

Date

Plant Manager

**RE: Zurich Services Corporation visit date of**

Dear:

This letter is to serve as confirmation of our recent risk engineering service visit of xx-xx-xx. As outlined in your customer service plan, the purpose of our visit was to conduct the safety & health benchmarking report. This report is to assist you in identifying potential gaps in your safety & health programs. The report is attached in a .pdf/Adobe format. During the visit to your facility, we also met with several other employees during the visit. A summary of our visit is as follows:

**Summary**

xx-xx-xx

- Initial meeting and discussions about the benchmarking process.
- Program review and update on your initiatives in regards to the benchmarking process.
- Facility walk through to observe physical conditions of the plant.
- Closing discussion.

In order to keep from simply restating the rating factors from each section of the benchmarking report, I am listing the key areas of potential improvement by section. These are as follows:

**A. Management Support & Leadership**

*This section ranked as a Level D. Key areas of potential improvement include:*

- More effective communication of the published safety policy statement and vision.
- Have the safety policy statement and vision signed by top management.
- Enhance safety inspections to be more effective and targeted in different departments.
- Develop and implement an executive level safety committee.
- Develop more formalized behavior based safety initiatives.
- Develop and implement annual performance evaluations for management. Include specific safety activities and performance measures on this evaluation.

**B. Medical Programs**

*This section ranked as a Level B. Key areas of potential improvement include:*

- Develop formalized physical job demands and match new employee capabilities to these demands.
- Conduct annual respiratory medical evaluations for those required to use respirators, as a best practice.

**C. Accident Recording & Reporting**

*This section ranked as a Level B. Key areas of potential improvement include:*

- Develop formalized return to work procedures and policies.
- Communicate those policies to your medical providers.
- Provide formalized physical job demands for all jobs and for transitional work duty jobs and provide them to treating physicians.
- Conduct accident trend analysis to identify areas of opportunity and communicate trends to all levels of employment.
- Require supervisors, managers and committees to develop written measurable safety goals and objectives.
- Increase safety communication from annually to quarterly or more frequently.

**D. Employee Orientation**

*This section ranked as a Level A. No significant areas of improvement.*

#### **E. Supervisor Leadership & Accountability**

*This section ranked as a Level C. Key areas of potential improvement include:*

- Provide supervisory personnel with formalized safety and loss control training.
- Develop a safety contact/observation/coaching program and/or safety talks to effectively communicate safety to employees on a regular programmed basis.
- Conduct a higher frequency of departmental inspections.
- Develop safety accountabilities for safety leadership of supervisors.
- Develop formalized corrective action follow up procedures and system.
- Improve accident investigation skills of supervisors to include root cause analysis.

#### **F. Safety Committees**

*This section ranked as a Level B. Key areas of potential improvement include:*

- Develop and implement specific goals and objectives for the safety committee.
- Develop formalized corrective action follow up procedures and system.

#### **G. Specialized Training**

*This section ranked as a Level A. Key areas of potential improvement include:*

- Classify high risk jobs and develop detailed job procedures.
- Develop and implement a job safety analysis (JSA) program.
- Update PPE hazard assessments and training.

#### **H. Accident Investigation**

*This section ranked as a Level A. Key areas of potential improvement include:*

- Develop procedures to assure quality accident investigations for all accidents and near misses. Improve accident investigations to focus on root causes.
- Develop procedures for the safety committee to formally review accidents and near misses to identify opportunities for improvement.

#### **I. Hazard Evaluation**

*This section ranked as a Level A. Key areas of potential improvement include:*

- Develop formalized training for supervisors and managers in hazard recognition and control.

#### **J. Safety Communication**

*This section ranked as a Level B. Key areas of potential improvement include:*

- Develop individual safety awards or recognition for all levels of employment.
- Implement a formalized safety suggestion system for employees.
- Provide more communication methods on safety metrics, performance and awareness.

#### **K. Industrial Hygiene**

*This section ranked as Level B. Key areas of potential improvement include:*

- Assure industrial hygiene records are maintained for future reference.
- Conduct follow up surveys as plant conditions, methods or materials change.
- Update hazard assessments, training and required PPE.

#### **L. Emergency Plans & Contingency**

*This section ranked as a Level A. Key areas of potential improvement include:*

- Improve posting of evacuation routes.
- Improve Exit signage and markings.
- Improve emergency lighting.

#### **M. OSHA Standards**

*This section ranked as a Level A. No significant areas of improvement.*

Assure that lockout/tagout periodic inspections are completed.

#### *N. Fleet/MV Safety*

*This section ranked as a Level D. It is not known by the location if these activities are being conducted by the corporate offices in Muscatine, IA. Based on the location responses, key areas of potential improvement include:*

- Develop a written fleet safety program.
- Conduct annual reviews of driving records for all employees that have access to company vehicles (owned/leased).
- Assure that all employees are aware of the fleet safety program requirements and authorized usage of company vehicles.
- Conduct inspections on all company vehicles.
- Include requirements to use safety belts while driving company vehicles.
- Develop requirements for accident reporting and cell phone usage. Communicate requirements to employees that may have access to company vehicles.

Your overall ranking was 86% - Level B. This shows that you have a solid foundation in place and some areas of potential improvement. The overall safety culture is positive. Some programs are in need of continued development and implementation. It is suggested that your management team review the rankings and determine a priority level for each of the noted potential improvements.

It was noted during the visit that there was no emergency shower in the boiler chemical area. Additionally, the emergency eye wash station was in need of some general maintenance. It is important to keep them clean to prevent contamination. The units should be cleaned and tested to assure operation if needed.

We also noted that there were no emergency evacuation and weather shelter maps and routes posted throughout the plant. There were also some deficiencies in the identification and signage of Exits and paths of egress. All exit signs should be placed above the doors and be adequately lit by emergency lights for visibility in the event of power failures. Additionally, several areas of the plant appear to be in need of additional emergency lighting units. As discussed, any path out of the building that passes only through overhead or roll up doors can not be a designated path of egress. All paths of egress must lead to and through swinging, walk through doors.

Lastly, I am attaching information to help your team with personal protective equipment hazard assessments.

#### **Conclusion**

Once again, thank you for taking the time from your busy schedule to meet with me. It was a pleasure to spend time in your facility. At this time there are no future visits scheduled for your location. Please feel free to call me with any questions or concerns. I can be reached by phone at 309-263-4341, by email at [stig.ruxlow@zurichna.com](mailto:stig.ruxlow@zurichna.com) or by USPS Mail at PO BOX 38, Morton, IL 61550. Thank you for choosing Zurich Services Corporation!

Yours truly,

*Stig T. Ruxlow*

Stig T. Ruxlow, CSP  
Senior Risk Engineering Consultant  
Account Engineer

Enclosure: Health & safety benchmarking report  
PPE hazard assessment risk topic