



Special Star Team Member Program Policies and Procedures



**Occupational Safety
& Health Division**

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Special Star Team Member Program Policies and Procedures

1.0 North Carolina Department of Labor Special Star Team Members (SSTMs)

1.1 Executive Summary

SSTMs are to be engaged in order to leverage the North Carolina Department of Labor Division of Occupational Safety and Health's (NCDOL OSH) limited resources by utilizing qualified Star worksite employees and independent private sector safety and health professionals during Onsite Star Evaluations.

This section will address the policies and procedures for SSTM activities and provides the overall policy framework for SSTMs. Also, included in this section, are the requirements to register as an SSTM, the training to be received, how an SSTM participates in activities of the Star Programs, and clarification of terms of service for SSTMs.

NOTE: SSTMs will be able to perform as team members at worksites that are applying for Star participation or preparing for the recertification process. SSTMs can only provide input and recommendations as it pertains to the Star team's decision to recommend a new Star worksite for participation in the program. Only the Commissioner of Labor and Deputy Commissioner/Director have the authority to make final approval and removal of worksites from the NCDOL OSH programmed inspection list.

1.2 Purpose

This instruction describes and implements the policies and procedures governing the administration and operation of the SSTM activity conducted under the analysis and support of the Education, Training and Technical Assistance Bureau's Recognition Program Manager.

1.3 Overview

To ensure the quality of the onsite evaluations, the SSTMs will work under the direction of a trained Star Consultant (Team Leader). All applicants who meet the eligibility requirements as described in Section 4.0 of this document, and who complete the training and testing requirements will be classified as qualified SSTMs.

New applicants must submit a completed application to participate as a SSTM. Appendix B identifies documents that will be required to be submitted initially, and annually thereafter. *If the deadline falls on a weekend or a holiday, applications are due on the first business day following the deadline. Late applications will be processed at the discretion of the Recognition Program Manager.* All SSTM applicants must attend initial training and pass a written exam. The Recognition Program Manager will notify applicants regarding the status of their application and the date(s) and location(s) of training. The Recognition Program Manager must approve the SSTM application before the applicant may be approved to attend training. The Recognition Program Manager will send a letter to notify those applicants that did not meet the SSTM qualifications.

Initial SSTMs will be appointed to a three-year term of service. In order to continue participation, SSTMs must attend a recertification training at the end of their initial 3-year

term of service by attending a one-day training class. Thereafter, the SSTM must keep current the requirements and qualifications for continued participation. Notification of recertification requirements and training class date(s) will be sent to the SSTMs Recognition Program prior to the expiration of their service. To continue participation in the Program SSTMs must:

1. Maintain minimum requirements and qualifications (Appendix A); and
2. Update and submit notarized Conflict Disclosure Form (Appendix D) and the Release and Waiver of Liability Agreement annually (Appendix E).

NOTE: SSTMs are encouraged to participate in at least one Star evaluation during a three-year period.

2.0 Definitions

Applicants/Star Participant: Permanent, full-time employees of Star worksites.

Education, Training and Technical Assistance (ETTA) Bureau: Carolina Star/SSTM Programs are directed and maintained within this Bureau of the Department of Labor.

Carolina Star Program: The Carolina Star Program (hereafter referred to as Star Program) consists of four programs: Carolina Star, Rising Star, Public Sector Star, and Building Star. The Star Program recognizes excellence in site-specific occupational safety and health management systems

NCDOL OSH: Refers to the North Carolina Department of Labor, Occupational Safety and Health Division and its related staff members.

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.

Registration Deadline: The deadline by which the SSTM registration form and application documents must be received in ETТА's Recognition Program office for processing and/or applicant participation.

Safety and Health Professional (Non-Star Worksite Participants): An individual employed in a position in which more than 50% of daily duties are dedicated to conducting or managing worksite or corporate safety or health activities.

Special Star Team Member (SSTM): A permanent, full-time employee of a Star worksite participating in the Star Program or private sector safety and health professional who meets the participation requirements and acts in the capacity of a state government volunteer while assisting in conducting Onsite Star Evaluation. SSTMs are required to receive initial training and one recertification training after three years. Additional recertification classes are not required to maintain status; however, if room is available the SSTM can attend additional recertification classes.

SSTM Forms: The forms that must be submitted to Recognition Program office in order to apply for participation as an SSTM and annual requirements to maintain qualifications:

The appendices include information and required documents to be completed for initial participation as a SSTM along with the legal documents that will be submitted initially and annually thereafter.

Appendix A – SSTM Qualifications: Specifies qualifications required to be eligible to participate.

Appendix B – SSTM Application and Registration: Legal document required to be submitted for review by Recognition Program Manager for SSTM training approval.

Appendix C – SSTM Code of Conduct: Legal document that will be submitted initially and annually thereafter.

Appendix D – Conflict Disclosure Form: Identifies any conflicts that would prevent a SSTM participating with specific companies.

Appendix E – Release and Waiver of Liability Agreement: Legal document required to be completed with Application and Registration.

Star Program Consultant (Team Leader): 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.

Term of Service: Initial SSTM training certification will be valid for three years. SSTMs must attend one recertification training after completion of the three years. The SSTM will not be required to attend another recertification training unless they no longer meet the qualifications or do not actively participate as a SSTM as opportunities are provided.

3.0 Introduction

3.1 Purpose

This instruction describes and implements the policies and procedures governing the administration and operation for SSTM activities.

3.2 Scope

Participation in this program applies to any person experienced in applying regulations, experienced in a leadership position(s) in the Star Program worksite or corporation, and

sound interpersonal and communicative skills. In addition, SSTMs may be safety and health professionals, hourly employees or individuals who have several years of experience implementing effective safety and health systems. Finally, applicants must have the physical ability to perform team member duties and obtain management or corporate support for participation as an SSTM.

3.3 References

[Star Program Policies and Procedures Manual](#).

3.4 General Procedures

Participation Requirements: Applicants must complete and submit an SSTM registration form to participate as an SSTM. SSTMs must recertify at the end of their initial three-year term of service in order to continue participation.

Training Registration Deadline: All registration forms will be processed annually and must be received by the Recognition Program Manager no later than February 1 of each year. If the deadline falls on a weekend or a holiday, applications are due on the first business day following the deadline. Late registration forms may delay processing until the next scheduled annual training.

Training Frequencies: SSTM training (initial and recertification) are conducted annually at two separate locations. If there are fewer than ten initial trainees, training may be combined or postponed until the next scheduled training period. A total number of trainees in any one session may not exceed 20 unless approved by the Recognition Program Manager. If more than 40 applicants request training within one year, the applicants will be accommodated on a first-come, first-served basis.

Training Requirement: Recognition Program Manager must approve the SSTM registration and application requirements before an applicant may be approved to attend training and will notify successful applicants regarding the date and location of training. All new applicants must attend training and pass an exam to be certified as an SSTM.

SSTM Eligibility: Continued eligibility is contingent upon submission of annual renewal documentation, proper conduct of SSTMs, and their participation on Star evaluations.

4.0 SSTM Qualifications

4.1 Qualifications for All SSTMs

1. All SSTMs must have the following qualifications:
 - a. Experience applying OSHA regulations
 - b. Strong interpersonal skills
 - c. Sound reading and writing skills
 - d. Physical ability to perform team member's duties
 - e. Management or corporate support for participating as an SSTM

4.2 Qualifications for SSTM Applicants

SSTMs employed at OSH Star worksites need not be safety and health professionals. They may be hourly employees or individuals who have several years of experience implementing effective safety and health systems. Besides meeting the qualifications above, these applicants must also have the following qualifications:

1. Be a current employee of a Star Program worksite.
2. Have experience in at least three of the following activities (or their equivalent):
 - a. Chairing a worksite safety/health committee
 - b. Working directly with the Onsite Star Evaluation team during the previous onsite review
 - c. Training others in safety and health procedures
 - d. Writing and reviewing hazard analyses information (e.g., JSAs, TSA, JHA)
 - e. Coordinating accident investigations
 - f. Coordinating proactive safety and health activities such as wellness events
 - g. Leading worksite hazard inspection teams
 - h. Coordinating hazard abatement activities
 - i. Other experience that demonstrates knowledge of safety and health management systems

4.3 Qualifications for Safety and Health Professionals

Safety and health professionals must have these additional qualifications:

1. Have two or more years of experience in the safety and health field.
2. Be employed in a position in which more than 50% of daily duties are dedicated to conducting or managing worksite or corporate safety or health activities.
3. Be a current employee of a Star Program worksite, a current corporate office employee of a corporation that has one or more Star Program/VPP worksites, or
4. Former employee of a Star Program worksite who is currently employed at a non-Star Program worksite within the same corporation.

4.4 Ineligible Participants

Applicants whose employment or financial involvements may present a conflict of interest or the appearance of impropriety.

5.0 SSTM Training and Duties

5.1 Training

1. The Recognition Program Manager must send applicants written notification (via e-mail) of SSTM certification training and location prior to the registration deadline.

2. SSTM training will be conducted annually or more frequently, as needed. The total number of trainees in any one session should not exceed 20.
3. The Recognition Program Manager has the primary responsibility for conducting this training.
4. The Recognition Program Manager will determine training content.

5.2 SSTM Duties

SSTM assignments may include, but are not limited to, the following activities:

1. Reviewing company documents that describe or verify the worksite's safety and health management system.
2. Conducting a walk-through of the worksite to ensure the worksite's safety and health management system is operating effectively.
3. Interviewing employees of the company and contractors to determine their level of involvement in and perceptions of the worksite's safety and health management system.
4. Assisting in the evaluation by providing feedback and input of the worksite's safety and health management system with respect to Star Program criteria.

6.0 SSTM Utilization and Reporting

6.1 Selecting an SSTM

1. Only certified SSTMs may participate on the Onsite Star Evaluation team.
2. SSTMs will be selected for participation according to their safety and health experience, background, and involvement with a Star Program worksite.

6.2 Composition of Star Evaluation Team

1. A Star evaluation team will be led by one Star Consultant. The SSTM composition of a Star on-site evaluation team will be determined by the Star Consultant. An unlimited number of SSTMs can serve on a Star evaluation team as approved by the Recognition Program Manager.
2. The SSTM team must possess the qualifications and abilities necessary to effectively evaluate safety and occupational health aspects of systems, processes, and operations at that worksite. The type and complexity of hazards, equipment, and operation will be considered to assure that the team members possess the needed expertise to conduct the assessment.

6.3 Utilization of SSTMs

1. The Recognition Program Manager will maintain the list of certified SSTMs.

2. Applicants/Star Participants will be contacted and informed of the intention to utilize SSTM team member to evaluate the worksite.
3. Selection of SSTMs will be based upon the evaluation needs such as type of company and processes/potential hazards involved, background and area of expertise of SSTM, location of SSTM in proximity to the worksite being evaluated, and number of evaluations performed within the current year by the SSTM.

7.0 Registration Processing

1. Recognition Program Manager will administer the SSTM Program and will be responsible for sending registration and application documents to SSTMs who are selected for certification training.
2. The Recognition Program Manager is responsible for tracking and managing each SSTM registration form from the time it is received until the SSTM has completed training. Additionally, maintaining a current list of certified SSTMs.
 - a. The registration form and application must contain the following completed information:
 - 1) Registration for SSTM Qualification Form
 - 2) Work Experience and/or résumé
 - 3) Additional legal documentation
 - b. The Recognition Program Manager must verify the work experience of the applicant and résumé as related to position-specific safety and health experience. If the résumé does not include position-specific information, the Recognition Program Manager will contact the applicant and request that they send information that satisfies this requirement.
 - c. The SSTM must sign and date the registration and application forms. Some forms will be required to be notarized.
3. After the registration form submission packages are received and accepted, the Recognition Program Manager will notify all applicants by e-mail with the location and dates of training.
4. The Recognition Program Manager will provide SSTM certificates to participants who have completed training and submitted all necessary legal paperwork.

8.0 Star Program Safety and Health Evaluation Worksheet

The *NCDOL Star Program Safety and Health Evaluation Worksheet* (reference the current *Star Program Policies and Procedures Manual*) is a worksheet to be used by the evaluation team to document and score (0 to 3) their findings. The purpose of the worksheet is to provide the technical basis and rationale that support an evaluation team's findings and the resulting Star Program participation recommendation.

The worksheet is designed in a modular format, allowing the Onsite Star Evaluation team to break up the document into separate sections to facilitate the onsite evaluation and reporting of findings. Key topic areas contain several subsections of questions that address various aspects of the general topic. Each section is clearly identified and given a letter and a number to allow for easy reference by the on-worksite evaluators. For example, the Star Program Safety and Health Evaluation Worksheet consists of the following sections:

Section A – Written Safety and Health Program
Section B – Star Program Participation Requirements
Section C – Safety Incentive/Reward Program and Activities
Section D – Management Commitment and Leadership
Section E – Planning and Evaluation
Section F – Administration and Supervision
Section G – Safety and Health Training
Section H – Hazard Identification and Evaluation/Hazard Prevention and Control
Section I – Employee Involvement and Participation
Section J – Contract Workers and/or Temporary Employees
Section K – Building Star Evaluations
Section L – Process Safety Management

SSTMs should use the same format and structure when addressing the items in each of the sections. Please remember:

- a) The team is required to complete all applicable items.
- b) Questions scoring “0” or “1” will require team members to support their responses or explain why they believe that worksite performance in a particular area is deficient or inadequate. It is important that evaluators respond to the entire item.
- c) Questions scoring “2” will require team members to support their responses so that the company will be aware of what is required for them to receive a “3”.
- d) Although team members are not required to provide comments for items scoring “3”, SSTM/Team Leader may wish to do so in order to highlight best business practices or document a unique or meaningful application that might benefit another worksite.

SSTMs will be requested to provide specific information regarding Area of Improvements that include systematic deficiencies (such as programs or policies) and hazards that include physical concerns located at the worksite.

9.0 Program Monitoring and Evaluation

9.1 Complaints Against SSTMs

SSTMs must perform worksite evaluations with integrity and creditability. Complaints against SSTMs may be submitted in writing to the North Carolina Department of Labor, Education, Training and Technical Assistance Bureau, located at 1101 Mail Service Center, Raleigh, NC 27699-1101. Address correspondence to the attention of the Recognition Program Manager. Each complaint will be reviewed, investigated, and resolved in a timely manner through a formal documented process. A valid substantiated complaint

may result in cancellation of the individual's SSTM certification by the Recognition Program Manager.

9.2 Cancellation and/or Suspension of SSTM Certification

Certification as an SSTM entails the responsibility to continually conform to the requirements of the SSTM certification program, including the SSTM Code of Conduct in Appendix C. Failure to do so will result in the cancellation of SSTM certification.

Appendix (A)

SSTM Qualifications

All SSTM Applicants must meet the following qualifications:

- Experience in applying OSHA regulations.
- Positive interpersonal skills.
- Sound reading and writing skills.
- Physically able to perform team member' duties.
- Management and/or corporate support for participating in the SSTM Program.

Star Participant Applicants must have the following qualifications:

- A permanent, full-time employee of a Star worksite/company.
- Experience in at least three of the following activities (or their equivalent):
 - ✓ Chair of a safety/health committee.
 - ✓ Working directly with the Onsite Star Evaluation team during the most recent onsite review of your respective worksite.
 - ✓ Training others with regard to safety and health programs, policies, procedure, and the meaning of the Star Program.
 - ✓ Writing and reviewing JSAs, monitoring and providing feedback with regard to employee safety related behaviors.
 - ✓ Coordinating accident investigations.
 - ✓ Coordinating various safety and health activities and programs to ensure a safe and healthy work environment.
 - ✓ Leading worksite hazard inspection team.
 - ✓ Identifying and recognizing hazards and developing a plan of action for correction and improvement.
 - ✓ Other experiences that demonstrate knowledge of safety and health management systems.

Safety and Health Professionals (Non-Star Worksite Participants) must meet these additional qualifications:

- Two or more years of experience in performing safety and health inspection and/or audits.
- Must score a '10' on the education and experience portion of the qualification worksheet (Refer to Appendix B - SSTM Application and Registration form).
- Must submit proof of 40-hours or more of safety and health training.
- Must submit documentation of three safety and health audits conducted within last three years.

Appendix (B)

SSTM Application and Registration

(The following is a sample only, original will be provided by Recognition Program Manager)

Section I: Registration Form for NCDOL OSH SSTM Certification Training

Last Name:	First Name, Middle Initial:
Job Title:	Company/Organization Name:
Work Address or P.O. Box:	Telephone: Cell:
City: State: Zip:	
Home Address or P.O. Box:	Telephone: Cell:
City: State: Zip:	
E-Mail Address:	

Select your preferred location to attend the training.

Details on the location will be provided once your application is accepted and approved.

☐ Location – Dates

☐ Location – Dates

Section II: Qualification Form for NCDOL OSH Worksite Participants

I. Experience: <i>(Provide details of S&H experience in Section III: Employment History)</i>	
1) A current employee of an NCDOL OSH Star worksite or corporation? - Indicate the number of years employed at the worksite or corporation: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
2) Please indicate if you have safety and health experience in the following:	
a) Experience applying OSHA regulations	<input type="checkbox"/> Yes <input type="checkbox"/> No
b) Currently hold/have held a leadership position(s) at an NCDOL OSH Star worksite or corporation within the past two years (e.g., safety manager, committee chair, inspection team leader)	<input type="checkbox"/> Yes <input type="checkbox"/> No
c) Chair of safety/health committee	<input type="checkbox"/> Yes <input type="checkbox"/> No
d) Working directly with NCDOL OSH Star onsite evaluation team during most recent NCDOL OSH Star evaluation	<input type="checkbox"/> Yes <input type="checkbox"/> No
e) Training others with regard to safety and health programs	<input type="checkbox"/> Yes <input type="checkbox"/> No
f) Writing and reviewing JSAs	<input type="checkbox"/> Yes <input type="checkbox"/> No
g) Monitoring and providing feedback with regard to employee safety-related behaviors	<input type="checkbox"/> Yes <input type="checkbox"/> No
h) Coordinating accident investigations	<input type="checkbox"/> Yes <input type="checkbox"/> No

i)	Coordinating various safety and health activities and programs	<input type="checkbox"/> Yes <input type="checkbox"/> No
j)	Leading worksite hazard inspection team	<input type="checkbox"/> Yes <input type="checkbox"/> No
k)	Identifying and recognizing hazards, and developing a plan of action	<input type="checkbox"/> Yes <input type="checkbox"/> No
l)	Please list other experiences that demonstrate knowledge of safety and health management systems:	

II. Education <i>(Please specify – Secondary school or equivalent (i.e., GED), Associate Degree, Bachelor's Degree, or Higher):</i>			
	Diploma/Degree Earned	School (name, city, state):	Date Graduated:
1.			
2.			

III. Safety & Health Certifications <i>(If Applicable):</i>			
<i>May include: CIH, CSP, PE in Safety Engineering, MESH, ASP, other PE, Certified Auditor</i>			
	Certification Claimed:	Certificate #:	Date:
1.			
2.			

Section III: Employment History & Letter of Reference

References:
<p><u>THE FOLLOWING MUST BE PROVIDED:</u></p> <p>NCDOL OSH Star worksite participants <u>must</u> provide a letter of recommendation and support for participation from a member of upper management. Please do <u>not</u> submit this application without the letter.</p>

Employment History:				
<table border="1"> <tr> <td>Company Name:</td> <td>Position/Title:</td> </tr> <tr> <td>Name/Title of Supervisor/Contact:</td> <td>Telephone:</td> </tr> </table>	Company Name:	Position/Title:	Name/Title of Supervisor/Contact:	Telephone:
Company Name:	Position/Title:			
Name/Title of Supervisor/Contact:	Telephone:			
Employment Dates: (from) / / (to) / /				
Duties/Responsibilities, including those related to safety and health:				

-End of Document-