

# The Intersection of Safety & HR

PRESENTED BY PAM WHITE & DEB BEDDOE  
WITH ASPEN RISK MANAGEMENT GROUP



Heffernan Insurance Brokers | 1350 Carback Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

1

## Content Disclaimer

The information presented is general in nature and is intended to present an overview of employment practices. The written and verbal contents of the presentation are not intended to constitute consulting and/or advice, and no client relationship is established between the presenter and attendees.



Heffernan Insurance Brokers | 1350 Carback Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

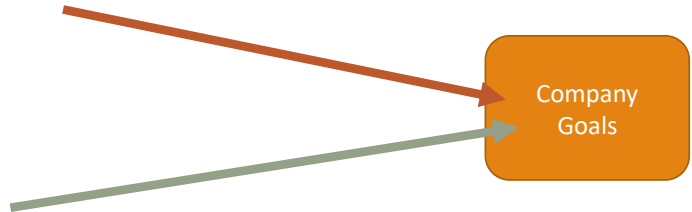
# Working in Silos

## Safety

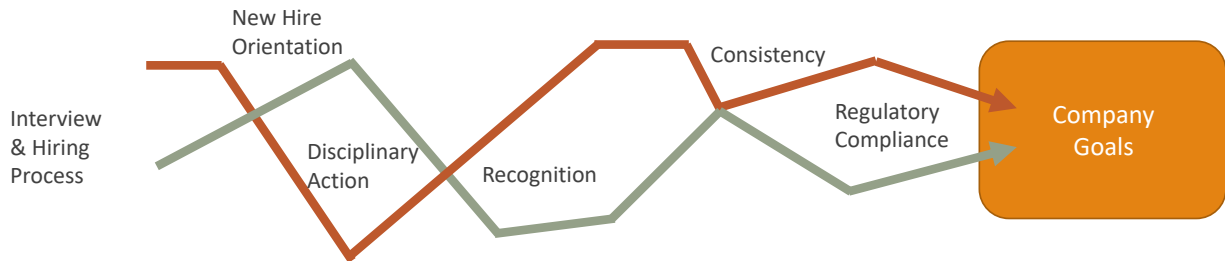
- Implement strategies to prevent incidents
- Train employees
- Enforce safety rules
- Comply with regulations

## HR

- Hire and fire employees
- Improve overall retention
- Support workforce and supervisors
- Comply with regulations



# Intersections



## Poll

---



Does your organization's HR and Safety Departments both play a roll in the hiring and training of a new employee?



## Policies, Compliance, and Ethics

---

Ensure compliance with labor laws, health and safety regulations, and internal standards.

Joint efforts reduce legal risk and protect employee rights.

## Training and Education



HR manages onboarding and learning systems.



Safety provides job-specific safety training and hazard awareness.



Combined training ensures employees understand **both expectations and safe behaviors** from day one.

**HEFFERNAN**  
INSURANCE BROKERS  
Because You're Different

Heffernan Insurance Brokers | 1350 Carlsbad Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

7

## Incident Management and Reporting

Safety investigates incidents, near-misses, and hazards.

↓

HR manages documentation, employee relations, and corrective actions.

↓

Collaboration ensures incidents are handled fairly, consistently, and with care for employees.

**HEFFERNAN**  
INSURANCE BROKERS  
Because You're Different

Heffernan Insurance Brokers | 1350 Carlsbad Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

8

# Culture and Leadership



HR SHAPES ORGANIZATIONAL  
CULTURE AND LEADERSHIP  
BEHAVIOR.



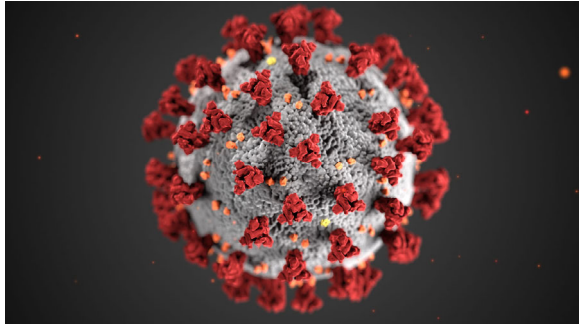
SAFETY REINFORCES A CULTURE  
WHERE EMPLOYEES FEEL SAFE TO  
SPEAK UP.



TOGETHER, THEY PROMOTE A  
"SAFETY-FIRST" AND "PEOPLE-  
FIRST" CULTURE.

## Performance and Retention

- Safe workplaces reduce absenteeism and turnover.
- HR uses safety data to inform workforce planning and engagement strategies.
- Safety becomes a **business advantage**, not just a compliance task.



## COVID - 19

HR and Safety had to work together to:

- Figure out how to bring employees back to the workplace
- Determine how to protect employees
- Implement strategies to reduce the likelihood of spread
- Develop policies
- Train employees
- Enforce the guidelines
- Adjust as the situation and the regulations change

## How were companies able to succeed?

- Everyone was talking about it
- Consistent controls were developed and implemented
- The controls were enforced





## Poll

How involved is HR in Safety at your organization?

## Engage HR

Program Development

- Create consistency

Safety Committee

Facility walk-throughs and employee safety observations

New/different set of eyes





## Interviewing and Hiring

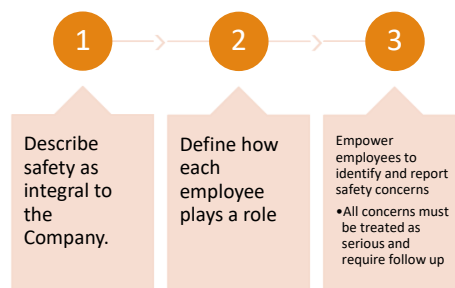
Attempt to get applicants to talk about their prior experience and feelings about safety.

- What was safety like at the last Company you worked for?
- What role did you play in safety in your previous positions?
- How can you help keep yourself and others safe at work?

### Pre-hire Medical/Drug Screening

- Medical Requirements for hiring should be job specific
- Ensures the screening policy meets current state and federal regulations

## Onboarding & Orientation



## HR can help lay the groundwork

Before an accident occurs:  
Establish protocols

- What clinic is used?
- Who provides transport?
- Who needs to be notified?
- Is this incident OSHA reportable?



Heffernan Insurance Brokers | 1350 Carlsbad Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

17

## HR Can Help Find Your Allies

Before an accident:

Establish Relationships

- With medical providers
  - Communicate your return-to-work policy
  - Have job descriptions available
- Identify contact #'s with the fire department and first responders
  - Make sure they are familiar with the layout and hazards



Heffernan Insurance Brokers | 1350 Carlsbad Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

18



## Poll

My organization does an accident investigation after:

## Accident Investigation

### Coordinate

- Who is responsible for managing claims?
- Who is responsible for investigating the accident?

HR needs to understand operations for the Accident Investigation to be meaningful

- HR and safety should complete the AI together
  - Identify root cause
  - Determine appropriate corrective action (countermeasures)

HR can be a team player

## HR can help show that you care

### Post Accident

#### Communicate with the injured worker

- Send “Get Well” cards
- Find out if they are happy with their medical treatment and act as an advocate with the Insurance Company
- Make them feel important, even when they cannot work
- Collect information shared – activities, indications that they may be ready to RTW, etc.



## HR can help manage the claim

### Post Accident, cont.

#### Stay informed

- Communicate with the Insurance Company
  - Have all of your paperwork in order
  - Share your concerns, and anything learned in the AI that may be relevant to the claim
  - Notify them if other employees report red flags
    - The insurance company will determine if something is compensable.
    - The insurance company will determine if red flags can be further investigated based on the law



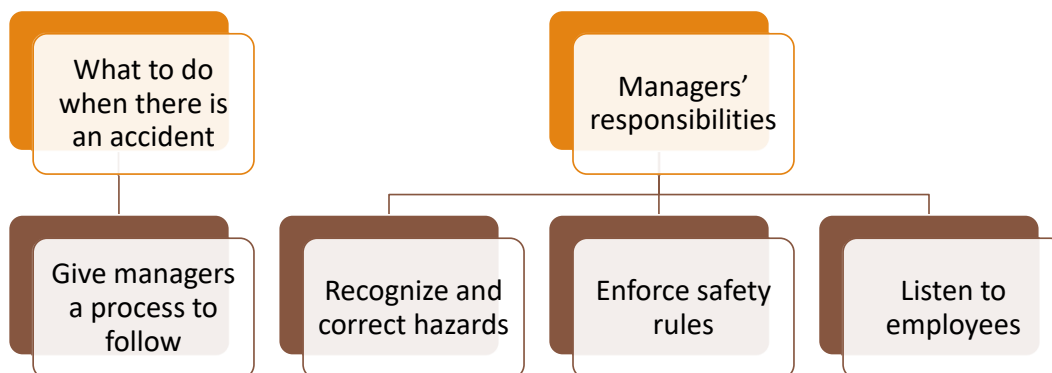
Follow up on status until the claim is closed

## Poll

What can HR or a manager do to help an employee return to work sooner?



## HR can provide guidelines



## HR can help with employee relations

Having an injury does not make someone a bad employee

- AI should never list the cause as “Employee did not follow safety guidelines.”
- Why, why, why, why, why?
  - Culture
  - Barrier
  - Failure to Communicate
    - Always explain the WHY behind new policies



## HR can hold employees accountable

### Communication

- Talk to employees about accidents that occur
- Listen to their concerns
- Explain the WHY

### Safety is incorporated into employee evaluations

- Reinforce the Company's commitment to employee safety
- Use safety observations and open communication to reinforce Company expectations

HR can help  
improve your  
results

GOOD BEHAVIOR HAS TO BE  
REINFORCED.



Heffernan Insurance Brokers | 1350 Carlsbad Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

27

Good behavior  
has to be  
reinforced.

Recognize it!



Heffernan Insurance Brokers | 1350 Carlsbad Ave, Ste. 200 | Walnut Creek, CA 94596 | Ph: 800-234-6787 | www.HeffIns.com

28

Good behavior has to be reinforced.

Discuss it!



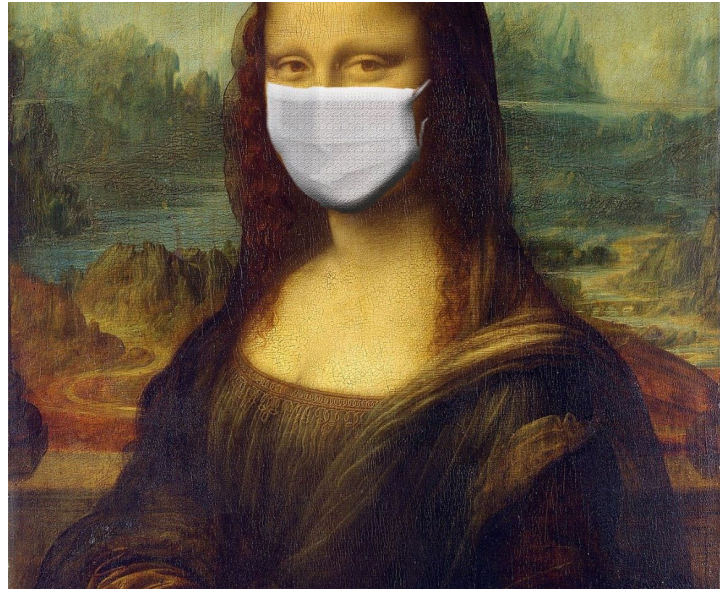
Good behavior has to be reinforced.

Use reminders



Good behavior  
has to be  
reinforced.

Be the example



## Poll


---


Share something that you learned today.





## Summary


 HR and Safety Intersect


 How we got it Right

 Finding Folks

 Safety is a Value

 Managing Claims

 Communication

 Reinforce the Good



*Because You're Different*

## Discussion and Questions



### Thank you!

Pamela White, SIP, ARM, CPWCI

Pamela.white@aspenrmg.com

&

Deb Beddoe, SPRM

deb@youopsmanager.com

with

Aspen Risk Management Group, a TRISTAR Company

