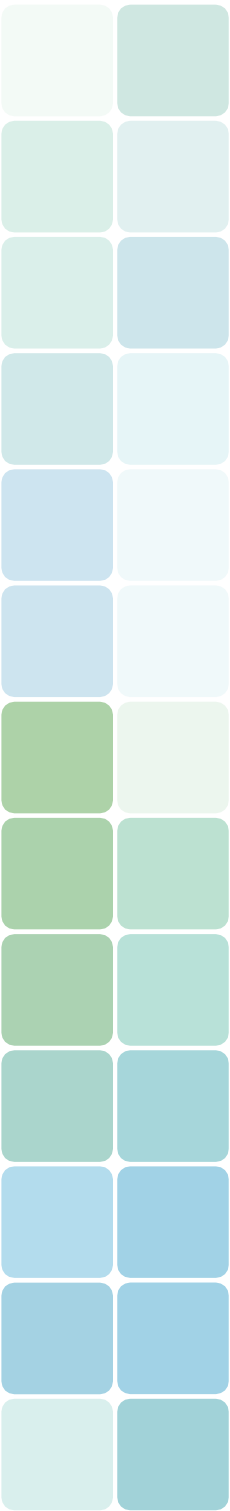




2020 Workplace Safety Survey Summary



Author

Jason Troendle, the Director of Market Intelligence and Research at the Global Cold Chain Alliance, has a Master of Science in Applied Economics & Management with a focus in Food and Agriculture from Cornell University. Troendle provided oversight about the survey design and authored this Executive Summary. For additional information, questions about the report, or to submit comments or suggestions, please contact Jason Troendle at jtroendle@gcca.org or +1 703 373 4300.

Introduction

To help understand the current state of the temperature-controlled warehouse industry with regard to safety culture, awareness of available safety resources, ongoing safety training, and resulting impact of safety activities and programs, the Global Cold Chain Alliance (GCCA) conducted a survey between January and March 2020. The survey captured qualitative data from International Association of Refrigerated Warehouse (IARW) members of GCCA across the industry.

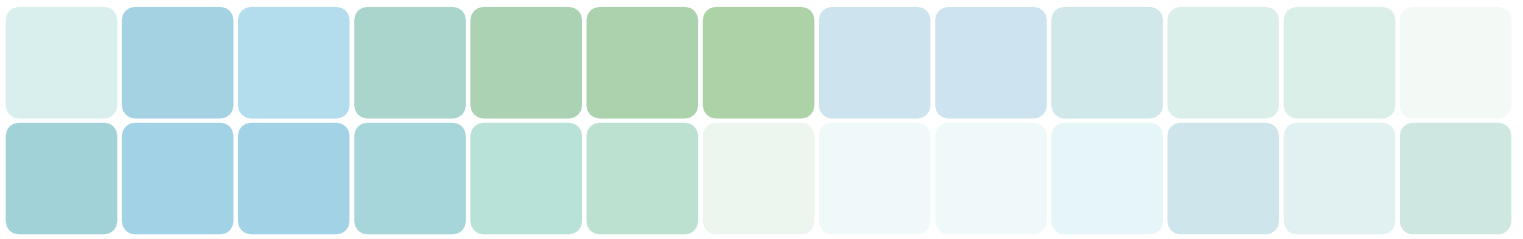
The survey questionnaire covered 12 questions and had 343 usable responses. A Likert scale was utilized for most questions and a full set of the questions can be found at the end of this document.

GCCA would like to thank those who responded to the 2020 Workplace Safety Survey. Without the data the members provided, this report would not have been possible. This report is available in full and free of charge for all members and is meant to provide a quick visualization of the data.

Copyright © 2020 by the Global Cold Chain Alliance All rights reserved.

No portion of this work may be reproduced or transmitted in any form by any means, electronic or mechanical, including photocopying and recording, or by any information storage or retrieval system without written permission from the copyright holder.

The information promulgated by the Global Cold Chain Alliance is not intended to be a comprehensive resource with respect to the cold storage industry. Although the material has been compiled with care, GCCA and the authors of the manual have not validated all the information contained herein and do not assume any responsibility for its use, accuracy, or applicability. All users of the information unconditionally agree: (1) not to hold GCCA or the authors responsible in any manner or to any extent for the user's action(s) or the consequences of such action(s) relating to the use of the information provided and (2) to indemnify GCCA and the authors for all expenses, fees, costs, damages, awards or other amounts incurred related to or arising from the user's use of the information. As used above, GCCA shall mean the core partners of GCCA, and each organization's directors, officers, employees, volunteers, members, and agents.



Contents

Introduction	2
Summary	4
Research Objectives	4
Key Findings	4
Respondent Demographics.....	5
Job Titles and Length of Employment.....	5
Geographic Scope.....	5
Culture of Safety.....	6
Management and Supervision.....	6
Environment and Corrective Action.....	7
Training	8
Conclusions	9
Survey Questionnaire	10



Summary

Research Objectives

The environment or culture of a workplace directly effects employee morale, operational costs, and productivity. Because of this influence it is critical for employers and leaders to understand and in turn actively shape and influence their workplace environments. Data from this survey can be a first step to help understand the current perceptions of employees, specifically on safety and to facilitate constructive conversation about safety practices. Additionally, this information will help to inform the priorities and resource development of GCCA programs to continue to provide valuable safety resources for the cold chain industry. This survey is meant to capture data on employee perspective of the safety culture in the industry, not safety compliance or regulation data. The majority of respondents self-identified as managers or supervisors so the results are mainly from that perspective.

Key Findings

Overall, survey respondents had a very positive perception of the safety of their workplace environments and current safety training. Related to the overall environment and culture of safety, over 95% of all respondent agreed or strongly agreed with the following statements:

- Safety training applies to my work
- The working conditions support safety, productivity, and quality
- I am proud of our safe working environment
- My management understands safety issues at my company

When asked about specific hazards, over 95% also agree or strongly agree with the following:

- If an accident occurs, the underlying cause is usually found.
- Once the cause of an accident is found, corrective action to reduce or eliminate future accidents is put in place.

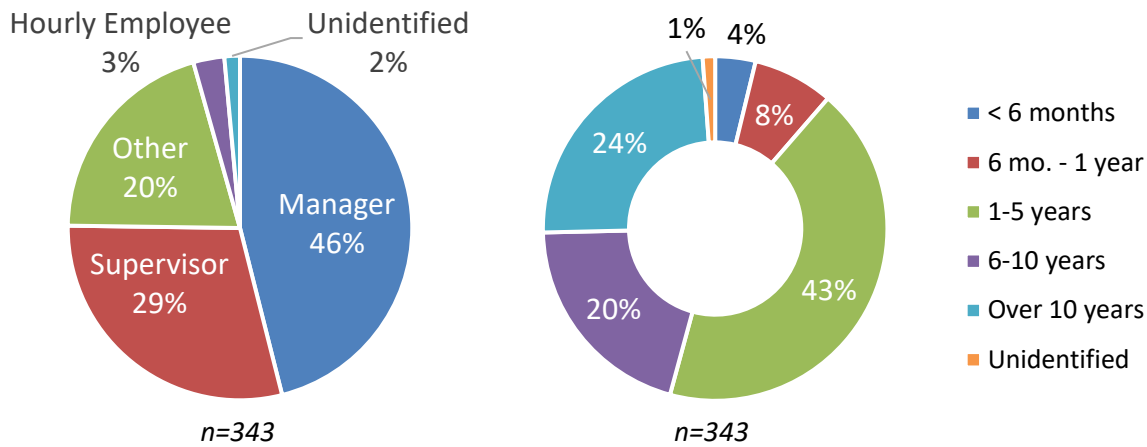
Routine or targeted safety communication and training on relevant operational activities is being received by employees in the refrigerated warehouse industry. Across 12 specific areas, an average of 94% of all respondents confirmed they received training or specific information within the last year.

While overall safety is a top priority across the industry and training and routine communication is readily used, there are a number of areas for possible improvement. Those areas specifically are how supervisors react to unsafe acts and provide feedback, training on workplace violence, teammates prioritizing safety, and awareness of available resources. Additional detail is provided in the rest of the report.

Respondent Demographics

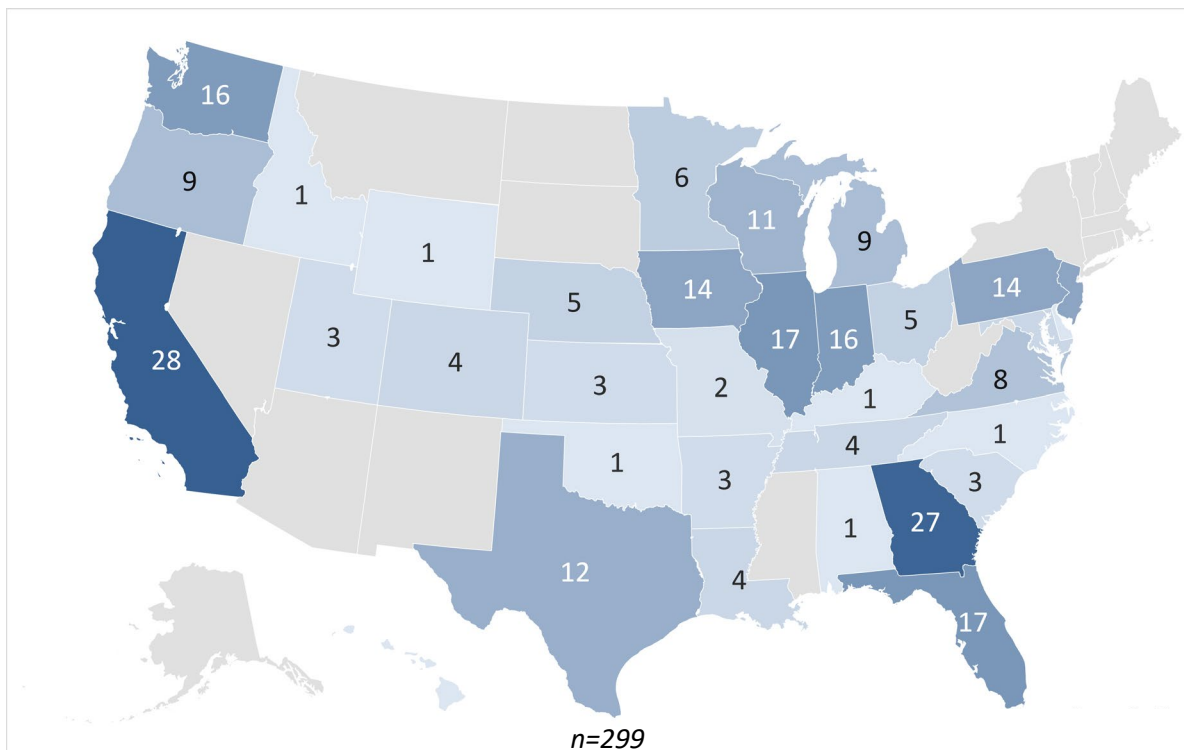
Job Titles and Length of Employment

A total of 343 individuals participated in the safety survey. Approximately 75% of the respondents identified as managers/supervisors with only about 3% hourly employees. For future surveys, another perspective to capture that would provide important incite would be that of hourly employees who typically work on the warehouse floor and are actively involved in safety training. The most common job titles included director, safety manager, and operations/general/regional manager. Responses were collected at GCCA's WFLO Institute East, Institute West, and from an email and general marketing campaign. Over half of all respondents were at their current company 5 years or less.



Geographic Scope

Across the survey responses, 34 states were represented in the data. Geographic distribution can be seen below in the map.

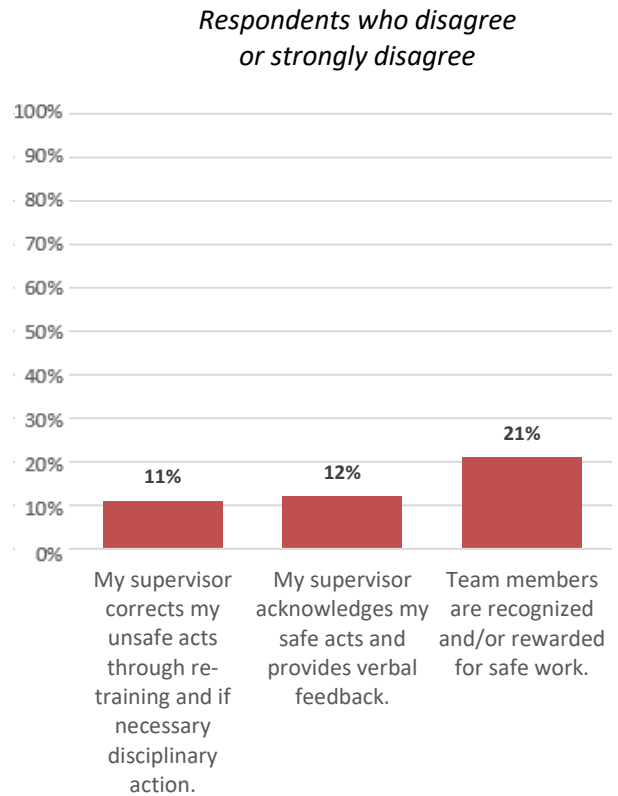
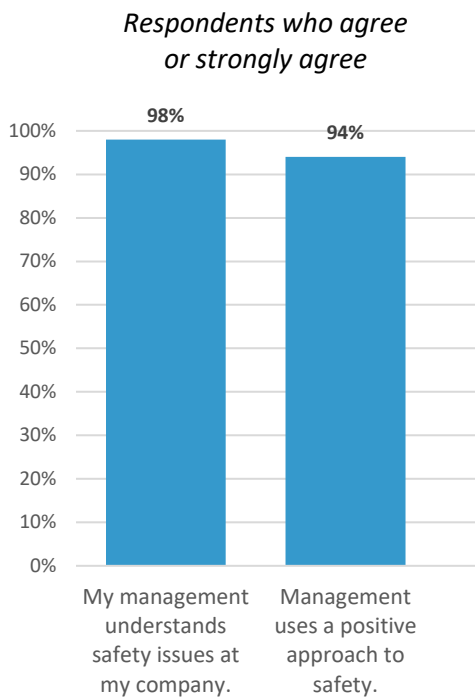


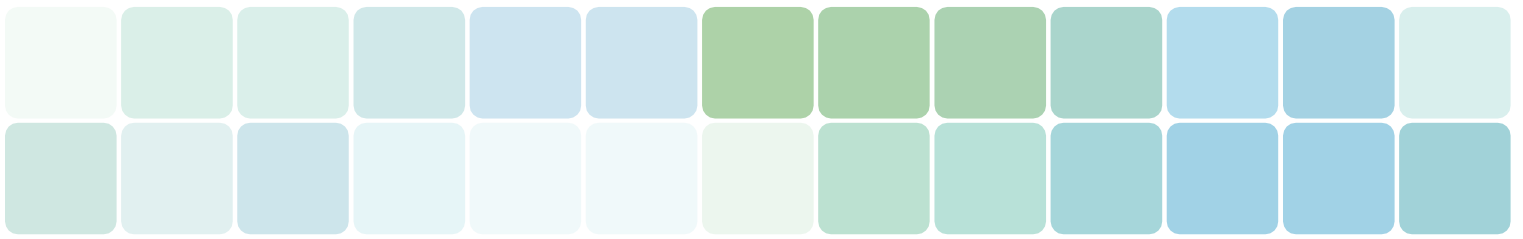
Culture of Safety

Management and Supervision

The workplace environment is directly affected by operational policies along with the attitudes and actions of facility leadership and management. If safety is prioritized as a key cultural component, that importance trickles down and is felt by all employees. Survey respondents appreciate when a positive approach to safety is used and feel their management understands the safety issues at their given company.

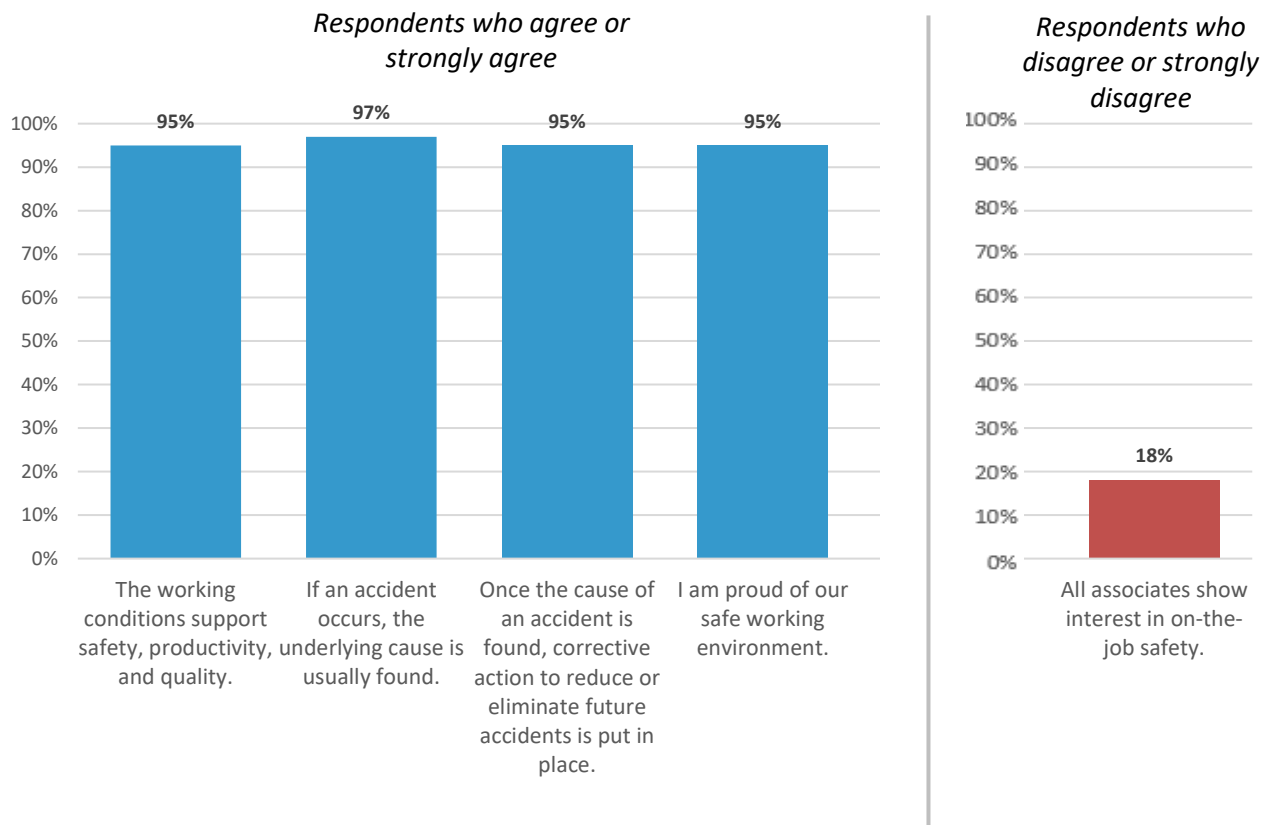
Respondents identified a few areas for additional focus for management related to safety including correcting unsafe actions through training or disciplinary action while at the same time providing positive verbal feedback when safe actions are taken by employees. Along those lines, about 1 in 5 employees did not feel like team members were recognized and/or rewarded for safe work. Finding ways to add in positive reinforcement around safety could help to improve the perception of safety in our workplaces.





Environment and Corrective Action

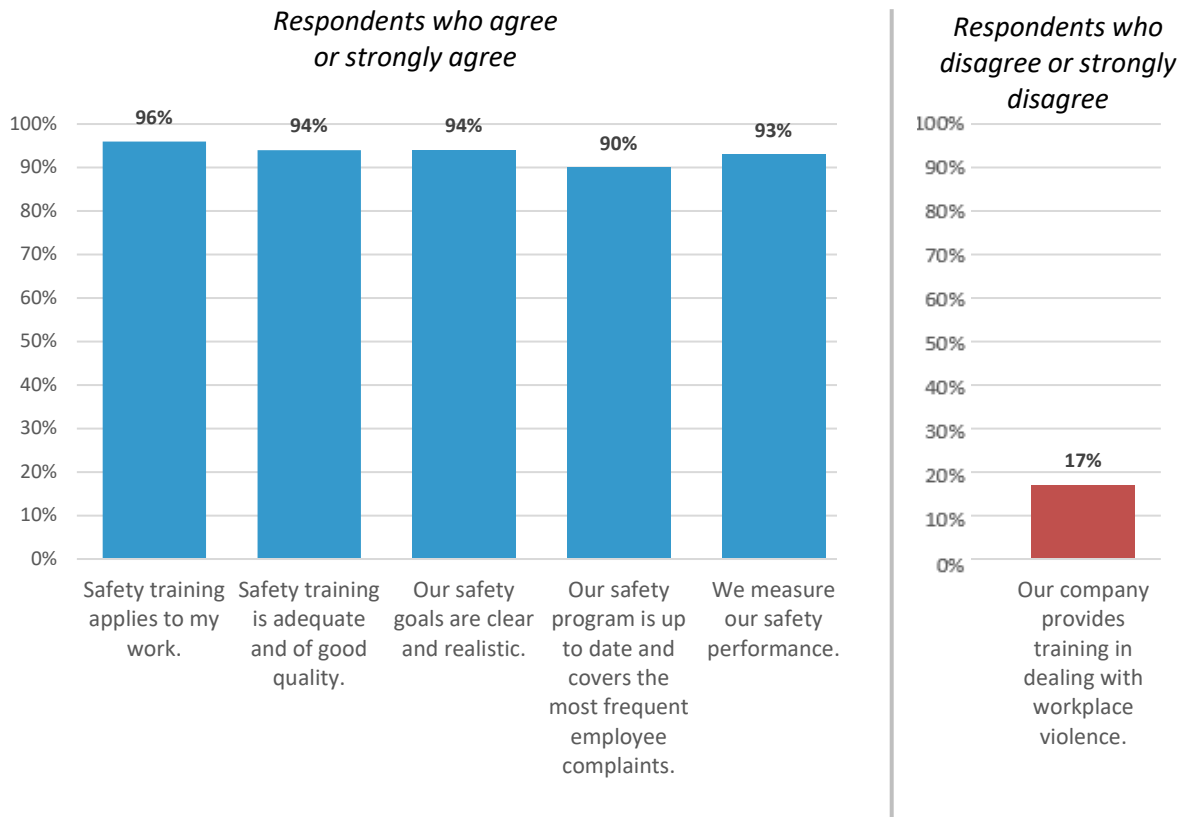
Across the industry, working conditions strongly support safety, productivity, and quality according to a majority of employees (95%). Additionally, when accidents do occur, the situation seems to be handled well by both identifying the underlying issues along with putting actions in place to mitigate the cause and/or prevent it from happening in the future. This proactive response ensures a future safe working environment, most likely contributing to employees being proud of their safe working environment.



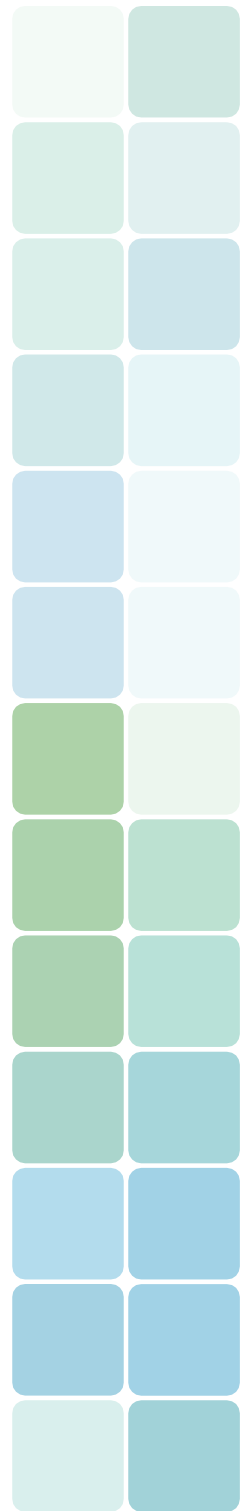
Approximately 18% of respondents did disagree or strongly disagree that all associates show interest in on-the-job safety. This response seems to indicate individuals perceive others to not care as much about safety as they themselves do. Given safety is everyone's responsibility, continued encouragement of safe behaviors and when necessary discipline for unsafe acts, could help to improve this perspective and help ensure everyone gets to go home to their friends and family uninjured.

Training

Employees provided feedback about their facilities current training program and what types of training provided. Most have a positive view of the current training received as being relevant, good quality, and up to date combined with realistic and clear safety goals that are measured. One potential gap identified in this survey related in safety training is specific training dealing with violence in the workplace. The industry must continue to provide high quality, valuable and relevant safety training as operations, equipment and personnel continue to change over time.



When considering annual training or routine communications in the last year, over 95% indicated they received training or information on reporting accidents, forklift/pallet jack safety, personal protective equipment, safety others (use of horn, etc.), emergency preparedness, ammonia, freon or CO₂ safety, and preventing back injuries. Slips and falls, lock-out/tag out, fire prevention and extinguisher training, and hazard communication (SDS) information or training was received by over 92% of all employees. About 11% did not receive training on bloodborne pathogens and could be an area to ensure employees are trained and knowledgeable.



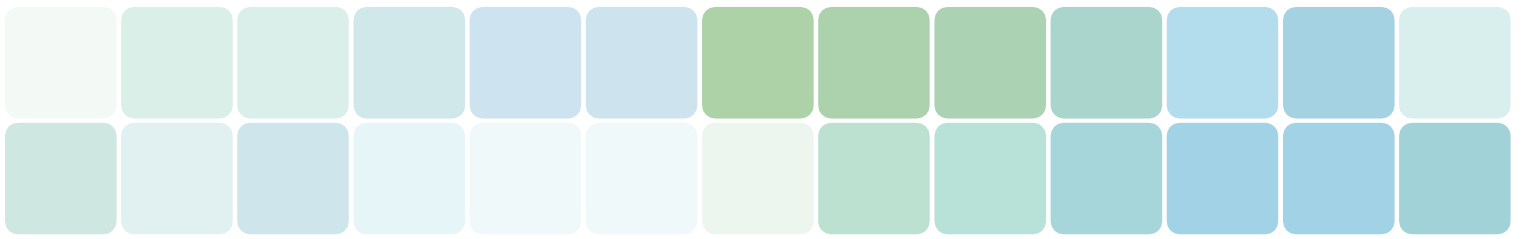


Conclusions

Overall, managers and supervisors in the cold chain industry have a very positive perception of the safety of their workplace environments and believe current safety training is relevant and high quality. This perspective is mostly likely due to the persistent and ongoing efforts of team members and leadership prioritizing safety practices and conversations to create a positive safety culture.

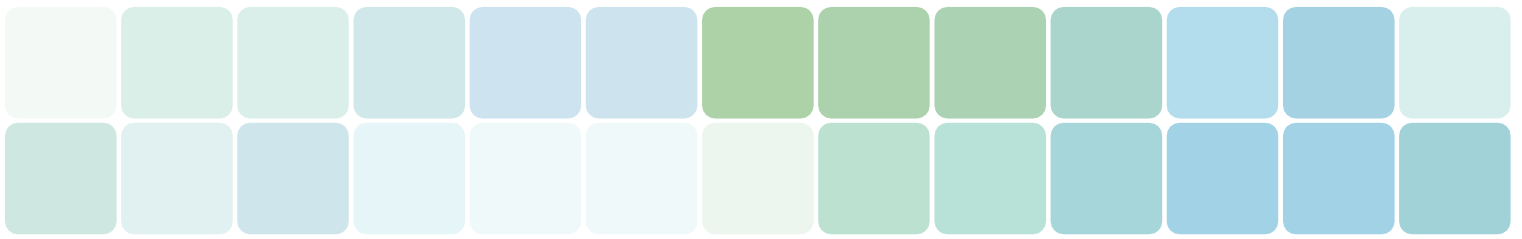
While encouraging, there are always areas for continued improvement, specifically on how supervisors react to unsafe acts and provide feedback, training on workplace violence, teammates prioritizing safety, and awareness of resources. One way to continue to improve the safety culture across the cold chain is to create targeted messaging to improve awareness of the valuable safety resources online provided by the International Association of Refrigerated Warehouses (IARW) that can be leveraged as an additional resource for training. Today only one quarter of all respondents were aware of these resources.

All individuals in our workplaces have a responsibility to positively contribute to a culture of safety through both words and most importantly actions. We are grateful for the continued effort to maintain and improve the safety perception and culture of the cold chain.



Survey Questionnaire

1. Your job title:
 - a. Manager
 - b. Supervisor
 - c. Hourly Employee
 - d. Other (please specify): _____
2. How long have you worked for you company?
 - a. Less than 6 months
 - b. 6 months to a year
 - c. 1-5 years
 - d. 6-10 years
 - e. Over 10 years
3. Company Name: _____
4. State: _____
5. How do these statements reflect your safety culture?
Strongly Agree – Agree – Uncertain – Disagree – Strongly Disagree
 - a. My management understands safety issues at my company.
 - b. My supervisor corrects my unsafe acts through re-training and if necessary disciplinary action.
 - c. My supervisor acknowledges my safe acts and provides verbal feedback.
 - d. My supervisor holds regular Safety briefings.
6. How do these statements reflect your safety culture?
Yes – Uncertain – No
 - a. The company provides a handbook with safety rules included.
 - b. The handbook includes a signature page which must be signed by the employee and turned in before starting their first shift on the job.
7. How do these statements reflect your safety culture?
Strongly Agree – Agree – Uncertain – Disagree – Strongly Disagree
 - a. If an accident occurs, the underlying cause is usually found.
 - b. Once the cause of an accident is found, corrective action to reduce or eliminate future accidents is put in place.
 - c. I am proud of our safe working environment.
 - d. All associates show interest in on-the-job safety.
 - e. Our safety goals are clear and realistic.
 - f. Our safety program is up to date and covers the most frequent employee complaints.
 - g. We measure our safety performance.
 - h. Our company provides training in dealing with workplace violence.
 - i. The working conditions support safety, productivity, and quality.



8. I was provided training or received routine communications sometime during THE LAST YEAR in the following areas:

Yes – No – Not Applicable to My Role

- a. Ammonia, Freon or CO2 safety
- b. Personal Protective Equipment (PPE)
- c. Blood borne pathogens
- d. Reporting accidents
- e. Fire prevention and extinguisher training
- f. Lock-out/Tag-out
- g. Preventing back injuries/lifting safely
- h. Slips and falls
- i. Forklift/Pallet Jack safety
- j. Emergency Preparedness
- k. Safety of others (use of horn, etc.)
- l. Hazard Communication (SDS)

9. How do these statements reflect your safety culture?

Strongly Agree – Agree – Uncertain – Disagree – Strongly Disagree

- a. Safety training is adequate and of good quality
- b. Safety training applies to my work.

10. Are you aware of safety resources online provided by International Association of Refrigerated Warehouses (IARW)?

- a. Yes
- b. No

11. How do these statements reflect your safety culture?

Strongly Agree – Agree – Uncertain – Disagree – Strongly Disagree

- a. Management uses a positive approach to safety.
- b. Team members are recognized and/or rewarded for safe work.

12. Are you aware that OSHA Total Incident Rate (TIR) or Days Away Restricted duty is tracked on a regular basis?

- a. Yes
- b. No

