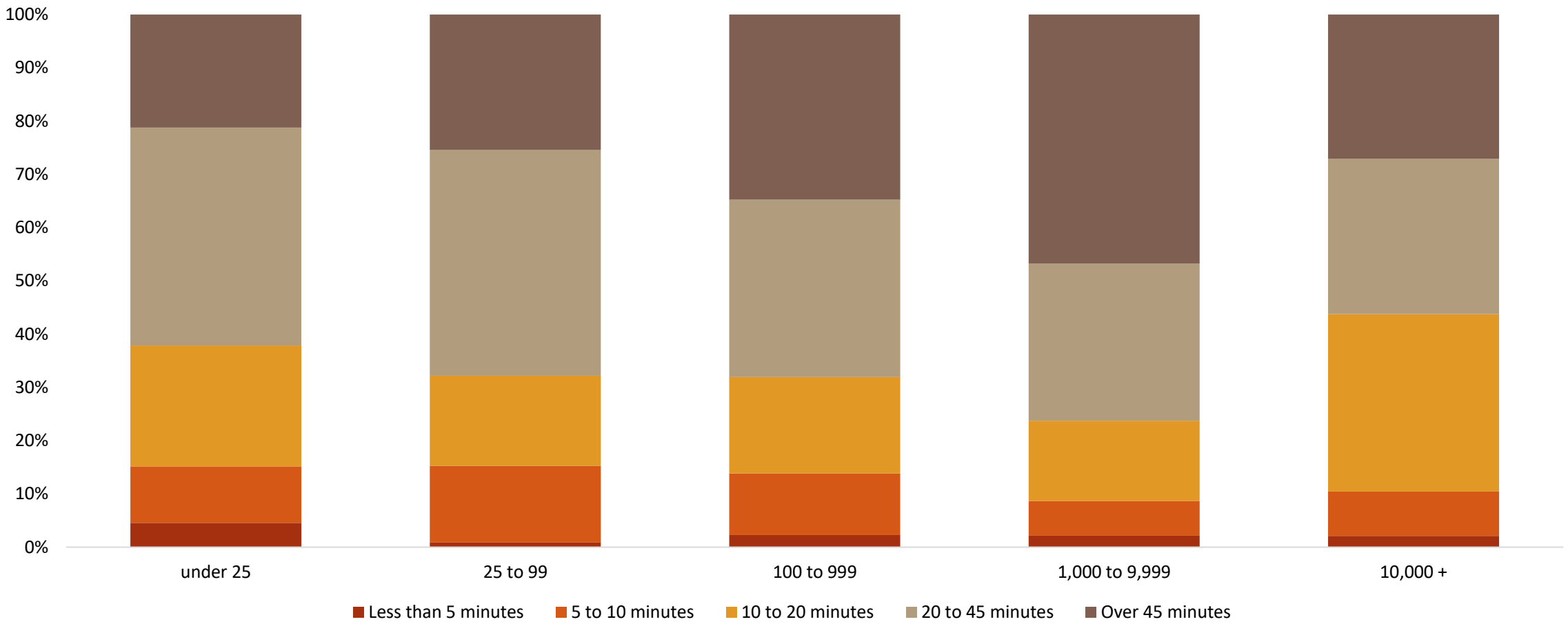
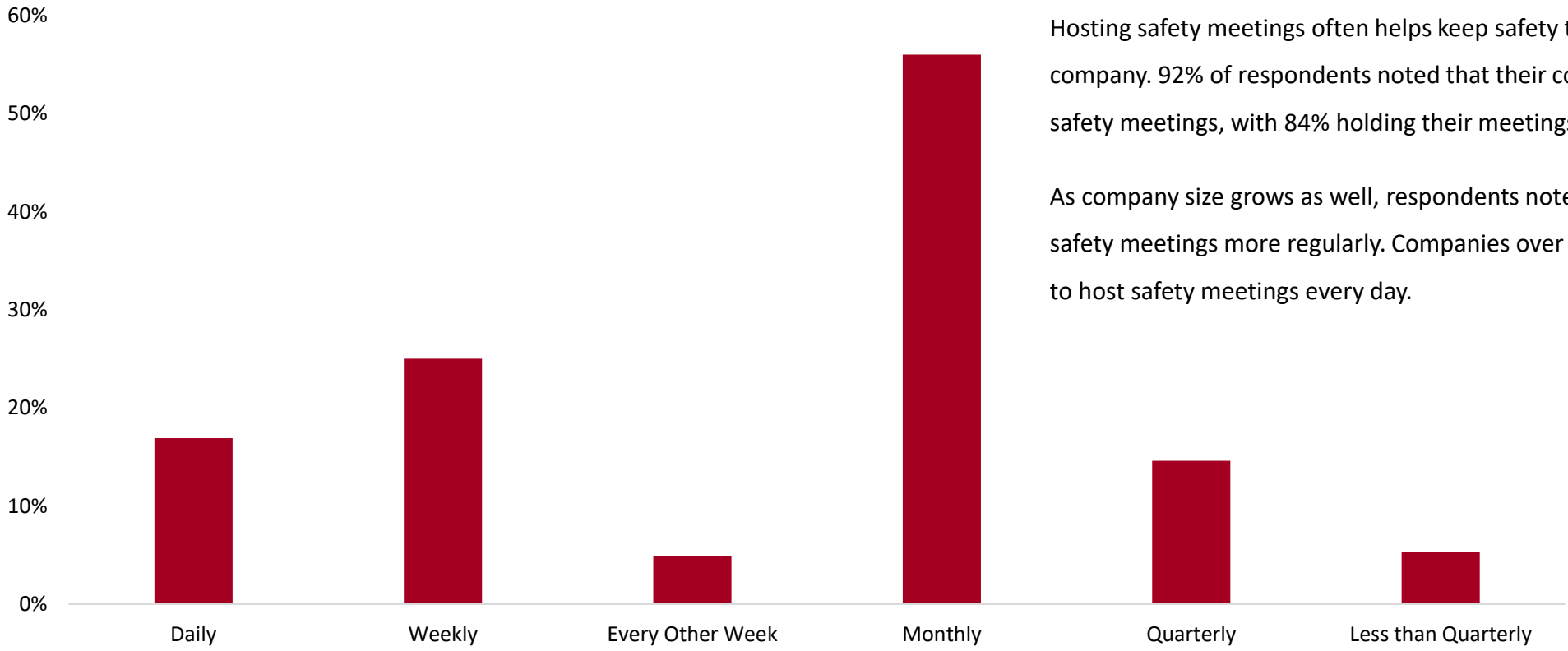


QUESTION

HOW FREQUENT ARE YOUR SAFETY TRAINING MEETINGS?

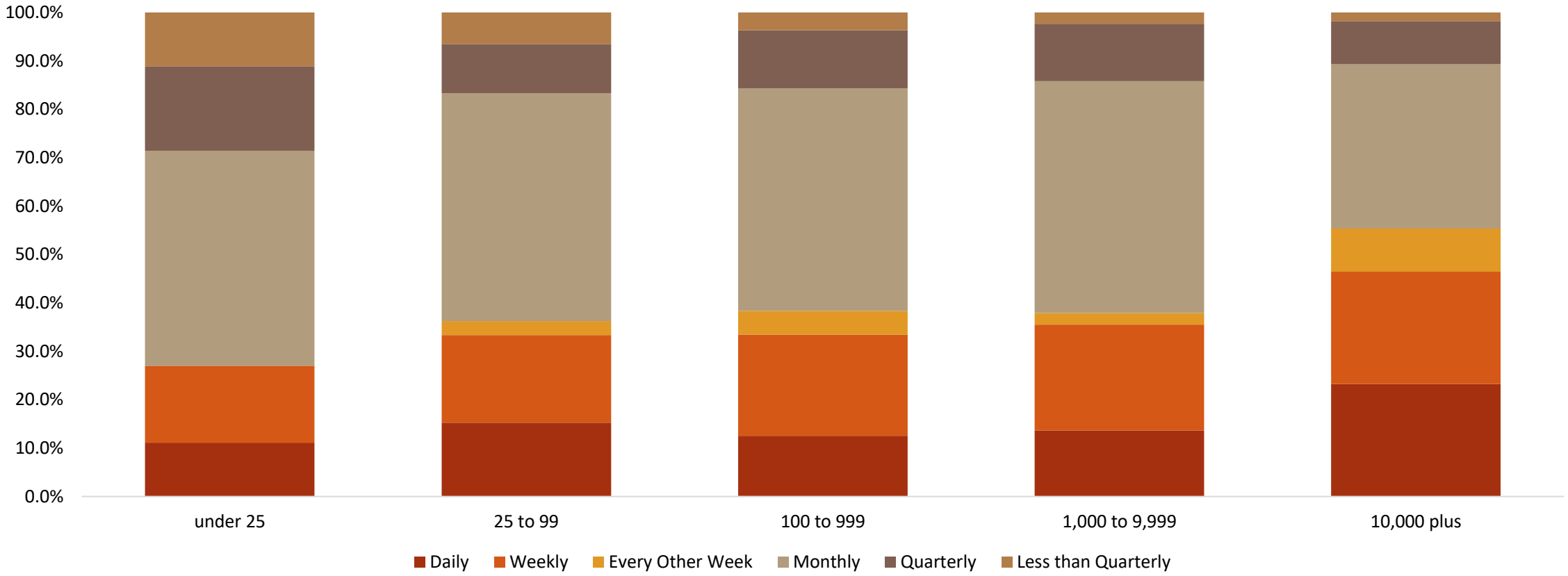


Hosting safety meetings often helps keep safety top-of-mind at your company. 92% of respondents noted that their companies hold regular safety meetings, with 84% holding their meetings at least monthly.

As company size grows as well, respondents noted that they host safety meetings more regularly. Companies over 10,000 are 20% likely to host safety meetings every day.

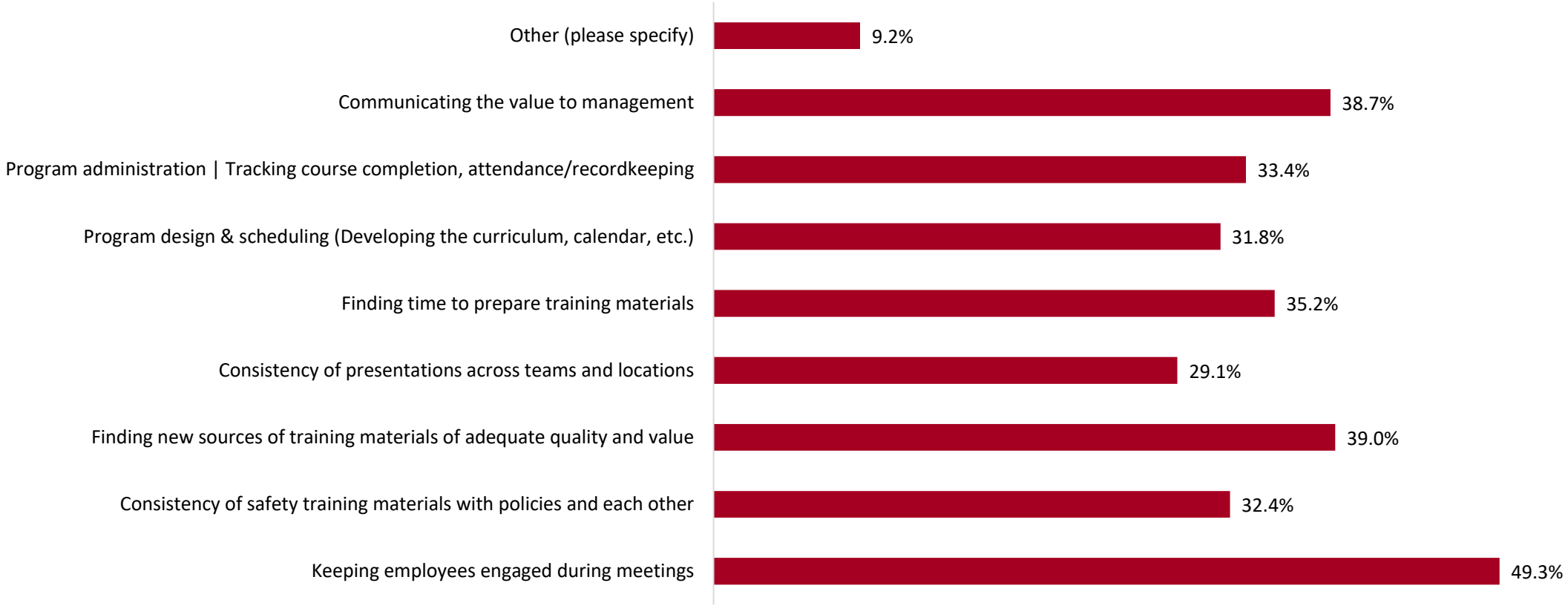
QUESTION

HOW FREQUENT ARE YOUR SAFETY TRAINING MEETINGS?



QUESTION

WHAT ARE YOUR BIGGEST SAFETY TRAINING CHALLENGES?



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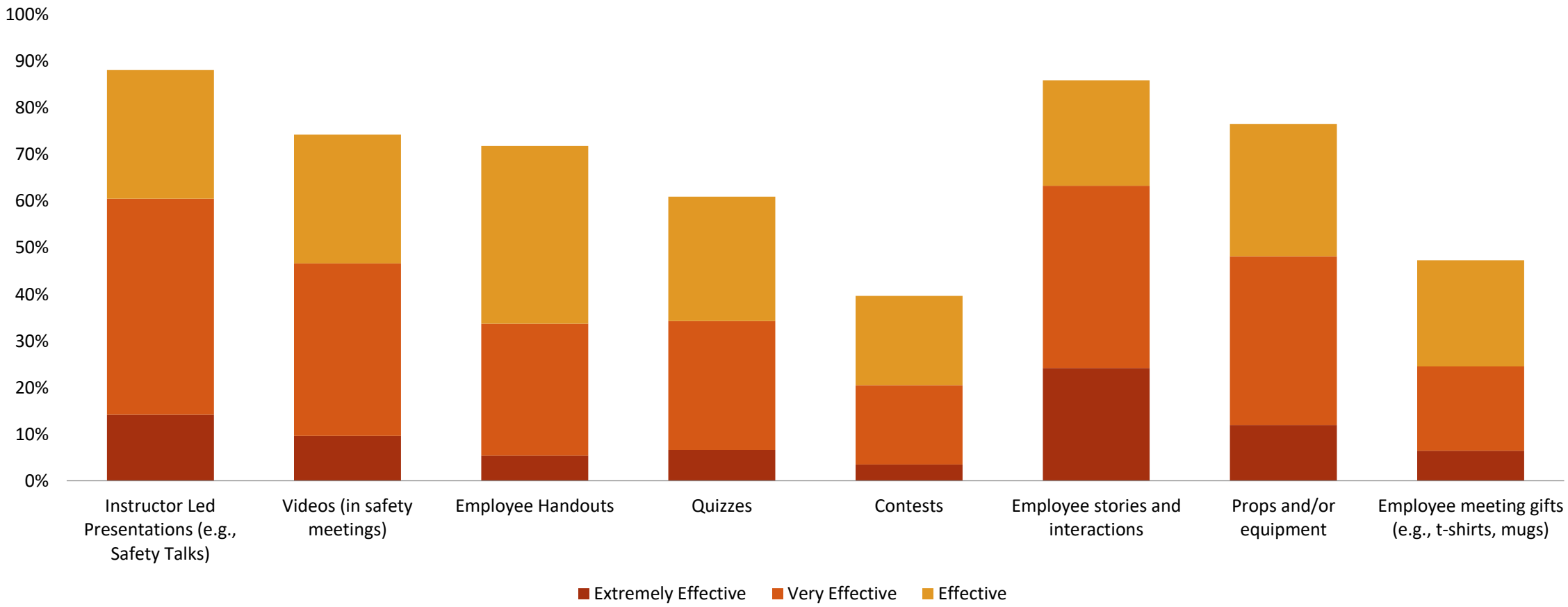
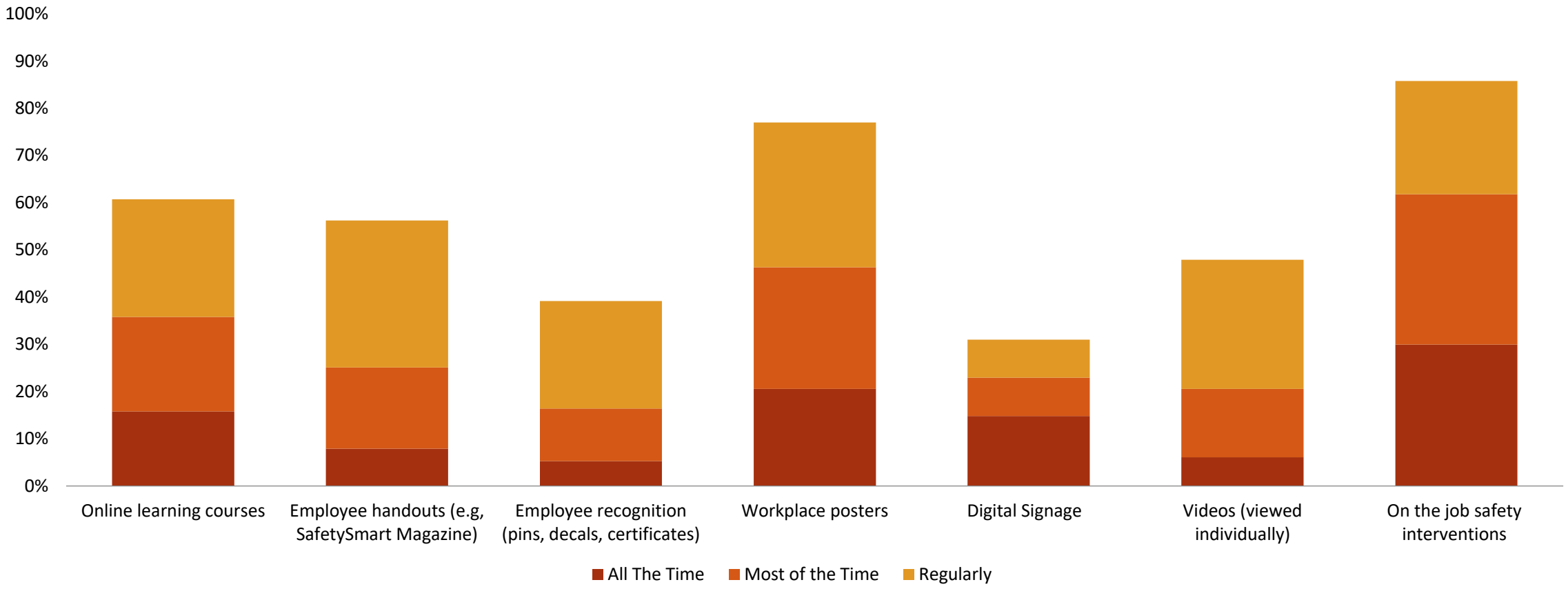


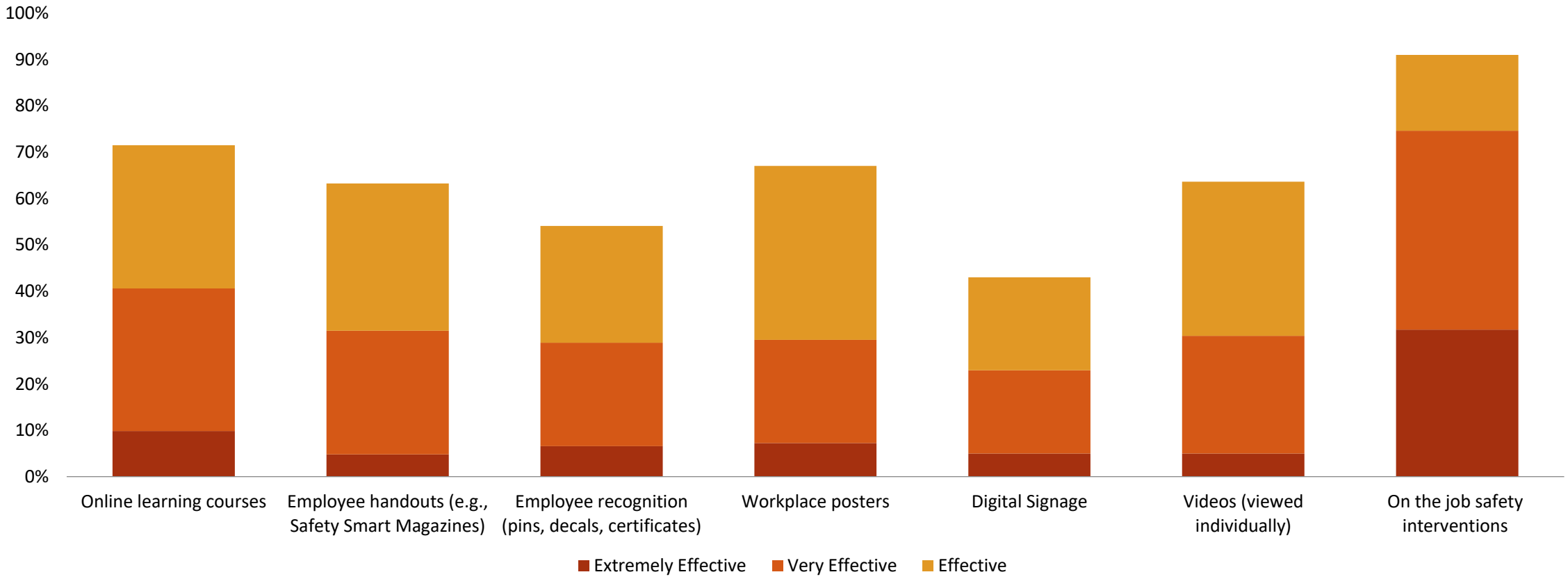
QUESTION

WHAT TOOLS ARE YOU USING OUTSIDE OF YOUR SAFETY MEETINGS FOR TRAINING?



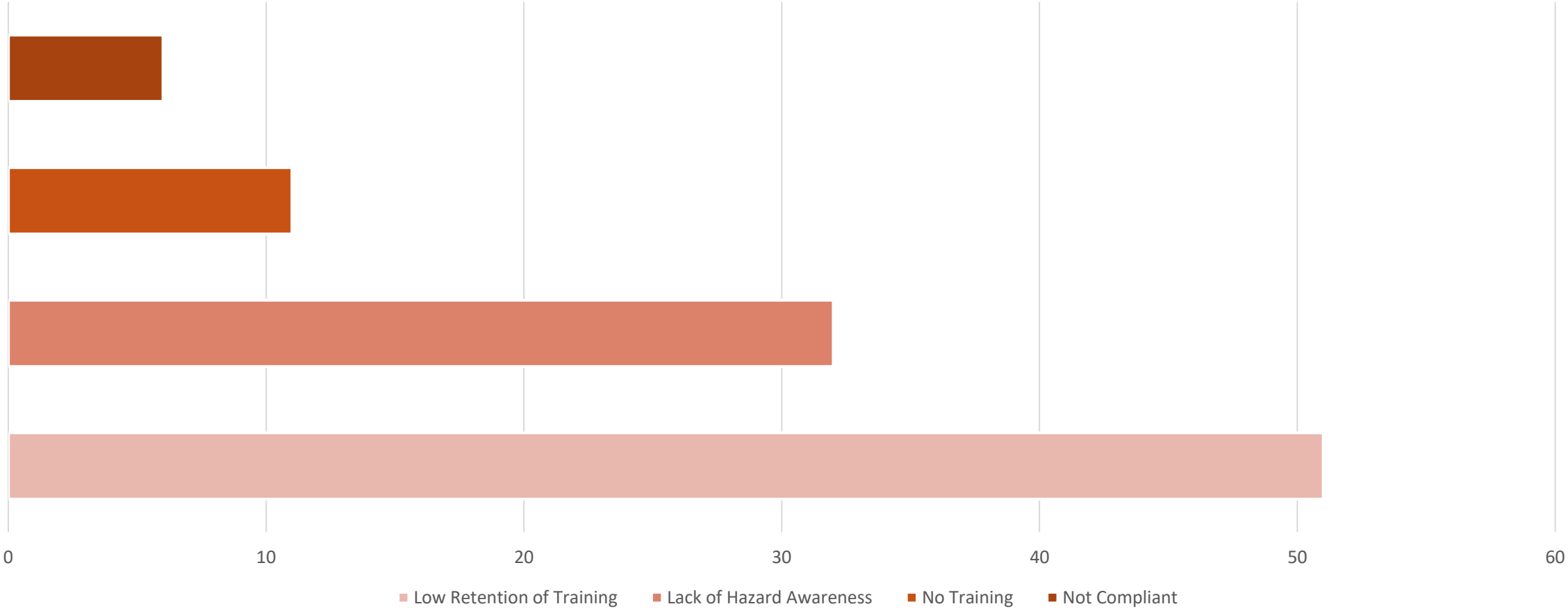
QUESTION

HOW EFFECTIVE ARE THE TOOLS YOU ARE USING OUTSIDE OF YOUR SAFETY MEETING FOR TRAINING?



QUESTION

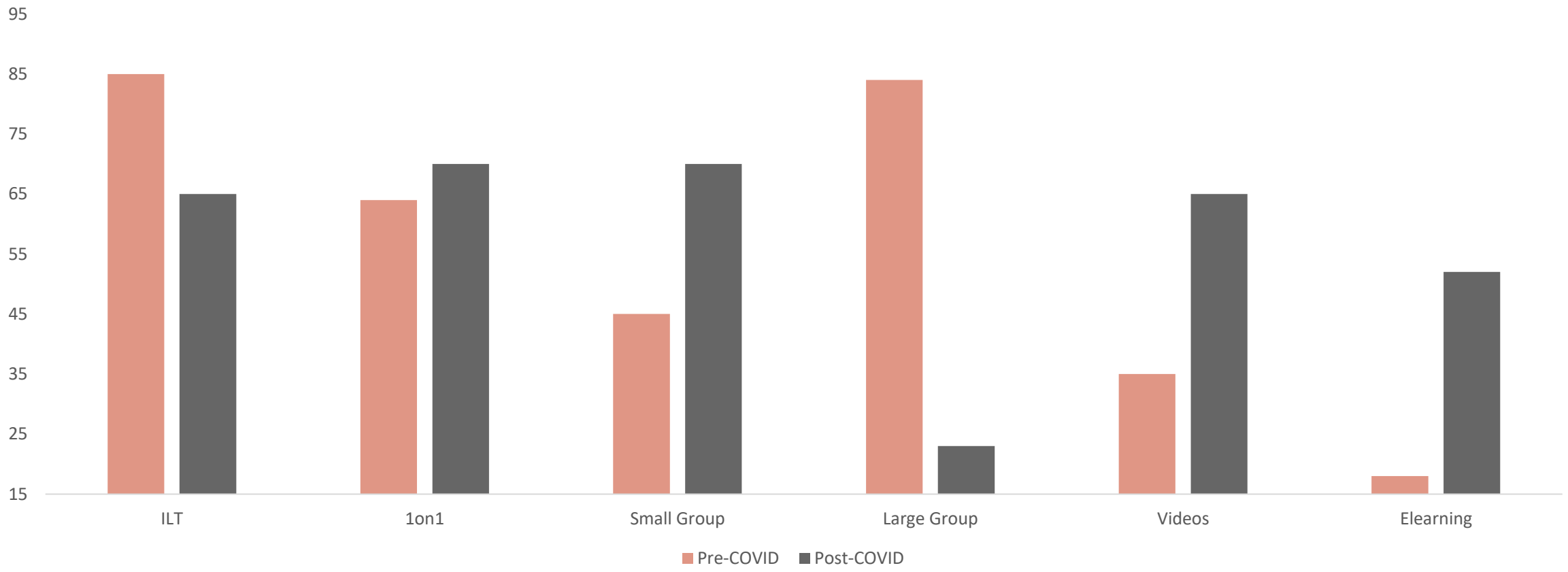
WHAT ARE THE REASONS YOU THINK TRADITIONAL SAFETY TRAINING IS NOT WORKING?



SafetyNow

QUESTION

HAVE YOU CHANGED YOUR SAFETY TRAINING POST-COVID?



CASE STORY

HAVE YOU CHANGED YOUR SAFETY TRAINING POST-COVID?

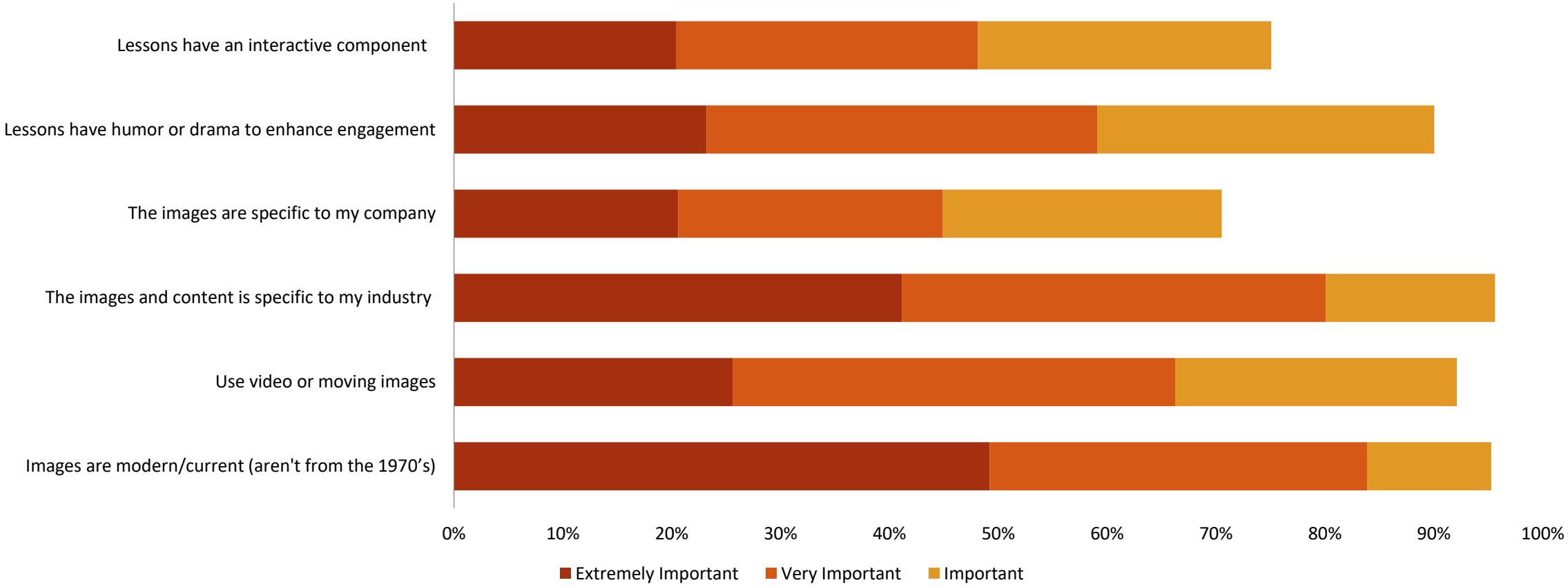
- **Focus on daily checks** to reduce the risk of a spike in cases and confirm it is safe to continue.
- **Assessing the risk of transmission for employees** given the nature of a business's work and prioritizing businesses that have lower transmission risks.
- **Cross-training for absent employees** to accommodate work refusals, illness and social distancing
- **Moved nearly 100% to elearning** so all safety training can be taken in the comfort of employee's homes or while on breaks. We have moved to staggered 1 person breaks with disinfecting procedures before you leave the break room.
- **Reinforce online training** with quizzes, courses, 1:1 and small group training
- **Increased safety posters** to reinforce procedures
- **Touchscreen sign-off** of procedures and training – no more sign-in sheets

04 ONLINE TRAINING

IN A POST-COVID-19 WORLD

QUESTION

WHAT ARE YOU LOOKING FOR IN ONLINE TRAINING?

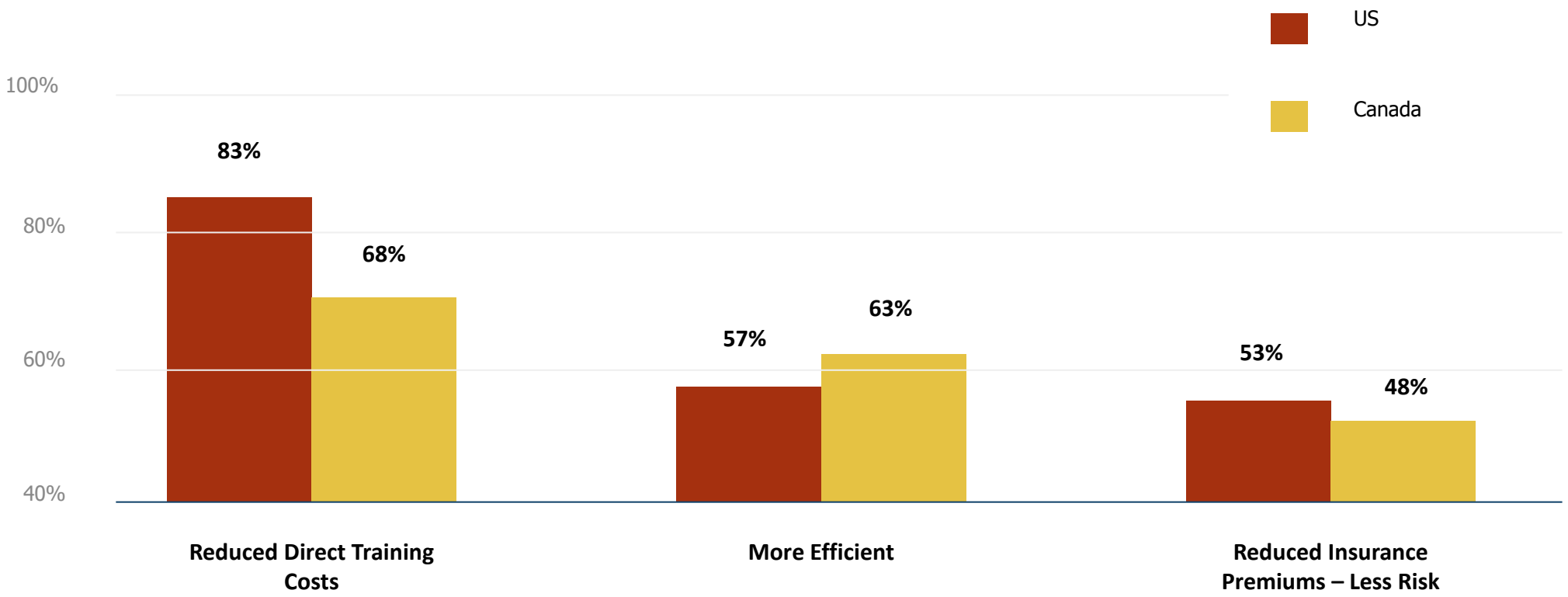


QUESTION

WHICH OF THE FOLLOWING STATEMENTS DO YOU AGREE WITH REGARDING YOUR COMPANY'S SAFETY TRAINING PROGRAM?

OUR RESULTS

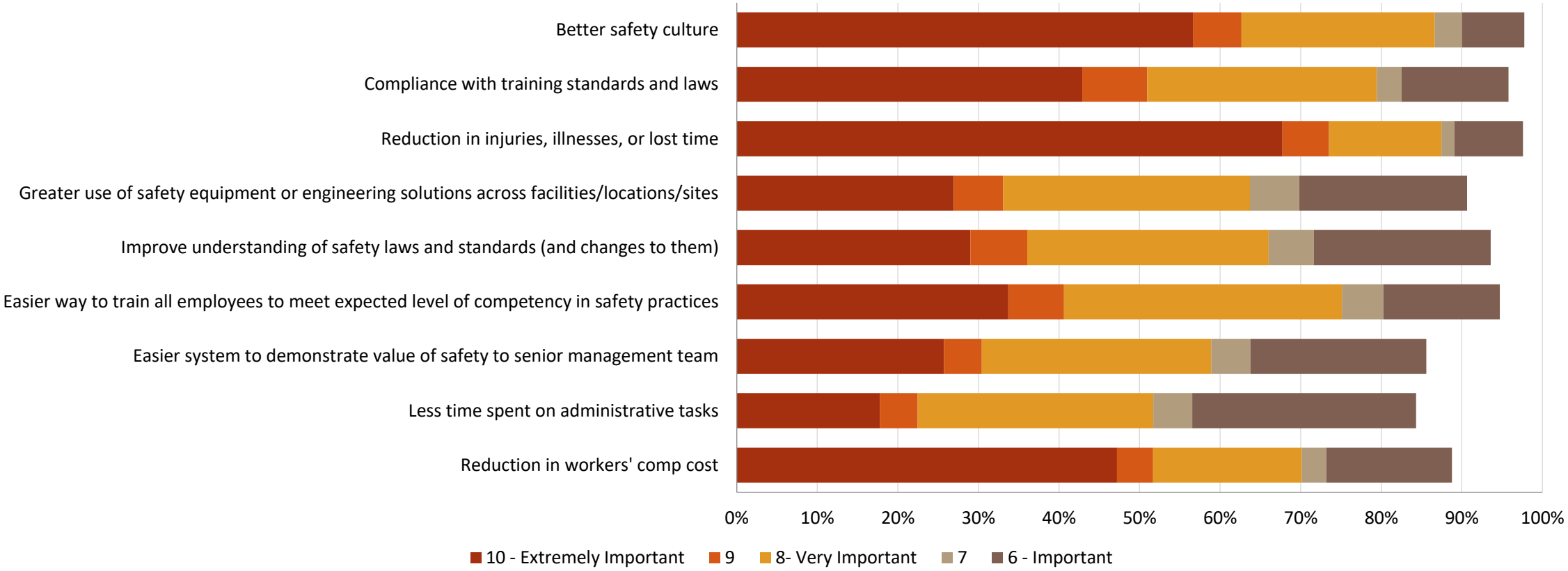
SEE THE IMPACT SAFETYNOW ONLINE TRAINING IS HAVING ON ITS MEMBERS



SafetyNow

QUESTION

WHAT ARE YOUR SAFETY TRAINING PRIORITIES IN A POST-COVID WORLD?



05 POST-COVID

RE-OPENING & OPERATING SAFELY – SOME GUIDELINES & RECOMENDATIONS

OVERVIEW

Manufacturing facilities are expected to keep in mind the importance of the health and safety of their employees. This means taking caution and strictly following government-regulated protocols. If you cannot meet the following rules by your re-opening date, you should delay opening.

While these rules are meant to make re-opening as safe as possible, the risks cannot be fully eliminated. Employees need to be fully aware of potential risks before returning to work. Where possible, employees are encouraged to continue working from home. Likewise, employees who are high-risk (over the age of 65 or with other health conditions) should not return to work.

In some regions, employers are being required to create safety plans. These safety plans must assess risks of exposure and institute protocols accordingly. While a formal plan may not be required to operate immediately, expectations are that a safety plan is posted at every worksite for inspection as soon as possible. Consult your regional authority for your deadlines.

Employers are expected to take all necessary precautions to control the risks of COVID-19 exposure. This includes revising sick policies, educating employees as they return to work, supervising the implementation of the program, staggering shifts, and more.

CONTROLLING THE RISK OF COVID-19 EXPOSURE

Revising Sick Policy

Require anyone displaying symptoms of COVID-19 (e.g. sore throat, fever, sneezing, coughing, etc.) to self-isolate for 10 days.

Plan for Re-Opening

Inform your employees on new rules and any additional precautions being taken.

Program Administrator

Designate someone to overlook the implementation of these rules.

Shifts

Stagger shift start/stop times and breaks times to minimize contact between employees.

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CONTROLLING THE RISK OF COVID-19 EXPOSURE

Log Employees

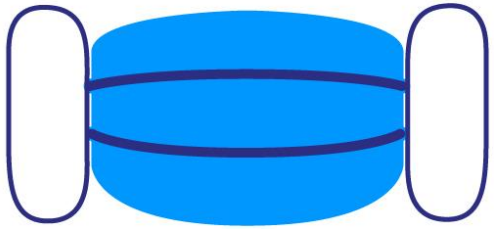
Record all employees on premise throughout the day to support contact tracing.

Limit Visitors

Reduce the amount of visitors and service providers allowed on-site. Restrict shipping and deliveries to designated areas.

Personal Protection

Estimate how much personal protection will be required for employees and begin securing.



Cleaning Plan

Construct cleaning checklists that clearly define employee responsibilities. Every day, complete a thorough cleaning of entrances/lobbies, bathrooms, kitchens, workspaces, tools, door handles, and high contact surfaces and objects.

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PHYSICAL SPACE SET-UP

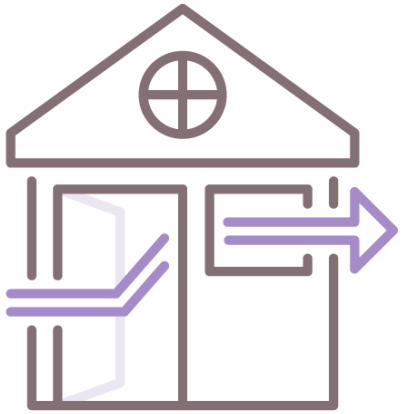
Controlling the risk of COVID-19 exposure can also be achieved by installing a variety of engineering controls. Every manufacturing environment is different but taking measures where possible can significantly reduce the spread of COVID-19 within the workplace and greater community.

Some examples of measures employers can take include increasing ventilation, installing barriers, shutting down amenities, and designating zones. The main exposure risks you should be considering when developing engineering controls are person-to-person transmission and contaminated surface transmission.

PHYSICAL SPACE SET-UP

Signage

Throughout the manufacturing plant, post signage that reiterates new policies such as social distancing, PPE expectations, and reporting symptoms.

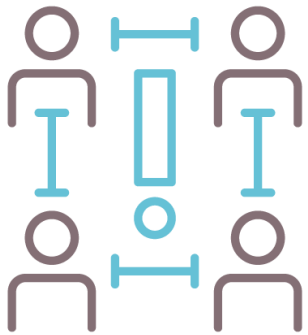


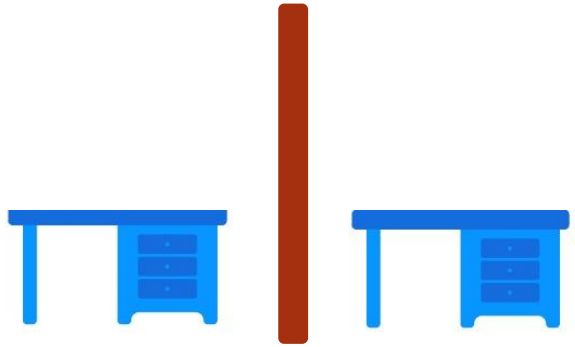
Ventilation

Increase ventilation and the amount of outdoor air that circulates into the system as much as possible.

Social Distancing Markers

Install visual markers on the floor to encourage employees to stay 6ft/2m apart in shared spaces.





Barriers

Utilize barriers between employees where a 6ft/2m distance cannot be achieved.

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PHYSICAL SPACE SET-UP

Shared Equipment

Limit the amount of equipment employees share and clean equipment that needs to be shared between uses.

Workspace Arrangement

Rearrange desks and workspaces so that employees are 6ft/2m apart. Stagger the desks so employees can avoid sitting opposite of each other, even if some desks need to be left empty and/or marked off.

Discrete Work Zones

Where possible, divide the workplace into zones and reduce movement between zones (e.g. departments stay on a single floor or area).

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PHYSICAL SPACE SET-UP

Non-Essential Amenities

Close or remove all amenities that are not essential to primary business functions. Some examples include coat rooms, vending machines, or coffee makers.

Elevators

Encourage social distancing for elevators through introducing queues, installing signage, and encourage alternatives where possible.

Touchless Appliances

Where possible, install touchless appliances such as door stops, paper towel, soap dispensers, and water fountains.

Hotlines

Post clear signage that includes hotlines for employees and customers to report violations or people displaying symptoms.

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RESOLVING CONCERNS ABOUT UNSAFE WORK

For many jurisdictions and positions, workers have the right to refuse work they believe to present an undue hazard. An undue hazard is something that is "unwarranted, inappropriate, excessive, or disproportionate." During COVID-19, examples of such hazards include increased risk of exposure and a lack of adequate controls.

If an employee refuses work and the matter is not resolved, both the employee and supervisor or employer must contact the regional work-governing authority. Afterwards, a prevention officer or governing agent can consult the situation and issue orders, as necessary.

OUR CONTACT

Deliver better safety training that is engaging, compliant, and works on any device. Our award-winning LMS & courses can be implemented in minutes to help you ensure the health & safety of your employees in a post-COVID world.

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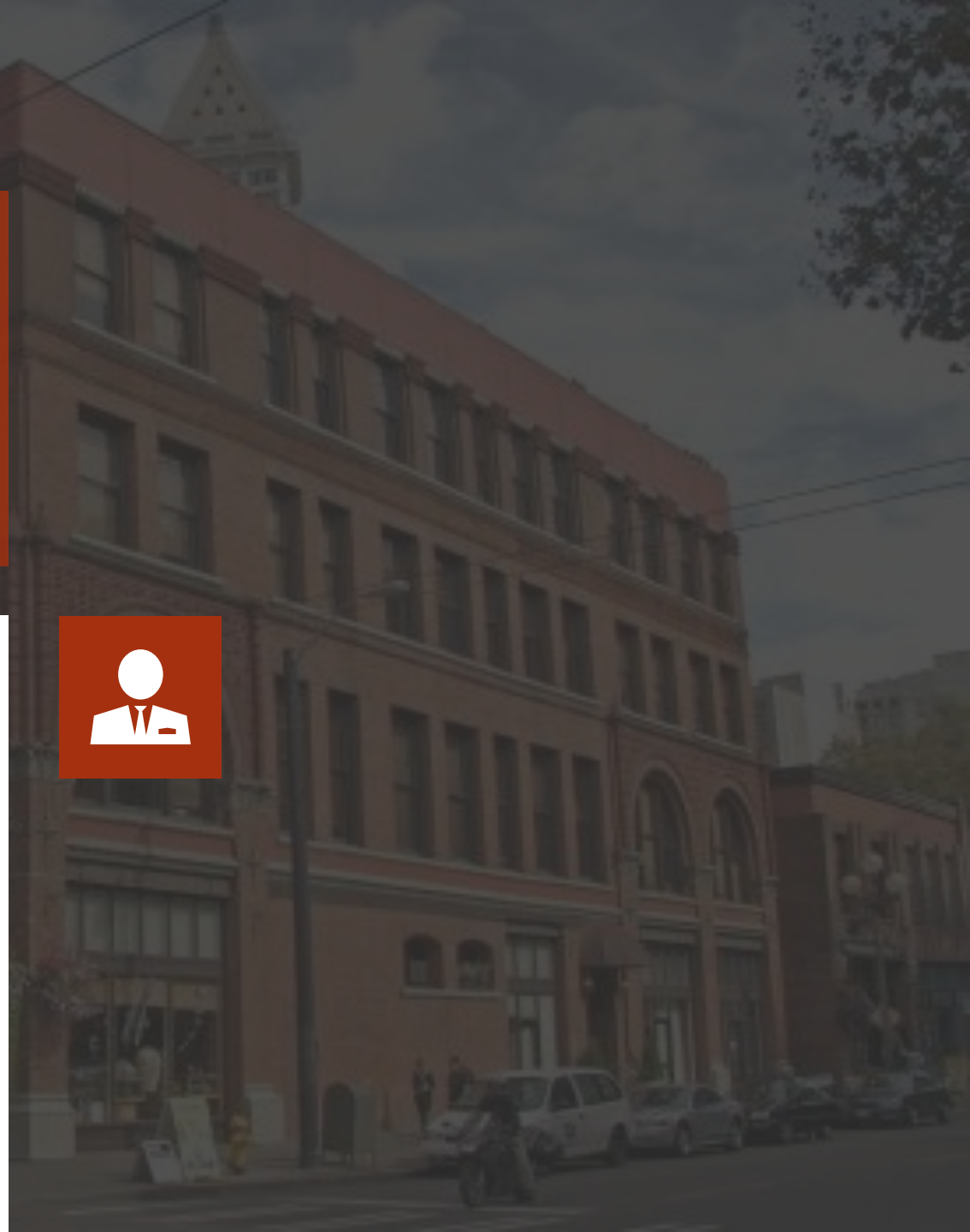
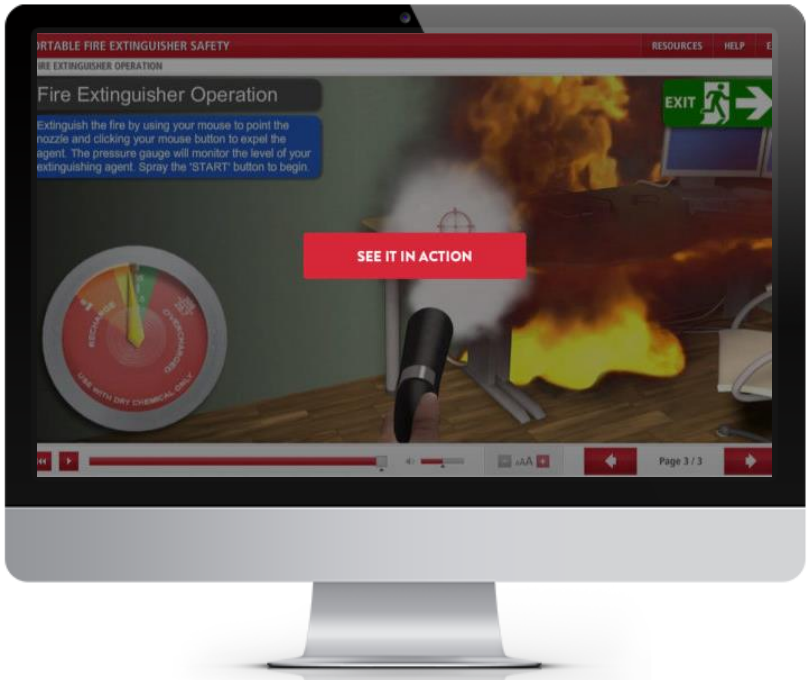
www.SafetyNow.com





FREE
PILOT

Request a free pilot of SafetyNow to test online training with a sample group of up to 5 employees to see how easy transitioning to online safety training can be.