



IWH-Organizational Performance Metric (IWH-OPM) benchmarks

The IWH-Organizational Performance Metric (IWH-OPM) is an evidenced-based, eight-item questionnaire used to help organizations assess and improve their health and safety performance. IWH-OPM scores indicate where improvements might be made to health and safety policies and practices in order to prevent injuries or illnesses from occurring. The IWH-OPM benchmarks show organizations how they compare to similar organizations on IWH-OPM scores.

The benchmarks come from approximately 1,400 Ontario organizations that completed the IWH-OPM as part of another study on leading indicators.

Once you've completed and scored the IWH-OPM questionnaire, find the sector that best describes your workplace from the list below. If you do not see your sector, you can compare your scores to all participating firms in Ontario.

Benchmarks for workplace sectors:

- [All participating firms](#)
- [Agriculture](#)
- [Commercial/industrial services](#)
- [Construction](#)
- [Durable goods production](#)
- [Education](#)
- [Electrical and utilities](#)
- [Food, pharmaceutical and personal goods](#)
- [Health care](#)
- [Municipal](#)
- [Pulp and paper](#)
- [Restaurant and food services](#)
- [Retail, wholesale and office services](#)
- [Tourism and hospitality services](#)
- [Transportation](#)
- [Vehicle and industrial equipment manufacturing](#)
- [Vehicle sales and services](#)

The benchmarks are from a known randomly sampled population of firms registered with Ontario's Workplace Safety and Insurance Board (WSIB). The data was weighted by organizational size and region to make the benchmarks representative of ALL organizations in their sectors in Ontario. Since not all firms were equally likely to participate in the study, propensity scores were used to further make the benchmarks representative of ALL organizations in the sector. The propensity scores equation was developed by IWH and is unique to these benchmarking results.



IWH-OPM benchmarking sample

All participating firms

Based on **1375** workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.26 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.30 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.46 |
| 4. Workers and supervisors have the information they need to work safely. | 3.51 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.38 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.50 |
| 7. Those who act safely receive positive recognition. | 2.98 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.59 |
| Total Average Score | 3.25 |

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Interpret your score

IWH-OPM final score is equal to or greater than 3: You are performing well overall. Continue to strive for occupational health and safety (OHS) excellence. Consider the IWH-OPM follow-up questions to help you improve on any of the items.

IWH-OPM final score is equal to or greater than 2 but less than 3: Specific health and safety practices in your organization may need some improvement. Consider if the lower-scored items should be a focus area for your company, and use the IWH-OPM follow-up questions to help you review your practices and policies. Consider contacting a health and safety association or another source of OHS expertise for information about how to improve.

OPM final score is less than 2: Your work in health and safety likely needs attention and improvement. It is recommended that you contact a health and safety association or another source of OHS expertise for further assistance. Use the IWH-OPM follow-up questions to help you review your practices and policies to start making improvements.

Ask follow-up questions to further identify areas for improvement

Follow-up questions are available to help you identify further areas for improvement related to a low score on any of the eight IWH-OPM items: www.iwh.on.ca/iwh-opm

IWH-OPM benchmarking sample

Agriculture sector

Based on **159** agriculture workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 1.89 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.40 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.58 |
| 4. Workers and supervisors have the information they need to work safely. | 3.57 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.57 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.62 |
| 7. Those who act safely receive positive recognition. | 3.35 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.66 |
| Total Average Score | 3.33 |

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IWH-OPM benchmarking sample

Commercial/industrial services

Based on **79** commercial/industrial workplaces that completed the IWH-OPM survey in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.71 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.64 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.71 |
| 4. Workers and supervisors have the information they need to work safely. | 3.77 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.59 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.55 |
| 7. Those who act safely receive positive recognition. | 3.06 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.64 |
| Total Average Score | 3.46 |

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IWH-OPM benchmarking sample

Construction sector

Based on **100** construction workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.35 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.29 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.40 |
| 4. Workers and supervisors have the information they need to work safely. | 3.65 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.10 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.50 |
| 7. Those who act safely receive positive recognition. | 2.87 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.69 |
| Total Average Score | 3.23 |

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IWH-OPM benchmarking sample

Durable goods production

Based on **214** durable goods production workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.42 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.26 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.48 |
| 4. Workers and supervisors have the information they need to work safely. | 3.60 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.20 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.46 |
| 7. Those who act safely receive positive recognition. | 2.81 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.75 |
| Total Average Score | 3.25 |

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IWH-OPM benchmarking sample

Education sector

Based on **81** education workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 1.78 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.57 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.72 |
| 4. Workers and supervisors have the information they need to work safely. | 3.41 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.51 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.68 |
| 7. Those who act safely receive positive recognition. | 2.72 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.45 |
| Total Average Score | 3.23 |

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IWH-OPM benchmarking sample

Electrical and utilities

Based on **45** electrical and utility workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.73 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.44 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.51 |
| 4. Workers and supervisors have the information they need to work safely. | 3.62 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.33 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.64 |
| 7. Those who act safely receive positive recognition. | 3.16 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.71 |
| Total Average Score | 3.40 |

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IWH-OPM benchmarking sample

Food, pharmaceutical and personal goods

Based on 15 food, pharmaceutical and personal goods workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.73 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.06 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.50 |
| 4. Workers and supervisors have the information they need to work safely. | 3.37 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.25 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.42 |
| 7. Those who act safely receive positive recognition. | 2.70 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.72 |
| Total Average Score | 3.22 |

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IWH-OPM benchmarking sample

Health care sector

Based on **197** health care workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.85 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.52 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.63 |
| 4. Workers and supervisors have the information they need to work safely. | 3.78 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.52 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.53 |
| 7. Those who act safely receive positive recognition. | 2.89 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.66 |
| Total Average Score | 3.42 |

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IWH-OPM Benchmarking Sample

Municipal sector

Based on **62** municipal workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 1.80 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.10 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.14 |
| 4. Workers and supervisors have the information they need to work safely. | 3.42 |
| 5. Employees are always involved in decisions affecting their health and safety. | 2.70 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.28 |
| 7. Those who act safely receive positive recognition. | 1.89 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.74 |
| Total Average Score | 2.88 |

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IWH-OPM benchmarking sample

Pulp and paper

Based on **24** pulp and paper workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.82 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.70 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.75 |
| 4. Workers and supervisors have the information they need to work safely. | 3.77 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.38 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.75 |
| 7. Those who act safely receive positive recognition. | 3.09 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.74 |
| Total Average Score | 3.50 |

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IWH-OPM benchmarking sample

Restaurant and food services

Based on **54** restaurant and food services workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.55 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.26 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.44 |
| 4. Workers and supervisors have the information they need to work safely. | 3.69 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.16 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.59 |
| 7. Those who act safely receive positive recognition. | 3.05 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.57 |
| Total Average Score | 3.29 |

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IWH-OPM benchmarking sample

Retail, wholesale and office services

Based on **208** retail, wholesale and office services workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 1.88 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.21 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.26 |
| 4. Workers and supervisors have the information they need to work safely. | 3.39 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.36 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.41 |
| 7. Those who act safely receive positive recognition. | 2.94 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.46 |
| Total Average Score | 3.12 |

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IWH-OPM benchmarking sample

Tourism and hospitality services

Based on **28** tourism and hospitality services workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.00 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 2.82 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.87 |
| 4. Workers and supervisors have the information they need to work safely. | 3.48 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.79 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.92 |
| 7. Those who act safely receive positive recognition. | 3.49 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.89 |
| Total Average Score | 3.39 |

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IWH-OPM final score is equal to or greater than 2 but less than 3: Specific health and safety practices in your organization may need some improvement. Consider if the lower-scored items should be a focus area for your company, and use the IWH-OPM follow-up questions to help you review your practices and policies. Consider contacting a health and safety association or another source of OHS expertise for information about how to improve.

OPM final score is less than 2: Your work in health and safety likely needs attention and improvement. It is recommended that you contact a health and safety association or another source of OHS expertise for further assistance. Use the IWH-OPM follow-up questions to help you review your practices and policies to start making improvements.

Ask follow-up questions to further identify areas for improvement

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IWH-OPM benchmarking sample

Transportation sector

Based on **96** transportation workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.61 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.30 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.36 |
| 4. Workers and supervisors have the information they need to work safely. | 3.58 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.03 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.43 |
| 7. Those who act safely receive positive recognition. | 2.72 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.71 |
| Total Average Score | 3.22 |

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IWH-OPM benchmarking sample

Vehicle and industrial equipment manufacturing

Based on **128** vehicle and industrial equipment manufacturing workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.56 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.41 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.37 |
| 4. Workers and supervisors have the information they need to work safely. | 3.41 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.19 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.25 |
| 7. Those who act safely receive positive recognition. | 2.80 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.45 |
| Total Average Score | 3.18 |

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IWH-OPM benchmarking sample

Vehicle sales and services

Based on **124** vehicle sales and services workplaces that completed the IWH-OPM questionnaire in 2011 to 2013.

| IWH-OPM Items | Average Score (0-4) |
|--|---------------------|
| 1. Formal safety audits at regular intervals are a normal part of our business. | 2.77 |
| 2. Everyone at this organization values ongoing safety improvement in this organization. | 3.17 |
| 3. This organization considers safety at least as important as production and quality in the way work is done. | 3.53 |
| 4. Workers and supervisors have the information they need to work safely. | 3.24 |
| 5. Employees are always involved in decisions affecting their health and safety. | 3.28 |
| 6. Those in charge of safety have the authority to make the changes they have identified as necessary. | 3.62 |
| 7. Those who act safely receive positive recognition. | 2.92 |
| 8. Everyone has the tools and/or equipment they need to complete their work safely. | 3.64 |
| Total Average Score | 3.26 |

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