



**North Carolina
Department of Labor
Star Program
Application**

Revised December 2011



Dear North Carolina Employer:

We are delighted that you are considering applying for one of our four North Carolina Department of Labor Occupational Safety and Health Division's (NCDOL OSH) Star Programs. The Star Programs include: Carolina Star, Rising Star, Building Star, and Public Sector Star. The *Carolina Star* and *Rising Star Programs* are designed for general industry in the private sector. The Rising Star Program is designed to provide a stepping-stone for achieving Carolina Star performance. Both of these programs are designed for worksites with comprehensive and successful safety and health programs, making them leaders in employee protection.

In addition, we offer two Star Programs designed to meet the needs of the construction industry and the public sector. The *Building Star Program* provides an opportunity for the construction industry to promote and assist in creating more construction workplaces that are free of accidents and illnesses. The *Public Sector Star Program* is designed to recognize state agencies and local governments for their leadership in occupational safety and health. Requirements for Public Sector Star participation are similar to those required for participation in the Carolina Star Program with the exception of injury and illness rate requirements.

Your participation in the Star Programs will help the state of North Carolina obtain the designation as one of the safest workplaces in the United States. Compliance with NCDOL OSH standards alone cannot completely accomplish the goals of the Occupational Safety and Health Act. The Star Programs are intended as a supplement to encourage voluntary improvements and expansion of employee protection systems.

Star Program participants will meet, if not exceed, all relevant NCDOL OSH standards and have ongoing safety and health programs. NCDOL OSH will verify qualifications, exempt participants from programmed inspection lists for the duration of their participation, provide necessary technical support, and evaluate safety and health programs.

By qualifying for one of the Star Programs, you will demonstrate to your employees and your community that you have successfully implemented a high quality safety and health program and that you are a leader in the safety and health field.

Please review the application information in this document. In addition, review the details on the Star Program and expectations, which are found online in the *North Carolina Department of Labor Star Program Policies and Procedures Manual*. If you have any questions, please contact the Recognition Program Manager or a Star Program Consultant.

Sincerely,

Cherie K. Berry
Commissioner of Labor

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I. An Overview

What are the NCDOL OSH Star Programs?

The NCDOL OSH Star Programs are designed to recognize and promote effective safety and health management programs. In the Star Program, management, labor, and NCDOL OSH establish a cooperative relationship at a workplace that has implemented a strong safety and health management program (see Requirements for the NCDOL OSH Star Programs, Section II - This information is also available on the Star Program website:

<http://www.nclabor.com/osha/Star/Star.htm>). The Star Program concept recognizes that OSHA enforcement alone can never fully achieve the objectives of the Occupational Safety and Health Act. Good safety and health programs and management systems that go beyond NCDOL OSH standards can protect employees more effectively than compliance alone. Star Program participants are a select group of worksites that have designed and implemented outstanding safety and health programs.

- Management agrees to ensure the presence of an effective program that meets an established set of criteria.
- Employees agree to participate in the program and work with management to ensure a safe and healthful workplace. This is accomplished by employees who are actively involved in anticipating, recognizing, evaluating, and controlling the potential safety and health hazards at the worksite.
- NCDOL OSH verifies that the program meets Star Program criteria, publicly recognizes the worksite's exemplary program, and removes the worksite from *programmed* NCDOL OSH compliance inspections.
 - *Note: NCDOL OSH will continue to investigate valid, formal employee safety and health complaints, significant chemical spills and leaks, and all fatalities and catastrophes.*
- NCDOL OSH also periodically reassesses the worksite to confirm that the worksite continues to meet Star Program criteria.

What are the benefits?

The following benefits have been cited by Star Program participants:

- Star participant worksites generally experience from 60 to 80 percent fewer lost workday injuries than would be expected for an average worksite of the same size in the same industry.
- Improved employee motivation to work safely, leading to better quality and productivity.
- Reduced workers' compensation costs.
- Recognition in the community.
- Improvement of a worksite's current safety and health programs and management system, through the internal and external review that is part of the Star Program application process.

Won't this just make me do a lot of paperwork without making my program better?

The Star Program application process is designed to be rigorous and to ensure that only the best programs qualify. But Star Program evaluation teams don't look for a single correct way to meet Star Program requirements. They want to see a system that works for your worksite. Some successful programs involve considerable written documentation, while others do not.

Submission of paperwork is required in the application process, but applicants may use as much existing material as possible. The Recognition Program Manager or a Star Program Consultant can help you with questions about what might be required.

Will my worksite qualify statistically?

An Injury and Illness Rate Calculation Worksheet is included in the Appendix of this document. Use the worksheet to evaluate whether or not your worksite meets the Star Program TRC and DART rate criteria.

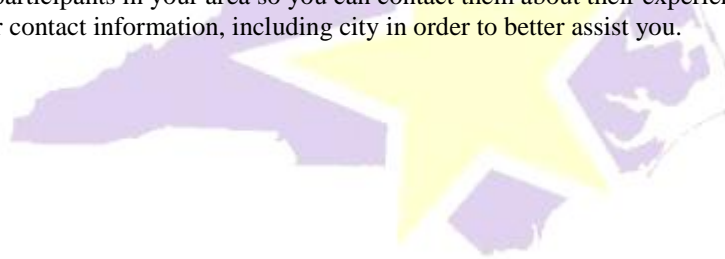
To qualify for the **Carolina Star** and **Building Star** Programs, a participant's most recent three-year average for the total recordable case (TRC) rates and cases with days away from work, job transfer, or restriction (DART) rates must be 50 percent or more below the current Federal BLS rate for their type of business. If your worksite's TRC rates and DART rates are below the current Federal BLS rates, but less than 50 percent of either the of the Federal BLS rates for your type of business, you may qualify for the **Rising Star** Program. For **Public Sector** Star worksites, a baseline will be established for all public sector applicants based upon their most recent complete three years of data. The baseline will be used for future comparisons and further evaluation.

How do I apply?

You must submit a written application to the Recognition Program Manager. Requirements for the application are included in Section IV. After your written application has been reviewed by NCDOL OSH, an onsite visit will be scheduled.

Where can I get more information about the Star Program and the application process?

The Recognition Program Manager or a Star Program Consultant can help you with any questions you have about self-assessment, the application, or other Star Program matters. It is strongly recommended that you contact a Star Program Consultant *prior* to submission of your application. The Recognition Program Manager can also refer you to other Star Program participants in your area so you can contact them about their experience and for mentoring assistance – email your contact information, including city in order to better assist you.



II. Requirements for the NCDOL OSH Star Programs

1. *Management Commitment and Leadership*

- Clearly established, written site-specific safety and health policies and procedures.
- Goal-oriented objectives and accountability.
- Resources (safety and health).

2. *Accountability*

- Documented systems for holding all line managers and supervisors accountable for safety and health.

3. *Disciplinary Program*

- Written program that is communicated to all employees.
- Covers both supervisors and their employees.

4. *Injury and Illness Rates*

- Most recent three-year average rate for both total recordable cases (TRC), and days away, restricted and transferred (DART) cases.

5. *Employee Participation*

- Meaningful ways for employees to participate in the safety and health program.
- Availability of time for employees to participate in safety and health program.

6. *Self-Inspections*

- General Industry:
 - Effective periodic inspections of entire worksite.
 - Tracking of hazards to correction.
- Construction:
 - Effective management inspections of entire worksite weekly.
 - Effective site-specific safety and health committee inspections of entire worksite monthly.
 - Tracking of hazards to correction.
- Public Sector:
 - Effective periodic inspections of entire worksite.
 - Tracking of hazards to correction.

7. *Employee Hazard Reporting System*

- Formal written reporting system.
- Timely and appropriate responses.
- Tracking of hazards to correction.

8. *Accident/Incident Investigation*

- Written procedures.
- Written reports of findings.
- Tracking of hazards to correction.

9. *JSA/Process Reviews*

- Analysis of hazards associated with individual jobs and processes.
- Safety and health training.

10. *Safety and Health Training*

- Manager and Supervisor Training:
 - Management Training: Knowledge of applicable worksite safety and health programs, understanding of their safety and health responsibilities, and ability to effectively carry out those responsibilities;
 - Supervisor Training: Understanding of applicable worksite safety & health programs, hazards in work areas, and responsibilities; able to effectively carry out those responsibilities.
- Potential effects on their employees:
 - Ensure employees follow safety rules and proper work practices.
- Employee Training:
 - Awareness of hazards, protection from hazards, safe work procedures, emergency situations, and PPE use.

11. Preventive Maintenance

- Written preventive maintenance program.
- Ongoing monitoring, maintenance and repair of workplace equipment.

12. Emergency Programs/Drills

- Written emergency action/response programs.
- Performance/documentation of periodic drills for ALL employees.

13. Industrial Hygiene Program

- Baseline and periodic Industrial Hygiene surveys.
- Air sampling and certified laboratory analysis and noise surveys with written records of results.

14. Personal Protective Equipment

- Certified PPE Hazard Assessment.
- Appropriate PPE, including training on care, use, and replacement.

15. Safety and Health Staff Involved with Changes

- Safety and health staff must be staff involved with pre-use/change analysis of all new operations, processes, materials, or equipment.

16. Contractor Safety

- Documented selection criteria and training.
- Oversight of contractor activity, including enforcement of safety and health rules.

17. Medical Program

- Availability of emergency/non-emergency medical services.
- Availability of physician services.
- Personnel trained in First Aid/CPR/AED, if applicable.

18. Resources

- Adequate safety and health staffing.
- Safety and health program budget and funding.
- Access to safety and industrial hygiene professionals.

For existing Star participants:

19. Carolina Star Safety Conference Participation

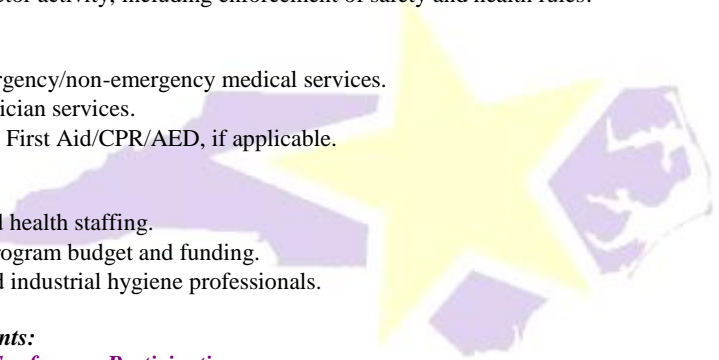
- Employers are required to provide at least one employee to represent the company on regional conference team.
- Employee(s) attend team meetings, and assist with planning annual Carolina Star Safety Conference.

20. Annual S&H Management System Evaluation Report Submission

- Employer required to submit the company's Annual Safety and Health Evaluation report by February 15th.
- Report needs to address all required areas, include specific injury/illness data and any necessary plans for improvement.

21. Mentoring

- Employers are required to provide mentoring assistance when requested by new applicants to Star Program or when other opportunities arise.



III. Application

Your Star Program application must address, in detail, each item listed below. These components of your worksite's safety and health management system (safety and health committees, JSAs, medical program, etc.) **must be in place and effective for a minimum of 12 months** in order to be eligible for consideration as a Star worksite. Use of the numbering system below will help to expedite the review of your application. You are encouraged to enclose supporting documentation that will help describe various components of your safety and health management system. The information should be provided in the order of the sections which follow this paragraph, e.g., **I- General Information, II- Management Commitment and Leadership**, etc.

I. General Information

Please provide the following information by heading (e.g., *Worksite Company Name – ABC Company, etc.*). Note: If an item is not applicable to your worksite, state "Not Applicable" for that item.

1. Worksite company name.
2. Worksite address (physical and mailing).
3. Worksite phone number.
4. Worksite top management official's contact information (name, title, address, phone/cell/fax numbers, email address).
5. Star worksite representative's contact information (name, title, address, phone/cell/fax numbers, email address).
6. Corporate company name, if different from worksite company name.
7. Corporate Star representative's contact information, if applicable (name, title, address, phone/cell/fax numbers, email address).
8. Collective bargaining representatives contact information (agent(s), name, title, address, phone/cell/fax numbers, email address).
9. Provide organizational chart for worksite.
10. Employees at worksite:
 - a) Specify the number of employees;
 - b) Specify the number of contractor employees and identify the contractors with 500 or more hours during any quarter and their duties;
 - c) Specify the number of temporary employees and identify the temporary employee provider(s) and their duties.
11. Work processes: Explain the type of work performed and/or products manufactured at the worksite.
12. Description of the worksite: Location, acreage, buildings, size (square feet) of each building, etc.
13. Process Safety Management:
 - a) Indicate whether or not worksite is covered by 29 CFR 1910.119 **Process Safety Management** (PSM); if covered by PSM, please provide the information requested in Subsection VIII below.
 - b) Identify the person(s) with responsibility as the PSM Program Coordinator/Manager.
14. Worksite SIC and NAICS code (6-digit number) and description (<http://www.census.gov/eos/www/naics/>).
15. OSHA logs 300 and 300A (*See rate criteria, calculation information, and worksheet in Appendix I*):
 - a) Provide the OSHA log data for each of the last three complete calendar years
 - b) In addition, provide the Total Recordable Case (TRC) rates and Days Away, Restricted, Transferred (DART) rates for worksite for each of the last three complete calendar years and three-year average of those years.
 - c) Provide a comparison of the worksite's data to the most recent Federal BLS rates (<http://www.bls.gov/iif/>) based upon the worksite's NAICS code (not applicable for Public Sector applicants).

II. Management Commitment and Leadership

1. **Commitment:**
 - a) Attach a copy of your worksite's established safety and health program.
 - b) Describe ways in which site management is directly involved in the safety and health process.

- c) Describe how management supports a system of policies, procedures and written safety and health programs.
2. **Goals and Planning:**
 - a) Describe your safety and health goals, objectives, and planning process.
 - b) Describe how your safety and health goals are developed and communicated to employees.
 3. **Organization:**
 - a) Provide a description of how the safety and health function fits into the overall management organization.
 - b) Include a description of personnel and other resources devoted to the safety and health program.
 4. **Responsibility:** Describe how management assigns safety and health responsibility to both management personnel and supervisors.
 5. **Accountability:** Describe the accountability system used for all levels of management and supervision. Appropriate examples may include job performance evaluations, etc. Explain how the system is documented.
 6. **Incentive Program:** Describe the incentive program in place at the worksite. Provide details on how rewards are earned by employees and how this information is communicated to the employees.

NOTE: The Star Program does not require that a company implement an incentive program. However, a positive incentive program encourages or rewards employees for reporting injuries, illnesses, near-misses, or hazards; it also may recognize, reward and thereby encourage employee involvement in the worksite's safety and health management system. Nevertheless, when an incentive program discourages employee reporting or, in particularly extreme cases, disciplines employees for reporting injuries or hazards, problems remain concealed, investigations do not take place, nothing is learned or corrected, and employees remain exposed to harm. A company whose incentive program has the potential to discourage employee reporting fails to meet the Star Program's safety and health management system requirements.

The Star Program will evaluate the incentive programs of new applicants through the application review and/or onsite evaluations, including interviews and records review. If it is determined that there are disincentives related to the company's incentive program, the applicant can choose to make immediate changes to its incentive program that will bring the program in line with Star Program policy. If the applicant refuses to make the needed change, the Star Program will recommend that the applicant withdraw its application.

7. **Planning and Evaluation:** Describe methods used to evaluate injury and illness data (recordable, first aid, near misses). Include any relevant charts/graphs that may assist with explaining this data.
8. **Contract employees:**
 - a) Describe criteria used to select contractors, including how contractors' past performances in safety and health is taken into account in the bidding process.
 - b) Describe system in place to ensure that site-specific training/orientation and/or program-specific training has been provided to contractor employees. Explain who is responsible for providing the training - either the host employer or contractor's management.
 - c) Describe oversight, coordination, and enforcement methods used to ensure that the contractor safety and health program is adequate and is implemented properly. Specify worksite entry and exit procedures for contractors.
 - d) Describe the means used to ensure prompt correction and/or control of hazards, however detected, under a contractor's control.

- e) Describe the methods used to ensure that all injuries and illnesses occurring during work performed under a contract are recorded and submitted to you.
 - f) List the number of resident contractor companies and the approximate number of contract employees on the worksite at the time of the application or during the most recent calendar year, whichever most accurately reflects the usual situation at the worksite.
9. **Employees' rights:** Describe the method(s) used to ensure that all employees, including new hires as they arrive, will be notified about participation in the Star Program, their rights to register a complaint with NCDOL OSH, their rights to obtain self-inspection and accident investigation results upon request. (Various methods may include one or a combination of the following: Bulletin boards, tool box or work group meetings, and new employee orientation.)
10. **Site plan:** Please attach a legible worksite map or general plant layout.

III. Employee Involvement and Participation

1. Describe the ways employees are involved in the safety and health program, providing specific information about decision processes that employees impact such as hazard assessment, hazard analysis, safety and health training or evaluation of the safety and health program.
2. With regard to your worksite's safety and health committee, complete the following information where applicable:
 - a) Date of committee inception.
 - b) Method of selecting employee members.
 - c) Describe the hazard recognition training or other specific training for the committee members.
 - d) Name, job title and length of service of each member.
 - e) Average length of service of employee members.
 - f) Description of committee meeting requirement:
 - Frequency;
 - Quorum Rules;
 - Minutes (you may attach samples).
 - g) Description of committee role:
 - Frequency and scope of committee inspections;
 - Procedures for inspecting entire worksite;
 - Role in accident investigation;
 - Role in employee hazard notification;
 - Other.
 - h) List safety and health information accessible to and used by the committee.

IV. Hazard Identification and Evaluation

1. **Pre-Use analysis:** Explain how new equipment, materials, operations, facilities, chemicals and processes are evaluated for potential hazards prior to use by employees.
2. **Comprehensive surveys:** Indicate how you identify and evaluate potential safety and health hazards at the worksite. Include information about Industrial Hygiene air and noise sampling (including baseline surveys), summary of laboratory testing and analysis procedures used and whether or not the laboratory is certified; comprehensive safety reviews and/or project safety reviews at the time of design.
3. **Self-inspections:**
 - a) Describe your work worksite safety and health inspection procedures and schedules.
 - b) Indicate who performs inspections and how any necessary corrections are tracked. (You may attach sample forms and internal time frames for correction.)
4. **Job hazard analysis:**
 - a) Relate how you review job activities, processes, and/or interaction of activities to determine safe work procedures. (Not to be confused with self-inspections.)
 - b) Include procedures or guidance techniques used in conducting job hazard analysis.

- c) If applying for the Building Star Program, include related phase-planning (e.g., pre-construction planning, meetings with subcontractors, pre-task planning, etc.), and describe how results are used in training employees to do their jobs safely.
 - d) Explain how results are used in planning and implementation of your hazard correction and control program.
5. **Employee notification of hazards:**
- a) Describe how employees notify management when they see conditions and/or practices that may be hazardous to safety or health.
 - b) Describe the mechanism used for responding to employees.
 - c) Describe how corrections are tracked? (You may attach forms or procedures.)
6. **Accident investigations:**
- a) Describe or attach any forms and procedures for conducting accident investigations including root cause analysis.
 - b) Indicate whether or not your worksite investigates first aid and near miss incidents.
 - c) Describe the training and/or guidance that are given to employees involved in investigations.
7. **Medical program:**
- a) Describe the medical/first aid program; include onsite and offsite medical services or health care availability.
 - b) Include a list or number of people trained in first aid, CPR, AED, paramedical training, and/or bloodborne pathogens, and specify the training they have received.

V. Hazard Prevention and Control

1. **Professional expertise:**
- a) Provide details concerning your use of the services of certified professionals.
 - b) Describe the industrial hygiene services and broad-based safety expertise available to you.
2. **Safety and health rules:** Describe your worksite's rules, and the disciplinary system you use for enforcing them.
3. **Personal protective equipment:** Describe your worksite's rules regarding personal protective equipment requirements.
4. **Emergency preparedness and response:** Describe your worksite's emergency planning, preparedness and response program. Include information on the type(s) and frequency of emergency or evacuation drills.
5. **Preventive maintenance:** Provide a summary and description of your procedures for preventive maintenance of your equipment.

VI. Safety and Health Training

1. **Employee Training:** Describe formal and informal safety and health training programs for your employees such as hazard communication, personal protective equipment, hazard recognition, etc. Indicate any advanced training provided to employees such as OSHA 10- /30-hour training.
2. **Manager/Supervisor Training:** Describe managers' and supervisors' training schedules and information on any advanced training provided such as OSHA 10- /30-hour training, hazard recognition, accident investigation, and handling of emergency situations. (Sample attendance lists and tracking methods may also be attached.)
3. **Training Plan:** Provide an explanation of the training matrix or other system used to ensure that all employees at the worksite have received OSHA or other company-required training. Explain the method(s) used for tracking training at the worksite. You may attach samples of attendance lists for

training sessions.

VII. Safety and Health Program Self-Evaluation

1. Provide a copy of the worksite's most recent comprehensive review and evaluation of the entire safety and health management system. This may include corporate or other third party audits/gap analyses. Assessments of the effectiveness of the areas listed in this application should be included (i.e., safety and health program reviews/updates, completion of past year's goals/objectives, thorough analysis of worksite hazards and abatement of hazards found, employee involvement and participation in various aspects of S&H management systems, etc.). If a comprehensive evaluation of the safety and health management system has not been conducted in the past year, **you must conduct an evaluation and submit it with this application.**
2. Describe your involvement within your community to assist other companies in providing knowledge and resources pertaining to both safety and health.
3. Include any other information you may consider pertinent to the application.

VIII. Process Safety Management Worksites *[Note: This section only applies to applicants covered by the requirements of 29 CFR 1910.119.]*

The following information is required to be submitted in order for the NCDOL OSH Star Program to begin a review of your PSM program and systems. Your worksite's PSM program will be reviewed to determine if it meets the OSHA requirements and is effective prior to any evaluation of the remainder of your safety and health management system. If the PSM program is not satisfactory, you will be required to make any necessary improvements prior to continuing with the Star evaluation process. **Applicants must provide responses to each question that is applicable to their operations.** Responses must cover all PSM-related operations. Please indicate that a question is "Not Applicable" if it addresses functionality outside the scope of the operations, and briefly explain why.

Provide the following information:

1. Detailed description of the covered process(es) at your worksite.
2. Specify the building(s) in which the covered process(es) are located.
3. Description of PSM-covered chemical(s) i.e., name, threshold quantity, process, and amount in process.
4. Detailed description of formal PSM training provided to the PSM coordinator/manager and any other personnel directly responsible for managing the PSM program.
5. Block or flow diagram of PSM-covered process(es).
6. Piping and Instrumentation Diagram (P&ID) of process(es).
7. Copy of your written PSM Program.
8. Copy of latest compliance audit with action plan.

IX. Statement of commitment

1. **Union statement:** If your worksite is unionized, the authorized collective bargaining agent(s) must sign a statement to the effect that they either support the Star Program application, or that they have no objection to the worksite's participation in the Star Program. The statement must be on file before NCDOL OSH comes on worksite.
2. **Assurances statement:** Please read the following statement carefully. The following statement or similar wording of this type regarding management's commitment to safety and health is required for the application. Type and print on your stationery and sign, or attach a signed letter that provides the same assurances in your words.

Public Sector Only: State agencies and local governments must notify their managing officials of their intent to apply to the Public Sector Star Program, and they must submit a letter, from management, supporting the organizations participation in the program. This letter must be submitted with their application. The purpose of this letter is to demonstrate top-level management (i.e. Town Managers, Mayors, County Commissioners, State Department Commissioners, etc.) leadership and commitment to their agency's safety and health program.

“We are committed to doing our best to provide outstanding safety and health protection to our employees through management systems and employee involvement. We are also committed to the achievement and maintenance of the Star Program requirements and to the goals and objectives of this ongoing process.

We agree to provide the information listed below for the NCDOL OSH review onsite. We agree to retain these records until NCDOL OSH communicates its decision regarding initial Star Program participation. We will likewise retain comparable records for the period of Star Program participation.

- *Written safety and health program*
- *Management statement of commitment to safety and health*
- *The OSHA 300/300A logs for the worksite and for all applicable contractor and/or temporary employees on the worksite, with appropriate supporting documentation*
- *Safety and health manual(s)*
- *Safety rules, emergency procedures, and examples of safe work procedures*
- *System enforcing safety rules*
- *Reports from employees of safety and health problems and documentation of the response*
- *Self-inspection procedures, reports, and correction tracking*
- *Accident/incident investigation reports*
- *Safety and health committee minutes*
- *Employee orientation and safety and health training programs and attendance records*
- *Industrial hygiene air/noise sampling, laboratory analysis and monitoring records*
- *Annual safety and health program evaluations and worksite and/or corporate audits, including the documented follow-up activities, for at least the last three years*
- *Preventive maintenance program*
- *Line supervision accountability documentation*
- *Contractor safety and health program(s)*
- *Other records that provide relevant documentation of qualifications*

In agreeing to make this information available to NCDOL OSH, we understand that materials needed to document the safety and health program that may involve invasion of privacy or a trade secret will not be included in the application. Instead, such materials will be described in the application and provided for viewing only at the worksite during an application assistance visit and/or during the pre-approval onsite review.

We also agree to correct all hazards identified through self-inspection, employee reports, or accident investigations in a timely manner. We will provide the results of self-inspections and accident investigations to our employees upon request. Employees with safety-related duties will be protected from discriminatory actions (including unofficial harassment) resulting from these duties.

We will provide NCDOL OSH, each year by February 15, the following: (1) our OSHA 300 logs (including annual Total Recordable Case (TRC) rate and Days Away, Restricted, Transferred (DART) rate, hours worked, and estimated average employment) for the past calendar year; and (2) the worksite’s annual safety and health evaluation report (including three-year TRC and DART rate comparisons).

It is important that we continue to be a leader within our community and to assist other companies at our discretion with knowledge and resources pertaining to both safety and health.

We understand that we may withdraw our participation at any time or for any reason should we so desire.

*Top Manager of the applicant worksite
(Signature, Date)”*

Please forward completed Star Application by either method listed below:

<u>US MAIL</u>	<u>FEDEX/UPS</u>
<p>LaMont D. Smith Recognition Program Manager NC Department of Labor OSH Division Bureau of Education, Training and Technical Assistance 1101 Mail Service Center Raleigh, NC 27699-1101</p>	<p>LaMont D. Smith Recognition Program Manager NC Department of Labor OSH Division Bureau of Education, Training and Technical Assistance 111 Hillsborough Street Raleigh, NC 27699-1101</p>



IV. Onsite Evaluation

Why does NCDOL OSH need to come to the worksite?

NCDOL OSH must verify that your safety and health management system, as detailed in your Star Program application, is fully operational and addresses all potential hazards at the worksite.

Who conducts the Star Program onsite pre-evaluation and team evaluation?

Evaluation visits will be arranged at the mutual convenience of NCDOL OSH and the applicant. The evaluation team will consist of a Star Program Consultant (team leader) and assigned team members, as deemed necessary, depending upon the scope, process and size of the worksite, and the complexity of the operations, and safety and health program.

How long will NCDOL OSH stay?

The time required for the pre-evaluation visit will depend upon the size and processes in place at the worksite. The pre-evaluation review is usually 1-2 days onsite and the team evaluation is usually 2-4 days onsite unless the worksite has high hazard processes such as those affected by the process safety management standard.

What will the team do during its onsite evaluation visit?

The NCDOL OSH evaluation team performs an evaluation that includes:

- **Opening Meeting with Company Representatives**
- **Document Review**
- **Walkthrough/Hazard Identification**
- **Formal and informal interviews**
- **Completion and scoring of the Star Program Safety and Health Evaluation Worksheet (“8.3”)** (see *North Carolina Department of Labor Star Program Policies and Procedures Manual* for more details on this topic)
- **Closing Meeting**

Opening Meeting with Company Representatives

At the Start of the evaluation, the NCDOL OSH team leader will describe the onsite Star evaluation process, expectations, and schedule. Representatives of management and employees, and any company representatives who may be called upon to assist the team should be in attendance. Management and employees will present highlights of special accomplishments and features of the worksite’s safety and health management programs.

Document Review

The onsite document review will include a detailed examination of the following records, if applicable:

- Written site-specific safety and health manuals and programs.
- Top management statement of commitment to safety and health at the worksite.
- The most recent three years of OSHA 300/300A logs for the worksite and for any applicable contractor and/or temporary employees on the worksite, with appropriate supporting documentation.
- Safety rules (including system for enforcement), emergency procedures, and examples of safe work procedures.
- System used by employees for reporting safety and health concerns, and documentation of the responses.
- Self-inspection procedures, reports, and tracking of corrections.
- Accident/incident investigation reports and analyses.
- Safety and health committee minutes.
- Employee orientation and safety and health training programs, and attendance records.
- Industrial hygiene exposure assessments (air, noise, etc.), laboratory analyses and exposure calculations, and summary reports.
- Medical surveillance programs and records.
- Annual safety and health program evaluations and worksite and/or corporate audits, including the documented follow-up activities.
- Preventive maintenance program and records.
- Line supervision training and accountability documentation.
- Contractor management program, including selection criteria/process, and safety and health program(s).

- Process Safety Management program components, for those worksites covered by 29 CFR 1910.119.
- Other records that provide relevant documentation of requirements.

Walkthrough/Hazard Identification

The NCDOL OSH evaluation team will walk through the facility to observe the process flow, employee work practices, and identify potential safety and health hazards. During the walkthrough, the team will ask you to address and correct any identified hazards.

The NCDOL OSH evaluation team will be looking for evidence that your safety and health management system is creating and maintaining safe and healthful working conditions. Any hazards they may observe will serve as indicators that some aspect of your system may need improvement.

While they won't issue citations or penalties, the Star evaluation team cannot be expected to ignore hazards. You will be required to correct the hazards identified during the team evaluation. If corrections require more time than the evaluation allows, the company will need to develop an action plan and notify the team leader when the corrections have been completed.

Formal and Informal Interviews

Formal and informal interviews will be conducted with salaried and hourly employees. These interviews will help to validate employee awareness of and participation in the overall safety and health program. A private space, if needed for confidentiality or due to high noise levels, will be requested for the interviews. The team will also conduct brief, informal interviews with randomly selected employees. If feasible, these interviews will be held near employee work stations so the NCDOL OSH team members may observe the employees' conduct of their job duties, and interruption of work can be avoided. All questions asked will relate to the worksite's safety and health management system.

The NCDOL OSH evaluation team interviews randomly selected employees to gauge overall employee awareness of and involvement in the worksite's safety and health program, knowledge of hazards and protective measures, safety and health training, and to determine their understanding of what Star Program approval would mean.

Your safety and health program will only succeed if everyone becomes involved and feels a responsibility for the program. Communicating with employees is the best way to determine their commitment and understanding of Star Program expectations. Interviews with employees, supervisors, and managers are methods of evaluating your program's effectiveness. Including employees in the NCDOL OSH onsite review emphasizes their importance in making the health and safety program work.

Closing Meeting

The NCDOL OSH evaluation team will have a closing meeting to discuss their findings - areas of excellence, areas for improvement, Star goals (if applicable), hazards, and recommendations for improvement. A plan of action must be developed to address the findings identified by the team as areas for improvement, Star goals, and hazards. This plan must be submitted to the team leader within 30 days of the conclusion of the evaluation. The Star evaluation team will also make its recommendation regarding the worksite's participation in the Star Program.

What if the company chooses not to do what the team deems necessary to meet Star Program requirements?

NCDOL OSH knows that because you volunteered to participate in this program, you have a great deal of faith in what the Star Program stands for. We try to make the review process as convenient as possible, but should you decide against doing what is necessary to meet the requirements, you have the option of withdrawing the application rather than have it denied. Your application will be returned to you at your request.

Congratulations! Your worksite has been certified.

After the worksite has been approved for certification as a Star worksite by the Commissioner of Labor, the onsite Star evaluation report will be sent to the appropriate official at your worksite announcing NCDOL OSH's approval of your worksite for participation in the Star Program. The Commissioner of Labor and/or a designated representative will visit your worksite to make a presentation to commemorate your Star Program status.

Appendix

NCDOL OSH Star Program Injury and Illness Rate Calculation Worksheet



NCDOL OSH Star Injury and Illness Rate Calculation Worksheet

Worksite Name: _____

Industry NAICS: _____ Worksite NAICS (if different than Industry): _____

Year:			
	Total Recordable Cases (N = Columns G+H+I+J)	DART Cases (N = Columns H+I)	Employee-Hours Worked (EH)
Star worksite			
Contractors			
Temporary			
TOTAL			
Year:			
	Total Recordable Cases (N = Columns G+H+I+J)	DART Cases (N = Columns H+I)	Employee-Hours Worked (EH)
Star worksite			
Contractors			
Temporary			
TOTAL			
Year:			
	Total Recordable Cases (N = Columns G+H+I+J)	DART Cases (N = Columns H+I)	Employee-Hours Worked (EH)
Star worksite			
Contractors			
Temporary			
TOTAL			

N = Number of recordable injuries in one year. **NOTE:** This includes 1) all temporary employees, and 2) any contractors and miscellaneous employees that have worked on the site 500 or more hours during any quarter.

EH = Total number of hours worked by all employees in one year at the worksite. **NOTE:** This includes 1) all hours for temporary employees, and 2) any contractors and miscellaneous employees that have worked on the site 500 or more hours during any quarter.

200,000 = Factor equivalent to 100 full-time employees working 40-hour weeks, 50 weeks per year.

Total Recordable Case (TRC) Rates (calculate rate for each year using the information recorded above) (N ÷ EH x 200,000)		TRC Incidence Rates	Sum of All Years TRC Rates
Year:	÷ x 200,000		= _____
Year:	÷ x 200,000		
Year:	÷ x 200,000		
3-year Rate Average = Sum ÷ 3 = _____		Current Federal BLS Rate = _____	% below BLS Rate = _____

Days Away, Restricted, Transfer (DART) Case Rates (calculate rate for each year using the information recorded above) (N ÷ EH x 200,000)		DART Incidence Rates	Sum of All Years DART Rates
Year:	÷ x 200,000		= _____
Year:	÷ x 200,000		
Year:	÷ x 200,000		
3-year Rate Average = Sum ÷ 3 = _____		Current Federal BLS Rate = _____	% below BLS Rate = _____