



Warehouse Safety Tips for the Holiday Season

How to Keep Your Elves Injury-free this Year!

Laura McMillan, VP of Training Development, *Instructional Technologies, Inc.*

Holly Mockus, Senior Product Manager, *Alchemy Systems*

November 1, 2017



Introduce Speakers



Laura McMillan
VP of Training Development



Holly Mockus
Senior Product Manager



Today's Discussion

1. Putting Your House in Order
2. Training to Keep Your Elves Safe
3. Resources
4. Q&A

Putting Your House In Order

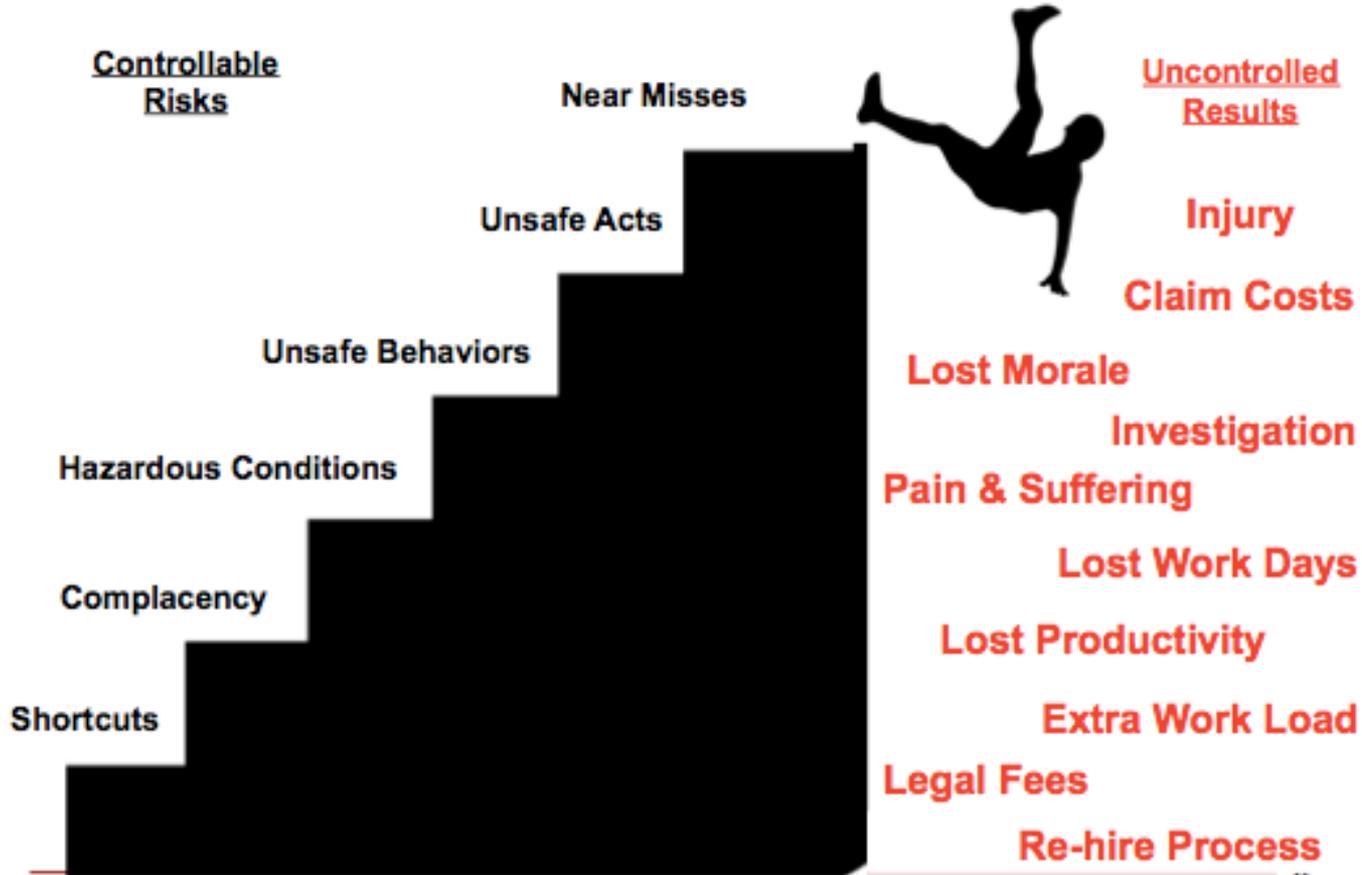


Holiday Wish List

- Safety remains top-of-mind for everyone
- Decrease of employee safety incidents
- Increase in employee reporting of conditions that could cause an incident
- Every employee returns home at the end of the work day in the same condition as they arrived to start their shift



Consequences of Poor Safety Management



Injury Prevention: Focus on Overexertion

- A non-impact injury resulting from excessive physical effort
 - Lifting
 - Pulling
 - Pushing
 - Turning
 - Welding
 - Holding
 - Carrying
 - Throwing
- Most common injuries are strains and sprains, especially of the back





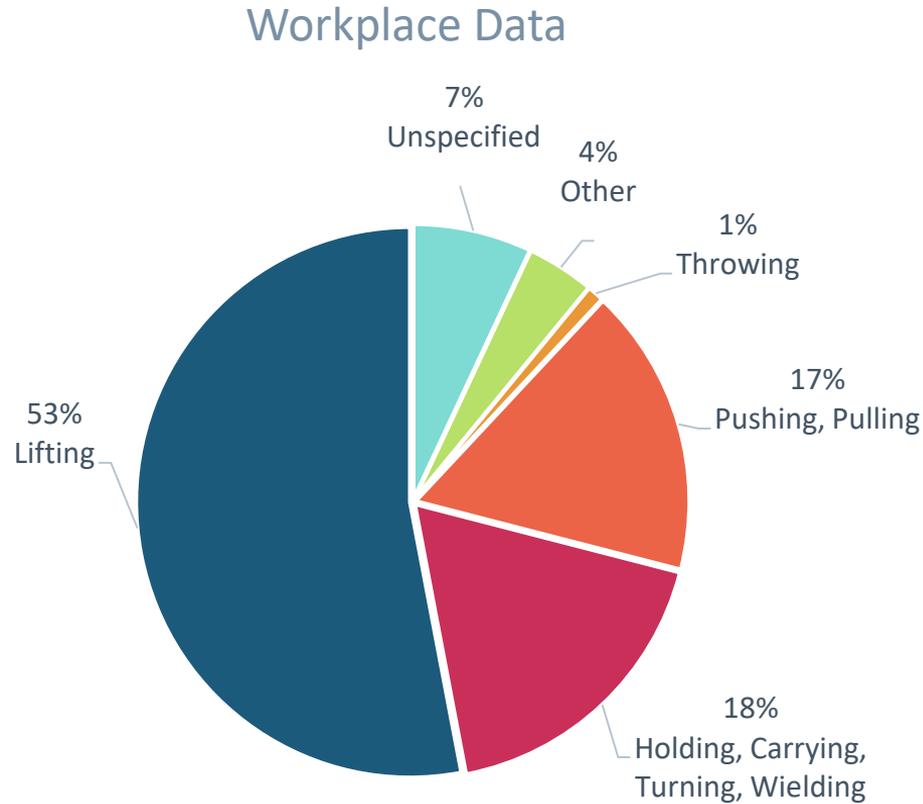
POLL

What is the most common overexertion type of injury?

- Pushing
- Pulling
- Lifting
- Turning



Overexertion by Detailed Event



Source: Bureau of Labor Statistics



POLL

When is an overexertion injury most likely to occur?

- Before work shift
- First 2-4 hours of work shift
- During breaks
- Last few hours of work shift



Overexertion Injuries

- Injuries most occur in the first **2-4 hours** of the work shift
- #1 cause of non-fatal, disabling work related injuries
- #6 cause of ER visits: 1.7 million in 2014

***Want To Get Your House In Order?
Focus on Overexertion Injuries!***

Source: National Safety Council

Overexertion Injuries

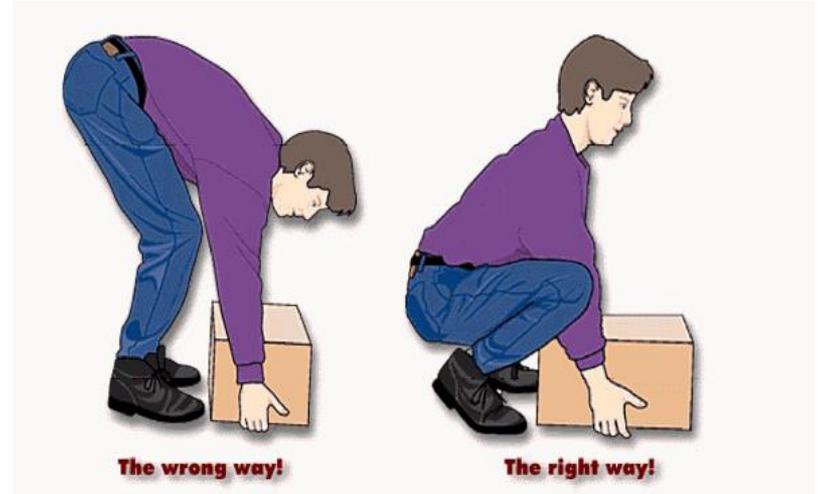
- Most overexertion injuries occur in the first half of the day
- Injury rates are higher among males
- Overexertion injury spans across all ages, but peaks in the 35-44 age group
- Injuries occurring at home or in the community are increasing



Source: National Safety Council

Lifting: A Risk for Overexertion

- Encourage employees to use safe lifting techniques
- Practice the basics:
 - Stretch and warm up before lifting
 - Never bend or twist the back when lifting
 - Never lift with arms extended
 - Lift with your legs, not your back
 - Limit the amount of weight you carry
 - Get help to carry bulky, heavy, or large load



Source: National Safety Council

Pre-Shift Stretches

- Keep muscles supple
- Increase range of motion of joints
- Enhance flexibility
- Improve coordination
- Increase body temperature & heart rate
- Increase blood flow to muscles
- Prevent injuries

“PRE-SHIFT STRETCHES”

**Southern Wine & Spirits of Florida
5 - Minute PreShift Stretching Program**

The purpose of warm - ups includes:

- Keeping muscles supple
- Increasing range of motion of joints
- Enhancing flexibility
- Improving coordination
- Increasing body temperature and heart rate
- Increasing blood flow to muscles
- Preventing injuries

The right way to stretch is slow and relaxed. DO NOT BOUNCE. This can actually cause you to pull the muscle you are trying to stretch.

You should stretch to the point of “MILD TENSION” if you overstretch you will also cause damage.

Back off if the stretch feels painful.

Hold the stretch for a minimum of 10seconds each, without bouncing. BREATHE slowly and naturally. Do not hold your breath while stretching. Relax the stretch.

Try to stretch a little further with each stretch. Again, only to the point of mild tension

Stretches for side of neck:

1. Sit or stand with arms hanging loosely at sides
2. Turn head to one side, then the other
3. Hold for 5 seconds, each side
4. Repeat 1 to 3 times

Stretches triceps, waist, top of shoulders, waist

1. Keep knees slightly flexed
2. Stand on all arms overhead
3. Hold elbow with hand of opposite arm
4. Pull elbow behind head gently as you slowly lean to side until mild stretch is felt
5. Hold 10 to 15 sec.

Repeat on other side

Stretches side of shoulder and back of upper arm

1. Stand on all and place right hand on left shoulder
2. With left hand, pull right elbow across chest toward left shoulder and hold 10 to 15 seconds
3. Repeat on other side

Stretches middle back

Stand with hands on hips, gently twist torso at waist until stretch is felt. Hold 10 to 15 sec. Repeat on other side. Keep knees slightly flexed.

Stretches back of neck

1. Sit or stand with arms hanging loosely at sides
2. Gently tilt head forward to stretch back of neck
3. Hold 10 to 15 sec
4. Repeat 1 - 3 times

Stretches front on thigh (quadriceps)

1. Stand a little a way from wall and place left hand on wall to support
2. Standing straight, grasp top of left foot with right hand
3. Pull heel toward buttock
4. Hold 10 to 20 sec
5. Repeat on other side

Stretches shoulder, middle back, arm, hands, fingers, wrists

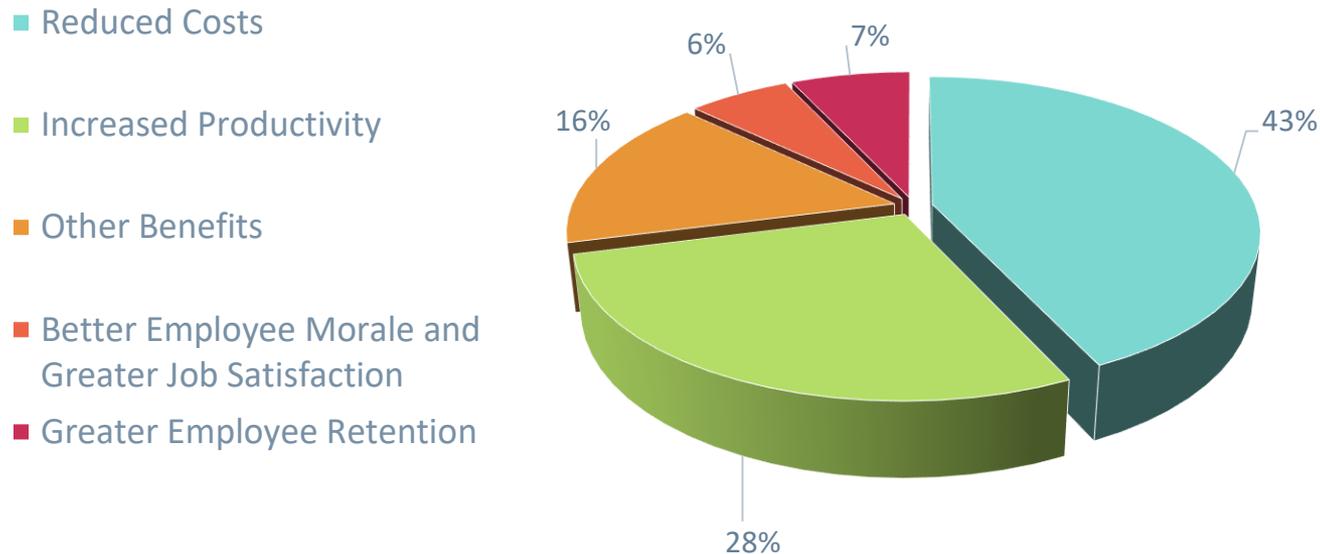
1. Interlace fingers and palms out
2. Extend arms to front shoulder height
3. Hold 10 to 20 seconds relax and repeat

Stretches inner thigh, groin

1. Stand with feet pointed straight ahead, a little more than shoulder width apart
2. Bend right knee slightly and move left hip downward toward right knee
3. Hold 10 to 15 seconds
4. Repeat on other side
5. If necessary, hold on to something (chairs, etc.) for balance

Effectiveness of Workplace Safety Program

Benefits of Workplace Safety Programs



Source: OSHA.gov

Training to Keep Your Elves Safe





POLL

Do your JSAs take into consideration conditions that occur during production ramp up for the holidays, seasonality, promotions, etc.?

- Yes
- No
- Not sure



Assess & Train

- Look at your own holiday crunch historical data
 - Do a vulnerability assessment
 - People, Product, Process
 - Areas
 - Equipment
 - Train
 - Provide continuous reminders
 - Knowledge boosts
 - Coach
 - Reinforce
 - Walk the walk / talk the talk



POLL

Which best describes your safety training program?

- Training
- Training, coaching
- Training, coaching, and reinforcing



The Forgetting Curve

80% of training knowledge is lost in a one month



Reversing the Forgetting Curve

BOOSTER TRAINING REINFORCEMENT

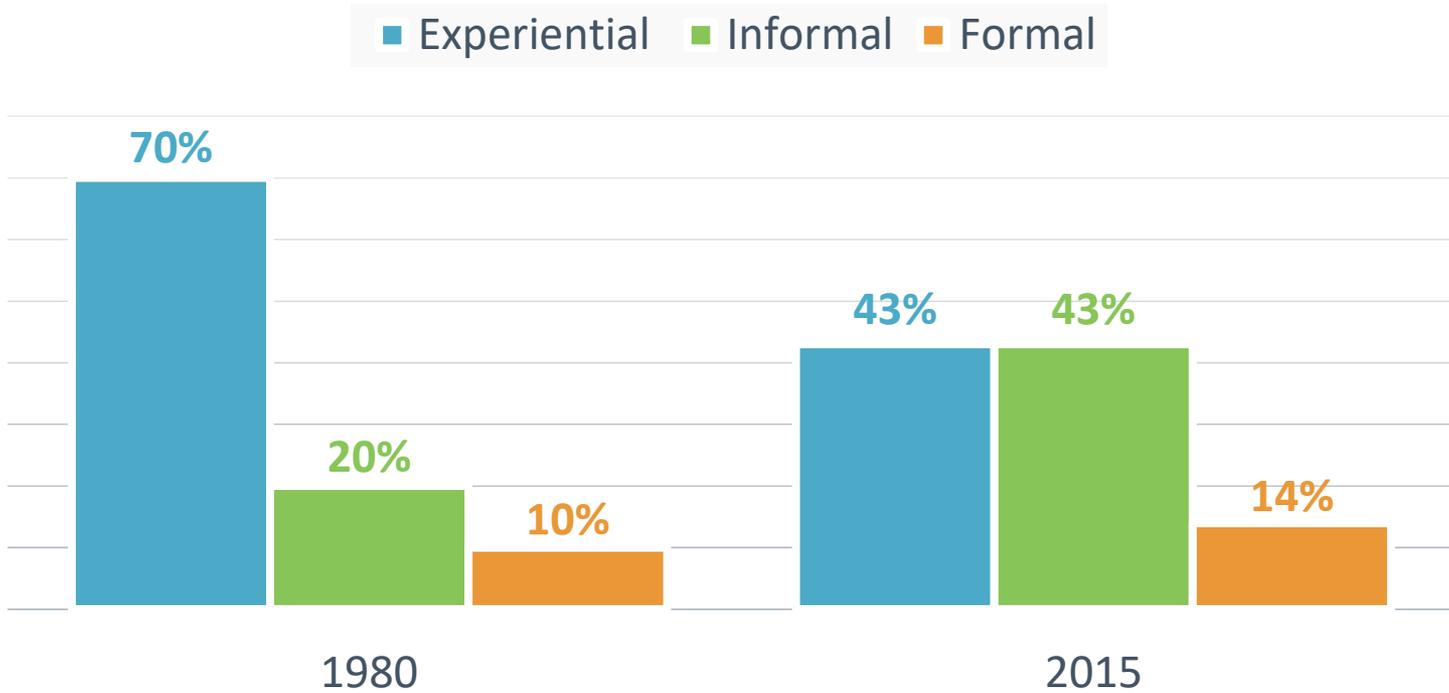


“If your goal is to produce long-term retention, and behavior change, then what you do *after* training is more important than what you do during training”

Dr. Art Kohn

*Professor, Portland State University
(Noted learning expert)*

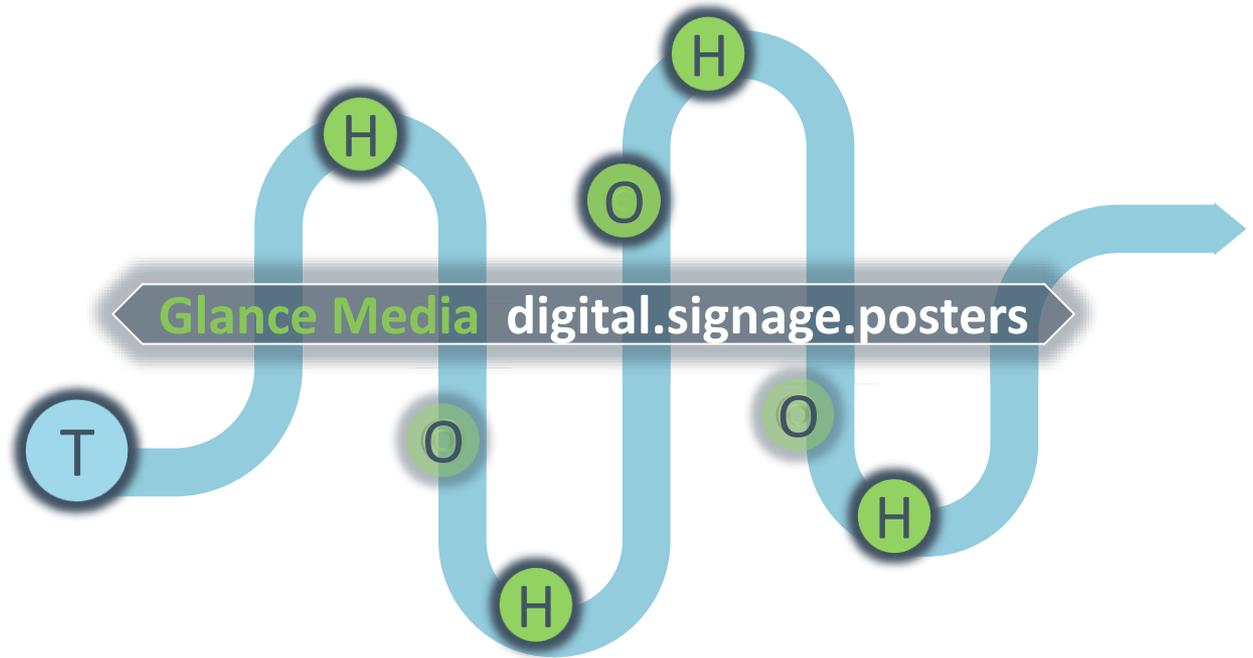
Learning has changed!



Brandon Hall Group, Measuring the ROI of Informal Learning, December 2015 http://www.brandonhall.com/practice_area_id.php

Alchemy's Learning & Development Lifecycle

- T** Training on Topic
- H** Weekly Huddle Talk
- O** Observation



Engaging Communication Mediums

Huddle Talks

- Inform and engage workers with practical tools and information
- Equip Managers and Supervisors to be safety leaders



Employee Observations

- Increase supervisor/employee interaction and communication
- Validate employee understanding



Digital Signage

- Reinforce key training topics
- Improve control and message quality to entire company



Coordinated Posters

- Reinforce discussion topics with strategically placed posters



Alchemy Client Learning Moments

Training Platform Learning Moments (per employee, per year):



26

Reinforcement Learning Moments (per employee, per year):



42

Do's

- Pay attention to detail
- Work in the moment
- Be present
- Follow procedures *ALWAYS*
- Measure what you expect to achieve
- Hold elves accountable
- Praise
- Celebrate



Don'ts

- Lower expectations
- Take short cuts
- Exceptions are a slippery slope
- Be less vigilant
- Be too busy to pay attention
- 'Do as I say – not as I do'
- Ignore unsafe behaviors



Take Away's

- Safety first
- Busy cannot equal careless
- Set the example
- Reinforce, reinforce, reinforce
- Measure your results
- Praise is a powerful tool



***Wishing you and all your elves a
safe, healthy, happy holiday season.***



Resources



Upcoming & On Demand Webinars

*Biosecurity for
the Poultry Industry:*
Protect Your Flock

November 15 @ 12pm CT



Wednesday, Nov. 15th | 10am PT | 12pm CT | 1pm ET

Nick Wolfenden
*Office of Animal
Well-Being*

Marcus Sparks
*Client Services Account
Manager*



Register online at Alchemy's website under
Upcoming Webinars!



Webinars On Demand, topics include:

- ***Workplace Safety Training***
- ***Food Safety Training***
- ***Training Funds***
- ***SQF Updates***
- ***Sustaining Safety Cultures***
- ***Multi-Channel Training***
- ***Training & Engaging your Workforce***
- ***Recordkeeping & Documentation***
- ***Preventive Controls Rule***
- ***How to be Audit Ready***
- ***And more....***

Watch on Alchemy's website under
Resources and Webinars On Demand!

Alchemy Academy – Professional Development for Industry Leaders



Visit <https://academy.alchemysystems.com/> to learn more.

Alchemy's Training, Coaching & Reinforcement Programs

- **Access hundreds of multi-lingual courses** on workplace safety topics
- **Reinforce your training** with coordinated huddle guides, digital signage, and posters
- **Promote employee-supervisor communication** with an award-winning coaching app
- **Ensure audit-ready** automated documentation and real-time reporting



Q&A



THANK YOU

