

## **GOALS**

### **ENVIRONMENT HEALTH AND SAFETY GOALS FOR UNIVERSITY OF CALIFORNIA SAFETY, HEALTH AND ENVIRONMENTAL MANAGEMENT**

#### **Financial Goals**

1. **EH&S provides, facilitates and supports reduction of risk of accident and injuries, environmental releases, property and business loss, major disasters, poor community relations, and fines from regulators.**

**Measures:**

- Number of reported injuries & illnesses per 100 employees (FTE) (CSHEMA 9A)
  - Number of employee lost work days per 100 employees (FTE) (CSHEMA 9D)
  - Dollar amount of fire loss (CSHEMA 4B)
  - Routine environmental management costs / total campus budget (Included are compliance activities and costs associated with:
    - air pollution
    - water pollution
    - above ground and underground storage tanks and contaminated site investigation and clean-up activities.)
2. **EH&S programs and services are delivered in a cost-effective manner that contributes value to the campus.**

**Measures:**

- Total hazardous chemical waste (HCW) cost per KG of hazardous chemical waste managed (CSHEMA 5H)
- Biological/medical waste cost per KG of biological/medical waste managed (CSHEMA 7F)
- Total radioactive waste cost per cubic foot of radioactive waste collected (CSHEMA 11F)
- Radiation safety cost per authorized user & radiation worker (CSHEMA 10A)
- Biological safety program costs / # people authorized to work in biosafety

- Total non-laboratory safety costs / # of reported (non-laboratory) injuries and illnesses per total campus FTE
3. **EH&S provides essential services that support the continued growth and development of the research, teaching and patient care, public service and support enterprises.**

**Measures:**

- Percent of chemical hygiene plans (CHP's) reviewed / # of chemical hygiene plans required
- Number of illness and injury prevention plans (IIPP's) / number of IIPP's required

**Customer Satisfaction Goals**

4. **EH&S customers are satisfied with the level and quality of service provided in support of their operations.**
5. **Campus administration, regulatory agencies and campus customers recognize and value the expertise and assistance of EH&S in managing risk exposures in areas related to health, safety and environmental protection.**

**Measures:** The EH&S Directors are developing a standard EH&S customer survey designed to gather information in the following areas:

- customer awareness of EH&S services
- customer wants, needs and expectations
- importance/value of EH&S services to the customer
- customer satisfaction with services provided
- EH&S program effectiveness

**Internal Operations Goals**

6. **EH&S analyzes and interprets complex regulatory requirement for the campus community through understandable policies and procedures.**
7. **EH&S plans for the future by monitoring campus needs and tracking and influencing regulatory issues.**
8. **EH&S leads the campus community to accept responsibility for its performance and compliance in the areas of health and safety and environmental protection through communication, training and technical programs.**

**Measures (in development):**

- Percent of faculty, staff and students trained in basic emergency response and evacuation procedures (CSHEMA 15C)
- Percent of departments having an emergency evacuation plan
- Other CSHEMA measures?

NOTE: The customer survey currently being designed will provide data on program effectiveness. An EHS self-assessment tool is also under consideration. It could provide valuable information on internal operational performance and effectiveness in areas where no data is currently available.

**Innovation and Learning Goals**

- 9. EH&S practices teamwork/partnership and provides services with integrity, professionalism, pride and trust.**
- 10. EH&S attracts, retains and enables a highly diverse workforce, capable of successfully delivering a high level of service.**
- 11. EH&S uses innovative technologies to obtain, manage and distribute information to improve the efficiency and quality of our services and to improve the quality of our operations.**
- 12. EH&S employs quality management principles to continuously improve its operations and processes.**

**Measures (in development):**

NOTE: There are two possible sources of data in support of these goals:

- A workplace climate (organizational climate) survey can provide data in support of these goals. (See the Partnership for Performance web-page (<http://www.ucop.edu/ucophome/businit>) for sample surveys.
- An EHS self-assessment tool may also provide valuable information on EHS's ability to sustain a healthy and productive workplace climate.

**EH&S Partnership for Performance Team  
How well do available survey tools meet our needs? (revised 1/20/97)**

<b>Existing Customer Survey</b>	<b>1.Customer knowledge of services</b>	<b>2. Customer wants, needs, expectations</b>	<b>3. Importance /value to the customer</b>	<b>4. Customer satisfaction</b>	<b>5. Program/ Service Effectiveness</b>
<b>UC San Diego</b>				✓	✓
<b>UC Irvine</b>		✓ (post-training)		✓ (telephone and point of service)	
<b>UC Davis</b>	✓	✓	✓	✓	
<b>UCOP Benefits</b>		✓	✓	✓	
<b>Partnership for Performance</b>			✓ (long form departmental survey)	✓ (dept. and point of service)	
<b>UC Santa Cruz</b>	✓	✓	✓	✓	
<b>UC San Francisco</b>	✓	✓		✓	

**Projected Calendar of Events for  
EH&S Partnership for Performance Team**

**Draft – (October 20, 1997)**

<b>Activity</b>	<b>Begin</b>	<b>Target End Date</b>
▪ CSHEMA data collection by 9 campuses	Underway	November, 1997
▪ CSHEMA data returned to the campuses		January/February, 1998
▪ Analysis of CSHEMA data by campuses	February, 1998	Prior to final fiscal year budget submission
▪ PFP measurement data extracted from CSHEMA benchmark data	February, 1998	March, 1998
▪ EH&S customer satisfaction survey developed	October, 1997	January, 1998
▪ Customer satisfaction survey administered by 9 campus EH&S departments	January, 1998	June, 1998 (for first round reporting)
▪ Continue work on Internal Operations measures for EH&S	October, 1997	February, 1998
▪ Develop Innovation and Learning measures for EH&S and a data collection strategy	March, 1998	June, 1998

October 22, 1997.