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Keeping CHS Personnel Up to Speed

The ResponsibleAg assessment process helps educate personnel about their Environmental & Safety responsibilities

Change is a constant. At CHS, a farmer-owned cooperative with retail operations across the United States, one driver of change the past three to five years has been management retirements and reassignments. This type of change can leave remaining employees a bit unsure of what may need to be done as they take on new roles within an organization.

That's where participating in ResponsibleAg becomes a benefit to CHS, according to Becky Reinsch, EHS Project Coordinator for the Country Operations division of CHS. As a ResponsibleAg auditor for the company, Reinsch says the ResponsibleAg Certification Program, with its assessment process, is a great way to educate and remind employees about their environmental and safety responsibilities.

"The SPCC Plan (Spill Prevention, Control and Countermeasure Rules for oil storage) is a great example," says Reinsch. "If an employee moves from an agronomy job into location management, the individual may not think about being involved with oil or

petroleum, so isn't aware of the monthly checklists that have to be completed to comply with SPCC.

"As I go through the audit checklist, it gives me the chance to remind location personnel they're supposed to be doing this or that," she says.

"For example, many people are surprised to learn eyewash stations must be inspected weekly, not monthly," Reinsch says.

CHS was one of the first organizations to support the initiative and join ResponsibleAg. Reinsch became a ResponsibleAg credentialed auditor on January 22, 2015, the first day the program credentialed auditors. Since then, Reinsch has conducted more than 100 ResponsibleAg audits in 17 states, more than any other auditor to date.



BECKY REINSCH
EHS Project Coordinator, Country Operations division, CHS

Reinsch says the structured process of the ResponsibleAg program makes it a great tool to supplement CHS' corporate



The structured process of the ResponsibleAg program makes it a great tool to supplement CHS' corporate environmental, health, safety and security efforts

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– Becky Reinsch

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Audit Checklist is the Place to Start

The cornerstone of the ResponsibleAg Certification Program is the checklist that includes more than 400 questions covering each of the 17 areas commonly found in retail facilities. The assessment is not only a tool used by auditors to help facilities ensure they are compliant, it is a teaching tool auditors use to educate facility personnel and an educational resource available online to personnel at each member facility.

"The transparency of the

ResponsibleAg audit is important. This is not a surprise audit. The assessment checklist is online at ResponsibleAg.org. I strongly encourage our managers to start by reviewing the assessment checklist before they schedule an audit because the checklist is an excellent reminder of exactly what they need to do to be compliant with federal regulations," says Reinsch.

In addition to the assessment checklist, technical resources can be found on the ResponsibleAg website. "ResponsibleAg's technical committee does a tremendous job of keeping the audit checklist and technical resources current to keep auditors and facility managers informed of new things and revisions in the rules that may easily go unnoticed," says Reinsch.

"When facility managers ask about joining, I say, 'why not?' You need to be meeting these safety requirements anyway. By being a part of ResponsibleAg, you get the benefit of the online resources and expertise of the technical committee," she adds.

24-Hour Turnaround of Audit Findings Keeps Compliance Efforts Top of Mind

Another aspect of the ResponsibleAg

Certification Program Reinsch appreciates is the requirement for auditors to submit findings within 24 hours of completing an audit. It is a critical factor that sets the program apart from others in the industry, notes Reinsch.

"I've heard our facility managers say, 'we had an inspector here from a regulatory agency, and we didn't receive the paperwork for several months.' It is important to get corrective action plans to the facilities while the audit is top of mind, the facility managers are in the process of making sure everything is in line and before they get busy with their next project," Reinsch says.

ResponsibleAg Helpdesk a Valuable Resource

Personnel changes within CHS created a second, but understandable "knowledge gap" that ResponsibleAg helps fill – passwords.

When someone leaves a position, they don't always remember to leave passwords or to change names for every online login for each and everything they had responsibility for. That's where the ResponsibleAg Helpdesk personnel have been especially helpful.

"I can call or e-mail to let them know there has been a management change, then the ResponsibleAg Helpdesk folks work directly with the facility. For security reasons, ResponsibleAg takes me out of the equation. They are



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very protective of access to a location's information," Reinsch says. "The Helpdesk staff have been absolutely 100 percent fantastic."

For more information or to sign up, visit www.ResponsibleAg.org or call 270-683-6777.

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ResponsibleAg is an industry-led initiative **committed** to helping agribusinesses properly store and handle farm input supplies. The program helps members ensure they are **compliant** with environmental, health, safety and security regulations to keep employees, customers and our communities **safe**.

