



Safety Recognition Program (SRP)

FAQ

SRP Frequently Asked Questions

Employee Ordering Questions:

Q: Can an employee exchange their Tier 2 or Tier 3 item if they want a different item than ordered?

A: No – H&M once employee confirms a Tier 2 or Tier 3 item, H&M is billed for that item.

Q: An employee accidentally shipped item to a wrong address, how can they correct the shipping?

A: Contact Paul Henry at Image Concepts: 800-200-2431 or <info@imageconcepts.biz>

Q: An employee received a wrong item or different size than ordered, how can they return and receive the correct item?

A: Contact Paul Henry at Image Concepts: 800-200-2431 or <info@imageconcepts.biz>

Q: An employee never received the award although it shows that it was delivered to the designated address. What do they do?

A: Contact Paul Henry at Image Concepts: 800-200-2431 or <info@imageconcepts.biz>

Q: Can an employee save lowered Tiered awards for a higher Tiered award (Example: save two Tier 2 awards in exchange for 1 Tier 3 award)?

A: No – An employee is awarded either a Tier 1 (spot award), Tier 2 **or** Tier 3 online award which is determined by the manager/supervisor depending on their notable safety behavior.

Q: Can employee receive the award item without the logo?

A: Some items inventoried already have either the "H&M" or "Nobody GETS HURT" logos on them, although most premium items (brand named items) do not have a logo.

Q: How can an employee provide feedback or give suggestions?

A: An employee will have an opportunity to give feedback when they place a Tier 2 or Tier 3 order. Once they click "Done" after checkout, the webpage will automatically take them to a survey.

SRP Tier 1 Process

Step 1: Obtaining Tier 1 Spot Awards

GF and Above

Your OUID should have Tier 1 items on hand, at all times, if possible. They should be held by GF's and above. To order Tier 1 awards, contact SRP OUID Admin, and give the following info:

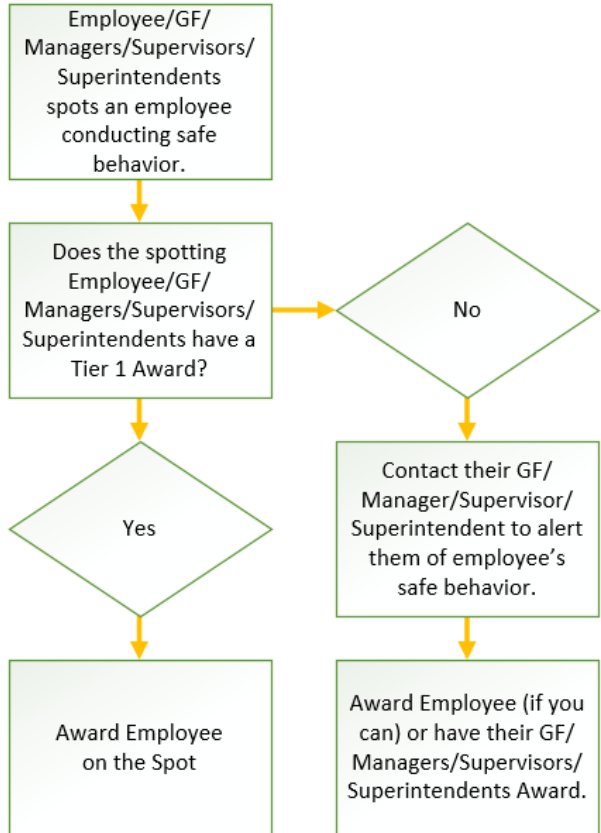
- Product that you would like to order
- Quantity
- OUID to charge to



Step 2: Awarding Tier 1 Spot Awards

IMMEDIATE - ON-THE-SPOT FOR INDIVIDUALS

- PPE
- Work Site Set-Up
- Job Briefs
- Housekeeping
- Work Quality
- Notable Positive Safety Practice



SRP Tier 2 & Tier 3 Process

TIER 2 AWARDS

AWARDED BY GF/SUPERVISOR/MANAGER

- Best Good Catch from Yard or chosen by an AST
- Best Job Brief from Yard
- Best Housekeeping of Equipment/Facilities/Yard
- Initiates, Publishes & Effectively Communicates a High Quality Lessons Learned

TIER 3 AWARDS

AWARDED AT SAFETY MEETING/ALL HANDS MEETING, ETC. IN FRONT OF THEIR PEERS BY DIRECTOR/AREA MANAGER/RVP

- Proactively Identifies at Risk Safety Trends and Develops Mitigation Measures
- Notable Contribution to AST (Area Safety Team)
- Developed and Documented a "Standard Work Practice" or "Best Practice" for a Critical Task
- Participation/Contribution in Safety Training
- Recognized as a Leader in Safety
- Identifies & Provides Necessary Oversight & Training as Required to Create an Injury Free Work Environment

