

North Carolina

State OSHA Annual Report (SOAR)

Fiscal Year 2023



December 13th, 2023

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PART I - STRATEGIC PLAN OVERVIEW

Program Outcome Goals

On October 1, 2018, North Carolina began its fifth five-year planning cycle as documented in the Strategic Plan (SP). The five-year SP ending on September 30, 2023, includes two primary outcome goals:

- Reduce the rate of workplace fatalities by 2%
- Reduce the rate of workplace injuries and illnesses by 5%

Outcome Goals Results

	Baseline	2018	2019	2020	2021	2022	Reduction
Fatality Rate	.00102	.00079	.00104	.00189	.00167	.00140	
Injury & Illness Rate	1.4	1.4	1.3	1.3	1.4	1.4	

Areas of Emphasis Outcome Goals

- Reduce the construction industry fatality rate by 2% by the end of FY 2023
- Reduce the fatality rate in logging and arboriculture by 2% by the end of FY 2023
- Reduce the days away, restricted, or transferred (DART) rate for grocery and related product wholesalers by 5% by the end of FY 2023
- Reduce the DART rate in long term care by 5% by the end of FY 2023
- Support the overall outcome goal of reducing workplace injury and illness rate by 5% by the end of FY 2023 by addressing specific health hazards in the workplace
- Reduce the DART rate in food manufacturing by 5% by the end of FY 2023
- Reduce the number of amputations in support of the overall outcome goals of reducing the rate of workplace injuries and illnesses by 5% by the end of FY 2023

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	346,216	4,453,982
Total Public Sector	6,365	569,030

* Data only available through the 2nd Quarter of FY 2022

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, Strategic Management Plan Committee Activity, 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 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
- Amputations

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

- Insufficient federal funding requiring the elimination or freezing 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)
- Response to Hurricane Florence required diversion of resources
- Strategies employed within each area of emphasis
- Resources committed to the areas of emphasis

Program Statistics

Fatality Totals	2018	2019	2020	2021	2022	2023
Total	49	55	80*	92**	68	71
Construction	24	18	26	18	23	24
Manufacturing	7	9	14	11	8	15
Public Sector	4	4	7	17	7	3
Logging/Arboriculture	5	6	6	6	6	2
Hispanic	11	12	21	17	27	20
Overall Rate	.00079	.00104	.00189	.00167	.00140	TBD*

Injury and Illness Rates	2018	2019	2020	2021	2022	2023
TRC (All)	2.6	2.5	2.2	2.4	2.4	TBD
DART(All)	1.4	1.3	1.3	1.4	1.4	TBD
Public Sector TRC	3.9	3.8	3.0	3.3	3.2	TBD
Public Sector DART	1.8	2.0	1.7	1.7	1.6	TBD

Intervention Statistics	2019	2020	2021	2022	2023
Inspections	2,928	2,116	2,218	1,954	1,761
Inspection Goals	2,994	2,028	1,832	1,850	1,805
Consultation Visits	1,692	1,269	1,425	1,501	1,244
Consultation Goals	1,370	1,012	925	1,325	1,125
Trained	13,696	12,420	7,597	7,221	9,613
Training Goals	9,600	7,350	7,350	5,350	5,350

Compliance Activity	2019	2020	2021	2022	2023
Serious Violation Items	3,511	2,537	2,495	2,325	2,061
Willful Violations Items	21	9	23	10	11
Average Serious Penalty	\$1,783	\$1,883	1,901	2,396	3,337
Follow-ups	106	57	65	56	55

***Includes 18 work-related COVID-19 fatalities**

****Includes 36 work-related COVID-19 fatalities**

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 2023

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 increased. 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 workplace 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	2019	2020	2021	2022	2023
Fatalities	73	18	26	18	23	24
Rate	.00101	.0078	.0113	.0076	.0094	.0190*
Hispanic	N/A	8	10	10	11	14

Construction	2019	2020	2021	2022	2023	Total
Inspections	1,682	1,283	1,190	1,051	914	6,120
Goals	1,050	1,050	1,050	1,050	800	5,000
Consultation	501	409	437	429	463	2,239
Goals	200	250	250	250	290	1,240
Trained	2,293	1,346	814	802	2,157	7,412
Goals	2,500	1,750	1,750	1,000	1,000	8,000

* Preliminary data.

1.2 Decrease Fatality Rate in Logging and Arboriculture by 2% by the End of FY 2023

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. For this reason, and the industry's fatality history, logging Northern American Industry Classification System (NAICS 11331) and arboriculture (NAICS 56173) remain in the Strategic Plan.

Strategies 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 workplace hazards that are common to the industry

Outcome	Baseline	2019	2020	2021	2022	2023
Fatalities	5	6	6	6	6	2
Rate	.02486	.0156	.0155	.0146	.0146	TBD*

Logging	2019	2020	2021	2022	2023	Total
Inspections	39	28	34	30	22	153
Goals	60	30	30	25	20	165
Consultation	28	21	17	17	15	98
Goals	13	13	15	15	15	71
Trained	382	65	180	264	470	1,361
Goals	150	75	75	75	150	525

* Preliminary data

2.1 Reduce the DART Rate in Grocery and Related Product Wholesalers (NAICS 4244) by 5% by the end of FY 2023

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 3.5 which was more than twice the overall DART rate of 1.3. For this reason, this industry remains as an area of emphasis in the current SP. Operational Procedure Notice (OPN) 145 was updated to provide guidance in identifying hazards and completing inspections in the grocery industry.

Strategies 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
- Evaluate employer’s safety and health program during intervention and recommend improvements

Outcome	Baseline	2018	2019	2020	2021	2022
DART	3.5	3.4	3.3	3.1	3.2	4.0

Grocery	2019	2020	2021	2022	2023
Inspections	23	16	27	21	25
Goals	20	14	15	20	20
Consultation	4	0	8	3	12
Goals	3	0	3	3	3
Trained	7	23	16	15	45
Goals	25	18	40	40	40

2.2 Reduce the DART Rate in Long-Term Care (LTC) by 5% by the end of FY 2023

While progress has been made in this industry group during previous planning cycles, the baseline rate of 3.9 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.

Strategies 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 workplace violence in LTC facilities

Outcome	Baseline	2018	2019	2020	2021	2022
DART	3.9	3.3	3.4	7.2*	4.3	7.0

Long Term Care	2019	2020	2021	2022	2023	Total
Inspections	58	27	44	32	33	194
Goals	48	29	24	24	24	149
Consultation	66	30	44	41	38	219
Goals	40	21	10	35	30	136
Trained	442	15	46	27	33	563
Goals	50	25	40	40	40	195

***The DART within this industry was significantly impacted due to the COVID-19 pandemic.**

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 workplace. 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.

Strategies 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	2019	2020	2021	2022	2023	Total
Inspections	144	86	97	91	105	523
Goals	100	90	75	60	60	385
Consultation	245	169	169	185	205	973
Goals	200	135	125	125	125	710
Trained	795	238	388	400	450	2,271
Goals	400	280	300	300	300	1,580

Inspections with Detectable Results

Hazard	Inspections	Samples	Overexposures (Inspections)	Overexposures (Samples)
Silica	9	14	4	5
Lead	4	10	2	2
Asbestos	1	2	1	1
Cr (VI)	5	8	0	0
Isocyanates	2	2	0	0
Totals	21	36	7	8

2.4 Reduce the DART Rate in Establishments in Food Manufacturing (NAICS 311) by 5% by the end of FY 2023

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 2.5 in FY 2017 which was more than the overall DART rate of 1.3. For this reason, food manufacturing was carried over to the current five-year Strategic Management Plan. The baseline rate for this industry is 2.6 which is the five-year average DART rate for the period 2012-2016. Operational Procedure Notice 140 was updated for food manufacturing and to provide specific inspection guidelines

Strategies 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	2018	2019	2020	2021	2022
DART	2.6	2.2	2.1	3.0*	2.6	2.8

Food	2019	2020	2021	2022	2023	Total
Inspections	42	41	50	39	29	201
Goals	40	40	20	25	25	150
Consultation	26	16	16	24	15	97
Goals	12	12	12	12	12	60
Trained	14	23	32	61	47	177
Goals	25	25	40	40	40	170

***The DART within this industry was significantly impacted due to the COVID-19 pandemic.**

2.5 Reduce the number of amputations in support of the overall outcome goals of reducing the rate of workplace injuries and illnesses by 5% by the end of FY 2023

The first year of any new addition to the SP is designated as a planning year. FY 2019 was a planning year for amputations. 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 2019, Operational Procedure Notice (OPN) 149 was developed to provide guidance for conducting amputation SEP inspections

Strategies for Achieving Specific Outcome Goal

- Meet quarterly to monitor and review the reported results related to amputations by OSH bureaus
- The SEP Committee Chair will prepare and distribute biannually to the Compliance Bureau supervisors a summary of the reported compliance inspections any trends or hazard trends identified
- Evaluate information and procedures in the FOM, OPNs, and other department reference materials and make recommendations for revisions to these documents as it relates to amputations
- Develop an OPN for amputations during the planning period

Amputation	2019	2020	2021	2022	2023
Inspections	planning year	129	160	161	171
Goals	planning year	105	100	150	150

Consultation	planning year	124	175	173	265
Goals	planning year	100	80	100	100
Trained	planning year	365	690	681	1217
Goals	planning year	400	400	400	400

PART III – SPECIAL ACCOMPLISHMENTS: FEDERAL FISCAL YEAR 2023

- North Carolina’s injury and illness rates for Calendar Year (CY) 2022 have stayed at historic low levels. The private sector Total Recordable Case (TRC) rate was 2.2 and the Days Away, Restricted, or Transferred (DART) rate was 1.4. These rates are 19% lower and 18% lower, respectively, than the national average. When the public sector numbers are included, the overall TRC rate was 2.4 and the DART rate was 1.4. These rates are 20% lower and 22% lower, respectively, than the national rates.
- Effective October 1, 2022, North Carolina minimum and maximum civil penalties associated with occupational safety and health standard violations were increased. Effective July 1, 2023, they increased again in accordance with the United States Consumer Price Index published by the United States Department of Labor. These changes are reflected in North Carolina General Statute §95-138(a) in accordance with 13 North Carolina Administrative Code 07A.0301 and 29 CFR 1903.
- In Federal Fiscal Year (FFY) 2023, after more than two years of impacts due to the COVID-19 pandemic, many inspections, training and outreach events, consultation activities, Star site visits and recognition program events were back to normal activity levels. However, some events, such as safety award participation, have struggled to rebound back to normal levels. As such, new marketing strategies are being considered to increase attendance.
- During the FFY, COVID-19 rapid test kits were replenished in all field offices as an additional precautionary measure to help manage any potential spread of the virus. They continue to be replenished as necessary.
- The OSH Complaint Desk processed 3,528 complaints and 706 referrals and received an additional 3,934 unprocessed complaints. The average number of complaints received by the Complaint Desk has averaged 1,000 more each year than in years prior to COVID-19 and the number of unprocessed complaints continued to steadily climb as well. To alleviate the number of complaints not under OSH jurisdiction, an online web form was developed in question-and-answer format and directs online complaints toward the appropriate agency.

Heat Stress

- The Complaint Desk received and responded to 80 COVID-19 and 293 heat-related emails and phone calls during FFY 2023.

- Many safety and health topics on the NCDOL website were updated, including pages on COVID-19, logging, arboriculture, heat stress, recordkeeping and the OSH Division's special emphasis programs.
- The Agricultural Safety and Health (ASH) Bureau educated farmers, farm labor contractors, and other stakeholders about heat stress prevention through in person training events and by distributing bilingual publications about heat stress during preoccupancy inspections of migrant housing throughout the state.
- In October 2022, ASH participated in two farm labor contractor (FLC) workshops hosted by N.C. Cooperative Extension and trained 29 FLCs on the following topics: migrant housing regulations, field sanitation requirements and heat stress prevention. They also encouraged agriculture employers to contact North Carolina State University (NCSU) Cooperative Extension to request free, on-farm, bilingual heat stress training for their farm workers.
- During field inspections, ASH inspectors ensured that employees, farm workers and supervisors are provided with cool drinking water, individual serve cups to drink from, and detailed emergency plans to address heat stress emergencies. They also ensured that employers and employees are aware of the importance of acclimatization methods, rest breaks, adequate shade and the hazards associated with working in the heat.
- On August 16, 2023, the ASH Bureau Chief presented at an H2A stakeholder event that was attended by 274 farmers, farm labor contractors, H2A agents, and other stakeholders. Training topics included: migrant housing regulations, field sanitation requirements, and heat stress prevention.
- Internal newsletters (OSH Update and Labor NC) for OSH staff highlighted the importance of hydrating before completing onsite visits during the summer months and ensuring they are mindful of and act to prevent heat-related illness. In addition, employees were encouraged to share useful tools with employers to highlight onsite monitoring of employees, including the U.S. Department of Labor (USDOL), Occupational Safety and Health Administration (OSHA) and the Centers for Disease Control and Prevention (CDC), National Institute for Occupational Safety and Health (NIOSH) 'Heat Tool.' The 'phone app' allows workers and supervisors to calculate the heat index for their worksite, and based on the heat index, displays a risk level to outdoor workers. This provides an on-hand reminder about the protective measures that should be taken at that risk level to protect workers from heat-related illness.
- During the summer months, heat stress prevention was promoted on all NCDOL social media platforms (e.g., X, Twitter, Facebook, Instagram) and on the NCDOL webpage for Special Events.
- The Special Events webpage highlights upcoming training and outreach events including the 'Heat Illness Prevention Campaign.' The webpage for Heat Illness Prevention provides information regarding webinars on heat stress prevention and a direct link to the Safety and Health Topics webpage for heat stress. The Safety and Health Topics webpage on heat stress

provides a tab for Hazard Overview, Solutions (resources available), Regulations and Learn More (i.e., compliance documents, industry guides, hazard alerts, and technical assistance).

- Heat stress prevention resources that are available on the NCDOL website include speaker's bureau requests for heat stress prevention training, a pre-recorded webinar on heat stress, a PowerPoint presentation on heat stress, a heat stress podcast, heat stress example programs for agriculture (English and Spanish), general industry and construction, free streaming videos, heat stress webinars during the summer months, a heat stress fatality fact sheet, a heat stress quick card, and a heat stress hazard alert.
- The NCDOL website utilized "banners" to promote awareness of training, outreach, and special events including heat stress awareness during the summer months. The banners were located on the NCDOL Home Page, Occupational Safety and Health Home Page and on the Agricultural Safety and Health Home page and linked to the Special Events webpage for Heat Illness Prevention Campaign.
- NCDOL posted heat stress prevention billboards around the state during the summer months in collaboration with our alliance with Lamar Advertising.
- During the FFY, eleven public webinars and speaker's bureau events were conducted on heat stress during the summer with 188 employees trained. Training included information on heat stress prevention and free resources available.
- Public webinars attended by staff included those on Heat Stress, Fall Protection, Powered Industrial Trucks, Ergonomics, Logging and Arboriculture Special Emphasis Program (SEP), Food Manufacturing SEP, Occupational Noise, Bloodborne Pathogens, Long Term Care SEP, Scaffolds, Steel Erection, Stairways and Ladders, Struck By/Caught Between, Electrical Safety, Grocery and Related Merchant Wholesalers SEP and Exit Routes. These webinars trained 135 staff members.
- OSH Division's Operational Procedure Notice (OPN) 141 – Enforcement Guidance for Heat-Related Illness Inspections and Citations, provides staff with enforcement guidance for conducting heat related illness inspections, how to document issues in case files and supplying guidance in issuing citations. It states, "During inspection activity, CSHOs should address heat-related illnesses at both indoor and outdoor worksites where potential heat-related hazards may exist, and inspections should include a review of the employers' plans to prevent heat-related illness."
 - In FFY 2023, Compliance conducted 275 heat-related inspections. Additionally, they have been aggressive with heat stress citations under the General Duty Clause with penalties up to \$145,027 following a heat-related fatality.
- Heat stress information and procedures were covered by the Assistant OSH Director at the NCDOL annual training on 11/15/2022.
- Two ETTA Health Standards Officers serve on the Department of Health and Human

Services Heat Committee and on the Carolinas Heat Coalition Committee.

Recruitment & Retention

- The OSH Division continues to experience difficulties attracting and retaining safety and health professionals, primarily due to noncompetitive salaries. NCDOL submitted a State Fiscal Year (SFY) 2023 expansion budget request of \$1,875,208 in recurring funds to support implementing a graduated salary scale, based on tenure, which would be used to raise the salaries of the safety and health compliance officers to a level more consistent with the market rate. These funds would also be used to increase the hiring rate. Unfortunately, the SFY 2023 biennial budget did not include any of these funds, however, the Division continues to review internal budget options to increase salaries of existing staff using existing resources. The Division continues to work with the General Assembly to educate members on staffing challenges due to inadequate salaries and benefits.
- In SFY 2023, the N.C. General Assembly and the Governor provided a 4.0% across-the-board salary increase. This salary increase became effective July 1, 2023. The state's Biennial budget also included an additional 3% salary increase effective July 1, 2024.
- In April 2021, the OSH Division implemented a sign-on bonus policy as a Compliance Safety and Health Officer (CSHO) recruitment incentive which is still in place. Fully qualified CSHOs are eligible to receive a \$7,000 signing bonus upon hire, while CSHO Trainees are eligible to receive a \$4,400 signing bonus. The new hire receives half of the bonus upon hiring, and the remaining half, after successfully completing 18 months in the position. In December 2022, the OSH Division also offered \$3,000 retention bonuses for existing staff in certain positions; \$2,000 initially, with the remaining \$1,000 paid after one year.
- To further enhance CSHO recruiting efforts, in December of 2022, the Office of State Human Resources approved changes to the pay grade and posting language for the safety and industrial hygienist trainee positions. Candidates with an applicable bachelor's degree, but no safety or health experience, can now be hired at the base salary for the applicable pay grade. The trainees must complete a two-year training program prior to being fully qualified and released to conduct independent inspections. This trainee program allows OSH to offer a competitive salary for candidates with a related college degree, excellent communication skills, and a strong desire to learn the field of occupational safety and health. The initiative has been very successful to date, with nine industrial hygienist trainees and two safety officer trainees on board at the end of the FFY. By FFY 2025, trainees should be ready to conduct independent inspections.
- The OSH Division has taken other actions to increase safety and health professional pay to be more competitive with the private sector. The Division continued to adjust and revise an internal policy that allows salary adjustments for various professional certifications and designations. The staff certifications and designations strengthen the ratios associated with professionalism in the Division and associated pay increases appear to be impacting the Division's overall strategy to retain experienced safety and health professionals.

Staff Accomplishments

- The OSH Division continues to promote continuing education of staff and offers occupational safety and health training courses along with Certified Safety Professional (CSP), Associate Safety Professional (ASP), and Certified Industrial Hygienist (CIH) professional certification courses. In addition, certification software and study materials for CSP, CIH, Certified Hazardous Materials Manager (CHMM), Occupational Hygiene and Safety Technician (OHST), Construction Health and Safety Technician (CHST), and Certified Environmental, Safety and Health Trainer (CET) are available in the NCDOL library to assist employees in obtaining certifications. The OSH Division firmly believes that providing staff members with quality training and access to certification software allows them an opportunity for self-improvement and to better serve our customers.
- Two OSH Division personnel attained the CSP certification for an OSH Division total of 28.
- Two OSH Division personnel attained the CHMM certification for an OSH Division total of four. Two OSH Division personnel obtained CHST certification for an OSH Division total of five. One OSH Division staff member obtained the OHST certification for OSH for an OSH Division total of three.
- Seven OSH Division personnel attained the Manager of Environmental Safety and Health (MESH) certificate, two received the General Industry MESH certificate, one received the Construction MESH certificate, two received the Industrial Hygiene MESH certificate, one received the Environmental MESH certificate, and one received the Emergency Preparedness MESH certificate for an OSH Division total of 181. Each MESH certificate requires 100 hours of safety and health training. These certificates are offered in collaboration through alliances with N.C. State Industry Expansion Solutions and the Safety and Health Council of North Carolina.
- One OSH Division staff member attained the OSH Construction Safety School (OCSS) designation for an OSH Division total of 65. The OCSS designation was established by the Construction SEP committee to encourage OSH employees to expand their construction expertise. The program consists of 12 advanced construction modules scheduled through the Education, Training and Technical Assistance (ETTA) Bureau on an on-going basis. By attending OCSS Modules, employees can work toward the OCSS designation while expanding their expertise in the construction field. Employees must complete a minimum of six modules, have completed all the OSH core courses and be a career state employee at the time of completion. Once an employee has completed all requirements, they will receive a certificate recognizing their achievement in completing the program.
- Three OSH Division staff attained the Federal OSHA Technical Institute (OTI) 502/503 Refresher Outreach Trainer course to continue as authorized trainers. There are seven OSH Division staff members that are authorized trainers for the Train-the-Trainer status for OTI 500-Trainer Course for Construction and ten that are authorized trainers for the OTI 501 –

Trainer Course General Industry. 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. Staff members are not required to have these two OTI courses to conduct outreach and training activities, however, trainers within the ETTA bureau complete these courses as part of their internal training curriculum.

- At the end of FFY 2023, there were also eight Associate Safety Professionals (ASP), ten Certified Industrial Hygienists (CIH), one Safety Management Specialist (SMS), two Graduate Safety Professionals (GSP), 13 Virtual Observers (Drones), and ten Remote Pilots (Drones).

External Engagements

- During the FFY, the OSH Assistant Director served as a Member Candidate of the American Conference of Governmental Industrial Hygienists (ACGIH) Industrial Ventilation Committee.
- Since August of 2022, a Health Compliance Officer served as a Member Candidate of the ACGIH Bioaerosols Committee.
- Three Health Compliance Officers and a Consultative Services District Supervisor served on the board of the American Industrial Hygiene Association (AIHA) Carolinas Section.
- An OSH Health Consultant presented a case study on a swimming pool manufacturer at the AIHA Carolinas conference.
- An OSH Compliance District Supervisor and an OSH Health Consultant served on the board of directors for the Charlotte Regional Safety and Health Conference.
- Planning, Statistics and Information Management (PSIM) staff participated as a representative from the OSH Division to the Occupational Surveillance Advisory Group.
- The OSH Assistant Director served on the faculty and as co-chair of the North Carolina Industrial Ventilation Conference. Additionally, the OSH Division sent four Health Compliance Officers to the week-long conference in May 2023.
- More than a dozen OSH outreach presentations were provided by OSH Compliance to groups such as American Society of Safety Professionals, AIHA, Carolinas Irrigation Association, Environmental Health and Safety Institute, and the Charlotte Regional Safety and Health Conference.
- The West Compliance Bureau Chief and the OSH Assistant Director continued to attend and provide OSH updates at Carolinas Association of General Contractors (CAGC) quarterly safety committee meetings through our alliance with them. At the meetings, there are usually 15-30 attendees, most of which are safety directors for large construction companies or risk management personnel for insurance companies. Additionally, the West Compliance Bureau

Chief presented a detailed presentation at the CAGC conference in Myrtle Beach, S.C. in March 2023.

- Staff from OSH Compliance or ETTA present an OSH Division update at the National Utility Contractors Association (NUCA) of the Carolinas quarterly safety meetings through our joint alliance.
- The OSH Division met with the OSH Advisory Council on November 3, 2022, and May 2, 2023. The OSH Advisory Council provides guidance to the OSH Division on matters related to the OSH Act during meetings that are conducted twice per year, once in the Spring and once in the Fall.
- The OSH Division Director, Chief of Staff and the Assistant OSH Director continued to attend the Occupational Safety and Health State Plan Association (OSHSPA) meetings in person during the FFY. The primary purpose of OSHSPA meetings is to share information and ensure consistency among OSHA state programs nationwide.
- The OSH Director, Assistant OSH Director and State Plan Coordinator attended the OSHA State Plan Monitoring training at the OSHA Training Institute in Chicago in December of 2022.
- The Chief of Staff was reappointed to Federal OSHA's Advisory Council on Construction Safety and Health (ACCSH) for another two-year term in 2023. The meetings are held in Washington D.C. and are attended by the Chief of Staff in person whenever possible. ACCSH is a continuing advisory body established to advise the Assistant Secretary for Occupational Safety and Health with respect to setting construction standards and policy matters.
- ETTA Standards Officers continued to attend the quarterly Federal Safety and Health Council meetings.
- During the FFY, ASH continued to strengthen partnerships and associations with other groups including NCSU Cooperative Extension, N.C. Agromedicine Institute, N.C. Community Health Care Association, N.C. Department of Health and Human Services (NCDHHS), N.C. Farmworker Health Program, N.C. Department of Commerce, N.C. Agribusiness Council, N.C. Farm Bureau and the North Carolina Growers Association.
- A Consultative Services Supervisor and three ETTA employees serve on the State Emergency Response Committee and the State Emergency Response Commission. Additionally, an ETTA Standards Officer serves in the role of Homeland Security and Emergency Response Coordinator and is responsible for scheduling an emergency response exercise annually.
- OSH Division Health Consultants were invited to provide onsite safety training to Apprenticeship N.C. students at the State Fair, while they participated in a week-long competition run by the North Carolina Community College System.

- A Consultative Services Health Consultant serves on the N.C. Radiation Protection Commission and on the N.C. Non-Ionizing Radiation Advisory Committee.
- The OSH Director presented the OSH Update at the May 2023 Eastern Carolina Safety and Health School and at the September 2023 Carolina Star Conference. She also represented the OSH Division at the National Association of Government Labor Officials (NAGLO) Annual Conference in July 2023, hosted by the Alabama Department of Labor.
- North Carolina attended the regional on-site consultation meeting for the eight programs in Region IV.
- The OSH Director has represented the NCDOL on the N.C. Human Trafficking Commission since 2013 and has served as Commission Chair since January 2020. The Commission is the legislatively mandated leader of anti-human trafficking efforts in North Carolina and works to combat labor and sex trafficking through educating the public and suggesting new policies, procedures and legislation. The OSH Division and the Commission have partnered to increase awareness around labor trafficking in certain industries and occupations.
- In partnership with N.C. Human Trafficking Commission, the ASH Bureau distributed bilingual, human trafficking prevention posters to migrant housing sites throughout the state.
- The Commissioner of Labor and other Department personnel joined with the N.C. AFL-CIO to recognize Workers' Memorial Day in April 2023. The Department and the organization released a joint statement making a commitment to work together to achieve certain safety and health goals.
- In December of 2022, the Commissioner received two petitions for rulemaking on infectious diseases: one covering General Industry and Construction employers and one covering Agricultural Employers and Migrant Housing Operators. The submitting organizations included the N.C. Justice Center, Episcopal Farmworker Ministry, N.C. State AFL-CIO, Union of Southern Service Workers, Western N.C. Workers' Center, The Hispanic Liaison of Chatham County and the N.C. Conference of the National Association for the Advancement of Colored People (NAACP). In January 2023, the Commissioner formally accepted the petitions, and the department continues to work through the early stages of the state's rulemaking process.
- During the FFY, the OSH Division began receiving external requests for Statements of Interest (SOI) in support of deferred immigration action relative to workers involved in open Compliance inspections. The Division continues to work on a formal policy for receipt and processing of SOI requests and submitted its first letter to the Department of Homeland Security in October 2023.
- The OSH Division created and implemented a new "Lunch and Learn" program that is hosted periodically by various Division staff. The sessions are an hour-long and designed for internal staff development and covered topics such as Complaints and Inspection

Programming; Conducting Informal Conferences; Bloodborne Pathogens; Field Operations Manual Updates; and Use of the New One Stop Shop (OSH intranet).

- The NCDOL Communications Division reached North Carolina employers and employees with safety messages by posting them on numerous social media platforms including Facebook, Instagram, X, YouTube, LinkedIn, and broadcasting Podcasts on the NCDOL website, YouTube, Spotify, iTunes, Google Podcasts, and Anchor. At the end of the FFY, the NCDOL had 2,427 Facebook followers, 862 Instagram followers and 2,227 X followers.
- The OSH Division participated in four OSH-related podcasts. In January and March, the OSH Division Director, an OSH Advisory Council Member and other guests talked about working in safety professions and the role of women in construction. In April, NUCA representatives and an ETTA Health Standards Officer discussed safety as it relates to trenching and excavation operations, and in September, ETTA’s Recognition Program staff talked about the Safety Awards Program. Since the inception of “Inside NC Labor Podcast” in 2018, there have been 62 podcast episodes covering various Department activities.
- The agency has two external newsletters that promote upcoming NCDOL and OSH Division events: the Labor Ledger and the Training Newsletter. The bi-monthly Labor Ledger has over 13,500 subscribers and the monthly Training Newsletter has over 8,500 subscribers.
- The OSH Division has nine active alliances including the CAGC, Lamar Advertising Company, Mexican Consulate, N.C. State Industry Expansion Solutions, NUCA of the Carolinas, the Safety and Health Council of North Carolina (SHCNC), the North Carolina Association of Local Governmental Employee Safety Officials (NCALGESO), the Tree Care Industry Association (TCIA) and the Plumbing, Heating and Cooling Contractors Association (PHCC). The OSH Division also pursued an alliance with the North Carolina Masonry Contractors Association (NCMCA). The NCMCA alliance signing is planned for early November 2023. All Alliances are directed toward the SEPs in North Carolina to promote more outreach and education in those industries.
- The OSH Division was engaged in three high visibility construction projects in support of the construction strategic plan goal through the partnership program. These included:
 - Barringer Construction
 - Oakboro - Charlotte Pipe & Foundry - Foundry Building, Including Ancillary Buildings (2020 – 2023)
 - Holder – Edison Foard – Leeper, A Joint Venture
 - Charlotte - Charlotte Douglas International Airport – Terminal Lobby Expansion (2021 – 2023; recently extended through 2024)
 - Jacobs Engineering Group
 - Holly Springs - Biotech Manufacturing Facility and Campus (2022 – 2024)

Compliance Bureau

- Compliance conducted 1,762 inspections during the FFY. They identified approximately 4,100 hazardous conditions on these inspections, including over 2,800 (69%) that were classified as serious, willful, or repeat (SWR) violations.
- Over 53% of Compliance inspections conducted identified SWR violations, with a total initial penalty assessment of \$10.4 million. Additionally, only 3.7% of inspections were legally contested by employers.
- Inspections with citations were written and processed in a timely manner which expedited abatement of the hazardous conditions. Compliance had an average lapse time of 56 days for safety inspections and 57.6 days for health inspections, both of which are significantly lower than the respective national averages of 57.2 and 66.3 days.
- Compliance inspected 76 fatalities and catastrophe inspections identifying SWR violations on 58% of those inspections.
- The OSH Division's Unmanned Aircraft Systems (UAS) Program was utilized as a resource during compliance inspections that require aerial photographs and videos. In FFY 2023, drones were successfully deployed on seven inspections which aided in evidence collection where staff would otherwise have not been able to reach the site due to unsafe conditions. These inspections included multiple high-profile fatality and accident investigations such as a mast climbing scaffold collapse which resulted in three fatalities, a struck by front loader which resulted in a leg amputation, and an electrocution from an excavator contacting an overhead power line.
- As required by the Federal Aviation Administration, several pilots successfully completed the biannual Part 107 Small UAS Recurrent Training Course to maintain their flight currency and proficiency in operating the drones. Next year, a Part 107 ground course will be conducted to provide training for five new pilots to fill vacant pilot positions. Also, hands-on flight training will be conducted with the entire team on a new National Institute of Standards and Technology (NIST) skills training simulator to enhance the pilot's flight competency.
- A construction blitz was conducted in August and September resulting in 22 inspections and one intervention.
- Each SEP Committee continued to meet quarterly to cover injury and illness trends, inspection and outreach activities, related alliances outreach activities, related compliance documents such as OPNs, along with other initiatives, all in support of the Strategic Management Plan goals. Meetings are attended by members from each OSH Division bureau including supervisors and bureau chiefs. Minutes are maintained on the One Stop Shop.
- The OSH Amputations SEP began in FFY 2019 with a planning year that included the development of a targeting program using North Carolina-specific data to identify industries [North American Industry Classification System (NAICS) codes] with a high rate of

amputations per 1,000 employees. Inspections under this SEP began in FFY 2020. Since then, OSH Compliance has conducted 226 programmed planned Amputations SEP inspections including 73 in FFY 2023. This targeting program has proven to be very successful as SWR violations have been identified on nearly 75% of inspections. During FFY 2023, OSH Compliance averaged 2.75 Serious, Willful, or Repeat (SWR) violations on each programmed planned Amputations inspection, which is 42% higher than the average for all inspections. Nine of the top ten standards cited under this SEP in FFY 2023 were for machine guarding or lockout/tagout violations, the exact amputation hazards this program is targeting.

- The Health Hazards SEP uses the General Schedule targeting metrics (Class I and II safety and health assignments) and overlays NAICS codes likely to have one of the SEP chemicals – silica, lead, isocyanates, asbestos, or hexavalent chromium. Since FFY 2020, OSH Compliance has conducted 167 programmed planned Health Hazards SEP inspections, including 59 in FFY 2023. This targeting program has also proven to be very successful as SWR violations have been identified on nearly 78% of inspections. During FFY 2023, OSH Compliance averaged 2.44 SWR violations on each programmed planned Health Hazards SEP inspection, which is 26% higher than the average for all inspections. Thirteen of the top 15 standards cited under this SEP in FFY 2023 were for silica in construction, respiratory protection, and hazard communication, which are all types of health hazards this program is targeting.
- The Health Hazards SEP requested a special webpage on the One Stop Shop that would provide compliance resources for each health hazard in the SEP which includes asbestos, lead, silica, isocyanates, and hexavalent chromium. These webpages were developed and published to the One Stop Shop. Effective FFY 2024, the SEP committee will remove asbestos and add beryllium as part of the SEP focus.
- Four change requests were submitted for the OSHA Express (OE) Data Management System in FFY 2023.
- In FFY 2023, OSH transmitted data from OE to OSHA’s Information System (OIS) via an interface. OSH and the OE vendor continue to work together to ensure that the OE and OIS, State Activity Mandated Measures (SAMM) and State Information Report (SIR) reports are providing accurate data.
- OSH continues to provide administrative support for the OSHA Legacy Data (OLD) system. The OLD system was rolled out in late FFY 2016 and additional features were subsequently added to allow OSHA and State Plans to access and modify pre-OIS inspection files, as necessary. Progress continues to be made in closing open legacy case files. At the end of FFY 2023, OSH had five cases remaining in the OLD system.
- The Director’s Office conducted thorough reviews of 113 fatality and other high-profile inspection files in accordance with Administrative Procedure Notice (APN) 16. The purpose of the Director’s Office review is to ensure that CSHOs have conducted inspections in accordance with Division policies and procedures, properly documented inspection files

and that the inspection findings will be legally defensible. In addition to the Director's Office staff, the case file review process typically includes the compliance officer, district supervisor, bureau chief and Attorney General's Office representatives. In addition to reviewing fatality and other high-profile cases before citations are issued, the Director's Office also must review and approve certain informal and formal settlement agreements as set forth by APN 16.

- The beginning of a two-year internal audit was started in 2023 to assess and document the positions and activities in the PSIM bureau in advance of multiple retirements. The purpose of the audit is to provide an outline of tasks and administrative needs for the department and to assess if job duties could be streamlined or combined in the future.
- The OSH Laboratory completed 348 in-house equipment calibrations. As part of their quality program, an additional 96 pieces of equipment were sent to the manufacturer for calibration or repair.
- OSH Compliance received new air and noise sampling equipment for each field office. The pumps are SKC AirChek CONNECT models with Bluetooth technology and a flow rate range of 5 to 5000 ml/min. The noise dosimeters are SKC NoiseCHEK models. Each of the larger field offices (Charlotte, Winston-Salem, and Raleigh) received two cases for each of the pumps and dosimeters, whereas the smaller offices in Asheville and Wilmington received one case of each. The equipment will be shared by the industrial hygienists in each office.

Consultative Services Bureau

- In FFY 2023, the OSH Division Consultation Program received a stellar Regional Annual Consultation Evaluation Report (RACER). The report did not have any negative findings or observations nor were there any recommendations for improvement.
- The Consultative Services Bureau (CSB) identified and addressed 31 overexposures to noise, silica, isocyanates, particulates not otherwise regulated (PNOR), styrene, and methylene chloride.
- 102 private sector companies participated in the Safety and Health Achievement Recognition Program (SHARP) with two additional private sector employers in Pre-SHARP. There were six construction SHARP employers and 49 public sector SHARP employers, with two in Pre-SHARP.
- A long-term SHARP participant, North Carolina Olympic Products, had a success story published on OSHA's website.
- Six SHARP participants reached their ten consecutive year milestones during 2023. These companies are offered extra recognition through CSB, which supports their great accomplishment.
- CSB mailed 972 letters to employers with an Experience Modifier Rate (EMR) of 1.5 or

higher informing them of the state-mandated requirement to implement a safety and health program.

- CSB has a task/measure called “intervention” that is different from onsite visits and is not counted in the program statistics. During FFY 2023, 276 interventions were conducted with 264 in the private sector. Activities included substantive telephone and email correspondence, off-site technical training, regulation interpretations and presentations.
- In an increased marketing effort, CSB mailed 305 letters to Rapid Response Intervention employers whose cases were closed.
- 476 letters were sent to small employers who will be covered by the expanded Grocery SEP due to the Warehouse National Emphasis Program. Additionally, 59 Insurance Brokers were also contacted to connect with their clients. Lastly, as part of this effort, brochures were provided to the Boiler Safety Bureau and Retaliatory Employment Discrimination Bureau to educate and distribute to small businesses.
- As part of a NCDOL bureau cross training exercise, consultants received training from the Boiler Safety Bureau to recognize boiler and pressure vessels that need inspection. Likewise, CSB presented to the Boiler Safety Bureau during their annual training, outlining the services provided by CSB.
- During FFY 2023, CSB received 880 requests for service resulting in approximately 1,498 visits for employers across the state and eliminating over 6,683 hazards.

ETTA Bureau

- During FFY 2022, the OSH Division’s intranet, the One Stop Shop, was updated to a new platform and introduced to staff during FFY 2023. The new One Stop Shop has a robust search function, a home page to save frequently used documents, a list of recently updated documents and provides a variety of other resources for staff.
- Top Ten Serious Hazards in General Industry and Top Ten Serious Hazards in Construction PowerPoints (PPTs) were updated. All PPTs continued to be reviewed and updated as needed for rule and procedure changes.
- The ETTA Training Section conducted six 10-hour and two 30-hour general industry awareness courses and seven 10-hour construction awareness courses. The number of employees trained during these events totaled 5,562.
- ETTA participated in 206 events to include speaker’s bureau requests, 10- and 30- hour courses, individual topic workshops, webinars and public outreach fairs and conferences.
- ETTA offered 278 hours of formal training, 148 hours of continuing education, and 37 hours of other job-related training to internal personnel. This included Core course NC 100 – Initial Compliance, NC 105 - Safety Standards, NC 125 – Health Standards, OTI 1310 –

Investigative Interviewing Techniques, NC 245 – Safety and Health Management Systems (On – Demand) and technical writing with 110 staff members trained. Core Courses are taught by senior OSH Division staff members from ETTA, Compliance and Consultative Services. All core course (PPTs) were reviewed and updated prior to each course. In addition, two OCSS modules were offered on excavation and trenching and confirmed space entry to staff with a total of 30 staff members trained. As part of this process, OPN 64 – Mandatory Training Program for OSH Compliance Personnel was updated.

- Annually, ETTA mails an outreach letter to construction employers with five or more serious violations. The letter provides employers with information regarding OSH outreach services and publications and is an outreach strategy used by the Construction SEP committee to lower injury and illness rates in construction. This year’s letter was sent to 51 employers in January 2023.
- The NCDOL website continued to promote new OSH Division initiatives using banners on the home pages. The banners were updated to notify the public regarding new rules going into effect (i.e., penalties), upcoming special events including the construction forum, safety stand downs (e.g., heat, falls prevention, trench safety), safety awards season, and other OSH Division activities.
- The NCDOL website Special Events page continued to provide all upcoming 2023 training and outreach related to the construction forum, heat illness prevention webinars, stand-downs, and special emphasis program training events.
- The OSH Division participated with Federal OSHA in the National Safety Stand Down to Prevent Falls in Construction. ETTA hosted four webinars: one each on fall protection, scaffolds, steel erection and stairways and ladders. They also participated in three Labor One events. The Stand Down was promoted on all NCDOL social media platforms, on the NCDOL Special Events webpage and through an alliance with Lamar Advertising Company, on a billboard poster. A total of 1,709 employees were trained during these webinars and events.
- ETTA participated in Labor Rights Week (August 28 - September 2) through an alliance with the Mexican Consulate. During the week, ETTA hosted a booth and distributed Spanish publications.
- During Safe + Sound Week, ETTA hosted a webinar on Safety and Health Management Systems that provided training for 21 employees. It was promoted on all NCDOL social media platforms and on the NCDOL Special Events webpage. The Governor’s Proclamation also recognized the Safe + Sound week.
- The OSH Division participated in Trench Safety Stand Down Week. This included a collaboration with NUCA in a NCDOL podcast promoting Trench Safety Stand Down Week, advertising the Stand Down on NCDOL social media platforms and on a billboard poster. During the Stand Down week, NCDOL hosted three webinars on Excavation and Trenching, with training provided to 37 employees. The Governor’s Proclamation also

recognized the Stand Down Week.

- Grain Safety Stand Up week was promoted on the Special Events page on the NCDOL website.
- ETTA contributed to the designs of six billboards located on prominent highways in North Carolina. The billboards addressed the following topics: Construction Forum, Fall Prevention Stand Down, Safety Awards Program, Heat Stress Prevention, and the Safe + Sound Initiative.
- The NCDOL (Charles H. Livengood Jr. Memorial) Library loaned out 312 items (e.g., consensus standards, safety videos, certification exam preparation books) to NCDOL employees and registered public patrons.
- The library responded to 610 information requests and 296 reference questions, provided streaming video access (via The Training Network NOW) to 90 patrons, served 352 visitors, acquired 129 items for the collection and cataloged 62 items.
- The ETTA Standards Section responded to 2,247 inquiries regarding interpretations of the standard.
- The Standards Section added 21 documents to the Field Information System (FIS) including updates to the FOM, revised OSH Division policies (i.e., OPNs, Administrative Procedure Notices), and adoption of multiple Federal OSHA Instructions and Final Rules. PSIM, Compliance, and/or Legal Affairs work jointly to update and revise FIS documents.
- The Standards Section created several new publications including a brochure on injury reporting and quick cards on forklifts, safety data sheets, hazard communication labels, and hazard communication pictograms. Additionally, ETTA revised the Top 10 Serious Standards Cited in FFY 2022 brochure and Industry Guide 114 – Introduction to Migrant Housing Inspections in N.C.
- Through the Standards Section, final rules adopted in North Carolina included the 29 CFR 1903 Federal Civil Penalties Inflation Adjustment Act Annual Adjustments for 2023 and the revised 29 CFR 1904 rule to improve Tracking of Workplace Injuries and Illness.
- Compliance documents that were adopted in North Carolina during the FFY were added to the NCDOL website under “OSH Enforcement Procedures,” along with all Code of the Federal Register (CFR) adoptions.
- The OSH Division distributed 64,242 publications to employers and employees across the state which included posters, standards books, brochures, quick cards and other various safety and health publications. The Bureau’s Publications Desk served 2,425 customers.
- The Carolina Star Program had 25 Star re-certifications and approved six new Star work sites. At the end of FFY 2023, there were 150 Star Sites: 104 Carolina Star sites, 23 Building Star sites, 18 Public Sector Star sites and five Rising Star sites.

- The 4th annual NCDOL Construction Forum was held in Statesville on September 7 with the theme “Concrete, the World’s Foundation.” It was widely attended by employers and employees across the state with 78 attendees. Topics included Net Zero Emissions for Concrete, Importance of Safe Digging via the 811 System, and the safety process of concrete in construction.
- The 26th Annual Carolina Star Safety Conference was held September 20-22, 2023, with a total attendance of 627. The theme of the conference was “Re-Focus, Re-Engage, Re-Commit.”
- During the 2023 Carolina Star Conference, one Star site was recognized for achieving 25 years in the Star Program. There are a total of ten Star worksites that have achieved the status of 25 years as a Star Program participant.
- In January 2023, the Carolina Star Program hosted its 4th Annual Building Star Best Practices Workshop. This workshop focused on topics that are pertinent to providing a safe work environment on construction worksites and included injury and illness trends or construction sites and best practices. Thirty-three people were in attendance.
- Through a Special Star Team Member (SSTM) Program, OSH continued to leverage its limited resources by using specially trained Star site employees and independent private sector safety and health professionals for on-site Star evaluations. During the FFY, one recertification course and two initial courses for SSTMs were conducted. This included the retraining and initial training of 24 personnel. A total of 130 SSTMs are trained across the state.
- The Safety Awards Program celebrated its 77th year and awarded 1,860 Gold Awards, 291 Silver Awards, and 58 Million-Hour Awards. For this Safety Awards season, 25 Safety Awards Banquets were conducted with a total banquet attendance of 2,021 attendees.
- To be implemented in FFY 2024, the Safety Awards Program developed a new online registration process for receiving applications. This new procedure will reduce the overall cost and increase efficiency in the mailing and application review process.
- To increase the ability of staff to converse in Spanish with employers and employees while in the performance of their job duties, an online Spanish Training Software Platform was purchased for a second year as part of a pilot program.

PSIM Bureau

- The PSIM Bureau Chief continued to perform duties associated with the responsibility of being the Medical Records Coordinator for the OSH Division.

- PSIM continued to provide notifications of workplace accidents and fatalities to the N.C. Industrial Commission, Fraud Investigation Section of the Criminal Investigations and Employee Classification Division.
- The PSIM Bureau Chief assisted ETTA with reviewing photos and graphics within various PPT presentations to verify adherence to copyright, privacy, ownership, and brand name restrictions.
- PSIM compiled OSH data initiated for the NCDOL Annual Report, the OSH Annual Program Statistics Report, and various other annual reporting requirements.
- PSIM analyzed construction inspection activities for FFY 2022.
- PSIM completed FFY 2022 Occupational Fatalities Comparison Report using Occupational Fatality Inspection Review (OFIR) data.
- PSIM analyzed and verified CY 2022 fatality data for the Communications Division’s annual press release.
- PSIM continued refinement of the OSH private and public-sector databases to supplement the bureau’s exclusive use of the Division of Employment Security database.
- PSIM received, researched, and processed 973 requests for revisions/changes to the private and public-sector establishment databases, which helps to enhance the accuracy of these site databases and the OSH Division Targeting System.
- PSIM worked on various targeting schedules that were updated and assignments released for:
 - Public Sector Schedule
 - General Industry Schedules (Safety and Health)
 - ASH Schedule
 - Health Hazards Schedules (Asbestos, Lead, and Isocyanates)
 - Fatality Reinspection Schedule
 - Communication Tower Schedule
 - Amputations SEP Schedule
- PSIM received a total of 585 closed inspection files (those still in paper copy format) from the field offices for archiving.
- PSIM received 1,336 disclosure requests during FFY 2023 and processed 970 requests (710 from FFY 2023 and 260 from previous years) which resulted in a 94% response rate. PSIM has continued to receive an unprecedented number of disclosure file requests. Bureau staff worked diligently to process disclosure requests. Some of the disclosure requests were COVID-19 related; however, there continues to be a substantial increase in non-COVID related requests related to contestments, fatalities, court orders, and subpoenas.

- PSIM coordinated the strategic plan process for all bureaus in the OSH Division to submit data for the FFY 2024 Annual Performance Plan in relation to the 5-year Strategic Management Plan (SMP) for FFY 2024 - 2028. As part of the SMP process, PSIM staff updated Administrative Procedures Notice 19 – SMP Committee Activity.
- PSIM completed an analysis of data collected from the 2019, 2020, and 2021 Public Sector Surveys, resulting in updated, established target rates for employer specific categories.
- PSIM received and processed 6,800 requests from the public sector for revisions/changes to the Public-Sector Injury and Illness Survey database.
 - PSIM mailed a total of 3,287 surveys to public sector employers (collection of calendar year 2022 injury and illness data). At the end of FFY 2023, 2,995 survey responses were received with a 96.1% response rate and a 100% clean rate. Efforts continue to collect the remaining outstanding surveys prior to the end of December 2023. As part of the process, PSIM staff updated OPN 128 – Public Sector Surveys and Inspections.
 - PSIM trained two members of the Retaliatory Employment Discrimination Bureau (REDB) to process redaction and release position statements and complaints associated with their occupational safety and health related cases. Training continued in FFY 2023 until one of the REDB employees was considered proficient in the redaction process. REDB is now processing all these types of public records requests.

ASH Bureau

- ASH Bureau completed 2,072 preoccupancy housing inspections of migrant farmworker housing and conducted 46 compliance inspections. Housing certificates were issued to 2,048 sites with a total occupancy (beds) of 25,908.
- During annual preoccupancy inspections, ASH distributed 5,943 safety and health publications to farmers and farmworkers.
- The 29th Annual Gold Star Growers' meeting was held on February 2, 2023. 119 Double Gold Star growers and 83 Single Gold Star growers were recognized for accomplishments during the 2022 season.
- ASH continued working with NCDOL Information Technology (IT) to develop a new preoccupancy inspection database to improve user functionality, transition to an electronic storage system, and allow growers to register migrant housing and access their housing certificates online.