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INTERSTATES

**In Pursuit
of Zero**

The Nation's #1 Construction Trade

HOTSHEET

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INTERSTATES



IN PURSUIT OF ZERO



A few years ago Interstates began a new safety journey. We had been a contractor focused on Behavioral Based Safety, and it had drastically improved our safety culture. Our performance had improved to the point of lowering our EMR to best in class levels. We were, and continue to be, the recipients of many awards recognizing our achievements in the areas of safety including ABC's National Safety Excellence Award, multiple times. Although the recognition of our efforts was great, many on our team soon became concerned our success might lead to complacency and the decline of the very safety mindset we had all worked so hard to achieve. Soon our goal was reset to move from being a good, safety conscious, contractor to being a great, safety culture, contractor. We needed to stop accepting small incidents as "just part of doing business" in the construction field.

Our processes, paper work, compliance and rules and regulations have given us a strong foundation of safety, but we needed more than that to transform our culture. The following five values helped change our culture to one that believes that zero injury is possible and we are committed to Zero. We needed to define these values for our company and agree as a group how we will live them out on a daily basis. On the following page, we have listed each value and our zero culture definitions.

**UNDERSTANDING NEEDS
DELIVERING RESULTS**

INTERSTATES

Interstates' Five Values and Zero Culture Definitions:



INTEGRITY

Integrity – doing the right thing when no one is looking. All of us have been out in the field at the end of the day and we just had one more small task to do. This task is over ten feet in the air and will require us to be tied off to complete this task. However, we left our harness at the job trailer which is over 200 yards away and the thought runs through our head, “should I just quickly run up there and complete this task or should I go get the harness?” We define integrity as going and getting the harness and doing the right thing even when no one is looking.



DEPENDABILITY

Showing up every day and doing your fair share of the work. When we don't show up and don't call in to let our family members know we won't be there we are putting them at risk. They will have to do the assigned work that I was supposed to get done. This can lead to doing unplanned work and shifting manpower. We all know that unplanned and undermanned work is often a leading cause of injury. So to be dependable at Interstates you need to show up for work and get your work done because everyone is depending upon you. We provide value through quality workmanship and service, while maintaining safety as the primary goal. We bring this wealth of experience, as well as cost-effective and innovative solutions, to the agricultural industry.



TRUST

Trust is earned and not given. It does not matter how long you have been in the trade we believe in earning trust. Trust is earned by experience and having the right attitude. We all know that poor morale can lead to poor safety performance. At Interstates we expect everyone to earn trust every day and to come to work and have a great attitude. Trust at Interstates is expecting more from our team than just hard work we expect a great attitude.



QUALITY

Quality is about taking pride in what you do every day. Cutting corners or rushing to “just get it done” will negatively impact quality and poor quality and a lack of pride in your work leads to safety issues. It leads to sloppy work, bad attitudes and safety risks. We expect our people to take great pride in their work and deliver at a great level every day.



FAMILY

Family is the value that ties them all together. At Interstates we are a different place to work because when you come to work at Interstates you become part of our family. You will be cared for, you will not be just another number, and training and development are mandatory. The people on the projects want to get to know you and to care about you at work and outside of work. Coming to work at Interstates and being part of family comes with a requirement as well. You must care about the people you work with like family. The last person you want to see get hurt is a family member. We expect you to care about those you work with and get to know them. If you want to come to work and punch in and punch out and not care about the people you work with than don't come to work here. We expect you to care about the people you work with and become part of our family

Lastly our journey to zero started with us struggling to imagine that zero was even a realistic possibility. The construction world is inherently dangerous and is constantly changing. We needed to adjust our own thinking and achieve buy-in at all levels that we could actually get to zero. We had to break down the goal of getting to zero injuries into smaller, bite sized increments. This meant deliberately not thinking about getting to zero for an entire year, as an example, but rather start with a goal of a single, safe day. Can we get to zero for a week by aiming initially for one day and even for just one morning? With this as the building block our team and our culture began to believe and change.

We are pleased to say that we have now achieved over 1 Million man-hours without a recordable injury. According to OSHA records, this achievement has only been obtained by 31 other contractors in the United States since OSHA has begun record keeping.

A big thank you to our clients, trade partners and the whole Interstates family in helping us reach this goal and staying committed to zero injuries.

If you have a general inquiry or would like to receive more information about Interstates Companies, please call us at (800) 827-1662.

If you have questions about a career with Interstates Companies, visit jobs.interstates.com.

