KEEPING YOUR WORKplace SAFE

Q's for SMALL & A's BUSINESS Employers
As an employer, you have a duty to protect your workers from injury and illness on the job. Protecting workers also makes good business sense. Accidents and injuries are more expensive than many realize. Costs mount up quickly. But substantial savings in workers’ compensation and lost workdays are possible when injuries and illness decline. The Occupational Safety and Health Administration (OSHA) can help you.

Compliance with OSHA regulations is essential. Compliance along with an effective voluntary safety and health program can help reduce your costs and injuries and illnesses. An organized, carefully crafted plan that systematically focuses on workplace hazards and employee training is critical. Buy-in from every manager and employee is essential. Everyone has to work at safety and health.

Each safety and health program should be tailored to fit the company, to blend with its unique operations and culture, and to help employers maintain a system that continually addresses workplace hazards. There are four elements that every effective program should have: management leadership and employee involvement, workplace analysis, hazard prevention and control, and safety and health training and education.

Employers and employees work together to make safety and health a priority. Employer and employee involvement and communication on workplace safety and communication on workplace safety and health issues are essential. For example, this partnership can be achieved when you:

- Post the company’s written safety and health policy for all to see
- Involve employees in policymaking on safety and health issues
- Take an active part in safety activities
- Hold meetings that focus on employee safety and health
- Abide by all safety and health rules
- Show your commitment by investing time, effort, and money in your safety and health program.

A worksite analysis means that you and your employees analyze all worksite conditions to identify and eliminate existing or potential hazards. This should be done on a regular and timely basis. There should be a current hazard analysis for all jobs and processes that all employees know and understand. To do this, you could:

- Request a free OSHA Consultation visit
- Become aware of hazards in your industry
- Create safety teams
- Encourage employees to report workplace hazards
- Examine history of worksite conditions
- Have an adequate system for reporting hazards
- Have trained personnel conduct inspections of the worksite and correct hazards
- Ensure that any changes in process or new high-hazard facilities are reviewed by a competent person
- Seek assistance from safety and health experts.
The next part of a good safety and health program means that you continually review your work environment and work practices to control or prevent workplace hazards. This can be done when you:

- Regularly and thoroughly maintain equipment
- Ensure that hazard correction procedures are in place
- Ensure that employees know how to use and maintain personal protective equipment
- Ensure that all employees understand and follow safe work procedures
- Make sure that, where necessary, you have a medical program tailored to your facility to help prevent workplace hazards and exposures.

It is important that everyone in the workplace be properly trained, from the floor worker to the supervisors, managers, contractors, and part-time and temporary employees. This can be done when you:

- Allow only properly authorized and instructed employees to do any job
- Make sure no employees do any job that appears unsafe
- Hold emergency preparedness drills for employees
- Pay particular attention to employees learning new operations to make sure they have the proper job skills and awareness of hazards
- Train supervisors and managers to recognize hazards and understand their responsibilities.

What is the OSHA Consultation visit you mentioned?

OSHA operates various voluntary compliance programs to assist small employers. The OSHA Consultation Service helps employers find out about potential hazards and how to improve their occupational safety and health management. A visit from OSHA consultation is always at the employer’s request. The service offers workplace safety and health training and technical assistance. Consultation is a free service largely funded by OSHA and operated by state government agencies using well-trained safety and health staff. This service is completely separate from OSHA’s inspection effort; no citations are issued or penalties proposed.

The visit begins with an opening conference between the consultant and the employer followed by a walkaround of the worksite. For more information on consultation service, contact your state plan listed below or visit Programs and Services, or Directory on OSHA’s Web site at http://www.osha.gov/.

Can I get other help from OSHA?

OSHA also provides other services and assistance to help small businesses. These include:

- **Grants:** OSHA gives training and education grants to various non-profit groups to develop programs to help small businesses establish safety and health programs. For more information on grants, see Training and Education.

- **Mentoring:** OSHA’s Voluntary Protection Programs (VPP) recognize worksites where employers and employees work together to achieve safety and health excellence. Small firms can be matched with and mentored by a VPP site that will share its safety and health experience and expertise. For more information on VPP, contact your VPP coordinator in your nearest OSHA regional office.
Safety and Health Achievement Recognition Program (SHARP): Part of the Consultation Program, SHARP also recognizes exemplary employers who take special pride in providing a safe and healthful work environment for their employees and who meet specific program criteria. Employers who qualify receive a 1-year exemption from OSHA’s general schedule inspections.

Training and Education: OSHA’s Training Institute in Des Plaines, IL, and OSHA’s Training Education Centers provide basic and advanced courses in safety and health. OSHA’s area offices offer information services, such as audiovisual aids, technical advice, and speakers for special engagements. For more information, contact the Institute at 1555 Times Drive, Des Plaines, IL 60018, (847) 297-4810, or fax (847) 297-4874. A list of courses also can be found under Programs and Services on OSHA’s Web site at http://www.osha.gov/.

State Plans: Twenty-five states operate their own federally approved occupational safety and health programs. These states conduct most OSHA enforcement through their own standards, which are at least as effective as Federal OSHA’s, but may have different or additional requirements. Many states offer additional programs of assistance to small businesses. For more information on state plans, see the list of plans at the end of this brochure or visit Programs and Services, or Directory on OSHA’s Web site at http://www.osha.gov/.

Electronic Information - Internet: OSHA standards, interpretations, directives, interactive software, compliance assistance materials, and additional information are available or can be ordered on the World Wide Web at http://www.osha.gov/.


Publications: OSHA has many published materials, including specific topics for small businesses, that are available or can be ordered online at http://www.osha.gov/. Publications lists and single copies of various OSHA materials can be obtained by sending a self-addressed label to the OSHA Publications Office, P.O. Box 3753, Washington, DC 20013-7535, or by calling (202) 219-4667.

Of particular interest may be the OSHA Handbook for Small Business (OSHA 2209) and Assessing the Need for Personal Protective Equipment: A Guide for Small Business Employers (OSHA 3151). These booklets are sold by the Superintendent of Documents, U.S. Government Printing Office, P.O. Box 37194, Pittsburgh, PA 15250-7954; phone (202) 512-1800; fax (202) 512-2250. For OSHA 2209, Order No. 029-016-00176-0; cost $2.25; for OSHA 3151, Order No.029-016-00179-4; cost $4.25. Documents may also be ordered online through GPO’s Web site at http://www.gpo.gov/.

OSHA regulations are contained in Title 29 of the Code of Federal Regulations, Parts 1904 (Recordkeeping), 1910 (General Industry), 1915 through 1925 (Maritime), 1926 (Construction), and 1928 (Agriculture). All OSHA regulations are available or can be ordered online at http://www.osha.gov/. Printed copies of OSHA regulations are sold by the Government Printing Office and can be ordered online as indicated above.

Small Business Liaison: OSHA’s liaison is available to answer questions on small business issues at 202-219-6091, extension 124.

Emergencies: For life-threatening situations only, call 1-(800) 321-OSHA. Complaints will go immediately to the nearest OSHA area or state office for help.
## Regional Offices

**REGION I**

- **CT, MA, ME, NH, RI, VT**
  - KJK Federal Building, Room E-340
  - Boston, MA 02203
  - Telephone: (617) 565-9860

**REGION II**

- **NJ, NY, PA, VA, WV**
  - Gateway Building, Suite 2100
  - Philadelphia, PA 19104
  - Telephone: (215) 596-1201

**REGION III**

- **DC, DE, MD, PA, VA, WV**
  - 3335 Market Street
  - Philadelphia, PA 19104
  - Telephone: (215) 596-1201

**REGION IV**

- **AL, FL, GA, KY, MS, NC, SC, TN**
  - Atlanta Federal Center
  - 61 Forsyth Street, SW, Room 670
  - Atlanta, GA 30303
  - Telephone: (404) 562-2220

**REGION V**

- **IL, IN, MI, MN, OH, WI**
  - 1999 Broadway, Suite 1690
  - Chicago, IL 60604
  - Telephone: (312) 296-2342

**REGION VI**

- **AR, LA, NM, OK, TX**
  - 525 Griffin Street, Room 602
  - Dallas, TX 75202
  - Telephone: (214) 767-4731

**REGION VII**

- **IA, KS, MO, NE**
  - City Center Square
  - 1100 Main Street, Suite 800
  - Kansas City, MO 64105
  - Telephone: (816) 426-5861

**REGION VIII**

- **CO, MT, ND, SD, UT, WY**
  - 1999 Broadway, Suite 1690
  - Denver, CO 80202-5716
  - Telephone: (303) 844-1600

**REGION IX**

- **American Samoa, AZ, CA, Guam, HI, NV, Trust Territories of the Pacific**
  - 71 Stevenson Street, Suite 420
  - San Francisco, CA 94105
  - Telephone: (415) 975-4310

**REGION X**

- **AK, ID, OR, WA**
  - 1111 Third Avenue, Suite 715
  - Seattle, WA 98101-3212
  - Telephone: (206) 553-5930

### States with Approved Plans

<table>
<thead>
<tr>
<th>State</th>
<th>Office</th>
<th>Address</th>
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<tbody>
<tr>
<td>Alaska</td>
<td>Commissioner</td>
<td>Alaska Department of Labor</td>
<td>1111 West 8th Street, Room 306</td>
<td>Juneau, AK 99801</td>
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<tr>
<td>Arizona</td>
<td>Director</td>
<td>Industrial Commission of Arizona</td>
<td>800 W. Washington</td>
<td>Phoenix, AZ 85007</td>
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<tr>
<td>Arkansas</td>
<td>Commissioner</td>
<td>Arkansas Department of Labor</td>
<td>200 Folly Brook Boulevard</td>
<td>Wethersfield, CT 06109</td>
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<tr>
<td>California</td>
<td>Director</td>
<td>California Department of Industrial Relations</td>
<td>45 Fremont Street</td>
<td>San Francisco, CA 94105</td>
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<tr>
<td>Colorado</td>
<td>Director</td>
<td>Hawaii Department of Labor and Industrial Relations</td>
<td>830 Punchbowl Street</td>
<td>Honolulu, HI 96813</td>
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<tr>
<td>Connecticut</td>
<td>Commissioner</td>
<td>Connecticut Department of Labor</td>
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<td>Delaware Department of Labor</td>
<td>400 West Washington Street</td>
<td>Room W195</td>
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<tr>
<td>Iowa</td>
<td>Commissioner</td>
<td>Iowa Division of Labor Services</td>
<td>1000 E. Grand Avenue</td>
<td>Des Moines, IA 50319</td>
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<tr>
<td>Maryland</td>
<td>Commissioner</td>
<td>Maryland Division of Labor and Industry</td>
<td>1047 U.S. Highway, 127 South</td>
<td>Suite 2</td>
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<tr>
<td>Minnesota</td>
<td>Commissioner</td>
<td>Minnesota Department of Labor and Industry</td>
<td>443 Lafayette Road</td>
<td>St. Paul, MN 55155</td>
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<tr>
<td>Nevada</td>
<td>Administrator</td>
<td>Nevada Division of Industrial Relations</td>
<td>400 West King Street</td>
<td>Carson City, NV 89710</td>
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<tr>
<td>New Mexico</td>
<td>Secretary</td>
<td>New Mexico Environment Department</td>
<td>1190 St. Francis Drive</td>
<td>P.O. Box 26110</td>
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<tr>
<td>New York</td>
<td>Commissioner</td>
<td>New York Department of Labor</td>
<td>W. Averell Harriman State Office Building - 12</td>
<td>Room 500</td>
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<tr>
<td>North Carolina</td>
<td>Commissioner</td>
<td>North Carolina Department of Labor</td>
<td>319 Chapanoke Road</td>
<td>Raleigh, NC 27603</td>
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<td>Ohio</td>
<td>Administrator</td>
<td>Department of Consumer and Business Services</td>
<td>Occupational Safety and Health Division (OR-OSHA)</td>
<td>350 Winter Street, NE, Room 430</td>
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<tr>
<td>Oregon</td>
<td>Secretary</td>
<td>Oregon Department of Labor and Human Resources</td>
<td>Prudencio Rivera Martinez Building</td>
<td>505 Munoz Rivera Avenue</td>
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<td>Pennsylvania</td>
<td>Director</td>
<td>Pennsylvania Department of Labor and Industry</td>
<td>Licensing and Regulation</td>
<td>Koegor Office Park, Kingstown Building</td>
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<tr>
<td>Tennessee</td>
<td>Commissioner</td>
<td>Tennessee Department of Labor</td>
<td>710 James Robertson Parkway</td>
<td>Nashville, TN 37243-0659</td>
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<tr>
<td>Utah</td>
<td>Commissioner</td>
<td>Industrial Commission of Utah</td>
<td>160 East 300 South, 3rd Floor</td>
<td>P.O. Box 146650</td>
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<td>Virginia</td>
<td>Commissioner</td>
<td>Virginia Department of Labor and Industry</td>
<td>National Life Building</td>
<td>Drawer 20</td>
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<td>Wyoming</td>
<td>Commissioner</td>
<td>Virgin Islands Department of Labor</td>
<td>2131 Hospital Street, Box 890</td>
<td>Christiansted</td>
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<td>Washington</td>
<td>Director</td>
<td>Washington Department of Labor and Industries</td>
<td>General Administrative Building</td>
<td>P.O. Box 44001</td>
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<td>Rhode Island</td>
<td>Administrator</td>
<td>Rhode Island Department of Labor and Business Services</td>
<td>Compensation Division (WSC)</td>
<td>1047 U.S. Highway, 127 South</td>
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<td>South Carolina Department of Labor and Human Resources</td>
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<td>505 Munoz Rivera Avenue</td>
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*These states and territories operate their own OSHA-approved job safety and health programs (Connecticut and New York plans cover public employees only). States with approved programs must have a standard that is identical to, or at least as effective as, the federal standard.

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**U.S. Department of Labor**

Occupational Safety and Health
5. Small Business Advocacy Review Panels:
The Environmental Protection Agency and OSHA must take additional steps to involve small businesses in the development of their proposed rules. If a proposed rule may have a significant impact on small businesses, the agency must establish a government panel to receive input from affected small businesses. The panel then submits a report to the agency. The agency considers the issues raised in the report and places the report in the public docket.

6. Oversight of Regulatory Enforcement:
SBA must appoint a Small Business and Agriculture Regulatory Enforcement Ombudsman and 10 Small Business Regulatory Fairness Boards to allow small businesses an opportunity to comment on enforcement activities of federal regulatory agencies. The National Ombudsman and the Fairness Boards will receive comments about federal compliance and enforcement activities and report these findings annually to the Congress.

SMALL BUSINESS OMBUDSMAN:
If you are a small business entity, you may participate in the regulatory process and comment on OSHA enforcement actions by calling 1-888-REG-FAIR.

Enacted by the Congress on March 29, 1996, the Small Business Regulatory Enforcement Fairness Act (SBREFA), contains six main components to help small businesses:

1. Simplified Regulatory Compliance: Federal agencies must develop comprehensive guidelines in plain English for all rules that have a significant small business impact. In addition, each agency must establish a process for responding to small business inquiries about how to comply with federal agency regulations.

2. Equal Access to Justice Amendments: Small businesses have expanded authority to recover attorney’s fees and costs when a federal agency has been found to be excessive in enforcing federal regulations.

3. Congressional Review of Rules: Federal agencies must submit their final rules to the Congress for review. The Congress can disapprove a rule under an expedited procedure established by SBREFA.

4. Regulatory Enforcement Reform of Penalties: Each agency must develop a policy to provide for the reduction and, in appropriate circumstances, the waiver of civil penalties for violations of a regulation by a small business.