

Health Safety & Security (HSS) Review Preparation

**EETD Supervisor Meeting
January 14, 2009
10:30 – 11:30**

EETD Safety Goals



EETD's safety goals:

- Integrate safety into everything we do
- **Can't eliminate all accidents, but can minimize injuries:**
 - Create a continuous process to (re)evaluate hazards, develop controls, report near misses, and use lessons learned to minimize risk of accidents
- **Best in Science – Best in Safety**

“Doing great science is exactly the same as ISM*”
Steve Chu

Next challenge:

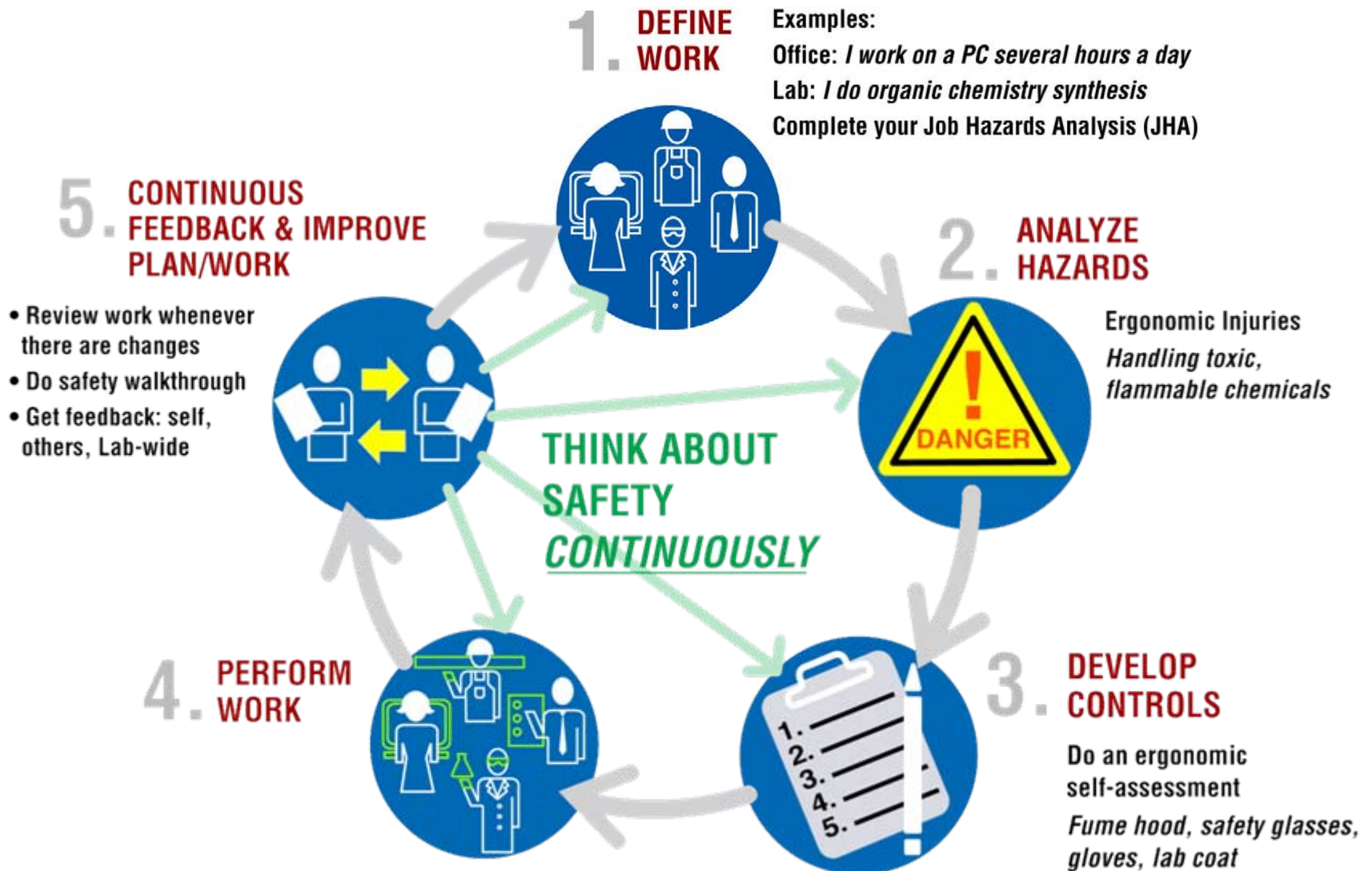
Final preparation for Jan 26 - Feb 6 HSS Review

****ISM: Integrated Safety Management***

INTEGRATED SAFETY MANAGEMENT (ISM) & JOB HAZARDS ANALYSIS (JHA)



Environmental Energy
Technologies Division



HSS Review Schedule



- EETD Lab stand-downs: Nov. 3-19, 2008
- Feedback Team Deployment: Nov 23, 2008 – Jan 23, 2009
- HSS Scoping Visit: Dec 3 - 4, 2008
 - Division presentations of science & safety
 - Some tours conducted
- LBNL Red Teams: Dec 8 - 12, 2008
 - External eyes to view our preparedness
- HSS Planning Visit: Jan 6 - 8, 2009
 - Includes field visits
- HSS Data Collection Visit: Jan 26 - Feb 6, 2009
 - Full HSS team field deployment

HSS Review Focus Areas



- **Cross-Divisional Focus Areas**

- Management, Feedback and Improvement
- Hazardous Waste Management
- Chemical Management
- Worker Rights and Responsibilities
- Occupational Injury and Illness Investigations & Reporting
- Radiation Protection Plan

- **Divisional Focus Areas**

- Advanced Light Source
- Chemical Sciences
- Facilities
- Life Sciences
- Physical Biosciences
- Engineering

HSS Team has indicated it may expand inspections to all Divisions e.g., checking SAAs, chemical inventories etc.

HSS Review Approach



- **HSS is already looking at LBNL data**
 - ORPS (Occurrence Reporting and Processing System)
 - Injuries
 - Corrective actions / validation / verification
 - EH&S documentation e.g., ISM plan, work authorizations, Job Hazard Analysis (JHA), etc.
- **HSS will embed in various areas and activities**
 - They will observe meetings
 - They will observe incident responses
 - They will observe work performed
 - They will examine management follow-up
- **At the end of each day, HSS team will compare notes**
 - Multiple similar local findings → Institutional finding
- **LBNL and Berkeley Site Office (BSO) are both being reviewed**

Interactions with HSS Reviewers

Source: Kem Robinson

EETD Mock Interview Videos



- These videos mimic an interview with office and lab workers and address JHA and hazards in the work environment
- They depict some of the questions that HSS reviewers might ask, as well as right and wrong ways to answer them.
- No need to learn these answers by heart. Instead, try to remember the tips for a successful interview. To see the videos go to <http://puff.lbl.gov/safety/>

HSS Reviewer's Interview Approach



Interview Scenario

- Observes work/lab area and asks about something
- First seeks to establish rapport, gets people comfortable
- Transition from rapport “chit-chat” to “what do you do here?”
- Generally won't point out deficiencies at the beginning
- Will start to “pull the string”
- Will ask ever more probing questions

Reviewer knows where he/she is going, wants to extract maximum documentation/evidence

Non-confrontational attitude

- Goal of reviewer is to get information & documentation
- Wants to know what the person knows and how well he/she knows it

Reviewer Handling - Interview



- **Answer the question**
 - Answer only the question
 - Be concise – don't volunteer more than asked
 - Speak in sentences not paragraphs
- **Ask for clarification, translation – know what is being asked**
- **Don't**
 - Guess
 - Argue
 - Challenge
 - Attempt to mislead
- **Do**
 - Remain calm
 - State what you've been trained / know
 - Refer to *higher authority* → PI/Supervisor, Division, EH&S Subject Matter Expert

Reviewer Handling – Item Correction



- Thank the reviewer for pointing a problem out
- If it can be fixed immediately - **FIX IT!**
- If it can't be fixed immediately
 - Stop affected activity
 - Take anything out of service
 - Let reviewer know it will be fixed
 - Get the information back to the reviewer that it has been fixed
 - Inform the reviewer that it has been entered into CATS
- **Don't let anything fixed revert back to the initial condition**
 - HSS will follow up to verify

Reviewer Handling – Tips from Other Labs



Comments from Brookhaven, Argonne & SLAC staff who have been through multiple HSS reviews

- **Do**

- Recognize the HSS team is genuinely committed to protecting people, not to playing “gotcha”
- Approach the review as an opportunity to improve safety
- Set an achievable goal: can’t eliminate all accidents, but can work to eliminate injuries
- Be prepared to answer “How do you know..?”
- Understand the reviewers’ approach: trust but verify

- **Don’t**

- Defend the indefensible (e.g., fire door that is propped open)
- Follow the Navy approach to problems: stow it or paint it – don’t cover up a problem – identify it and address it
- Say “Never” or “Always”

Employee Rights & Responsibilities



- **Employees have the right to report issues without reprisal.**
- **Employees have the responsibility to stop work that they think is unsafe.**
- **Employees have the right to be involved in the safety process (e.g. observe exposure assessments).**
- **Details on Employee Rights and Responsibilities can be found on posters in common areas of every building.**

Final Preparation Steps & Resources

Final Preparation Steps I



- **All EETD Supervisors with all EETD staff/guests:**
 - Face-to-face discussion (one-on-one or group) with all staff, students, guests to review safety fundamentals:
 - 5 core functions of Integrated Safety Management (ISM)
 - Job Hazard Analysis (JHA): it **authorizes** your work
 - Resources for emergencies & safety concerns – refer to the red Emergency Response Guide, analyze accident or safety risks
- **Additional steps for Supervisors with staff working in labs:**
 - Review and update work authorizations lab documentation e.g., on-the-job training (OJT), experimental procedures etc. Inform staff of any changes.
 - Review existing lab personal protective equipment (PPE) policy and ensure it's always followed
 - Walkthrough the labs, enter all deficiencies into CATS by 1/23/08
- **Complete by January 23**

Final Preparation Steps II



- **Complete and post new door placards**
 - Follow instructions from Guy Kelley.
 - Technical areas with machine tools: Machine Tool Responsible Person should be posted on door placard. Document all authorized users and OJT.
- **Include all off-site experimental work in your JHA**
 - Follow the guidance in the Offsite Safety Review form for your offsite project
- **Pay particular attention to students and guests**
 - JHA accurate, oversight, training, safety communications

FYI. LBNL initiated a program to test and certify all lab built or modified electrical equipment

Resources



- **EETD mock interview videos**
<http://puff.lbl.gov/safety/>
- **Sample safety Q&A**
<http://eetd.lbl.gov/ehs/docs/a2-sample-safety-q-and-a.pdf>
- **Lessons learned from practice safety inspections and interviews**
http://eetd.lbl.gov/LabOnlyWS/Intranet/Subpages/News/WhatsNew/word_docs/08/lessons-learned.html
- **Worker rights & responsibilities**
<http://www.lbl.gov/ehs/pub3000/CH01.html#sec133>
- **EETD EH&S website**
<http://eetd.lbl.gov/ehs/ehs.html>
- **LBNL EH&S website (general & HSS Review)**
<http://www.lbl.gov/ehs/>
<http://www.lbl.gov/ehs/ism/2009/index.shtml>