



## Environmental, Health and Safety Program Scorecard Summary

Key Element	Score								
	2012	2014	2015	2016	2017	2018	2019	2020	2021
Asbestos Containing Materials Program	75%	83%	83%	100%	100%	100%	100%	100%	100%
Excavation and Trench Safety Program	67%	75%	100%	92%	58%	83%	100%	83%	83%
Personal Protective Equipment Program	42%	83%	75%	83%	100%	83%	100%	100%	100%
Physical Inspections of Facilities and Grounds Program	75%	83%	83%	100%	100%	83%	83%	83%	83%
Respiratory Protection Program	50%	100%	100%	83%	100%	100%	100%	83%	83%
Hearing Conservation Program	50%	83%	92%	83%	100%	83%	100%	100%	100%
HMBP	42%	83%	100%	83%	100%	100%	100%	100%	100%
SPCC	0%	50%	67%	83%	100%	100%	100%	83%	100%
<b>Overall Score</b>	<b>39%</b>	<b>77%</b>	<b>87%</b>	<b>89%</b>	<b>92%</b>	<b>91%</b>	<b>97%</b>	<b>94%</b>	<b>94%</b>

**Scoring:**

0 – Not Present

1 – Present but needs major revisions – does not meet the regulatory requirements

2 – Present but needs minor changes or improvements

3 – Excellent, requires routine work to support

Note: Scoring is weighted, written program and training each account for 25% of the overall score, execution of procedures in routine operations are worth 50% of the overall score.

## Environmental, Health and Safety Program Scorecard

Key Element	Score								
	2012	2014	2015	2016	2017	2018	2019	2020	2021
<b>Injury and Illness Prevention Program</b>									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	2	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	2	3	3	3	2	2	3	3
<b>Weighted Score for Injury and Illness Prevention Program</b>	<b>50%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>
<b>Comments:</b> 100% of affected employees have been trained.									
<b>Confined Space</b>									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	2	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	2	2	2	3	3	3	3	2
<b>Weighted Score for Confined Space Program</b>	<b>50%</b>	<b>83%</b>	<b>83%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>
<b>Comments:</b> 97% of affected employees have been trained. CSE forms were not always completed thoroughly and staff were unsure about how frequently they should check the atmosphere during an entry. When interviewed, some staff did not know how to identify a confined space or what to test the atmosphere for prior to entry.									
<b>Hazard Communication</b>									
Is there a written compliant program in place?	0	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	0	2	3	2	2	3	3	2	2
<b>Weighted Score for Hazard Communication Program</b>	<b>0%</b>	<b>83%</b>	<b>100%</b>	<b>83%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>83%</b>
<b>Comments:</b> 100% of affected employees have been trained. The large Praxair cylinder located outdoors at the MWRF has NFPA placards that are fading.									
<b>Emergency Action Plan</b>									
Is there a written compliant program in place?	1	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	2	2	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	3	3	3	3	3	3	3	3
<b>Weighted Score for Emergency Action Plan</b>	<b>25%</b>	<b>92%</b>	<b>92%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Comments:</b> 100% of affected employees have been trained. An evacuation drill was conducted.									

## Environmental, Health and Safety Program Scorecard

Control of Hazardous Energy (LOTO) Procedure									
Is there a written compliant program in place?	0	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	3	2	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	0	1	2	2	3	3	1	3	3
<b>Weighted Score for Control of Hazardous Energy Procedure</b>	<b>0%</b>	<b>67%</b>	<b>75%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>

**Comments:** 100% of affected employees have been trained. Staff interviewed were generally knowledgeable about the program.

Arc Flash and Electrical Safety									
Has an Arc Flash Study been completed and are panels and equipment appropriately labeled?	0	3	3	3	2	2	3	3	3
Have 90-100% of the affected employees been trained?	0	3	3	3	3	3	3	3	3
Are the procedures outlined in the study being followed in routine operations?	0	1	3	2	3	2	3	3	2
<b>Weighted Score for Arc Flash and Electrical Safety Program</b>	<b>0%</b>	<b>67%</b>	<b>100%</b>	<b>83%</b>	<b>83%</b>	<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>

**Comments:** A written electrical safety program was not implemented. Electrical work was performed by on-call, external electrical contractors and therefore training was not performed on Mesa Water employees. In the Reservoir 1 Pump Room, a drum cart with wheels and a container marked "Danger, explosive gas, no smoking, no open flame" was observed to be stored next to electrical panels, within the approach boundary.

Accident Investigation									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	1	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	2	2	3	3	3	3	3	3	3
<b>Weighted Score for Accident Investigation</b>	<b>58%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Comments:** Staff interviewed were knowledgeable about the program. 100% of affected employees have been trained. Seven accidents took place, but no RCAs were conducted.

Hazardous Waste Management and DOT Training									
Is there a written compliant program in place?	0	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	3	2	2	2	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	0	1	2	1	1	1	3	2	3
<b>Weighted Score for Hazardous Waste and DOT Program</b>	<b>0%</b>	<b>67%</b>	<b>75%</b>	<b>58%</b>	<b>58%</b>	<b>67%</b>	<b>100%</b>	<b>83%</b>	<b>100%</b>

**Comments:** 100% of affected employees have been trained. A hazardous waste pick-up had just occurred prior to the audit site visit. Therefore, no hazardous waste was observed at the time of the audit.

## Environmental, Health and Safety Program Scorecard

Heat Illness Prevention Program									
Is there a written compliant program in place?	0	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	0	2	3	3	2	3	3	3	3
<b>Weighted Score for Heat Illness Prevention Program</b>	0%	83%	100%	100%	83%	100%	100%	100%	100%

**Comments:** 100% of affected employees have been trained. Staff interviewed were knowledgeable about the program. Staff maintained supply of water on trucks.

Fall Protection									
Is there a written compliant program in place?	0	1	2	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	0	1	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	0	0	1	2	3	2	2	3	3
<b>Weighted Score for Fall Protection Program</b>	0%	8%	42%	83%	100%	83%	83%	100%	100%

**Comments:** 100% of affected employees have been trained. Staff interviewed were knowledgeable about the program.

Fire Prevention Plan									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	1	3	3	3	3	3	2
Are the procedures outlined in the program being followed in routine operations?	2	2	2	2	3	2	3	3	2
<b>Weighted Score for Fire Prevention Plan</b>	75%	83%	67%	83%	100%	83%	100%	100%	75%

**Comments:** Fire extinguishers observed were in compliance. 89% of affected employees have been trained. One fire extinguisher in the warehouse at the MWRF was blocked. One fire extinguisher at Well #9 was located in a locked storage closet where access was limited.

Forklift Operations									
Is there a written compliant program in place?	3	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	2	2	3	2	2	3	3	3	3
<b>Weighted Score for Forklift Operations</b>	83%	83%	100%	83%	83%	100%	100%	100%	100%

**Comments:** 100% of affected employees have been trained. Note that there were no forklift activities in progress to observe at the time of the audit. Documentation was reviewed and no issues noted.

## Environmental, Health and Safety Program Scorecard

Overhead Crane Operation Program									
Is there a written compliant program in place?	3	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	1	3	3	2	2	3	2	2
<b>Weighted Score for Overhead Crane Operations</b>	67%	67%	100%	100%	83%	83%	100%	83%	83%
<b>Comments:</b> 100% of affected employees have been trained. Crane inspections for October 2020 were not available for review.									
Slings and Hoisting Equipment Program									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	1	3	3	3	2	3	2	3
<b>Weighted Score for Slings and Hoisting Equipment</b>	58%	67%	100%	100%	100%	83%	100%	83%	100%
<b>Comments:</b> 100% of affected employees have been trained.									
Bloodborne Pathogens Procedure									
Is there a written compliant program in place?	0	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	3	2	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	0	3	2	3	3	3	3	3	3
<b>Weighted Score for Bloodborne Pathogens Procedure</b>	0%	100%	75%	100%	100%	100%	100%	100%	100%
<b>Comments:</b> Staff interviewed were knowledgeable about the program. 100% of affected employees have been trained. No sharps log was available because no sharps were found in FY21.									
Alcohol and Controlled Substances Program									
Is there a written compliant program in place?	3	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	3	3	3	3	3	3	3	3	3
<b>Weighted Score for Alcohol and Controlled Substances Program</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>Comments:</b> A written program was in place and employees were aware of requirements. 100% of affected employees have been trained.									

## Environmental, Health and Safety Program Scorecard

Asbestos Containing Materials Program									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	2	2	2	3	3	3	3	3	3
<b>Weighted Score for Asbestos Containing Materials Program</b>	75%	83%	83%	100%	100%	100%	100%	100%	100%

**Comments:** 100% of affected employees have been trained.

Excavation and Trench Safety Program									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	2	3	3	2	2	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	1	3	3	1	2	3	2	2
<b>Weighted Score for Excavation and Trench Safety Program</b>	50%	67%	100%	92%	58%	83%	100%	83%	83%

**Comments:** 100% of affected employees have been trained. On some excavation inspection checklists, the protection system and/or soil analysis sections were not completed. No active work involving excavating or working within a trench was observed.

Personal Protective Equipment Program									
Is there a written compliant program in place?	2	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	1	3	2	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	2	2	2	3	2	3	3	3
<b>Weighted Score for Personal Protective Equipment Program</b>	42%	83%	75%	83%	100%	83%	100%	100%	100%

**Comments:** 100% of affected employees have been trained. Employees observed were using the appropriate PPE for their task.

## Environmental, Health and Safety Program Scorecard

Physical Inspections of Facilities and Grounds Program									
Are inspections being completed at the appropriate intervals?	3	3	3	3	3	3	3	3	3
Are corrective actions coming out of the inspections being address in a timely manner?	2	3	3	3	3	3	3	3	3
Are the routine housekeeping issues outlined in the inspections being followed in routine operations?	2	2	2	3	3	2	2	2	2
<b>Weighted Score for Physical Inspections of Facilities and Grounds Program</b>	75%	83%	83%	100%	100%	83%	83%	83%	83%

**Comments:** This written program was removed and rolled into the IIPP as of 8/31/21. In the main building warehouse area, drain covers, parts, meters and other equipment were observed to be stored on the floor and not on racks. This housekeeping issue created a trip hazard and egress hazard. In the MWRF warehouse, access to a fire extinguisher was blocked by two boxes on the floor. Within the MWRF there was a possible condenser or some type of heavy unit mounted to the outdoor wall of a building. The support brackets for the unit were rusting.

Respiratory Protection Program									
Is there a written compliant program in place?	1	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	3	3	2	3	3	3	2	2
<b>Weighted Score for Respiratory Protection Program</b>	50%	100%	100%	83%	100%	100%	100%	83%	83%

**Comments:** 92% of affected employees have been trained. When interviewed, some employees did not understand when respiratory protection should be worn.

Hearing Conservation Program									
Is there a written compliant program in place?	1	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	3	3	2	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	2	3	2	3	2	3	3	3
<b>Weighted Score for Hearing Conservation Program</b>	50%	83%	92%	83%	100%	83%	100%	100%	100%

**Comments:** Employees observed were using hearing protection where appropriate and Citadel staff were issued hearing protectors for use during the audit. Documentation was reviewed and no issues noted.



## Environmental, Health and Safety Program Scorecard

Hazardous Materials: Uniform Program Hazardous Materials Inventory Forms									
Is the annual HMBP submitted as required?	3	3	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	3	3	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	1	2	3	2	3	2	3	3	3
Weighted Score for HMBP	42%	83%	100%	83%	100%	83%	100%	100%	100%
<b>Comments:</b> At Well #9, an employee was unsure about how to respond to a release of aqueous ammonia or sodium hypochlorite. Spill kit materials for Well #9 were located in a locked storage room.									
Spill Prevention Control and Countermeasure Plan									
Is there a written compliant program in place?	0	1	3	3	3	3	3	3	3
Have 90-100% of the affected employees been trained?	0	1	1	3	3	3	3	3	3
Are the procedures outlined in the program being followed in routine operations?	0	2	2	2	3	3	3	2	3
Weighted Score for SPCC	0%	50%	67%	83%	100%	100%	100%	83%	100%
<b>Comments:</b> 100% of affected employees have been trained. Repairs to the AST are in progress.									
Overall Score	39%	77%	87%	89%	92%	91%	97%	94%	94%

**Scoring:**

- 0 – Not Present
  - 1 – Present but needs major changes or improvement – does not meet the regulatory requirements
  - 2 – Present but needs minor changes or improvements
  - 3 – Excellent, requires routine work to support
- Red: 0-59%  
 Green: 60%-89%  
 Gold: 90%-100%

Note: Scoring is weighted, written program and training each account for 25% of the overall score, execution of procedures in routine operations are worth 50% of the overall score.

Scoring of this assessment was conducted by reviewing applicable policies and training records, review of inspection records and findings, and from onsite evaluations by supervisors and the safety consultant. On-site evaluations will be conducted by the safety consultant 12 times per year.  
 Example: Hazardous Waste Management was scored as follows: In 2012 there was no written hazardous waste policy and no records of formal training for employees who handled hazardous waste, therefore the scoring for all categories was zero. In 2014, the compliant program was in place and all affected employees had been trained, which scored 3 points for each category. However, during weekly inspection review it has been noted that procedures in the policy were not always being followed, which led to a score of 1 point for that category.