

# SAFETY AND HEALTH INVESTMENT PROJECTS FINAL REPORT

Performance-Based Safety Training for Small to  
Mid-Sized Washington Wineries  
Grant Number 2013XC00220  
Contract Number K-1873  
End Date Dec 31, 2014

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Washington Wine Industry Foundation

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Washington Wine Industry Foundation 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:**

The Washington Wine Industry Foundation was organized in 2001 as a 501(c) (3) to provide opportunities for scholarships, educational events and outreach, industry information, charitable donations and research, as well as promotion or publicity on behalf of Washington's wine and grape industry. To this end, WWIF engages those who care about Washington's wine and grape industry in meaningful and impactful undertakings that address in-state industry needs and uphold Washington's reputation for high quality, high value grapes and wine. WWIF is uniquely positioned to provide services to any facet of the industry in a manner that no other organization in the grape and wine industry can.

**Abstract:**

There are now over 800 wineries in Washington State, a fourfold increase in the last 15 years. While a small number are considered large, the vast majority are considered small or mid-sized. Small and mid-sized wineries in Washington are challenged to deliver performance-based safety training programs. Many of the more serious accidents in the past few years have occurred at either small or mid-sized wineries. While information on winery safety is readily available, there is a lack of safety training, especially on-site and on-demand. Additionally, the developmental phase of Winerywise has indicated the need of on-site winery visits to provide outreach, conduct assessments, and deliver the finished product.

Beginning with a review of materials and safety training methodologies, the project proceeded to conduct an assessment of safety levels and training needs of representative wineries through a survey. Data was analyzed to determine training priorities and appropriate methodologies.

Training materials and methodologies were then created and subjected to review by L&I staff and focus groups. A need for self-auditing was identified, as well as specific training topics and potential materials for distribution to wineries.

Products were developed to meet these needs, including a self-audit tool (app) for winery owners to use; a series of videos in English and Spanish; and an accident prevention program template. Outreach was conducted to industry groups, wineries, the University of Washington Health and Safety Practices for Wineries website and the Winerywise website. Testing was undertaken to ensure that training is effective in practice. Finally, information was made available to wineries of all sizes through booth presence at the 2015 WAWGG Annual Conference where the Safety Training Booklet was handed out.

**Purpose of Project:**

The purpose of the grant was to identify safety and training gaps in small to mid-sized wineries, and to develop performance-based training that would be accessible to employees, both in English and Spanish in multiple formats including mobile apps, videos, CDs, winery safety committees, hands-on and classroom training programs that help meet Washington Industrial Safety and Health Act (SHIP) regulations..

Work performed under grant completed the following objectives:

- Conduct a review of existing winery safety training materials and methodologies. Determine if L&I regulations were clearly interpreted and explained in same.
- Establish a Focus Group of a diverse representation from the Washington wine industry to provide input on industry safety training needs and solutions.
- Create a safety training needs assessment for small to mid-sized wineries. Conduct the assessment on-site at numerous wineries throughout WA State.
- Analyze the assessment results and determine prioritization of training needed, and the performance-based methodologies in which training will be developed for delivery.
- Develop drafts of the SOP's and all training material. Review draft with Focus Group and L&I.
- After review, finalize most appropriate training material/methodologies and create bilingual versions.
- Schedule outreach presentations to industry groups. Revisit the wineries who participated in the on-site training needs assessments to demonstrate the newly developed training materials.
- Through testing, ensure the newly developed training materials are affective in practice.

**Statement and Evidence of the Results:**

In general, the project exposed weaknesses in winery safety and training regimens, as expected. The project allowed for increased safety training via winery self-audits, and through use of tools designed to effectively and efficiently deliver needed training in ways that will provide lasting benefit. Additional takeaways from the project include the following findings and observations:

- Levels of general knowledge and training for identifying safety hazards at the wineries were lower than expected. We found that less than one-third of wineries conduct safety training. Those who do utilize tailgate or in-the-field training.
- In addition, when visiting wineries in the early stages of the project, we observed that standard LNI safety practices were not being utilized. Expanding LNI safety knowledge at these wineries was a tangible benefit of this project, even though not a stated objective.
- We anticipate awareness of winery safety training gaps to escalate through the on-site assessments, coupled with a desire to ensure winery employees have access to and are using performance-based safety training and observed standard LNI safety practices not previously utilized.
- While safety information is available at the LNI website, unfortunately it can be hard to find concise winery specific information. One of our deliverables was to 'condense' LNI information into a 'winery friendly' document
- In five of six identified categories of workplace risk, a majority of winery owner/operators do

not have written procedures or programs in place to address those risks, and provide training only in one area (operating forklifts and other equipment).

- The importance of obtaining feedback from winery stakeholders from the beginning of the project cannot be overstated. This feedback is essential to developing tools that will be understandable, usable and meet the needs of winery owners/managers/and employees.
- Short, succinct training videos (10 minutes or less) kept the attention of the viewers.
- Sending a request to fill out a survey to busy industry members is an art form! It needs to be written in a way that compels wineries to respond because it will be “good” for them and for the industry.
- Post-training testing would help to measure and improve retention.
- Future reduction to LNI of reportable accidents in wineries will underline the relevance of the project.
- Relatively few people think to seek out safety information from Labor and Industries. Of those providing a specific answer as to where they seek safety information; one-third cited the Washington State Farm Bureau or the Washington Growers League.
- We anticipate awareness of winery safety training gaps to escalate through the on-site assessments, coupled with a desire to ensure winery employees have access to and are using performance-based safety training.

### **Measures to Judge Success:**

The project was to produce content in a deliverable, accessible and convenient-to-use product. Ongoing measures or procedures were not included in the scope of work. However, the project is set up to allow for follow-up to determine how well the objectives are being met over time.

- The industry survey was designed to be repeatable; repeating the survey over time will allow for longitudinal assessment of the project’s effectiveness.
- Post-training testing of those involved in the project would measure retention and provide evidence of the need to repeat or revise the training.
- Tracking website visits to Winerywise will illustrate how many times each safety unit it downloaded and viewed, and thus illustrate value of the project – i.e., if people use these tools, the effort to compile and provide safety information will be proven beneficial.
- If insurance companies react favorably with lower rates for those companies who reduce their risk profile through good training, those rates will provide a measure of success for the project. Monitoring of insurance rates over time will reflect a lowered risk profile for small to mid-sized wineries.
- Ultimately, future reduction in reportable accidents in wineries will underline the relevance of the project. LNI is the repository for this data.
- Additionally each topic also has a memory retention quiz associated with it. The purpose of the memory retention quiz is to provide documented assurance that employees understand the topic addressed.
- We also provided training and meeting sign-in sheets, facility inspection forms, and new hire orientation forms, all of which can be printed and kept on file by the winery once complete.

**Relevant Processes and Lessons Learned:**

- A variety of survey tools is preferred as it gathers input from different ‘slices’ of the target audience. In this project we utilized an email survey of 51 targets; an online survey of 1,706 targets; and conducted focus groups of a total of 22 people.
- Stakeholder input is critical to successful development and implementation of safety training products produced with this grant. LNI input delayed the project; however, their input led to more robust education about winery safety hazards.
- If a similar project with multiple videos is developed in the future, we found that creating a consistent presentation format greatly sped up video production time.
- It would be helpful for future grant recipients to recognize that the process of LNI approval of work can be more time consuming than anticipated, in part due to the complexities of safety regulations.

**Product Dissemination:**

The project resulted in creation of several highly-usable products. First, a Manual entitled, Safety Training Materials for Small to Mid-Sized Washington Wineries was published; a total of 400 copies were printed; a Spanish edition was also published in a slightly smaller print run. Topics covered in the Manual included:

- Being Prepared for Workplace Emergencies
- Compressed Gases
- Confined Spaces
- Ergonomics
- Harvest and Crushpad Safety
- Hazard Communication
- Heat Stress
- Ladder Safety
- Lockout Tagout
- Personal Protective Equipment
- Powered Industrial Trucks
- Protecting Employees from Falls
- Safety Committee Meetings

The manual includes information about structuring workplace safety committees and procedures that can be implemented within the winery.

The manual also includes a series of standardized forms to help owners implement safety procedures. These forms are offered in the following topics:

- Accident Prevention Program
- Confined Space Entry Permit
- Employee Accident Report
- Forklift Operators Daily Checklist
- Job Hazard Assessment
- Safety Checklist for All New Employees
- Safety Committee Meeting Attendance Roster
- Sample LOTO Procedure

- Supervisor Accident Report
- Training Attendance Roster
- Winery Safety Checklist

To help disseminate the information, a series of workshops was held during the summer of 2014 to raise awareness of the Manual. Copies of the printed Manual were made available at no cost at the February, 2015 Washington Association of Wine Grape Growers (WAWGG) Annual Conference; approx. 165 copies were handed out at the WAWGG Annual Conference.

A dedicated website, [www.winerywise.com](http://www.winerywise.com), was launched to provide a central location for winery owners, managers and staff to acquire all information. The website includes the full Manual, plus quick-links to the topics and forms. A Google search of Winerywise returns the website as the #1 return.

To complement the written Manual, its content was filmed in a series of videos in English and Spanish; these, too are provided on the website. A total of 14 videos are offered on the following topics:

- Accident Prevention Plan
- Lockout Tagout
- Ergonomics
- Compressed Gasses
- Safety Meetings
- Workplace Emergencies
- Protecting Employees From Falls
- Powered Industrial Trucks
- Personal Protective Equipment
- Ladders
- Heat Stress
- Hazard Communications
- Harvest and Crushpad Safety
- Confined Spaces

To help expand the audience served by this information, videos on the following topics were produced in Spanish:

- Lock Out Tag Out
- Ergonomics
- Compressed Gases
- Workplace Emergencies
- Harvest and Crushpad Safety
- Hazard Communications
- Confined Spaces
- Heat Stress
- Ladders

- Personal Protective Equipment
- Protecting Employees From Falls

In conclusion, through the Winerywise web site, the user can download the entire winery safety handbook, all safety topic outlines, plus additional subject-specific safety information. On each topic outline are additional links listed for as much information as the winery desires to have on a specific safety topic. Together with the video format, winery owners, managers, and employees can freely gain access to the best-available information about winery safety – on demand, via a variety of formats.

#### **Feedback:**

Feedback was verbal through telephone calls or meetings; some was through e-mails. We did not provide for a feedback section at [www.winerywise.org](http://www.winerywise.org).

<<Website analytics>>

#### **Project's Promotion of Prevention:**

Education is powerful and lasting. And by condensing LNI regulations to the 'core aspects' relevant to wineries, more wineries will be encouraged to expand their safety program as it is more time efficient to do so. With specific emphasis on prevention of workplace injuries, illnesses and fatalities, wineries are empowered to improve safety outcomes.

Videos and words activate different parts of the brain. Further, videos were translated into Latin American Spanish – a number of wineries had their Spanish-speaking employees review the videos.

Having a Safety Committee will enable wineries to stay on top of the topic over time, and Winerywise.org provides readily available information to refresh winery safety programs over time.

**Uses:**

By putting all of the project information and videos online at Winerywise, and with the very efficient distribution of this information through the WAWGG conference in February, 2015, we feel the products will be well-used within the industry.

While some winery tasks are not commonly performed in other industries, many winery duties are also performed across the food and agricultural manufacturing industries. These safety training methodologies can be used in other Washington industries that have similar functions.

Thus, the products of this project are very applicable in industries whose job functions include confined space entry, forklift operations, working from heights, fall hazards, slip/trip/fall hazards, and jobs requiring respiratory protection or hearing loss prevention.

Further, industries that utilize powered industrial trucks or bottling lines would find the products of this project to be applicable; examples include breweries, dairies, and many farms.



## Additional Information

<b>Project Type</b> <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):	<b>Industry Classification</b> (check industry(s) this project reached directly ) <input checked="" type="checkbox"/> 11 Agriculture, Forestry, Fishing and Hunting <input type="checkbox"/> 21 Mining <input type="checkbox"/> 22 Utilities <input type="checkbox"/> 23 Construction <input type="checkbox"/> 31-33 Manufacturing <input type="checkbox"/> 42 Wholesale Trade <input 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 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
<b>Target Audience:</b> Winery owners, operators and employees, particularly in small or mid-sized enterprises.	
<b>Languages:</b> English and Spanish	
<b>Please provide the following information - -</b> <i>(information may not apply to all projects)</i>	
# classes/events:	13 Topics
# hours trained	Unknown
# companies participating in project	22
# students under 18	Unknown
# workers	Unknown
# companies represented	Up to 750
# reached (if awareness activities)	See Att.
<b>Total reached</b>	4,500 +/-
<b>Have there been requests for project products from external sources?</b> <i>If Yes, please indicate sources of requests:</i>	
<b>List, by number above, industries that project products could potentially be applied to.</b> 21, 23, 31-33, 48-49, 54, 72	
<b>Potential impact (in number of persons or companies) after life of project?</b> Unlimited as long as Winerywise is maintained	

## PART II

### *Financial Information Budget Summary*

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<b>Project Title:</b>	Performance-Based Safety Training for Small to Mid-sized Washington Wineries		
<b>Project #:</b>	2013XC00220	<b>Report Date:</b>	March 31 <sup>st</sup> , 2015
<b>Contact Person:</b>	Vicky Scharlau	<b>Contact #:</b>	509-782-1108
<b>Start Date:</b>	May 28 <sup>th</sup> , 2014	<b>Completion Date:</b>	Feb 28 <sup>th</sup> , 2015

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<b>1. Total budget for the project</b>	\$ <u>200,039</u>
<b>2. Total SHIP Grant Award</b>	\$ <u>200,039</u>
<b>3. Total of SHIP Funds Used</b>	\$ <u>195,645.64</u>
<b>4. Budget Modifications (if applicable)</b>	\$ _____
<b>5. Total In-kind contributions</b>	\$ _____
<b>6. Total Expenditures (lines 3+4+5)</b>	\$195,645.64

#### 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 **Jennifer Jellison, SHIP Project Manager** at **PO Box 44612, Olympia, WA 98504-4612**

PART II  
(Continued)

*Financial Information  
Supplemental Schedules (Budget)*

<b>Project Title:</b>	Performance-Based Safety Training for Small to Mid-Sized Washington Wineries		
<b>Project #:</b>	2013XC00220	<b>Report Date:</b>	March 31 <sup>st</sup> , 2015
<b>Contact Person:</b>	Vicky Scharlau	<b>Contact #:</b>	509-782-1108
<b>Total Awarded:</b>	\$200,039		

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

	Budgeted for Project	Amount Paid Out	Difference
<b>A. PERSONNEL</b>	27,000.00	27,000.00	0.00
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
<b>B. SUBCONTRACTOR</b>	0.00	0.00	0.00
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
<b>C. TRAVEL</b>	10,764.00	7,217.37	3,546.63
Explanation for Difference and other relevant information: The subcontractors did not require as much travel as projected because much of their work was done by conference call and phone.			

	Budgeted for Project	Amount Paid Out	Difference
<b>D. SUPPLIES</b>	1,000.00	476.72	523.28
Explanation for Difference and other relevant information: The actual cost of the three ring binders and the process of putting them together was lower than projected.			

	Budgeted for Project	Amount Paid Out	Difference
<b>E. PUBLICATIONS</b>	4,800.00	4,797.60	2.40
Explanation for Difference and other relevant information:			

	Budgeted for Project	Amount Paid Out	Difference
<b>TOTAL DIRECT COSTS</b>	141,675.00	141,353.95	321.05

	Budgeted for Project	Amount Paid Out	Difference
<b>TOTAL INDIRECT COSTS</b>	14,800.00	14,800.00	0.00

	Budgeted for Project	Amount Paid Out	Difference
<b>TOTAL SHIP BUDGET</b>	200,039.00	195,645.64	4,393.36

	Budgeted for Project	Amount Paid Out	Difference
<b>F. IN-KIND</b>			
Explanation for Difference and other relevant information:			

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



March 31, 2015

Date

Signature of Project Manager

## PART III

### ***Attachments:***

#### **Google Analytics for www.winerywise.org Website for the period 1/1/14 – 4/15/15:**

##### **General:**

- 3,723 users (number of people who visited site)
- 4,326 sessions (a session is the period of time a user is actively engaged in the website)
- 8,470 page views (total number of pages viewed)
- 85.44 percent of the users were new (have never visited the website before)

##### **Session Breakdown:**

Average time of 1.17 minutes per session

Bounce rate: 2014 – 69%; 2015: 30%, a reduction of 56% in the rate of visits in which the person left the site from the entrance page without interacting

##### **Location:**

- 42% of sessions were by U.S. users; other user nations in order:  
Brazil                Italy  
Portugal            Mexico  
Philippines        Argentina  
India                Spain
- 21% of sessions were from Washington
- 8% from State of Sao Paolo, Brazil
- 6.5% from California
- 3.6% from Oregon
- 3.1% from State of Minas Gerais, Brazil

##### **Content:**

- Home Page: 762 views with an average time of 1:15 spent and a 78% bounce rate
- Winery Safety: 154 views with an average time of 2:34 spent and a 58% bounce rate
- Winerywise Topics: 75 views with an average time of 13 seconds and a 0% bounce rate
- Sustainable practices: 48 views with an average time of 17 seconds and a 0% bounce rate
- Staffing Safety & HR: 48 views with an average time of 1:49 and a 60% bounce rate
- About Winerywise: 46 views with an average time of 36 seconds and a 50% bounce rate
- Waste Management: 38 views with an average time of 2:53 and a 84% bounce rate
- Index: 46 views with an average time of 18 seconds and a 50% bounce rate
- Using Winerywise: 35 views with an average time of 31 seconds and a 100% bounce rate
- Credits: 33 views with an average time of 1:00 and a 92% bounce rate

### **Winerywise Facebook Page Insights:**

#### **Likes:**

New-19

Total- 328

Unlikes-1

**Fans:** 55 percent of the people who have liked our page are female.

Female-

13 percent female 25-34

13 percent female 35-44

Male-

10 percent male 45-54

10 percent male 55-64

#### **Location:**

54 fans are from Seattle

39 fans are from Walla Walla

32 fans are from Wenatchee

10 fans are from Richland

8 fans are from East Wenatchee

7 fans are from Entiat

7 fans are from Cashmere

5 fans are from Bainbridge Island

5 fans are from Kirkland

**Post Type:** The best post type is a link with an average reach of 42 people. There is an average of 2 clicks per photo and 2 clicks per status. Our average comments/like per post are 1 for photos and 0 for status.

**Posts:** Our best post was a link to Scholarship Applications. It had a reach of 285 and 5 clicks, and 6 likes/comments/shares.