

BOP D.05.R01	Effective: November 1999	Revision 9: 06/25/2021
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Document Title **Carolina Star Programs**
Approval Authority **Bureau Chief**

A. PURPOSE.

This Bureau Operating Procedure (BOP) outlines the process for administering the Carolina Star Programs.

B. SCOPE.

This procedure applies to the Carolina Star Programs.

C. DEFINITIONS.

Building Star – The program that recognizes construction worksites that have Carolina Star quality safety and health programs but require demonstration of approaches and procedures that differ from current Carolina Star requirements.

Carolina Star – The program that recognizes general industry worksites that are self-sufficient in their ability to control hazards at the worksite.

Carolina Star Consultant (Team Leader) – The N.C. Department of Labor (NCDOL) Occupational Safety and Health (OSH) Star Program staff member who is responsible for providing quality occupational safety and health services to customers in an efficient, effective, and professional manner, and assisting the recognition program manager. A Star consultant will serve as the team leader for an evaluation or assist as a team member.

Carolina Star Programs and/or Star Programs – Both terms are used synonymously when referring to all four Carolina Star Programs (i.e. Building Star, Carolina Star, Public Sector Star, and Rising Star) at once.

Carolina Star Program Application – The format described in the Application Information Section that must be followed by Star Program applicants.

Carolina Star Program Policies and Procedures Manual (CSPPPM) – The written policies and procedures for all designated Carolina Star Programs.

On-site Review Team – A visit to an applicant or participating site by an NCDOL OSH on-site review team to make a recommendation for participation one of the following Star Programs: Building Star, Carolina Star, Public Sector Star, or Rising Star.

Pre-site Visit – A visit to an applicant or participating site by the Star Program Consultant/Star Team Leader to determine whether the site is ready for an on-site team review.

Public Sector Star – Designed to recognize state agencies and local governments for their leadership and success in providing a safe and healthy work environment.

Recognition Program Manager – This position is responsible for managing, planning, and directing the daily operations of the Star Program throughout the entire State of North Carolina. The primary purpose of the Recognition Program Manager position is to continuously manage, monitor, and evaluate all of the goals and objectives set forth for the Star Program. The Recognition Program Manager shall be available to lead and support the Star Program staff in providing assistance to Star participants, as needed, to assure interaction with NCDOL OSH and to provide expertise. The position must coordinate with federal OSHA in the administration of their Voluntary Protection Programs, while coordinating activities in the state of North Carolina with the appropriate federal area director.

Rising Star – The program that recognizes general industry worksites that are self-sufficient in their ability to control hazards at the worksite; however, the worksite does not meet the injury and illness rate requirements for designation as Carolina Star worksite.

Star Case File Summary – The form used to document and track all communication and interaction with the applicant or participating site during and at the close of the Star evaluation and written report process.

Star Programs On-site Evaluation Report – The Star report, which is written and prepared by the Star Team Leader, describes the results of the Star Team evaluation.

Star Customer Satisfaction Survey – The form on which the applicant or participating site provides feedback on the Star evaluation process.

Star Team Leader – The individual who is responsible for organizing and leading of the on-site Star evaluation process.

D. RESPONSIBILITY AND AUTHORITY.

1. Bureau Chief, Education, Training and Technical Assistance (ETTA) – Responsible for reviewing all on-site Star evaluation reports in collaboration with the Recognition Program Manager for further determination of recommending a worksite for Star Program approval.
2. Deputy Commissioner/Director, Occupational Safety and Health Division – Responsible for the review and further verification of the recommendation of a worksite to participate in the Star Program.

3. On-site Review Team – A team of safety and health professionals/specialist who are responsible for conducting the on-site evaluations with applicants and/or participating sites.
4. Recognition Program Manager – Responsible for the overall management of the Star Program through assignment of applications for review, assignment of on-site review team and initial review and verification of all Star Program reports.
5. Star Team Leader – The individual who is responsible for organizing and leading of the on-site Star evaluation process and ensuring that the on-site review team reaches a consensus decision regarding the team's recommendation for Star participation. Additionally, the Star Team Leader is responsible for writing the final Star evaluation report and ensuring that all action items are addressed and corrected.

E. REQUIREMENTS.

1. Star Program applicants must meet criteria outlined in the Carolina Star Program Policies and Procedures Manual (CSPPPM).
2. Star report must be prepared.
3. Recognition Program Manager, Bureau Chief, and Deputy Commissioner must review and sign all Star evaluation reports for final approval.
4. If an awards ceremony is requested by the employer, the Star Team Leader will schedule a speaker and provide the appropriate award (i.e., Star flag, Star certificate, Star plaque, Star banner, or acrylic Star) to the ceremony.
5. The Star flags, certificates, plaques, banners, and acrylic Stars must bear the NCDOL approved design.

F. ACTION STEPS.

1. Carolina Star Programs are promoted through Star brochures, educational seminars, conferences, and Safety Awards banquets.
2. Applications for Carolina Star Programs are received and acknowledged.
3. The Star Case File Summary form is used to track the Star activities.
4. Applications for the Star Programs are reviewed against the criteria in the application information section.
5. Pre-evaluation visits are conducted by designated Carolina Star Program personnel (i.e., Star Consultant) as described in the CSPPPM.
6. On-site reviews are conducted by the Star Team Leader and/or other On-site Review Team members as describe in the CSPPPM.
7. Carolina Star Programs on-site evaluation report is prepared and includes summary of the on-site evaluation findings and the onsite review team's recommendation for approval.
8. Star reports are processed for approval in accordance with BOP D.05.R02.
9. Upon Star approval, the Star Customer Satisfaction Survey is provided to the Star recipient along with the Star evaluation report.

10. Awards ceremonies are held if requested by the employer.
11. Periodic on-site evaluation of the approved worksites is conducted as described in the CSPPPM.

G. REFERENCES.

1. Carolina Star Programs Brochure
2. Bureau Operating Procedure – Management Review
3. Bureau Operating Procedure – Quality System Documentation
4. Bureau Operating Procedure – Control of Non-Conforming Products
5. Carolina Star Programs Policies and Procedures
6. Carolina Star case file
7. Star case file summary
8. The master copies of the templates for Star flag, certificate, plaque, banner, and acrylic Star are on file with the NCDOL Publications Bureau.
9. Star Customer Satisfaction Survey

H. REVISIONS.

Revision 1: 12/01/99 – 4.09.04 C, E and F, reword for Clarity

Revision 2: 08/02/00 – 4.09.04 J, added STAR Case File Summary

Revision 3: 11/01/00 – 4.09.04 C, F, G and J, added STAR Customer Satisfaction Survey

Revision 4: 11/01/00 – 4.09.04 J, added Customer Satisfaction Survey to Case File Summary

Revision 5: 02/01/02 – 4.09.04, changed BOP to 4.09.05

Revision 6: 11/2011 – Changed BOP to D.05.R01. Removed attachments and made them references. Removed document control and quality records as they no longer apply.

Revised to indicate bureau change to ETTA from Consultative Services Bureau, and a variety of Star Program changes which have taken place of the last 10 years

Revision 7: 06/07/17 –

BOP D.05.R01. Grammatical and other minor errors

BOP D.05.R01. C, added Public Sector Star definition

BOP D.05.R01. F1, added conferences and Safety Award Banquets

Revision 8: 10/29/19 –

BOP D.05.R01. Revised Star Casefile Summary on 10/29/19

Revision 9: 06/25/21 –

BOP D.05.R01. C, revised Rising Star definition

BOP D.05.R01. E3, revised verbiage Star report review, signature, and approval

BOP D.05.R01. E4, deleted Commissioner of Labor must approve reports