

VOLTS Newsletter

VALUING OUR LIVES THROUGH SAFETY

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Volts Steering Committee, Editor

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VOLTS Sustainment and Growth

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To all IPSC employees:

The VOLTS Committee acknowledges your involvement in reducing exposure to hazards, enhancing behavior, and improving communication. Your participation in the process is realized in the reduction of injuries and overall improvement in IPSC's safety culture. Thank you for your effort; you are making a positive difference!

During the month of August 2018, the VOLTS Steering Committee held several informational meetings about the growth and sustainment of the VOLTS process. During those meetings, the attendees were asked to give feedback to the Committee suggesting positive ideas to help the VOLTS process to move forward. The Committee received a lot of feedback.

In September, the Committee reconciled the feedback which included holding a Round Table discussion with a group of IPSC employees from various departments who have been very active in the VOLTS process. These employees were asked to give additional feedback expressing their concerns with the VOLTS process moving forward. During the Round Table meeting, it became

apparent that those who have been engaged in the VOLTS process as observers felt like they were being shut off from the program after making a significant personal commitment to the VOLTS process. Another thought from the Round Table meeting was that everyone feels the need to do those things necessary to ensure the sustainment and growth of the VOLTS program so that it will remain at IPSC reducing exposure for the next fifty years.

After the Round Table meeting was held on September 20, the Committee met on September 27 to discuss the best options for the sustainment and growth of the VOLTS process.

The focus of the observation process is for the intent of reducing exposure. After much thought and deliberation by the Committee members, the strategy for sustaining and improving the VOLTS process is:

1. The Observer – It is recognized that the process will be strengthened by retaining all who are involved and conduct quality observations. Employees who complete a minimum of four **quality observations** (monthly) will, at this time, receive one hour of vacation as an acknowledgement of their effort/involvement. Poor quality observations will no longer be accepted into the Rincon Data pool. Coaching/training will take place to help that observer learn and grow in the observation process. A

- new higher quality observation will need to be submitted by the observer, to replace the discarded one, in order to receive the vacation reward.
2. Safety conversation/feedback – One of the most important transactions in the observation process is the conversation/feedback that takes place. It is a concern that far too many observations are conducted in a “drive by” fashion, where the person being observed does not know he/she is being observed, and the observation is recorded without an introduction/conversation/feedback ever taking place. Without an effective conservation, we are missing the purpose for the process. Please do not submit an observation if you are not willing to have the conservation/feedback. In order to accommodate this request, a line has been added on the data sheet for recording the positive feedback from the conversation.
3. A group of ten active observers will be trained and coached. They will be asked to perform a minimum of eight observations each month for six months. Those who choose to be involved at this level will receive, at this time, one hour of vacation reward each month. If this way of performing observations proves to be the best at reducing exposures, then a transition would be made at some point where a reward would only be given to those who are active observers involved at this level. However, anyone is welcome to turn in a quality observation at anytime. The first group of ten active observers will roll out in January as planned. The second group of ten active observers will roll out in April. These first groups will be asked to give the VOLTS Committee feedback at three-month intervals, or sooner if deemed necessary. The first ten will be asked to serve as coaches for the new ten active observers who follow them.
4. The VOLTS observer cards – It is felt, by many who offered feedback, that the purpose of this card has been fulfilled. The VOLTS observer cards (the card with six places for initials) will be discontinued on December 31, 2018. The last monthly drawing using these cards will occur during the January VOLTS Steering Committee meeting for the cards turned in during December.
5. Steering Committee members are expected to meet quarterly with their assigned crews in a crew safety meeting to provide refresher training. The Committee will decide each quarter what training to present, so all employees have the opportunity to receive the same training. (This might be a quick training video or part of a DEKRA webinar.) This training will be given to everyone who attends their crew safety meetings, not just the active observers. This will help everyone to continue to think about safety and reducing exposures.
6. VOLTS observations will only be accepted until the 5th day of the following month after the observation took place.

Communication is a key element in the growth of the VOLTS process. Every effort will be made to understand and listen to employees' concerns and ideas.

The goal is to work toward a smaller group of active observers who are experts at exposure reduction.

Rewards have been used, in the past, to encourage the employee to become more engaged in the safety culture. For some, incentives have taken on a style of participation that was not anticipated. Please focus on the ultimate objective of the program. Reducing exposures is the long-term objective of the program. Rewards/incentives are not the long-term objective of the program.

All employees should expect and understand that the Steering Committee will be pushing forward to achieve the goal of DEKRA's recommendations and that VOLTS is an evolving process. The VOLTS process will be dialed in continually as new training and recommendations are received. As a VOLTS Steering Committee, we will make the best possible decisions to ensure that the VOLTS process can remain at this facility through the next fifty years as IPP is renewed. It is our hope and goal that the process will continue to fulfill its mission statement into the future.

The purpose of the VOLTS Process is to: reduce exposures, enhance behavior, build trust, and improve communication.