

BA Collab Hour Q&A: SafetycausticfragileforkliftexithazardOSHA!

Q: How do you suggest introducing a "near miss" type of program that employees will buy into and do the paperwork for things you don't see but could have been awful?

A: [57m 11s]

Chris: Whenever you see a near miss or experience one yourself, that's nature telling you something is wrong and you need to fix it. It can be something "small" but always take it back to your standard operating procedures (SOPs) and amend those to see if you can change the process. If it is a bigger issue – meaning someone needs medical attention beyond just first aid – then that means you need to get into OSHA 300. Being able to recognize this also plays into your company's culture. You need to have safety built into it. If one person doesn't buy into that culture, then it's not going to work.

Andy: If you're looking to implement near miss reporting, the biggest thing you can do is show action when something happens. You need to demonstrate that if someone takes the time to tell you that something happened, you will react to it. Then word of mouth will spread between your employees that if they report issues, change will happen to make their job easier/safer. Start small, maybe with just one department, and make sure that you're committed, ready, and have the resources to take action when reports come in.

Rachel: To implement real near miss reporting, you have to have solid managers to act as leaders in those roles. Those leaders need to be able to show strong and constant communication so that their employees feel that they care about what they have to say. It's really easy to normalize near misses if they happen on a regular basis, so if you want to focus on them, your lines of communication need to be strong and open.

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Q: What are some good methods for encouraging employees and coworkers to follow new safety procedures? Or in general encourage employees to attend and learn from the safety meetings?

A: [61m 37s]

Matt: There is a certain zeitgeist that comes with people working together. I think about the word "habit." Habits can be negative or positive. It's important to enforce the idea that there are positive things that you can habituate through training and repetition, which could include for example something like wearing your safety glasses. You want to get to the point where you walk into the brewhouse and feel like something is wrong if you're not wearing your safety glasses, boots, etc. All things come from repetition. Repetition and drilling/training are critical.

Chris: I am a new dad, so I view things through the lens of getting a three-year-old to do them. I think the same principles I use with my daughter apply to adults too. For example, she doesn't want to wear a helmet when she rides her bike, but if I do it with her then she will. So basically, if you're doing it, then it normalizes it. The other thing I'd say is that it's really important to see the "why" and know what can and will go wrong. It's making sure that people understand that your safety procedures come from a place of caring.

Andy: You know something is successful when your people react when you do something wrong. If you walk out onto the floor without your safety glasses on and your employee yells at you, that's a good thing. Encourage your people to look after each other.

Matt: Safety is not a hierarchy issue. It should be something your employee feels comfortable talking to you about. It should always be kept honest, direct, and real.

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Q: Will brewers actually want to wear safety glasses?

A: [65m 50s]

Tiffany: A great way to get them to want to wear them is to get employee buy-in on selection. That's how I got our employees to wear them more often. I brought in several pairs and let them try them all on. They got to choose from the three to four types I had. If they had any other ideas, I listened.

Rachel: Always wear your safety glasses – just do it! If you have never heard of someone who got a chemical in their eye and had to spend hours in the ER with a little drip to get it out, that happens. It happened to my head brewer at my last job and he still has issues with his vision to this day. If you haven't seen someone go through that, you might not take it as seriously, but once you know someone who has, you will. It just takes that one extra second to put them on. I am actually more of an advocate for goggles or a face shield because they're foolproof, right? Stuff can still splash around glasses. Just take the extra second to put on PPE because the consequences of not doing it are so much worse than a little discomfort. Just think about what is the worst that could happen and take that extra minute to prevent it.

Chris: It just like not wearing a mask. Remember how dumb it sounds not to want to wear one right now. It's the same thing.

Rachel: Right, and it's just like wearing a mask actually, because we're not just doing it for ourselves. Think about what it will be like if one of your employees gets hurt and others now have to fill that person's role, especially right now when we're all strapped anyway. And it's not even just about your co-workers, it's about your family. Think about the one person in your life who you don't want to have to get the phone call that you've been injured and they need to meet you at the hospital.

Matt: Honestly, we can't live without any of our co-workers. We should always be thinking about how we can keep everybody safe to keep doing what we do.

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Q: Does anyone have a good source for brewery toolbox topics?

A: [71m 20s]

Matt: Yes, the MBAA has created a whole webpage of toolbox topics. The BA has worked with them on that and we do our GMPs ([Good Manufacturing Practices](#)).

Chris: Agreed. MBAA is definitely worth a membership.

Rachel: I'll say the BA!

Andy: MBAA toolbox talks are great, but don't be afraid to simplify them and make them applicable to you.

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Q: Are there any safety concerns with drinking beer while at work and on the clock?

A: [72m 17s]

Matt: Yes, limit it to a shifty after work or small quantities for tasting during a shift.

Chris: Yes, besides the obvious concern of getting intoxicated during a shift, it's also something that is taking your attention away from what you're doing.

Rachel: Yes, sensory is really important but for the most part, save it for after your shift.

Andy: Yes, we only allow sensory if you're on the floor.

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Q: Why do we do maintenance on electrical equipment?

A: [73m 22s]

Matt: So we don't get electrocuted or electrocute others, and so that our systems function correctly.

Rachel: Yes and make sure when you're doing electrical maintenance that you hire someone who is actually certified to do it.

Andy: Electricity is one of the most dangerous things we have in the brewery and most brewers are not anywhere near experts in it, so it's important to properly maintain those systems.

Matt: There's a great lack of respect for the power of electricity and a lot of brewers are not using commercial electricians to do their work for them. That's BS. So, this is a really good question that was posed because most brewers are not doing nearly enough to protect themselves.

Andy: If your CIP system is leaking, you can see it. If you have issues with your electrical system, a lot of times you can't see it until it's too late.

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Q: How do you feel about longboards in the brewery?

A: [75m 38s]

Matt: NO.

Chris: No. Your legs will get you where you need to go.

Rachel: We used to have little electric scooters to get around the taproom, etc. and I did actually fall and get injured, so... yeah, it's stupid, don't do it, it's a liability.

Andy: Just no.

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Q: If I have a question about a safety problem, will the subcommittee be able to answer it?

A: [77m 12s]

Rachel: Obviously!

Andy: If not, we'll find somebody who will. [Post it on the forum](#) and if it's something we don't know, we will get the answer from someone who does.

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Q: What should I do if one of my employees is diagnosed with COVID-19? What are my responsibilities under OSHA?

A: [78m 2s]

Matt: Send them home, give them advice on getting tested and getting medical care, don't let them infect anyone else at your brewery.

Chris: With regards to OSHA and reporting, as far as I know it needs to be clearly linked back to contracting the virus at the workplace.

Rachel: From my understanding and research within Utah, if someone does test positive, you can't go and tell your other employees who it was because that would be a HIPAA violation. You also cannot necessarily mandate that everyone else get tested, but you can recommend it. You also cannot force them to tell you the results of their test. It's tricky, so the best thing you can do is try to prevent it from happening at all costs.

Andy: Workers comp varies between states and so do OSHA rules, so make sure you know what they are. Make sure you have a plan to send them home, deep clean, contact trace. If you haven't had a case yet, still make sure you have a communication plan before it does happen. Trying to put those materials now as opposed to after you're in a high stress situation is critical. Be very careful to follow those HIPAA laws and do not share anyone's personal information.