

KEEPING A MULTI-GENERATIONAL/CULTURAL WORKFORCE SAFE

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O.C. Tanner Safety Team

O.C. TANNER COMPANY

We help companies appreciate people who do great work, because celebrating great work inspires people to invest, to create, to discover, and when people are inspired, companies grow.

O.C. Tanner Company

- Headquarters in SLC. Also offices in India, UK, Canada, and Germany
- Over 1,500 employees world-wide
- Average years of service is 15
- 4% turnover rate



FORTUNE



2015



57 different countries



69 different languages spoken

Safety, Then vs. Now...

- Then
 - 26 departments on 3 different floors
 - Batches
 - Fixed stations
 - 1 job all day long
- Now
 - Mini-cells
 - One piece flow
 - Adjustable stations
 - Rotation every 2 hours

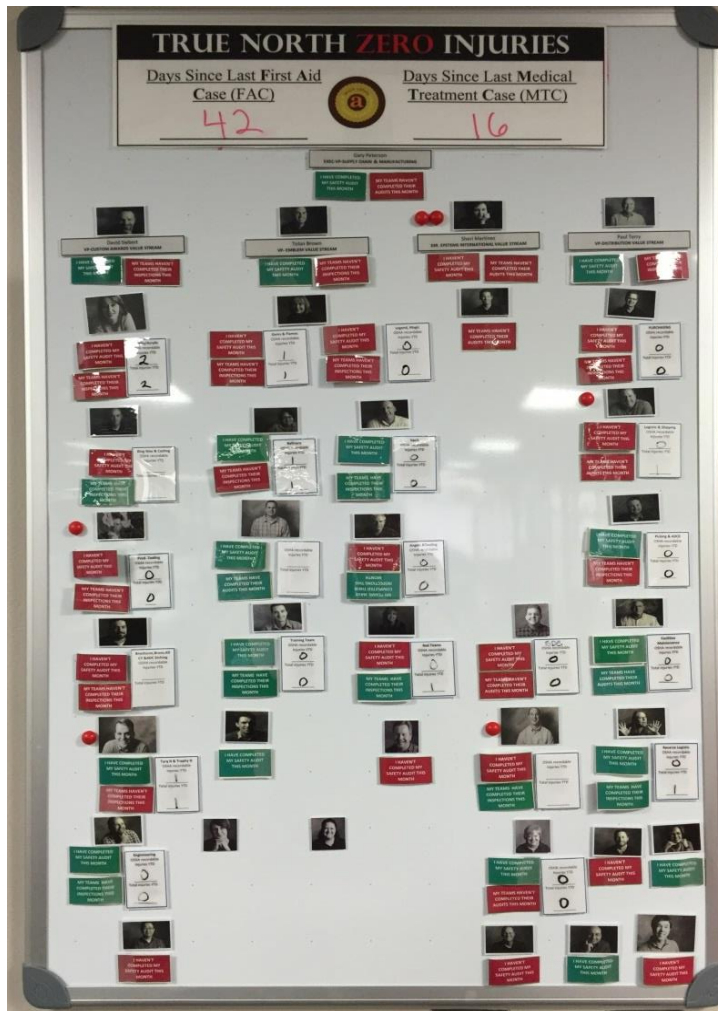


O.C. Tanner Focuses on Safety

- Company safety True North is “zero injuries and illnesses”
- Promote a team-driven safety-minded culture through driving injury prevention and continuous improvement.
- We appreciate people who watch out, speak up, and work safely, because we care.



Monthly Safety Audit



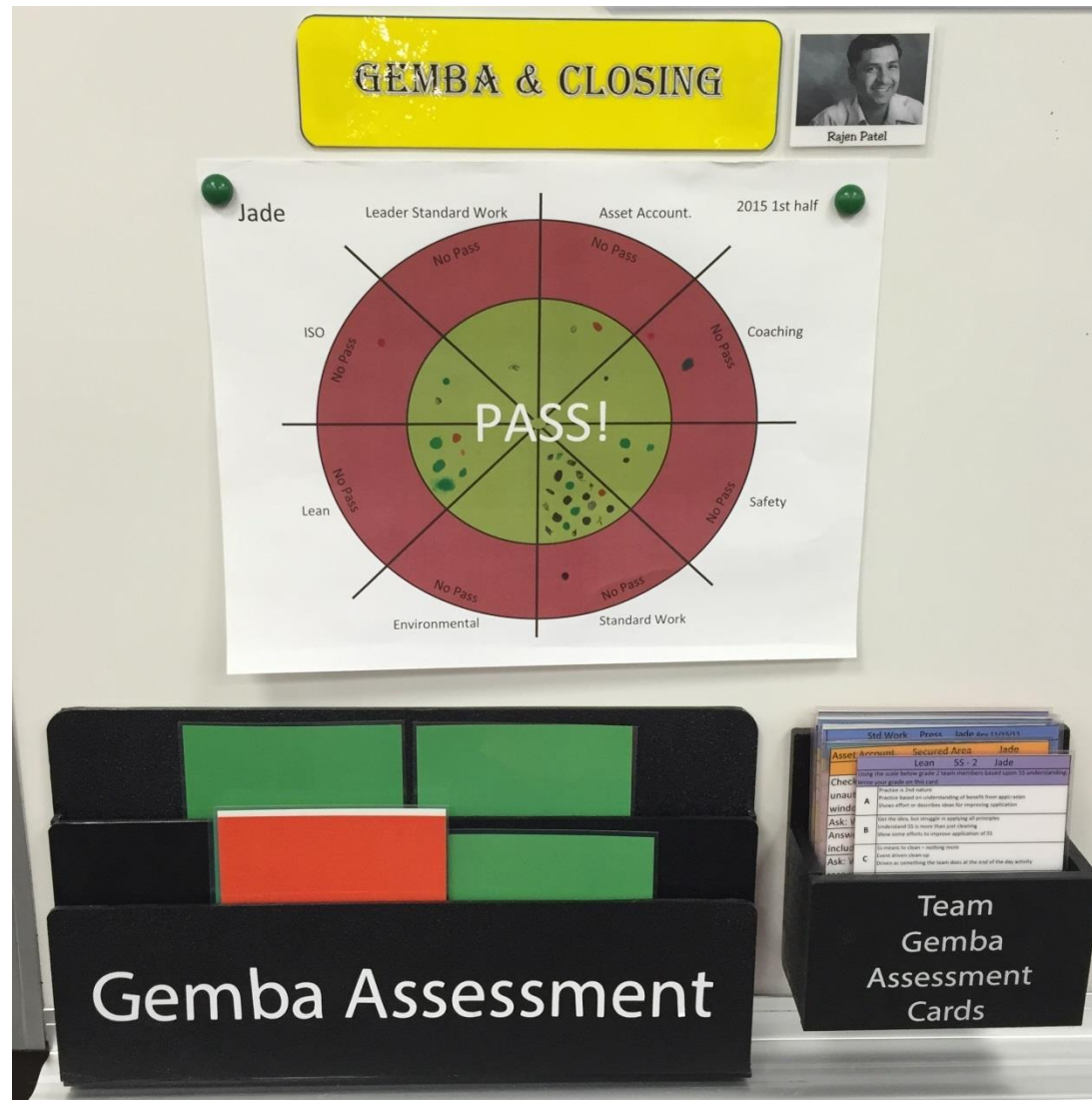
SAFETY AUDIT (SEE- LISTEN- TOUCH- SMELL)

Area/Team Inspected: _____ Inspected by: _____ Date: _____

PROBLEMS	ACTION ITEMS/POSSIBLE SOLUTIONS
SEE- Looking for any unsafe conditions & unsafe behavior. (Ex: tripping hazards, bad postures, incorrect PPE, etc. Ask team members for their input)	
TOUCH- Feel for sharp edges (carefully touch the table corners, products, motors, etc. without injure yourself. Ask team members)	
LISTEN- What do you hear? Could you listen to it all day? Do the team members have any concern?	
SMELL- What do you smell? Ask team members if they have any concerns.	

OVERALL EVALUATION (Meet with group leaders and give review form):

Weekly GEMBA Audit



Daily Team Safety

- Safety topic discussion in daily huddle
- Ergonomic stretches 2X per day
- Safety awareness
- Every 2 hours, team members rotate to different job using a different muscle group than the last.
- Executive/Manager emphasis



“No one likes a ticket...”

- Injury prevention 10 years ago
 - Close Call
 - “How did they work...?”
 - “Give ‘em ticket”
 - “I don’t want to get anyone in trouble”
 - Not a cultural fit...

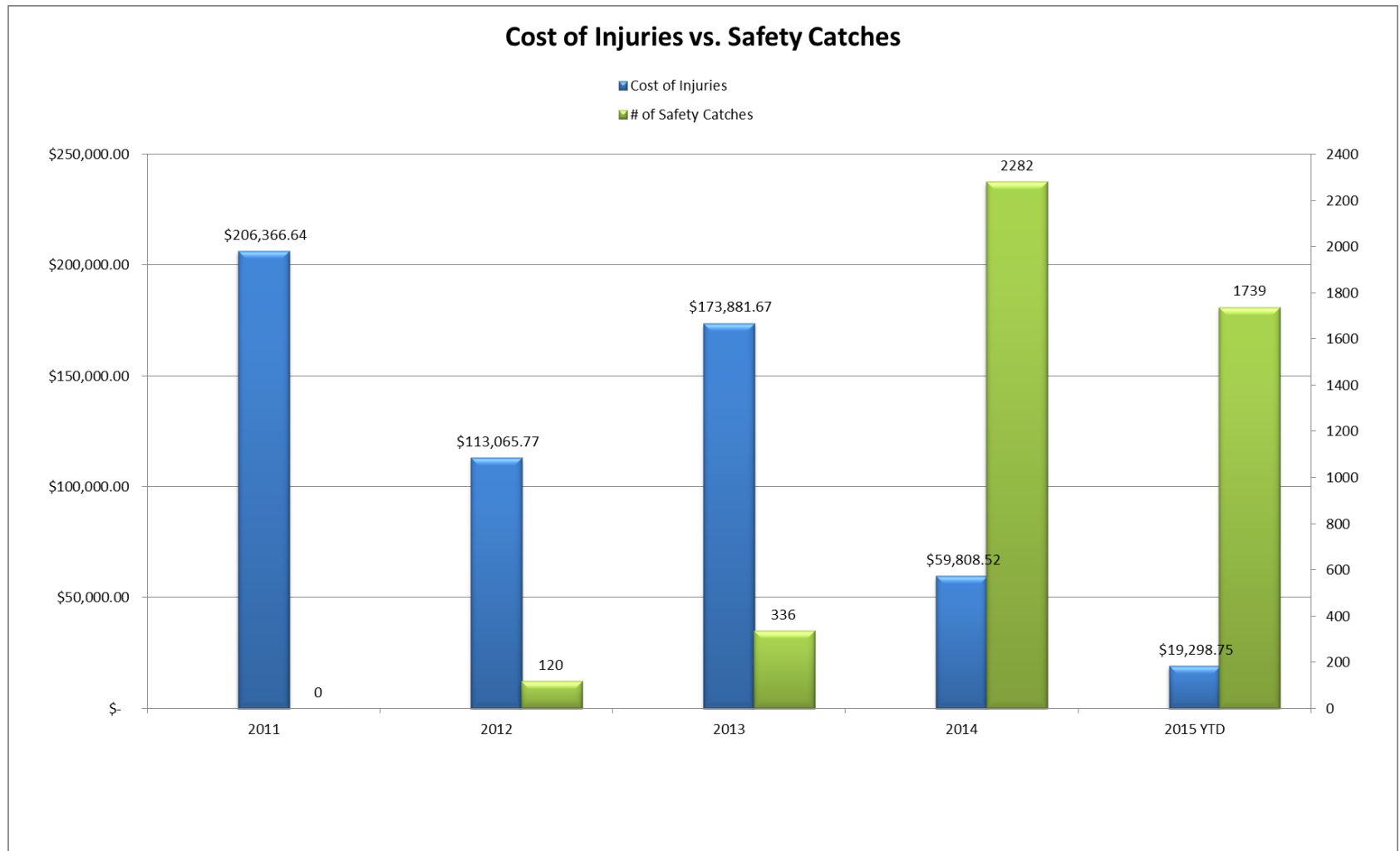


Adjusting Injury Prevention to Culture...

- Safety catch
 - 2.5 years ago
 - “How did they work...?”
 - Key differences
 - Smart phone, tablet, computer, and cards
 - Safety team receives
 - Positive reinforcement
 - Safety beyond work



Theory & Evidence



Recognition

- Thank you button/e-card
- Huddle recognition
- Points
 - Small purse to Super Bowl tickets
- Awards
 - Copper, Bronze, Silver, Gold...
- Team certificate



“We believe that the most basic way that a company can appreciate and show respect for its employees, is to create a safe work environment for them to grow and flourish in.”

-The O.C. Tanner Safety Team

- Questions?