




# 360 Degrees of Health and Safety Assurance

WHY EXPERT PROTOCOLS ARE REQUIRED TO SUPPORT YOUR HEALTH AND SAFETY MISSION





The right protocols and services support full-spectrum health, safety and environment (HSE) solutions to help companies maintain a proactively safe and protected workplace.

## **WORKPLACE HEALTH AND SAFETY FOR COMPLIANCE AND PRODUCTIVITY**

Maintaining a safe and healthy work environment is a crucial responsibility of employers, and most companies have a health and safety policy to prevent injuries and illnesses at work. But who makes sure that the policy is enforced? Are you assuming that employees and managers take precautions to keep themselves safe? Does your policy take into account your organization's unique way of operating and the level of risk common to your industry?

Stream Critical Environments Health and Safety Consulting facilitators understand the factors that are important to your company. In fact, we have learned most of what we know about HSE from our commitment to the health and safety of our own employees and customers. We provide services that include objective assessment of your health and safety practices, systematic review of HSE incidents, consultation in HSE policy and enforcement, and training employees how to respond to dangerous situations. We offer comprehensive solutions as well as a la carte services to meet specific HSE needs.

## DOES YOUR COMPANY NEED AN HSE REVIEW?

When was the last time you took a long look at your health and safety policy and procedures? Chances are, an honest self-assessment of your HSE program will reveal obvious strengths and weaknesses. If certain parts of the program are not enforced, ask yourself why. Perhaps employees don't understand your commitment to health and safety and take shortcuts for the sake of increased production. Perhaps different managers have their own perspectives on what is important. Perhaps your workforce does not feel free to question unsafe practices. And if your company has experienced a serious accident or injury, you may be unaware of its far-reaching effects on employees throughout the company. Discovering why your program is not working as it should requires vision that goes beyond the obvious. An objective HSE consultant can provide insight into your current environment and offer help in aligning your practices with your goals.

A comprehensive HSE program also has strong business benefits. It can:

- Demonstrate your company's social responsibility
- Save lives and prevent/reduce injury
- Protect your brand
- Increase productivity day-to-day and support recovery after an incident
- Spotlight your commitment to employees, improving morale and conveying the sense that management cares
- Promote a healthier workforce
- Support consistency in safe and healthy work habits

## HEALTH AND SAFETY SERVICES

The elements of HSE services may vary in presentation among different consultants. But a complete program should include four areas of expertise and associated services. What follows is based on the Stream approach to health and safety consulting.

### HSE AUDIT

An effective health and safety consultation starts with a careful examination of what you're doing now. Whether the audit is targeted or comprehensive, it potentially addresses hundreds of topics. Be sure your consultant has the experience and expertise to understand how your business works.

#### **Review of HSE plan**

Do you have a written policy, signed by managers, that supports your employees' health and safety? What are the specific goals and expectations for the program? Who is accountable for implementing and enforcing the program? Have employees participated in developing the plan? Do you review the program at least annually to ensure it is working?

#### **Stop work authority**

What is the procedure for halting work in case of an incident? Do workers have the authority to initiate or request a shutdown of a work activity they believe is unsafe?

#### **HSE recordkeeping**

Do you keep written injury/illness logs and medical reports? Are workplace inspection results, safety data sheets and incident investigation reports recorded and kept? Are equipment handbooks and literature accessible?

#### **HSE training**

Are employees trained in the elements of the health and safety program and how to participate? Do they understand what their role is in the program and what the company's responsibilities are? Are employees free to ask questions and provide feedback during and after training? Do they know who can assist them with questions or concerns? How do you ensure that workers understand the safety issues of their specific jobs? Do you provide supplemental training for changes in the workplace or new safety standards?

#### **Event notification and escalation**

What is the process for alerting employees of a health/safety incident? Do employees know exactly whom to call in an emergency? Is the process for escalation of emergency procedures clear?

### ***Spill prevention***

Are containers clearly labeled for contents and hazard danger? Do employees know the potential dangers (fire, explosion, toxicity, etc.) of a spill? Who is responsible for maintaining spill prevention procedures? Are containers inspected for damage routinely?

### ***Hazard communication***

Are Material Safety Data Sheets (MSDSs) maintained? Have you provided hazard information to employees and local community emergency responders? Are employees trained in proper handling of hazardous material?

### ***Medical, first-aid and exposure-to records***

Do employees have access to relevant exposure and medical records to ensure their own health and safety? Who is responsible for ensuring compliance with the process? Do you maintain separate health insurance claims records to protect confidentiality? How long do you preserve exposure records?

### ***Personal protective equipment***

Are employees using the proper equipment to protect themselves from exposure to hazards that can cause injury or illness? Who provides the equipment and who maintains it? Are employees trained in the use of personal protective equipment, including how to wear it, when it is needed, its limitations, and how to care for it?

### ***Ladders and lifts***

What training do workers receive in the safe and correct use of ladders? Do you have written fall protection guidelines for ladders and lifts? Are safe weight and height limits clearly posted? Who trains lift operators and how are they judged for readiness?

## **IMMEDIATELY DANGEROUS TO LIFE OR HEALTH (IDLH) TRAINING**

The Occupational Safety and Health Administration (OSHA) has clear definitions of what can be considered a work environment with exposure to contaminants that can cause death, adverse effects, or an impaired ability to escape a dangerous atmosphere, i.e., IDLH. But ensuring that employees understand how to recognize and take precautions regarding IDLH requires continual training and updating. A foundational service of HSE consultants is IDLH training that contains specific methods and elements.

### ***Interactive and engaging methods***

While training that captivates the audience is important to any educational program, IDLH training can easily become tedious in the hands of a nonprofessional trainer. In the case of HSE training, boredom can prevent employees from absorbing important information that could help to prevent serious injury and even death. An engaging training course incorporates media and commentary; it can even be fun, which tends to make it more memorable. Specific company goals should be incorporated into the presentation to keep it relevant to your business.

### ***Avoiding immediate danger to life and health***

The best way to mitigate IDLH risk is to avoid it altogether. That means obsessive attention to the procedures and protective gear that surround potential danger. Workers should be trained to look first for low-risk ways to work and be alert to anomalies that increase exposure.

### ***Lockout-tagout procedures***

Employers can have thorough procedures and the safest possible tools and equipment, but failure to use lockout/tagout procedures are too often the cause of injuries and fatalities. Affected employees not only must understand their roles in the process and be trained in these procedures, but they must also be motivated to employ them during equipment servicing and maintenance.

### ***NFPA 70E electrical safety standards***

The National Fire Protection Association's Standard for Electrical Safety in the Workplace®, NFPA 70E, is a set of requirements for safe work practices to reduce exposure to major electrical hazards. Proper NFPA 70E training helps employees avoid workplace injuries or fatalities from shock, electrocution, arc flash and arc blast, in compliance with OSHA standards.



### **Ladder safety/fall protection**

If an accident occurs using a ladder, you need documented proof for OSHA that employees have been trained in proper ladder safety. Training covers the nature of falls, proper use and care of ladders, how to determine load-carrying capacity of ladders, safety inspection of a ladder prior to use, and how safe procedures differ for various types of ladders. Training also includes how to prevent falls by using guardrails, safety nets, safety harnesses and other tools.

### **Confined space awareness**

Your workplace may have areas considered confined spaces because even though they are not designed for workers, they are large enough for employees to access them for certain jobs. If the space has hazard potential, whether due to contained substances, structure, machinery, wires or other possible dangers, training should cover how to identify and control hazards that cause serious confined-space injuries.

### **HSE Orientation**

Health and safety programs must be aligned with company goals and expectations. An HSE orientation provides new employees with an overview of your HSE program and its features conducted in person or virtually through a web conference. The presentation sets the tone for new hires and gives them a proper start to their tenure at your company.

### **The five steps of risk management**

Employees will learn how risk management works, with each step building on the next.

- **Step 1 — Define the Scope of Work**  
*What are we doing?*
- **Step 2 — Identify Hazards**  
*What can go wrong?*
- **Step 3 — Mitigate Risks**  
*How can we protect our people and environment?*
- **Step 4 — Perform Work**  
*Follow the plan!*
- **Step 5 — Recap Lessons Learned**  
*Learn from experience and improve for the next time.*





### **Company HSE policy and procedures**

The HSE orientation ensures that new hires understand their roles and responsibilities for workplace health and safety. They will learn how to develop a safe work plan for their job and the importance of personal protective equipment. If you have an HSE manual, it is thoroughly reviewed to clarify your company's requirements and strategies. They will understand the process of incident notification and what happens during an investigation. The orientation gives the big picture of health and safety priorities at your company, with enough detail to ensure comprehension.

### **Safety programs by type**

New employees should be aware of ongoing safety meetings and training, including HSE programs by type: personal protective equipment, lockout/tagout, ladders, safe work planning and more, using the specific programs you provide.

### **HSE Incident Management**

When a health and safety incident happens, a thorough, objective investigation is crucial. An HSE consultant provides the insight you need in four stages. Looking into an incident can be a delicate process because even minor events have a ripple effect, from the affected individual and family to the local team and to the company and its customers. You have the added stress of possible insurance premium rises and lawsuits. Your HSE consultant must understand the atmosphere at every stage.

- **Investigation**  
*Identification of what happened and why.*
- **Dissemination**  
*Sharing the root cause of the incident and lessons learned.*
- **Alleviation**  
*Assuring that personnel are retrained appropriately.*
- **Cultivation**  
*Enforcing best practices to prevent the incident from happening again.*



## **WHAT'S A LIFE WORTH?**

*Some companies actually believe that injuries, even fatalities, are the cost of doing business. Even OSHA guidelines consider that a certain number of incidents or deaths are acceptable for some high-risk industries. Perhaps those companies should inform prospects of that philosophy during a job interview.*

*Even if you take the priceless value of a person out of the equation, you can't afford not to implement a robust HSE program. The monetary cost of a single incident can be in the millions. Consider the cost of litigation and settlements or awards. Factor in OSHA fines. One major accident can put a company out of business. Compare that to the cost of an HSE consultant and hiring an HSE manager to oversee your program. Think of lost time, low morale, and a fearful, unhealthy workforce. Are those long-term realities worth your short-term savings?*



## CHOOSING AN HSE CONSULTANT

The commitment to health and safety starts with the consulting company. It must have a deep understanding of how HSE connects to every other aspect of business. The consultant must have its own commitment to its employees and demonstrate a strong, safe, healthy culture.

Stream Health and Safety Consulting believes in the importance of protecting employees from accidents and injuries. We want every employee to return home in the same condition they arrived at work.

Our history of data center operations management provides a personal perspective of how HSE works. Internally, that commitment means:

- We hire trained, highly experienced operations experts who know how to maximize uptime without compromising health and safety.
- We continually review and improve the tools and systems vital to mission-critical operations in order to assure safety and efficiency.
- Each employee is a safety champion. We empower our staff to recognize issues and speak up if they see a potentially dangerous situation. And we listen.
- Our facilities have physical and administrative controls, with 24/7 security monitoring and incident response notification.
- Stream fully complies with recognized health and safety standards and delivers compliance-based audit reports that demonstrate our adherence.
- We are environmentally conscious, understanding that an eco-friendly and energy-efficient workplace creates a healthier atmosphere.

We know a strong HSE program works, and we eagerly share our approach with companies needing a comprehensive safety strategy, whether you want to start fresh, refine your current program or respond to a specific incident. Stream Health and Safety Consulting can be all-encompassing or tightly focused to address a specific concern. Our solutions will incorporate your company's goals and reinforce your commitment to employees. If you're ready to implement a culture of health and safety, we're ready to help.



## CHRIS HENDERSON

### *Stream Critical Environments Services, HSE & Compliance Director*

At Stream, health and safety are key values that shape the company's culture — and Chris is responsible for ensuring that Critical Environments Services employees have a safe work environment that supports their health and well-being. Prior to joining Stream in 2018, Chris served in the U.S. Navy and spent more than a decade with CBRE, a global commercial real estate services and investment company where he also held health, safety and environmental roles in addition to his engineering and management responsibilities supporting mission-critical facilities.

Chris is credentialed as a certified professional maintenance manager and holds numerous other engineering-related certificates.

## ABOUT STREAM DATA CENTERS

Stream Data Centers has been providing premium data center solutions to Fortune 500 companies since 1999. Product offerings include Hyperscale Data Centers, Private Data Center™ Suites, Ready-to-Fit Powered Shells, Retail Colocation and Build-to-Suit Data Centers — all with immediate connection to network carriers and public cloud providers.

Above all, Stream is dedicated to improving the data center experience through exceptional people and service. Services supporting critical environments and energy procurement leverage the combined skill sets and resources of Stream's technical real estate professionals with fine-tuned data center and energy management expertise, to deliver an end-to-end solution for all mission-critical infrastructure needs.

Stream Data Centers is a subsidiary of Stream Realty Partners, L.P., a full-service commercial real estate investment, development and services company. Founded in 1996, Stream Realty employs hundreds of real estate professionals, managing commercial properties across the nation.

Contact us for a consultative review of your HSE needs:  
[sales@streamdatacenters.com](mailto:sales@streamdatacenters.com)







2001 ROSS AVENUE, SUITE 400 | DALLAS, TX 75201

214-267-0400

[STREAMDATACENTERS.COM](http://STREAMDATACENTERS.COM)