

SAFETY & HEALTH
CERTIFICATION GUIDE

GUIDE SAFETY & HEALTH CERTIFICATION





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INTRODUCTION

Thank you for selecting the TRSA Safety and Health Certification. This guide outlines key policies and procedures for the application and certification process, ensuring that your facility is prepared for certification and providing guidance on how to maintain it.

TRSA Safety & Health Certification

The TRSA Safety & Health (S&H) Certification program acknowledges facilities that launder and maintain linens, uniforms, and other reusable textiles, and have implemented strong and effective safety and health programs that result in reductions in:

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

In S&H, management and staff work cooperatively and proactively to prevent fatalities, injuries, and illnesses through a system focused on:

- Training
- Awareness
- Compliance
- Claims Management
- Measurement

The program promotes a robust safety program and recognizes organizations who have achieved exemplary safety and health programs.

Benefits of Certification

Ensuring safety and health in a linen organization is crucial for the well-being of employees and the success of the business. A robust safety and health program has many benefits to an organization:

- Increased productivity and customer satisfaction
- Reduced downtime
- Legal compliance
- Improved financial impact to bottom line
- Moral obligation
- Attract talent and reduce turnover rate

Other Indirect Impacts

- Reduction in incurred costs of claims
- Decrease in attorney defense services
- Improved accident investigations and implementation of corrective measures
- Improved employee morale and absenteeism
- Reduction in repairs of damaged equipment and property
- Improved compliance with policies and procedures





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ELIGIBILITY CRITERIA AND DOCUMENTATION REQUIREMENTS

To obtain Safety & Health certification, your facility must meet or exceed the following program pre-requisites for one of the following pathways.

The following documentation must be submitted with your application for the pathway you are applying for:

	Eligibility Criteria	Documentation Required
PATHWAY 1	<ol style="list-style-type: none"> 1 Your facility has no OSHA citations in the past 12 months. 2 Your facility has experienced a decrease with the Experience Modification Rate (EMR) from the previous year (12 months). 	<ol style="list-style-type: none"> 1 OSHA Citations: If your facility was cited, but there was no financial penalty, eligibility may be granted. You must disclose this information on the application and provide documentation of the OSHA citation and the outcome. 2 EMR: Your facility must provide two (2) years of the National Council on Compensation Insurance (NCCI) report that displays the annual EMR. A comparison of the report will be conducted to verify your facility has experienced a decrease in EMR over those two years.
PATHWAY 2	<ol style="list-style-type: none"> 1 Your facility has experienced a decrease in the OSHA Total Recordable Incident Rate (TRIR) and OSHA Days Away, Restricted, or Transferred (DART) over the past 12 months. 2 Your facility must have participated in the most recent TRSA Safety Survey. 	<ol style="list-style-type: none"> 1 EMR: Your facility must provide two (2) years of the National Council on Compensation Insurance (NCCI) report that displays the annual EMR. A comparison of the report will be conducted to verify your facility has experienced a decrease in EMR over those two years. Loss Run Report: Your facility must provide two (2) years of Incurred Cost of Claims. 2 TRSA Safety Survey: TRSA will verify your participation in the most recent TRSA Safety Survey.



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APPLICATION PROCESS AND AUDIT

Application Process

Applications must be submitted on current forms, accompanied by the appropriate application and audit fees. Your application fee will expire if your facility is not certified within twelve (12) months of your application approval date.

Your application will be reviewed by the Safety and Health Certification Review Team (CRT). Eligibility will be granted if your facility satisfies the requirements for your selected pathway.

Eligibility Status

If your submission is complete and meets the requirements, you will be placed on Probationary Status until all certification criteria are fulfilled.

If your submission is incomplete, you will be notified and asked to provide additional information to assess your eligibility. If the provided documentation is insufficient, your application will be denied.

Application Appeals

You have the right to appeal any decision made by TRSA regarding the implementation of this standard. Refer to Appendix 1 for details on the appeals process.

Facility Audit

The following information will help you understand the audit process and what to expect during your audit.

Auditors

TRSA contracts independent, third-party auditors to perform audits for the Safety and Health certification. These auditors are thoroughly vetted, undergo comprehensive initial training and annual reviews, and adhere to strict confidentiality and conflict of interest agreements. Their competency in certification standards is continuously evaluated through performance reviews.

Audit Process

The certification audit provides insight into potential hazards, injuries, and other incidents occurring at the workplace. Your facility's goal should be to routinely monitor and improve safety and health performance. The TRSA Safety and Health Certification Audit consists of the following standards:

- Safety Orientation and Training
- Safety Awareness
- Compliance
- Claims Management
- Measurement

Please reference the [TRSA Safety and Health Standard](#) for more information.

Documentation Requirements

Safety Quality Assurance Manual: Your facility must have 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.



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APPLICATION PROCESS AND AUDIT *continued*

Initial Onsite Audit Process

Once you have met the eligibility criteria and are deemed eligible by TRSA, you will be contacted by TRSA to schedule your audit. Your facility must successfully pass an independent, third-party audit that verifies your commitment to compliance and the implementation of an effective and robust safety and health program, as outlined in the [Safety and Health Standard](#).

Auditors must have access to your facility during normal business hours to conduct audits for the purpose of determining compliance with the Standard. Audits must be scheduled within 60 days of your eligibility date and at a mutually agreeable time between the auditor and the facility.

You will receive confirmation of your audit date and time via email. If your facility does not schedule an audit within 60 days of your eligibility date, you will be required to reapply for eligibility.

Safety and Health Quality Assurance Manual

Your facility is required to maintain an effective OSHA record-keeping program in full compliance with the OSHA Record-keeping Standard. This includes accurately documenting and retaining records of all work-related injuries, illnesses, and first aid cases.

The manual may be maintained either in a printed binder or in an electronic format. Auditors will review this manual in advance of your scheduled audit, so it must be complete, up to date and readily accessible.

The audit primarily focuses on evaluating your facility's Safety and Health programs, which consist of the following:

- A review your facility's written S&H programs (including OSHA Recordkeeping Program)
- A thorough onsite audit of your facility's building and equipment
- An assessment of the implementation and effectiveness of your facility's S&H programs
- Interviews of your facility's leadership team as well as 5-10% of randomly selected hourly employees.

Audit Expenses

TRSA will invoice you for expenses incurred during on-site audits, including transportation and lodging, after the audit is completed. Under TRSA's current contract with third-party auditors, auditors are required to secure reasonable pricing for transportation costs within the specified timeframes.

Audit Cancellations

If you cancel an audit within 14 days of the scheduled date, a \$1,000 cancellation fee will apply, along with reimbursement for the auditor's travel expenses, which will be billed separately based on actual costs.

If the auditor cancels the audit, no charges will be incurred. The auditor and TRSA will contact you to provide further information and arrange a rescheduled date.

Audit Report

A detailed Audit Report outlining compliance or non-compliance with the standard will be provided within 30 days of the audit's completion.



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APPLICATION PROCESS AND AUDIT *continued*

Corrective Action Requests

A Corrective Action Request (CAR) is a formal request to address warnings or non-compliance to a Standard. CARs are used to document and resolve nonconformities, discrepancies or deviations from the Standard.

The purpose of a CAR is to:

- Identify the root cause of a problem
- Prevent the issue from happening again
- To ensure compliance with quality standards and regulations

If a warning or non-compliance is issued for a Standard, TRSA will provide you with a Corrective Action Request (CAR). A formal CAR Report, including photographic evidence and auditor findings, will be sent to the primary contact to justify the warning or non-compliance. You will have an additional 30 days to address and rectify the CAR.





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CERTIFICATION

Certification

An evaluation of your facility's application, supporting documents and facility audit result in Safety and Health certification as complying with the requirements in the standard. A Certificate of Compliance stating conformance to safety and health procedures will be issued. Your facility will then be given permission to use the TRSA logo indicating conformance to this standard.

Certification is awarded on a three-year basis and your facility will be audited every three years for renewal.

A facility may not be awarded certification due to lack of evidence justifying certification to the requirements of this standard. Facilities who are denied certification may appeal this decision. (See – Right to Appeal and Appendix 1 – Appeals, Complaints, and Resolution of Disputes).

Maintaining Certification

To maintain certification, you must continuously comply with the *TRSA Safety and Health Standards*, adhere to all policies and procedures and submit your annual certification fees. In addition, your facility is required to:

- Maintain an effective OSHA recordkeeping program that complies with the OSHA Recordkeeping Standard, must be an active participant in the TRSA Safety Survey and
- **Pathway 1:** Submit your facility's annual NCCI report that displays your EMR. Your facility must show a continuous decrease in EMR annually.

- **Pathway 2:** Submit your facility's TRIR and DART report annually. Your facility's rolling average TRIR must be equal to or less than the TRIR rates for TRSA member companies as published in the annual TRSA Safety Survey or the Bureau of Labor Statistics (BLS) annual report.

You must notify TRSA by email at certification@trsa.org of any changes and all changes specific to the Standard within 30 days of the effective changes. Failure to fulfill any of these requirements may result in the suspension or revocation of your certification.

If TRSA revises the standards, timeframes for compliance will be established and communicated to all certified facilities.

Closing Your Facility

You must notify TRSA by email at certification@trsa.org if you close your facility. Notification must be sent within 30 days of the closure.

Selling Your Facility

You must notify TRSA by email at certification@trsa.org if you sell your facility. Notification must be sent within 30 days of the sale.

Certification Renewal

Your facility will receive a renewal notice approximately 90 days before your certification expiration date. This notice will include details on the renewal process and instructions for scheduling your renewal audit.



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Non-Compliance Procedures

Supplemental Audit

An onsite supplemental audit will be conducted if your facility has an increase in your EMR (Pathway 1) or TRIR/DART (Pathway 2) over a 12-month period. You will be notified by TRSA to schedule an onsite audit.

Suspension of your Certification

Failure to submit your facility's annual NCCI report showing your EMR, or your TRIR and DART reports, or failure to pay the annual certification fees, will result in the suspension of your certification.

You will be notified via email if your certification is suspended and will be given an additional 30 days to submit the required documentation. Facilities in suspension status will not be listed in our online directory, and certification verification will not be provided to third parties.

Revocation of your Certification

Failure to submit two (2) years of your facility's annual NCCI report showing your EMR, or your TRIR and DART reports, or failure to pay the annual certification fees will result in the revocation of your certification. You will be notified via email if your certification is revoked.

Reinstatement Following Suspension or Revocation of Certification

Your certification may be reinstated after a suspension if the outstanding annual NCCI report showing your EMR, or your TRIR and DART reports, is submitted and meets the certification requirements. If your facility was suspended due to unpaid annual certification fees, payment of the outstanding fees will restore your facility to compliance.

If your certification was revoked, you must reapply to assess eligibility for certification.

Certification Resources

Self-Safety Audit Tool

An effective tool to assist with preparing for the Safety and Health Certification Program is the Self Safety Audit. This audit should be conducted prior to the onsite audit to identify, correct and maintain any issues discovered during the audit.

This self-audit will assist your facility in scoring higher on the Safety and Health Certification Audit. The Self Safety Audit should also be used on a routine basis following certification. This will ensure compliance and help create a robust safety program. The Self Audit Tool is available for purchase on our website at www.trsa.org.



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SAFETY & HEALTH DASHBOARD / RECORDKEEPING

Safety and Health Dashboard

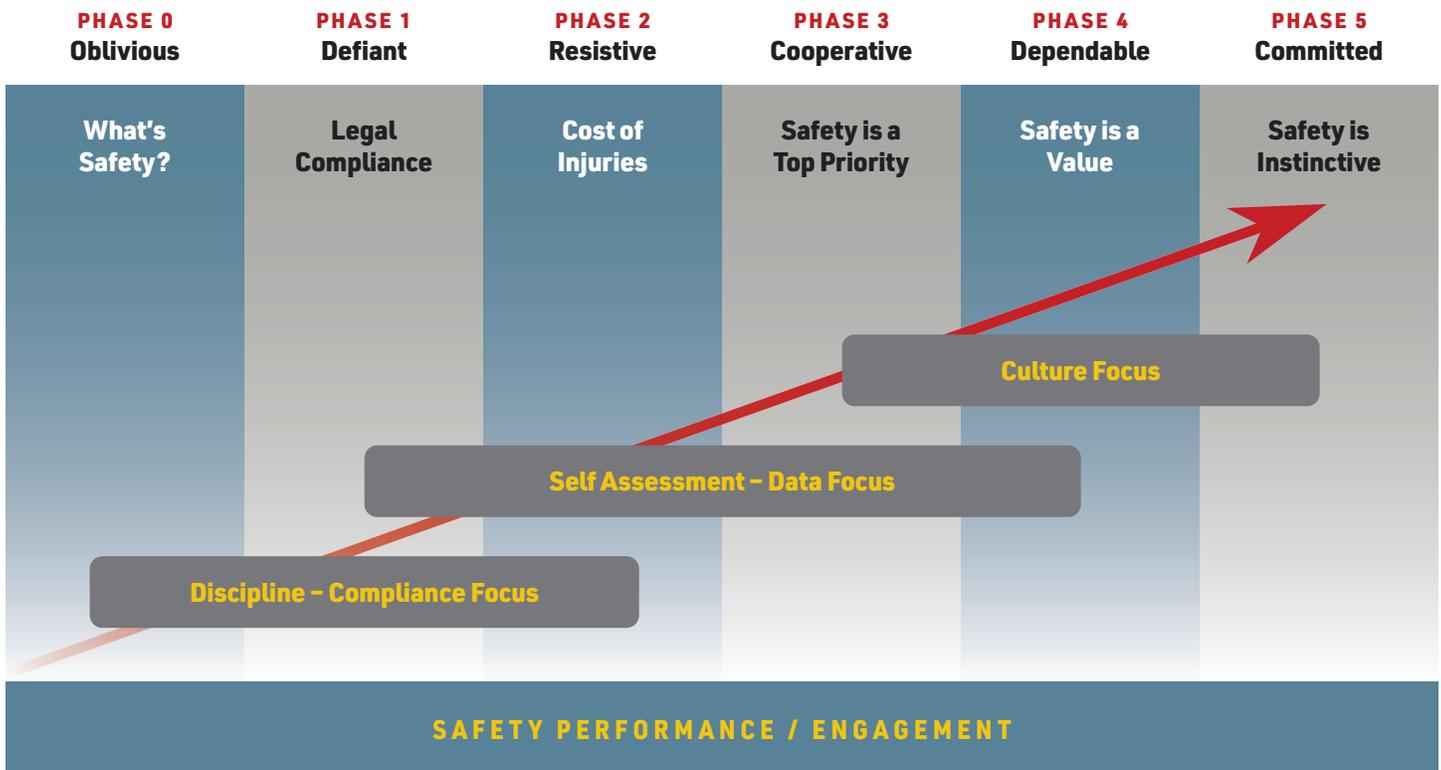
The below model, developed by Intel Corporation, represents increasing levels of safety performance/safety engagement as six distinct but overlapping phases. Phase 0 represents a location with the lowest level of safety performance/engagement and is described as “Oblivious.” Alternatively, a location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

As part of the on-site audit, the TRSA Auditors 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 Auditor must agree that the location is at least a Phase 3 location.

Recordkeeping

Your facility is required to keep all applications, audit records, EMR, TRIR, and DART reports for the duration of your certification, plus an additional three years. These records will be reviewed during your renewal audit by the Auditor.

TRSA will also retain copies of all applications, audit records, and EMR, TRIR and DART reports for the same period.





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APPENDIX 1: APPEALS, COMPLAINTS AND RESOLUTION OF DISPUTES

Appendix 1: Appeals, Complaints and Resolution of Disputes

The following information details the process for identifying, recording, and resolving applicant or certificates complaints, audit, documentation, and appeals of certification decisions.

This procedure applies to all TRSA employees and auditors engaged in certification and audit activities, and to all applicants and certification holders, hereinafter referred to collectively as “Customers.”

Roles and Responsibilities

TRSA personnel are responsible for:

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

The Senior Director of Certification and Accreditation 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.

Procedures

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 Senior Director of Certification and Accreditation 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 Senior Director of Certification and Accreditation and submitted to the Certification Review Team (CRT) for review.

If further action is deemed necessary, TRSA will retest or re-audit 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 Safety and Health Advisory Board.





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APPENDIX 1: APPEALS, COMPLAINTS AND RESOLUTION OF DISPUTES *continued*

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 Safety and Health Advisory Board. The Customer may present to TRSA's Senior Director of Certification and Accreditation a written statement of its position. The matter will then be referred to the Safety and Health Advisory 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 Safety and Health Advisory Board. Unless otherwise agreed to in writing by both parties, the Safety and Health Advisory Board will make a final decision on the matter within fourteen (14) days.

Safety and Health Advisory Board

The Safety and Health Advisory Board consists of seven members. The members are appointed by the TRSA Board of Directors from TRSA member companies. Any Safety and Health Advisory Board member 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 an alternate to serve on the Safety and Health Advisory Board for that appeal. Decisions of the Safety and Health Advisory Board will be final.

Records

The Senior Director of Certification and Accreditation 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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