

SAFETY & HEALTH
CERTIFICATION STANDARDS

STANDARDS SAFETY & HEALTH CERTIFICATION





SAFETY & HEALTH | CERTIFICATION STANDARDS OVERVIEW

The TRSA Safety & Health (S&H) Certification program recognizes facilities that supply launder and maintain linens, uniforms and other reusable textiles that have implemented effective and robust safety and health programs that experience decreases in:

- Experience Modification Rate (EMR)
- Total Recordable Incident Rate (TRIR)
- Days Away, Restricted, or Transferred (DART)
- Incurred Cost of Claims
- OSHA Citations

Management and employees work cooperatively and proactively to prevent fatalities, injuries, and illnesses through a system focused on:

- Training
- Awareness
- Compliance
- Claims Management
- Measurement

The TRSA S&H Certification Program is modeled after the OSHA Voluntary Protection Program (VPP) STAR certification guidelines. Similar to OSHA's certification, the TRSA S&H certification recognizes outstanding safety and health performance on a facility-specific basis. While multiple member company locations may apply, TRSA conducts independent S&H certification audits at each site.

Although aligned with the OSHA VPP certification guidelines, this certification intentionally excludes some of the more rigorous VPP criteria. However, facilities that achieve TRSA S&H certification will be well-positioned to pursue OSHA VPP certification. Most importantly, earning this certification helps reduce workplace injuries and lower workers' compensation costs.

Purpose

This standard aims to enhance safety at facilities that supply, launder and maintain linens, uniforms and other reusable textiles by guiding the development and implementation of effective Safety & Health (S&H) programs. Compliance is determined through documented best management practices and facility audits.

While this standard promotes improved safety, it does not encompass all safety and health requirements for uniform rental and linen supply operations. Each laundry facility is responsible for adhering to all applicable federal, state, and local regulations, including CDC guidelines and relevant operating permits. Facilities seeking independent, third-party recognition for excellence in safety and health may apply for certification under the TRSA Safety & Health (S&H) Certification Program.





SAFETY & HEALTH | CERTIFICATION STANDARDS PROGRAM DOCUMENTATION / TRAINING

1: Safety and Health Program Documentation

Your facility must maintain an effective OSHA recordkeeping program that complies with the OSHA Recordkeeping Standard. This requires accurately documenting and maintaining records of all work-related injuries, illnesses and first aid cases.

✓ AUDITOR TIP

These documents must be submitted at least thirty days prior to the onsite audit.

2: Training

2.1 Safety Orientation and Refresher Training for Employees

All employees and management must complete a Safety Orientation upon hire and participate in annual refresher training. The following positions must be included in the training:

- Employees in Soil Sorting Areas
- Employees Folding Linen
- Technicians
- Wash Aisle Maintenance Staff
- Any employee directly involved in plant operations or handling soiled/clean textiles, including Management.

Training Topics Include:

- Boiler Safety
- Bloodborne Pathogens
- Confined Space Safety
- Electrical Safety
- Emergency Action Plans
- Equipment Handling
- Hazard Communications
- Hot Work Safety
- Fall Protection
- Ladder Safety
- Lifting Safety
- Lockout/Tagout
- Machine Guards
- Materials Handling, Storage, Use, and Disposal
- Noise and Hearing Conservation, as needed
- Personal Protective Equipment (PPE)
- Power Industrial Truck
- Respiratory Protection, as needed
- Tools Safety
- Walking and Working Surfaces





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TRAINING *continued*

Additional Management Training Topics:

In addition to the topics above, Management must also complete training on the following:

- Awareness and Coaching (Monthly topics provided by TRSA)
- Claims Management
- Exposure Control Plan
- Emergency Action Plan
- Hazard Awareness and Control
- Injury Procedures (Immediate Reporting and Response)
- OSHA Visits and Recordkeeping
- Measurement – Safety Dashboards
- Medical Management of Claims (Return to Work – RTW)
- Preventing Injury (specifically Slips, Trips, Falls, Strains, and Struck-by Incidents)
- Safety Committees
- Safety Inspections
- Safety Suggestion Programs

AUDITOR TIP

The auditor will review a minimum of three and a maximum of eight employee training files to verify completion of required training and passing of associated quizzes.

For employees with more than one year of tenure, the auditor will confirm completion of the annual refresher training(s).

If any of the selected files belong to employees with less than one year of service, the auditor will review an additional file for an employee who has been with the facility for over a year.

2.2 Safety Orientation for Temporary Workers

Temporary workers must complete the same Safety Orientation as facility employees.

AUDITOR TIP

The auditor will verify this training for three active temporary workers, including drivers.

2.3 Bloodborne Pathogen and Hazardous Communication Orientation and Refresher Training for Employees

Per OSHA 1910.1030 Bloodborne Pathogens Standard and OSHA 29 CFR 1910.1200 Hazardous Communication Standard or state equivalent, employees must complete Risk and Compliance training based on their level of exposure and occupational risk. This training is required:

- Upon hire
- Annually as a refresher
- Whenever a new or modified task or procedure affects a worker's risk of exposure

Training topics may include:

- Personal Protective Equipment (PPE)
- Confined Space Safety
- Falls Protection
- Hazard Communication
- Electrical Safety

AUDITOR TIP

The auditor will review three employee training files to verify completion of the required training and ensure ongoing compliance.



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TRAINING / AWARENESS

2.4 Safety & Risk Management Orientation for Management

In addition to the Safety Orientation, all managers and supervisors must complete the Safety & Risk Management Training for Managers and Supervisors.

✓ AUDITOR TIP

The auditor will review three management training files to verify completion of the training and successful passing of the associated quiz.

3.3 Safety Topic Program

A structured Safety Topic Program must be in place to provide employees with regular safety awareness training. Topics must be covered weekly or monthly, with attendance recorded.

✓ AUDITOR TIP

The auditor will verify that the facility maintains a consistent program and keeps attendance records for each session.

3: Awareness

3.1 Corporate Safety Philosophy and Vision

The corporate safety philosophy fosters a culture that prioritizes safety and is committed to reducing near misses and incidents.

✓ AUDITOR TIP

The auditor will verify that this philosophy is effectively communicated to employees through safety orientation, monthly safety topics, safety boards and other means.

3.2 Safety Information Display

Safety information must be shared with employees through a dedicated Safety Board or a TV display. These must include Safety Awareness Topics, Safety Committee Meeting Minutes, Evacuation Route Posters, Injury Reporting Procedures and other relevant materials.

✓ AUDITOR TIP

The auditor will confirm that a board or TV display is present, current and regularly maintained.

3.4 Safety Committee and Employee Safety Suggestions Program

A Safety Committee must be established, meeting monthly and following a structured program that provides guidelines on conducting meetings.

✓ AUDITOR TIP

The auditor will confirm that the committee is active and complies with program requirements.

Additionally, an Employee Safety Suggestions Program must be available for employees to submit safety concerns or recommendations. Information on how to participate must be included in the Safety Orientation Training and displayed on the Safety Board. Management is responsible for reviewing and addressing all submissions.

✓ AUDITOR TIP

The auditor will confirm that this program is active and that management is responding appropriately to employee input.



SAFETY & HEALTH | CERTIFICATION STANDARDS

AWARENESS / COMPLIANCE

3.5 Monthly Onsite Staff Management Meetings

Management must hold meetings at least once per month to review the Safety and Health (S&H) program: These meetings must cover key topics, including recent injuries, safety inspections and dashboard reviews.

Meeting Requirements:

Discussions must include:

- Recent injuries, near-misses, and identified safety risks from the past month
- Safety inspections and checklist reviews (including emergency lights/exit signs, fire extinguishers, equipment inspections, etc.)
- Updates to safety policies within the last 30 days
- Review of safety dashboards and bulletins to ensure staff is aware of ongoing safety concerns
- Management must provide meeting notes and a sign-in sheet from the most recent meeting conducted within the past 30 days.

Onsite Staff Management Participants:

Participants may include, but are not limited to:

- Department Supervisors
- Plant Managers
- Production Managers
- Safety Managers or Coordinators working onsite

✓ AUDITOR TIP

The auditor will verify compliance by reviewing meeting documentation.

4: Compliance

4.1 Safety Inspection Policy

A Safety Inspection Policy must be in place and followed, ensuring inspections are conducted monthly and all identified action items are promptly corrected and maintained.

✓ AUDITOR TIP

The auditor will confirm that a safety inspection has been completed for each month over the past six months. All identified action items must be documented, addressed and resolved in a timely manner to

4.2 Contractor Safety Procedures

Contractors must adhere to same safety protocols as facility employees.

✓ AUDITOR TIP

The auditor will review how these safety requirements are communicated to and followed by contractors, in accordance with the OSHA General Duty Clause or state equivalent.

4.3 Performance Management System

Your facility must have a performance management system that includes safety to hold all individuals accountable. This system must be collaborative system, involving managers and employees in setting expectations, identifying goals, measuring performance, conducting employee performance reviews and providing feedback.

✓ AUDITOR TIP

The auditor will verify your facility has an effective performance management system.



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COMPLIANCE *continued*

4.4 OSHA Recordkeeping Compliance

Your facility must comply with OSHA recordkeeping requirements, as outlined in OSHA CFR 1904.7 or state equivalent, including the maintenance of records at the worksite for at least five years. From February through April each year, employers must post the OSHA 300 Summary of the injuries and illnesses recorded the previous year.

✓ AUDITOR TIP

The auditor will confirm your facility is compliant with these recordkeeping standards.

4.5 Safety Manual

A safety manual must be in place, providing necessary information, instructions, policies, and procedures to ensure safe operations in the workplace. The manual must be reviewed and revised annually to reflect current regulations such as those from OSHA, EPA, etc.

✓ AUDITOR TIP

The auditor will confirm that your facility has an updated safety manual.

4.6 Workplace Hazard Analysis Process

A Workplace Hazard Analysis (JHA) process must be in place, following the OSHA 3071 standard or state equivalent. This process involves identifying potential hazards in the workplace and assessing the associated risks.

✓ AUDITOR TIP

The auditor will confirm your facility is conducting JHAs, which can be documented using a JHA

4.7 Emergency Action Plan (EAP)

An Emergency Action Plan (EAP) must be in place and current, as per OSHA 1910.38 standard or state equivalent. The EAP details the procedures for employees to follow during emergencies, such as a fires, natural disasters, or other crises.

✓ AUDITOR TIP

The auditor will verify that your facility has an updated EAP (revised annually) and that it is easily accessible and understood by employees.

4.8 Exposure Control Plan (ECP)

Your facility must have a current Exposure Control Plan (ECP) in place and in compliance with OSHA 1910.1030 Bloodborne Pathogen and Hazardous Communication Standards or state equivalent. The ECP details the steps to reduce exposure to bloodborne pathogens and provides instructions for responding to exposure incidents.

✓ AUDITOR TIP

The auditor will confirm that your facility has a current ECP (revised annually) and that it is accessible to all employees.





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COMPLIANCE *continued*

4.9 Fire Evacuation Maps

Fire evacuation maps must be posted, showing designated meeting points outside of the building, in accordance with OSHA 1910.38, Employee Emergency Plans and Fire Prevention Plans or state equivalent. These maps provide clear procedures for evacuating the building safely and minimizing risks during emergencies. The assembly area must be identified on or near the map.

✓ AUDITOR TIP

The auditor will verify that the maps are posted and include an identified assembly area.

4.10 Disciplinary System for S&H Infractions

Your facility must have an effective disciplinary system in place for safety and health infractions. Employees and managers are required to follow safety policies and procedures after completing Safety Orientation. Failing to adhere to these policies and procedures, resulting in unsafe conditions or injuries, will lead to disciplinary action.

✓ AUDITOR TIP

The auditor will confirm with management that a disciplinary system is in place and will request an example of its application.

4.11 Personal Protective Equipment (PPE) Compliance

Employees must wear PPE where required, as outlined in OSHA 1910 standards (e.g. 1910.132, 1910.133) or state equivalent. PPE protects employees from hazards that could cause serious injury or illness and may include items such as gloves, gowns, glasses, earplugs, etc. The auditor will verify that employees who are required to wear PPE are using it properly, particularly in high-risk areas like soil sort, wash aisle, and cart wash areas.

✓ AUDITOR TIP

The auditor will also ensure that PPE is provided and easily accessible.

4.12 Heat Stress and Illness Prevention Measures

To reduce or prevent excessive heat related injuries or illnesses, your facility must implement and maintain effective policies, procedures, and equipment, such as air movers, exhaust fans, independent cooling ducts, hydration stations, and air-conditioned breakrooms.

- **Employee Awareness:** The facility must demonstrate that all associates understand and follow heat stress prevention policies and procedures.
- **Equipment Maintenance:** All cooling and ventilation equipment must be clean, have a preventative maintenance (PM) schedule, and remain fully operational.

✓ AUDITOR TIP

The auditor will verify that these measures are in place and functioning properly.



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COMPLIANCE *continued*

Various methods can be used to maintain safe working temperatures, including:

4.13.1 Airflow Management

- Air is pulled in through an outside air filter fan on the clean side of the facility and flows through the plant, exiting on the soiled side.
- If filtration is required, the facility must provide justification for its necessity

4.13.2 Heat Exhaust Systems

Roof-mounted or side-wall-mounted exhaust fans must be in place to allow hot air to escape from the facility.

4.13.3 Airflow Enhancement for Personnel

Your facility must demonstrate methods used to improve airflow for personnel. Examples

- Swamp coolers for localized cooling.
- Individual air movers providing direct airflow.
- Portable, wall-mounted, or column-mounted fans positioned at or near each operator station.

✓ AUDITOR TIP

The auditor will verify that all heat stress prevention measures are properly maintained and effectively implemented throughout the facility.



4.14 Machine Guarding Compliance

All machinery must have guards in place to protect operators and other employees from hazards such as point of operation risks, ingoing nip points, and rotating parts, as required by CFR 1910.262 Machine Guard Standards or state equivalent. The facility must ensure that all equipment is used in accordance with the manufacturer's recommended guidelines. Additionally, the facility must have an effective process for auditing current machine guarding and identifying areas for improvement.

✓ AUDITOR TIP

The auditor will verify that machine guards are properly installed and maintained throughout the facility and there is a system in place to assess and enhance machine guarding as needed.

4.15 Safety Data Sheet (SDS) Binder Accessibility and Compliance

In accordance with OSHA 1910.1200 Hazard Communication Standard or state equivalent, your facility must maintain a current Safety Data Sheet (SDS) Binder containing an SDS for every chemical in the facility. The binder must be reviewed and updated annually, well organized with a table of contents and stored in a location that allows quick and easy access for employees.

✓ AUDITOR TIP

The auditor will verify that the SDS Binder is current and easily accessible.



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COMPLIANCE *continued*

4.16 First Aid Cabinets and Eye Wash Stations Compliance

Your facility must ensure that first-aid cabinets and eye wash stations are properly maintained and easily accessible to employees.

- **First Aid Kit:** A fully stocked first aid kit must be available for treating minor injuries.

✓ AUDITOR TIP

The auditor will confirm that it is well-stocked and easily accessible.

- **Eye Wash Stations:** Properly maintained eyewash stations are critical for preventing long-term eye injuries. These stations must be clean, easily accessible and inspected monthly.

✓ AUDITOR TIP

When inspecting eyewash bottles, the auditor will verify that they are intact untampered and within their expiration date.

4.17 Lockout / Tagout Program Compliance

Your facility must have a Lockout/Tagout (LOTO) program in place and ensure it is properly implemented, in accordance with OSHA 1910.147 or state equivalent. LOTO procedures are required to prevent the unexpected release of hazardous energy by ensuring that all energy sources are disengaged or disabled before any services or maintenance work is performed.

✓ AUDITOR TIP

The auditor will verify that LOTO protocols are being followed correctly and that annual demonstrations have been completed within the last 12 months.

4.17.1 Lockout

Lockout involves placing a lockout device on an energy isolation device to physically block or isolate energy and prevent its transmission. Examples of energy isolation devices include:

- Electrical circuit breakers
- Disconnect switches
- Globe or ball valves
- Mechanical blocks

Lockout devices ensure that the isolated equipment cannot be operated until the lock is removed by the authorized employee who applied the lock and/or tag removes it.

4.17.2 Tagout

Tagout involves placing a visible warning tag on the energy isolation device, such as:

- Manually operated circuit breakers
- Disconnect or safety switches
- Globe or ball valves

Each tag must be clearly labeled, dated when applied and must remain in place until the authorized employee who applied the lock and/or tag removes it. The tag serves as a clear warning that the equipment must not be operated until the tag has been removed by the authorized employee.



SAFETY & HEALTH | CERTIFICATION STANDARDS

COMPLIANCE / EMPLOYEE QUESTIONNAIRE

4.18 Facility Floor Safety – Slip, Trip and Fall Prevention

Your facility must be kept clear of any potential slip, trip, and fall hazards. This includes ensuring that areas are clear of:

- Standing water
- Hoses and Cords
- Linen and debris
- Trash or any obstruction that could cause an injury

AUDITOR TIP

The auditor will inspect the facility floor to verify it is free from these hazards and that housekeeping measures are in place to maintain a safe working environment.

4.19 Sharps Log Compliance and Utilization

Per the OSHA 1910.1030 Sharps Injury Log Standard or state equivalent, a sharps injury log must be maintained to track incidents involving needles or other contaminated devices. This log helps identify the source of each incident and implement corrective measures to prevent recurrence.

The auditor will confirm that:

- The Sharps Log is consistently updated and maintained.
- All received sharps are documented and appropriate actions have been taken to address each incident.

Onsite Audit Questionnaire

During the onsite audit, the employee questionnaire section plays a crucial role in evaluating compliance with certification standards and operational best practices. Auditors conduct confidential interviews with employees across various roles to assess their understanding of workplace procedures, safety protocols, and adherence to hygiene and environmental policies. These questionnaires help verify that staff receive adequate training, follow standardized processes, and uphold the company's commitment to quality and safety. The feedback gathered provides valuable insights into workforce engagement, potential gaps in implementation, and areas for improvement, ensuring that policies are effectively translated into daily operations.

5. Employee Questionnaire

5.1 Safety Data Sheets (SDS)

Employees must be knowledgeable about Safety Data Sheets (SDS) and the location of the SDS Binder, in accordance with OSHA 1910.1200 Hazard Communication Standard or state equivalent. Employees have the right to be informed about workplace chemicals and their associated hazards. They should be able to explain the purpose of an SDS for each chemical and know where to access the SDS Binder if needed.

AUDITOR TIP

The auditor will verify that employees understand the importance of SDS and can locate the SDS Binder (if printed) or access the SDS information (if electronic).



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EMPLOYEE QUESTIONNAIRE *continued*

5.2 Evacuation Meeting Points

In the event of an immediate evacuation, employees must know where the designated meeting point is located. The designated meeting point must be clearly marked on the evacuation maps posted throughout the facility. This information should be reviewed during orientation and the annual Emergency Plan review.

✓ AUDITOR TIP

The auditor will verify that the employee knows the location of the meeting point outside.

5.3 Sharps Discovery

Employees must know the procedures when finding sharps. In accordance with OSHA 1910.1030 Sharps Injury Log Standard or state equivalent, this procedure is covered during orientation and outlined in the Exposure Control Plan.

✓ AUDITOR TIP

The auditor will verify the employee understands these procedures.

5.4 Proper Lifting Techniques

Strains are the most common injury in the linen industry. Employees must be able to demonstrate proper lifting techniques to help prevent lower back strains.

✓ AUDITOR TIP

The auditor will verify that the employee can properly demonstrate these lifting techniques.

5.5 Workplace Injury Protocols

Employees must be able to explain the steps to take after a workplace injury.

✓ AUDITOR TIP

The auditor will verify that the employee understands this process.

5.6 Use of Personal Protective Equipment (PPE)

In accordance with OSHA 1910.132-.133 Personal Protective Equipment (PPE) Standard or state equivalent, employees must be able to identify the types of PPE used in the facility and must also understand the importance of PPE in protecting their safety and health.

✓ AUDITOR TIP

The auditor will verify that the employee understands the PPE program applicable to the work performed.





SAFETY & HEALTH | CERTIFICATION STANDARDS

MANAGER/SUPERVISOR QUESTIONNAIRE

6. Manager/Supervisor Questionnaire

6.1 Workplace Safety

Ensuring a safe working environment is a shared responsibility. Management must encourage employees to speak up when they observe unsafe situations.

 **AUDITOR TIP**

The auditor will verify that the manager or supervisor is promoting a safe workplace.

6.2 Workplace Injury Reporting Protocols

Proper injury reporting can save the company significant costs.

 **AUDITOR TIP**

The auditor will confirm that management understands the process.

6.3 Safety Inspections

Safety inspections are a crucial tool for preventing workplace injuries and identifying and correcting hazards. Inspections should not be the sole responsibility of one manager or supervisor – everyone should contribute by rotating inspection duties. Inspections should be performed monthly but at a minimum, quarterly.

 **AUDITOR TIP**

The auditor will confirm that management is conducting routine safety inspections, addressing and maintaining any identified issues.

6.4 Safety Goals and Accountability

Managers must be able to explain how accountability for safety goals is maintained.

 **AUDITOR TIP**

The auditor will confirm that management understands their accountability in meeting safety goals.

6.5 Awareness Topic Program Implementation

The management team is responsible for communicating monthly and/or weekly safety awareness topics to facility employees.

 **AUDITOR TIP**

The auditor will confirm that the manager is ensuring these topics are being shared regularly, with documentation to verify participation.

6.6 Understanding of Safety Goals

The facility should have a safety and health dashboard, spreadsheet, or similar tracking system reviewed monthly, outlining key goals such as safety audit scores, safety meeting participation, safety awareness attendance, and hazard reporting. Annual safety goals must be established and monitored monthly to assess progress.

 **AUDITOR TIP**

The auditor will confirm that the facility has a structured program reviewed by leadership on a monthly basis.



SAFETY & HEALTH | CERTIFICATION STANDARDS

MAINTENANCE EMPLOYEE QUESTIONNAIRE

7. Maintenance Employee Questionnaire

7.1 Lockout/Tagout (LOTO) Process

In accordance with OSHA CFR 1910.147 Lockout/Tagout (LOTO) Standard or state equivalent, maintenance employees must be trained and knowledgeable about the LOTO program. The facility must have a fully stocked LOTO kit, and any equipment undergoing LOTO must have the appropriate locking device and a properly completed tag.

 **AUDITOR TIP**

The auditor will confirm that a maintenance employee has received proper training and understands the LOTO process.

7.2 Confined Space Program

In accordance with OSHA 1910.146 Confined Space Standard or state equivalent, maintenance employees must be trained and understand the Confined Space program and explain the process for identifying and evaluating all confined spaces, and determining which of those qualify as “permit-required confined spaces.”

 **AUDITOR TIP**

The auditor will confirm that the maintenance employee has been properly trained and understands that Confined Space Program.

7.3 New Chemicals in Facility

In accordance with OSHA 1910.1200 Hazard Communication Standard or state equivalent, maintenance employees must be able to explain that when a new chemical is added to the inventory, those working with it must be informed of its hazards (as detailed in Section 8 of the SDS).

 **AUDITOR TIP**

The auditor will confirm that a maintenance employee understands this process and that secondary containers are properly labeled.

7.4 Fall Protection Process

In accordance with OSHA CFR 1926.501 Duty to have Fall Protection Standard or state equivalent.

 **AUDITOR TIP**

The auditor will confirm the maintenance employee can describe the fall protection process and when and how to use it.

7.5 Preventative Maintenance Program

The preventive maintenance program is a set of procedures, rules and tools for conducting regular and routine maintenance on equipment to avoid failure, injury, and costly unplanned downtime.

 **AUDITOR TIP**

The auditor will confirm the facility has a current, written Preventative Maintenance Program in

7.6 Training for Powered Equipment

In accordance with OSHA CFR 1910.178 Powered Industrial Equipment Standard or state equivalent, the Maintenance Department must provide training for each piece of powered equipment.

 **AUDITOR TIP**

The auditor will verify this training is conducted.



SAFETY & HEALTH | CERTIFICATION STANDARDS

CLAIMS MANAGEMENT

8. Claims Management

8.1 Decrease in Workers' Compensation Claims (Year-Over-Year Comparison)

Review the Loss Run Report provided monthly by your insurance carrier. If your facility does not have the most recent report, request it directly from your carrier.

 **AUDITOR TIP**

The auditor will verify that your facility has experienced a decrease in reportable workers' compensation claims by comparing the most recent 12-month period to the same 12-month period from the previous year.

8.2 Decrease in Out-of-Work Days (Year-Over-Year Comparison)

Review the monthly Loss Run Report provided by your insurance carrier. If your facility does not have the most recent report, request a copy directly from the carrier.

 **AUDITOR TIP**

The auditor will confirm that your facility has experienced a decrease in out-of-work days by comparing the most recent 12-month period to the same 12-month period from the previous year.

8.3 Effective Incident/Injury Reporting Process

Your facility must have a documented and consistently followed injury reporting process that includes the following components:

- Injured employee information
- Employee's statement
- Description of how the injury could have been prevented
- Witness statements (if applicable)
- Incident investigation
- Modified duty plan (if the employee is released for light duty)

 **AUDITOR TIP**

The auditor will review three claim files to verify that your facility is implementing this process effectively.

8.4 Injury Investigation and Root Cause Documentation

All injuries, whether classified as incidents or recordable cases, must be promptly investigated to identify the root cause and gather all pertinent details.

 **AUDITOR TIP**

The auditor will review three claim files to ensure each contains a completed injury investigation report.





SAFETY & HEALTH | CERTIFICATION STANDARDS

CLAIMS MANAGEMENT

8.5 OSHA Log Maintenance and Compliance

In accordance with OSHA standard 29 CFR 1904.7 – Recordkeeping Forms and Recording Criteria, your facility must maintain an up-to-date OSHA Form 300: Log of Work-Related Injuries and Illnesses. This log must include all OSHA-defined recordable injuries and be maintained throughout the year.

 **AUDITOR TIP**

The auditor will verify that the OSHA Form 300 is current and properly maintained.

8.6 Employee Disciplinary Action for Safety Violations

If an injury results from a violation of established procedures, and the employee had previously completed safety orientation and passed the related quiz, appropriate disciplinary action must be taken.

 **AUDITOR TIP**

The auditor will review three claim files to confirm that disciplinary action was administered in cases involving a safety policy violation.

8.7 Annual Claim Review Meeting with Insurance Provider

A claim review meeting must be conducted at least once annually to ensure proper management of workers' compensation claims. These meetings provide an opportunity for the company to review open claims and ask questions directly to insurance adjusters. Participants typically include representatives from the insurance broker, insurance agency or third-party administrator (TPA) and relevant corporate personnel..

 **AUDITOR TIP**

The auditor will verify that a claim review meeting has taken place within the past 12 months.





SAFETY & HEALTH | CERTIFICATION STANDARDS MEASUREMENT

9. Measurement

9.1 Monthly Review of Loss Run Report by Safety Personnel

The Loss Run Report, provided monthly (or upon request) by the insurance carrier, details all reported work-related injuries. The individual responsible for safety must review this report each month.

✓ AUDITOR TIP

The auditor will verify that these reviews are taking place consistently.

9.2 Monthly Safety and Health Dashboard

Your facility must maintain a Safety and Health Dashboard that is updated and shared with leadership on a monthly basis. This dashboard helps leadership identify strengths and areas for improvement within the Safety and Health Program.

✓ AUDITOR TIP

The auditor will verify that the dashboard is being consistently created, maintained and distributed each month.

9.3 Dashboard Metrics: TRIR and DART

Your facility's Safety and Health Dashboard must include both the Total Recordable Incident Rate (TRIR) and Days Away, Restricted, or Transferred (DART) as key metrics.

According to the 2023 TRSA Safety Report, industry benchmarks are as follows:

- Linen and Uniform Supply (NAICS 81233):
TRIR - 4.1 | DART - 3.4
- Linen Supply (NAICS 812331):
TRIR - 4.0 | DART - 3.1
- Industrial Launderers (NAICS 812332):
TRIR - 4.3 | DART - 3.6

✓ AUDITOR TIP

The auditor will confirm that both TRIR and DART metrics are included on the corporate Risk and Safe-

9.4 Experience Modification Rate (EMR) Below 1.0

The Experience Modification Rate (EMR) is calculated annually and reflects the frequency and severity of a facility's workers' compensation claims. The most recent EMR (dated within the past 12 months) should be obtained from management.

✓ AUDITOR TIP

The auditor will verify that the current EMR is below 1.0.

9.5 No OSHA Citations in the Past 3 Years

Your facility must not have received any OSHA citations with associated fines within the past three years. Citation history can be verified using the OSHA Establishment Search Tool: <https://www.osha.gov/ords/imis/establishment.html>.

✓ AUDITOR TIP

The auditor will confirm that no such citations have been issued during this timeframe. If cited, the auditor will confirm there was no financial penalty.



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