



# CATERPILLAR SAFETY NEWS

A NEWSLETTER FROM CATERPILLAR SAFETY SERVICES

**SAFETY.CAT.COM™**

2ND QUARTER 2011

## ELEVATE TO THE NEXT LEVEL OF SAFETY

It doesn't matter where you are on your safety journey, or how involved you want to be, Caterpillar Safety Services is here to provide support to take you to the next level.

### Safety Culture Solutions

**Get support from an outside consultant to improve and sustain a culture of safety excellence**

Caterpillar Safety Services has a team of experienced consultants who will work with you to initiate the necessary change to get everyone in your organization on-board and committed to safety. We start by engaging leadership to get them visibly committed. Next, we assess the culture to have a baseline for improvements. Then we build a plan to overcome deficiencies and drive accountabilities. Finally, we lead improvement teams to develop, implement and check newly developed processes. Let us help you drive zero-incident performance within your organization with our proven process.

### Onsite Safety Consulting

**Identify potential risks by having your site and/or written programs assessed**

The foundation of a solid safety culture is proper processes and procedures. We will go onsite to assess your current safety and environmental programs and provide a report on areas of improvement. In addition to making recommendations, we are also qualified to write documentation on new safety or environmental programs, job safety analysis, hazardous material management, hazard communication and ergonomics.



*“ We have been searching for a single source supplier for our safety, compliance and training needs. Caterpillar Safety Services offered effective, professional and affordable solutions to meet those needs. ”*

**Ken Keberle**

Director of Quality, Safety & Compliance  
Karl's Event Services

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### Safety Training Programs

**Utilize training products and online courses to educate employees on necessary safety topics**

For those interested in conducting or managing safety training, Caterpillar Safety Services offers online training courses and DVD training products. Our online courses are a cost-effective way to train staff at their convenience. Caterpillar Safety Services teamed up with Convergence Training to offer a wide supply of training DVDs. We have compliance-related training as well as culture-related topics for employees and supervisors.

### FREE Online Resources

**Download free safety resources from SAFETY.CAT.COM™**

Looking for basic safety documents and videos to use at a safety meeting or during a training session? Maybe you need something specific to Cat® equipment? SAFETY.CAT.COM™ has Toolbox Talks, safety & maintenance checklists, safety videos, virtual walk arounds, industry safety tips, Cat Operation & Maintenance Manual (OMM) safety excerpts and much more. ■



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## SUCCESS STORY

### ATCO Electric Continues to Improve Safety

ATCO Electric, an electrical company based in Edmonton, Alberta, was ready to make a cultural shift with safety when they called upon the support of Caterpillar Safety Services. The decision was made to implement Caterpillar Safety Services' entire Zero-Incident Performance (ZIP™) process for sustainable results.

#### Getting started with a Safety Perception Survey

With a comprehensive list of service offerings, Caterpillar Safety Services started the culture shift with our statistically validated Safety Perception Survey. Virtually every ATCO Electric employee participated in a pencil-to-paper questionnaire, which not only offered a way to get everyone involved, but it also jumpstarted a greater culture-change initiative.

In addition to gauging the condition of the culture, the survey was able to generate enthusiasm, send a unified message and ensure everyone was moving in the same direction. By revealing strengths and weaknesses across 21 statistically validated safety culture factors, the company gained a valid baseline to focus its improvements.

"The process opened up a whole new level of dialog," says S.F. "Sett" Policicchio, President of ATCO Electric. "We discovered where to put our effort and — with the right tactics — how to impact all aspects of our operations."

Soon after circulating survey results, ATCO Electric was equipped to form its own internally-led teams and began defining safety accountabilities for virtually every job description at ATCO.

#### Engaging Leadership

Training support — in the form of instructor-led Safety Culture Excellence Workshops — provided the knowledge transfer necessary to engage safety champions and execute a practical plan that was both aggressive and in line with the ATCO culture. Training was a way to ensure that key safety champions understood what was at stake and how best to get traction toward change.

#### Internal Teams Develop Plan & Implement New Processes

The ATCO Electric Safety Improvement Steering Committee was composed of six executive managers, who guided three volunteer Safety Improvement Teams to map out improvements for the top three concerns (identified by the survey): Supervisor/Lead Development, Safety Communications and Safety Accountability.

Working simultaneously, the three teams with a combined 20 ATCO Electric personnel devised a plan for improvements to procedures and best practices, which were reviewed by the Health, Safety & Environment Management Committee. The three teams' improvement plans were then communicated company-wide and implemented.

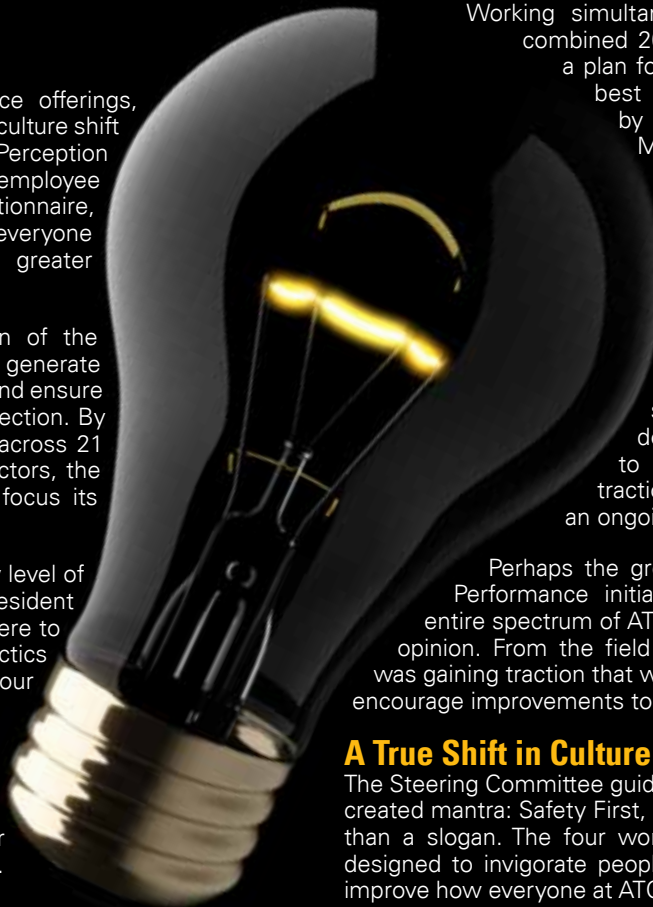
One of the major outcomes of the improvement teams was designed to further ATCO Electric's accountabilities across every job function. These accountabilities — sometimes referred to as "safety do's" — provide the foundation to ensure that real change will gain traction and improvements will become an ongoing endeavor.

Perhaps the greatest benefit of the Zero-Incident Performance initiative was the opportunity for the entire spectrum of ATCO Electric employees voicing their opinion. From the field to the executive team, a process was gaining traction that would welcome new approaches and encourage improvements to make a difference.

#### A True Shift in Culture

The Steering Committee guided its commitment to the internally-created mantra: Safety First, Safety Always, which became more than a slogan. The four words were the heart of an initiative designed to invigorate people to do the right thing. That is, to improve how everyone at ATCO Electric thinks about safety, talks and learns about safety, and how they all live and work safely. How they apply strategy will require everyone's involvement, from the people who work at a desk to the next apprentice in the field.

"No matter how much better off we'll be," Policicchio says, "the unique value of this experience is our ownership and having the tools and resources to make it work. Caterpillar Safety Services is there to keep us on track and supply us with answers, but we know it's up to all of us to rise to the challenge." ■



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## FREE MONTHLY WEBINARS



### Senior Consultant, Dr. Mike Williamsen, presents on insightful safety topics

Don't miss an opportunity to receive insight from a safety professional that has over 25 years of experience in transforming cultures. Attend one of our monthly webinars by

Caterpillar Safety Services Senior Consultant Dr. Mike Williamsen. Each month a new safety topic is covered in a free, one hour session.

To see details of upcoming sessions, register for a webinar or view a recorded version of a webinar you missed, simply visit [SAFETY.CAT.COM/Webinars](http://SAFETY.CAT.COM/Webinars).

#### Upcoming Topics:

- July - Communicating Effectively Without Conflict
- August - Safety Accountability: Putting emphasis on what you can control
- September - Focusing on the Leading Indicators to Transform your Safety Culture



## LEADERSHIP ROUNDTABLE

### The First Step in Changing a Safety Culture – Engaging leadership

Effective change starts at the top, which is why Caterpillar Safety Services believes in engaging leadership at the very beginning of a cultural transformation through a Leadership Roundtable. Caterpillar Safety Services' experienced consultants take the highest level of decision-makers through an interactive working session. This event will introduce

successful principles and strategies necessary to develop a safety culture of zero incidents by championing preventive safety actions and accountabilities.

As Caterpillar Safety Services consultants facilitate this session, they clearly explain why and how an under-commitment to safety from top management significantly reduces the ability of an organization to attain world-class safety performance. Once leaders understand the value and impact of embracing and visibly supporting safety, their actions should follow resulting in the first step to a sustainable culture of safety. Ultimately, safety will be elevated to an equal level of importance as production.

After this engaging session, upper management will be motivated to get involved in safety, and stay involved, in co-leading the safety excellence effort.

### Commit Your Leadership Team to Safety

Contact us today at **866.963.3551** to talk with a Caterpillar Safety Services specialist in more detail about Leadership Roundtables. ■

## SUCCESSFUL EXPO & PRESENTATIONS AT ASSE SAFETY 2011

Caterpillar Safety Services attended Safety 2011 –The American Society of Safety Engineers (ASSE) Professional Development Conference & Expo in Chicago, Illinois June 12 – 15. Our representatives were pleased to speak with everyone who stopped by our booth during the expo. Hopefully you received valuable information about our service offerings along with fun giveaways!

Our Senior Consultant, Dr. Mike Williamsen, also presented two topics at the ASSE conference including Near Miss Reporting that Engages Employees and 200 Years of ASSE. The Near Miss Reporting presentation had 300+ attendees with standing room only. We have received excellent feedback so far including attendees telling us this was their favorite presentation.

Caterpillar Safety Services was pleased to be a part of this year's historical 100 year celebration at the ASSE Safety 2011 conference. We hope to see you at next year's Safety 2012. ■



## SAFETY TIPS: NEAR MISS REPORTING

### Step 1: Determine the seriousness of the Near Miss

- **Red:** Potential fatality
- **Yellow:** Potential medical injury
- **Green:** Just not right for me or our safety culture

### Step 2: Take appropriate action

- **Red:** Stop the job and huddle up with your team to solve the issue and keep it from recurring
- **Yellow:** Get with your supervisor and develop a solution and communicate it to your team and others as appropriate
- **Green:** Write down the issue and discuss it with your team at the next safety meeting



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## MSHA PART 46 TRAINING

### Complete your U.S. federally required training

Visiting a mine site anytime soon? The Mining Safety & Health Administration (MSHA) requires completion of this training before visiting a surface mine site in the United States.

Stay compliant with MSHA Part 46 training products from Caterpillar Safety Services & Convergence Training. Choose from DVDs, desktop software or an online training management system to complete this federally required training.

Purchase this award-winning training and receive:

- Over 8 hours of training
- 27 training modules based on MSHA's Part 46 requirements
- Record keeping capabilities - Various levels based on version of training; Basic, Standard or Advanced

See which training option is best for you.

Visit <http://shopcatsafety.com/msha-part-46-training.aspx> today.

## COMING SOON

### New Engaging & Interactive Online Training Courses

Created by Convergence Training

#### New courses include:

- MSHA Part 46
- Crane
- Forklift
- And much more...



3D animations & graphics are utilized to show scenes that are difficult or impossible to present with a photograph or traditional video footage

## KNOWLEDGE CHECK

### Watch our Safety Basics videos & test your knowledge

Caterpillar Safety Services offers a series of 17 Safety Basics videos covering topics like seats belts, warning labels, mounting & dismounting equipment, lockout / tagout, operating on a slope and more. These videos can be viewed in a low-resolution version online or high-resolution DVDs can be purchased through our online shopping cart powered by Convergence Training.

Did you also know there are Knowledge Check tests that can be downloaded from SAFETY.CAT.COM™? Visit **SAFETY.CAT.COM/SafetyBasics** and open up your video of choice. To the right of the video is a Test Your Knowledge link as well as an Answer Key. Use these files as part of your task training and documentation.

**DVD versions are split into three video series.**

**Purchase them from our online shopping cart today!**

- » Safety Basics DVD: Volumes 1 – 5
- » Safety Basics DVD: Volumes 6 – 10
- » Safety Basics DVD: Volumes 11 – 17



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