ADMINISTRATIVE PROCEDURE

SUBJECT: EMPLOYEE SAFETY RECOGNITION PROGRAM

Number IX-3

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PURPOSE:

The purpose of the Employee Safety Recognition Program (Program) is to foster a culture that values safety by recognizing employees who demonstrate exceptional dedication and leadership to improve District workplace safety and by providing employees with tools to recognize each other for their safe actions. This program is intended to motivate employees to take an active role in improving safety for themselves and their co-workers.

The Program described here was developed in collaboration with the District Safety Committee and provides for multiple recognition opportunities, including recognition by employees, supervisors and managers utilizing the Spot Award and recognition by the District Safety Committee utilizing the Public Safety Award or Star Award. These recognition opportunities are intended to reward and promote safety leadership through direct and immediate recognition of employees.

This is an evolving program and will be continually monitored by the Manager of Health and Safety, the District Safety Committee, and Department Managers to assess its success and identify improvements. The program specifics will be updated as needed to better meet the District goals of fostering a safe workplace and “world class” safety culture.

POLICY:

To continuously improve the District’s safety culture and foster a safe workplace that provides opportunities for all employees to recognize each other for their safe actions and reward exceptional District safety leadership.

PROCEDURE:

Employees: Employees at all levels are encouraged to identify and recognize other employees, supervisors or subordinates for all types of safety achievements by submitting a Safety Event Report Form (available on the Pipeline) for a District Spot Award to the employee’s supervisor or to the Manager of Health and Safety. A critical component of a strong safety culture is providing tools that allow employees to recognize the safety actions of their fellow employees and to communicate this feedback to their supervisor, which allows the supervisor to acknowledge these safety actions and recognize their staff.

Supervisors: Supervisors (at all levels) identify and recognize employees, crews or work groups that make exceptional efforts to improve workplace safety and/or demonstrate safety leadership. This recognition should be done in a timely manner (as closely to the observed behavior as possible) and be done both by verbal acknowledgment and by presenting the employee with a District Spot Award.
(see Program Components and Criteria). Recognition is intended to build support of a strong safety culture and should include a discussion of lessons learned or improvements made to strengthen District safety. When nominating a District employee, the supervisor should complete a Safety Event Report Form for a District Spot Award and route it to the Manager of Health and Safety with a copy to their respective Department Manager following issuance of the recognition. The purpose of the form is to provide a written record of the safety accomplishment for developing safety lessons and improvements, as well as to communicate the details to the Manager of Health and Safety and respective manager. The form is not a request for approval. Supervisors will also recognize their staff upon review of a Spot Award nomination recommended by another employee.

Department Manager (or equivalent): Department managers ensure the program is being administered effectively within their work groups and confirm Spot Awards are given consistent with the examples and guidance given herein. Department Managers also provide feedback regarding the program to the Manager of Health and Safety and District Safety Committee.

Manager of Health and Safety: The Manager of Health and Safety ensures the program is being administered effectively District-wide. The Manager of Health and Safety provides supervisors with Spot Award nominations received by the Manager of Health and Safety and may also issue Spot Awards. Additionally, the Manager of Health and Safety reviews all Spot Awards and provides guidance to the District Safety Committee regarding any Spot Awards that merit consideration for elevation to Star Award. Finally, the Manager of Health and Safety tracks the safety awards when they are issued, ensures the District safety newsletter and the Pipeline highlight recent recognitions, manages the recognition rewards provided to recognition recipients, and provides tracking results to Department Managers.

District Safety Committee and Site Safety Committees: The District Safety and Site Safety Committees will monitor the effectiveness of the program through employee feedback and suggest program enhancements as appropriate to the Manager of Health and Safety and/or appropriate managers. Additionally, the District Safety Committee may issue Spot Awards and will review all Spot Awards at their regular meetings to determine whether any exemplary safety actions warrant Public Safety or Star Award Recognition (see Program Components and Criteria).

**PROGRAM COMPONENTS AND CRITERIA:**

The Program consists of multiple recognition opportunities, including Spot Award Recognition by employees, supervisors and managers for exemplary safety actions and Public Safety Award and Star Award Recognitions by the District Safety Committee for actions that warrant further recognition. These recognition opportunities are intended to promote safety leadership through direct and immediate recognition of employees.

The following criteria is provided for employees when considering issuance of safety award recognitions:

- All employees, at all levels, are eligible for a Spot Award.
- Any employee may submit a Spot Award nomination for consideration by their supervisor (at any level above them), the Manager of Health and Safety or the District Safety Committee.
Any employee wishing to give an award recognition is encouraged to complete a Safety Event
Report Form to provide details related to the observed safety actions; however, this information
may also be relayed to the Manager of Health and Safety who in turn will complete the Safety
Event Report Form.

- Awards should be made by the employee’s supervisor in front of peers and co-workers.
- Awards should be presented in a timely manner and should be accompanied by an explanation
  of why the award is being presented.
- Awards will be publicized in the District safety newsletter and on the Pipeline. Additionally,
  Star Awards will be highlighted in an all user email and further recognized at the quarterly
  Town Hall meetings with the General Manager.

Spot Award Recognition

The specific activities/behaviors which trigger recognition and issuance of a Spot Award will vary by
work group, but are generally characterized as contributing towards the District’s goals of achieving
a “world class” safety culture and fostering a safe, accident-free workplace through self-initiated
actions that exceed expectations and are outside typical job duties. Spot Awards are not intended to
recognize actions that are expected as part of normal job responsibilities (for example, consistently
wearing PPE, good housekeeping, etc.).

Spot Award from Peer-to-Peer and Subordinate-to-Supervisor: If any employee wishes to give a Spot
Award to a peer or supervisor, they may submit the details of the recognition on the Safety Event
Report Form to their supervisor or the Manager of Health and Safety, or contact either that individual’s
supervisor directly, the Manager of Health and Safety, the District Safety Committee, and provide the
details of the activity that merits recognition. This recommendation will then be assessed, and if the
recommendation meets the program criteria, the Spot Award will be granted. Only supervisors, the
Manager of Health and Safety or the District Safety Committee grant Spot Awards.

The following questions can help serve as a guideline when considering issuance of a Spot Award.
Does the activity or behavior:

- Increase employee, workgroup or contractor knowledge and awareness of safety? For example:
  - Took initiative to develop a PowerPoint presentation on safety procedures for a
    particular workgroup or tour.
  - Copied the Water Treatment Plant safety videos onto DVD and provided them to
    contractors so they can view the videos before coming to the plants.
  - Took initiative to develop and conduct training to enhance their work group’s job skills.

- Directly influence the safe completion of a job or project outside of their stated role, workgroup
  or division? For example:
  - Recognized a traffic hazard on a District project created by a District contractor and
    took the initiative to contact the contractor appropriately, obtain cones, and flag traffic
    to protect the work zone and unloading of trucks until the contractor addressed the
    hazard.
• Contribute to safety in the work area? For example:
  o Identified an electrical hazard, discussed solutions with appropriate staff, and followed-through to ensure a fix was implemented.

• Enhance the safety of others? For example:
  o Researched and located equipment to address the safety concerns of a different workgroup.

• Demonstrate safety leadership? For example:
  o Thoughtfully approaches a new or unfamiliar project or situation with a focus on safety, researches and understands potential hazards, calls upon resources needed and leads the team with a plan to safely implement.

• Prevent an accident or injury? For example:
  o Noticed an employee working in an unsafe manner, stopped the activity despite production pressure, and discussed the issue, potential consequences and ensured a better approach moving forward.

Public Safety Award Recognition

Public Safety Award Recognition is awarded by the District Safety Committee to recognize actions that contribute to the safety of the public and enhance the public perception of the District’s safety culture. Employees at all levels are encouraged to identify and nominate other employees for a Public Safety Award for self-initiated actions that go above and beyond an employee’s typical job duties to contribute to the safety of the public while first ensuring their own personal safety. Employees must always assess their environment and ensure that their own personal safety and protective measures are in place prior to taking any action, which will be evaluated in conjunction with considering the award recognition.

The following can help serve as examples to the District Safety Committee when considering issuance of a Public Safety Award:

• Assisted with an injured cyclist on the Canal Trail. Employee contacted emergency services and provided preliminary first aid to the injured cyclist until emergency services arrived.
• Stopped and assisted an injured driver, called 911, and remained with the driver until paramedics arrived.

Star Award Recognition

Star Recognition is awarded by the District Safety Committee to recognize actions that show superior commitment to safety through exemplary actions. The District Safety Committee will periodically review recently awarded Spot Awards and any safety recognition recommendations submitted directly to the District Safety Committee to determine whether any actions rise to this level of excellence and deserve further recognition.
The following can help serve as examples to the District Safety Committee when considering award of a Star Recognition. The employee:

- Identified deficiencies with the treatment plant safety shower and eyewash stations, developed work plan and worked with department staff to secure funding for the work.
- Trained employees as part of the MSEO training program; efforts enhanced the safe operation of heavy equipment for many years to come.
- Designed and fabricated a tool that reduces or eliminates a safety hazard.
- Developed a new safety-focused procedure that has influenced employees’ approach to work and the safety of workers and/or the public.

**Awards**

**Spot and Public Safety Award Items:** Individuals who receive a Spot or Public Safety Award will be presented with a safety medal, which represents the District’s appreciation for the individual’s contribution to building a District-wide “world class” safety program. The safety recognition medal may be kept, displayed or worn in an appropriate and respectful manner by the recipient. Spot or Public Safety Award recipients with multiple recognitions of either type will receive a reward from the Spot/Public Safety Award Catalog on their even-numbered awards.

**Star Recognition Items:** Individuals who receive a Star Award will receive a certificate signed by the Manager of Health and Safety and the District Safety Committee Chair, and their name and valued action will be announced at the Quarterly Town Hall Meeting. In addition, recipients will receive a reward from the Star Award Catalog.

**ADMINISTRATION:**

The Program shall be administered by the Manager of Health and Safety and the District Safety Committee, with the support of all District work groups in accordance with the Program guidelines established in this procedure. The Manager of Health and Safety will oversee management of the safety reward items, including the inventory of safety medals and items procured from the award catalogs.

All Spot, Public Safety and Star Awards will be tracked in the Safety Event Tracking database on the Pipeline. This database will be updated as awards are issued and can be accessed by all employees through the Pipeline. The information on the database includes the individual recognized, date of recognition, crew or work group, recognizing employee and activity recognized.

A Safety Event Report Form should be completed by the employee or supervisor when recognizing another employee. The supervisor will review any recommendations provided by another employee and if they concur the observed safety actions meet the program criteria, the supervisor will provide the safety recognition medal to the employee. The completed form should be routed to the Manager of Health and Safety with a copy to their respective Department Manager (or equivalent). Safety staff (the Manager of Health and Safety or delegate) will ensure that the online database is updated regularly.
The Manager of Health and Safety and District Safety Committee will periodically review and discuss Spot Awards to provide further guidance to supervisors to ensure recognitions are for appropriate actions that are beyond typical expectations and normal job responsibilities.

**RESPONSIBILITY:**

**Employees:** It is the responsibility of employees of the District to:

- Support the success of the Employee Safety Recognition Program by actively setting a positive safety example that strives to meet the criteria defined in this procedure necessary to receive recognition, and to provide constructive feedback.
- Recommend Spot Award Recognition of other District employees to the employee’s supervisor, Manager of Health and Safety or District Safety Committee to recognize and encourage safe behavior.

**Site Safety Committees:** It is the responsibility of the site safety committee to:

- Serve as a resource for supervisors, managers, the Manager of Health and Safety, and the District Safety Committee to assist in identifying exceptional safe work practices.
- Provide feedback to the District Safety Committee and Manager of Health and Safety regarding the program.

**District Safety Committee:** It is the responsibility of the District Safety Committee to:

- Serve as a resource for supervisors, managers and the Manager of Health and Safety to assist in identifying exceptional safe work practices.
- Provide feedback to the Manager of Health and Safety regarding the program.
- Work with the Manager of Health and Safety to identify appropriate awards for all levels of recognition.
- Recommend program enhancements to the Manager of Health and Safety and/or appropriate managers.
- Receive and evaluate Spot Award nominations for issuance of recognition.
- Issue Public Safety and Star Awards for extraordinary safety actions.

**Supervisors:** It is the responsibility of supervisors to:

- Observe and publicly recognize exceptionally safe work habits.
- Evaluate Spot Award nominations submitted by another employee.
- Communicate safety recognition to the employee.
- Inform their supervisor and the Manager of Health and Safety of the recognition, including the safety action being recognized and the date of recognition.
- Provide feedback to their Department Manager on the response of employees to the program.
Department Managers: It is the responsibility of Department Managers to:

- Evaluate the effectiveness of the Program within their work groups.
- Provide feedback to the Manager of Health and Safety and District Safety Committee to help ensure the effectiveness and success of the program.
- Ensure that safety recognitions are effectively communicated throughout their work groups.

Manager of Health and Safety: It is the responsibility of the Manager of Health and Safety to:

- Periodically review the Spot Award Recognitions and provide recommendation to the District Safety Committee regarding consideration for a Star Recognition.
- Ensure the electronic database of recognitions is up to date.
- Track the performance of the program and activities being recognized.
- Develop trends and/or other relevant analysis to further enhance safety.
- Work with the District Safety Committee to identify appropriate awards for all levels of recognition.
- Receive and evaluate Spot Award nominations submitted by employees for safety actions of their peers or supervisor.
- Receive and utilize feedback from Safety Committees and department staff concerning the effectiveness of the program.
- Maintain and effectively manage a supply of recognition medals and rewards procured from the various award catalogs within the authorized budget for distribution to Spot, Public Safety and Star Award recipients.
- Evolve the program as needed for continuing improvement of the District’s safety culture.

APPROVED:

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SJW/RRM:mc