

# Safety Concern Report

## Annual Update



# Measures of proactive safety actions

- Safety Concerns
- Safety Management System
- Near Misses/Close Calls
- Significant Incident Evaluations
- Engagement/Observations
- Etc.

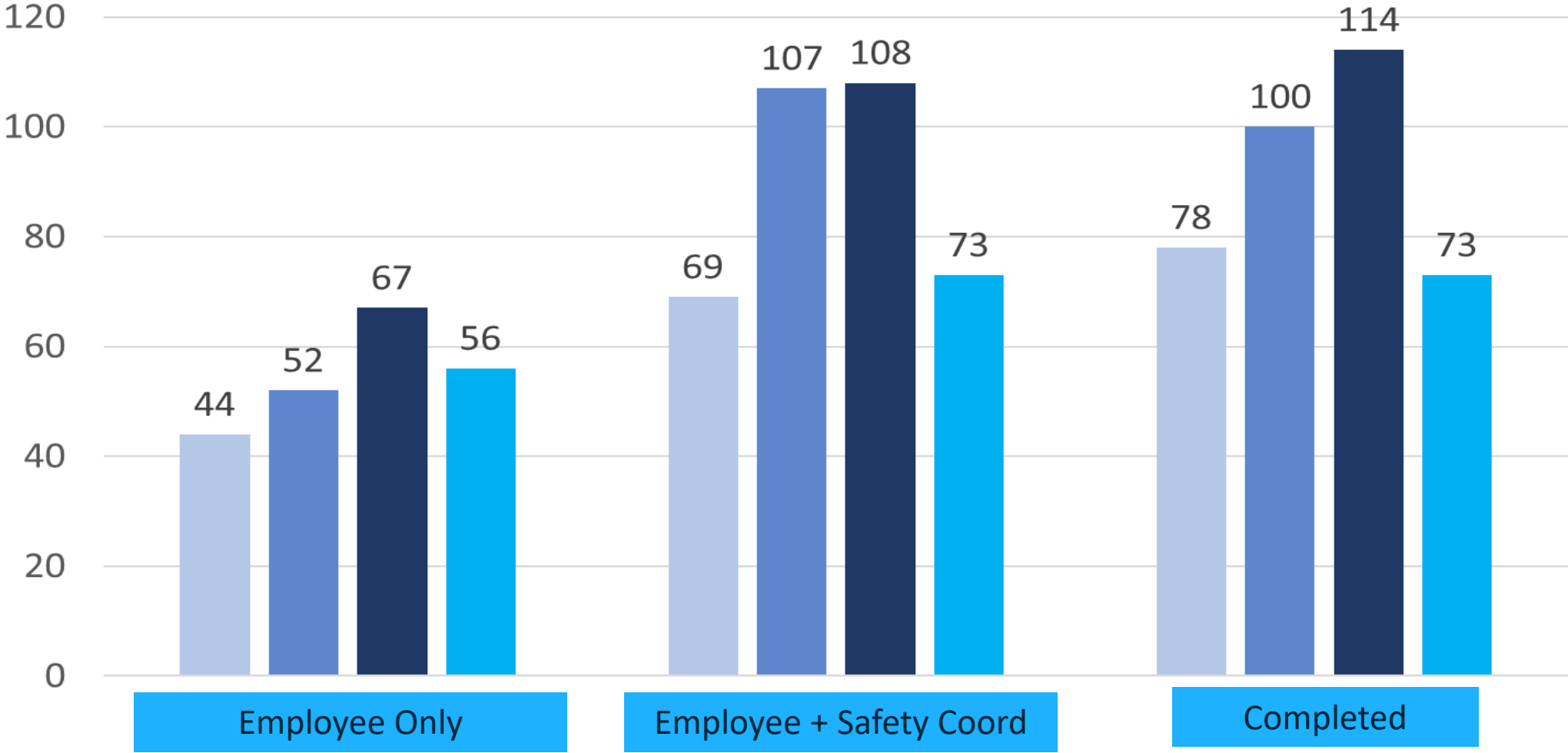
Reallocating safety department across a broader range of actions

# Safety Concerns

- To date, this has been a combination of employee and Safety Coordinator observations
- Measure of employee engagement
- Hazard / Risk identification program
- Employee ownership of safety
  
- Need – a true understanding of the level of employee engagement

# SAFETY CONCERNS

2018 2019 2020 2021



*Current Backlog - 18 in Progress; 84 in planning status*

# CCPUD 2021 Safety Assessment





# Background

# Electronic Survey

<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Moderately Disagree</b>	<b>Mildly Disagree</b>	<b>Undecided</b>	<b>Mildly Agree</b>	<b>Moderately Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
1	2	3	4	5	6	7	8	9

I'm confident that submitting a SC or CC will not have any negative impact to me or others.

2019 =  
7.38

7.54


Strongly Disagree	Disagree	Moderately Disagree	Mildly Disagree	Undecided	Mildly Agree	Moderately Agree	Agree	Strongly Agree
1	2	3	4	5	6	7	8	9



PUD leadership regularly encourages us to use the SC/CC system, and models using it themselves.

2019 =  
7.02

7.12

Strongly Disagree	Disagree	Moderately Disagree	Mildly Disagree	Undecided	Mildly Agree	Moderately Agree	Agree	Strongly Agree
1	2	3	4	5	6	7 	8	9

If I submit a SC or CC,  
I'm confident that the organization  
will quickly seek to understand  
and solve the issues I raise.

2019 =  
6.77


7.46

Strongly Disagree	Disagree	Moderately Disagree	Mildly Disagree	Undecided	Mildly Agree	Moderately Agree	Agree	Strongly Agree
1	2	3	4	5	6	7	8	9

I believe that the organization solves CCs and SCs with long-term, strategic solutions, not quick fixes or band aids.

2019 =  
6.52

6.98

Strongly Disagree	Disagree	Moderately Disagree	Mildly Disagree	Undecided	Mildly Agree	Moderately Agree	Agree	Strongly Agree
1	2	3	4	5	6		8	9

I feel confident and empowered to stop work anywhere in the District where I see a potential safety issue – even if it turns out I was wrong.

2019 =  
7.29


7.41

Strongly Disagree	Disagree	Moderately Disagree	Mildly Disagree	Undecided	Mildly Agree	Moderately Agree	Agree	Strongly Agree
1	2	3	4	5	6	7	8	9

I understand when and how to submit a SC or CC, as well as the process of what happens next to solve my concerns.

2019 =  
6.74


7.22

Strongly Disagree	Disagree	Moderately Disagree	Mildly Disagree	Undecided	Mildly Agree	Moderately Agree	Agree	Strongly Agree
1	2	3	4	5	6	7 	8	9

Since the previous 2019 survey (or since you have been employed at the PUD if more recent), there has been improvement in the process of reporting SC and/or CC, including improvement in the timely addressing, closure, and communication of items.

*New Question  
2021*

6.91

<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Moderately Disagree</b>	<b>Mildly Disagree</b>	<b>Undecided</b>	<b>Mildly Agree</b>	<b>Moderately Agree</b>	<b>Agree</b>	<b>Strongly Agree</b>
1	2	3	4	5	6	 7	8	9



# Survey Response Categories

# Miscellaneous

This category contains “one-offs” and random comments that do not belong in any other category. The only recommendation is to review the comments in their entirety and see if anything can be followed up.





# SC/CC Dashboard

Employees are still providing feedback about not having the optimal access or communication from the SC/CC system. This includes not being able to access the submitted items across departments, losing access to the system.

# Management/Leadership/ Culture

Feedback was given including having Management and Leadership be more transparent with issues, leading the charge to take care of issues, etc.



# SC/CC Status

Relay the status of SCs and CCs at safety meetings, safety committee meetings and other regularly attended meetings. This needs to include conversations between the safety coordinator and foreman, and the individual that submitted the issue. In addition, when the employees have more knowledge of how to access different parts of the SC/CC Reports, they can review the status of issues on a regular basis.

# Safety Coordinator Availability

The roles and responsibilities of safety coordinators needs to be defined and formalized, to determine a way to maximize field time and supporting functions, based on the concerns of the workers in the field and from the safety coordinators.





# Recommendations

# RECOMMENDATIONS

- Review survey comments and scores by department
- Communicate the ‘Significant Injury/Fatality’ (SIF) program
- Review the 2019 survey comments for “additional significant concerns”
- Review benchmarking solutions from 2019
- Formalize the Event Learning Standard



# NEXT STEPS

- Comments and suggestions from 2019 and 2021 employee surveys are being compiled and captured in an Action Tracking Spreadsheet for Safety department follow up

