

North Carolina

State OSHA Annual Report (SOAR)

Fiscal Year 2016



December 15, 2016

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PART I - STRATEGIC PLAN OVERVIEW

Program Outcome Goals

On October 1, 2013, North Carolina began its fourth five-year planning cycle as documented in the Strategic Plan (SP). The five-year SP ending on September 30, 2018 includes two primary outcome goals:

- Reduce the rate of workplace fatalities by 2%
- Reduce the rate of workplace injuries and illnesses by 10%

Outcome Goals Results

	Baseline	2014	2015	2016	2017	2018	Reduction
Fatality Rate	.00091	.00103	.000956				
Injury & Illness Rate	1.5	1.5	1.4				

Areas of Emphasis Outcome Goals

- Reduce the construction industry fatality rate by 2% by the end of FY 2018
- Reduce the fatality rate in logging and arboriculture by 2% by the end of FY 2018
- Reduce the days away, restricted, or transferred (DART) rate for grocery and related product wholesalers by 10% by the end of FY 2018
- Reduce the DART rate in long term care by 10% by the end of FY 2018
- Support the overall outcome goal of reducing workplace injury and illness rate by 10% by the end of FY 2018 by addressing specific health hazards in the workplace
- Reduce the DART rate in food manufacturing by 10% by the end of FY 2018
- Reduce the DART rate in accommodation by 10% by the end of FY 2018

Areas of Emphasis Activity Goals

- Conduct inspections, consultative surveys and train employers and employees as documented for each area of emphasis

State Demographic Profile

Sector	Establishments	Employees
Total Private Industry	262,602	3,574,439
Total Public Sector	6088	612,906

Goal Setting Process

- Evaluate injury, illness, and fatality data
- Secure input from stakeholders
- Establish five-year outcome goals
- Select areas of emphasis and strategies to impact achievement of outcome goals
- As described in Administrative Procedure Notice (APN) 19, create a committee of division employees in each area of emphasis to manage the strategic planning process
- Determine level of activity for each emphasis area
- Share progress on achieving goals with staff on a monthly basis
- Alter strategies, if outcome goals are not being reached
- Evaluate the process

Areas of Emphasis

North Carolina's strategy for reducing injury, illness, and fatality rates is based on addressing specific areas that have the greatest impact on the overall rates. The areas of emphasis in the current Strategic Management Plan include:

- Construction
- Logging and Arboriculture
- Grocery and Related Product Wholesalers
- Long Term Care
- Exposures for Health Hazards (asbestos, lead, isocyanates, silica, hexavalent chromium)
- Food Manufacturing
- Accommodation

Strategic Activity to Support Outcome Goals

- Improve safety and health programs through compliance, consultation, and training
- Expand safety and health recognition programs
- Develop construction partnerships at high profile construction sites
- Establish alliances in the areas of emphasis
- Implement Special Emphasis Programs (SEPs) for selected industries with specific intervention guidelines and activity goals
- Track activity and outcome goals monthly and share status with staff
- Conduct quarterly meetings for each area of emphasis committee

Factors Affecting Achievement of Outcome Goals and Strategic Activity Goals

- Funding cuts requiring the elimination of positions
- Number of trained division personnel released to provide division intervention
- Need to maintain vacant positions in response to budget uncertainty
- Turnover rate and the loss of experienced compliance safety and health officers (CSHOs)

- Development of appropriate areas of emphasis in the SP
- Strategies employed within each area of emphasis
- Resources committed to the areas of emphasis

Program Statistics

Fatality Totals	2013	2014	2015	2016	2017	2018
Total	33	40	42	48		
Construction	7	17	15	15		
Manufacturing	4	9	7	12		
Public Sector	1	1	2	3		
Logging/Arboriculture	5	1	5	7		
Hispanic	9	11	16	6		
Overall Rate	.000532	.001030	.000956	TBD		

Injury and Illness Rates	2013	2014	2015	2016	2017	2018
TRC (All)	2.9	2.9	2.8	n/a		
DART(All)	1.4	1.5	1.4	n/a		
Public Sector TRC	4.0	3.8	3.9	n/a		
Public Sector DART	1.8	1.8	1.9	n/a		

Intervention Statistics	2014	2015	2016	2017	2018
Inspections	3,119	2,738	2,635		
Inspection Goals	4,245	3,440	2,869		
Consultation	1,421	1,410	1,397		
Consultation Goals	1,100	1,100	1,110		
Trained	11,548	10,227	8,762		
Training Goals	9,600	9,600	9,600		

Compliance Activity	2014	2015	2016	2017	2018
Serious Violations	3,497	2,909	2,894		
Willful Violations	10	11	5		
Average Serious Penalty	\$1,283	\$1,454	\$1,662		
Followups	136	145	105		

PART II - REVIEW OF SPECIFIC OUTCOME GOALS AND ACTIVITIES IN AREAS OF EMPHASIS

1.1 Reduce Construction Industry Fatality Rate Statewide by 2% by the end of FY 2018

Significant safety and health strides have been made reducing the fatality rate in the construction industry. During the last strategic planning cycle, the construction fatality rate fell by 60%. Even with these reductions, the construction industry continues to have a high number of workplace accidents compared to other industries, and this can have a significant impact on the state's overall outcome goals of reducing injury, illness and fatality rates.

Strategies for Achieving Specific Outcome Goal

- Conduct Occupational Safety and Health Division (OSH) compliance, consultation, and training interventions and outreach
- Utilize inspection guidelines established for the construction industry
- Maintain strong working relationships with construction industry groups through partnerships, alliances and other outreach efforts
- Identify high fatality, high activity counties for special emphasis on an annual basis
- Re-inspect those employers with work place fatalities
- Use informal settlement agreements to require employers to attend construction training
- Provide Hispanic outreach personnel to conduct construction training in Spanish
- Establish partnership agreements at high visibility construction sites
- Develop Spanish language publications and training materials specific to construction
- Distribute outreach letters and training materials for companies cited for five or more serious violations.
- Promote recognition programs such as building/sub-contractor Star and SHARP
- Conduct consultative blitzes in high fatality and activity counties
- Inspect all cranes operating on construction sites
- Utilize mobile training unit “Labor One” for on-site training as requested
- Analyze statistical data to confirm validity of inspection targeting process
- Develop materials and training presentations specific to the construction industry

Outcome	Baseline	2014	2015	2016	2017	2018
Fatalities	30	17	15	15		
Rate	.00089	.0093	.0084	.0078		
Hispanic	N/A	9	6	4		

Construction	2014	2015	2016	2017	2018	Total
Inspections	1,255	1,102	1,285			
Goals	1,075	1,075	1,100			
Consultation	221	273	252			
Goals	150	150	150			
Trained	1,619	2,504	3,069			
Goals	2,500	2,500	2,500			

1.2 Decrease Fatality Rate in Logging, and Arboriculture by 2% by the End of FY 2018

The State has had success in reducing the number of fatalities in logging and arboriculture. The SEP for logging was initiated in FY 1994. This was in response to 13 logging fatalities in FY 1993. Experience has shown that a reduction in OSH activity can translate into an increase in the number of injuries and fatalities in this industry. In three of the five years of the previous strategic plan, the total number of fatalities was below the baseline number but the final fatality rate did not meet the established goal. For this reason, and the industry’s fatality history, logging Northern American Industry Classification System (NAICS 11331)

and arboriculture (NAICS 56173) remains in the Strategic Plan.

Strategy for Achieving Specific Outcome Goal

- Place increased emphasis on tracking specific injuries and fatalities on a monthly basis. If there is an increase in injuries and fatalities, additional resources could be allocated including inspection and focused training events
- Increase employer and employee awareness of regulatory requirements and safety and health work practices
- Change employer and employee behavior to improve job safety and health through education, consultation, and compliance interventions
- Establish and maintain strong working relationships with industries, associations, groups, and key individuals through alliances and other outreach efforts
- Continue use of meaningful safety and health programs with site specific safety training such as the Pro Logger training
- Develop materials and training presentations specific to the industry
- Focus training events and outreach to specific problem areas such as tree felling
- Evaluate SEP strategies to maintain effectiveness
- Utilize guidance documents that address work place hazards that are common to the industry

Outcome	Baseline	2014	2015	2016	2017	2018
Fatalities	3	2	6	7		
Rate	.02644	.0172	.0177	.0221		

Logging	2014	2015	2016	2017	2018	Total
Inspections	61	54	81			
Goals	75	75	60			
Consultation	15	15	18			
Goals	15	15	15			
Trained	280	232	141			
Goals	25	150	150			

2.1 Reduce the DART Rate in Grocery and Related Product Wholesalers (NAICS 4244) by 10% by the end of FY 2018

The State’s strategic planning process includes statistical analysis to determine which industry groups have high injury and illness rates that could affect the state’s goal of reducing the overall injury and illness rate. The baseline rate for grocery and related product wholesalers is 4.1 which was more than twice the overall DART rate of 1.6. For this reason, this industry has been added as an area of emphasis in the current SP. The first year of any new addition to the SP is designated as a planning year. FY 2014 was a planning year for grocery and related product wholesalers. A strategic management plan committee was established to manage the planning process. This includes developing strategies to achieve

established goals and determining the appropriate activity level for department intervention including compliance activity, consultation, and training. In FY 2015, Operational Procedure Notice (OPN) 145 was developed to provide guidance in identifying hazards and completing inspections in the grocery industry. The most recent industry DART rate is less than the baseline.

Strategy for Achieving Specific Outcome Goal

- Provide OSH compliance, consultation and training interventions
- Determine activity levels for OSH intervention
- Determine need for a grocery hazard alert and other industry specific training materials
- Evaluate inspection data to determine if there are any industry trends that should be addressed
- Advance alliances with industry trade groups
- Expand recognition programs such as Carolina Star and SHARP programs
- Evaluate employer’s safety and health program during intervention and recommend improvements

Outcome	Baseline	2014	2015	2016	2017	2018
DART	4.1	n/a	3.3	n/a		

Grocery	2014	2015	2016	2017	2018
Inspections	planning year	47	29		
Goals	planning year	20	20		
Consultation	planning year	6	4		
Goals	planning year	4	4		
Trained	planning year	2	4		
Goals	planning year	25	25		

2.2 Reduce the DART Rate in Long-Term Care (LTC) by 10% by the end of FY 2018

While progress has been made in this industry group during previous planning cycles, the baseline rate of 4.7 was still more than twice the overall DART rate. For this reason, the LTC (NAICS 623) emphasis area has been carried over from the previous strategic plan. The most recent DART rate is below the baseline.

Strategy for Achieving Specific Outcome Goal

- Conduct OSH compliance, consultation, and training interventions
- Develop and maintain alliances in LTC including the public sector
- Advance ergonomics guidelines during OSH interventions
- Address elements of long term care intervention contained in OPN 132 including bloodborne pathogens, tuberculosis, ergonomics, slips, trips, falls, and workplace violence
- Develop materials and training presentations specific to the industry
- Distribute outreach material through direct contact with affected employers

- Properly code inspections for accurate tracking of activity at specific work sites
- Develop procedures to reduce work place violence in LTC facilities

Outcome	Baseline	2014	2015	2016	2017	2018
DART	4.7	4.2	3.5	n/a		

Long Term Care	2014	2015	2016	2017	2018	Total
Inspections	93	64	61			
Goals	60	60	60			
Consultation	45	67	59			
Goals	25	25	25			
Trained	123	45	32			
Goals	75	50	50			

2.3 Conduct Emphasis Inspections, Training, and Consultation Activity in Establishments Where Employees Might be Exposed to Health Hazards Such as Lead, Silica, Asbestos, Hexavalent Chromium and Isocyanates

The State has established a special emphasis program to address health hazards in the work place. The current health hazards include lead, silica, asbestos, hexavalent chromium, and isocyanates. Tracking mechanisms have not been developed to allow for the establishment of specific outcome measures in this area of emphasis. The State will continue to monitor the progress of Federal OSHA in developing reliable outcome measures for health issues. A reduction in illnesses relating to the emphasis health hazards identified could influence the primary outcome goal of reducing the overall injury and illness rate by 10% during the five-year cycle of the strategic plan.

Strategy for Affecting Overall Outcome Goals through Elimination of Health Hazards

- Pursue OSH compliance, consultation and training interventions
- Conduct follow-up inspections where overexposure was initially detected
- Develop hazard alerts, training materials and industry guides for specific health hazards
- Provide consultative support on chemicals identified in health hazards SEPs
- Research and review site specific data sources that could be used to identify employers having or potentially having health hazard exposures
- During interventions, identify workplace activities where health hazards may be present
- Secure information from other agencies concerning possible employee overexposure
- Utilize specific inspection procedures described in OPN 135

Health Hazards	2014	2015	2016	2017	2018	Total
Inspections	164	142	100			
Goals	200	180	100			
Consultation	139	181	170			
Goals	100	100	100			
Trained	441	395	419			

Goals	700	400	400			
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Inspections with Detectable Results

Hazard	Inspections	Samples	Overexposures	Surveys
Silica	13	19	11	55
Lead	9	17	6	44
Asbestos	1	2	0	28
Cr(VI)	5	9	0	29
Isocyanates	0	0	0	25
Totals	28	47	17	181

2.4 Reduce the DART Rate in Establishments in Food Manufacturing (NAICS 311) by 10% by the end of FY 2018

The strategic planning process is intended to allocate resources in those areas of emphasis with above average injury and illness rates in an attempt to impact the overall State injury and illness rate. The Food Manufacturing (NAICS 311) DART rate was 2.6 in FY 2012 which was more than the overall DART rate of 1.6. For this reason, food manufacturing was carried over to the current five year Strategic Management Plan. The baseline rate for this industry is 3.3 which is the five year average DART rate for the period 2007-2011. Operational Procedure Notice 140 was developed to establish the special emphasis program (SEP) for food manufacturing and provide specific inspection guidelines. The most recent DART rate is below the baseline.

Strategy for Achieving Specific Outcome Goal

- Give special attention to the OSHA recordkeeping process at each site visited
- Interview a sufficient number of employees to confirm accuracy of OSHA 300 log entries
- Develop educational materials and training presentations specific to this industry
- Provide consultation and technical assistance at sites covered by this area of emphasis
- Conduct inspections addressing industry hazards identified in OPN 140
- Utilize ergonomics inspection procedures to determine the appropriate response when ergonomic hazards may exist
- Consider inspection of additional company sites on targeting schedules when three or more serious violations are identified
- Ensure that all CSHOs are sufficiently trained to recognize hazards associated within the food manufacturing industry

Outcome	Baseline	2014	2015	2016	2017	2018
DART	3.3	2.5	2.8	n/a		

Food	2014	2015	2016	2017	2018	Total
Inspections	32	78	56			
Goals	50	50	50			
Consultation	18	15	22			
Goals	10	10	10			
Trained	26	18	13			

Goals	25	25	25			
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2.5 Reduce the DART Rate for Establishments in the Accommodation Industry by 10% by the end of FY 2018

A review of injury and illness statistics identified the accommodation industry (NAICS 721) as a candidate to be added to the state's SP for FY 2014-2018. This employment sector not only had a high DART rate of 3.6 but includes over 2,000 active sites. The first year of the Strategic Plan was designated as a planning year. A strategic management plan committee, representing the entire OSH Division, was established to manage the planning process. This included developing strategies to achieve established goals and determining the appropriate activity level for division intervention including compliance activity, consultation, and training. The 2014 DART rate was significantly below the baseline. So for this year the accommodation industry was placed in a maintenance mode for FY 2015. The most recent DART rate is still slightly below the baseline. The SEP team will evaluate to determine if this emphasis area needs to be taken out of maintenance mode.

Strategy for Achieving Specific Outcome Goal

- Compile and review inspection data to determine if any trends have developed within the industry that should be addressed
- Create alliances with associations representing employers in the industry group
- Determine appropriate activity level for division intervention including compliance, consultation, and training
- Concentrate on specific industry hazards that have an impact on the overall injury and illness rate
- Prepare and distribute industry specific training materials including PowerPoint presentations, hazard alerts, quick cards, and brochures
- Utilize inspection policy documents that address hazards common to the accommodation industry
- Review injury and illness data to determine appropriate status within strategic plan

Outcome	Baseline	2014	2015	2016	2017	2018
DART	2.3	1.5	2.2	n/a		

Accommodation	2014	2015	2016	2017	2018
Inspections	planning year	18	n/a		
Goals	planning year	20	n/a		
Consultation	planning year	4	n/a		
Goals	planning year	4	n/a		
Trained	planning year	40	n/a		
Goals	planning year	25	n/a		

PART III – SPECIAL ACCOMPLISHMENTS: FY 2016

1. The State's total recordable case rate was the lowest in program history at 2.8 for FY 2015, which is the most current year available.
2. The State experienced its lowest recordable DART rate of 1.4 for 2015.
3. A policy that resulted in raises for 80 employees for attaining certain professional certifications in 2015 has shown to be successful and an additional 60 staff attained certifications in 2016. The staff certifications and credentials strengthen the ratios associated with professionalism in the department and is showing movement towards the overall strategy to retain experienced safety and health professionals.
4. Customer input was realized through a meeting of the OSH Advisory Council in early 2016 in the Western part of the State. OSH Division staff met with representatives of various advocacy groups in FY 2016, participated in meetings with advocacy groups and employee representatives. OSH participated in meetings with: North Carolina Justice Center, AFL-CIO, Farm Labor Organizing Committee, Farm Labor Practices Group, Student Action with Farmworkers, Farmworkers Advocacy Network and the Western NC workers Center of State Employees Association of North Carolina (SEANC). Plans are underway to continue this dialog in FY 2017.
5. Five change requests were submitted for the new OSHA Express data management system along with numerous modifications this past year.
6. In fiscal year 2016 OSHNC transmitted a full year of data from OSHA Express to OSHAs OIS via the new interface.
7. A modification was made to OSHA Express in FY 2016 to allow for the issuance of administrative penalties, in addition to gravity based penalties. Previously, the staff had to modify each gravity based penalty generated by the system to reflect the established administrative penalties prior to citation issuance.
8. A total of 32 action requests were processed by the OSH Division. This quality program activity provides opportunities for program improvement identified by customers, division employees or as a result of internal audits and Federal OSHA audits. Ongoing revisions made to the Field Operations Manual (FOM) and Operational Procedure Notices as a result of the quality program action items.
9. OSH closed out numerous inspection files on the OSHA's IMIS system, prior to the system being decommissioned July 1, 2016. Four NCR's servers previously being

utilized by OSH were decommissioned and disposition arrangements were made per federal procedures.

10. OSH provided a participant to the OSHA Legacy Data (OLD) workgroup. The OLD system was developed to transfer and maintain IMIS data. The OLD system was partially rolled out in FY 2016, and additional features are being added to allow OSHA and State plans to access and modify pre-OIS inspection files, as necessary. The OLD system was necessary as OSHA's new OIS system was not built to be compatible with the IMIS system and the data contained in IMIS was in danger of being lost since the IMIS system was being decommissioned.
11. OSH Compliance had annual training September 12th-14th. Classes included: construction hazard identification, electrical hazards, cranes, long term care facilities, handling of antineoplastic agents, silica standards overview, asbestos awareness, industrial hygiene case studies, combustible dust, welding and cutting, heat stress, grain bin safety, spray finishing, confined space, scaffolding safety, pesticides, sampling techniques, noise, logging and arboriculture, respiratory protection, construction and machine guarding.
12. OSH Compliance conducted technical writing October 11th-13th at the Charlotte field office.
13. An additional level of case file review for high profile cases was created with the establishment of the position of OSH Reviewer and Program Analyst. This position reports to the Assistant OSH Director and reviewed 165 cases this past fiscal year.
14. OSH hosted the fall 2016 Occupational Safety and Health State Plan Association (OSHSPA) conference in Wilmington, North Carolina September 20-22, 2016. The conference had over 70 attendees from 20 state plans and OSHA.
15. OSH was 1 of 10 State Plans to provide a member to the OSHA Injury Tracking Application (ITA) workgroup. This workgroup was formed to help develop OSHA's new electronic injury collection system that will be deployed in 2017, for employers to comply with new OSHA 1904 recordkeeping requirements.
16. The OSH Director is on the Board of OSHSPA as the Vice Chair. The OSHSPA Board meets with OSHA leadership 3 times a year to plan and coordinate OSHSPA meetings in an effort to better ensure consistency amongst OSHA programs nationwide.
17. OSH participated in meetings across the State with the various regional safety schools.
18. OSH participated in the 1st annual Summit on Safety Leadership (sponsored by the Safety & Health Council of NC; NCSU Industry Expansion Solutions; NCDOL; and the NC Zoo)

19. OSH had a change in leadership in FY 2016. OSHNC Director Allen McNeely retired and Kevin Beauregard was appointed OSH Director in August 2016.
20. OSH State Plan Coordinator, Steve Sykes, retired July 1, 2016. Judyth Niconienko began duties as the new OSH State Plan Coordinator in September 2016.
21. An antineoplastic agents rule went into effect in June 2016. North Carolina Administrative Code (NCAC) Title 13 NCAC07G.0101 incorporates by reference, the recommendations issued by the National Institute for Occupational Safety and Health (NIOSH) of the Centers for Disease Control and Prevention (CDC), as contained in the Alert: Preventing Occupational Exposure to Antineoplastic and Other Hazardous Drugs in Health Care Settings, as published in 2004.
22. Governor McCrory issued Executive Order #83. This Executive Order addresses the issue of businesses that engage in “employee misclassification” by improperly classifying their employees as independent contractors which enables businesses to avoid the liabilities and obligations imposed by state and federal law. The Order also establishes an Employee Classification Section within the N.C. Industrial Commission to investigate complaints and referrals associated with employee misclassification. Finally, the Executive Order encourages the Commissioner of Labor and other agencies to designate employees to serve as a liaison to this new Industrial Commission Section. A liaison was established and a new State “S” code has been created in OSHA Express (OE) for compliance officers to identify inspections where an issue of potential employee misclassification has arisen. A monthly report of all such businesses coded in this manner will be provided to the N.C. Industrial Commission by the designated liaison.
23. The OSH Director’s Office issued a turnover report in January 2016. This report linked an increasingly high turnover rate the past several years among safety and health compliance officers, to low salaries. This information was shared with the Office of State Human Resources. (OSHR). OSHR also had an outside contractor perform a salary comparison study. The OSHR study and the OSH turnover report had similar findings. A 7% salary increase adjustment was provided to the majority of compliance officers in FY 2016, funded by a salary adjustment fund. In addition a modest across the board increase was provided by the Legislature. Additional efforts are being made in an effort to secure additional increases, to better ensure OSH can attract and retain qualified safety and health professionals.
24. Approximately \$266,302.00 was secured in supplemental funding from OSHA at the end of FY 2016 to purchase much needed field monitoring equipment and various other items. OSH appreciates OSHA recognizing our needs and making this funding available to us. Both grants received one-time additional funding in 2016. The 23(g) grant received an additional \$229,408.00 and the 21(d) grant received an additional \$36,984.00.
25. The OSH Director is on the Advisory Board for the North Carolina Occupational Safety and Health Education and Research Center (NC OSHERC). NC OSHERC is led by the University of North Carolina with collaboration with NC State University and Duke

University. The mission of NC OSHERC is to provide high quality education and research training in occupational health and safety sciences for the protection of workers. The Advisory Board met in February 2016.

26. As part of the OSH quality program, 17 internal inspection report audits were conducted by the OSH Director's Office that covered FY 2016. The purpose of the audits was to ensure that inspection activities were being conducted in accordance with established policies and procedures. The findings of these audits were posted internally and feedback was provided to the compliance bureau chiefs, supervisors, and compliance officers.
27. After an inspection of Bartlett Milling, a grain milling facility, it was closed with the signing of a formal statewide settlement agreement. Stipulations of the agreement include a prohibition on milling "super fine" wheat flour; reconstruction to be in accordance with current grain processing and combustible dust hazard control consensus standards and when the reconstruction is completed to test for combustible dust and to confirm current combustible dust explosion mitigation efforts are working. Adjustments should be made in the process where necessary.
28. High vacancy rates and new hires continued to impact compliance activities. Current CSHO's are required to take on more significant cases in addition to training new hires.
29. A trench cave-in with NC Department of Transportation was investigated, with issuance of two willful serious trenching violations and \$140,000 in penalties.
30. The OSH division was engaged in three high visibility construction projects in support of the construction strategic goal. The Holder Construction Company, North Hills Tower II project which was closed out on 3/9/16, Skanska Construction, Rex Hospital, Heart and Vascular Hospital, that should close out at the end of 2016 and an ongoing project with Flatiron/Blythe Development Company, Future Piedmont Triad International /Greensboro Eastern Loop-Greensboro.
31. The OSH complaint desk processed 2,386 complaints and 823 referrals in FY 2016. This was a significant increase over the 1,834 complaints and 709 referrals in FY 2015. Over 2,481 additional contacts were made with the public that did not result in a valid complaint.
32. The OSH Lab completed 748 in-house equipment calibrations. An additional 89 pieces of equipment were sent to the manufacturer for calibration or repair.
33. The NCDOL library loaned 1,287 safety videos (including 66 in Spanish), and 299 print volumes.
34. The NCDOL librarian responded to 1,339 information requests, handled 462 reference questions, served 484 walk-ins, and acquired 321 volumes.
35. One OSH staff member attained the Certified Industrial Hygienist designation. Certified Industrial Hygienist (CIH) is a safety and/or health professional who has met education and experience requirements, has demonstrated by examination the knowledge that applies to the professional practice of industrial hygiene, continues to meet recertification

requirements established by the American Board of Industrial Hygiene (ABIH), and is authorized by ABIH to use the Certified Industrial Hygienist designation.

36. Three OSH personnel attained the Certified Safety Professional designation. Certified Safety Professional (CSP) is a safety and/or health professional who has met education and experience requirements, has demonstrated by examination the knowledge that applies to professional safety practice, continues to meet Recertification requirements established by the Board of Certified Safety Professionals, and is authorized by Board of Certified Safety Professionals (BCSP) to use the Certified Safety Professional designation.
37. Six OSH personnel attained the Associate Safety Professional designation. Associate Safety Professional (ASP) is an independent certification awarded by BCSP. This certification denotes that an individual has met academic requirements and has passed the Safety Fundamentals Examination (the first of two examinations leading to the CSP).
38. Fifteen OSH personnel attained the OSH Construction Safety Specialist Program (OCSS) certification. To be eligible for this program, the employee must be recommended by their supervisor and/or bureau chief. This program focuses on advanced construction topics to include, but not limited to Excavations and Trenching, Cranes and Derricks, Fall Protection, Steel Erection, Electrical Safety, Scaffolding, Residential Construction (i.e.; frames, trusses, and roofing), Health Hazards, Concrete and Masonry and Material Handling Equipment (i.e.; loaders, bulldozers) and Work Zone Safety. Each course contains a field portion with an emphasis on OSH inspection procedures.
39. Thirty OSH personnel attained the Manager of Environmental Safety and Health (MESH), Construction MESH, and/or Public Sector MESH designation as a result of receiving 100 hours of safety and health training. This designation is offered in collaboration with NC State Industry Expansion Solutions and the Safety and Health Council of North Carolina.
40. Three OSH personnel attained the 500 and/or 501 Train the Trainer Authorization. To be eligible for this program, the employee must be recommended by their supervisor and/or bureau chief. This authorization allows an employee to teach State and Federal 10 and 30 hour courses. In addition, three OSH personnel attended the 502 refresher class and were recertified as authorized trainers for the construction industry.
41. One OSH staff member attained the Certified Hazardous Materials Manager designation. Certified Hazardous Materials Manager (CHMM) is a certification established by the Institute of Hazardous Materials Management (IHMM) held by those that have demonstrated professional competency in the area of hazardous materials pertaining to standards, regulations, management, occupational safety and health. The CHMM credentials received accreditation from the American National Standards Institute (ANSI) under ANSI/ISO/IEC 17024, the international standard for personnel certification programs.
42. One OSH member attained the Occupational Health and Safety Technologist designation. Occupational Health and Safety Technologist (OHST) is a title awarded to safety practitioners who meet and continue to meet all requirements established for the OHST by BCSP. Some examples of occupational health and safety activities are making worksite assessments to determine risks, potential hazards and controls, evaluating risks

and hazard control measures, investigating incidents, maintaining and evaluating incident and loss records, and preparing emergency response plans.

43. The Education, Training and Technical Assistance (ETTA) training section participated in 230 events to include speaker's bureau requests, 10 and 30 hour courses, individual topic workshops, webinars and public outreach fairs and conferences.
44. Safety and health outreach, from ETTA, is provided to the Spanish speaking population through delivery of individual topic workshops, 10 Hour construction industry courses and participation in events such as the La Fiesta del Pueblo. A total of 461 construction workers were trained in FY 2016.
45. ETTA offered 175 hours of formal training, 119 hours of continuing education, and 57 hours of other job related training to internal personnel. Courses offered include:
 - a. OSHA 100 (Initial Compliance Course)
 - b. OSHA 125 (Introduction to safety Standards for Industrial Hygenists)
 - c. OSHA 105 (Introduction to safety Standards for Safety Officers)
46. The ETTA training section conducted five 10-hour and two 30-hour general industry awareness courses and ten 10-hour and two 30-hour construction awareness courses.
47. The ETTA training section offered the second train the trainer refresher courses for construction (502) and general industry (503).
48. The ETTA training section participated in and hosted a booth during the Mexican Consulate Labor Week. NCDOL staff handed out materials and were available for questions.
49. ETTA provided several public service announcements relating to construction work place hazards were broadcast on Hispanic radio across the State. Topics discussed included Heat Stress, Confined Space, Fall Protection, Carbon Monoxide, Electrical Safety, and Introduction to OSHA, Struck By /Caught Between, Personal Protective Equipment, and Hazard Communication.
50. OSH participated with Federal OSHA in the National Safety Stand Down to Prevent Falls in construction. The ETTA training section hosted three large training events at construction projects in Greensboro and Raleigh. Labor One was on site for training and personal protective equipment demos.
51. There are currently nine active alliances including Carolinas AGC, Forestry Mutual Insurance Company, Lamar Advertising Company, Mexican Consulate, N. C. Forestry Association, N. C. Home Builders Association, N.C. State University/Industry Expansion Solutions, National Utilities Contractor's Association of the Carolinas, and the Safety and Health Council of North Carolina.
52. ETTA created and distributed a new brochure for the top ten frequently cited serious standards in 2015 was created. In addition two industry guides, four brochures, and four hazard alerts were reviewed and revised.
53. ETTA sent out letters to staffing agencies regarding the responsibilities related to occupational safety and health for temporary workers that was created and mailed to 3485 employers in North Carolina.

54. ETTA added 54 documents to the Field Information System including updates to the Field Operations Manual, new OSH Division policies, and adoption of multiple Federal OSHA Instructions.
55. ETTA distributed 46,451 publications to employers and employees across the state, The Publications Desk served 5,671 customers and the Standards Section answered 3,954 standards inquiries.
56. Final rules adopted in NC included new rules for confined spaces in construction standards and updated recording and reporting requirements.(29CFR 1901)(29 CRF 1926 Subpart AA)
57. ETTA wrote procedures for conducting inspections and issuing citations associated with the temporary workforce. Procedures were also written for ensuring uniform enforcement of the logging operations standard (29 CFR 1910.266).
58. ETTA hosted the 2016 Annual Carolina Star Safety Conference which had 678 registered attendees with a total of 740 in attendance.
59. The ETTA Recognition Program Section trained 13 Special Star Team Members (SSTMs) during the FY and achieved 12 re-certifications, four promotions and six new Star sites were added for an overall total of 147 Star Sites: 101 Carolina Star sites, 21 Building Star sites, 20 Public Sector Star sites and 5 Rising Star sites.
60. The OSH Safety Awards Program celebrated its 70th year and gave out 2865 Gold Awards, 510 Silver Awards, and 113 Million Hour Awards. There were 4,362 in attendance and 33 banquets.
61. The Agricultural Safety and Health (ASH) Bureau completed 1,703 preoccupancy housing inspections of migrant farmworker housing and 64 compliance inspections. Housing certificates were issued to 1,605 sites with total occupancy (beds) of 21,527.
62. ASH held their Annual Gold Star recognition awards program and hosted 141 Double Gold Stars and 84 Single Star growers.
63. ASH conducted a number of outreach/training sessions for growers and migrant farmworkers on N.C. farms. At farm locations, training stations were set up, and staffed by ASH, USDOL Wage and Hour Division and members of the Office of Migrant Health. All sessions were conducted in both Spanish and English.
64. In June ASH staff worked with tobacco growers in Nash County to conduct onsite training in agricultural safety issues for 200 farmworkers and 40 growers. This training was hosted and organized by GAP Connections and assisted by members of the tobacco consortium' Farm Labor Practices Group' (FLPG). Richard Blaylock, Bridget Dutton (USDOL/Wage Hour) and Regina Cullen (NCDOL).
65. Christmas tree grower training was held in June, sponsored by N.C. Cooperative Extension and with an ASH staff member participating as a trainer.
66. There were two new hires in ASH: a bilingual inspector from Puerto Rico with medical/health and safety experience and a returning CSHO from OSH Eastern Compliance Bureau. A bilingual summer intern, a rising senior at University of NC –

Chapel Hill (UNC), who was sponsored by the N.C. Department of Administration Governor's Internship program, assisted with summer on-farm training programs.

67. The ASH Bureau continues to strengthen partnerships and associations with other groups, such as: NCSU cooperative extension agents, the East Carolina University (ECU) Agro medicine program, and the Office of Rural Health. In FY 2016 ,ASH personnel conducted training at the tobacco grower meetings sponsored by R.J. Reynolds Tobacco (RJRT); the National Christmas Tree Grower Association meeting; and with a number of other grower organizations meetings during 2016.
68. The ASH Bureau's safety and health training model for agricultural employees has been adopted and promoted by tobacco companies for use in many southeastern states throughout the U.S. In 2016 the on-farm hands-on training model, and the safety videos that ASH created, were used in Tennessee and Kentucky under the auspices of GAP (Good Agricultural Practices) Connections. The current bilingual safety video produced by ASH and NC State University will become part of the GAP Connections program and will be used to educate farmers and farmworkers in twelve states.
69. The Consultative Services Bureau (CSB) continued targeted mailings to employers covered by the strategic plan including 516 grocery wholesaler employees.
70. Fifty new SHARP sites were recognized in FY 2016 by CSB, bringing the total number of SHARP sites to 219. This includes private sector (172), public sector (41), and construction sites (6).
71. Employers identified as having an experience modifier of 1.5, or higher, were contacted by CSB to inform them of the need to develop a safety and health program and committee structure, under the state's safety and health program rule. 631 of the employers responded and confirmed receipt of the notification.
72. There were a total of 3,201 surveys mailed by Planning, Statistics and Information Management Bureau (PSIM), to public sector employers (collection of calendar year 2015 injury and illness data). As of the end of FY 2016, 3,157 survey responses were received with a 98.6 percent response rate and **a 100 percent clean rate**. As of the end of FY 2016, all but 13 surveys for 8 public sector employers have been collected with efforts continuing to collect these outstanding surveys by the end of calendar year 2016.
73. PSIM completed an analysis of data collected from the 2012, 2013, and 2014 Public Sector Surveys resulting in updated established target rates for employer specific categories.
74. PSIM Bureau Chief continued to perform duties associated with the responsibility of being the Medical Records Coordinator for the OSH Division.
75. PSIM analyzed public sector inspection activities for FY 2011 – 2015; construction inspection activities for FY 2015; completed FY 2015 Occupational Fatalities Comparison Report (OFIR Report Analysis) and also analyzed and verified CY 2015 fatality data for Communications Division's annual press release.

76. PSIM continued refinement of the OSH private and public sector databases to supplement our exclusive use of the Division of Employment Security (DES) database.
77. PSIM received, researched, and processed 1,113 requests for revisions/changes to the private and public sector databases, which helps to enhance the accuracy of the site databases and the OSH Division Targeting System.
78. PSIM updated the following targeting and assignment schedules including the Public Sector Schedule, General Industry Schedules (Safety and Health) ASH Schedule, Health Hazards Schedules (Asbestos, Lead, and Isocyanates), Fatality Rate inspection Schedule and the Communication Tower Schedule
79. PSIM staff participated as a representative from the OSH Division to the Occupational Surveillance Advisory Group.
80. Bureau Operating Procedures were updated and posted to the One Stop Shop by PSIM and a compilation of OSH data was initiated for the NCDOL Annual Report, the OSH Annual Program Statistics Report, and various other annual reporting requirements.
81. After several years of contracting for the OSH Compliance inspection files to be imaged by an outside company, PSIM staff began successfully imaging these files in-house.
82. PSIM received 785 disclosure requests in FY 2016 and processed 655 requests (608 from FY 2016 and 47 from previous years) during this fiscal year, which resulted in an 83.5% response rate.
83. PSIM provided notifications of workplace accidents and fatalities to the North Carolina Department of Commerce, North Carolina Industrial Commission Fraud Investigations Unit (FIU) of the Insurance Compliance and Fraud Investigation Section.

PART IV - SUMMARY

North Carolina has developed a Strategic Management Plan with specific outcome goals. This approach is consistent with the requirements of CSP 02-15-04 and the Government Performance and Results Act of 1993 (GPRA). The state's specific overall outcome goals include reducing the rate of workplace fatalities by 2% and reducing the rate of workplace injuries and illnesses by 10% by September 30, 2018. The plan also provides program guidance for the most appropriate allocation of resources in pursuit of the outcome goals.

As well as overall outcome goals, the plan includes activity and outcome goals for specific areas of emphasis. The new five year plan includes two new areas of emphasis. These include grocery and related product merchant wholesalers (NAICS 4244), and accommodation (NAICS 721). As well as these new areas of emphasis, the plan includes carryovers from the previous planning years including construction, logging and arboriculture, long term care, health hazards and food manufacturing.

Each of the plan's areas of emphasis is managed by a specific strategic management plan committee made up of OSH employees. Strategies to achieve outcome goals are continuously reviewed and can be altered to enhance program performance. Any changes to the plan are documented annually and the revised plan is submitted to Federal OSHA as part of the 23(g) grant application process.

The FY 2016 SOAR documents activity during the third year of the current five year strategic planning cycle which began on October 1, 2013 and ends on September 30, 2018. Some injury and illness statistical data is not available through 2016 to allow comparisons with the baseline to reflect the progress being made in achieving five year outcome goals. Comparisons can be made of activity levels on an annual basis.