

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

Occupational Safety and Health Administration

As a High Impact Service Provider (HISP), OSHA focuses on service assessment, collecting customer feedback, and making measured improvements for two designated services:

- 1) Applying for Voluntary Protection Programs (VPP) recognition for exemplary safety systems:** VPP is OSHA's premier recognition program for employers and employees who implement effective workplace safety and health management systems. There are currently just over 1,200 companies in Federal VPP representing more than 1 million workers.
- 2) Seeking reapproval for maintaining VPP-level safety systems:** VPP participants are re-evaluated every three to five years to remain in the programs, to include annual self-evaluations and a rigorous on-site evaluation to ensure they continue to meet VPP safety and health standards.

What we delivered in 2023:

- **Launched online portal for companies submitting self-evaluations**

OSHA launched an online portal for the approximately 1,200 worksites that must submit forms to maintain their participation. Customers will be able to maintain contact information, report injury/illness data, and submit required Annual Self-Evaluation of their safety and health management systems. They will not have to print the forms, re-provide information that did not change, or mail in information for their required annual report. OSHA hopes that streamlining this process will decrease the time sites spend preparing their submissions and increase the quality of the product submitted.

What we commit to deliver in 2024:

- **Develop two journey maps to improve VPP customer experience**

OSHA will conduct stakeholder interviews and focus groups with OSHA Regional staff and Special Government Employees (SGEs) to develop two journey maps that identify pain points and opportunities for program improvements.