# SAFETY & HEALTH

**CERTIFIED BY TRSA®**

# STANDARD
## TRSA SAFETY & HEALTH CERTIFICATION PROGRAM

The TRSA Safety & Health (S&H) Certification program recognizes organization facilities that supply launder and maintain linens, uniforms and other reusable textiles that have implemented effective safety and health management systems and maintain injury and illness rates below national Bureau of Labor Statistics averages for uniform rental and linen supply. In S&H, management and work cooperatively and proactively to prevent fatalities, injuries, and illnesses through a system focused on:

- Management Leadership and Employee Involvement and Commitment
- Hazard Prevention and Control
- S & H Training

To participate, companies must complete an application, submit requested safety program information and undergo an onsite inspection. Facilities earning the S&H Certification will be required to renew including re-evaluated every three years to maintain their certification.

# 1. Scope

1.1 The purpose of this standard is to improve safety at facilities that supply, launder and maintain linens, uniforms and other reusable textiles through the development and implementation of Safety & Health (S&H) programs. Compliance with this standard is based on documentation of best management practices and facility inspections.

1.2 This standard does not address all safety or health issues associated with uniform rental and linen supply operations. It is the responsibility of the laundry facility to comply with all federal, state, and local regulations (incorporating CDC and applicable guidelines) and operating permits. Linen, uniform and facility services or textile services companies interested in obtaining recognition from an independent, third-party for their locations that have achieved safety and health excellence may apply for certification under the TRSA Safety & Health (S&H) Certification Program.

1.3 The TRSA S&H Certification Program is based upon the OSHA Voluntary Protection Program (VPP) STAR certification guidelines. Like the OSHA VPP certification, the TRSA S&H certification recognizes exceptional S&H performance on a location-by-location basis. Multiple member company locations may apply for TRSA S&H certification, but TRSA will complete the S&H certification evaluation at each member company location independently.

1.4 Although based on the OSHA VPP certification guidelines, some of the more challenging VPP certification criteria were intentionally not included in the TRSA certification. However, TRSA anticipates that member company locations that successfully earn the TRSA S&H certification will be well-positioned to pursue the pathway to OSHA VPP certification.

1.5 The TRSA S&H certification will be valid for a period of three years from the date the member company location qualifies for the certification. To maintain the certification for an additional three-year period, the member company location must successfully complete the recertification process. Any member company location that earns the TRSA S&H certification, and subsequently earns OSHA VPP certification, is exempt from the three-year TRSA recertification evaluation. Facilities that have earned and maintain their VPP Certification are eligible for the TRSA S&H Certification and pay only the application fee.

## 2. Certification Timeline

2.1     Complete S&H Application and submit requested information including copies of safety program materials, prior two years of OSHA Total Recordable Incident Rate (TRIR) reports, and the location's S&H Quality Assurance (QA) Manual to TRSA's Certification Review Team (CRT) team for pre-inspection review and evaluation.

2.2     Schedule and complete S&H Certification Inspection by the CRT including providing evidence that the location follows program requirements.

2.3     Earn S&H Certification approval.

2.4     Complete recertification processes every three (3) years.


## 3. Procedures

3.1     **Application** – Complete and return application and fee for the TRSA S&H Certification

3.2     **Fees** – Each application must be accompanied by an application fee as set forth in the TRSA S&H Fee Schedule. Your application fee will expire if your facility is not certified within 12 months.

3.3     **Processing** – Upon receipt of the application and applicable fee, the application process and review will begin and be completed under the guidelines for certification.

    3.3.1     CRT reviews each location's S&H application and submitted information. If complete and acceptable, CRT scheduled an on-site evaluation.

    3.3.2     Data form/inspection checklist to location.

    3.3.3     Location submits Safety & Health QA Manual (30-60) days before the inspection.

    3.3.4     CRT completes on-site evaluation and submits report.

        3.3.4.1     If the Certification Review Team identifies a minor issue or deficiency, the location may correct the issue or deficiency while the inspection is in progress.

    3.3.5     Inspection report and other information is reviewed and either approved or disapproved for S&H certification.

    3.3.6     CRT completes recertification evaluation every three (3) years.

3.4     **Certificate of Compliance** – Each approved location received a Certificate of Compliance stating conformance S&H program and it given permission to use the S&H logo.

3.5     **Right to Appeal** – If disapproved, the location has the right to appeal any decisions made during the execution of any provisions in this standard. See Appendix 1 on Appeals.

3.6     **Revocation, Suspension, or Modification of Certification** – Certification may be revoked, suspended, or modified for any of the following reasons.

    3.6.1     Failure to comply with the provisions of this standard.

    3.6.2     Any misstatements, intentional or unintentional, made in the application or in any data submitted in support of the application.

3.6.3    Failure to comply with the certification criteria contained in this standard.

3.6.4    Any other grounds considered reasonable in the judgment of TRSA which leads to the conclusion that the facility is not adhering to the S&H standards.

# 4.    Certification Overview

In order to apply for certification, member company locations must meet or exceed the following program pre-requisites:

4.1    Location has an effective OSHA recordkeeping program that complies with the OSHA Recordkeeping Standard. This includes capturing and maintaining accurate and complete records of all work-related injuries, illnesses and first aid cases.

4.2    For the two-year period prior to the on-site evaluation, the location's two-year rolling average OSHA Total Recordable Incident Rate (TRIR) must be equal to or less than the Bureau of Labor Statistics (BLS) for Linen Supply and Uniform Rental in the annual report.

4.3    The member company must be an active participant in the TRSA Safety Survey.

4.4    Member company locations that satisfy the above pre-requisites are evaluated by a TRSA S&H Certification Review Team (CRT).

# 5.    On-site Evaluation by the Certification Review Team (CRT):

5.1    Reviews the applicant location's written S&H programs (including the OSHA Recordkeeping Program).

5.2    Conducts an inspection of the location's buildings and equipment and performs a worksite hazard analysis.

5.3    Performs an assessment of the implementation and effectiveness of the location's S&H programs.

5.4    Interviews the location leadership team and randomly-selected hourly employees.

5.5    CRT reviews S&H programs and management system with respect to three major elements.

5.5.1    Management leadership and employee involvement and commitment.

5.5.2    Hazard prevention and control.

5.5.3    Safety and health training.

# 6.    Management Leadership and Employee Involvement and Commitment

**6.1    Commitment to Safety & Health**

6.1.1    Describe your management commitment to S&H,

6.1.2    Confirm that management commits to meeting and maintaining the requirements of the S&H Certification Program

6.1.3 Describe the established internal process to ensure and verify that your facility is implementing your safety and health management system policies and procedures.

**6.2 Philosophy**

6.2.1 Provide a written corporate philosophy and vision that integrates requirements for the worker safety and health management systems.

**6.3 Communication**

6.3.1 Provide policy statements, memorandums, and other forms of communication that recognize the importance of safety and health and specify a corporate commitment to occupational safety and health signed by corporate executives or senior managers.

6.3.2 Knowledge of Safety and Health Performance

6.3.3 Describe your system for tracking injury and illness performance at individual sites and how this information is used for decision making

6.3.4 Describe how corporate executives and senior managers are informed of safety and health performance (e.g., Annual Performance Reports)

**6.4 Responsibility/Organization**

6.4.1 Provide documents that describe (e.g., an organizational chart, a functional chart) how safety and health fits into your organization's structure. Describe how safety and health are integrated into your business.

6.4.2 Describe how responsibility for safety and health is assigned at the corporate level, including the highest safety and health officers, positions to whom they report, and the corporate management position that is/will be responsible for implementing S&H

6.4.3 Describe the training/knowledge/experience of S&H person(s) responsible for implementing S&H across the facility (for example, OSHA training courses, prior safety and health experience, conferences, workshops).

6.4.4 Describe any company-wide and location policies or guidance documents that prescribe how safety and health line and staff responsibilities are assigned.

**6.5 Accountability**

6.5.1 Describe your performance management system that holds senior leadership and management staff and employees accountable for achieving corporate safety and health goals (e.g., performance plans for executives and senior managers that include safety and health elements). If applicable, describe any company-wide and location policies for managing the performance appraisal system.

**6.6 Resource Management**

6.6.1 Describe your process for planning and budget allocation for safety and health management systems company-wide and location. For example, describe how resources are assigned for programs, equipment, dedicated safety and health staff, certified safety professionals, certified industrial hygienists, other licensed health care professionals, or other experts needed based on the hazards of the sites

6.6.2    Describe corporate office resources, consultants, or other resources used to help with your safety and health management system, and how they are used by your sites.

**6.7    Management Goals and Performance Report**

6.7.1    Describe your system for establishing annual performance goals, your tracking system to evaluate the status of these goals, and any types of corporate reports (e.g., annual) issued that describe accomplishments.

6.7.2    Describe any company-wide and location policies that are implemented across all the facility that prescribe how safety and health planning or goal setting is performed. Describe any company-wide and location policies that are implemented across the site that prescribe how S&H self-evaluations are conducted and how the results are evaluated and needed improvements are implemented and tracked.

**6.8    Management Environmental, Safety and Health Certification**

6.8.1    Describe, if applicable, any other types of certifications the corporation maintains that demonstrate excellence in environmental, safety and health (for example: accreditation with ISO, the International Organization for Standardization).

**6.9    Management Leadership and Employee Involvement and Commitment Checklist**

_____    Facility management team actively and visibly engaged in leading the S&H efforts

_____    Senior location manager understands and accepts that safety is his/her responsibility

_____    Management has developed and implemented effective S&H policies, programs, goals and objectives for the location

_____    S&H issues/projects routinely included as part of the overall management planning/budget process

_____    Managers, supervisors, and hourly employees are held accountable for meeting their S&H responsibilities

_____    If location uses outside contractors to perform work at the location, has the location management team implemented effective policies and programs and/or contractual requirements to ensure the S&H of contactor employees?

_____    Contractors pre-screened and evaluated to ensure that contactors with effective S&H programs and procedures are retained to perform work at the location and contractors with poor safety records not hired to perform work at the location

_____    The facility or location is supported by a location or regional S&H professional, or a person with adequate training to establish, maintain and monitor a S&H program as defined by the TRSA S&H Certification Program.

_____    The location or regional S&H professional, or a person with adequate training as defined above, has the authority to ensure that hazards are corrected, and employee S&H concerns are addressed

_____    The location operates an effective management/hourly employee Safety Committee

_____    Management effectively communicated the location's S&H policies, programs, goals and objectives to hourly employees

_____    Hourly employees understand the location's S&H policies, programs, goals and objectives

_____ Management has created and implements processes to solicit hourly employee input for the location's S&H policies, programs, goals and objectives

_____ The location management has implemented an effective system for hourly employees to report work-related injuries or illnesses, or otherwise share concerns about S&H hazards or S&H improvement recommendations with location management

_____ There is documented evidence that hourly employees actively report injuries and illnesses, and share S&H concerns or recommendations with management

_____ Management share the results of workplace inspections or accident investigations with hourly employees

_____ Management ensured that hourly employees are aware of and understand their rights and responsibilities under the OSHA standards

# 7.  Hazard Prevention and Control

7.1    Applicants and participants must be following any hazard control program required by an OSHA standard, such as personal protective equipment (PPE), Respiratory Protection, Lockout/Tagout, Confined Space Entry, Process Safety Management (PSM), Bloodborne Pathogens, etc. Applicants and participants must periodically review these programs (most OSHA standards require an annual review) to ensure they are up to date.

7.2    For each element listed in this section, describe any corporate policies or procedures which pertain to or prescribe the way the element should be conducted across your corporation's facility. If you do not have a corporate-level policy regarding an element, indicate that there is no corporate-wide policy for the element.

    7.2.1    Engineering Controls

    7.2.2    Administrative Controls

    7.2.3    Work Practice Controls

    7.2.4    Personal Protective Equipment

    7.2.5    Safety and Health Rules

    7.2.6    Preventive/Predictive Maintenance

    7.2.7    Occupational Health Care Program

    7.2.8    Emergency Preparedness

    7.2.9    Written Safety and Health Programs (e.g. Hazard Communication, Lockout/Tagout)

7.3    **Hazard Prevention and Control Checklist** (check BOX for "Yes"; leave blank for "No")

☐ Management has implemented a process for identifying, evaluating and documenting the S&H hazards associated with routine work and tasks performed by hourly employees at the location

☐ Management has implemented an effective S&H inspection program

☐ Location performs quarterly S&H self-inspections

☐ When evaluating worksite hazards, the location references both the OSHA General Industry Standards and national consensus standards such as developed by non-governmental agencies (NGOs), i.e., ANSI, NFPA, etc.

☐ The worksite hazard analysis process includes an assessment of potential industrial hygiene hazards such as noise, heat stress and exposure to toxic chemicals such as lead

☐ Non-routine tasks evaluated for S&H hazards

☐ When purchasing new materials or equipment, or implementing new processes or work tasks, management assess potential impacts on employee S&H

☐ Management has a system in place for tracking S&H hazards identified as a result of worksite S&H inspections, employee reports, incident investigations or other activities

☐ For S&H hazards reported by employees, employees are notified by management when the hazards are corrected, or are notified of the timeline/process for correcting the hazards

☐ For S&H hazards that cannot be corrected immediately, interim control measures are implemented by the location management to protect employees

☐ Management has implemented an effective incident investigation program

☐ Management has implemented an effective "near miss" reporting program

☐ Corrective actions identified through incident investigations or near miss reports tracked to completion

☐ Management has implemented an effective system for performing trend analyses of workplace injuries, workplace incidents or other S&H issues

☐ When protecting employees from S&H hazards, the location management team follow the OSHA "hierarchy of controls"

☐ Hazard controls documented and addressed in appropriate procedures, safety and health rules, inspections, training, etc.

☐ Implemented an effective employee disciplinary system for S&H infractions

☐ Disciplinary system applies to S&H infractions committed by both hourly and management employees

☐ Implemented effective Emergency Action and Fire Prevention Plans

☐ Drills for various types of emergencies conducted on a regular basis and at least annually

☐ Implemented an effective Preventative Maintenance system

☐ Implemented an effective system for selecting PPE

☐ Where PPE use is required, employees understand that it is required, why it is required, the limitations of the PPE, how to use it, and how to maintain it

☐ Management is contracted with an Occupational Medicine Clinic to treat employees who suffer non-life-threatening injuries or illnesses

☐ Employees are trained and certified to provide first aid and CPR to injured employees and use AEDs

□ If employees are not trained to provide such support to injured employees, local emergency response (911) providers reach the location within four minutes of the location dialing 911

□ Management demonstrates that the location's OSHA recordkeeping system complies in all respects with the OSHA Recordkeeping Standard

□ Management has not implemented incentive programs that could negatively impact employee reporting of work-related injuries or illnesses

□ Location has a written program/policy that addresses the identification of workplace-specific hazards, and appropriate training to said hazards, for temporary workers

# 8.  S&H Training

8.1    Describe any company-wide and location policies pertaining to the formal and informal safety and health training provided for managers, supervisors, employees, and contractors/subcontractors.

8.2    Describe how you have implemented your safety and health training policies.

8.3    Describe any safety and health training programs administered from the corporate level, and any conferences/seminars/workshops implemented regarding safety and health.

8.4    Describe which courses, if any, are mandatory for managers, supervisors, or employees.

8.5    The following OSHA standards and guidelines applicable to commercial laundries (Check BOX for "Yes"; leave blank for "No")

□ Bloodborne Pathogens

□ Confined Space Entry

□ Control of Hazardous Energy (Lockout/Tagout)

□ Electrical Safety / NFPA 70E

□ Emergency Action and Fire Prevention Plans (including emergency drills, and as applicable, fire extinguisher training)

□ Employee Rights and Responsibilities under the OSH Act

□ Fall Protection

□ First Aid / CPR / AED (as applicable)

□ Hazard Communication

□ Heat Stress

□ Inorganic Lead, Hexavalent Chromium and other toxic materials (as applicable)

□ Machine Guarding

□ Manual Material Handling

□ Personal Protective Equipment

☐ Power and Hand Tool Safety (as applicable)

☐ Powered Industrial Truck (forklifts, manlifts, electric pallet jacks and the like)

☐ Reporting Injuries and Illnesses

☐ Route Safety

☐ Slips / Trips / Falls (including roof access training as applicable)
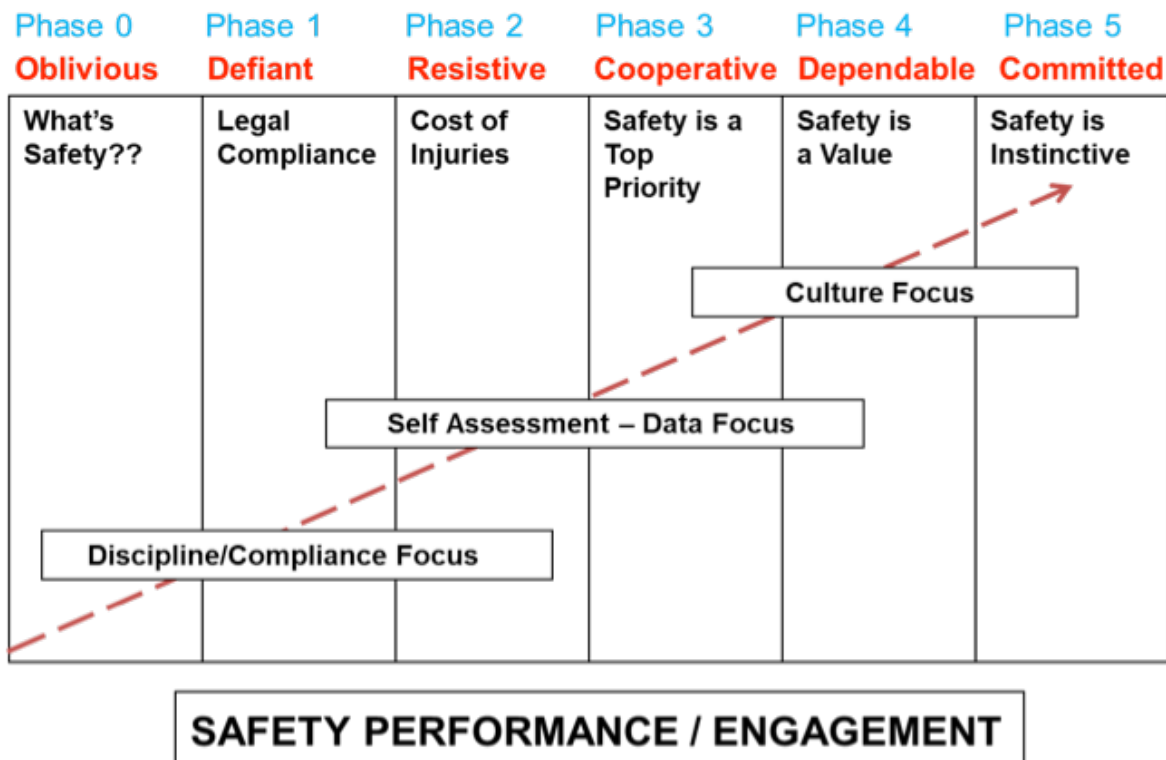
☐ Wash Aisle Safety

## S&H TRAINING CHECKLIST

☐ Management has ensured that the trainers are qualified to provide the above training

☐ Management has ensured that all new hire employees receive adequate S&H training before they are assigned to jobs or perform tasks that include potential exposure to S&H hazards

## ADDITIONAL INFORMATION

The below model, developed by Intel Corporation, represents increasing levels of safety performance/safety engagement as six distinct but overlapping phases. Phase 0 represents a location with the lowest level of safety performance/engagement and is described as "Oblivious." Alternatively, a location with the highest level of safety performance/engagement (Phase 5) is a "Committed" location where "Safety is Instinctive."

As part of the on-site evaluation, the TRSA S&H Certification Review Team will determine where the location maps in the Intel model. In addition to meeting all of the other requirements described above, to qualify for TRSA's S&H Certification, the Certification Review Team must agree that the location is at least a Phase 3 location.

| Phase 0 Oblivious | Phase 1 Defiant | Phase 2 Resistive | Phase 3 Cooperative | Phase 4 Dependable | Phase 5 Committed |
|---|---|---|---|---|---|
| What's Safety?? | Legal Compliance | Cost of Injuries | Safety is a Top Priority | Safety is a Value | Safety is Instinctive |

Culture Focus

Self Assessment – Data Focus

Discipline/Compliance Focus

**SAFETY PERFORMANCE / ENGAGEMENT**

# Appendix 1: Appeals, Complaints, and Resolution of Disputes

## 1.0 PURPOSE/SCOPE

The purpose of this procedure is to describe the process for identifying, recording, and resolving applicant or certificates complaints, inspection and testing non-conformances, and appeals of certification decisions.

This procedure applies to all TRSA employees and inspectors engaged in certification, inspection and testing activities, and to all applicants and certification holders, hereinafter referred to collectively as "Customers."

## 2.0 RESPONSIBILITY

TRSA personnel are responsible for:

- Recognizing and accurately recording each Customer complaint;
- Notifying and forwarding Customer complaints to the TRSA Manager of Certification Programs; and
- Maintaining confidentiality and avoiding conflicts of interest.

The Manager of Certification Programs is responsible for:

- Making an initial evaluation of each Customer complaint or appeal;
- Investigating the cause of the complaint or appeal;
- Developing a corrective action plan; and
- Ensuring the Customer understands the rationale for the resolution of the complaint or appeal.

## 3.0 PROCEDURES

3.1 **Administrative Review of Complaint or Appeal** – When a complaint or appeal is received by TRSA, it will be documented on a TRSA Disposition Form. The Manager of Certification Programs will examine all pertinent data and any decisions based upon the data. The disposition form, results of the review and recommended actions will be put into a report by the Manager of Certification Programs. If further action is deemed necessary, TRSA will retest or re-inspect and reissue the appropriate report. If the new data impacts a certification decision, a new decision will be documented and issued. Should this Administrative Review fail to resolve the complaint or appeal, the matter will be referred to the Technical Review Board.

3.2 **Resolution of Compliant or Appeal by the Technical Review Board** – If a dispute arises between a Customer and TRSA that cannot be resolved by the initial Administrative Review and recommended actions, the Customer may obtain a review of the complaint or appeal by the Technical Review Board. The Customer may present to the Manager of Certification Programs of TRSA a written statement of its position. The matter will then be referred to the Technical Review Board. The Customer will be offered a full opportunity, in person and by counsel if desired, to be heard by and to present any relevant additional evidence to the Technical Review Board. Unless otherwise agreed to in writing by both parties, the Technical Review Board will make a final decision on the matter within fourteen (14) days.

3.3 **Technical Review Board (TRB)** – The Technical Review Board will consist of three members and two alternates. The members and the alternates will be appointed by the TRSA Board of Directors from TRSA member companies. Any Technical Review Board member or alternate who has a conflict of interest or is otherwise unable to maintain impartiality will be ineligible to participate in the appeal. In such event,

the Board of Directors will appoint one of the alternates to serve on the Technical Review Board for that appeal. Decisions of the Technical Review Board will be final.

## 4.0 RECORDS

The Manager of Certification Programs will maintain a log and records of all customer complaints and appeals and the details and results of investigations and corrective actions. Records will be maintained for the duration of the contract plus five years.

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Strengthening and Promoting the Linen, Uniform
and Facility Services Industry