

## Case Study: Create a Best-In-Class Health & Safety Program



### Challenge:

From improperly operated forklifts to manual handling of heavy and sometimes uneven loads, warehouses are a hotspot for workplace accidents and injuries. Our client, a leading US distributor of fine wine and spirits, employs over 500 employees across 5 regional warehouse locations. Accidents on the job and the associated injuries and costs were trending upward year-to-year, with no sign of abatement. In years past, client investment in safety consulting services and OSHA compliance training was minimal. With little in-house Safety & Health expertise, the executive leadership brought in Pisano and Associates (P&A) to deep dive the issues and come back with a plan to drive positive change; reduce injuries and injury related costs, improve or replace current processes, and drive bottom line results. The overall objective for this consulting program – create “the *Best Safety Health and Ergonomics Program & Results in the industry*”

### Solution:

In recent years, there is growing understanding and acceptance that an organization’s entire ecosystem – customers, employees, suppliers, affiliates and partners – influence and impact the safety environment and outcomes within any company. With that in mind, **Pisano & Associates recommended a systemic, rather than a transactional approach to the client’s injury and OSHA challenges.** Pisano and Associates delivered a comprehensive safety audit and gap analysis across all company processes; areas of improvement were identified, as well as a timeline and investment schedule.

Recommendations and actions included:

- Implant a dedicated Pisano & Associates team member within client environment to serve as Safety & Health Compliance Director
- Created and implemented 15+ OSHA compliance and training programs based on ISO 14001 management system
- New facilities recommendation with end to end work areas redesign
- Company-wide hands on and classroom retraining on Powered Industrial Truck Safety.
- Investment in state of the art material handling equipment, and trained employees on new standard operating procedures; the sortation system, labeling process, pick modules: truck loading, bottle room, and shrink-wrap machines.
- Redesign material handling processes,
- Removed / reduced ‘high risk’ action and services

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**Result:**

Creating a safe environment saves money by reducing injuries and associates medical costs, minimizing absenteeism, workplace disruptions, and equipment downtime while increasing productivity and employee satisfaction. During the development and implementation phase of this program, the following was accomplished:

- Developed and implemented 15 OSHA Compliance Programs
- Wrote and was granted approval for a \$100,000 grant for the development and implementation of an Ergonomics Program
- Worker's Compensation Loss rate (per \$100) dropped more than 50% from Y1 to Y5 (from \$5.11 to \$2.31).
- Trained 3 in-house Ergonomic Evaluators
- Analyzed, redesigned and reduced high risk actions
- Reduced material handling tasks by 70%
- Created a more efficient workflow
- Created a "Working" Safety Committee that played an active role in the implementation and auditing of all OSHA programs
- Developed, implemented and published a Monthly Safety & Health Tracking System for both compliance and non-compliance safety and health initiatives and activities

**About Pisano & Associates LLC:**

Founded in 1998, Pisano & Associates LLC is an Environmental, Health, Safety & Ergonomics consulting and outsourcing company headquartered in Pawtucket, RI. Combining unparalleled experience, technical expertise and comprehensive capabilities, P&A collaborates with clients to help them rationalize their approach to EHS regulatory compliance.

**For More Information:**

To learn more about how Pisano & Associates can help your company build scalable, sustainable Environmental, Safety, Health and Ergonomic compliance strategies and programs, contact Frances Pisano at 401.529.8398, or visit [pisoassociates.com](http://pisoassociates.com)

