

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

## 2024 HISP CX Action Plan

# Occupational Safety and Health Administration

As a High Impact Service Provider (HISP), OSHA focuses on improving customer experience and delivery for the following services:

- 1) Applying for Voluntary Protection Programs 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 Voluntary Protections Programs-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 will deliver in 2025:***

- **Improve communication and coordination between Voluntary Protection Program (VPP) applicants and staff**

OSHA will streamline customer-database interactions to improve delivery of information to VPP participants and Regional staff. VPP applicants and OSHA staff do not have the tools to communicate and coordinate the application process and steps in an impactful manner. OSHA will update the VPP Online Submittal Portal to track the status of VPP applicants, better document communication between OSHA staff and the applicants, and identify lags or delays in the application process. This effort will deliver a more responsive program experience for all applicants to the VPP program.

- **Improve the ability of Regional Managers (10) and support staff (~30) to provide feedback and process improvement ideas**

OSHA VPP staff are experts in the field with many years of experience in the program. Introducing more feedback opportunities from these subject matter experts will allow OSHA to identify and introduce innovations to the program.

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**2024 HISP CX Action Plan** (Page 2)

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## *What we will deliver in 2025:*

- **Empower Special Government Employees (SGEs) to participate more in VPP**

OSHA will introduce more Voice-of-the-Customer structure and artifacts to continue to solicit feedback from SGEs on ideas and improvements for VPP engagement. There are approximately 1200 SGEs currently in the program. SGEs can participate in numerous opportunities, such as team member on VPP on-site evaluations, review VPP applications, mentor potential and current VPP sites, and teach SGE training alongside OSHA. This allows for SGEs to share their safety and health expertise with worksites across the country.