

2016 UAF Safety Perception Survey

University of Alaska Fairbanks 2016 Safety Perception Survey

EXECUTIVE SUMMARY

Overview

From 21 March – 12 April, 2016, the University of Alaska Fairbanks (UAF) Department of Environmental, Health, Safety, and Risk Management (EHSRM) developed and sponsored a UAF employee safety perception survey. The purpose of this survey was to gauge UAF employee perception of various safety factors in their workplace which might influence their overall values regarding safety at UAF. Employee responses were also compared to results of the same survey conducted in 2012. Comparisons were made to determine if safety gaps were closed since the 2012 survey.

The survey, administered by **Opinions Incorporated**, polled employees on key safety areas to include accountability, general safety and safety programs, recognition and promotion, safety assessments, safety policies and procedures, management and supervision, and safety training. All survey responses received by Opinions Inc. and provided to EHSRM were anonymous.

UAF employees were provided a series of ranked and write-in questions pertaining to various aspects of safety. Of the 3,848 employees surveyed, 1,945 participated for a survey completion rate of 51 percent.

A total of 711 employees participated in both the 2012 and 2016 surveys, while 1234 employees completed the survey for the first time in 2016. The following is a breakdown of responses by employee status and location:

Employee Status	Fairbanks		Outside Fairbanks		Unspecified Location	
	2016	2012	2016	2012	2016	2012
Executive/Management	13	47	2	7	1	0
Faculty	176	260	23	47	11	9
Staff	412	722	75	89	6	14
Student Employees	426	421	14	12	9	5
Supervisor	23	62	7	9	0	2
Unspecified	11	14	4	2	21	85

Ranking

Responses were ranked using the Likert Scale, also known as an agreement scale, where the ranking of 5 was very positive/highest and 1 was very negative/lowest. Mean average Likert scores were calculated from responses for the overall safety area and each question within the areas, as well as percentages of unfavorable, neutral, and favorable responses.

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Ranked mean scores clarify issues that need attention, especially when the mean average is below 2. The percent of agreement and disagreement responses are key. Disagreement (unfavorable responses) of 30% or more is a concern. Neutral scores of 30% or more indicate apathy, or lack of knowledge, about an issue. Finally, any score (positive or negative) of 50% or more is a significant finding. All scores, to include a summary page and results by specific question and overall category, are included as attachments to this report.

2016 Findings

Employee responses were evaluated by EHSRM and Opinions Inc. to identify potential areas for improvement in the effort to enhance UAF's safety culture, as well as acknowledge positive safety behavior. In general, there was little discrepancy in question rankings between employee types and participant locations; any significant discrepancies are noted below. The table below provides the response rankings, by mean highest to lowest, by category, and in comparison to the 2012 findings. Mean scores in green indicate favorable change in the category compared to the 2012 survey. A green score in the favorable column indicates the majority of participants rated the category positively, suggesting the perception of a safe workplace. Orange scores in the neutral column could indicate category areas where programs or policies may not be understood and require further education. Red scores in the unfavorable columns indicate category areas of concern where safety programs could be lacking or not understood, and requiring corrective action(s).

Category	Mean		Unfavorable %		Neutral%		Favorable%	
	2016	2012	2016	2012	2016	2012	2016	2012
General Safety	4.15	3.60	7.1	14	12.3	26.9	80.6	59.2
Accountability	4.08	2.56	4.0	56.8	15.5	11.6	80.6	31.5
Safety Training	3.81	3.98	11.3	20.6	18.1	24.8	70.6	54.6
Supervision	3.55	3.61	15.2	15.7	29.1	22.9	55.7	61.4
Management	3.53	2.93	14.8	20.8	29.8	30.3	55.4	48.9
Safety Policies, Procedures, and Regulation	3.52	3.61		12.2	21.7	27.4	59.2	60.4
Safety Programs	3.46	3.03	18.0	30.6	29.4	36.3	52.5	33.1
Safety Assessments	3.43	3.61	18.4	16.3	29.8	19.9	51.8	63.7
Recognition, Rewards and Promotion	3.18	3.49	25.8	15.4	36.0	30.4	38.2	54.2

Favorable Findings

The most favorable findings were noted in the areas of General Safety, Accountability, and Safety Training. General Safety was the highest rated category with increased scores throughout the category areas. Participants almost unanimously noted they had not been asked to perform unsafe tasks, understood their

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safety responsibilities, and cautioned others regarding unsafe practices. The area of Accountability rebounded from lowest rated in 2012 to second highest rated in 2016. Many positive changes implemented since the initial survey have resulted in most participants feeling free to report safety concerns without reprisal, and believing their supervisors are concerned about their safety. By far the biggest swing was closing the gap were 100% of participants in 2012 indicated they were not required to report accidents and injuries. In 2016, that area has increased dramatically to an 89% favorable score. Finally, Safety Training remained in the top three categories; it was the highest rated category in 2012. The majority of participant's ranked scores noted they received timely safety training, felt the training made them less likely to be injured, and felt it was worth their while to complete it. Many written comments indicated UAF's Safety Training program could use some updating. EHSRM has reviewed and considered these comments and incorporated them into their action items list to close identified gaps.

Unfavorable Findings

The areas with the most unfavorable question response were Recognition, Rewards, and Promotion; and Safety Policies, Procedures, and Regulations. Safety Programs and Safety Assessments were also among the lowest ranking categories overall. Participants strongly indicated that departments did not publically recognize safe workers. Additionally, they felt promotion was not dependent upon good safety performance. Both of these questions were ranked more unfavorable than in 2012. Only about one third of participants indicate they had participated in UAF's Safety Incentive Program, an EHSRM-sponsored program that rewards employees with items such as gift cards and other UAF merchandise for participating in various safety programs and activities. Of note, this program had just been implemented at the time of the 2012 safety perception survey. Participant scores also indicate unfamiliarity with two new UAF safety areas. The 2016 survey featured several new questions relating to programs not yet implemented in 2012. Most participants were not aware of UAF's new Incident Reporting System (Origami Risk) though it has been routinely promoted since its inception throughout the University of Alaska system in 2014. This is significant as OSHA compliance and Workers Compensation claims depend on timely incident reporting. Most participants were also not aware of UAF's new Health and Safety Policy dated 3/3/2015. This is significant as this policy directly relates to most of the category questions in this survey, and was developed partly based on many of the 2012 responses.

Written Comments

Participants also provided over five thousand written comments in total relating to each of the key categories listed in the table above. The comments are discussed in detail later in the report. Of all the responses received, the following comments (summarized) were generally the key areas of concern for participants completing this survey:

UAF locations within Fairbanks

- #1 - Concern over allowing guns (firearms) on campus
- #2 - Ice and snow conditions on campus
- #3 - Poor environmental conditions (outdoor lighting and water quality)
- #4 - Workplace Violence
- #5 - Training (several areas of concern)

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UAF Locations outside of Fairbanks

- #1 – Concern over allowing guns (firearms) on campus
- #2 – Ice and snow conditions on campus
- #3 – Budget cuts and reduced staff lead to unsafe choices
- #4 – Training (several areas of concern)
- #5 – Public Safety/Workplace Violence

Moving Forward

EHSRM's next steps will be taking action to improve upon the key areas which drive an organization's safety culture, such as understanding the policies and programs that help steer workplace safety compliance and the reduction of accidents and injuries. A joint effort will be required on the part of many to help communicate the importance of UAF's Health and Safety policy and understand how and when to report incidents. While we have made several great strides in safety over the last several years, to include implementation of the Origami Risk Incident Reporting System, developing UAF's first Health and Safety policy, and providing a safety awareness incentive program, there is still work to be done.

In cooperation with the Safety Compliance and Coordination Committee (SCCC), we will develop strategies to better communicate our health and safety policy information. We will again revisit our safety training program to ensure we are providing the most relevant and easily obtainable safety courses. The UA President advocates safety training be the same across all statewide campuses. The UA system looks to utilize *Page Up*, through MyUA, where all UA employees will access and complete similar core safety training requirements. This plan could be implemented late 2017 after the updating of a statewide or campus training policies. EHSRM will also be initiating a Department Safety Coordinator (DSC) pilot program at several remote campus locations in support of the UAF Health and Safety Policy. We must also address ways to better publically recognize our safe workers, as well as include and associate safe worker behavior to employee promotions.

Finally, as re-evaluating our progress in development of a robust safety culture is a dynamic process, it is prudent to resurvey UAF employees in 3 years after implementation of program changes. We believe the work discussed above will address the unfavorable ratings shown in this survey, and help build a better safety culture at UAF.

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1.0 SURVEY OVERVIEW

During the Spring of 2016, the University of Alaska Fairbanks (UAF) Department of Environmental, Health, Safety, and Risk Management (EHSRM) developed and sponsored a UAF employee safety perception survey. The purpose of this survey was to gauge UAF employee perception of various safety factors in their workplace which might influence their overall values regarding safety at UAF. With the exception of a few new questions, this same survey was also developed and sponsored by EHSRM back in 2012. The survey was administered by Opinions Incorporated, whose experts in market research, surveys, organization development, and employee engagement, have helped many clients and industries in over 32 countries world-wide.

UAF employees were provided a series of ranked and written response questions pertaining to various aspects of safety. A list of the ranked questions is provided in Attachment 2. The written response questions are listed and addressed later in this report. Employee responses were evaluated by EHSRM and Opinions Inc. to identify potential areas for improvement in the effort to enhance UAF's safety culture, or how employees value safety. We also wanted to use these 2016 results to address any changes in gaps identified in the 2012 safety perception survey. Of the 3,848 employees surveyed, 1,945 participated for a survey completion rate of 51%. All survey responses received by Opinions Inc. and provided to EHSRM were anonymous; no correlation exists between a specific ranked response or written comment, and any specific UAF employee name or department.

1.1 Demographics

The survey included all levels of employment status to include student employees, staff, supervisors, faculty, and executive management. Responses were also categorized by tenure of employment at UAF. The tenure areas were grouped as follows: up to one year, 1-5 years, 5-10 years, 10-15 years, and more than 15 years. Finally, responses were also noted by location to include UAF locations within the Fairbanks area and UAF locations outside the Fairbanks area.

1.2 Data Collection

In partnership with EHSRM, Opinions Incorporated administered the 2016 UAF Safety Perception Survey. Using Survey-Feedback-Action (SFA) methodology, survey questions were developed with key UAF partners and vetted through Opinions Inc. Beginning 21 March 2016, the survey was administered online to 3848 UAF employees through their personal UAF employee email address. The UAF office of Planning, Analysis and Institutional Research provided the employee email list used for this survey. Opinions Inc. sent two follow-up email reminders to any employee who had yet to complete the survey prior to the conclusion date of 12 April 2016.

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1.3 Guidelines for Analysis

Opinions Inc. processed and tabulated the participant responses into graphical representations of each safety category and question, as well as providing a list of all written responses and comments. Question responses were ranked using the Likert Scale, also known as an agreement scale, where:

5 = **Very Positive/Highest**

4 = **Positive**

3 = **Neutral**

2 = **Negative**

1 = **Very Negative/Lowest**

Each question also has a set of data that includes a mean score (Likert Scale), an unfavorable percentage, a neutral percentage and a favorable percentage.

- Ranked mean scores (1-5) clarify potential safety issues that need attention; the lower the score, the higher the need for attention.
- The percentage of agreement and disagreement are key to identifying potential problem areas
 - 30% or more is worth noting
 - 30% or more disagreement is a concern which will trigger some level of investigation
 - 30% or more neutral indicates apathy or lack of knowledge about an issue

An executive summary from Opinions Inc. can be found as Attachment 1 of this report.

2.0 KEY FINDINGS

The key findings are broken into two sections: Ranked questions and written responses. Below is an overview of each section.

Ranked Questions: Survey questions were categorized into relevant safety areas to include safety training; safety assessments; safety policies, procedures, and regulations; supervision; general safety; recognition, rewards, and promotion; management; safety programs; and accountability. Each area consisted of several questions relevant to day-to-day operations related to workplace safety. **A summary of all scored categories and questions from Opinions Inc. can be found as attachment 2. In addition, the header for each category provides the page number(s) where you can find the graphic summary.** Each category is summarized below to include the overall mean rating, the overall percent of agreement, and findings and discussion related to the questions in that category.

Written Responses: Employees were also asked several general safety questions requiring a written response. These questions are very useful in gauging employee perception where they can better explain their feelings on certain safety topic areas in their own words. These written responses can provide key information, potentially influencing positive change in UAF safety programs and policy. Employee responses are summarized and discussed following the ranked questions discussion.

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2.1 Ranked Questions

Category: Accountability	Mean	Unfavorable %	Neutral %	Favorable %
<i>See page 27 for graphical breakdown</i>	4.08	4.0%	15.5%	80.6%
<p>Findings: Accountability had the second highest overall rating (mean score) of all the categories. While most participants felt they were held responsible for their actions, nearly a third remained impartial. The vast majority of participants felt free to report safety concerns without fear of reprisal. Most also felt strongly that supervisors were concerned about their safety. Nearly 90% of all participants understood they were required to report accidents and injuries.</p> <p>Discussion: This category saw the largest favorable swing in the entire survey as it was ranked dead last in 2012. Probably the biggest swing was in regards to reporting accidents and injuries. In 2012, 100% of the participants noted they were not required to report these incidents. Now, over 89% surveyed understand they are required to report accident and injuries. That is a very significant turn-around which can be attributed to several factors such as an increase completion rates of employee safety training, ongoing new employee safety orientation, a new UAF Safety Awareness Incentive Program, and a new UAF Health and Safety Policy which clearly defines incident reporting responsibilities for all employees.</p> <p>Another major area of concern indicted by the 2012 survey was that 75% of the participants feared retaliation from supervisors/management if they were to report a safety concern. Again, this gap has been nearly closed in 2016 with an 85% favorable rating. This, in part, could be due to the effort to increase safety awareness by providing information on the Occupational Safety and Health Administration (OSHA) Whistleblower’s Act which outlines employee rights regarding reporting safety concerns in the workplace. This information was also included in the new UAF Health and Safety Policy and has been specifically covered during each UAF new employee safety orientation performed during Human Resources Benefits Orientation. Additionally, since the initial survey, the University of Alaska has initiated a hotline program where employees can report safety concerns anonymously. EHSRM now also uses the Origami Risk Incident reporting program which also offers employees the opportunity to report safety incidents without identifying themselves.</p> <p>Also, because nearly three quarters of employees polled in 2012 noted that they feared retaliation for reporting safety concerns, we asked 2016 participants if they had a similar experience, and if so, which worker group was responsible for the adverse treatment. The results were inconclusive as to the leading employee group responsible for adverse treatment. Nearly 94% noted the responsible groups as “unspecified”. Of the 711 responses received for this questions, 1.7% noted Executive Management, 1.3% noted Supervisors, and .08% noted Peers as being responsible for their adverse treatment.</p> <p>Another big swing in this category was how participants felt regarding their supervisor’s concern about their safety. In 2012, nearly 50% felt supervisors were not concerned about their safety. In 2016, participants rated this area as 81% favorable.</p> <p>The one area which requires improvement is how employees perceive they are held accountable for unsafe actions. This was the only particular area in the Accountability category to be rated lower in 2016. With nearly one third of participants ranking this area neutral, there may be some confusion as to what response would be appropriate when dealing with an unsafe worker. This could also be an indication that</p>				

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supervisors up through executive managers were not aware of their responsibilities as outlined in UAF's Health and Safety Policy 02.09.01. This gap might be closed by ensuring supervisors complete a Human Resources Supervisor training course and providing annual employee performance evaluations where safety expectations and consequences are clearly stated, and carried out as needed.

Tenure: Employee tenure had little bearing on this category as the majority of participants in each group rated the area favorably.

Employment Status: This category has seen a significant positive swing in ratings since 2012. Student Employees rated this category very unfavorable at nearly 75% in 2012. In 2016, it received an 86% favorable rating. In 2012, the majority of Staff and Faculty also rated this area unfavorable. In 2016, the vast majority these groups now feel favorably regarding accountability. The majority of Supervisors and Faculty participants continued to rate this category favorably in 2016. Of note, one third of Executive Management participants rated this area unfavorably in 2012. That gap has been reduced significantly to only 8% with only 3% of the group undecided or neutral.

Location: There were no significant gaps in responses between local or remote UAF locations. All locations rated this category overwhelmingly favorable.

Category: General Safety	Mean	Unfavorable %	Neutral %	Favorable %
<i>See pages 27-28 for graphical breakdown</i>	4.15	7.1%	12.3%	80.6%

Findings: Overall, General Safety was the highest rated category in the 2016 survey. In fact, each question was rated significantly more favorable than 2012. Nearly 91% of all participants noted they had not been asked to perform unsafe tasks. Additionally, more than 75% of participants were clear on the safety tasks they were responsible for, did not feel that their workplace was unsafe, and noted that employees cautioned other employees about unsafe practices. This category overall also had the second lowest percentage of unfavorable scores at 7.1%.

Discussion: Ratings indicate most employees feel safe in their workplace. They noted they were not tasked to perform any job they felt was unsafe. This question received the highest rating (most favorable response) of the 2016 survey! This seems likely as supervisor accountability to their employees was also rated very favorably. Participants also noted that they are clear as to which safety tasks they are responsible for. In fact, this was another of the top five most favorable responses in the survey. In 2012, more than half the participants did not feel, or were uncertain if, employees cautioned other employees about unsafe practices. Three years later, the majority of participants are indicating employees are looking out for the safety of others. This again may be due to the favorable ratings seen in the accountability category. This may be a combined result of the post 2012 release of the UAF Health and Safety policy and Origami Risk Incident Reporting program which establish safety protocols for safe behavior and reporting accidents and unsafe conditions.

Tenure: The vast majority of all tenure groups rated this category favorably. Of note, nearly 90% of participants employed less than a year rated this area favorable. This would be indicative of employees working within department with a good culture of safety where new employees are provided adequate safety orientation.

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Employment Status: Student Employees rated this category resoundingly favorable, up from a largely undecided rating in 2012. The remaining groups (Staff, Faculty, Supervisors, and Executive Managers) also rated this area overwhelmingly favorable, as compared to the 2012 results where many ranked it unfavorable or were undecided. There was a significant favorable change in perception of general safety throughout all employee status groups compared to the 2012 survey.

Location: There were no significant gaps in responses between local or remote UAF locations. All locations rated General Safety between 80-83% favorably. This is another positive change from 2012 when results showed predominantly neutral ratings over both locations. This may be partially the result of the post 2012 development of a UAF Health and Safety Policy which clarified safety expectations and requirements through the UAF system and the outreach by various UAF departments and management regarding safety.

Category: Recognition, Rewards and Promotion	Mean	Unfavorable %	Neutral %	Favorable %
<i>See pages 28-29 for graphical breakdown</i>	3.18	25.8%	36%	38.2%

Findings: The majority of participants felt safe work behavior was recognized by supervisors; however, there was strong disagreement that departments publically recognized safe workers. Most participants did note that positive recognition motivated their safe behavior. Nearly half of all participants could not determine if grade promotion was dependent on safety performance. There appeared to be a significant gap in employee participation with UAF’s Safety Incentive Program.

Discussion:

Overall, this category ranked slightly lower than the 2012 survey. Responses indicate Supervisors still consistently recognize safe work behavior; however, public recognition has slightly dropped. Again, as noted in the 2012 survey, safety factors may not always be a consideration during all performance evaluations and promotion, reflecting the apathy of the ranking. Over 50% of participants reflected a favorable perception that positive recognition motivated them to be safe, up from 2012 scores.

The most significant unfavorable rating concerned the lack of participation in UAF’s Safety Incentive Program. This area was not addressed during the 2012 survey as the program was relatively new, so no survey-to-survey gap is addressed. Two-thirds of all 2016 participants had either not participated in the program or were unsure if they had. As this program is based on voluntary participation, the more important indicator here may be that nearly a third of survey participants rated the question neutral. This might be an indicator that program education and promotion is lacking and is an area for improvement.

Tenure: Rankings were significantly neutral throughout all tenure groups.

Employment Status: Student Employees rated this category favorably while the majority of Staff and faculty were neutral. Supervisors and Executive Management generally rated this category favorable but there was a significant neutral response for each group.

Location: Locations within Fairbanks rated this category favorably overall while nearly half of all participants from UAF locations outside of Fairbanks were neutral.

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Category: Safety Programs	Mean	Unfavorable %	Neutral %	Favorable %
<i>See page 28 for graphical breakdown</i>	3.46	18%	29.4%	52.5%

Findings: Overall, most participants rated the Safety Programs category favorably; however nearly a third were neutral which could be cause for concern. Most noted that employees participate in developing safe work practices; however, participants were fairly divided as to the benefit of safety meetings having a favorable effect on safety performance. Most participants indicated that safety rules were regularly reviewed with employees but there is some concern as nearly a third were not sure if safety rules were reviewed on a regular basis.

Discussion: Each question in this category received more favorable scores than 2012. It is apparent that employees are most likely to be involved in developing safe work practices, but as in 2012, neutral ratings would indicate there still tends to be a lack of communicating safety information either through routine safety meetings or other regular safety review processes. Participating in the development of safe work practices is highly encouraged, but cannot be effective unless that information is reviewed with affected employees. The majority of participants did not feel safety meetings have a favorable effect on safety performance. While response to this area has greatly improved since 2012, there still remains a significant gap in validating the importance of safety meetings. This can be improved through the implementation of routine department safety meetings in addition to supervisor safety training which provides a foundation of relative safety information and statistics that can be effectively communicated to employees. Over 50% of participants indicated that regular safety rule review was either not happening or they were not sure if it was. Again, this is a missed opportunity as communication of safety practices and requirements, such as in a departmental safety meetings, could lead to better safety performance through compliance and safer work practices. Continued efforts in better communication can be beneficial to closing these gaps. Everything from a “safety minute” before office meetings to developing and discussing detailed project safety plans can be effective at decreasing neutral ratings in this area.

Tenure: The majority of participants employed up to 15 years ranked this category favorably; however, more than half of those tenured longer than 15 years rated this area either unfavorable or neutral.

Employment Status: The majority of all employee status groups rated this category favorably. Each group rated the category overall more favorably than in 2012, with the exception of Executive Management which showed a slight drop in the mean score. A possible area of concern is the neutral rating which is consistent across all groups in both the 2016 and 2012 surveys. This could be an indicator that employees are not familiar with UAF’s Health and Safety Policy which outlines expectations and responsibilities of all employee status groups; lack of engagement in safety training and meetings at their work locations; or reduced time for engagement in this area due to higher workloads. This gap will need to be addressed in follow-up actions.

Location: Participants at local and remote UAF locations rated this area mostly favorable. However, there is some concern as neutral ratings were approaching nearly 30% across both locations. This was also found during the 2012 survey. The UAF Health and Safety policy released in 2015 can help close that gap as it clarifies safety expectations and requirements through the UAF system. A robust supervisor safety training program, currently in development by EHSRM, will also help close this neutral gap at all locations.

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Category: Safety Assessments	Mean	Unfavorable %	Neutral %	Favorable %
<i>See page 29 for graphical breakdown</i>	3.43	18.4%	29.8%	51.8%

Findings: This area was rated the second lowest of all categories but still carried a majority of favorable scores. Most participants noted their workplaces had been inspected for safety hazards and felt that UAF was prompt in correcting deficiencies; however, nearly a third of participants felt unsure about these areas indicating inspections might not have taken place. Most participants were familiar with the Job Hazard Analysis (JHA) concept, but nearly 30% rated this area neutral. Most employees noted they had either not participated in, or were unsure of whether they participated in, workplace hazard inspections. Overall, this category was rated slightly less favorable compared to 2012 survey results.

Discussion: Scoring indicates that most participants view the assessment program favorably. It is good practice for employees to participate in safety assessments but more than half indicated they had not. Since employees have the best working knowledge of their own processes and procedures, they can provide beneficial information crucial to a thorough workplace hazard assessment. This may be an area where departments can improve upon with such activities as internal monthly or quarterly workplace safety assessments. With more than half the responses indicating their workplaces had been inspected for safety hazards, but a majority of responses indicating they had most likely not participated, we also encourage management to allow employees to participate during both internal assessments and external assessments performed by EHSRM, or other safety-directed organizations. While the JHA concept was familiar with most, it was rated less favorably than in 2012. This is an indicator that the JHA program could benefit from additional training, and possibly a campus campaign, to heighten awareness of this very important safety area. It was evident that most participants felt UAF addressed safety assessments deficiencies in a prompt manner. This may be in part to the relatively new Origami Risk Incident Reporting System which has streamlined both the reporting and investigation process of incidents at UAF. Finally, EHSRM continues to advocate the use of Department Safety Coordinators (DSC) to help close the gap between departments performing and participating in assessments of their workplace. Executive Management, under the guidance of EHSRM, is responsible to designate and empower safety coordinators as outlined in UAF Policy 02.09.01, Health and Safety Policy, Section 3.12.3.

Tenure: While Safety Assessment rankings were generally favorable overall, more than a third of participants in each tenure group rated the area neutral.

Employment Status: This category was rated most favorably by supervisors, followed by student employees. Staff was the only group rating the category less the 50% favorably. Faculty rated the category most unfavorably while more than a third of staff were neutral.

Location: UAF locations in and outside of the Fairbanks area rated the Safety Assessments category very favorable.

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Category: Safety Policies, Procedures, and Regulation	Mean	Unfavorable %	Neutral %	Favorable %
<i>See pages 29-30 for graphical breakdown</i>	3.52	19.2%	21.7%	59.2%
<p>Findings: The majority of participants felt that UAF policies and procedures are readily accessible, help protect employees, and do not slow down the operation. Most also noted that accident/incident reporting procedures were easily understood and that unsafe conditions are addressed to their satisfaction. Of note, over half of the participants were either neutral or unaware of UAF’s Incident Reporting System (Origami Risk) or new Health and Safety policy. With the exception of Origami Risk and UAF Health and Safety Policy which did not yet exist, this category was rated similar in 2012.</p> <p>Discussion: More participants found that policies and procedures were readily accessible as compared to 2012. This could be due to the revamped EHSRM website which simplified document access. Additionally, more felt that safety rules and regulations did not slow operations down as compared to 2012 results. More than 76% of participants also felt that UAF safety rules and regulations protect employees; another favorable increase over the 2012 survey. More than half of the participants noted they understood incident reporting procedures but might not be aware that new procedures had been implemented in 2015. This is indicated as nearly 60 % were not aware of the new Origami Risk Incident Reporting System. While Origami Risk has been widely publicized through various media (Cornerstone, EHSRM onsite visits, website, Facebook) training, and new employee orientation briefings, additional action is required by EHSRM to help close this gap.</p> <p>Tenure: All tenured groups consistently noted a favorable ranking in this category.</p> <p>Employment Status: Student Employees, Staff, and Faculty generally rated this category favorably, while the majority of Supervisors and Executive Managers rated the category significantly higher.</p> <p>Location: University of Alaska Fairbanks locations, both within and outside of Fairbanks, rated the Safety Policies, Procedures, and Regulation category as very favorable.</p>				

Category: Management	Mean	Unfavorable %	Neutral %	Favorable %
<i>See pages 30-31 for graphical breakdown</i>	3.53	14.8%	29.8%	55.4%
<p>Findings: Participants felt that management clearly communicated workplace safety hazards. The majority also thought managers were receptive to ideas and processes to improve workplace safety. However, there were large gaps of undecided participants regarding management involvement in safety programs, providing written safety policy/expectations, and stressing safety in employee interviews, which is cause for concern.</p> <p>Discussion: There were some favorable changes since the 2012 survey. One of the biggest gaps closed was the fact that managers are more receptive to ideas and processes to improve workplace safety. In 2012 the majority of scores of this area were 78% unfavorable/neutral. This gap was closed to 31%. It is important to stress the importance of keeping Management informed of new safety processes, policies, and compliance standards that affect their workplace. As noted in 2012, Management cannot make</p>				

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informed decisions without having the appropriate background safety information first. This is an ongoing process that should help further reduce this gap.

While the majority of participants noted that safety hazards are clearly communicated, 36% thought they were not communicated or were unsure. This perception might be better indicated by the 46% unfavorable/neutral score regarding management's active involvement in their safety programs. Participants may feel that if management is not involved with their safety program, how could they clearly communicate the hazards.

There were two areas of concern regarding safety policy and expectations, and stressing safety with prospective employees. Nearly half of the participants were not provided written safety policy or expectations, or were unsure if they had. Also, only 35% of participants noted that safety is stressed in interviews with prospective employees. This is up slightly from 2012. There may be contributing factors to this low favorability rating such as not all participants are involved in the hiring process or they are long tenured and have not been through a hiring interview in years. These two areas indicate a need for change in how we indoctrinate our newest employees and instill accountability in our personnel. These neutral gaps can be addressed through better communication by management. Routine safety meetings and employment interviews, for example, should incorporate information as to the benefits of implementing specific safety controls versus the cost of injury (manpower loss, production loss, medical claims); discussion of safety policies applicable to their workplace; and written safety expectations which leave no question as to Management's regard for a safe workplace.

Tenure: The majority of employees tenured up to 5 years tended to rate this area favorably. However, employees tenured 5-15 years tended to rate this area less favorable with a growing rate of neutral scores. Only 49% of those employed 15 years or more rated the area favorable. Most concerning is that nearly 41% were impartial regarding safety management. Similar to the Supervision category below, apathy increased the longer participants were employed. Management needs to be actively involved in safety programs and provide written expectations as indicated by the neutral scores in the category. Employees across all tenure groups can help close these gaps by ensuring management understand their workplace and position-specific safety requirements, workplace conditions, and consequences of safety noncompliance.

Employment Status: Most Student Employees rated this area favorable, with the exact mean score as 2012. The majority of staff also rated this category favorable but nearly a third were undecided. Faculty were nearly split, rating Management either favorable or unfavorable/neutral. Supervisors and Executive Management scored this category the most favorable at 66% and 74%, respectively.

Location: While the majority of participants at all locations rated this category favorable, UAF locations outside the Fairbanks area were neutral which could be reason for concern.

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Category: Supervision	Mean	Unfavorable %	Neutral %	Favorable %
<i>See page 31 for graphical breakdown</i>	3.55	15.2%	29.1%	55.7%

Findings: Overall, this category was rated slightly less favorable compared to 2012 survey results but did see minor improvement in a few specific areas. The majority of participants noted that supervisors provided job-specific safety orientation to employees. While this area was rated slightly higher than 2012, there were still a significant number of neutral responses. This was also true for supervisors ensuring employees were doing their job safely, except the ratings were slightly less favorable than 2012. More than half of the participants surveyed noted that supervisors reviewed and discussed accidents/injuries with affected employees; however, more than a third of all participants were neutral. This area was also rated slightly less favorably than 2012. Less than half of all participants felt that supervisors regularly discussed safety goals and performance with employees. In fact, almost 60% of responses in this area were unfavorable or neutral. Again, this area was also rated less favorably than the last survey. Finally, the majority of participants noted they had no problems obtaining support for the correction of hazard deficiencies. This area was rated slightly higher than 2012.

Discussion: Compared to 2012, more participants noted that new employees receive job-specific orientation. This is a very important element of providing a safe work environment, especially as it applies to new employees without specific knowledge of workplace hazards and safety provisions for example. While that is a positive change over the last 3 years, nearly 48% still rated the area unfavorable or neutral. Occupational hazards must be communicated to employees *before* they are exposed. Faculty, Principal Investigators, Department Chairs/Heads and Supervisors must provide a job-specific safety orientation, or safety on-boarding, to new employees as directed in UAF Health and Safety Policy 02.09.01. Better education and practice of this policy requirement should help close that unfavorable/neutral gap. Additionally, more than half the participants felt that supervisors provided safety oversight. However, there are still elevated neutral scores in this area which are a reason for concern. Another area for concern is that more than one third of participants were indifferent to supervisor involvement regarding accident/injury review and discussion with affected employees. This may due to just a lack of incidents in the participant work areas and/or a lack of education regarding supervisor responsibilities in the UAF Health and Safety Policy. This may be another area where a robust EHSRM-sponsored Supervisor Safety Training Program could close those gaps. Finally, the majority of participants received supervisor support for the correction of safety hazards in the workplace.

Tenure: Rankings throughout all of the tenure groups indicate the longer the participant was tenured/employed, the less favorable they rated supervision and generally grew more indifferent regarding the subject matter. This could be an indication of growing frustration with supervisor involvements as discussed above and shown in category question scores.

Employment Status: The majority of Student Employees rated this category favorable. While the slight majority of staff rated the category favorable, nearly a third of participants were neutral. Faculty rated this area the least favorable overall, as well as being the most neutral (36%) across all status categories. The majority of Supervisors rated this area favorably as did Executive Managers. Clearly, the largest gap lies within faculty where the total unfavorable and neutral scores exceeded all favorable scores.

Location: UAF locations in and outside of Fairbanks rated this category very favorable.

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Category: Safety Training	Mean	Unfavorable %	Neutral %	Favorable %
<i>See page 32 for graphical breakdown</i>	3.81	11.3%	18.1%	70.6%

Findings: Like the 2012 survey, Safety Training was the highest rated category of the 2016. Most participants noted they received safety training prior to hazard exposure and felt that safety training helped prevent injuries. While most felt that completing safety training was worth the time spent completing it, 32.8% were either neutral or did not.

Discussion: EHSRM retooled their required safety training program based on results of the 2012 survey. Many changes were made to include updating the course content and reducing the required number of safety training classes from nine to just four. While participants indicated that training was timelier than in 2012, scores were slightly lower regarding the benefit that safety training reducing injuries and if it's worth the time spent completing it. The development of UAF's Health and Safety Policy 02.09.01, and revised Required Training Attendance Policy 04.07.01, help clarify safety training requirements for all UAF employees. UAF also initiated a training-specific webpage (<http://www.uaf.edu/training/>) to better facilitate the completion of training. Additionally, EHSRM is revising its 'in-person' Supervisor Safety Training class which will provide information helping to validate the questions in this category and establish the value of safety training. Finally, while the majority of this survey's participants rated the category favorable again, many participants still noted some displeasure with the program. Those written comments, which include addressing the effectiveness of training and barriers to completing training, are summarized later in this report.

Tenure: Safety Training was rated favorably across all tenure groups. However, it was indicated that the longer participants were employed, the less favorable or more neutral they rated the category. This could be an area for opportunity where Supervisor Safety Training could help instill the value of training throughout all tenured groups.

Employment Status: All employee groups rated Safety Training favorably. Supervisors and Executive Management rated this area slightly less favorable than 2012; however it is not reason for concern. The largest gap was with faculty where the combined unfavorable and neutral scores exceeded 36%. This might be an area for further evaluation.

Location: All UAF locations rated Safety Training category as favorable.

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2.2 Write-in Questions

Employees were asked several pertinent safety questions requiring a written response. In total, employees provided over 5,000 written responses to these questions. Due to the significant number of replies, only the *most often-noted* comments are summarized here, inclusive of all employee groups. Responses were also divided by location to identify any unique concerns based on location. We interpreted these written comments to formulate action plans to hopefully improve safety processes at UAF.

a. What do you feel is the biggest hindrance to safety at UAF?

UAF locations within Fairbanks	UAF locations outside of Fairbanks
#1 Ice/snow on walkways	#1 Allowing guns on campus
#2 Allowing guns on campus	#2 Ice/snow on walkways
#3 Outdated facilities and equipment	#3 Budget cuts lead to unsafe choices
#4 Fear of workplace violence	#4 Building security after hours
#5 Poor Water Quality and outdoor lighting	#5 Older/Unsafe equipment

Discussion: Without a doubt, employees have voiced strong concern against allowing concealed guns on all campuses. This survey was administered just after Senate Bill 174 was introduced which would have allowed the possession of concealed firearms anywhere on a university campus, including dorms and classrooms. Although this bill died in the House Finance Committee, it is likely to be reintroduced in January 2017. Leadership should be made aware of their employee’s feelings in this matter.

Concern over snow/ice removal continues to be a leading concern at all locations. Not surprising due to our geographical locations within the state and winter conditions exceeding 6 months of the year. Slips, trips and falls continue to be UAF’s most reported type of accident, with most of them occurring during the winter months. Facilities Services has improved snow/ice control procedures at the Fairbanks Campus locations by implementing a 2016-17 Winter [Slip, Trip, and Fall Snow Event Plan](#); however, the plan does not include outlying campuses.

Older infrastructure and equipment were also a concern. It is important to ensure any unsafe condition relating facilities or equipment is reported to EHSM in a timely manner through Origami. Fear of workplace violence was a common concern at all locations. Areas noted included security after-hours, lack of panic buttons, lack of training, and classroom safety. Poor water quality and outdoor lighting were concerns in the 2016 survey, but not routinely noted in the 2012 safety perception survey.

Outdoor lighting can be an issue with so many potential walking paths, parking areas, and building entrances; combined with our winter low-light conditions. Finally, several participants felt the loss of department personnel due to budget cuts have resulted in unsafe choices or actions. Unfortunately, no specific examples were provided.

Suggested Actions: The Origami Risk Incident Reporting System provides a robust mechanism to report many of the concerns noted above. The system can be accessed by employees and students at

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<http://www.uaf.edu/safety/>. EHSRM usually provides a verbal or written response the same day of the report advising of any planned or completed corrective actions. The UAF Safety and Compliance Coordination Committee should begin the process of developing a written UAF Workplace Violence policy to also address many of the areas noted by participants. UAF or local police should always be contacted in the event of an actual or potential physical violence situation. Concern over drinking water quality is continuing to be addressed by Facilities Services, with one major change after the survey was completed – College Utilities Corporation is now supplying UAF’s drinking water. Finally, Facilities Services could address general snow removal procedures for their locations outside of Fairbanks area.

b. What suggestions would you make to improve UAF safety programs at UAF?

UAF locations within Fairbanks	UAF locations outside of Fairbanks
#1 Do not allow guns on campus	#1 Eliminate or improve online safety training
#2 Require in-person safety training	#2 Require routine safety meetings
#3 Require routine safety refresher training	#3 Conduct routine fire drills
#4 Develop and provide a safety newsletter	#4 Develop student safety group
#5 Provide better workplace violence training	#5 Improve winter safety

Discussion: Again, participants were concerned with allowing concealed gun carry on campus. Many comments centered on improved communication of safety information through various mechanisms such as providing routine, refresher, and in-person safety training. Many comments were received this year indicating the preference for an in-person training program over the most widely used online system in place now. There were also many suggesting a safety newsletter addressing current topics and better communicating our safety programs. While EHSRM has provided general safety content to Marketing and Communication in the past for inclusion in the Cornerstone newsletter, the information may be unnoticed amidst many other articles. EHSRM also provides information for the Cornerstone special edition when construction or other specific safety instruction is required.

While workplace violence was not routinely mentioned in the 2012 survey, it has become a prominent concern in 2016. With an increase of violent incidents at home and abroad over the last several years, increased training and developing a workplace violence policy are paramount.

Only a few participants noted that developing a student safety group would improve UAF safety programs. EHSRM routinely works with various students and student groups on projects where safety requirements are addressed and students learn the applicable safety rules and means for compliance. Again winter safety is a concern and has been previously addressed in this report.

Suggested Action: EHSRM will conduct another extensive review of our training program to address the concerns noted in the perception survey. As noted earlier, UA hopes to move to a managed training system through the Page Up program. This will result in all UA employees having to complete the same

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core safety trainings. This plan could be implemented late 2017. We believe a recurring safety newsletter or bulletin from EHSRM could be very beneficial to both employees and students. EHSRM will research and develop a user friendly format and determine the most effective means to distribute this information to all.

c. Do you feel UAF could use a safety policy for a specific program/area?

UAF locations within Fairbanks	UAF locations outside of Fairbanks
#1 Workplace violence policy	#1 Workplace violence policy
#2 Firearms policy	#2 Firearms policy
#3 Laboratory safety policy	#3 Unsafe condition correction policy
#4 Whistleblower policy	#4 Field safety policy
#5 Field safety policy	#5 Laboratory safety policy

Discussion: One of UAF’s biggest success stories of the 2012 safety perception survey was that we listened and provided results. Participants then called for better accountability and guidelines relating to safety throughout the university. Through the UAF Safety and Compliance Coordination Committee (SCCC), UAF Policy 02.09.01, Health and Safety Policy was created and then adopted on March 3, 2016.

In 2016, participants have once again identified their area of concern requiring the need for written guidance. Workplace violence has become an all too frequent subject over the last several years, and with regulatory oversight of this subject area by the Occupational Safety and Health Administration (OSHA), this is a priority action item. Participants also noted the need for a UAF firearms policy. Regents Policy, Part II – Administration, Chapter P02.09.020. – Possession of Weapons, addresses firearms on university property and at university events. Participants’ concerns also centered on the impending Senate Bill 174, discussed earlier.

Other suggestions for a “whistleblower” or “unsafe condition correction” policies are already addressed in the UAF Health and Safety Policy. UAF also already has an extensive lab safety program on the EHSRM website. Labs using hazardous chemicals are required by OSHA to have a written Chemical Hygiene Plan which provides safety information specific for each lab.

The topic of field safety has grown over the last few years. EHSRM recently led a committee exploring the various areas of field safety and how to better ensure the safety of our employees and students in the field. One of the resulting documents, still in progress, is a “Field Safety Guiding Principles for Project Principal Investigators (PI)” guideline. This document, which is in draft form, will holistically approach the responsibilities of the PIs through input from field researchers starting at development of the project through actions prior to and while in the field. In addition, a Student Field Safety Rights document was developed. This document’s goal is to educate students on field safety and what they should expect

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from their PI, including Title IX information. This document can be found at uaf.edu/safety/start-here/students/

Suggested Action: EHSRM will initiate, through the SCCC, a draft workplace violence policy. This will be a joint effort, primarily with Human Resources, UAF Policy Department, and the Office of Diversity and Equal Opportunity. This plan should be presented for approval to the chancellor in 2017. Employees, who would like their questions regarding lab safety, OSHA whistleblower provisions, or correcting unsafe conditions personally addressed, are encouraged to contact EHSRM directly at 474-5413. EHSRM will announce when the field safety guideline document will be released for UAF use.

d. Explain your thoughts on the effectiveness of UAF Safety Training.

UAF locations within Fairbanks	UAF locations outside of Fairbanks
#1 Not specific to employees job	#1 Not specific to the employee's job
#2 Only required to protect UAF liability and does little to keep employees safe	#2 Ineffective or waste of time
#3 Need routine refresher training	#3 Lack of training oversight from EHSRM
#4 In-person training preferred over online training	#4 Hands-on training preferred over online training
#5 Ineffective or waste of time.	#5 Poor quality

Discussion: As with our 2012 survey, there were many positive comments regarding UAF safety training. EHSRM's focus is on correcting areas keeping UAF employees from having a positive experience completing their training.

A majority of responses noted that training was not specific to their job. Current UAF required basic safety training was developed looking at common hazards where safety awareness training would be beneficial for all employees. The five training are:

- Safety Orientation - discusses the basic safety responsibilities of all UAF employees, such as how and when to report accidents/incidents.
- Slips, Trips, and Falls - As we endure over 6 months of adverse winter weather, slips/falls on ice often the most reported injury incident each year.
- Office Safety – the majority of employees will be exposed to an office environment.
- Hazard Communication – now has options for training dependent upon the employees exposures to chemical and physical hazards in their workplaces.
- Department or Building Emergency Action Plan - is required by State of Alaska law.

Employees can also find a Workplace Assessment Training Questionnaire to help determine which applicable safety training may be applicable to their work exposures.

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Participants also felt that in-person training would be more effective than the current method of on-line delivery. Finally, there were several comments noting that UAF safety training is only required to protect UAF from institutional liability and does little to actually protect employees. This concern is partially correct in that UAF is indeed liable when employees are required to complete safety training required by the State of Alaska Occupational Safety and Health (AKOSH). Not completing required safety training could expose UAF or departments to potential AKOSH citations and penalties (fines). Completing safety training not only makes employees less likely to be injured, it helps establish an understanding of safety protocols and regulations that place a legal burden of safety liability on everyone in the university system.

Suggested Action: Training should be easy to access, pertinent to the employee’s job, effective at preventing accident/injury, and relevant in meeting regulatory requirements for compliance. EHSRM will again perform an internal review of required UAF safety training to ensure you are receiving an effective product. Again, the UA system will eventually move to a core group of safety trainings required by all UA employees. EHSRM will be working with Human Resources and other safety professionals UA-wide to develop this training. Again, this training plan will require updating existing training policy and could be functional by late 2017.

We will also explore the feasibility of offering classroom safety instruction to supplement our current online offerings. EHSRM previously offered in-person classroom safety training with flexible scheduling and the ability to train at the department level; however, we experienced many no-shows for scheduled training and low turn-out at department offerings. EHSRM will work with Marketing and Communication for support if in-person training is continued. We are also developing a routine safety refresher course as noted in UAF Policy 04.07.10, Required Training Attendance Policy, as well as a new safety course specifically developed for supervisors.

e. What major change would you make to enhance employee or student safety at UAF?

UAF locations within Fairbanks	UAF locations outside of Fairbanks
#1 Do not allow guns on campus	#1 Face-to-face safety meetings
#2 Better manage campus ice/snow conditions	#2 More fire/emergency drills
#3 Conduct routine safety meetings	#3 Increase supervisor buy-in
#4 More EHSRM /police/CSO presence	#4 Improve safety training
#5 In-person training over online training	#5 Provide active shooter training
<p>Discussion: Again, allowing guns on campus was a major concern and previously addressed in para. 2.2a. Comments indicate that participants would prefer an increased campus presence of EHSRM, UAF police and community safety officers. One of the planned changes is to move EHSRM on campus. However, with recent budget restrictions, these departments are somewhat limited with the personnel they have available. To help support this presence on campus, UAF has made it easy to report</p>	

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immediate safety concerns by calling Dispatch (the University Emergency Communication Center) at 474-7721. Immediate safety concerns at campuses outside of the Fairbanks areas can be addressed through the appropriate law enforcement agencies. Employees and students at all locations can still report unsafe conditions and incidents through Origami Risk on the EHSRM website: <http://www.uaf.edu/safety/occupational-safety/accident-reporting/>. The majority of other concerns noted have been addressed previously in this report.

Suggested Action: EHSRM has discussed developing an “Ask a Safety Officer” blog on our main webpage and Facebook page where employees and students can ask anonymous questions and receive a public response. While we did receive some great feedback during this survey, many comments lacked specific information that may have been beneficial to addressing an unfavorable comment. We believe this may be one way to help enhance employee experiences when dealing with a specific question or concern they may have. It might also assist others who share a common experience with the subject matter. EHSRM will also work with the SCCC for other ways to provide a presence on campus.

f. What barriers exist in completing safety training in a timely manner? Please explain.

UAF locations within Fairbanks	UAF locations outside of Fairbanks
#1 Too busy with other work	#1 Too busy with other work
#2 Not user-friendly and hard to access	#2 Not user-friendly and hard to access
#3 Not job-specific so not motivated to complete	#3 Not pushed by supervisors
#4 Too time consuming	#4 Problematic for non-employees
#5 Supervisors don't know what training is required, don't ensure completion, and might not allow time to complete it	#5 Lack of staff and performing other duties

Discussion: Many participants, both in and outside of Fairbanks, noted that training was not user-friendly and they were just too busy to complete it on time. Other common comments noted that supervisors were not instrumental in timely completion of safety training for a number of reasons. Some noted that supervisors did not know which safety training was required training, did not follow-up with employees to track training completion, and some might not have allowed adequate time for employees to complete training. These are perfect examples of why UAF should revitalize the EHSRM Supervisor Safety training program where supervisors are provided basic training over a range of important safety topic areas, such as how to best manage safety training within their departments. Several concerns were also voiced that safety training was too time consuming. Participants may not be aware that required UAF Safety training has been reduced to just 4 online courses, down from 8 during the 2012 survey.

Suggested Action: As mentioned earlier, EHSRM is preparing a revised version of Supervisor Safety Training. We believe this course will help provide supervisors with a solid foundation of useful information to address the comments above. We also recommend that Vice Chancellors, Associate Vice Chancellors, Deans and Directors charge their supervisors with understanding, and holding them

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accountable for, the basic safety responsibilities for supervisors as outlined in UAF Policy 02.09.01, Health and Safety Policy.

g. Please use the space below to comment on any additional issues that concern you.

UAF locations within Fairbanks	UAF locations outside of Fairbanks
#1 Allowing guns on campus	#1 Allowing guns on campus
#2 Snow/ice conditions on campus	#2 More workplace violence awareness and training
#3 Fear of workplace violence	#3 Replace lost positions
#4 Survey- waste of money/opinions don't matter	#4 Delays in fixing unsafe conditions
#5 Reduction of Police, CSO, EHSRM staff	#5 Safety training requires updates

Discussion: This question provided participants one last opportunity during the survey to provide comment on any safety concern not previously mentioned. With most comments addressed earlier, we do feel that two of these need further discussion. First, we would ask that employees be understanding when there are delays in fixing identified unsafe conditions. Sometimes, delays may arise waiting for equipment or parts, funding, or opportunistic weather. When unsafe conditions are identified, steps are always taken to ensure the condition will not harm someone pending repair/remediation.

Regarding this Safety Perception survey being a waste of money and that employee opinions don't matter, we would respond - look where we are today compared to 2012. In 2012, not only did we listen to the participant's concerns, UAF took action and made positive changes. For example, UAF responded with a revised training program, reducing the number required training courses in half, creating more participation and higher completion rates. We also developed UAF's first ever Health and Safety policy, clarifying safety roles from the chancellor down to the newest employee. In just 3 years, our safety culture has grown favorably as evidenced by our dramatic turnaround in the 2016 General Safety and Accountability categories. We believe that is money well-spent based on what the participants told us and how UAF has made progress based on those concerns. Rest assured, there is still work to be done.

Suggested Action: Honing a successful safety culture is a continuous process of improvement. We again suggest a follow-up opinion survey be conducted in 3 years to assess progress in closing 2016 program gaps and identify any new safety concerns moving into the future.

2.3 Other Key Safety Concerns or Suggestions

Write-in responses indicated several other employee safety concerns and suggestions. While many of these concerns or suggestions were only mentioned sporadically, or in some cases only once, we feel it important to identify them as they provide insight as to other potential improvements that can be made to improve overall safety at UAF. EHSRM is also actively looking into these concerns and identifying methods to implement these recommendations. The other key responses include:

- Delays in fixing identified safety hazards
- Require emergency action plan training and conduct routine practice drills
- Provide field-safety training courses
- Share information on incidents and outcomes that could impact other campus departments
- Better promotion of safety programs
- Develop a student safety handbook
- Utilize building or department safety coordinators

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3.0 Conclusions

UAF employee's opinions were well represented with over 51% of all employees participating. While there were many areas of favorable response, UAF can best affect the improvement of safety by focusing on areas with the most unfavorable responses. This includes either a low ranking or where a 30 percent or greater neutral or negative response was noted. The most unfavorable areas ranked included Recognition, Rewards, and Promotion; Safety Assessments, and Safety Programs. Within these areas, there was growing neutrality that departments did not recognize safe workers nor that promotions required good safety performance. There was also concern that UAF did not seek prompt corrective action during safety inspections; employees most likely do not participate in hazard inspections; and that workplaces might not have been inspected for safety hazards. Finally, while gaps have closed slightly since the 2012 survey, the majority of participants rated the benefits of safety meetings on safety performance, and safety rules being reviewed with employees, as negative or neutral.

Additionally, the most common unfavorable comments written by employees were in the areas of inadequate snow/ice removal, allowing concealed guns on campus and providing more workplace violence training, and the effectiveness of UAF Safety training. Similar to the 2012 survey, snow and ice removal is a top concern and probably the most challenging. With the pending Senate Bill 174, which would have allowed concealed firearms on campus, coinciding with this perception survey, it is most likely the reason this concern spiked during the survey. Even though the bill died in the House Finance Committee, employee concerns should be on record and made known to leadership in the event the bill is reintroduced in 2017.

There were also many positive findings in the survey. The most favorably ranked areas included General Safety, Accountability, and Safety Training. A resounding 91% of participants noted they had not been asked to perform unsafe tasks; a significant improvement from 2012. Most participants also noted they understood their safety responsibilities and thought employees cautioned each other regarding unsafe practices. These were significant gaps closed since the 2012 survey. The area of Accountability was the most improved category, most notable being the requirement to report accidents and injuries. This area was rated 100% unfavorable in 2012 with a dramatic swing to with over 89% favorable in 2016. Additionally, over 85% of participants noted they did not fear adverse treatment from supervisors or management for reporting safety concerns; in 2012, over 75% did! Finally, Safety Training was also highly rated, as it was in 2012. Most employees noted they received timely training, felt more safe by completing training, and thought it was worth the time spent taking it. Of note, while we also received many positive written comments about safety training, many negatives comments were noted such as training being time-consuming, irrelevant, and ineffective. Overall, the positive findings and successes can certainly be attributed to some of the efforts of EHSRM, the SCCC, and the Office of Marketing and Communication over the last 3 years to include such contributions as a revised training program, the UAF Health and Safety policy, and a Supervisors Toolkit to aid supervisors in department safety management.

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4.0 MOVING FORWARD

EHSRM has listened to our employee's concerns and have already moved forward with actions to improve upon some of the key areas which drive an organization's safety culture, such the awareness and understanding of the safety policies and laws that drive safety compliance. EHSRM is developing a Department Safety Coordinator (DSC) program to benefit many departments, both locally and at remote UAF locations. This program is also a requirement of the UAF Health and Safety policy developed after the 2012 opinion survey. It provides guidance for designated department individuals to act as safety liaisons for their departments. EHSRM plans to have three functioning department coordinators in place by April 2017.

EHSRM is also developing a new Supervisor Safety Course, targeting supervisors responsible for various safety programs within their departments. This mandatory course will provide supervisors with several beneficial areas of safety information to include basic supervisor safety responsibilities, incident reporting requirements, review of applicable safety policies and OSHA standards, incident investigation and inspection techniques, emergency action plans, etc. This information will assist supervisors manage both people and programs in regards to safety in the workplace. EHSRM has called for the development of a Workplace Violence Program, and through coordination with the SCCC, will develop a robust program addressing many of the concerns noted during the survey to include workplace assessments and training. Additionally, UAF should extend its effort in providing information regarding our health and safety and training policies, and continue to promote incorporating a "safety minute" into UAF meetings or gatherings.

Finally, it will be prudent to reevaluate our employees within 2-3 years after implementation of program changes. We believe the implementation of a Department Safety Coordinator Program, a Supervisors Safety Course, and additional safety program education will address the majority of unfavorable ratings shown in this survey, and help build a better safety culture moving forward.

2 Attachments:

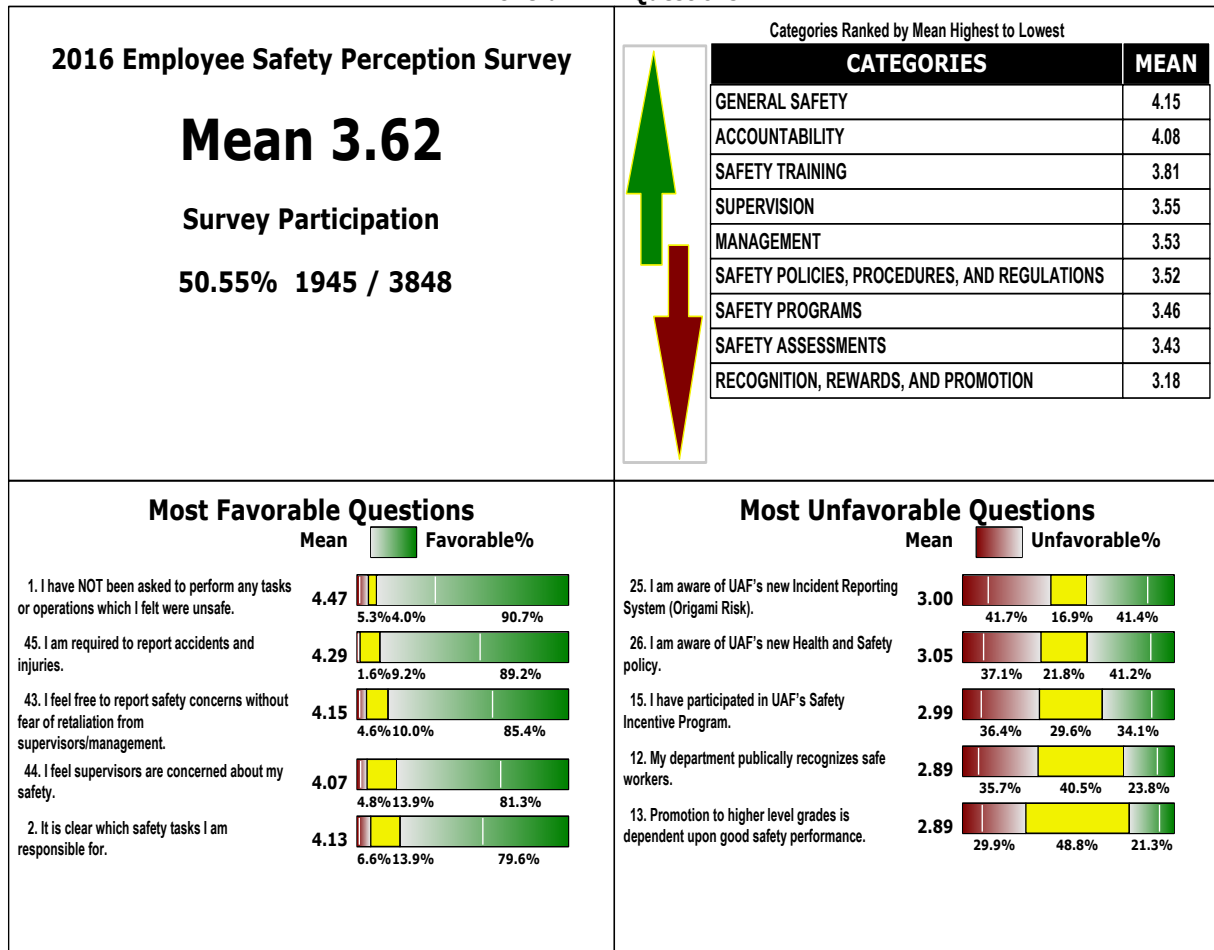
1. Opinions Inc. 2016 Survey Summary Page
2. Opinions Inc. 2016 Survey Results by Question and Overall Category

Attachment 1 Opinions Inc. Summary Page

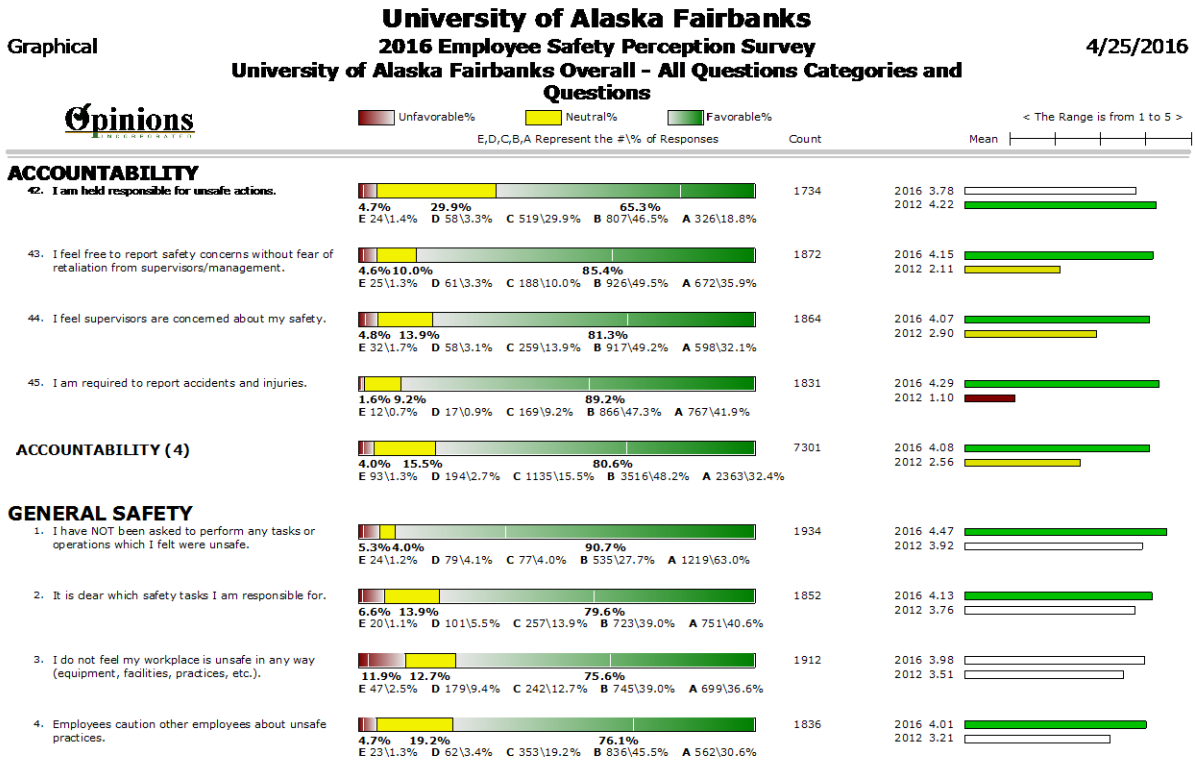
Executive Summary



University of Alaska Fairbanks Overall - All Questions



Opinions Inc. Survey Results by Question and Overall Category

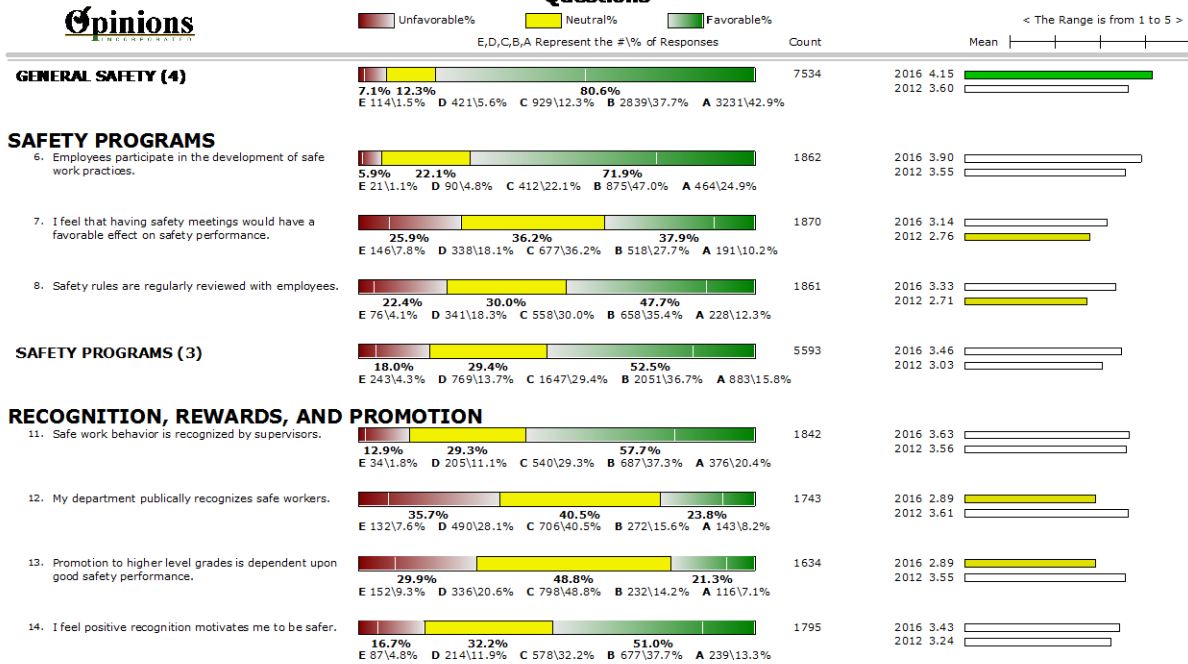


2016 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks 2016 Employee Safety Perception Survey University of Alaska Fairbanks Overall - All Questions Categories and Questions

4/25/2016



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2016 UAF Safety Perception Survey

Graphical

University of Alaska Fairbanks 2016 Employee Safety Perception Survey University of Alaska Fairbanks Overall - All Questions Categories and Questions

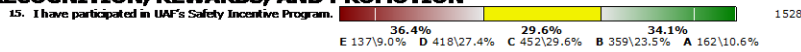
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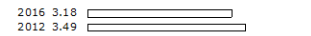
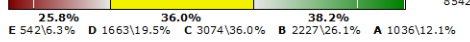
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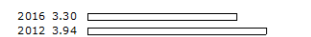
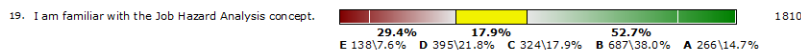
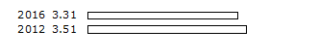
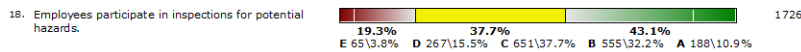
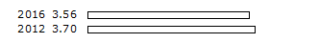
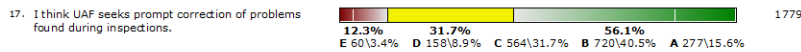
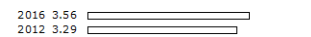
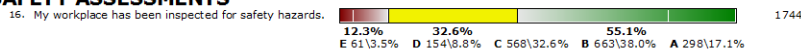
RECOGNITION, REWARDS, AND PROMOTION



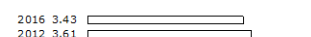
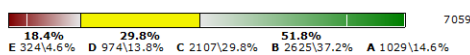
RECOGNITION, REWARDS, AND PROMOTION (5)



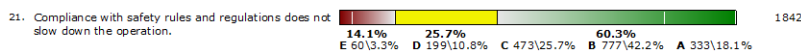
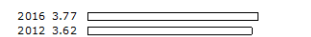
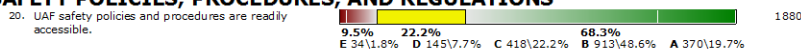
SAFETY ASSESSMENTS



SAFETY ASSESSMENTS (4)



SAFETY POLICIES, PROCEDURES, AND REGULATIONS



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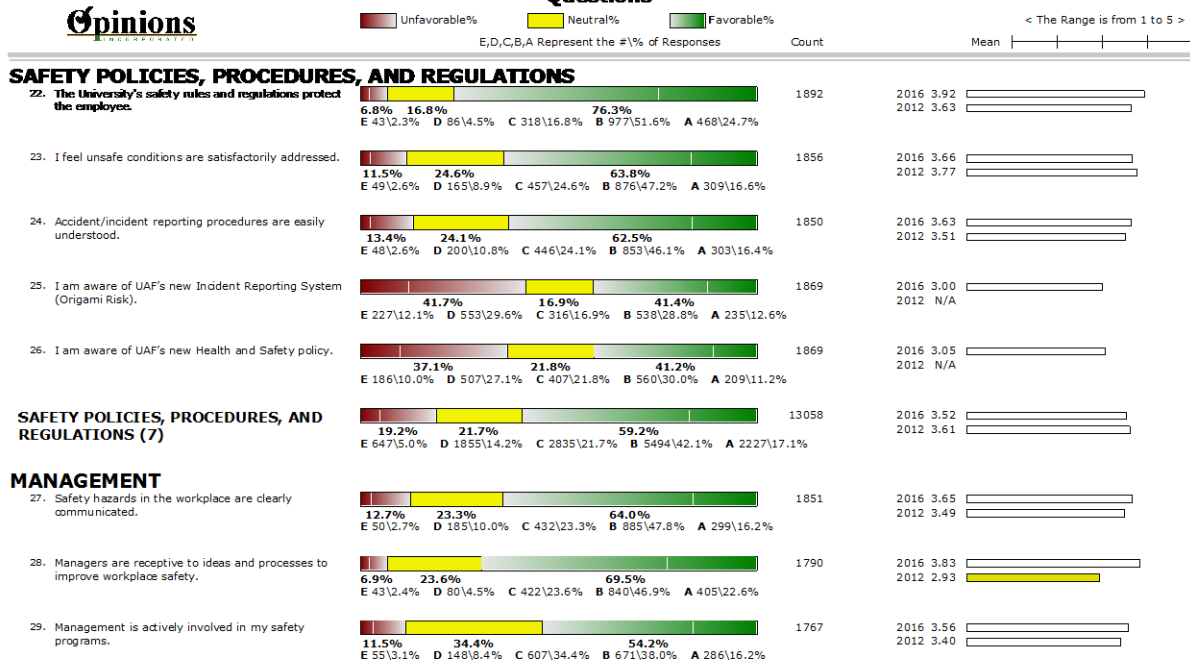
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2016 UAF Safety Perception Survey

Graphical

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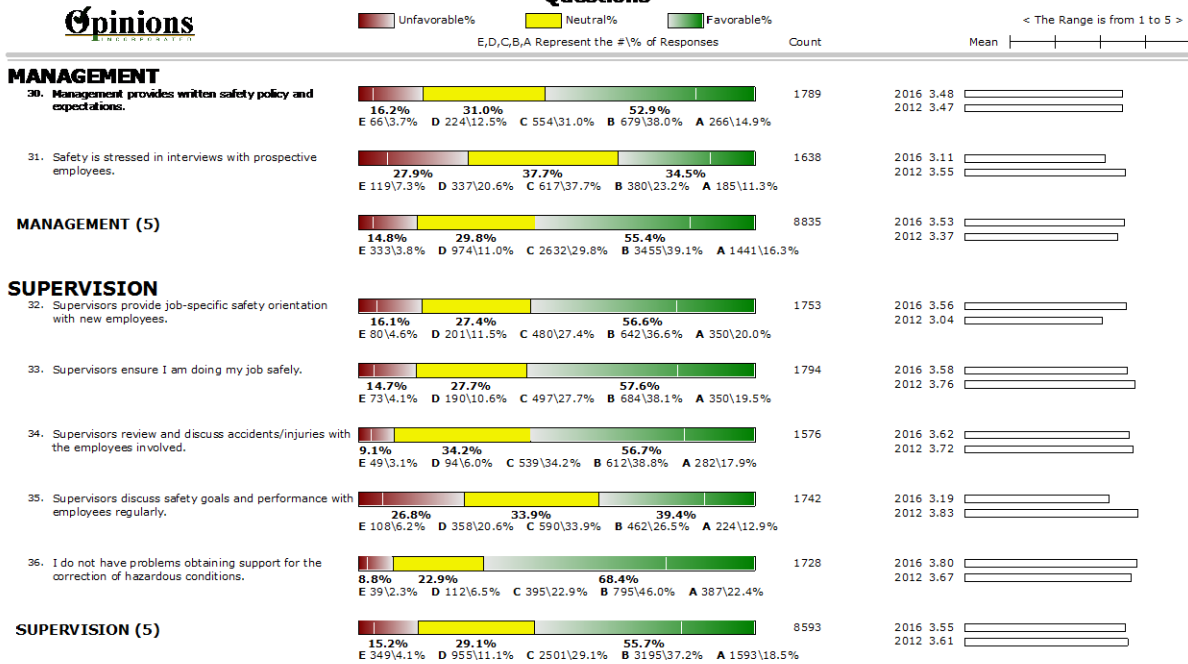
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2016 UAF Safety Perception Survey

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