

**Business Services Section
FY2012 ES&H Plan with Results**

Business Services Section (BSS) developed this set of specific safety, health, and environmental protection measures to implement in FY2012 to strengthen the Laboratory's ES&H program and to help achieve the Laboratory's ES&H performance goals and Notable Outcomes. BSS' efforts in Items 1 and 2 will assist in achieving the two PEMP Goal 5.0 Objectives as broadly defined, as well as the specific Notable Outcomes.

The planned actions are a result of input from all departments and groups in the Section.

1) In the area of safety and health (PEMP Objective 5.1 – Provide an Efficient and Effective Health and Safety Program):

- Occupational Injury Incidents: Should BSS have an OSHA-recordable case, the incident investigation team will analyze the case for human performance issues by performing a formal causal analysis incorporating Human Performance Improvement (HPI) tenets. The HPI process will also be used for other incidents that would potentially benefit from such an application.

Action Taken and Result: There was one OSHA Recordable Case in BSS (particle in eye during ceiling tile removal; prescription required) and one OSHA DART Case (subcontractor twisted ankle on stair resulting in fracture and days away/restricted work). The HPI methodology was useful in the incident investigation process and involved line management. The HPI process was also used in investigating the three BSS first aid incidents.

- Senior Management Leadership and Notable Outcome-Human Performance Improvement Initiatives: BSS will continue to participate on the Human Performance Panel and implement their recommendations.

Action Taken and Result: BSS was represented on the HPI Panel; however, there were no recommendations from the panel for lab-wide implementation. Newly appointed BSS Senior Management (Fire Chief) attended HPI Training. Note that in FY2011, 20 BSS employees attended HPI training. BSS employees that attended the HPI training

included Section Head, Deputy Head, Section Office staff, all Department Heads, other Supervisors, and Task Managers. The BSS Senior Safety Officer attended the HPI Certification course.

- Senior Management Leadership and Notable Outcome-Tripartite Assessment: BSS will conduct an ES&H Tripartite Assessment (topic to be collectively established).

Action Taken and Result: *BSS conducted a Tripartite Assessment of the Commercial Driver's License (CDL) regulation as applicable to BSS work activity. The Scope covered: 1. Review and verify regulatory requirements for BSS work activity (covered by and exempt from the regulation); 2. Review and verify training requirements for supervisors and employees; 3. Review and verify medical qualification requirements; and 4. Review and verify alcohol and drug testing requirements and implementation.*

The written report is not yet available; however, there are no significant Findings expected.

- Senior Management Leadership and Employee Safety and Health: Work with the Fermilab Medical Office and the ES&H Section to manage occupational and non-occupational injury cases that occur in BSS.

Action Taken and Result: *There were 12 BSS medical cases in FY2012 (six were occupational related and six were non-occupational related). All of the cases were jointly managed to provide for positive outcomes and to result in the employee receiving appropriate medical care and compliance with applicable laws and regulations (OSHA and Worker's Compensation).*

- Senior Management Leadership: BSS will continuously monitor its performance against Prime Contract ES&H performance measures, review and discuss those relevant to BSS at monthly department head meetings, and use this ES&H Plan to support achieving the Laboratory's goals.

Action Taken and Result: *The PEMP 5.1 was reviewed to determine how BSS could contribute to the positive outcome of ES&H Performance Measures: "Provide an Efficient and Effective Health and Safety Program - Notable Outcome: Demonstrate a maturing safety culture resulting in the prevention of impacts to mission through human performance improvement initiatives and tripartite assessments across all Divisions and Sections."*

BSS contributions included the following: BSS participated on the HPI Panel and sent any new management to HPI Training; BSS used HPI methodology in conducting incident investigations; and BSS conducted a Tripartite assessment in FY2012 and submitted a joint topic with two other D/S's for FY2013 (Fire Protection).

- Senior Management Leadership: BSS will continue its monthly management tours, which have been successful in demonstrating senior management commitment to integrated ES&H while providing an opportunity to engage employees in their work environment.

***Action Taken and Result:** BSS continued conducting the monthly management tours. The tours included personnel from the BSS Section Office, BSS Senior Safety Officer, management from the department that was being toured, the Fermilab Fire Chief, the Chief Operating Officer, and a representative(s) from the DOE Fermi Site Office. The tours consisted of a physical inspection of BSS areas, as well as conversations with employees in their individual work locations. The tours and discussions included an emphasis on current ES&H topics such as emergency drill information, housekeeping and trip hazards, and electrical issues such as space heaters and power cords. The tours provided management and BSS employees, as well as DOE, a greater awareness of BSS work areas and ES&H impacts and relevance associated with BSS work locations. Another benefit from the tours was the opportunity for the BSS employees to have input and feedback with BSS management, Directorate, and the DOE FSO representative on ES&H programs and other topics.*

- Senior Management Leadership and Employee Participation: BSS will pursue external awards and recognition that are applicable to BSS work activities.

***Action Taken and Result:** Although external awards were not pursued, it was determined that BSS was eligible for an award from the National Safety Council (Perfect Record Award - Consecutive Days without a DART Case) and that several BSS Drivers qualified for National Safety Council Safe Driver Certificate (Safe Driver Certificate - Consecutive Months without an Accident).*

- Employee Safety and Health: BSS SSO will conduct industrial hygiene (IH) assessments identified in the BSS IH Assessment Plan.

***Action Taken and Result:** Annual ventilation surveys were conducted on those systems as required by FESHM 5091 Hazard Control Ventilation and the systems were found to be operating within acceptable ranges. Noise exposure monitoring was*

performed for BSS workers that power wash residential housing and the exposure levels met OSHA Standards.

- **Employee Safety and Health:** The BSS Information Resources Department will install ergonomic computer monitor arms at the common use desk in the library to facilitate ease of use by all of the library staff and also to interface with and serve the library customers.

***Action Taken and Result:** A computer monitor arm that allows for full range of motion was installed at the common-use desk in the library and it has worked well for the multiple staff members that work in the area. The new device also allows for improved and easier interface with the public in that they too can see what the reference desk personnel are viewing on the screen. In addition to the monitor arm, individual workstation enhancements were made that will accommodate individual's physical preferences of the height and position of their workstation.*

- **Employee Safety and Health:** The Fermilab Fire Department will upgrade the communication radio used by firefighters through the purchase of 12 new radios (pending the new budget and subject to funds availability). Argonne National Laboratory (ANL) has purchased this type of radio for the safety of their firefighters and the ability to communicate over the STARCOM Radio System.

***Action Taken and Result:** The Fermilab Fire Department determined that 12 of the above radios were not needed (there are three radios currently available) and that the STARCOM Radio System and its use is still under review by external organizations.*

Wireless headsets were purchased and placed in all of the vehicles (sixteen sets). The headsets reduce ambient noise levels and allow for communication between the people in a vehicle and with dispatch.

- **Employee Participation:** BSS employees will continue to participate on the FESHCom, as well as, on its subcommittees. The BSS Environmental Officer and the managers from the Travel, Transportation, Procurement, and Property departments will continue to work with the Fermilab Environmental Officers to implement the Federal Electronic Challenge, EO's 13423 and 13514, and DOE Order 430.2B. BSS will continue to have employees (other than SSO) participate on FESHCom, as well as, the Traffic Safety, Radiation Safety, and Subcontractor Safety Subcommittees.

Action Taken and Result: BSS personnel participated on the FESHCom and all of the subcommittees related to BSS work activities. In addition, the Procurement Manager and Fleet Manager assisted in preparing updates to the Fermilab Site Sustainability Plan (SSP) and are members of the SSP committee. BSS employees continue to participate in the ES&H Fairs.

2) In the area of environmental protection and stewardship, (PEMP Objective 5.2 – Provide Efficient and Effective Environmental Management System):

- Environmental Compliance: All desktops, laptops, and monitors will comply with Fermilab Personal Computing Environmental Policy for acquisition, management, and disposition. The BSS Property Office will continue to lead the disposition program of Fermilab electronics. The BSS Property Office will continue to support cooperative agreements with ANL and assist in the disposition program of ANL computer electronics.

Action Taken and Result: All of the BSS desktop and laptop computers and monitors were purchased and disposed of per Fermilab Personal Computing Environmental Policy.

In FY2012, BSS Property Department shipped 54,621 pounds of electronics and 15,572 pounds of monitors from Fermilab, and 17,394 pounds of electronics and 14,603 pounds of monitors from ANL were shipped for recycling.

BSS Property Department also shipped 22,820 pounds of electronics from Fermilab and 25,620 pounds of electronics from ANL for re-use.

In addition, 186 computers were transferred to eligible schools through the Computers for Learning (CFL) Program.

- Environmental Compliance and Energy Sustainability: Any re-roofing of BSS houses and dormitories will incorporate "cool roof" technology (per Secretary Chu's memo of June 1, 2010).

Action Taken and Result: Two housing roofs were replaced in FY2012 with "cool roof" technology materials (one was residential housing and the other was Site 52 Security House).

- Environmental Compliance and Energy Sustainability: New appliances that are purchased will be "energy star qualified" products.

Action Taken and Result: BSS Accommodations Department purchased three replacement refrigerators that were “energy star” rated.

- Environmental Management and Sustainable Acquisition: The Property Office will evaluate SA products for potential additions to and/or replacement of products in the BSS Stockroom.

Action Taken and Result: Eleven SA items were added to the BSS Stockroom. All of the items were direct replacements for existing items that were being stocked (Printer cartridges (8); paper food bowl and plate (2); and snow/ice melt).

- Environmental Management and Sustainable Acquisition: The stock catalogue will be revised to identify SA products that are available through the BSS Stockroom (pending Computing Division resources).

Action Taken and Result: The BSS Stockroom Catalog was updated with new part numbers and descriptions, and all SA products now have “SA” in the item part number.

- Environmental Management: The Fuel Service Center will replace the fuel pump concrete islands. The islands have deteriorated to the extent that there is a drainage problem resulting in water entering the secondary containment of the underground fuel tanks. This causes false alarms of the leak detection equipment.

Action Taken and Result: The BSS Service Center replaced the fuel dispenser islands due to deteriorating metal forms and concrete.

- Environmental and Radiological Compliance: BSS will participate in the response and implementation of the recommendations of the 2011 DOE Metal Suspension Review of Fermilab and other actions that will arise as result of further developments of the suspension requirements from DOE.

Action Taken and Result: The BSS Property Department worked with Radiation Safety to implement the recommendations from the DOE Metals Suspension Review. The BSS efforts included changing the Material Move Request Form and revising the Railhead Policy/Procedure.

- Environmental Compliance and Implementation: The BSS Environmental Officer and the managers from the Travel, Transportation, Procurement, and Property Departments will work with the Fermilab Environmental Officers to promote and implement EO 13514 and Fermilab's Site Sustainability Plan.
 - The Travel Manager will provide data for Business Air and Business Ground travel.
 - The Transportation and Property Managers will provide data for the fleet fuel consumption. The Fleet Manager will coordinate the fleet reduction by twenty-four vehicles.
 - The Procurement Manager will update the Fermilab Procurement Manual to include revised Sustainable Acquisition provisions and provide data for new contract actions that have sustainability clauses.

***Action Taken and Result:** All of the three above items were completed. (Note: The SA provisions to Procurement Manual are in draft form and will be sent to DOE FSO in October 2012 as part of a general update to the Fermilab Procurement Manual.) Any request for information and/or data calls was provided.*

In addition, the Procurement Manager and Fleet Manager assisted in preparing updates to the Fermilab Site Sustainability Plan (SSP) and are members of the SSP Committee. The Procurement and Property Departments assisted the ES&H Section with identifying and tracking sustainable products used at Fermilab, and products that were purchased from the BSS Stockroom.