



Verizon Telecom-Safety Management OHSAS 18001 CERTIFICATION

Certified OHSAS 18001 by



Ken Shaw & Frank Brown

ITSC - Niagara Falls, NY; September 2007



BSI - OHSAS – 18001:1999

British Standards Institute

Occupational Health and Safety Assessment Series

- **Safety Management Quality Standard**
- **Consistent with internationally recognized quality principles:**
 - **ISO 9001, ISO 14001, ANSI/AIHA Z-10**
 - **Internationally recognized program requirements**
- **Certification is provided by an authorized registrar:**
 - **(i.e., Bureau Veritas, BSI and etc.)**
- **Promotes a commitment to continual process improvement, program structure for long-term organization continuity, and program sustainability.**
- **Provides flexibility for broad application within the corporate structure**

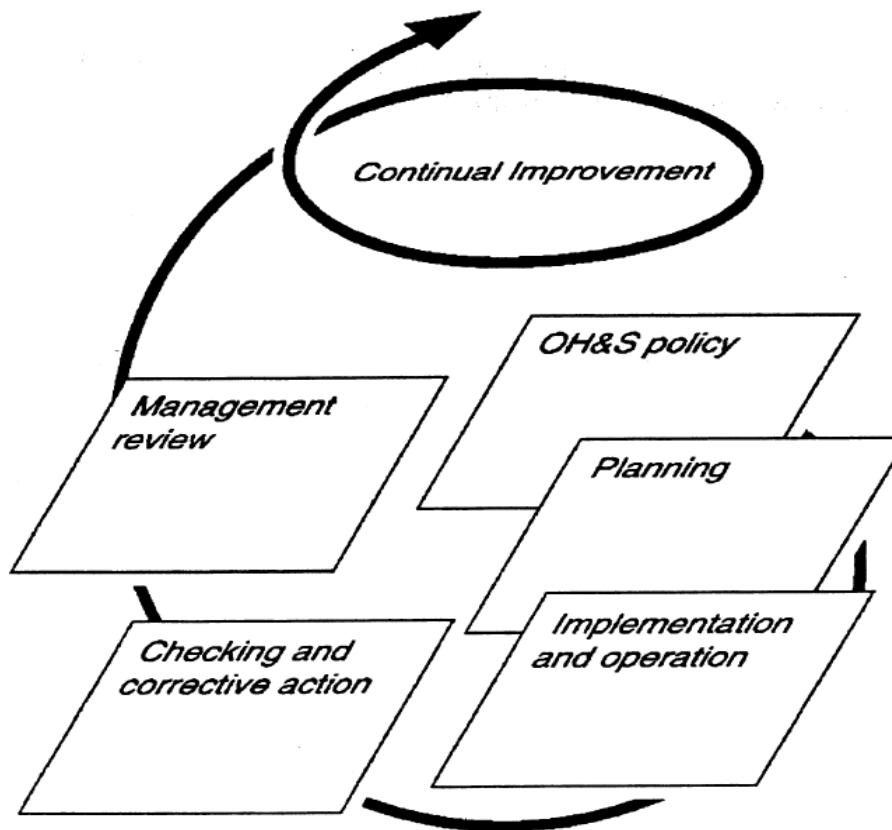


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Occupational Health and Safety Assessment Series

- **Approximately 100 U.S. industrial facilities certified to OHSAS-18001, i.e., Shell Drilling, Agere Semiconductor.**
- **Verizon Telecom Safety Management is among a very few telecommunication-related, utility or service company safety teams to be awarded safety certification.**



OHSAS-18001-1999 Continual Improvement

Figure 1 — Elements of successful OH&S management



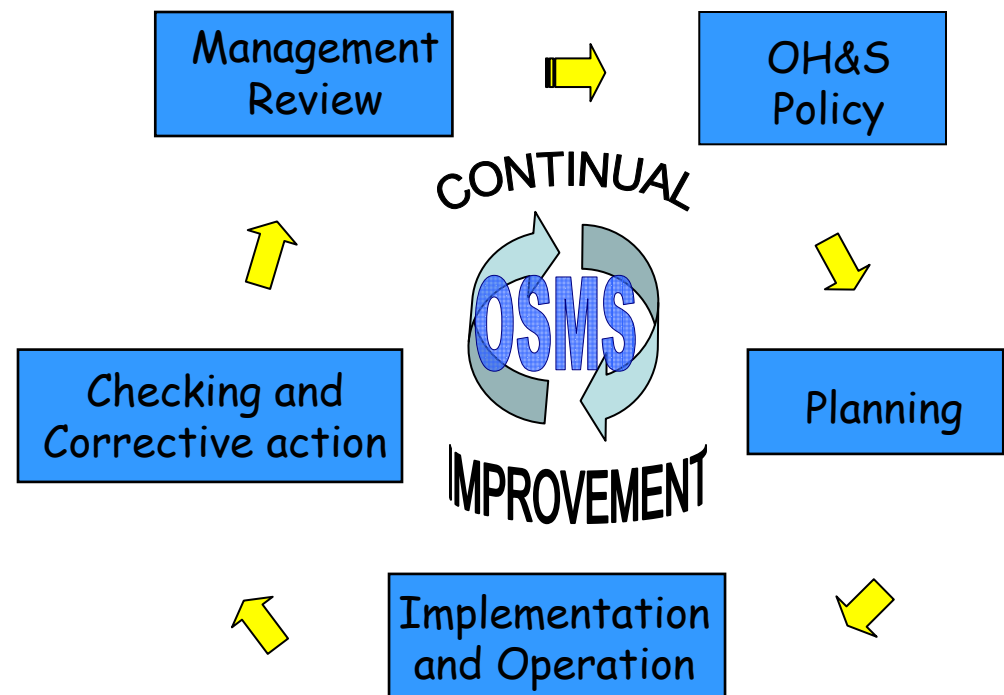
ANSI Z10 - 2005





OSMS - Occupational Safety Management System OHSAS – 18001

- Safety Management Program
 - VZSAF 000-100
- Organization Profile
- Process Descriptions
- Handbook
- Metrics
 - Target Score Cards
 - Observations - ISOs
 - Risk Rating Matrix
- Safety Action Plans
- SRR-SMRR-ORR-AAR Processes
- Process Reviews & Improvements
- Compliance Assessments
 - Corrective Actions – Follow-up
- Training, Documentation, Feedback



Plan - Do - Check - Act



- **The Verizon Telecom Occupational Safety Management System (OSMS) is the foundation of the VZT Safety Program**

- **All processes conform to OHSAS-18001**

- **Safety, Health, Ergonomic and Industrial Hygiene Processes**
- **Department of Transportation (DOT) Processes**
- **All procedures, documents, initiatives, training programs, records, and related administrative / operational functions.**
- **Assures continuity of VZT safety efforts during periods of change such as: restructuring, reorganization, retirements, transfers, and operational transformations.**



2004 – 2005 VZT Certification Benchmarks

- **Certification scope: Safety Management Organization.**
- **Preliminary Action Plan developed**
- **Utilized internal Quality Integration and SM team resources**
- **Process inventory and review**
- **Revision of Safety Management Program and key process documents**
- **Organizational Profile written**
- **Draft/review numerous process documents**
- **Improvement / refinement of processes (i.e., management review, metrics, training materials, communications, and etc.)**
- **Planned for 2006 certification effort: Are we ready?**



2006 VZT Certification Benchmarks

- **Decision to initiate OHSAS-18001 certification action**
- **Contacted BVQI for registration protocols**
- **Prepared final drafts of all process documents**
- **Compiled “Organizational Handbook” (all process documents)**
- **Conducted self assessment audit - Safety Management staff**
- **Training: Direct Leadership Team and Regional Safety Managers**
- **Formal Pre-assessment audit by BVQI (2 days)**
- **Comprehensive Certification audit by BVQI (4 days)**

OHSAS-18001 Certification awarded August 3, 2006 by BVQI

The beginning



Certification

Awarded To

**VERIZON TELECOM SAFETY MANAGEMENT
HEADQUARTERS
221 EAST 37th, STREET, NEW YORK, NEW YORK U.S.A.**

BVQi (NA), Inc. certifies that the management system of the above organization has been audited and found to be in accordance with the requirements of the management system standards and scope of supply detailed below

STANDARDS

OHSAS 18001:1999

SCOPE OF SUPPLY

**THE ORGANIZATION, PROGRAMS AND ACTIVITIES TO DEVELOP,
MAINTAIN AND CONTINUALLY IMPROVE THE VERIZON TELECOM
SAFETY MANAGEMENT PROGRAM AND HEALTH AND SAFETY
SYSTEMS.**

Original Approval Date: 1 AUGUST 2006



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SYSTEMS.**

Original Approval Date: 1 AUGUST 2006

Subject to the continued satisfactory operation of the Organization's Management System, this certificate will remain valid until: 22 JUNE 2009

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the Organization.

Certificate No: 180510B
Issue Date: 1 AUGUST 2006

For BVQi (NA), Inc.
515 West 5th Street, Jamestown, New York, USA
www.bvqina.com





Certification Considerations

- **Required significant time (2+ years)**
- **Long-term commitment by departmental staff and upper management**
- **Plan – Do – Check – Act: Integration into every process**
- **Across the board conformance with recognized safety management principles is the overarching goal.**
- **Provides a solid foundation of the safety management program.**
- **Resulting core documents are stronger**
- **OHSAS-18001 certification has helped us to improve our program significantly.**
- **Certification is secondary to the actual processes**
- **Ongoing effort: Continual improvement / recertification**



Next Steps

VZT OSMS / OHSAS-18001

- **Drive OSMS principles to the field level**
 - **Supervisory responsibilities**
 - **Safety Management is an integral part of BAU**
- **Continual improvement and refinement of program components**
- **New Safety Management processes must conform to OHSAS-18001**
- **Formal BVQI monitoring audits on an annual basis**
- **3 year recertification cycle (2009)**
- **Work toward certification with updated OHSAS-18001, 2007 standard**



TALK POINTS

- **OHSAS 18001 – 2007**
- **OHSAS 18001 Standards**
- **Certification / Recertification Process**
- **VZ Telecom Certification Strategy and Approach**



OHSAS 18001 - 2007

- ❖ **Effective July 2, 2007; Supersedes OHSAS 18001 - 1999**
- ❖ **2 year transition period for those already certified & or in final stage**
- ❖ **Enhanced compatibility with other standards (ISO 9001 & 14001)**
- ❖ **OHSAS 18001 now referred to as a standard, not a specification**
- ❖ **Key Changes:**
 - **Importance of health given greater emphasis**
 - **New and revised definitions**
 - **Requirement in OH&S planning to consider control hierarchy**
 - **Management of change is more explicitly addressed**
 - **Clause on “evaluation of compliance” introduced**
 - **Requirements for participation and consultation**
 - **Requirements for the investigation of incidents**



OHSAS 18001 & 18002

- ❖ **OHSAS 18001 is the Standard**
- ❖ **OHSAS 18002 is a Guideline, it:**
 - **Provides generic advice on the application of OHSAS 18001**
 - **Explains underlying principles of OHSAS 18001**
 - **Describes intent, typical input & outputs, and processes for each OHSAS 18001 requirement**
 - **Does not create additional requirements or prescribe mandatory approaches**



OH&S MANAGEMENT SYSTEM ELEMENTS

- ❖ **Occupational Health & Safety Policy**
- ❖ **Planning**
- ❖ **Implementation and Operation**
- ❖ **Checking and Corrective Action**
- ❖ **Management Review**



OH&S MANAGEMENT SYSTEM ELEMENTS

OH&S POLICY: Requires a H&S policy approved by top management that states H&S objectives and provides a commitment to improve H&S performance.

PLANNING: Requires procedures for:

- Hazard Identification, Risk Assessment, Risk Control
- Identifying Legal & Other OH&S requirements
- Maintaining documented OH&S objectives
- Maintaining OH&S Management Programs for achieving its objectives including designating: responsibility and authority, means, and timeframes for achievement



IMPLEMENTATION & OPERATION

- **Structure & Responsibility:** The roles, responsibilities, & authorities of personnel involved in H&S activities shall be defined, documented, & communicated. Ultimate responsibility rests with top management & management shall provide sufficient resources for the OH&S system.
- **Training, Awareness, Competence:** Personnel shall be competent to perform their OH&S tasks. Procedures must be maintained to ensure employees are aware of the importance of conformance to S&H procedures, the consequences of non-conformance; and the hazards associated with their work activities.



IMPLEMENTATION & OPERATION

- **Consultation & Communication:** Procedures should exist to ensure H&S information is communicated to and from employees and other interested parties. Employees should be involved in development of H&S procedures and consulted when changes affect their workplace.
- **Documentation:** Establish and maintain documentation that describes the core elements of the H&S management system and provides direction to other related H&S documentation.



IMPLEMENTATION & OPERATION

- **Documentation and Data Control:** Maintain adequate document & change control to ensure S&H related documents: can be located, are current, reviewed periodically, revised as necessary, and properly retained.
- **Operational Control:** Identify operations associated with known risks where control measures need to be applied. Develop procedures to ensure established practices are followed when these activities are performed.
- **Emergency Preparedness and Response:** Establish and maintain procedures to identify potential for, and respond to, emergency situations.



CHECKING & CORRECTIVE ACTION

- **Performance Measurement & Monitoring:** Establish qualitative and quantitative measurement processes, both proactive and reactive.
- **Accidents, Incidents, Non-conformances, and Corrective & Preventative Action:** Maintain procedures for handling investigations; mitigating the consequences; initiating & completing corrective actions; and confirming the effectiveness of corrective & preventive actions.



CHECKING & CORRECTIVE ACTION

Audit: Maintain audit programs and procedures to:

- a) Determine if the OH&S management system:
 - 1) conforms to the planned OH&S system and OHSAS standard**
 - 2) has been properly implemented and maintained**
 - 3) Is effective in meeting the objectives****
- b) Review the results of previous audits**
- c) Provide information on the results to management**



CHECKING & CORRECTIVE ACTION

- **Records & Record Management: Maintain procedures for the identification, maintenance, and disposition of OH&S records. Records shall be legible, identifiable, traceable, readily retrievable, and protected against loss and / or damage.**



MANAGEMENT REVIEW

- **Top management shall review the OH&S management system to ensure its continuing suitability, adequacy, and effectiveness. The review shall address the need for possible changes to policy, objectives, and other elements of the OH&S management system.**



VERIZON APPROACH TO CERTIFICATION

- **Study and obtain understanding of OHSAS 18001 & 18002**
- **Determine organizational universe for certification**
- **Perform a Gap Analysis: What's required / What you have**
- **Develop "Needs" list (what must be created, modified, implemented)**
- **Select a certification registrar**
- **Arrange a pre-certification assessment meeting/review with registrar**
- **Assign responsibilities & establish schedule to complete "Needs" list**
- **Compile and organize data (Safety Organization Handbook)**
- **Create a document mapping for each requirement the documents, processes, systems, interviews, etc. that will be used to demonstrate compliance.**
- **Keep your staff informed throughout of the certification process and provide training to them on the OHSAS 18001 requirements**



CERTIFICATION PROCESS

- **Establish audit plan with registrar**
- **Schedule interviews and site visits**
- **Compile requested data**
- **Facilitate audit**
- **Review results**
- **Resolve any non-conformities**
- **Obtain certification**



CERTIFICATION MAINTENANCE

- **Full re-audit every third year**
- **Surveillance audits at least annually (50% coverage each year); other options available (e.g., 25% coverage every 6 months, 33% coverage every 9 months)**



QUESTIONS / COMMENTS



Plan - Do - Check - Act