### Safe + Sound Campaign



#### **WELCOME TO TODAY'S WEBINAR:**

#### Tools for a Successful Workplace Safety & Health Program

Presented by:

Andrew Levinson, Deputy Director, OSHA Directorate of Standards & Guidance

Linda Goldenhar, Director, Evaluation & Research, CPWR

Tom Shanahan, Vice President of Enterprise Risk Management, National Roofing Contractors Association,

& Keith J. Vitkovich, Executive Director, Roofers & Waterproofers Research and Education Joint Trust Fund

#### FOR TECHNICAL DIFFICULTIES:

jbunting@cpwr.com









PWR [●

www.osha.gov/shpcampaign

### Safe + Sound Campaign



**EVERY** business and workplace needs a SHP that includes:

- Management Leadership
- Worker Participation
- Systematic Approach to Find and Fix

#### Many valid approaches: choose one

(e.g., OSHA, NSC, ANSI, OHSAS, ISO, state plan standards)

Wherever your business is on the safety curve, take a step in the right direction.











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Practical Tools for Improving Safety Leadership and Safety Climate in Construction: Brief Review & Update

Linda M. Goldenhar, PhD CPWR – Center for Construction Research and Training

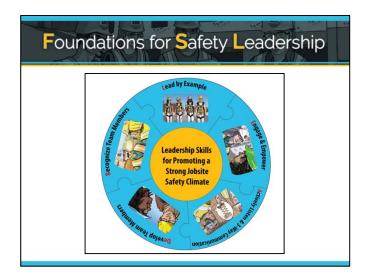


### 2017 Webinars

#### **Foundations for Safety Leadership**

#### Safety Climate/Culture

#### 2.5 hour Foundations for Safety Leadership (FSL)



- Lead by example
- Engage & empowering team members
- Actively listen and practice three-way communication
- Develop team members through teaching, coaching, and feedback
- Recognize team members for a job well done.

#### OSHA

- OSHA 30-hour 16 (of 27) taught FSL in 549 classes -5929 foremen/lead workers
- OSHA 500-level National Resource Center taught FSL in 40 classes to 611 outreach trainers

#### **Beyond OSHA**

- Nearly 100 companies large and small
- Insurance companies
- Unions
- Downloads: 5000 power point; 2200 instructor guide

"It's like driving a car and using a roadmap for directions. Before you begin you should study the guide . Then during the class, you can pull over (pause) to review the map (trainer guide) to make sure you're going the right way before proceeding."

- Trained 286 foremen/frontline leaders, 20 different specialty subcontractor companies
- Improved understanding and practice of leadership skills at 2 and 4 weeks after
- No significant improvement in crew-reported outcomes

#### Numbers may not tell the full picture

"I think the crew is more willing to bring up items to the foreman, and we've actually made changes on site or brought it to the attention of people who can make changes..." (Company President)

"In my opinion, a successful training that benefited not only the foreman/superintendents/stewards in the field but also the overall safety climate of the project." (Company Safety Trainer)

"It's rare that Construction leaders thank us for a training, but that's what we received after the FSL training. What's even better is that they've been able to improve their communication and engagement with their team. This training was a key component of our Workplace Safety program that earned us the AGC Construction Safety and Health Excellence award in 2016." (Company Owner)

### 3 new scenarios



Train the trainer presentation & instructor guide

οι	Indations for <mark>S</mark> afety Leadershi
The	Introducing e Foundations for Safety Leadership (FSL) training module
	Train the Trainer Presentation

# Create your own scenario worksheet

_	Create a Safety Leadersh	sin Scenario
	create a sarely cesserin	ity scenario
ie this templat	ty leadership skills laught in the FDL source, you a to create your cash. It will each best if the son e, have experienced. We suggest that you make	mario you create is bacad on a safety situation you
ATING TH	E SCENARIO - 3 steps.	
	with a typical safety situation that you've exper al safety outcome.	resced or abserved on the jokulte that had, or
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Possible Johnite	Residential, Commercial, Mixed use, Menry Highway	, Bridge, Other
William and the	forty elevation and private description here:	
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### FSL Handbook

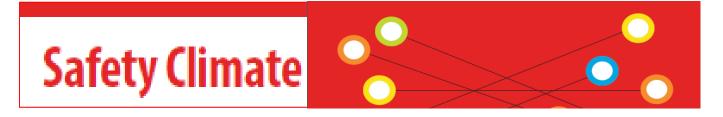
Personal Assessment & Action Plan

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1. Lead by example	Deeps	basarliners	-
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Consider the address realizations of all ones decisions			
Tel high expectations for likes members			
Hull the last - almost folion tale most practices			
Communicate will your team that averyone perce subdy			
J. Engage and empower team members			
Engage fause members in daily safety meetings in marring safety hubbles			. 7
Report legal from last members alout safety			.9
Encourage team members to sherify and report safety sease suff as factories, concerns, injuries, and must insees			
1. Actively listen and practice 3-way communic	ation		
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Actively later to lease complete when they speak to you		. 8	. 9
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Hale sure have reactions loose how to do a new hall before athade story it			
5. Recognize Team Hembers for a 3ds Well Don			
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Lise positive reception of team members to ensuringe pilote solute			

Foundations for Safety Leadership

6 Leadership Skill Toolbox Talks

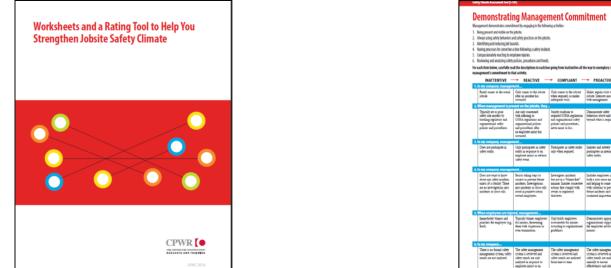




#### 8 Leading Indicators of a Strong Jobsite Safety Climate

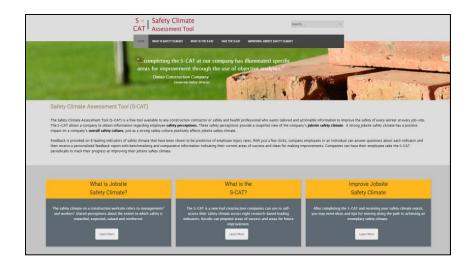
- 1. Demonstrating Management Commitment
- 2. Aligning & Integrating Safety as a Value
- 3. Ensuring Accountability at all Levels
- 4. Improving Supervisory Leadership
- 5. Empowering & Involving Employees
- 6. Improving Communication
- 7. Training at all Levels
- 8. Owner/Client Involvement

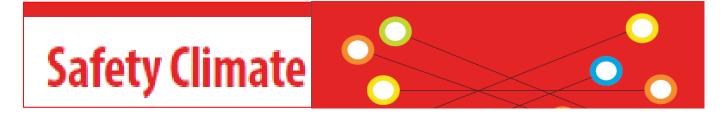
#### **D Safety Climate**



Manager 1. Bein 2. Alwa 3. Ident 4. Hant 5. Com 6. Ravia For each manager	need demonstrates committe g present and visible on the prosting safety behaviors and thying and reducing job has ng processes for corrective a persistentity macting to emp weing and analyting safety is them below, carefully ma- ement's commitment to the INATTENTIVE	ment by orgaging in the follow jobste. draftery practices on the jobsite ands. Circle billowing a safety incidere plopen biparies. policies, providence and trends. d the descriptions in each bout at achietys. REACTIVE	t, t, t going from inattentive all th		
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2 6 8 4	pically an as pose any use models by esting equilatory and guarantened safety dates and passeduce.	As only constant with allocing to OSMA separations and expansions only policies and purcedures after an employee anony has occurred.	Stairty readium to required OSMA regulations and requiretioned ordery policies and procedures, nerver more or less.	Demonstrate solely behaviors shows and beyond what is sequired.	Consistently model safety behavious shore and heyroad whet is neptimed and sampaior suspiryes who do the same.
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	en employees are injur				
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1	tere is an focual valety angenerat system, safety safe see not sasilyand.	The tabley management system is perieved and safety tends are only andpased in propose to sampleyes injury or an adverse safety eran.	The talety ananyment system is externed and talety tends are analyzed from time to time.	The odey assagement system is privated and takey tends are assigned samaly to same effectiveness and adernace.	The odety management system is preserved and softry toroits are andyord to-summely to summer effectiveness and adversarie.

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#### Workbooks

- 7500 hard copies
- Over 10,000 downloads

#### Safety Climate Assessment Tool (S-CAT)

- Over 1800 responses
- Statistically reliable and valid
- Group reports for over 50 companies, DOE site and The National Fire Service
- Translated into Spanish



### Safety Climate Assessment Tool(S-CAT<sup>sc</sup>) for Small Contractors

**Roofing r2p Partnership:** 

Tom Shanahan Vice President of Enterprise Risk Management, National Roofing Contractors Association

Keith J. Vitkovich Executive Director, Roofers & Waterproofers Research and Education Joint Trust Fund



## **Need for an S-CAT**<sup>sc</sup>

#### **Premise:**

All construction companies can benefit from assessing their performance for each leading indicator

#### **But...**

Smaller companies – those with 50 or fewer employees – may not have the time to take full advantage of the S-CAT and access to resources to strengthen their safety climate

### **Development of the S-CAT**<sup>sc:</sup> Streamlined the S-CAT worksheets

#### From this....

entifying and reducing job haz aving processes for corrective a ompassionately reacting to em	nd safety practices on the jobsit rards. Iction following a safety incider			0	S-CAT <sup>SC</sup> Worksheet for					
ach item below, carefully rea Igement's commitment to th INATTENTIVE —	at activity. → REACTIVE —	x going from inattentive all th		← one that best describes  EXEMPLARY	My Company	Already does this well	Could do this better	Would need help doing this	ls not able to do this	l doi kno
Rarely comes to the actual jobsite.	Only comes to the jobsite after an incident has occurred.	Only comes to the jobsite when required, or makes infrequent visits.	Makes regular visits to the jobsite. Interacts mostly with management.	Frequently visits the jobsite; seeks out interactions with employees.	1. Has safety policies and procedures and shares them with					
/hen management is pre Typically act as poor safety role models by breaking regulatory and organizational safety policies and procedures.	sent on the jobsite, they Are only concerned with adhering to OSHA regulations and organizational policies and procedures after	Strictly conform to required OSHA regulations and organizational safety policies and procedures, never more or less.	Demonstrate safety behaviors above and beyond what is required.	Consistently model safety behavior: above and beyond what is required and recognize employees who do the same.	all employees 2. Includes money in project budgets to implement safety measures (such as purchasing or renting safer tools and equipment, and conducting training)					
n my company, managen	an employee injury has occurred.	hever more or less.		who do the same.	3. Frequently visits jobsites and interacts with employees about safety					
Does not participate in safety audits.	Only participates in safety audits in response to an employee injury or adverse	Participates in safety audits only when required.	Initiates and actively participates in internal safety audits.	Actively participates in internal safety audits and uses the information for	<ol> <li>Always obeys safety rules and wears proper personal protective equipment (PPE), such as gloves, hard hats, etc. when on the jobsite</li> </ol>					
	safety event.			management performance evaluation.	5. Provides appropriate PPE for all employees on every jobsite					
n my company, managen Does not want to know about any safety incident, unless it's a fatality. There	Resists taking steps to correct or prevent future incidents. Investigations	Investigates incidents but not in a "blame-free" manner. Initiates corrective	Includes employees in both a root cause analysis and helping to come up	Relies on a formalized process for conducting a detailed root cause analysis	6. Recognizes employees for obeying safety rules and wearing proper PPE on the jobsite					
are no investigations into incidents or close calls.	into incidents or close calls result in punitive action	actions that comply with owner or regulatory	with solutions to prevent future incidents and foster	that reviews both processes and behaviors. Findings are	7. Identifies and takes steps to correct hazardous situations					
	toward employees.	directives.	continued improvements.	discussed with everyone and preventive solutions are implemented.	8. Collects information about and follows up on injuries and incidents with managers, supervisors, and employees					
	red, management				9. Helps injured workers so they can return to work					
Immediately blames and punishes the employee (e.g., fired).	Typically blames employees for injuries, threatening them with suspension or even termination.	Only holds employees accountable for injuries according to organizational guidelines.	Demonstrates appropriate organizational support for the employees involved in injuries.	Proactively provides support to injured employees to facilitate return to work. Seeks to learn from employee injuries.			I	<u> </u>	<u> </u>	
n my company										
There is no formal safety management system; safety trends are not analyzed.	The safety management system is reviewed and safety trends are only analyzed in response to employee injury or an	The safety management system is reviewed and safety trends are analyzed from time to time.	The safety management system is reviewed and safety trends are analyzed annually to ensure effectiveness and relevance.	The safety management system is reviewed and safety trends are analyzed bi-annually to ensure effectiveness and relevance.						

#### To this...

## **Development of the S-CAT**<sup>sc:</sup>

Modified the terminology slightly – for example:

#### From this....

#1 Demonstrating management commitment

#### To this...

Demonstrates management commitment to safety

#2 Aligning and integrating safety as a value Promotes and incorporates safety as a value

#7 Training at all levels

Provides training at all levels

## **Development of the S-CAT**<sup>sc:</sup>

#### Revised activities and ideas for improving each indicator

#### From this....

**#7 Training at all levels -** The best way to ensure that all employees know and understand how they can improve jobsite safety climate is to provide ongoing, effective training for specific roles and responsibilities in the company.

- Supervisors should at the very least have OSHA 30-hour training
- Safety training is provided at all levels of the company, and is ongoing
- Company implements an STS program certification
- Safety leadership training is available for supervisors and foremen.
- Empowerment and peer-to-peer training is provided to employees
- Joint safety committee training is given to all participants
- All field personnel help to identify training needs and develop materials
- Supervisors are educated on the importance of a good safety role model

#### To this...

**#7 PROVIDES TRAINING AT ALL LEVELS:** Employees receive training on how they can improve jobsite safety and specific roles and responsibilities in the company.

- Supervisors have at least OSHA 30-hour training
- Safety training is provided at all levels of the company and is ongoing
- Safety leadership training is available for supervisors and foremen
- Empowerment and peer-to-peer training is provided to employees
- All field personnel help to identify training needs and develop materials
- Supervisors are educated on the importance of a good safety role model

### **Development of the S-CAT**<sup>sc:</sup>

#### Simplified scale to capture where small employers need help Examples from "Ensures Accountability at All Levels"

#### From this....

For each item below, carefully read the descriptions in each box going from inattentive all the way to exemplary. Circle the one that best describes how well management and employees in your company are held accountable for safety.

INATTENTIVE -	→ REACTIVE —	COMPLIANT —	→ PROACTIVE —	EXEMPLARY
1. In my company				
Employee safety performance is not evaluated at all. If they mess up they are fired.	Employees are punished for not practicing safe behaviors, but they are not rewarded for proactively identifying hazards.	Safety metrics for employee performance evaluation are given lip service and sometimes informally used to evaluate employee performance.	Safety metrics are formally integrated into employee performance appraisal processes to evaluate and reward employees for maintaining and improving a positive jobsite safety climate.	Safety metrics are formally integrated into employee performance appraisal processes to evaluate and reward employees for maintaining and improving a positive jobsite safety climate. Data are used to identify targeted training opportunities.

#### To this...

For each of the following statements, please put an X in the column that best describes what your company is currently doing:

My Company	Already does this well	 Would need help doing this	l don't know
<ol> <li>Holds everyone, including managers, supervisors, foremen and employees, accountable for safety</li> </ol>			

## **Pre-Test & Pilot**

- Pre-tested with 10 Contractor and Labor representatives in the Roofing Industry
- Piloted with 61 contractors

## **Pilot – Findings**

## Key activities where contractors 'could do better' or 'would need help':

Activity	% saying could do better/would need help
Rewards employees for improving safety	82%
Recognizes employees for obeying safety rules and wearing proper PPE on the jobsite	82%
Regularly assesses safety knowledge and skill	80%
Rewards managers, supervisors, and foremen for maintaining and improving safety	79%
Provides supervisors and foremen with leadership training so they are able to communicate and motivate employees about safety	78%

### **Modified Workbook Instructions**

Safety Climate Assessment Tool (S-CAT) for Small Contractors

#### Safety Climate Assessment Tool (S-CAT<sup>\$C</sup>) for Small Contractors

A construction jobsite's safety climate = an employer's and workers' shared views about how safety is valued and reinforced.

The Safety Climate Assessment Tool for Small Contractors (S-CAT<sup>SC</sup>) is designed to help small construction company employers and their employees assess and improve their jobsite safety climate. The S-CAT<sup>SC</sup> uses the following eight leading indicators to assess a company's safety climate:



Pages 2-5 of this S-CATS<sup>6C</sup> workbook include the questions related to the eight leading indicators. Pages 6-7 have a "Summary of Ideas" that you can use to make improvements, including a link to resources currently available to help implement them. Please note, new tools and resources will be added as they are developed.

Completed S-CAT\*\* worksheets shared with CPWR-The Center for Construction Research and Training (CPWR) are being compiled to identify activities where small construction contractors and their employees feel they need help, and to develop materials and resources that contractors can use to help with those activities and strengthen their company's safety dimate. Information shared by employees will be kept completely confidential, and only used in aggregate without any company or personal identifiers associated with the entries.

#### You can use the S-CAT SC worksheet in this workbook to assess how your company is doing or complete it anonymously online at

. If you complete the free online version of the **5-CAT**\*C, a report will automatically be generated that includes your responses and an assessment of how you are doing on each of the eight leading indicators.

You can also use the S-CAT<sup>SC</sup> worksheet with your employees to see how your responses and your employees' responses align. If you share the completed worksheets with CPWR, you will receive a report summarizing your company's responses in comparison to the overall results for other contractors and their employees in the database. There are two ways to use the S-CAT<sup>SC</sup> with your employees:

1. On paper: Provide each employee with a copy of the worksheet in this workbook. Please emphasize to your employees that they should not put their name on the worksheet because all information collected needs to be anonymous. In addition, please provide a comflectual and secure location for employees to turn-in their completed worksheets. Once you gather all the completed worksheets, you can review them to see how your response and your employees response as align, and use the "Summary of Ideas" and the resources available at http://tinyut.com/S-CAT-set to help you implement the ideas and strengthen your company's safety climate. If you would like to receive a company report, please mail copies of the completed worksheets to:

CPWR-The Center for Construction Research and Training Attention: Eileen Betit 8484 Georgia Avenue, Suite 1000 Silver Spring, MD 20910

2. On-line: Contact CPWR at cpwr-t2p@cpwr.com and ask for a company-specific URL to share with your employees. You and your employees will use this link (URL) to fill out and submit the worksheet online. The URL will be identified with your company so that a company-specific report can be generated; however, no personal identifiers will be collected and all individual responses will be completely anonymous. The link (URL) will only be used by your company and will be active for the time period you specify. After that date, CPWR staff will send you your company report.

You are encouraged to share your results with CPWR so that materials and resources are developed that are responsive to your needs and those of other small construction contractors. The aggregate data compiled <u>will not</u> include any company or personal identifiers.

#### Workbook

- Download or copy worksheet
- Do on your own or have your employees complete the worksheets
- Share worksheets to receive a summary report

#### **On-line**

- Click on <u>https://tinyurl.com/S-</u> <u>CAT-sc-2018</u>
- An individual report is generated
- Request a company URL and a company report will be developed and sent

### **Created Online Version**

#### https://tinyurl.com/S-CAT-sc-2018

S-CAT <sup>sc</sup> Welcome to the Online Safety Cli Small Contractors	(S-CAT <sup>SC</sup> )!
The S-CAT <sup>SC</sup> is designed to help small construction company employers and their	
climate. The S-CAT <sup>SC</sup> uses <b>eight leading indicators</b> to assess a company's safe	Your Results
<ol> <li>2. Promotes and micorporates safety as a value</li> <li>3. Ensures Accountability at All Levels</li> <li>4. Improves Supervisory Leadership</li> <li>5. Empowers and Involves Employees</li> <li>6. Improves Communication</li> <li>7. Provides Training at All Levels</li> <li>8. Encourages Owner/Client Involvement</li> </ol>	Section 1: Demonstrates Management Commitment to Safety Management's commitment to keeping employees safe is demonstrated through their words and actions. Just saying "Safety is #1!" does not automatically translate into a positive safety climate. Your responses indicate your program is DOING WELL. Recommended practices for this indicator that you may already have in place are below. Visit <u>http://tinyurl.com/S-CAT-sc</u> for ideas and free resources to use to further strengthen your company's safety climate. • Clearly communicate safety expectations to all employees and spell them out in company policies, procedures, and guidelines • Make sure adequate resources are available to effectively implement safety activities • Make safety a top agenda item at all meetings • Require management to participate in all safety-related meetings • Make sure employees receive sufficient safety training and have proper PPE (e.g., gloves, eye protection, etc.) • Design rewards and incentives to encourage employees to actively follow safe work practices • Track and analyze accidents and incidents • Establish a formalized process for corrective action when a safety issue is discovered
	Section 2: Promotes and Incorporates Safety as a Value Safety is integrated into all company activities to ensure it is valued as much as all other business functions. This occurs when management clearly and consistently communicates safety expectations. Truly valuing safety means it is never compromised for productivity.
	The following are ideas for improving this indicator. Visit <u>http://tinyurl.com/S-CAT-sc</u> for ideas and free resources to use to further strengthen your company's safety climate.

## S-CAT<sup>sc</sup>- Online Resource

#### https://www.cpwr.com/research/s-cat-sc-small-contractors



#### S-CAT SC for Small Contractors

The Safety Climate Assessment Tool for Small Contractors (S-CAT <sup>SC</sup>) is designed to help small construction company employers and their employees assess and improve their jobsite safety climate. In addition, employer and employee S-CAT <sup>SC</sup> responses shared with CPWR are being compiled to identify and develop materials and resources for small construction contractors to use to strengthen their company's safety climate.

The S-CAT <sup>SC</sup> uses the following eight leading indi	Resources & Materials to Help Implement the Ideas
3-3	Foundations for Safety Leadership (FSL) was developed to provide safety leadership skills. This free program can be used with supervisory personnel, management, and
1. Demonstrates Management Commitment to	workers. It is also an approved OSHA 30-hour elective module.
2. Promotes and Incorporates Safety as a Val	Resources to conduct a Job Hazard Analysis - instructions and related resources on how to conduct a job hazard analysis developed by the Maine Department of Labor.
<ol><li>Ensures Accountability at All Levels</li></ol>	Training & Educational Resources on Specific Construction Hazards and Solutions
4. Improves Supervisory Leadership	• Toolbox Talks
<ol><li>Empowers and Involves Employees</li></ol>	Hazard Alert Cards
6. Improves Communication	Health and Safety Videos
7. Provides Training at All Levels	<u>Materials to Reduce Sprain &amp; Strain Injuries</u>
8. Encourages Owner/Client Involvement	Materials to Avoid Heat-Related Illnesses     Avoiding Exposure to RF Radiation (from telecommunications antennas)
	<ul> <li>Planning to protect employees from silica exposure – tools and resources</li> </ul>
Click here to download a copy of the S-CAT SC w	OSHA Safe Workplace + Sound Business Resources
company could do better.	
Click here to download the S-CAT SC works	Management leadership:
<ul> <li><u>Click here</u> to download the list of ideas, an</li> </ul>	
	Worker Participation:
	Show you are listening and ask for feedback
	<ul> <li>Empower workers with safety and health information</li> <li>Recognize workers or teams for contributions to workplace safety</li> </ul>
	<ul> <li>Partner for safety and health planning</li> </ul>
	Other:
	<ul> <li>Injury and Illness Prevention Program – California Department of Industrial Relations</li> </ul>

## Links

The following is a list of the resources and links that were discussed during the event:

- <u>Learn more about OSHA's Safe + Sound Campaign</u>
- Intro to Foundations for Safety Leadership (FSL) On-Demand Webinar learn more about what the FSL covers and how to use it
- <u>Tools to Improve Safety Climate On-Demand Webinar</u> learn more about the full S-CAT and additional Safety Climate resources
- <u>Foundations for Safety Leadership (FSL)</u> primary training materials and additional resources can both be accessed from this page
- <u>Full Safety Climate Assessment Tool (S-CAT)</u> learn more about the tool and take the S-CAT
- <u>S-CAT for Small Employers</u> learn more about the S-CATsc and download the worksheet