

<i>Consultative Services - Bureau Operating Procedures</i>	<i>Effective - February 2012</i>	<i>Revision 4: 12/02/19</i>
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BOP #4C (formerly 4.09.03A)

Document Title On-Site Consultation - SHARP Public Sector

Approval Authority: Bureau Chief

A. PURPOSE

The Bureau Operating Procedure (BOP) outlines the process for delivering Consultative Services and awarding SHARP status to an employer.

B. SCOPE

This procedure applies to on-site consultation visits for SHARP Public Sector.

C. DEFINITIONS

See 4A for additional definitions, if needed.

SHARP Public Sector – Employer Eligibility and Program Requirements

The following six (6) departments will be potential candidates for SHARP Public Sector because these are the higher hazard operations within the public sector. Departments other than these will be judged on a case by case basis with their DART and TRC taken into consideration. Any additional sites should be selected based on higher rates.

Public Utilities
Public Works
Sheriff/Police
Fire/EMS
School Maintenance
Parks & Recreation

The establishments that receive a comprehensive visit and meet all the SHARP criteria will be the establishments eligible for SHARP status and a general schedule deferral. The locations chosen for visit should be those with the higher hazard operations. Public sector employers may be limited to four establishments at a time unless resources are available.

Employer must:

- have at least one fixed site; and
- have at least one year of operating history; and
- have a DART and TRC below the most recently published NC PSIM Public Sector Targeting

Analysis Report; and

- request a full service visit & correct all identified hazards; and
- have implemented and maintained a Safety and Health Management System; and
- score at least 2 on all 50 basic attributes and the 8 stretch items in the Form 33; and
- agree to notify Consultative Services about changes.

Pre-SHARP Public Sector - This phase includes the first full service on-site visits where the employer is preparing for a future SHARP approval. The maximum deferral period is 18 months from the original survey request date.

SHARP Public Sector Approval Phase – This phase includes a subsequent on-site visit by each Consultant with a review of the employer’s actions towards SHARP Public Sector approval. The exemption period is up to 36 months from the date of approval.

SHARP Public Sector Renewal Phase – This phase includes subsequent on-site visits by each Consultant with a review of the employer’s status and progress in SHARP Public Sector. The deferral period is typically 24 months but may range from 12 to 36 months from the date of approval.

D. REQUIREMENTS

1. All consultation activity shall be performed within the accepted guidelines found in the CPPM as well as established bureau and department requirements.
2. The employer must agree to abate all serious and non-serious hazards identified during the survey.
3. CSB limits the number of establishments per department to four unless resource availability improves. Higher hazards departments will receive priority.
4. If a department has many establishments, (such as a large city with 24 fire stations), then the consultants should visit the establishments that host the higher hazard activities and those with the higher DART and TRC rates.

E. ACTION STEPS

Pre-SHARP

P1. An employer who is interested in participating in SHARP and meets all the requirements in CPPM Chapter 8, may request a full service, comprehensive visit by completing and submitting the Consultative Services request form. Eligibility requirements previously described must be met.

P2. The Processing Assistant processes the request and general schedule inspection deferral.

P3. The supervisor(s) assigns Consultants to conduct on-site visits.

- P4. The Safety Consultant and the Health Consultant conduct full service visits, jointly or individually.
- P5. The Form 33 is filled out jointly by the Consultants and will constitute the Action Plan. All basic attributes in the Form 33 scored less than 3 will have a comment describing actions necessary or suggested to improve to at least a 2. The Consultant completing the later report will mail the Form 33 with their report.
- P6. Each consultant completes a report for their visit and sends it to the employer. The Form 33 is included with the report sent last.
- P7. If hazards are found during the visit, the Consultants may conduct technical assistance or follow-up visits.
- P8. If the employer shows promise of successfully fulfilling the requirements for SHARP Public Sector, and the employer commits to instituting the Form 33 Action Plan items to fulfill SHARP Public Sector requirements, the Consultants will inform the Processing Assistant and the district Supervisor that the employer is a participant in the Pre-SHARP Public Sector Phase. The Consultants score all 58 basic items on the Form 33 so that a comprehensive Action Plan can be provided.
- P9. The Consultants will ensure that “SHARP” is entered in block 11 of the request form at this time.

SHARP Public Sector Approval Phase

- A1. Top management must be represented during the initial opening conference of the SHARP Public Sector on-site evaluation.
- A2. The Safety Consultant and the Health Consultant conduct full service visits, jointly or individually. This will include all previously requested physical site locations.
- A3. The Form 33 is filled out jointly by the Consultants and will constitute the Action Plan. All 50 basic attributes in the Form 33 scored 2 or lower will have a comment describing actions necessary or suggested to improve to at least a 2. All 58 items on the Form 33 shall be scored. The Consultant completing the last report will include the Form 33 in his or her mailing.
- A4. TRC and DART rates will be calculated by establishment whenever possible. In some cases, it will not be possible so departmental rates may be used.
- A5. If the Consultants believe the employer is worthy of SHARP Public Sector Approval, one consultant will coordinate with the employer to complete the “Letter of Intent” available on the one stop shop (not required for renewals).
- A6. The Consultants prepare the SHARP Approval Form and provide their recommendation for SHARP Public Sector approval. All case files are then forwarded to the Supervisor for review.
- A7. The Safety Consultant and Health Consultant complete their SHARP Public Sector case files in accordance with CPPM and bureau operating procedures.

A8. The Consultant who completes their case file last is responsible to complete the SHARP Evaluation and Approval Form (or the SHARP Renewal Evaluation and Approval Form) with input from the other Consultant and email it to their supervisor.

A9. Supervisor(s) reviews for compliance with the SHARP Public Sector requirements. Any open issues are discussed with the consultants. If two Supervisors are involved, they will submit a joint recommendation to the bureau chief.

A10. Upon approval of the SHARP Public Sector Status, the Bureau Chief closes the request. The Bureau Chief will then send an email to each Consultant informing them of the approval.

A11. The Processing Assistant generates the SHARP certificate and holds for consultant pickup or sends the certificate to the employer as instructed in the SHARP paperwork.

A12. The SHARP Public Sector Certificate package is provided to the employer. This will involve one SHARP flag being given to the one main/central Department location as well as unique framed certificates to each establishment.

SHARP Public Sector Renewal Phase

R1. Ninety days prior to the expiration of the three-year exemption period for the Department (including the previously associated locations) which had achieved SHARP Public Sector, the Processing Assistant will alert Consultants to contact the employer so that the employer may request SHARP Public Sector Renewal by requesting a full-service safety and health survey. The employer will also be asked to submit three (3) complete years of OSHA 300 data for the Department. This must include the overall Department totals. The employer will be asked to provide site specific 300 data for all locations with an emphasis placed on the four with the highest DART/TRC rates for the three-year period.

R2. The Safety Consultant and the Health Consultant conduct initial visits, jointly or individually.

R3. Each Consultant completes a report for their visit and sends it to the employer. The Form 33 is filled out jointly by the Consultants and will constitute the new Action Plan to maintain SHARP Public Sector. The Consultant completing the last report will include the Form 33 with their report. All 58 items on the Form 33 shall be scored; however, scores on the 8 “stretch” items do not affect SHARP Public Sector Approval.

R4. If hazards are found during the initial visit, the Consultant may conduct a technical assistance or follow-up visit to confirm the abatements and document the results on a new consultation visit form.

R5. The Processing Assistant processes the request and processes the interim inspection deferral of the Administrative or Central Office establishment. The Processing Assistant will also process requests for the additional locations which will be reviewed during the recertification process. This must include requests for the locations with the highest DART and TRC rates for the latest three year

period. The determination of the additional locations to review must be performed by the Consultants or the Supervisor or Bureau Chief or any combination thereof.

R6. The supervisor assigns the Consultants to conduct on-site visits.

R7. The Safety Consultant and the Health Consultant conduct full service visits, jointly or individually. This may include previously requested physical sites or new locations.

R8. The Consultants then prepare the SHARP Public Sector Approval Form and provide a recommendation for SHARP Public Sector Renewal approval and forward the SHARP Public Sector case files to the Supervisor for review via email. The Supervisor will submit a recommendation to the bureau chief.

R9. If the employer is recommended for SHARP Public Sector Renewal, the bureau chief will inform the Processing Assistant to enter the deferral period into GS targeting.

R10. In the event of a SHARP Public Sector renewal denial or employer voluntary withdrawal, see W1-W8 below.

SHARP Annual Safety and Health Management System Review

S1. The SHARP Annual Safety and Health Management System Review document will be emailed to the participating employer near the end of January.

S2. The employer will complete the SHARP Annual Safety and Health Management System Review document and return the document to the attention of the Bureau Chief.

S3. The Processing Assistant will forward a copy of the document to the respective Consultants for review and approval. After receiving approval, the Processing Assistant will file the SHARP Annual Safety and Health Management Review document.

S4. If the Consultant has questions or comments relating to the SHARP Annual Safety and Health Management System Review document they may contact the employer for additional information.

S5. In the event the annual SHARP Annual Safety and Health Management System Review document indicates that a fatality, catastrophic event, or other conditions which may affect the employer's qualification for SHARP Public Sector, the Bureau Chief will refer to the recommendations outlined in CHAPTER 8 of the CPPM, and shall refer to W1-W8 below.

S6. Failure by the employer to complete and return the annual self-review may be grounds removal from SHARP.

SHARP Denial of Renewal Request or Voluntary Withdrawal

W1. If a SHARP establishment is closed the consultants shall write an explanatory memo to their supervisor who will review same with the Bureau Chief. Upon approval by the Bureau Chief the memo shall be added to the latest SHARP files and the site will be removed from the SHARP Log by the Processing Assistant. It will not be necessary to follow the procedures W2-W9 below.

However, if during a scheduled SHARP renewal visit or annual evaluation an employer does not meet the minimal SHARP criteria, or if the employer voluntarily withdraws, the following steps will be followed.

W2. The consultants notify the district supervisor, in writing, that the employer will not qualify or has elected to withdraw.

W3. The supervisor will review the consultant recommendations, followed by the bureau chief, at which time a decision will be made and consultants notified.

W4. The consultants or supervisor will notify the employer. The employer may be given the opportunity to continue in the program as pre-SHARP (under a formal improvement plan with schedule reviews), may withdraw from the program voluntarily, or is notified that their SHARP status has been withdrawn.

W5. The consultant will discuss with the employer the reasons for the decision and the procedures for reapplying for SHARP.

W6. Regarding a scheduled SHARP renewal visit report, the denial decision, the reasoning and the requirements for future SHARP consideration will be included in subsequent communications with the employer. The consultants shall also complete a SHARP Approval Form and forward to their supervisor.

W7. In the event the employer withdraws voluntarily, the consultants will request a letter of withdrawal that includes the employer's reason(s). The employer shall also be requested to return their SHARP certificate (if unexpired). Any documents received will be included the latest case file(s).

W8. In the case of a denial resulting from a scheduled SHARP annual review, the supervisor will send a letter to employer containing the reason(s) for the denial and outlining the requirements for re-entry into the program. The final copy is uploaded to the case files.

F. QUALITY RECORDS

1. Consultation Case File Reminders Checklist
2. Consultation Case File
3. Case File Review Form.
4. Customer Satisfaction Survey

G. DOCUMENT CONTROL

1. The content of this BOP is the responsibility of the Bureau Chief.
2. Requests for interpretation of the provisions of this procedure and suggestions for changes should be addressed to the Bureau Quality Coordinator.
3. This document is maintained electronically.

H. REVISIONS

Rev. 1 – 09/05/2012 Added the formal procedure of the "Failure to Meet SHARP status and Process of SHARP status Withdrawal" to Action Steps.

Rev 2 – 06/01/2014 Updated for OSHA Express language. Combined approval process into this BOP.

Rev 3 – 05/10/2016 Updated to expand the number of departments eligible to apply from one public sector entity.

Rev 4 – 12/02/2019 Updated to clarify establishment and department usage. Added paperless language. Clarified prioritization of multiple sites and maximum quantity of request based on resources.