



## Effective Safety Training: Making a Difference

Recently, I had a request to provide site specific HAZMAT and Incident Command training for one of our clients in Virginia. This company is a meat packing plant and deals with highly hazardous chemicals, such as anhydrous ammonia. As one of the principal trainers for NASP, I primarily teach for Safety Directors and other management personnel. This class was an exception; these were hourly employees.

Upon arrival, I quickly realized that I was going to face challenges. The room itself was too small and not set up appropriately for adult training, which we emphasize in our CSM classes. The poor Safety Manager was so short-staffed, that he had accidentally booked training in the same room in which he had scheduled my training at the same time. The first class was to start at 8:00am, and at that point, only two students had bothered to show up. He literally had to start calling supervisors to get the others to come; students would randomly stroll in, obviously displeased to be there. This continued for three days.

Some of the employees were coming off a 12 hour shift and were required to sit through (and dress out for) an additional 8 hour of training. Really?!? Management had cut the incentives for being on the team; their position was that it was a part of the job. Their \$200 bonus had been taken away, and replaced with nothing – zero recognition for being on the team; not a T-shirt, a hat, a jacket or a lunch. Not even an acknowledgement in the form of a ‘thank-you’ from the Plant Manager... who didn’t bother to make an appearance during our mock HAZMAT spill scenario complete with full dress out, responding to the leak, decon, and incident termination. It was quite disappointing.

I quickly realized that this training was going to be about more than simply training on the proper response to anhydrous ammonia. As with most safety training, it was going to be an opportunity for employees to express concerns, to acknowledge these concerns and regenerate employee morale. It was to be an exercise in team-building despite management’s unwillingness to reward it. I abandoned some of the technical material that I wanted to cover, and, instead, spent more time on round-table discussions, ‘what-if’ scenarios and suggestions on improving their system. I got them talking, laughing and sharing.

To be honest, I wasn’t sure of our success; however, at the end of the last days, I had one of the quieter students approach me. He hadn’t talked much, hadn’t smiled at all, but he seemed to be attentive throughout the session. He told me he had worked at this plant for 17 years and this was the best training he had been through. I must admit, that’s a good feeling.



**ERIC GISLASON**  
**EXECUTIVE DIRECTOR**  
**NASP/IASP**

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We've all been there. Teaching a class in which no one wants to participate. Preaching the safety message when everyone else is preaching a different message. But it is our job to take that opportunity and make the best of it. A couple of suggestions when setting up and providing the training:

- NEVER send someone to safety training after their shift
- Make certain classroom is set up properly and sized appropriately for your students
- Avoid using long, dull safety videos; this is simply an opportunity for students to doze off
- Incentivize student participation while training. If someone answers a tough question, reward them with a piece of candy or other treats.
- Make certain you provide adequate breaks for longer training sessions. Break for ten minutes per hour on average.
- Show enthusiasm and excitement for your topic. This is especially difficult if you are teaching the same class repeatedly.
- 'Build up' your students; compliment them on their participation. Use phrases like 'excellent question', and 'great example'. And ALWAYS thank them for being there.

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CSM COURSE  
LAS VEGAS, NV  
FEBRUARY 6 - 10, 2017



## FROM REAL PROFESSIONALS

Effective safety training is the heart and soul of a safety culture. It is difficult to change employee attitudes and behaviors. It is impossible if you have no management support. We will be discussing how to get that 'buy-in' from management in upcoming newsletters. To become a more effective safety manager and/or safety trainer, attend our next [CSM Course](#) scheduled in Las Vegas in February 2017.

**OSHA Delays New Injury Reporting Mandate**

OSHA extended the compliance deadline of its public injury reporting regulation to give a court more time to hash out the rule's legality. It's the second push-back since a coalition of businesses filed an injunction to block the new rule they say will put a target on their back. The bone of contention? They aren't persuaded the updated rule, which sets anti-retaliation regulations for safety incentive and drug testing programs, will ensure that workers aren't discouraged from reporting injuries or filing reports. OSHA agreed to the request of a federal judge to extend the enforcement deadline one month, from Nov. 1 to Dec. 1. "We're putting out guidance over the next month, so they'll see that," OSHA chief David Michaels commented when asked about the delay at the National Safety Council Congress in Anaheim, CA. "We've gotten a lot of useful input from several different employer groups, and I think when they look at it they will feel a lot more comfortable."

The National Association of Manufacturers (NAM) and other companies have argued releasing injury information for public consumption "will lead others to make inaccurate conclusions, open manufacturers up to retaliation and sacrifice privacy." Companies are already required to report the information to OSHA, but the agency says public injury reporting will give employers more reason to increase workplace safety. Employers say OSHA is overstepping its bounds. The rule, they argue, would unlawfully prohibit critical safety incentive programs and mandatory post-incident drug testing that make workplaces safer. The far-reaching nature of the rule could open employers up to OSHA fines if their safety programs aren't compliant with the new reg. Employers should prepare to take the following steps:

- review your existing workplace injury and illness reporting procedures with company brass and safety personnel to ensure your policies are compliant, and
- train employees on new reporting procedures and make sure they know their rights.

To find out what else OSHA is up to, [click here](#) now.



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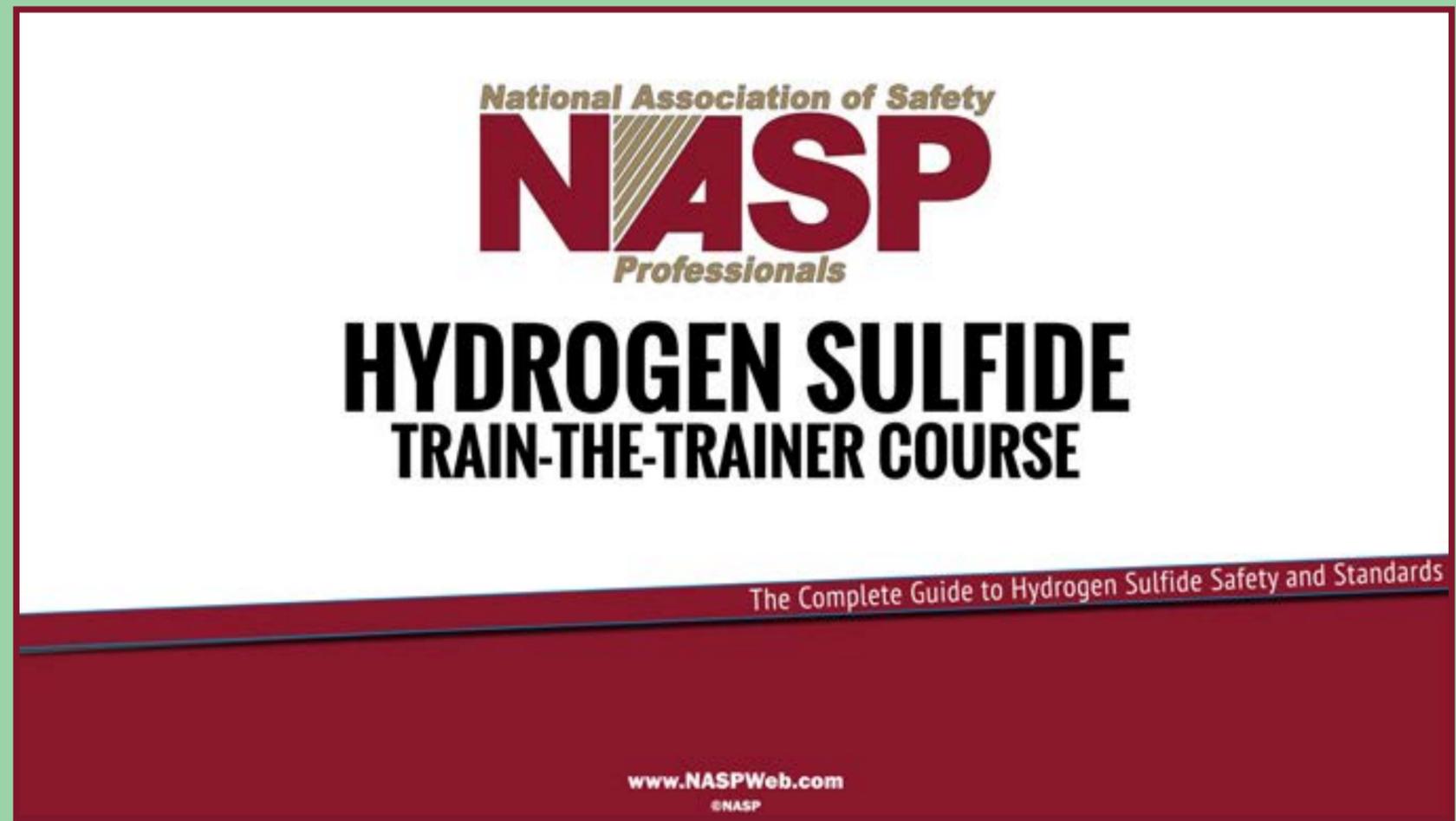
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**New Hydrogen Sulfide Online Course Available Soon**

Many of you in the oil and gas industry, wastewater treatment and some sectors of general industry have been requesting specific online courses in Hydrogen Sulfide Safety Training. Your requests have not gone unnoticed! Introducing the NASP Hydrogen Sulfide Safety Series... these online certification courses include a Train-the-Trainer Course, a Supervisor Course, a General Industry Course and an Awareness and Refresher Course. Hydrogen sulfide is an extremely hazardous chemical and leads to a reported nine deaths annually in the US alone (BLS statistics). Learn everything you need to know and use these qualifications to train others in your facilities. New training certifications will be available in January 2017.

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The graphic features the NASP logo at the top, followed by the text "HYDROGEN SULFIDE TRAIN-THE-TRAINER COURSE" in large, bold, black letters. Below this, it says "The Complete Guide to Hydrogen Sulfide Safety and Standards" in a smaller font. At the bottom, the website "www.NASPWeb.com" and a copyright notice "©NASP" are visible.

[Click here](#) for a sneak preview of this new, interactive course.

**To view the new interactive elements of the course you must download the file and open it in Adobe Acrobat Reader.**

If you do not already have Acrobat Reader Installed, you can download it [here](#).

After you have installed the program simply Right-click on the file and select "Open With" Adobe Acrobat or select the "View in Acrobat" option that appears in the upper right corner of your web browser after clicking the file link.

**OSHA's 2016 top 10 violations: Here's where to focus safety efforts**  
*Stay below feds' radar by beefing up compliance*

Knowing which regulations OSHA cites most often can help focus your safety program. The agency just released its updated list for 2016.

1. Fall Protection (1926.501, 6,929 violations): Employers often get hit for this due to unprotected edges of platforms. Although this is a construction rule, it can apply to general industry if the work being done at a facility is not maintenance, i.e., if it's new construction. A wide variety of employers see this as a violation after an OSHA inspection, but particularly roofers, framers and single family home construction.

2. Hazard communication (1910.1200, 5,677 violations): Common violations of this standard include lack of training, not maintaining safety data sheets, not having a hazcom program or having an insufficient one. OSHA also finds some employers may provide adequate training to their employees, but not to temporary help hired through agencies.

3. Scaffolding (1926.451, 3,906 violations): Reasons for being cited under this standard include improper access to scaffolding, lack of appropriate fall protection, and scaffolding not assembled or maintained properly.

4. Respiratory protection (1910.134, 3,585 violations): Top violations of this standard include no medical evaluation of the employee wearing respiratory protection, not providing respiratory protection when required, not fit testing or not performing it properly, and failure to establish a respiratory protection program.

5. Lockout/tagout (1910.147, 3,414): There are three major areas of violations: no training, no LO/TO procedures and no periodic inspections of the LO/TO program.

6. Powered industrial trucks (forklifts, 1910.178, 2,800 violations): Top violations under this standard include truck not operated safely, lack of employee training on the trucks specific to the facility, lack of retraining every three years, and trucks not properly maintained and placed out-of-service when necessary.

7. Ladders (1926.1053, 2,639 violations): Employers are often fined under this standard for ladders with structural defects that aren't taken out of service and employees standing on the top step.

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8. Machine guarding (1910.212, 2,451 violations): Most common problems inspectors see include lack of guards at point of operation and ingoing nip points. Amputation injuries caused by machine guard violations qualify for quick reporting to OSHA under the severe injury reporting requirements.

9. Electrical wiring methods (1910.305, 1,940 violations): Common violations include using extension cords instead of permanent wiring and openings in electrical boxes.

10. Electrical general requirements (1910.303, 1,704 violations): Common violations include improper electrical installations and use, and failure to maintain working space around electricity. This list reflects preliminary totals for the 2016 federal fiscal year, which ran from Oct. 1, 2015 through Sept. 30, 2016, so the total numbers of violations will go up.

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