

# **National Office Furniture's Story:**

## Injuries Reduced by 80%

### **Vince Cooke**

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### **Vince Cooke**

Director of Safety
National Office Furniture

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This session will give 'our story' on how we have reduced injuries by over 80%

This session is intended to share our best practices

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## **Agenda**

- · Who are we?
- How is our program structured?
- What are the key elements?
- Assessments and Continuous **Improvement**
- Performance
- Recognitions
- Questions and Answers

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We strive for an "INJURY FREE" working environment for our people.

Safety is a choice,

Make it count.

CHOICES

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### The Key to Success

How you Structure the Program

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	SAFETY M	ANAGEMEN <sup>®</sup>	T SYSTEM	
Management Commitment	Employee Involvement	Worksite Analysis	Hazard Prevention & Control	<u>Training</u>
Top Management	Organized Safety Team	Job Hazard Analysis	Lead Measures	New Employee Orientation
<u>Safety is a Value</u>	Safety Suggestion System	Trend Analysis	<u>Planning Matrix</u>	Documentation on Training
Safety Manager	Local Emergency Response Team	<u>Audit Process</u>	Behavioral Based Safety	Weekly Topics
Adequate Resources	<u>First Aid Team</u>	Injury /Incident Evaluation	Emergency Planning Drills	Contractors Safety
Line Accountability for Results	<u>Ergonomics Team</u>	Job Safety Procedures	<u>Ergonomics</u>	<u>Ergonomics</u>
Mission Statement with Policy/Commitment	Safety Representatives Program	Industrial Hygiene Monitoring	Near Miss Program	Employees assist in training
Goal Setting	BBS Site Champions	External Resources	Written Safety Plans	Specialized Training for Supervision
All Relative Items Receive Closure		A.E.D. Program	Personal Protective Equipment program	
Safety Performance Feedback		Housekeeping Rating System	Early Intervention Program	
Return to Work Program			Maintenance Support	
Contractors Safety Program			Organized filing system	

Management Commitment

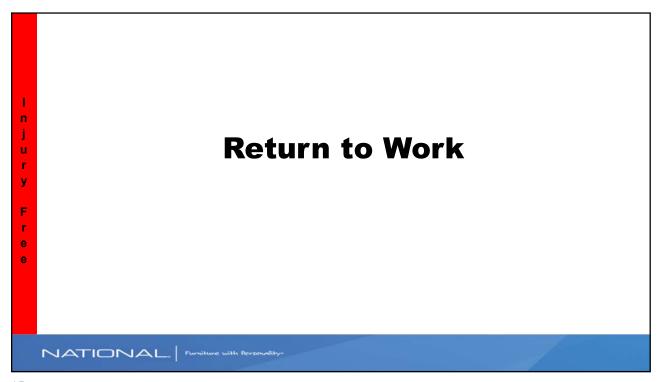
For NAL. Furniture with Personality:

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# Safety is a Key Performance Indicator at the top level meetings at Kimball International and National Office Furniture Safety is the first agenda item at these meetings





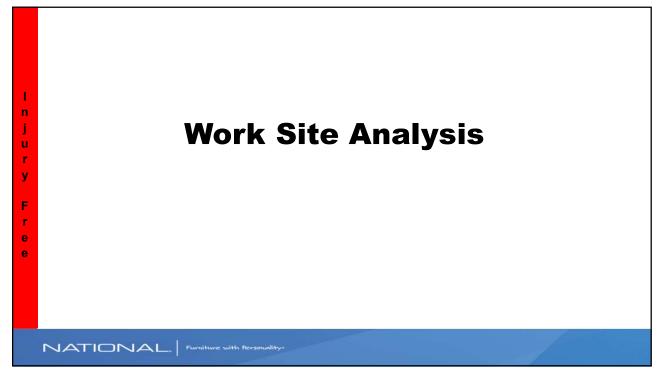


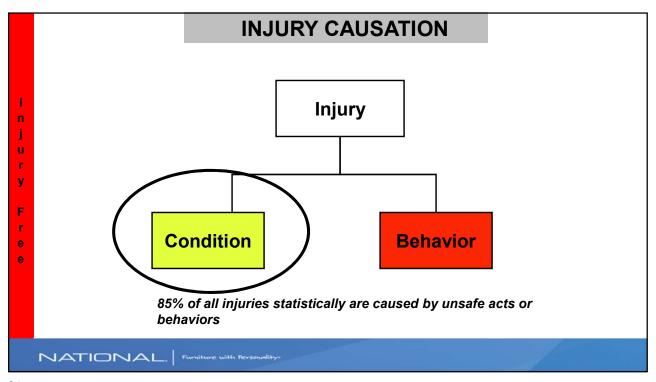












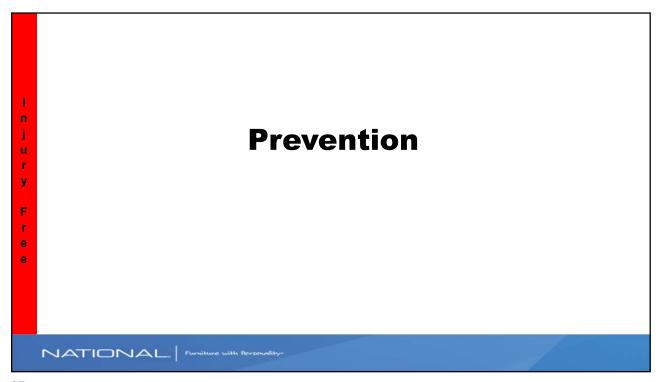
# • Formal Annual Assessments • Quarterly Assessments • Monthly Audits • Weekly Audits • Daily Safety Observations

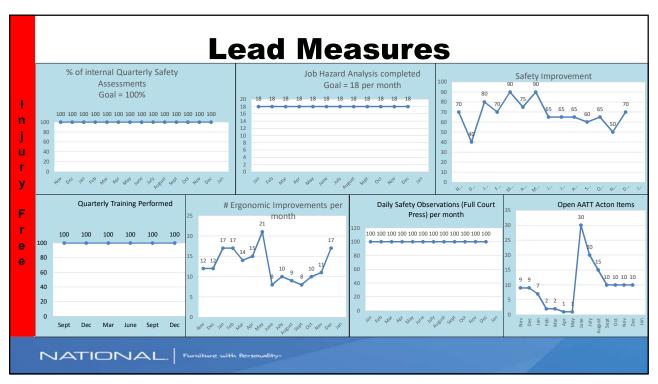
Lean Job I	iazaiu	_		uy.	<b>313</b>
Back Page	Action Tracking Sheet		rev.	date 9/20/2016	
	thy of Controls to drive Corrective / Preventive Actions Implemente				
Seheviors: 1 Rolling 2 Agrinulum 3 Agrinulum 4 Congression 4 Congression 5 Metro race or Tales 7 February baudes, florages or other body pasts in the Line of fine	Corrective / Preventive Actions based on specific Threats / Conditions Behaviors Identified on the Front Page	Control Measure Implemented 1-2-3-4	Owner Com	jected Completion pletion Date:	
8 Loss of balance, traction, grip  ERGONOMIC OR REPETITIVE THREATS/CONDITIONS					
Are mechanical lifting devices needed to assist the employee (are lift tables being used properly)?					
Do awkward hand/arist repetitive motions occur more than 10 times/minute?					
Is the job highly repetitive in nature?					
Does the task require "pinch prips" of parts or material?  Does the operator have to physically handle awkward parts, ie; large panels, large frames or futures?					
Do awkward postures, squatting, standing on toes exist?					
Are there tasks required below the knuckles or above the shoulder?					
Are parts/materials placement organization of workcell needed?  ASK THE EMPLOYEE! IF THEY ARE EXPERIENCING DISCOMPORT OR PAIN (WHICH WE CAN HAVE AN ERGONOMIST OR					
OCCUPATIONAL THERAPIST REVIEW)  ACUTE OR BEHAVIORAL THREATS/CONDITIONS					
Material Handling-manual(over 40 lbs, and/or over 30°x60°)					
Struck by Cartis, transfers machinery, falling objects) Chapit is closed before or or consonious exemploragearing adequatelyuse potchs stick to determine), exposed pinch points, Bells, pulleys, chairs, collens, ed.					
Cuts (share edges on conveyor, work surfaces, storage containers, safe use of utility knife, chisels, scissors, etc)					1
Slips, trips or falls/(tatigue mat, air hose, electric cords, slippery surfaces, banding, carfolloard, poly bags, shrink wrap, debris, etc. Hand tools (right tool for the job, in good repair, le, cracked hammer					
handle broken screw driver, etc.)  Falls (ladders, crossovers, stairs, climbing)					
Chemical / Dust / Fumes Exposure(proper PPE being worn, ie. Gloves, aprons, etc.) Verify industrial Hyglene Monitoring has been completed in the last 5 veer, if applicable.					
Electrical Contact (damaged or frayed cords, ground prong missing, exposed wires, damaged receptacles, knock outs missing, exposed live electrical parts)					
Forkift hazard (aisles identified, signage in place and being observed,					

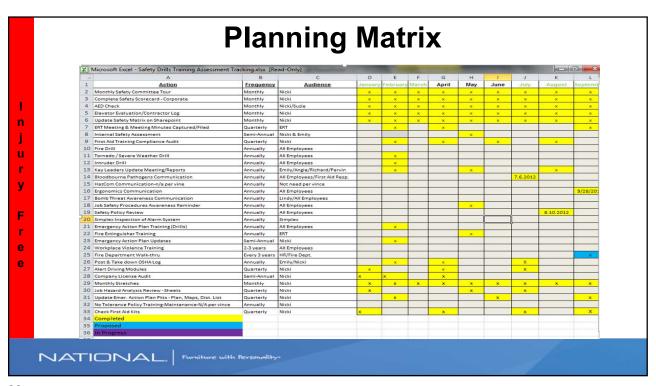
Daily S									- 4	<b>~</b> ••	
	94	let	y	UL	12	ei	V	al	.15	JH	3
NOF Daily Safety Observation Audit	Area:		_			DATE:	11 11		-		
Revision: September 6, 2016	Department:	-									
	Auditor:										
		MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY	
		Process	Yes No	Process	Yes No	Process	Yes N	Vo Process	Yes N	lo Process	Yes N
ltem.		Process		Process		Process		Process		Process	
There are no slipping or tripping hazards present											
such as an airhose (airhoses must be retained or out											
of the way).											
Reinforce proper hand placement for 'stapling and											
assembly' operations to avoid stapling injuries (Not in the LINE OF FIRE)											
If applicable, have the operator state when lockout i	4										
required, show the lockout out point and that they											
understand the no tolerance policy											
The employee or the operation does not use a FIXED											
BLADE cutting tool. And only safety utility knives are	1										
used. The employees hands are not within 6" of the point							+	4	_		+
of operation (for potential cuts or being caught in the											
operation)											
The employee appears to be working ergonomically											
correct (not in an ackward position)											
Verify the employee has been properly trained for the											
job											
Compressed air should not be used to 'move dust'											
(ieget airborne)							$\perp$				$\perp$
The employee states there are no hazards or potential items that need corrected or improved											
Hand tools are correct for the job and in good								+		_	_
condition, including staple guns and pinners											
The correct PPE is being used on the operation							+ +				+
(glasses, gloves, foot protection, etc)											
All guards are in place and adjusted properly not to	_		+					1		1	
allow contact with the point of operation											
The employee knows the emergency alerts and actions	5										
The employee stays under the 40 lbs lifting restriction			$\rightarrow$				-		$\rightarrow$		-
The area is clean and organized to prevent injuries											

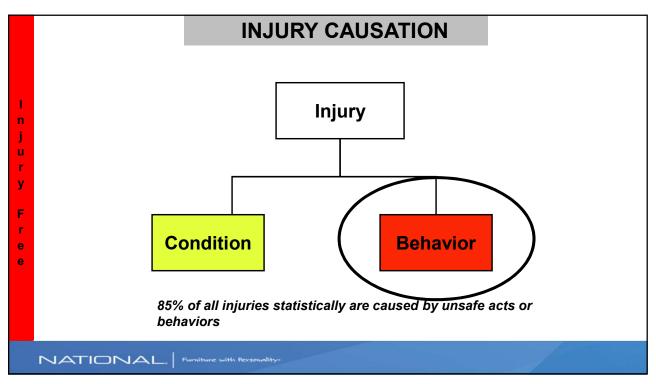
Area	↑ 18-Jul	18-Aug	18-Sep	18-Oct	18-Nov	18-Dec	Improvements	۸۷G
<u>=</u>								
CNC 539	3.6	4.2	4.6	4.7	4.8	4.8	<u> </u>	4.21666
Hand Sand/Finish 542	4.6	4.6	4.8	4.8	4.5	4.7	0.2	4.58333
Assembly 545	4.6	4.6	3.5	3.9	3.6	4.2	0.6	4.3
Upholstery-1 546	4.2	4.4	3.5	3.8	4.4	4.5	0.:	. 4.
Upholstery-2 548	4.4	4.1	3.9	3.7	4.6	4.6	; <b>—</b> (	4.2
Upholstery-3 549	3.8	4	4.2	4.3	4.5	4.7	<b>♠</b> 0.:	3.96666
HWC East upholstery 551	4.5	4.3	4.7	4.6	4.7	4.7	'= (	4.48333
HWC West 551	4.3	4.8	4.5	4.6	4.8	4.7	<b>' ↓</b> -0.:	4.5
HWC east sewing & assembly 547	4.4	4.4	4.3	4.4	3.7	4.8	1.:	4.43333
Pack 555	4.5	4.6	4.2	4.2	4.5	3.4	-1.:	4.33333
Sewing 556	4.5	4.5	4.6	4.7	4.4	4.6	0.2	4.58333
CSA	3,6	4	4.5	4.2	4.4	4.3	-0.3	3.98333











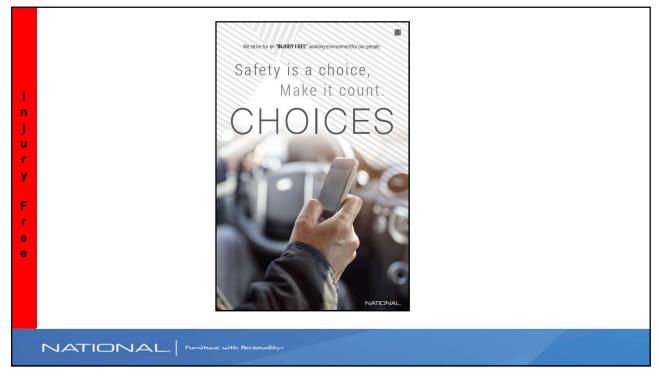


Investments in our People

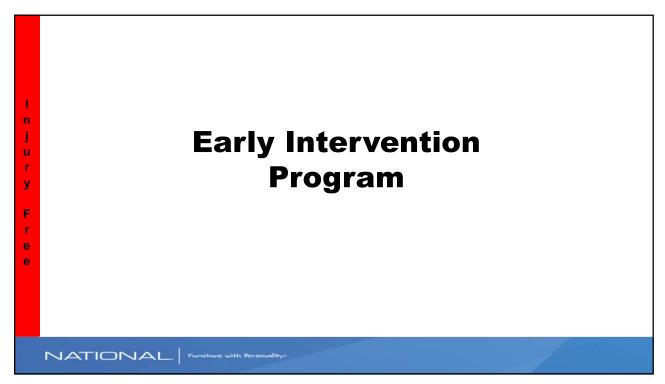
Over 1000+ Behavior Based Site Champions

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## **Basic Principle**

Early intervention is a proactive strategy designed to discover early warning signs of MSDs and prevent the early warning signs from developing into an injury.

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## **Early Reporting is the Key!**

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### **Incentives**

For CONTRIBUTIONS to improve Safety

- Safety Improvements
- For being on a Safety related Team

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# Safety Improvements Function Suppose the content of the content o

# Employee Engagement . 316 Ergonomic Improvements . 565 Job Hazard Analysis . 3,965 Safety Improvements . 4,866 Daily Safety Observations

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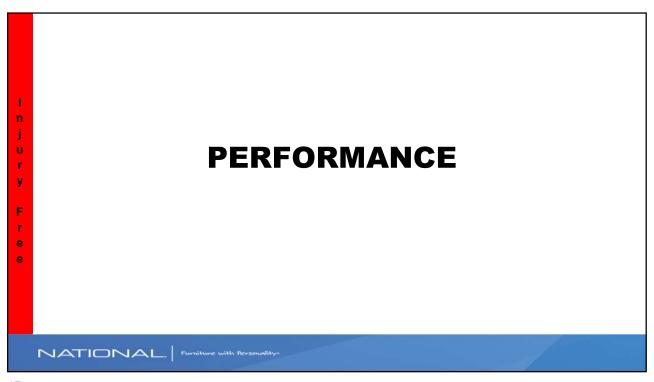
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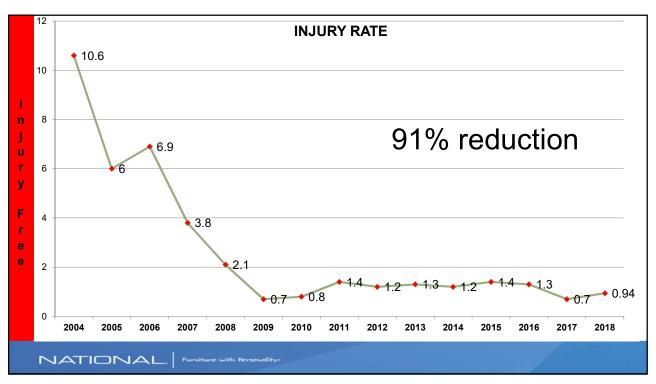
	SAFETY M	ANAGEMEN <sup>®</sup>	T SYSTEM	
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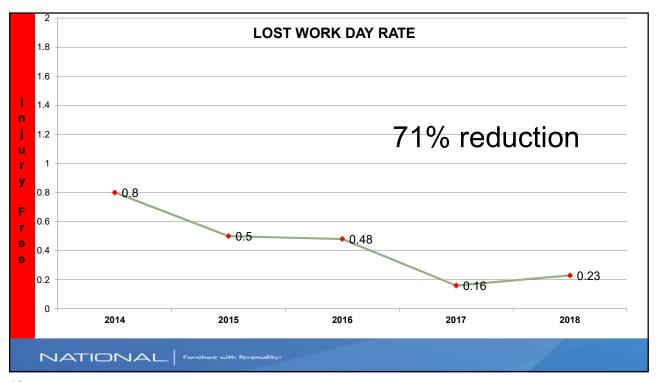
						Assessment Check	dist
			Ye			Safety Assessment Checklist Review Revision 11/27/201	8
				ii O V	riigriiig	SCORECARD CHECKLIST	
						Privileged & Confidential Information	
	Co	om No	n-(n/	/a It	tem#	Scorecard Checklist is used as part of the Safety Assessment process to provide supporting details for the Safety Scorecard Assessment	
						MANAGEMENT COMMITMENT	Comments/Suggestions/Recommendations
		û			1	Safety policy is written, posted and reinforced on a regular basis (verify)	
Dalia	Γ				2	Written Policy is explained to new employees in orientation.	
Polic	T	Š.			3	Employees understand written policy. (Survey Employees)	
	Γ			1	4	Is safety reviewed with all employees at plant meetings (Documentation)	
	Г	1	$\neg$	T	-	Goals are documented and published	

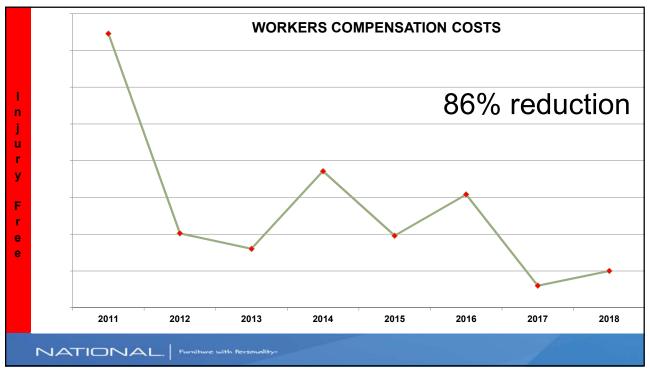
	Con	ntinuum based Safety Continuous Impi	rovement Model' Safety Assessment	
Safety	Phase 1	Phase 2	Phase 3	Phase 4
	Safety is not a priority of the location's management team	Safety is regulatory based and 'ownership' is with the Safety department	Safety is apparent within the various levels of the management team	Safety is a core value and accountability is with the management team
	Limited if any Safety resources, and not at a management. level	Dedicated Safety Manager	Safety Manager with dedicated resources	Safety Manager is a member of the business unit's long term strategic planning team
	Limited if any accountability of Safety is evident, most actions are driven through the Safety department instead of at the local levels or departments	Managers are aware of issues but rely on Safety Department to solve issues	Managers are proactive, evidence is obvious	Front line managers are well engaged, take full accountability and drive continuous Safety improvement
Management	No contractor safety program or plan is written program but no agreements or COIs in place, no training,	Training provided, no formal follow up to assure compliance to safety standard, third party certification programs may be utilized	Contractors are only selected from list of preferred or approved providers	Third party 'certifies' contractors used, location performs audits to verify compliance to safety standards
Commitment	New hires are not screened	Turnover of new hires are frequent (ie30% or higher)	All new hires are screened through the SPI process	All new hires are screened through a pre-employment/post offer physical testing program
	No continuous improvement process is in place	Continuous improvement process, such as lean introduced, but Safety is not included	Safety becomes part of the Continuous improvement process, all Safety related items receive closure	Continuous improvement efforts proactively assure Safety is the primary focus
	No return to work program for injured employees or if employees are brought back they are placed in non-productive jobs	Employees are brought back but not into a productive environment	Employees return to work following injuries in a productive job	Managers of the injured employee take full responsibility for the injury and reinforce the return to work program by placing them back into their normal job
	No policy or goals are in place or the policy and goals are documented but not understood by employees	Policy and goals communicated but not fully understood and followed , being more proactive than reactive	Policy and goals well understood, actions being driven to obtain results	Safety vision is a natural part of the culture (DNA)
	No Safety team or the Safety team is identified with limited training and effectiveness, low attendance, managers do not support participation	Safety team is well trained, meets on a regular basis, good attendance, accountability and responsibility given, management supports to a limited degree	Safety team helps develop and provide training, high levels of education.  Management supports participation.	Advanced form of employee engagement and empowerment (ieSEEM)and is executing at a high level. Strong degree of management commitment.
	Employees are either not engaged or accountable, and are not participating in improvement efforts	Evidence exists that employees are starting to participate in proactive measures to improve Safety and eliminate injuries	Employees want accountability and show positive participation to eliminate injuries	Strong evidence of employee involvement and empowerment
Employee Involvement	No or limited effective communication program for employees, limited management follow-up, slow reaction to complete actions. Legal issues arise from claims.	Effective communication process, limited tracking,	Strong communication between employees and management	Highly effective communication process through local or management level, all items formally tracked and completed in a timely basis. Legal issues relative to claims are not evident or very infrequent.
	Employees do not participate on Safety related teams such as emergency or ergonomics, or teams are limited in attendance or effectiveness	Teams meet but are limited responsibilities	Effective teams, meets on a regular basis to review roles and responsibilities, drills performed	High level of confidence and execution are exemplified when emergencies arise
	No near miss program exists	Limited safety suggestion program in place	Formal Near miss program in place that tracks and trends data. Employees are incentivized for participation.	Program becomes more related to 'safety improvements' than near misses, 5% or higher participation (weekly) in the near miss program based on the total number of employees
	No or informal job hazard analysis are performed, job safety procedures are written without formally assessing	Formalized or standardized Job Hazard Analysis with employee participation and creation of documented job safety procedures	Lean Job Hazard or similar process (all processes reviewed every 18 months or less)	All processes reviewed at least annually
	Internal audits are not performed or ineffective, no tracking, no follow up or closure	Audits performed, tracked and owned within individual work group	Audits are broken down from the plant level (generic) to specific items by 'area'	Audits are specific to a piece of equipment or process
	Serious injuries have occurred	Audits performed but no focus on Big Stones	Big Stones recognized and audited	Big Stones have a high level of review and focus. No serious injuries have occurred for an extended period of time
Worksite Analysis	Injury investigations are not performed or only performed on Lost time or medical claims	Investigations performed on recordable injuries only but not effectiveness	Formal investigation through all types; first aid, near miss, etc	Investigations are owned by management or management process with highly effective 'preventive' actions.
Hornone Arialysis	No industrial monitoring is performed or only when based on employee complaints	Formal system in place with regular testing performed based on scheduled time period or review of incoming material	All new materials or chemicals are reviewed and approved prior to being used. I.H. tests care conducted as needed (immediate)	Chemicals, materials or processes that create the need for monitoring are eliminated
	Location doesn't have a management system	Location has a management system but doesn't audit to its effectiveness	Location audits the management system	Location performs quarterly assessments and demonstrates continuous improvements

		Ass	sessment <i>A</i>	Action Tr	acki	ng	
Location	Date of Assessment	Category	tem .	Action	Owner	Expected Date of Completion	Complete
SC	10/5-6/2016	General Items	Air workplace injuries or ninesses mave a rorman injury report associated wiii ni. Each report has proper signatures including the injured employee	Finalize the one 2016 injury report	Owner	Expected bate of completion	complete
SC	10/5-6/2016		All files are well organized. The standardized filing system is followed	Continue current efforts to finalize all electronic files at SC (and we need to sync up across National)	Lisa	ongoing	
SC	10/5-6/2016	General Items	Verify that all required training has been completed which may include: Combustible dust, Confined Space, Forklift, Haz Com, Hearing, Safe Driving,	Upload the files to the electronic files	Lisa	1/1/2016	5
SC	10/5-6/2016	General Items	Training	Operators no longer change tooling.	Lisa	12/1/2016	5
sc	10/5-6/2016	General Items	An advanced safety training programs exist for supervision.	Review options (possibly tie into quick video reviews at the monthly safety review meetings)	Lisa	1/1/2016	5
SC	10/5-6/2016		PLANT AND OUTSIDE WALK THROUGH				
SC	10/5-6/2016	Plant	MR2 - employee not wearing safety glasses, HMIS label missing on a container	Corrected	Lisa	10/6/2016	10/6,
SC	10/5-6/2016	Plant	Maintenance area; housekeeping opportunities in specific areas, items stored under electrica boxes, bandsaw left in the upright position (non-guarded), no HMIS labeling on a couple tems, 2 forklifts (out of service?) didn't have the fire x checked monthly	Review with Maintenance and correct	Lisa	10/7/16/16	10/7,
SC	10/5-6/2016	Plant	WAVE - employee not using an ergo lift to pickup multiple panels at a time	Find or use an ergo lift	Lisa	ongoing	
SC	10/5-6/2016	Plant	Whitewood - safety chain on bander not in use, missing HMIS label on glass cleaner	Correct	Lisa	11/24/2016	11/26,
SC	10/5-6/2017	Security	Update master key listing	Master key listing was added to Security Plan	Lisa	10/7/2016	10/7,
SC	10/5-6/2017	Security	Security plan	Plan was uploaded into security section in secure files	Lisa	10/7/2016	10/7
DV	4/5-6/2017	General Items	Process in place where Safety Manager is provided notification of all contractors work on premises.	Assure Safety is always aware of upcoming projects	Managers/Maintenance	End of 2017	
DV	4/5-6/2017	General Items	Managers attending and participating in safety committee meetings	Randomly attend	Mike/Josh	End of 2017	
DV	4/5-6/2017	General Items	Documentation and action plans exist from safety team meetings	Working on improving minutes documentation	Josh	Apr-17	7 April 5th 201
DV	4/5-6/2017	General Items	Industrial Hygiene exposures.	Open drink containers noted	Josh/Managers	4/1/2017/Continuous Addressing	Д
DV	4/5-6/2017	General Items	Fire department has toured the facility in the past 3-year period	Document 2017 walk through	Josh	Date/Time Posted	4/24
DV	4/5-6/2017	General Items	Have all employees with potential exposure to Blood borne Pathogens been given the opportunity to take Hepatitis B vaccine. Those not receiving the vaccine must sign a declination form. Verify	Create Matrix and Finish series of shots and document all	Josh	May 2017-Scheduling-Contract Signed, Matrix Created	
DV	4/5-6/2017	High Level Recommendations	A history of ergonomic improvements is being documented	Start listing monthly ergo improvements	Josh	Log created 4/24/17	4/24/
DV	4/5-6/2017	High Level Recommendations	Verify that all required training has been completed which may include:	Put dates on lockout trainings, perform the 2017 Forklift training, testing and driving requirements, Haz Com. Hot work and confined space for maintenance.	Josh	Dates are on lockout machine lists	
Di d	A/E E/2017	High level Recommendations	A new Safety Manager is given opportunity to attend training from such resources as National Safety Council, Voluntary Protection Program, American Society of	Training matrix created for Josh to attend both technical and			













Lastly, why we do what we do!

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