

A consistent safety and health approach: enhancing the customer experience

We're updating our safety and health communication format with policyholders! To best ensure our communications and recommendations are clear, consistent, and actionable, our consultants are implementing a more formalized structure to their emails with policyholders.

As they continue to engage with policyholders to learn about their culture, values, and potential barriers to worker health and safety, consultants will work with their policyholder contacts to determine an agreed upon target date to complete recommendations by, noting each in a follow-up email, and including the assigned underwriter and agent. Consultants will continue to check in with the policyholder to achieve target dates for successful recommendation implementation.

Below are two variations consultants may use when sending a follow-up after a consultation. Both options highlight the impactful, actionable recommendations the consultant is providing to the policyholder, along with the agreed upon target date. In instances where commitment is not gained during the on-site consultation, the consultant will still include the issue in the follow-up correspondence and will work with the policyholder to gain commitment, often with collaboration and support of our agency and underwriting business partners.

We believe this formalized and consistent process of issuing and tracking recommendations will provide our business partners a clear understanding of the policyholder's safety and health efforts, and will provide information to underwriters to support the evaluation and pricing of policyholder risks.

Sample correspondence: Email only

Subject line: 456777 ABE Stage Company



Safety and Health Services

Dear Jane,

On September 5th, we met to conduct a walk-through of the operation. We discussed the recent 'near-miss' incident where an employee was almost struck by a falling set wall when performing a non-routine moving task. We agreed conducting pre-task planning will help prevent recurrence as the employee was unaware of the hazard associated with the task and with the proper method. We discussed the noise over-exposure to staff building sets based on the sampling you obtained and agreed a next step is conducting audiograms.

Included are the action items we discussed and committed to completing.

Recommendations and Commitments:

Action item: Pre-Task Planning

Implement (design, train to and ensure utilization) a pre-task planning process for all stage managers, staff and support for load in/load out days encompassing the scene shop and Armory stages.

Target date: November 22, 2023

Action item: Baseline Audiograms

Determine an audiogram provider and schedule a baseline audiogram for employees in your Hearing Conservation Program (HCP). Although Oregon OSHA requires employers to obtain a baseline audiogram within 180 days of employment (and then at least annually) when a HCP is required, SAIF recommends obtaining a baseline audiogram at hire.

Target date: November 6, 2023

Additional information/Resources

When you and Stanley develop the pre-task plan, ample samples are available off the web but one of my favorite resources is Harvard University's: [APPENDIX A – PROJECT SUBMITTAL LIST \(harvard.edu\)](#).

It would be a good time to ensure your rigging crews training and certification are current as well. Please let me know if you need rigging training providers.

I'll plan to follow-up in November. If I can be of assistance prior, please contact me.

Sincerely,

Jan

Jan Roberts CSP (she/her)

SAIF Sr. Safety Management Consultant

541.338.6723 | F: 503.584.9169 | 800.285.8560

This report is advisory only. It may not list all existing hazards. SAIF assumes no responsibility for correction of conditions identified as hazardous. Safety remains your responsibility.

cc: Underwriter: Barry Gordon
Agent, Ken Johns

.....>
Actionable recommendations with agreed-upon target dates to follow-up

.....<
Brief description of problem and high-level cause(s)

.....<
Additional advisory items and resources (no follow-up planned)

.....>
CC: Agent and UW

Sample correspondence: Email with attached Recommendation Report

Subject line: 456777 ABE Stage Company



Safety and Health Services

Dear Jane,

.....> Brief description of problem and high-level cause(s)

On September 5th, we met to conduct a walk-through of the operation. We discussed the recent 'near-miss' incident where an employee was almost struck by a falling set wall when performing a non-routine moving task. We agreed conducting pre-task planning will help prevent recurrence as the employee was unaware of the hazard associated with the task and with the proper method. We discussed the noise over-exposure to staff building sets based on the sampling you obtained and agreed a next step is conducting audiograms.

Attached are the action items we discussed and committed to completing. <.....>

Attached PDF contains actionable recommendations with agreed-upon target dates to follow-up, as well as additional advisory items and resources

I'll plan to follow-up in November. If I can be of assistance prior, please contact me.

Sincerely,

Jan

Jan Roberts CSP (she/her)


SAIF Sr. Safety Management Consultant
541.338.6723 | F: 503.584.9169 | 800.285.8560
3500 Chad Dr., Suite 200, Eugene, OR 97408

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.....> CC: Agent and UW

cc: Underwriter: Barry Gordon
Agent, Ken Johns

saif.com



Safety and Health Services

Recommendation and commitment summary

Prepared for
ABC Theater Company

September 8, 2023

SAIF policy: 499111
Policy period: July 01, 2023 to July 01, 2024

Presented by
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C: SAIF UW Barry Gordon
Agent Ken Johns

Working alongside policyholders to make Oregon the safest and healthiest state

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400 High St SE | Salem, OR 97312 | P: 800.285.8525

ABC Theater Company

September 8, 2023

Action item:	Target date:
Pre-task planning	November 22, 2023
Implement (design, train to and ensure utilization) a pre-task planning process for all stage managers, staff and support for load in/load out days encompassing the scene shop and Armory stages.	
Hearing Conservation Program roll out	November 6, 2023
Determine an audiogram provider and schedule a baseline audiogram for employees in your Hearing Conservation Program. Although Oregon OSHA requires employers to obtain a baseline audiogram within 180 days of employment (and then at least annually) when a HCP is required, SAIF recommends obtaining a baseline audiogram at hire.	

Additional information/Resources

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It would be good time to ensure your rigging crew's training and certification are current as well. Please let me know if you need rigging training providers.

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