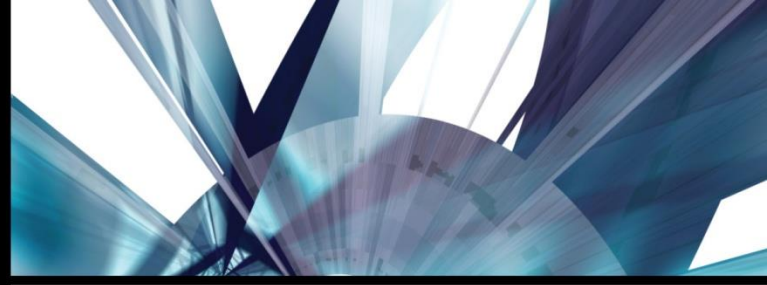
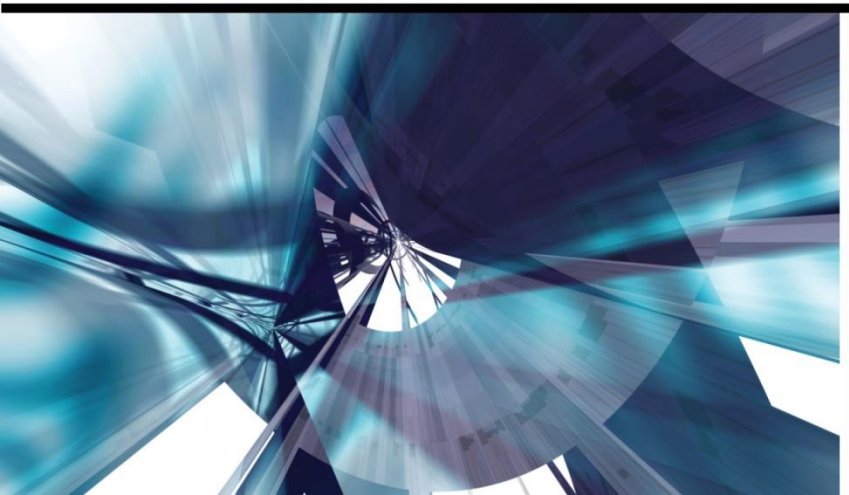
PEOPLE I PROPERTY I REPUTATION



ASSET PROTECTION



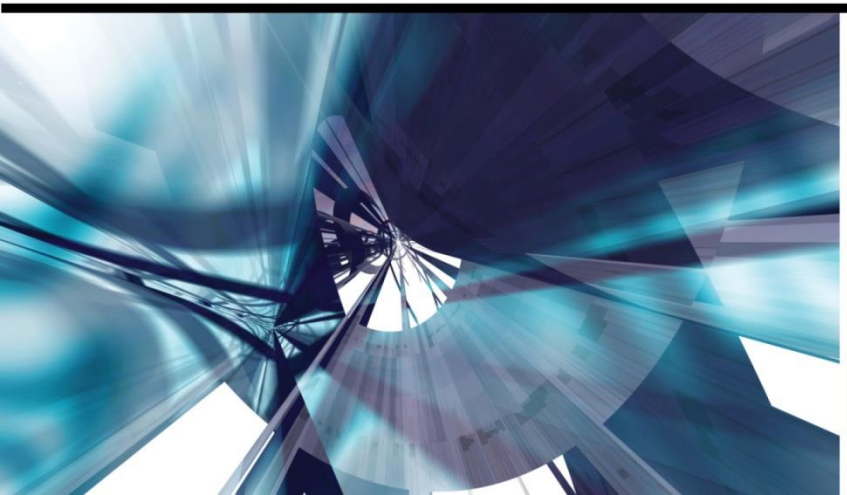
FMI™

THE VOICE OF FOOD RETAIL

PEOPLE I PROPERTY I REPUTATION

Super Psych Me!

How to Design a Safety Incentive Program that Jazzes Up your Safety Program Portfolio



FMI™

THE VOICE OF FOOD RETAIL

Scope of Presentation

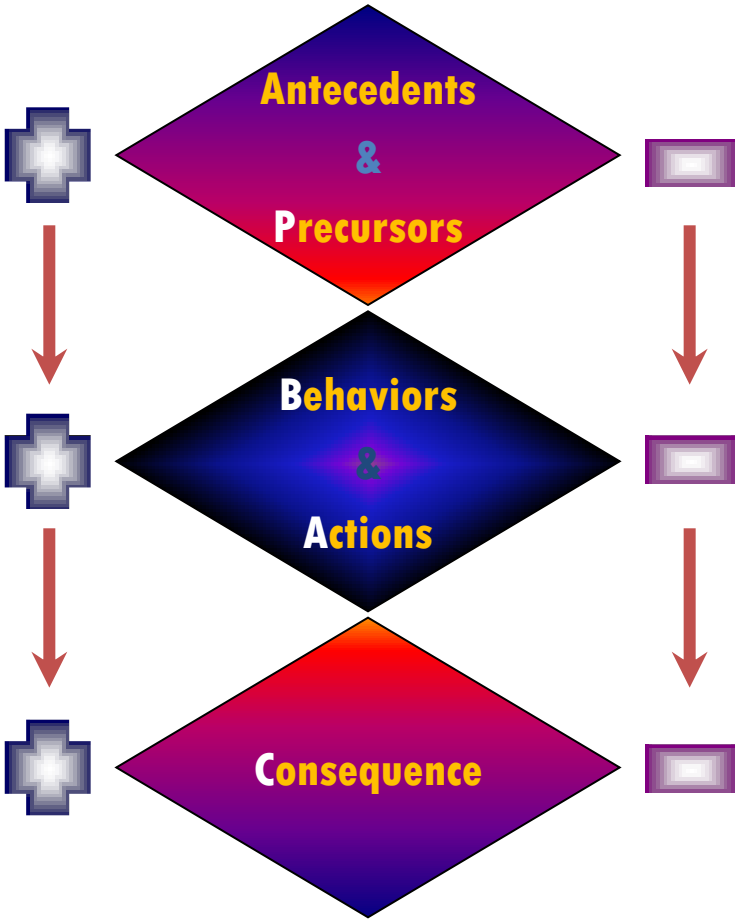
- Why do companies have incentive programs?
- Let's review some basics
- OSHA's viewpoint on rewards & incentives
- Let's play – Activity & Feedback
- Designing Programs that Work
- The End Goal
- Q&A

Reasons

- To gain full attention
- Create a WIIFM attitude
- Accountability to all stores
- Commitment to business risk control
- Measure
- In addition to a bonus, incentive or yearly Ee. review (Even if it has a “safety” measure)

What is Achieved

Human Behavior



Recognize and Reward

Positive Results Repeated

Ignore

Negative Results Repeated

Incentives

- Why do we want to think about incentives.
- What is the purpose

- Audience repeat after me (about 5 times)
  - “I’m too young to know”
  - “It’s against company policy”
  - “They decided to do it”
  - “We’ve always done it this way”
  - “It will never work”

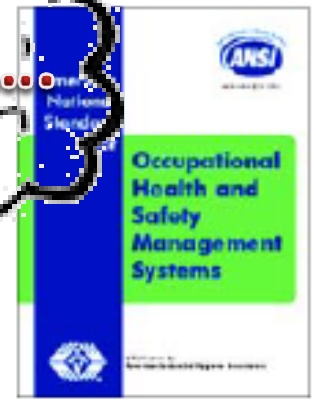
Why have incentive programs?

- Increase worker awareness of safety issues & procedures
- Build greater engagement among ALL associates
- “Safety Customs” – “Safety as a Value”

BUT WAIT!

This is just one part of the puzzle....

The ANSI Z10 Bible Says…



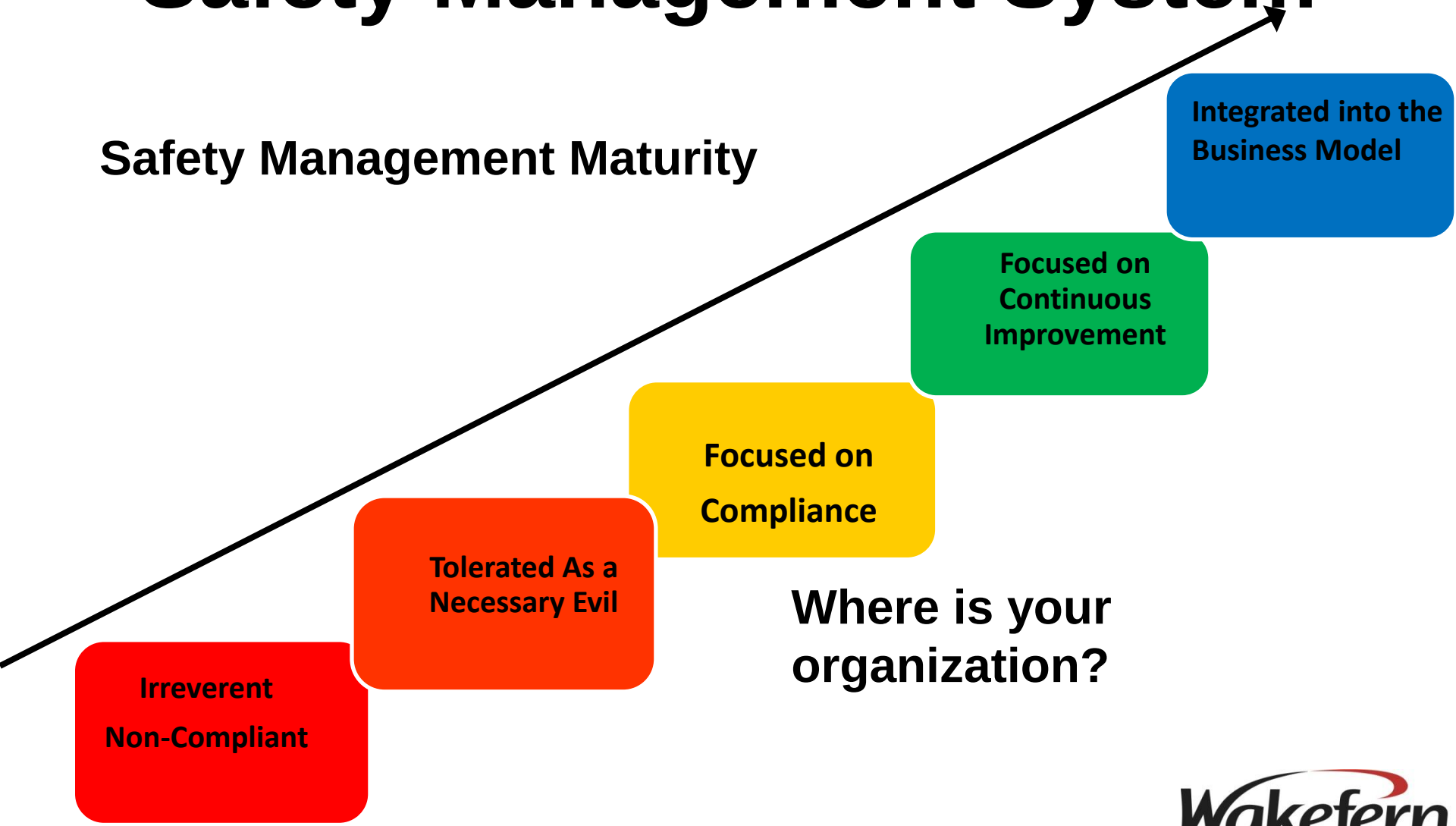
A Safety Management System is

A set of interrelated elements that establish and/or support occupational health and safety policy and objectives, and mechanisms to achieve those objectives in order to continually improve occupational health and safety.

Components of a Safety Management System

Management Leadership & Employee Engagement
Planning
Implementation & Operation
Evaluation & Corrective Action
Management Review
Plan
Do
Check
Act

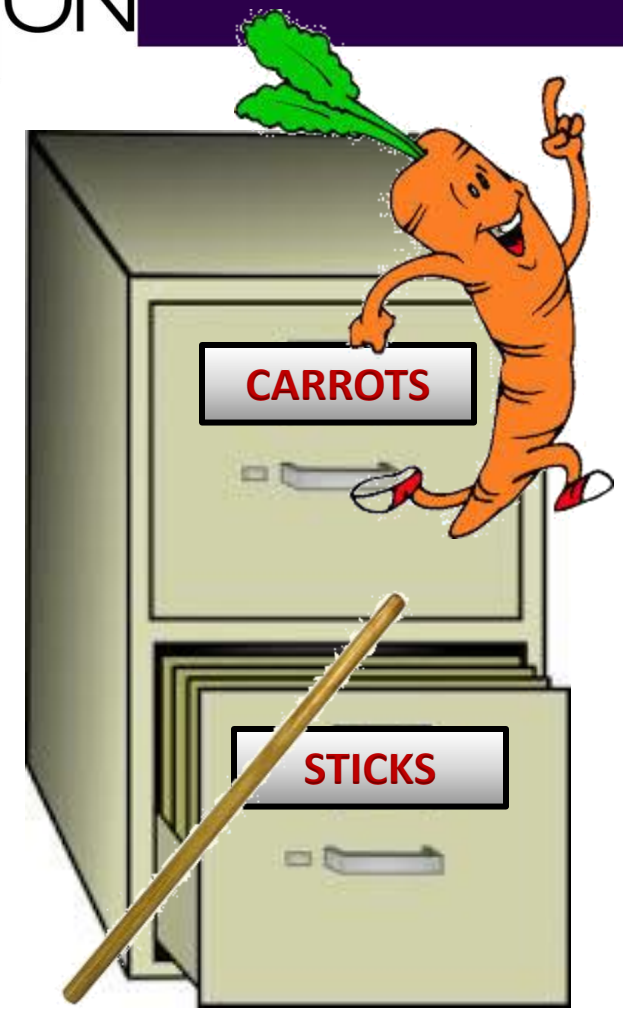
Safety Management System



Loss Reduction

- Discussion
  - OSHA
  - Management
  - Staff

"Oh, that. OSHA stopped by the other day..."


CARROTS
STICKS

MEMORANDUM EXCERPT

"There are several types of workplace polices and practice that could discourage reporting and could constitute unlawful discrimination and a violation of federal statues.... OSHA has received reports of employers who have a policy of taking disciplinary action against employees who are injured on the job, regardless of the circumstance surrounding the injury. Reporting an injury is always a protected activity."

Loss Reduction

- Discussion
  - OSHA
  - Management
  - Staff

Let's Play!

Repeat After Me

- Acknowledgement

Repeat

“Way to go”
“I saw what you did, good going”
“if you have any other ideas, let me know”
“Maybe there is a better way”
“I like that you take charge”

Incentive Programs

- Incentives versus Rewards
- Proactive versus Reactive behaviors
- Basic Program Guidelines
- Desired behavior and participation
- Possible consequences and rewards
- Ongoing evaluation & evolution

Effectiveness

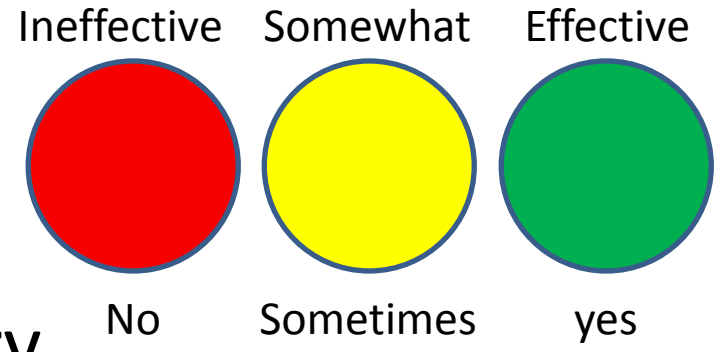
- Define objectives and expectations
  - Set goals
  - Plans
  - Identity
- Assigns
  - Responsibility
  - Accountability
- Assists to implement program goals

Designing Programs That Work

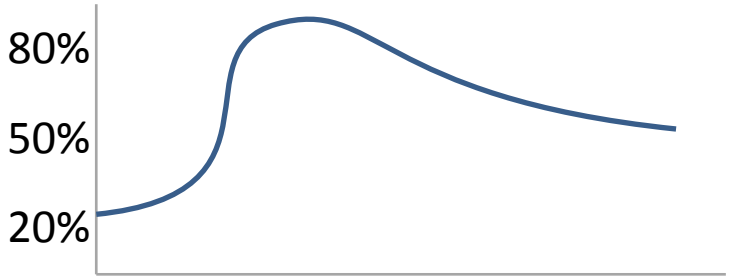
- Vision, Objectives and Mission
  - Be Clear
  - Be Specific
- Goals should be obtainable
- Commitment should be company wide

Models

- Starting
  - Simple
  - Subjective
  - Acknowledged Temporary



- Graded
  - Subjective
  - Allows Deficiency



Measures

- Performance

	Measurement	Weight (% of Total)		Period (Q1 Q2 Q3 Q4)	Target %	Award
Company	Activity	50				
	Goal		20			
	Actual	50			>80	$$
Department	Activity	50				
	Goal	05	60			
	Actual	45			>95	$$
Individual	Activity	40				
	Goal	10	20			
	Actual	50			>100	$$
			100			

Activity

- Use Yearly Employee Review Process
  - Safety activities participation
  - Safety as a percentage of other behaviors
  - Safety as part of other skills
- Manager Performance
  - Safety as a percentage of safety activities
  - Safety as part of other goals and achievements

Bonus	Meetings/Communication	Hazard Evaluation
<90% - 0	<95% - 0	<98% - 0
90 -95 – 50%	95 -98 – 50%	98 -98.9 – 50%
96-100 – 100%	99-100 – 100%	99-100 – 100%
>100 – 125%	>100 – 125%	>100 – 125%

Chargeback

Store Summary						Lost Time			Disability no LWD			Med Only			First Aid			CHARGEBACK			Late Rpt
Store	Payroll	Ee. Hrs	Sales	# of Ee's	LWD	#	Incurred	Charge	#	Incurred	Charge	#	Incurred	Charge	#	Incurred	Charge	#	Incurred	Charge	Charge
1	1,916,917	141,890	43,141,333	71	101	2	53,156	26,972	1	670	20,928	0	-	0	1	350	200	4	54,176	48,100	$250
2	2,813,681	213,919	47,281,333	107	4	0	-	0	1	500	20,928	1	75	492	0	-	0	2	575	21,420	$0
3	2,748,730	212,927	46,890,667	106	59	1	16,610	13,486	0	-	0	1	100	492	0	-	0	2	16,710	13,978	$0
4					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
5					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
6					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
7					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
8					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
9					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
10					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
11					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
12					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
13					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
14					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
15					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
16					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
17					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
18					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
19					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
20					0	0	-	0	0	-	0	0	-	0	0	-	0	0	-	0	$0
Tota	7,479,327	568,736	137,313,333	284	164	3	69,766	40,458	2	1,170	41,856	2	175	984	1	350	200	8	71,461	83,498	$250

	Last year's Total Loss time			Last Year's Total DnLWD			Last Year's Med Only			Last Year's First Aid		
	3	40,458		3	62,784		7	3,444		10	2,000	
Charge per incident based on previous years. loss average:			13,486			20,928			492			200
Charge per incident based on a factor of Sales:	0.5		6,743			10,464			246			100
Late report charge incurred each day after incident:	$50											

In Conclusion

Q&A