

SAFETY AND HEALTH INVESTMENT PROJECTS
FINAL REPORT

Project Descriptive Title
Global Harmonization HAZCOM Video and Training Program
Assigned SHIP grant #2013XC00223
Funding Period
2013
Project Contact Person
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Email address
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Applicant Organization/ Partners/ Collaborators

Date
6/30/2014

Author of Report
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Washington State Department of
Labor & Industries
Division of Occupational Safety and Health

Funding and support for this project has been provided by the State of Washington, Department of Labor & Industries, Safety & Health Investment Projects.

[Grantee] is solely responsible for the content of and views expressed in this report and related materials unless they have been formally endorsed by the Washington State Department of Labor and Industries.

PART I

Narrative Report

Organization Profile:

For awarded organizations, to include partners and collaborators, provide a brief description of each organization. Mission, vision, and purpose for each of the organizations who applied (this includes partners and collaborators) for the grant.

Northwest Independent Contractors Association - NICA is dedicated to helping small businesses take on issues too daunting, complex or expensive to take on by themselves. We pool the resources of our members to provide easy to use compliance and training tools, such as our Small Business Basics book, Safety Calendar, and other training programs which give real-world, simple solutions for meeting regulations and requirements. NICA has been developing curriculum and providing innovative hands-on training on important topics for over 10 years.

Abstract:

Present a short overview of the nature and scope of the project and major findings (less than half a page).

The scope of the project was to create curriculum and videos to train Washington State Employers on the new Globally Harmonized System of Classification and Labeling of Chemicals (GHS) compliant Hazard Communication Programs adoption and implementation. Through a handout that included the needs and provisions of GHS, basic HAZCOM program written requirements, WAC 296-901, and a sample written plan, NICA armed employers with the needed tool to integrate the Globally Harmonized System of Classification and Labeling of Chemicals into their programs. Along with a PowerPoint, the handout formed the basis of a four hour training course for Supervisors and Employees on the integration of GHS. NICA conducted ten GHS HAZCOM trainings, 9 stand alone, and 2 integrated with HAZWOPER. Total number of students that attended was 228 and they represented the construction, transportation, manufacturing, government, education, healthcare, emergency service, property management, and agriculture industries. Surveys with comments are provided later in the report. NICA also produced 4 videos in a series to make the various aspects of the new GHS program available to employers on [youtube.com](https://www.youtube.com) and by request from Labor and Industries. The Overview video included the basic requirements for a Hazard Communication program and how GHS would impact that for employers. The following three shorter videos were produced to educate workers on specific aspects of GHS, Safety Data Sheets, Labeling Requirements, and the visual warning Pictograms introduced by GHS.

The range of effected industries was diverse and posed unique challenges for NICA's instructors. In general, many companies' HAZCOM plans were lacking before the introduction of GHS, and the new law helped jumpstart the process of updating their plans.



Purpose of Project:

Describe what the project was intended to accomplish.

Northwest Independent Contractors Association intended to use the new GHS HAZCOM rule to introduce the culture of safety into additional industries and aspects of basic construction work. The prime goal of the program was to reduce injuries and illness by giving workers the training needed to identify the hazards associated with the chemicals they work with. Because workers tend to protect themselves from the acute effects of chemicals by wearing PPE to prevent physical responses, the chronic effects of worker's exposure to chemicals were highlighted in the program. Workers were made aware of the need to understand the specific hazards related to health, physical, and environmental effects by recognizing visual safety warning



systems, reading technical information through existing Material Safety Data Sheets, and end user labels.

To assist in this training process, NICA produced training curriculum for employers, including a PowerPoint, a handout that included a sample written Hazard Communication program and a series of Videos covering basic Hazard Communication requirements including the GHS, Labeling requirements for secondary containers,

the nine GHS pictograms and new updated Safety Data Sheet (SDS) format. Providing simplified, easily reproducible, cost effective curriculum for employers on complicated standards was well received by supervisors and workers of various industries, who took the training back to their organizations with them. Making the curriculum and videos easily accessible through Youtube.com, NICAsafety.com, and L&I SHIP links will make this updated program available to thousands of employers across the State of Washington.

Statement and Evidence of the Results:

Provide a clear statement of the results of the project include major findings and outcomes and provide evidence of how well the results met or fulfilled the intended objectives of the project.

The scope of the project was to create curriculum and videos to train Washington State Employers on the new Globally Harmonized System of Classification and Labeling of Chemicals (GHS) compliant Hazard Communication Programs adoption and implementation. This was accomplished by researching the topic and drawing on the experience NICA has gathered over the last five years to identify not only the safety concerns related to hazardous chemicals, but develop the resources needed to train workers and help companies comply with the new standard.

The final developed products, including a series of [four videos](#), a downloadable handout, posters, and a PowerPoint presentation met and fulfilled the intended objectives of this project and were validated by the surveys used following training.

Measures to Judge Success:

If relevant, state what measures or procedures were taken to judge whether/ how well the objectives were met and whether the project or some other qualified outside specialist conducted an evaluation.

Surveys were completed for the live trainings and are available for review in Appendix A of this document. Often the curriculum is developed and finished before meaningful feedback is given by it's intended audience. During this grant process, we taught the first class in August with the draft curriculum and got feedback from participants before finalizing the handouts and PowerPoints. We will add that step to our future curriculum development processes. For the first time, we had the curriculum available for peer review by other training organizations. The Teamsters Apprenticeship Coordinator reviewed the GHS HAZCOM videos and curriculum in process and gave feedback on the information. He also reviewed the HAZWOPER curriculum and scenarios and provided valuable suggestions for use during the course. All curriculum went through Labor and Industries technical review and some content was adjusted as requested by the Department. Interestingly, many of the requested changes in the curriculum were based on the fact some of our information included 'best practices' and not the minimums required in standards. To address this, we added wording to our video cover stating 'some of the material in this video includes 'best practice' suggestions and is not required by law.'

Relevant Processes and Lessons Learned:

Specify all relevant processes, impact or other evaluation information which would be useful to others seeking to replicate, implement, or build on previous work

AND

Provide information on lessons learned through the implementation of your project. Include both positive and negative lessons. This may be helpful to other organizations interested in implementing a similar project.

Lessons learned Curriculum Development:

NICA has developed curriculum for several safety concepts and topics over the last 5 years. The process used may be helpful to other organizations wishing to develop SHIP programs that address safety concerns.

Our first step in developing curriculum is topic choice. We've used several ways to choose a topic that would make a good project. Often a specific industry knows the high risk safety concerns related to their type of work and asks NICA to develop training. New safety regulations or changes in WACs, such as the addition of GHS to the HAZCOM standard, require new training programs and cost effective accessibility to them by small contractors or businesses. We also find that a recent accident or series of accidents in an industry can prompt the need for a new training or administrative program. A survey of an industry asking companies to identify needed training has been helpful in topic selection. Once a topic is selected, research is needed to verify the need and impact of such a program. Research could include injury and claims data provided by Labor and Industries on their website at <http://www.lni.wa.gov/ClaimsIns/Insurance/DataStatistics/WorkersCompData/default.asp>. This research can help identify industries who could benefit from certain programs and also identify specific topics that need to be covered to reduce workplace injuries.

Once the topic is selected, our process includes doing research on existing curriculum and information. We ask the question "what's available already and does it fit the need of

companies in Washington State?” Using the OSHA, Labor and Industries, the Center for Disease Control, and the NIOSH website, we compare training tools and available resources. Once we have the resources, we meet as a team and brainstorm products that not only meet the needs of worker training, but the compliance requirements for written plans and processes for employers. Often we come up with simple tools or checklists that can help promote using our programs. This often requires developing a sample written plan for the topic chosen, as we did for the GHS HAZCOM handout. At times, we do safety product research and demonstrate the products during the hands on portions of our trainings. In the case of the HAZCOM grant, we found apps that make the GHS labeling process easier and more understandable for employers and employees.

Conceptually, ‘more is less’ when it comes to safety tools and curriculum being used. Through extensive feedback on our monthly safety plan, training sessions, and in-house training programs, we have found that the simple or one page tools and plans are used and reviewed by companies on an on-going basis. Longer, more technical documents are often ‘shelved’ in three ring binders and only reviewed during audits or by safety departments, but not the actual workers in the field. This is where we found the GHS approach to labeling on the actual product the best aspect of the new GHS HAZCOM standard. Workers can see the hazards of the chemicals they work with at point of use, instead of by reviewing an ‘available’ (not always on the jobsite) Safety Data Sheet. Much of our training was focused on creating secondary



GHS Labels are a visual warning system for workers at the point of hazard contact.

container labels that used the visual symbols from the GHS standard to communicate the general hazard (health, physical, or environmental) and the specific hazard and precautionary statements for the product. Organizations developing tools for use by the SHIP program should focus on visual, simple, and checklist based outputs for companies. Products produced should be easy to access by companies.

Taking into account the learning styles and settings of your audience can also help organizations build meaningful curriculum and

products. Just adding photos to illustrate key aspects and concepts of the Hazard Communication WAC 296-901 had a positive impact on the participants. Often adding a photo to illustrate the proper personal protective equipment, safety process, or proper technique makes all the difference to the audience. However, we have found these photos rarely exist. Many photos (bad quality ones) of wrong or funny practices are found in safety information. This reinforces the ‘nobody does it right’ mentality. As a general rule, we do not use ‘negative reinforcement’ in our visuals. We always try to show the positive or correct way to do things. Some visuals like these can be purchased on websites for use and reproduction, but often we need to take the photos ourselves. It cannot be overemphasized that proper attention to detail is important in shooting safety concepts. Every aspect of safety, not just the specific act you are capturing, needs to be addressed in every photo. Be aware if you are showing proper PPE in a photo, but there is an unprotected trench in the background, your audience will catch it. Have an additional set of eyes besides the photographer look at the pictures with a critical eye when shooting and using in outputs. This will save time and editing effort later.

We included the actual WAC and wording in our handout, but set it up in such a way all participants did not have to read the entire standard by adding boxes explaining who needed to concentrate on what information (see page 21 in our GHS HAZCOM handout).

However, in a technical topic like chemical hazard communication, with many specific requirements, having the actual WAC wording is an asset to HAZCOM Administrators, many of whom this will be the only training they get on the topic.

The final 'handout' version of the curriculum we created also included a 'fill in the blank' written GHS compliant Hazard Communication Plan that small companies could fill out during the class and implement immediately upon returning to their companies. The back page was a one page checklist of the needed elements of a HAZCOM plan.

To do the greatest good with developed products, they need to be in a downloadable format such as pdfs, Word documents, or Powerpoint files on a single webpage. As a note, we develop everything on Apple products and programs and convert them back to Microsoft. Generally, Apple programs will open Microsoft Docs, so converting the final products back to Microsoft based software serves the biggest audience. Once developed and approved, we post all SHIP funded products to our nिकासatey.com website for free download, including older SHIP outputs. In this project, we developed an 8.5x11 format of the handout that could be downloaded and printed double sided, so companies could easily do in house training with the material. Another training provider called and asked permission to print 1000 copies for their program. We also know several apprenticeship programs immediately started using the GHS HAZCOM material we produced in their trainings.



Lessons Learned Making a Safety Video:

This was our first time making a safety video. NICA chose Kabja Concepts based on their products produced for a series of short marketing films. Their approach was relevant, visually based, and they had a technical skill set we needed to complete the project. Cost estimating was difficult, but the general budget numbers for video production we found we're between \$1500-\$2000/minute. Kabja was within the industry norms for cost.

We started with an idea meeting with Kabja Concepts and the NICA team. The agenda included the scope of the project and how we wanted it to 'feel'. 'Not your average safety video' came up as a concept to keep people interested in the topic. Many other safety videos are compliance based and really technical. This makes it easy for listeners to tune out the information during the video.

The NICA/Kabja team focused on concept of making the video visually interesting and from the perspective of real life companies and safety professionals. We also focused on the value of hazard communication as a part of a safety culture instead of it being a new regulatory requirement. Next we tied key GHS HAZCOM concepts to suggested visuals and documented the video segments we thought would match them. The team focused on showing a broad base of industries; some that may not intuitively have a need for a HAZCOM program. We also decided to do 4 videos instead of one with a goal of keeping at least 3 of the videos short for toolbox type safety meetings. These videos could be emailed or texted out as a link and shown on devices at jobsites or at weekly safety meetings.

We agreed the overview video should not only cover the updates of the GHS, but the basic

premise of a successful Hazard Communication program. Once we had the visual ideas drafted on white board for the GHS Pictograms we repeated the process for SDS and the GHS labels. We knew the visuals for those would integrate back into our overview video really easily. We 'storyboarded' the videos and then used that as the template for creation. Several concepts that were helpful from Kabja included not having people act, as this quickly becomes cheesy and not believable to the audience. We also knew it was important to have a wide variety of settings to keep the attention.

Kabja Concepts requested the audio track be laid down first by using multiple narrators to discuss the aspects of the program. A script was written, divided into portions and then NICA instructors and guest speaker, Rick Gleason, discussed rather than read the details of videos. Again the objective was to engage the audience and make the feel of the video that this was a necessary and doable upgrade to hazard communication programs.

We then scheduled time for one NICA team member to scout locations to maximize the use of the team and film crew. After gathering location and logistical information on many of the shots we were wanting, we had another planning meeting.

We decided to take video footage during the first class in August 2013 in Kent. Because we did not want the activities involving chemicals to look staged we knew we would have to be flexible in filming and had to coordinate with contractors so we could be on site during key processes. In order to use any footage we shot, we needed to make sure workers had appropriate PPE, which we at times had to supply. NICA also made sure to get signed photo releases to use people and places in each of our video shoots. Though a videographer can understand concepts and the basic components of a scene, a technically competent director with intimate knowledge of the safety topic needs to identify and set up the shots. We quickly came to appreciate the vision of the videographer in recognizing crucial lighting factors, visually interesting aspects of shots, and the pace of movement of each shot also. Admin staff is required for coordination of schedules, people, resources, props, photo releases, documentation and logistical support (i.e. coffee). Shooting at multiple locations in one day requires mapping, laying out the shooting schedule geographically whenever possible and may include scheduling around peak customer hours for retail and wholesale locations.

Originally we planned to shoot 5 consecutive days, but found shooting the first 2 days a month apart gave us the visual concepts and helped us storyboard the rest of the shots we would need. We also found a balance between getting enough footage and too much as this significantly slows down the editing process. The final 3 days of filming included a flexible schedule of multiple shots suggested for each of the key visual concepts we wanted to display.

One of NICA's part time instructors attended the Teamster's HAZWOPER refresher course where they also displayed our videos and got feedback from the audience. He stated that though the crowd was often disinterested in the class, when the videos came on "the group was riveted to the videos. They moved at a pace that they couldn't look away."



For example: PPE could have been cement masons wearing rubber boots, or salon techs wearing rubber gloves as each used hazardous chemicals on a regular basis. This allowed for the same concept to be displayed differently in multiple videos.

The final stage of the process included editing the clips. This was a challenge as the use of a subcontractor is difficult because you lose a bit of control of the timing, final product and work pace. Though schedules can be implemented and enforced, video companies often do not have the technical expertise on the subject without constant supervision of a subject matter expert. Occasionally this requires sections of the video to be re-done because a key component is missing or not being portrayed accurately.

Many of the ideas could be displayed visually and verbally only, but occasionally for clarification we had to add wording to screen shots. Later we learned the font size made a huge difference as well as length of time on the screen to allow it to be read. A minimum number of words is always preferred when the audience is expected to read information. This is particularly hard though, when trying to match regulatory language. Technical aspects are hard to mesh with artistic presentation. We often had to summarize key regulatory points with plain English. Our audience feedback was these short summaries made the safety points clear. For instance, “if it corrodes metal, it can corrode you.”

Once the final draft was presented we showed several audiences and received feedback. Overall, the feedback was positive and we accomplished the learning objectives of the new GHS features, but also the feel of it being doable and a benefit for small businesses. On the negative side, some found the pace too quick to read and the font too small when used with the projector. This was not found to be true on the computer. Scale becomes important. However, we determined the majority of our audience will be watching on computers/tablets/phones and the scale was appropriate for those types of media.

The Labor and Industries review process took several weeks longer than expected due to holidays and time of year. This caused a scheduling problem for the video company as they had gone onto other projects. The translation to Spanish was done by having interpreters read the script, but posed a slight challenge due to the length of sentences in each language varying. Because we had extra footage before and after each scene, this allowed the overages to be absorbed. If a film was edited to the second, translation would be near impossible. The same applied with words that appeared in scenes for clarification, the font size had to be reduced to allow for Spanish translation. The industrial hygienist had some concerns with best practices being portrayed as regulatory requirements so we included a disclaimer on the cover and made clarification by use of words on several scenes.



Overall the process went very well and is repeatable by companies wishing to develop safety training videos. Making them short, letting the visuals tell the story more than the soundtrack or any words will help keep the attention of workers.

Product Dissemination:

Outline of how the products of the project have been shared or made transferrable.

We have published our training materials on nicasafety.com/hazcom and the video is available through the LNI library, our website, and our new NICA SAFETY youtube.com channel. As of May 2014, there has been over 200 views of the videos on the website.

Feedback:

Provide feedback from relevant professionals, stakeholder groups, participants, and/ or independent evaluator on the project.



Appendix A of this document is table summaries of each GHS HAZCOM class given and the responses to surveys given at the end of each program.

Project's Promotion of Prevention:

Explain how the results or outcomes of this project promote the prevention of workplace injuries, illnesses, and fatalities?

The link between safety training and programs and reductions in workplace injuries, illnesses, and fatalities has been long established by OSHA and the Department of Labor and Industries. This particular project did not have a long term reporting segment tied to specific injury and fatality reduction secondary to HAZCOM programs.

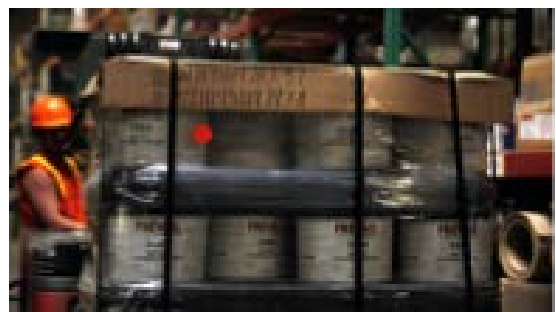
Uses:

How might the products of your project be used within the target industry at the end of your project?

Is there potential for the product of the project to be used in other industries or with different target audiences?

Construction, wholesale, retail trade, transportation and warehousing, professional scientific and technical services, healthcare and social assistance and accommodation and food services can use the handouts, PowerPoints and videos to do in-house training for their specific needs. Representatives from each of the industries completed surveys and 74% said the technical aspects of the training were "just right".

We anticipated a broad target audience for this project and found it to be useful to any industry needed GHS HAZCOM training. The completed products are versatile and can be adapted for use with many industries and different sized companies in their Hazard Communication programs.



Additional Information

Project Type <input type="checkbox"/> Best Practice <input type="checkbox"/> Technical Innovation <input checked="" type="checkbox"/> Training and Education Development <input type="checkbox"/> Event <input type="checkbox"/> Intervention <input type="checkbox"/> Research <input type="checkbox"/> Other (Explain):	Industry Classification (check industry(s) this project reached directly) <input type="checkbox"/> 11 Agriculture, Forestry, Fishing and Hunting <input type="checkbox"/> 21 Mining <input type="checkbox"/> 22 Utilities <input checked="" type="checkbox"/> 23 Construction <input type="checkbox"/> 31-33 Manufacturing <input checked="" type="checkbox"/> 42 Wholesale Trade <input checked="" type="checkbox"/> 44-45 Retail Trade <input type="checkbox"/> 48-49 Transportation and Warehousing <input type="checkbox"/> 51 Information <input type="checkbox"/> 52 Finance and Insurance <input type="checkbox"/> 53 Real Estate and Rental and Leasing <input type="checkbox"/> 54 Professional, Scientific, and Technical Services <input type="checkbox"/> 55 Management of Companies and Enterprises <input type="checkbox"/> 56 Administrative and Support and Waste Management and Remediation Services <input type="checkbox"/> 61 Educational Services <input checked="" type="checkbox"/> 62 Health Care and Social Assistance <input type="checkbox"/> 71 Arts, Entertainment, and Recreation <input type="checkbox"/> 72 Accommodation and Food Services <input type="checkbox"/> 81 Other Services (except Public Administration) <input type="checkbox"/> 92 Public Administration
Target Audience: Workers in Washington State who are required to have training under WAC 296-901, Hazard Communication.	
Languages: English and Spanish	
Please provide the following information - - (information may not apply to all projects)	
# classes/events:	10
# hours trained	116
# companies participating in project	50+
# students under 18	0
# workers	228
# companies represented	36 industries
# reached (if awareness activities) (by YouTube video)	390
Total reached	618
Have there been requests for project products from external sources? Yes If Yes, please indicate sources of requests: 3	

PART II

Financial Information
Budget Summary

Project Title: Global Harmonization HAZCOM Video and Training Program

Project #: 2013XC00223

Report Date: 5/13/2014

Contact Person: Kris Alberti

Contact #: 509-750-7553

Start Date: 3/26/2013

Completion Date: 4/30/2014

1.	Total budget for the project	\$ <u>128,200</u>
2.	Total SHIP Grant Award	\$ <u>122,200</u>
3.	Total of SHIP Funds Used	\$ <u>122,200</u>
4.	Budget Modifications (if applicable)	\$ <u>0</u>
5.	Total In-kind contributions	\$ <u>6,000</u>
6.	Total Expenditures (lines 3+4+5)	\$ <u>128,200</u>

Instructions:

- Complete the Supplemental Schedule (Budget) form first (on the next page).
- The final report must include all expenditures from date of completion of interim report through termination date of grant.
- Indicate period covered by report by specifying the inclusive dates.
- Report and itemize all expenditures during specified reporting period per the attached supplemental schedule.
- Forms must be signed by authorized person (see last page).
- Forward one copy of the report to **Project Manager Name, SHIP Project Manager at PO Box 44612, Olympia, WA 98504-4612**

PART II
(Continued)

*Financial Information
Supplemental Schedules (Budget)*

Project Title: Global Harmonization HAZCOM Video and Training Program

Project #: 2013XC00223

Report Date: 5/13/14

Contact Person: Kris Alberti

Contact #: 509-750-7553

Total Awarded: 122,200

ITEMIZED BUDGET: How were SHIP award funds used to achieve the purpose of your project?

	Budgeted for Project	Amount Paid Out	Difference
A. PERSONNEL	64564.07	64582.16	+18.09
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
B. SUBCONTRACTOR	29005.22	29005.22	0
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
C. TRAVEL	10635.50	10635.50	0
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
D. SUPPLIES	5938.60	5938.60	0
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
E. PUBLICATIONS	10241.61	10223.52	-18.09
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
F. OTHER	1815.00	1815.00	0
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
TOTAL DIRECT COSTS	122,200	122,200	0

	Budgeted for Project	Amount Paid Out	Difference
TOTAL INDIRECT COSTS	0	0	0

	Budgeted for Project	Amount Paid Out	Difference
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TOTAL SHIP BUDGET	128,200	128,200	0
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	Budgeted for Project	Amount Paid Out	Difference
F. IN-KIND	6000	6000	0
Explanation for Difference and other relevant information: Small difference within tolerance.			

I hereby certify that the expenditures listed on this report were made with my approval:



6/30/14

Date

Signature of Project Manager

PART III
Attachments:

Provide resources such as written material, training packages, or video/ audio tapes, curriculum information, etc. produced under the grant.

Also include copies of publications, papers given at conferences, etc.

This information should also be provided on a **CD** or **DVD** for inclusion in the file.

REMINDER!!!: All products produced, whether by the grantee or a subcontractor to the grantee, as a result of a SHIP grant are in the public domain and can not be copyrighted, patented, claimed as trade secrets, or otherwise restricted in any way.

Appendix A

Class Survey Summary

228 Students Total

195 : GHS class only

33: HAZWOPER and GHS

Trades and Industries Summary

36 different trades represented

Legend: 0 = No or Not; 1 = Very little or low; 2 = Yes, Needs major improvement; 3 = Adequate; 4 = Good; 5 = Excellent or Very

Survey Questions asked:

Average Response

Q1: Overall, how was the class at explaining HAZCOM?

4.6

Q2: Was the class too technical or not technical enough?

More: 3% Just right: 74% Too tech: 19%

Q3: Do you think it will help your company understand and comply with the GHS HAZCOM rule?

4.7

Q4: How helpful was the labeling exercise?

4.9

Q5: How helpful were the posters being up the entire class?

4.9

Q6: Do you think the Overview movie will help a company see what needs to be done for a HAZCOM program?

4.6

Q7: Do you think the pictograms, labeling and SDS videos are useful for safety meetings and trainings?

4.5

TRADE	2013.8	2013.9	2013.10	2013.11.8	2013.11.21	2013.12.6	2014.1.9	2014.1.20	2014.1.27	2014.4	TOTALS
Not Listed	1	5	2			10		6		2	26
HVAC	1			4		1					6
Maintenance	1		2		1	2					6
Electrical	2	2		1			1				6
Landscaping / Irrigation	2					2				3	7
Window Cleaning	1			1		1					3
Contractor / Construction	2	3	3	5		6		6		1	26
Carpet Cleaning	2										2
Insulation	1										1
Transportation	1							1			2
Instructor	1							1			2
Admin	1		1								2
Telecom		3									3
Waste Management		1									1
Flooring		2	3		2	2	6				15
Software Devel.		1									1
Custodial		1									1
Veterinary		2		2							4
Fire Department		1				1			1		3
Government		1				1		1	3		6
Elevator			5								5
Safety			3			1					4
Manufacturing			1		2	2		1	4	1	11
Manager			1						1		2
Air Supply				1							1
Refrigeration				1	7	1					9
Ag Chem					3					4	7
Laboratory					7						7
Food Processing					4						4
Painting						2					2
Healthcare		1				2			4		7
Synthetic Turf						1					1
Furniture						1					1
Consulting						1		2			3
Volunteer								2		2	4
Apprentice							1				1
Student										1	1
36 Industries Represented											193

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
2013.8	4	2	5	4	5	5			HVAC	
Kent	5	0	5	5	5	5			Industrial Maintenance	
	5	2	5	5	4	5	"helpful especially especially for the labeling requirements even when new SDS not available" "good hands on to understand"	"better meshing of booklet pages to slides"	Powerline Contractor	
	5	2	5	5	4	5	"always enjoy the enthusiasm & knowledge base & the ability to break it down & present it in a good order"		Tree service	
	5	2	5	5	5	5			Window cleaning	
	5	1	5	5	5	5	"very instructive and easy to understand"		General contractor	
	5	0	5	5	5	5			Atfoam	
	5	1	5	5	5	5				
	5	0	5	5	5	5	"KISS - Keep It Simple Silly - You accomplished this! Good Class! "		Electrical	
	5	2	5	5	4	5	"great hands on to appreciate effort to comply" " great as always"	"would be good if they (posters) were closer (to us)"	Carpet Cleaning	
	5	0	5	5	5	5	"(hands on) helps to learn it" " friendly and approachable "		Carpet Cleaning	
	5	0	5	5	5	5	"just right" "nice simple explanations"		Construction Contractor	
	5	0	5	5	5	5	"explanations well thought out - questions answered"		Instructor	
	4	2	4	5	3	5			Admin	
										16
Average	4.8		4.9	4.9	4.6	5.0				
		▼								
		Just right = 6								
		Too Tech= 2								
		More Tech = 6								
class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
2013.9	5	0	5	5	5	5	"Great Job" " Great Info"	teratogen is pronounced "tear" "RAT" "O" "GEN"	Telecom	

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
Edmonds	-	-	-	-	-	-	"I really like how simple you have made putting together a plan and training for employers"		Telecom	
	-	0	4	5	5	5		need apps to be android or desktop available - please ask if there are any questions in the pauses	Telecom	
	5	-	5	5	5	5		"please not Friday afternoon"	Waste Management	
	4	0	4	4	4	5	"Love the apps"	"more videos"	Dental Assistant	
	5	0	5	5	5	5	"Good eye opener on seriousness of it" Posters "easy to read. Nice simple layout"	"make class longer. Not quite so full in a short time."	Flooring	
	5	0	5	5	5	5	"Love posters for future training." "Well conducted class very eye opening felt I could do better to protect self and work force"		Flooring	
	-	1	4	5	5	4		"need more audience participation" "add real life experiences"	Software Developer	
	5	0	5	5	3	5	"very detailed, explained it well. " "Excellent"		Electrician	
	5	0	-	5	5	5	Instructors were "Personable, Professional, Experienced & Educated." "We will train and implement this w/in the company"	"Periodically ask students if they have questions"	Electrician	
	5	0	5	5	5	5			Not Listed	
	5	0	5	-	5	5	"Every topic covered was very relevant to our industry. Thank you"		Custodial	
	5	0	5	-	5	5	"Kris has the ability to take the lofty regulations and apply them practically & meaningfully to implement. "		Construction	
	4	0	4	5	5	4			Not Listed	
	5	0	5	5	5	5	"Really appreciate the training Thanks!"	"Give us information or ordering resources (posters/cards) - overheard a conversation"	Vet Clinic	
	5	0	5	4	4	5	"Very good job approaching technical information at a real world level!" "Excellent"		Vet Clinic	
	5	0	5	5	5	5			Fire Dept.	
	4	0	4	5	5	5			Government	
	3	0	4	4	4	4			Construction	

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
	5	0	5	5	5	5	"Great Job, wasn't as boring as I thought it would be"	"Please make android version of your app."	Construction	
	4	0	4	3	4	5			Not Listed	
	5	0	5	5	5	5			Not Listed	
	4	0	4	5	4	5			Not Listed	
Average	4.7	▼	4.6	4.8	4.7	4.9				23
		Just right : 20								
		Too Tech= 1								
		More Tech 0								
class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
2013.10	5	0	5	5	5	5	"Loved Hands on of Label Making"	Excellent Resource to Take Back to the Warehouse	Construction	
Spokane	5	-	5	5	5	5			Contractor	
	5	0	5	4	4	5	"Great Class!"	"Be able to compare an MSDS and SDS sheet. More exacting on what you need."	Flooring	
	5	-	5	4	5	5	"would have liked more time" "having a visual aid really helped to reference to" "Knowledgabel, well spoken, good time management, answered questions :) "		Safety	
	4	0	4	5	5	5	"Very practical examples that helped me understand." "(Labeling) Extremely, need more" "Great resource for later" "Funny, engaging, down to earth, easy to understand. Kept the focus on the purpose of the law change, wasn't just compliance" "Great Calendars, posters, etc!"		Safety	
	4	0	4	5	5	4	"Posters were great." "Bob should survive more,"	"Could put more infer about Appendix C in Binder you Hand Out"	Maintenance	
	5	0	5	5	4	5	"Not aware of most rules - very valuable"		Maintenance	
	4	0	4	4	4	5	"very good class to help understand the process"		Admin	
	5	0	5	5	4	5			Plant Manager	
	5	0	-	5	5	5			Manufacturing	
	5	0	4	4	1	5	"Instructor did a great jobb of keeping peoples attention"		Contractor	
	5	0	5	5	5	5	"another great job, thanks"		Flooring	

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
	5	0	5	4	4	5	"A lot of Information being able to review on a web site is great"		Flooring	
	5	0	4	4	4	4			Safety	
	4	0	4	3	3	4			Elevator	
	5	0	5	4	4	5			Elevator	
	5	0	5	5	5	5			Elevator	
	4	0	4	5	5	5			Elevator	
	5	0	5	5	5	5	"too much information in a short time" "Very knowledgeable - enjoyed them"	"slightly more technical - more layman's terms."	Elevator	
	4	0	5	4	5	5	"it gets you used to seeing the pictograms"			
	5	0	5	4	5	5	"the program material is very helpful"			
	5	0	5	5	5	5	"very helpful" "Info in the calendar will be helpful" "Kris Does an excellent job"			
	4	0	4	5	4	5				
	4	0	5	5	5	5				
	5	0	5	5	5	5				
										21
Average	4.7	▼	4.7	4.6	4.4	4.9				
		Just right :	19							
		Too Tech=								
		More Tech	0							
class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
2013.11	5	0	5	5	5	5			HVAC	
Vancouver	5	0	4	4	5	5			HVAC	
	5	0	5	5	5	5			Contractor	
	5	0	5	5	5	5	"Very informative" "Taught at a layman's level"		Construction	
	5	0	5	5	5	5	"Excellent" "Very Informative"		HVAC	
	5	-	5	5	5	5		Closed Captioning for videos	Air Supply	
	5	0	5	5	5	5	Labeling exercise was "Good Exercise, Helped with locating needed info"		HVAC	
	5	0	5	5	5	5	"Posters are clear & concise helpful" Class was "proficient Knowledgeable interesting"		Refrigeration	
	4	0	3	3	3	4	"was very good at making complicated things seem simple"		Electrical	

class	Q1	Q2	Q3	Q4	Q5	Q6		comments	suggestions	Trade	Students
	5	0	4	3	5	5		Labeling exercise "won't ever use this" Posters "excellent - we will post these at the office" "great information"		Contractor	
	4	2	5	2	5	5		"Very good overall!"	Labeling exercise "seemed self-explanatory" "Some of the information at the beginning introducing the topic seemed overly repetitive. felt rushed"	Window Cleaning	
	5	0	4	4	5	5				Construction	
	4	0	5	4	5	5				Vet Clinic	
	4	0	4	5	5	5				Vet Clinic	
	5	0	5	5	5	5		"Very well explained"		Not Listed	
	4	0	3	4	5	5				Construction	
											15
Average	4.7	▼	4.5	4.3	4.9	4.9					
		Just right :	15								
		Too Tech=	0								
		More Tech	1								
class	Q1	Q2	Q3	Q4	Q5	Q6	Q7	comments	suggestions	Trade	Students
2013.11	5	0	5	3	5	4	4	"good!" "easily reteachable" "clarified Questions I had" posters "will use these at my facility" videos "were good, but handouts are still useful tools"		Ag Chem	
Soap Lake	5	0	5	3	5	5	5	"Posters are helpful" "Great Videos"	"the app confused me more than anything"	Ag Chem	
	5	0	4	4	4	4	4	"Excellent training - no recommendations"	videos were "fast"	Food Processing	
	5	0	5	5	5	4	5	"Great presentation" Labeling "good hands on exercise" "Posters were good, will put in chemical room"	"Would show overview video first" "Handing out survey/ certificates while still doing training caused distribution & a lot of chatter." Videos "slow down and make 5 min"	Food Processing	
	4	0	4	5	3	3	4			Manufacturing	

[illegible]

class	Q1	Q2	Q3	Q4	Q5	Q6	comments		suggestions	Trade	Students
		Too Tech=	0								
		More Tech	0								
class	Q1	Q2	Q3	Q4	Q5	Q6	Q7	comments	suggestions	Trade	Students
2013.12	4	0	4	3	4	5		“understanding PEL/TWA is very necessary - Presented very well” “knowledgeable especially Kris”		Contractor	
Renton	4	0	4	4	4	4				Contractor	
	5	0	4	4	3	5			“video pacing a little fast for good comprehension”	Painting	
	5	0	5	5	5	5				Landscaping	
								“Definitely will ...be using the template provided to train & implement the new rules.”	“Class was sometimes confusing as to what exactly I need to be passing on to employees”	HVAC	
	3	0	5	3	3	5					
	4	0	5	-	-	5		Labeling and posters “n/a to our company”		Contractor	
	5	0	5	5	5	5				Landscaping	
								“The labeling exercise demonstrated how labeling process will be (and how clueless many of us are currently at labeling correctly.) Videos on pictograms good at keeping attention...real world examples. Also effective at translating each hazard into plain english”		Healthcare	
	4	0	4	4	3	4			“need coffee!!”		
	5	0	4	4	5	5				Government	
									“Too broad of a topic for 4 hours... - not sure I feel ready to train my crew” “1 slide that lists all your great tools and where to find them!!!”	Construction	
	4	0	4	4	4	5		“The best in the business - Period!”			
	5	0	5	3	5	5			“offer the course in spanish”	Window Cleaning	
								“Excellent speaking ability. Engaging and interesting. Well informed.	“More references in a concise list - websites, phone #'s. Printouts of powerpoint presentations.”	Contractor	
	5	0	5	4	4	5					
	5	0	4	5	4	5				Turf	
								“Practical suggestions to implement this.” “Thanks for making the Hazcom program development doable”		Furniture	
	5	0	5	5	4	5					

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
	5	0	4	4	4	5	"Kris is very knowledgeable & a compelling speaker"	"The videos went a little fast."	Flooring	
	4	0	5	5	1	4		"They (posters) were not utilized"	Fire Dept.	
	5	0	5	5	5	5	"great - kept my attention! Thank you!" "Really needed to know the new information"		Healthcare	
	5	0	5	5	5	4			Maintenance	
	4	0	5	4	4	5	"Very simplistic! Good teaching method."	"Maybe a few experiences to help students appreciate the seriousness of the matter."	Maintenance	
	4	0	4	4	5	5			Flooring	
	4	0	4	3	3	5			Construction	
	4	0	4	3	3	5			Consulting	
	4	0	4	3	3	5	"Great job presenting"	"Might consider adding another break." Labeling exercise "...would work w/ small class size - suggest in large group to have instructor show and tell how to make one." "signal word?"		
	4	0	4	4	4	4			Safety	
	5	0	5	5	5	5			Refrigeration	
	5	0	4	4	2	5			Manufacturing	
	4	0	5	4	5	5			Painting	
	4	0	5	4	2	4			Manufacturing	
									Not Listed x 10	
Average	4.4	▼	4.5	4.1	3.9	4.8				37
		Just right :	27							
		Too Tech=	0							
		More Tech	0							
class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
2014.1	5	0	5	5	5	5	"training absolutely priceless...a fantastic learning experience"	"more use of "go" and DSW bags"	Instructor	
HAZWOPER	5	0	5	5	5	5	"Excellent. Showed me how lucky I have been."		Contractor	
+ 1 student GHS	5	0	5	5	4	4	"Great Class"	"chairs are too hard"	Construction	
	5	0	5	5	5	5	"Very valuable something you can put into practice in your own life."		Volunteer	

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
	5	0	5	5	5	5	"Thank you Labor and Industries for the funding" "I needed this class (GHS) to comply with the law"	"Softer Chairs"	Construction	
	5	0	5	5	5	4	"SPAs were excellent"	"spelling and grammatical errors" "More videos would be good"	Volunteer	
	5	0	5	5	5	4	"Curriculum Awesome" "Lots of Fun. Can't wait for the next class"	"Hard to sit need softer chairs"	Contractor	
	5	0	5	5	5	5	"Loved this. Wouldn't change anything" "Professional, well run and organized."		Consulting	
	5	0	5	4	4	5	"The Best! Absolutely one of the best classes I've ever taken." (GHS) - "Invaluable"		Contractor	
	5	0	5	5	5	5	"Very informative"		Not Listed	
	5	0	5	5	4	5	"Great instructors - whole operation runs like an efficient machine."		Consulting	
	5	0	5	5	5	5	(GHS) "a picture is worth a thousand words it remain in my mind more than words" "Very instructive and informative"		Transportation	
	5	0	5	4	5	5	"Really appreciate feeling more prepared to deal with hazards/ disasters on a different level"	(confined space exercise) "Could have been more visible from everyone's perspective"	Not Listed	
	5	0	5	5	5	5	"Way more confident & comfortable in applying" "Awesome"		Manufacturing	
	5	2	5	5	5	5	"The pattern of instruction then exercise was perfect" "Practical application!!!"	"personally I would like mor detail in chemical related areas"	Construction	
	5	0	5	5	5	5	"Teachers use of so manu learning tools, it really helped the learning process" "Can't express enough the time and effort put into this class and the value of it all."		Not Listed	
	5	0	5	5	5	5	"Excellent, the use of scenarios really helped teach the lessons." "The mix... allowed me to stay engaged and it never got boring."	"Make...big personalities play 2nd fiddle. ...If more women..place them in the lean leader roles. Is there room to cover how to lead a team?"	Government	
									Not Listed	
									Not Listed	
Average	5.0		5.0	4.9	4.8	4.8	AVERAGE			20
		▼					4.9			

class	Q1	Q2	Q3	Q4	Q5	Q6		comments	suggestions	Trade	Students
		Just right : 16									
		Too Tech= 0									
		More Tech 1									
class	Q1	Q2	Q3	Q4	Q5	Q6		comments	suggestions	Trade	Students
2014.1.9	5	0	5	5	5	5		"Good class and Material. Thanks"		Fiber	
SHBA	5	0	5	5	5	5		"Effective for all levels of knowledge on subject" "Top notch!"		Apprentice	
	5	0	5	5	5	5				Flooring	
	4	0	4	5	5	5				Flooring	
	5	0	5	5	5	5				Flooring	
	4	0	4	5	5	5				Flooring	
	5	0	5	5	5	5		"Very informative class." "Learned many new things today." "Really liked the App." "Great People"		Flooring	
	5	0	5	5	5	5		"Hit the important items without being too technical"		Flooring	
Average	4.8		5.0	5.0	5.0	5.0					8
		Just right : 8									
		Too Tech= 0									
		More Tech 0									
class	Q1	Q2	Q3	Q4	Q5	Q6	Q7	comments	suggestions	Trade	Students
2014.1.27	5	0	4	4	3	1	2	"Video added little to this class, however, valuable for use in training employees in the work place. All issues were well explained in the lecture." "Well done."		Healthcare	
Soap Lake	5	0		5	5	5	5	"Excellent!"		Government	
	5	0	5	5	5	5	5	"Better understanding." "Very helpful."		Healthcare	
	4	3	4	3	4	4	2	Video: "moving text is hard to read and music is annoying"	"More review of the WAC directly would be nice."	Manufacturing	
	4	0	4	5	4	3	4			Healthcare	
	5	0	5	5	5	5	5			Property Management	
	5	0	4	5	5	5	5			Manufacturing	

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
	5	0	4	5	5	4	5	"Excellent job! I really feel like the resources you've put together make this law much more understandable and available." Help company comply? "Yes, biggest hurdle is convincing veteran employees the usefulness"	Manufacturing	
	5	0	5	4	5	5	5		Government	
	4	0	4	5	4	4	4	"Good concise content."	Manufacturing	
	5	0	5	5	5	5	5		Fire Dept.	
	5	0	5	4	3	5	5	"Awesome. Well presented." "Good hands-on"	Healthcare	
	5	0	4	4	5	5	5		Government	
Average	4.8		4.5	4.5	4.5	4.3	4.4			13
		▼								
		Just right :	12							
		Too Tech=	0							
		More Tech	1							179
Totals:	4.7		4.7	4.6	4.6	4.8	4.5			
class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
2014.4 HAZWOPER	5	0	5	5	5	5		"a slowly paced first half hour to explain what HAZWOPER is"	Volunteer	
Soap Lake	5	0	5	5	5	5			Construction	
	5	0	5	4	5	5	"Great class with a great group, THANK YOU"		Chemical Manufacturing	
	5	0	5	5	5	5	"Good broad information...will help me respond to a hazmat situations....to understand rescue systems"		Irrigation District	
	5	1	5	4	5	5			Chemical Manufacturing	
	5	0	5	3	5	5	"GREAT! This was an extremely informative class. I would recommend it to anyone."		Construction	
	4	1	4	4	4	4	"Good class overall. Had a great time"		Chemical Manufacturing	
	5	0	5	5	5	5	"Very interactive class Love It"		Chemical Manufacturing	
	4	1	4	4	4	5	"Overall the training was really good I did learn quite a bit for information in the training"		Chemical Manufacturing	

class	Q1	Q2	Q3	Q4	Q5	Q6	comments	suggestions	Trade	Students
	4	0	4	4	4	4			Trade School	
	4	1	4	4	4	4	"Very good instructor"		Irrigation District	
	5	0	5	5	5	4	"Exceptional Class-Wish more of our employees could go through this training example Safety Officers"		Irrigation District	
	4	2	5	5	5	5			Petroleum Transportation &	
	5	2	5	5	5	5			Petroleum Transportation &	
Average	4.6		4.7	4.4	4.7	4.7				14
		▼								
		Just right :	8							
		Too Tech=	2							
		More Tech	4							
Totals:	4.60714		1836734	4.92857	4.95238	4.61904				

class	Q1	Q2	Q3	Q4	Q5	Q6	Q7	comments	suggestions	Trade	Students
2014.2	5	0	5	4	4	5	5	"The information was clear and easy to explain to people who don't know"		Construction	
Tumwater CTD	5	2	5	4	5	4	5	"Very explanatory. Was pleasing to hear everything there is to know in that amount of time."		Shrink-wrap specialist	
	5	2	5		3		5	"They combined a solid base and then increased the technical info."		Contractor	
	4	2	4	5	5	5				Construction	
	4	2	3	3	4	4	4			Lead	
	5		4	5	5	3	4			Contractor	
	4		4	4	5	4	4			Labor	
	5	2	3	4	4	2	2			carpentry	
	5	3	5		4	4	5			solar	
	5	2	5	4	4	5	5	"Very comprehensive training and well presented."		solar	
	5	2	4	4	5	4	5	"Good training - a lot of information."		Electrician	
	5	2	5	5	5	5	5			solar	
	5		5	5	5	4	5			landscaping	
	4	2	4	4	4	4	4			solar	
	4		4	4	5	4	4			Contractor	
	5	2	5	5	5	5	5			landscaping	
	2	2	2	2	2	2	2			Contractor	
	5	2	5	5	5	5	5			Contractor	
	5		4	4	4	4	4			Contractor	
	5	2	5	4	5	4	5			Shrink-wrap specialist	

	5		5	5	5	5	5	"Very helpful because it sets us up to label things correctly when out in the field." "Very eye opening training that sheds light on the importance of labeling solutions and chemicals	firefighter	
	5		5	5	5	5	5		Construction	
	4	3	5	5	5	5	5		Contractor	
	4	2	4	2	3				Electrician	
	4		4	3	4	4	4		Contractor	
	5		5	5	5	5	5	"Did not even know before about labeling."	roofing	
	5	2	5	5	5	5	5	"Easy to understand."	Shrink-wrap specialist	
	5	2	4	4	4	4	4	"L&I should publish more information on all presentations, time, terms and certifications."	Contractor	
	5		5	5	5	5	5	"Timely; not over-done."	Contractor	
	5	2	5	5	5	5	5	"It was good."	cleaning	
	5	2		5	5	5	5		Contractor	
	4	3	3	3	5	5	5		Contractor	
	4	2	4	4	4	4	5		Contractor	
	4	2	4	4	5	4	4		landscaping	
	4	2	4	4	4	4	4	"Good"	landscaping	
Average	4.5	▼	4.3	4.2	4.5	4.4	4.5			
		Just right :	21							
		Too Tech=	1							
		More Tech	3							
		No anser	10							