



# **Safety Recognition Program (SRP)**

# **FAQ**

## SRP Frequently Asked Questions

### **Employee Ordering Questions:**

**Q:** Can an employee exchange their Tier 2 or Tier 3 item if they want a different item than ordered?

**A:** No – H&M once employee confirms a Tier 2 or Tier 3 item, H&M is billed for that item.

**Q:** An employee accidentally shipped item to a wrong address, how can they correct the shipping?

**A:** Contact Paul Henry at Image Concepts: 800-200-2431 or <info@imageconcepts.biz>

**Q:** An employee received a wrong item or different size than ordered, how can they return and receive the correct item?

**A:** Contact Paul Henry at Image Concepts: 800-200-2431 or <info@imageconcepts.biz>

**Q:** An employee never received the award although it shows that it was delivered to the designated address. What do they do?

**A:** Contact Paul Henry at Image Concepts: 800-200-2431 or <info@imageconcepts.biz>

**Q:** Can an employee save lowered Tiered awards for a higher Tiered award (Example: save two Tier 2 awards in exchange for 1 Tier 3 award)?

**A:** No – An employee is awarded either a Tier 1 (spot award), Tier 2 **or** Tier 3 online award which is determined by the manager/supervisor depending on their notable safety behavior.

**Q:** Can employee receive the award item without the logo?

**A:** Some items inventoried already have either the "H&M" or "Nobody GETS HURT" logos on them, although most premium items (brand named items) do not have a logo.

**Q:** How can an employee provide feedback or give suggestions?

**A:** An employee will have an opportunity to give feedback when they place a Tier 2 or Tier 3 order. Once they click "Done" after checkout, the webpage will automatically take them to a survey.

## SRP Frequently Asked Questions

<b>"What" Positive Behavior(s) Should be Recognized</b>	<b>"How" Frequently Should the Recognition be Given</b>	<b>"Who" Should be Recognized</b>	<b>"Who" Should provide the Recognition</b>	<b>"Where" Should the Recognition be provided</b>	<b>"What" Type(s) of Recognition Should be Provided</b>
<b>Tier 1 Award – Spot Awards</b>					
<b>Peer-to-Peer</b> Any Notable Positive Safety Practice or Behavior Observed While Crew is Performing the Work	<b>Spot Award</b> As Observed	Individual	Foreman/GF/ Supervisor/ Manager	On the Jobsite	Tier 1 Spot Awards
Any Notable Positive Safety Practice or Behavior Observed While Crew is Performing the Work	<b>Spot Award</b> As Observed	Individual/ Crew/ Dept.	GF/Supervisor/ Manager	On the Jobsite After the <b>SCO</b> is Completed	
<b>Tier 2 Award – Online Catalog</b>					
Good Catch - Best from Yard (Documented)	Weekly	Individual/ Crew	Supervisor/ Superintendent/ Manager	Weekly All Hands Safety Meeting	Tier 2 Online Awards
Best Job Brief from Yard/ Project	Weekly	Crew	Supervisor/ Superintendent/ Manager	Weekly All Hands Safety Meeting	
Best Housekeeping of Equipment / Facilities/Yard	Weekly	Individual/ Crew	Supervisor/ Superintendent/ Manager	Weekly All Hands Safety Meeting	
Initiates, Publishes & Effectively Communicates a High Quality Lessons Learned Across the Organization, With Focus & Action on Preventing Future Incidents	Weekly	AM/GF/Supervisor/ Superintendent/ PM/ II Team	RSM	Weekly Region Safety Call	
<b>Tier 3 Award – Online Catalog</b>					
Proactively Identifies at Risk Safety Trends and Develops Mitigation Measures	Monthly	GF/Supervisor/ Superintendent/ AST/PM	REST	Monthly REST Meetings	Tier 2 and Tier 3 Awards Available
Notable Contribution to AST (Area Safety Team)/ERT (Emergency Response Team)/REST	Monthly	Individual(s) or Team that Participated	Director/Area Manager	Quarterly Workshop	
Developed and Documented a "Standard Work Practice" or "Best Practice" for a Critical Task	Monthly	Individual(s) or Team that Participated	Director/Area Manager	Quarterly Workshop	
Participation/Contribution in Safety Training [Trainee or Trainer]	Monthly	Individual(s) or Team that Participated	Director/Area Manager	Quarterly Workshop	
Recognized as a Leader in Safety ...Identifies & Provides Necessary Oversight & Training as Required to Create an Injury Free Work Environment	Monthly	GF/Supervisor/ Superintendent/PM/ Area Manager/ Director	RVP/OVP	Quarterly Workshop	

**LEADING INDICATORS**

## SRP Frequently Asked Questions

Tier 4 Award - Special Recognition					
Extraordinary Safety Achievement and/or Contribution	Monthly (1 per AST max)	Individual(s)/Crew/ Team	AST	Monthly AST Meeting	Tier 2/3 Award, plus nomination to REST for Quarterly Recognition.
Extraordinary Safety Achievement and/or Contribution	Quarterly	Selected from AST nominees	REST	Third REST Meeting each quarter	Letter of Special Recognition from WR Management.
Extraordinary Safety Achievement and/or Contribution	Annual	Selected from quarterly REST honorees	REST	Annual Safety Recognition Dinner	Invitation to annual event. Receipt of plaque and significant award. Recognition in Company-wide newsletter.