

# L&M Fleet Supply

## Employee Health and Safety Handbook

A Workplace Accident and Injury Reduction Program (AWAIR)



**“QUALITY AT A DISCOUNT”**

**Welcome to L&M Fleet Supply!**

**We are glad that you are part of a progressive and cooperative group working as a team dedicated to providing the best product and service to our customers.**

**Safety is everyone's responsibility regardless of his or her title or position. Safety cannot be taken for granted. We want a safe and helpful working environment.**

**To ensure this, it is required that you read the contents of this handbook, complete the tests, orientations and documents on Pages 34 thru 41, and fully understand your responsibilities towards safety.**

**REMEMBER!**

**SAFETY FIRST!**

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# Safety Policy Statement

One of L&M Fleet Supply's business philosophies is a commitment to providing our employees and customers with a safe and healthy environment in which to conduct business. To accomplish this, L&M Fleet Supply shall comply with all current occupational health, safety, and environmental laws and develop the best feasible operations, procedures, training and policies to provide such conditions.

The L&M Fleet Supply Safety/Loss Control Program is aimed at preventing any employee, visitor, customer or person residing or working on or near company facilities from being subjected to any unusual health or safety risk. L&M Fleet Supply has established this Safety/Loss Control Program in an effort to prevent unreasonable health and safety risks.

The safety of our employees is the first consideration in all operations of L&M Fleet Supply. Besides the potential pain and suffering to the employee, accidents and injuries are costly to L&M Fleet Supply. Therefore, it is L&M Fleet Supply's policy that everything within reason shall be done to maintain a safe and healthy workplace for all employees.

If you have any questions, concerns, or recommendations in regard to our Safety Program, please feel free to contact your Supervisor, the Director of Loss Prevention & Safety, or any other member of the Senior Management Team.

## L&M FLEET SUPPLY

### L&M Fleet Supply's 2014 Safety Goals and Objectives

- To provide as safe a working environment as possible with the Human and Financial Resources available.
  - Provide Leadership and Training to help all employees recognize potential hazards.
  - Develop a routine Monthly Safety Inspection Checklist.
- To identify, minimize, or eliminate hazards to employees and customers.
  - Assign store safety walkthroughs to safety committee members or store managers.
  - Review hazards in management meeting and safety committee meeting.
- To reduce the impact of injury or illness on employees by establishing a Return-To-Work Program
  - Identify and develop a list of One-Handed Work and Limited Lifting Work Tasks.
- Train the Safety Committee to use the safety inspection checklist on a monthly basis, review Injury Reports, and assist with Accident Investigation
  - How to use the monthly safety inspection checklist.
  - Review Injury Reports
  - Assist with Accident Investigations and implement Corrective Actions.

## Employee and Manager Responsibilities

**Employee Responsibilities:** You are a critical element in our safety and health program. To achieve our safety and health goals, you must understand and live up to the expectations we have set for all employees:

- Follow all safety rules and fire regulations.
- Attend and participate in all required training and safety meetings.
- Use all appropriate safety equipment and established procedures.
- Report all hazardous conditions and safety suggestions immediately.
- Report all Work Related Injuries immediately to your supervisor.
- If you believe that something is unsafe talk to your Supervisor before attempting to conduct the task.

Remember, you are ultimately responsible for your own health and safety.

**Store Management Responsibilities:** The Supervisor has the direct responsibility for the safety performance and record keeping on assigned project. He has the complete authority to take whatever action is necessary to prevent accidents. He is accountable to the Store Manager. In addition, the Supervisor is responsible for:

1. Enforcing all aspects of the Safety Program and established company safety rules.
2. Maintains on site records as required by this program.
3. Determines that adequate and suitable safety equipment and personal protective equipment is provided as necessary.
4. Review all injuries with the injured worker, immediately reports all accidents and injuries to the main office and participates in the investigation of all serious accidents.
5. Inspects work areas to detect hazards, takes necessary corrective action.
6. Conducts safety orientation of new hires prior to starting work, ensures that each person understands his or her responsibility as it relates to this program.

**Senior Management** – L & M Fleet Supply's Senior Management Team and the Director of Loss Prevention & Safety, are committed to maintaining a safe environment for all employees. Their responsibilities include:

1. Identify and evaluate workplace hazards by conducting safety audits and establishing methods and procedures for correcting unsafe work practices.
2. Review accidents with supervisors and perform investigations, submit injury report, maintain OSHA records in a timely manner.
3. Ensure that employees receive proper training in general and specific safety and health practices either by mailings or on site educational visits.
4. Ensure that there is a procedure for communicating to employees, in an understandable manner, L & M Fleet Supply's Safety and Health Rules and Procedures.
5. Maintain current knowledge of published safety regulations and advise company supervision of compliance of conditions requiring attention.
6. If needed or required, revise the existing safety procedures, rules and regulations and submit proposed changes for approval.
7. Management MUST follow the Claims Reporting Process listed on the Flow Charts for Work Comp and Customer Accidents.

## Work Injury Management

L&M Fleet Supply carries Workers' Compensation Insurance to provide benefits to employees for lost wages and medical expenses incurred from injuries caused by an injury on the job. In the unfortunate event an employee sustains an injury while on the job, the following steps should be completed to ensure prompt medical attention, prevention of others being injured, and communication between all parties involved.

1. The Injured employee shall notify management immediately of the injury.
2. The injured employee shall complete an injury report with his/her supervisor as soon as possible.
3. The injured employee shall obtain a Workability (Return To Work) Report from the physician regarding his/her condition and ability to work. This should be returned to the supervisor the same day as the doctor visit or treatment.
4. The supervisor should complete an investigation of the incident, preferably with the injured or witnesses to identify correctable safety hazards or safety education opportunities.
5. Every Effort will be made to identify appropriate work opportunities as soon as an injured employee has recovered sufficiently to perform any work tasks.

## Safety Committee

Each L&M Fleet Supply location will have an active Safety Committee that meets once each Month. The Loss Prevention & Safety Director Chairs the committee meetings. Safety Committee Members are responsible to conduct Monthly Safety Inspections using the Safety Checklists, report findings to the committee, work at implementing corrective actions, and to train new employees using the Employee Health & Safety Handbook.

## L&M Fleet Supply Disciplinary Program

The purpose of the L&M Fleet Supply Disciplinary Program is to provide a method for ensuring compliance with policies concerning operations, personnel, safety, security, and other areas. All employees are subject to this program. Fair and impartial enforcement requires that the circumstances of each case be determined and that disciplinary action, when appropriate, be taken and documented. Penalties will be assessed according to the following definition.

**1<sup>st</sup> Violation:** Verbal Counseling, Violation is formally documented in the file.

**2<sup>nd</sup> Violation:** Written Warning, Violation is formally addressed in personnel file.

**3<sup>rd</sup> Violation:** Termination of employment or suspension resulting in possible termination after the investigation.

**NOTE:** It is recognized that, dependent on the severity of a particular occurrence, the above progressive discipline approach may not always apply. The severity of the infraction will be considered when determining the proper disciplinary action in partnership with HR.

### Identifying and controlling workplace hazards

L&M Fleet Supply takes many steps to assure that workplace hazards are identified and controlled. For example, regular inspections are conducted by management, our insurance carriers, etc. This includes monitoring for air quality, noise, etc.

**However, you are the most important tool we have in identifying and controlling hazards.** If you notice an unsafe condition, you are required to report it immediately. You are also encouraged to submit suggestions. Hazard Reports and safety suggestions may be made verbally or in writing. See Page 32 for a copy of the Safety Suggestion and Hazard Report.

### **Safety training and communication for employees**

Safety training and meetings will be conducted on a regular basis. Your attendance and active participation in these sessions are mandatory, as they are required by State and Federal Law.

Safety-related information will be communicated through this Employee Handbook, as well as with safety posters, bulletins, etc.

### **Analyzing accidents and taking corrective action**

All work-related injuries or illness related accidents must be reported immediately. Your participation in an accident investigation will be expected. Accident investigations are required by law, and help us identify the causes of accidents so that future accidents can be prevented.

## **Job functions with Potential Safety Hazards & Safety Precautions**

**Instructions are available and required before operating any of the following pieces of equipment.**

1. Forklift
2. Hand Pallet Jack
3. Powered Pallet jack
4. Tire Mounting Machine
5. Car Hoist
6. Bench Grinder and Hand Grinder
7. Battery Charger
8. Battery Testing Equipment
9. Tire **Balancer**
10. **Paint Shaking Machine**
11. **Trash Compactor**
12. **Cutting Machines for Cable, Chain, Rope, Wire, and Pipe.**
13. **Proper Positioning of Dock Plates and Wheel Chocks**

**Before using any of the above-mentioned equipment, make sure that you consult with your manager to obtain the proper training and instructions.**

## **General Safety Rules**

The purpose of L&M Fleet Supply's Disciplinary Policy is to provide a method for ensuring compliance with rules concerning operation, personnel, safety, security and other company regulations. All employees are subject to this policy. Personnel authorized to enforce this policy are determined by management. Fair and impartial enforcement requires that the circumstances of each case be determined and that disciplinary action, when appropriate, be taken and documented.

**Failure to adhere to established safety practices, operating policies or failure to use company supplied safety or labor-reducing equipment such as Forklifts and Overhead hoists will result in disciplinary action, up to and including dismissal from employment.**

Safety rules are outlined throughout this handbook. They are also communicated during safety training. You are required to read all safety rules and to know and follow them. If

you do not understand a safety rule, ask your Supervisor. Safety rules are outlined throughout this employee handbook. They are also communicated during safety training. You are required to read all safety rules and to know and follow them. If you do not understand a safety rule, ask your Supervisor.

1. Eating, drinking, and smoking is allowed only in designated areas.
2. Fighting and horseplay are prohibited.
3. Report any possible safety hazards immediately to your supervisor.
4. Know the location of your fire extinguishers and all emergency exit doors.
5. Good housekeeping is important to safety. Always keep your area clean and neat.
6. Always think safety and use proper lifting procedures.
7. Never operate any machinery without proper instruction.
8. All aisles should be kept as clear as possible.
9. Keep obstructions to the side of the aisle if necessary.
10. Use of alcohol or drugs are strictly prohibited. Anyone reporting for their scheduled work shift under the influence of alcohol or drugs is subject to L&M Supply's Drug & Alcohol Substance Testing Program.
11. Always inspect all ladders, tools, and equipment before use.
12. Personal belongings are to be kept in the lunchroom or the employee's locker. Personal belongings are not allowed in the work area.
- 13. Always "THINK SAFETY!"**
14. Never repair or adjust any electrically powered machine without opening and properly tagging the main switch.
15. Put tools and equipment away when they are not in use.
- 16. Do not lift items by yourself that are too bulky or too heavy (More than 50 pounds). Use Two-Wheel Dollies, Pallet Jack, Forklift, or TEAM Lift.**
17. To diffuse an escalating argument with robbers, customers, or other employees: Remain calm. Ask questions politely. Do not threaten hostile persons with words or postures. Do not get pulled into the situation with emotions. Do not physically intervene or touch the hostile person. This will likely escalate the situation.
18. Do not place equipment and materials in such a manner that they block emergency exit routes, sprinkler controls, fire extinguishers, or machinery or electrical panels.
19. Stack all materials neatly and make sure stacks are stable.
20. Keep your work area, machinery, and the facility clean and neat.
21. Do not run on company premises --- always walk.
22. Forklift operators must safeguard other workers at all times; workers must show courtesy to these operators.
23. Never take chances. If you are unsure, ask your manager. Let good common sense be your guide.
24. Never chase or detain a shoplifter. You might get hurt. Instead, please notify your Store Manager, or Supervisor immediately and have the Police deal with the shoplifter.

**NOTE: This is not an all-inclusive list, but rather a basic starting point to achieve a safe and healthy work environment. Additional rules and regulations may apply according to your individual responsibilities and the type of operation within your facility.**

## Box Cutters

L&M Supply employees are expected to use proper box cutting techniques to prevent injuries sustained while performing this task. All affected employees using box cutters will be trained

by Managers, or members of the Safety Committee, on proper box cutting techniques to reduce accidents. Employees are instructed to use approved box cutters provided by L&M Supply.

### **WHEN USING A BOX KNIFE:**

- 1) Always cut away from yourself and ensure that no one is around the box while you are cutting it open.**
- 2) Always make sure that your other hand and other extremities are out of the path of the knife.**

Employees are only authorized to use the box cutters provided by the company, or those approved by management. The box cutter has a locking position for cutting box tops and another locking position for tray cuts. Employees should use the appropriate position to limit damage to product and reduce the potential of personal injury.

**Having sharp blades helps reduce the pressure needed to cut and thus reduce muscular strain.**

A designated container should be used for the disposal of old/worn blades. They should not be thrown directly into a garbage can. A blade bank (receptacle designed specifically for this purpose) for blade disposal should be used.

## **Human Blood and Other Potentially Infectious Materials**

While it is unlikely that you will ever be exposed to human blood or other bodily fluids (known as Other Potentially Infectious Materials or "OPIM's"), there is a small probability that you will encounter them following an injury to a fellow employee, or while cleaning restrooms, accident scenes, etc.

Human blood and other potentially infectious materials (OPIM's) may carry disease causing organisms such as the Hepatitis B Virus (HBV) or the Human Immunodeficiency Virus (HIV), which leads to AIDS.

Always make sure you wear appropriate Personal Protective Equipment when you are exposed to these materials. Also, if you are ever exposed to these materials, be sure to wash the affected area thoroughly with plenty of soap and water, scrubbing thoroughly, then report the incident to your supervisor immediately.

## **Lock-out/Tag-out**

Each year, thousands of employees are injured or killed by machinery or equipment which starts up while they are repairing, un-jamming or servicing it. Therefore, only affected employees are required to Lock-out and Tag-out any machinery out of service before any type of servicing or maintenance is performed.

Only those affected employees who have been trained and authorized by the company are permitted to lockout equipment.

## Energy Sources

All types of energy sources are included in this policy. This includes electricity, hydraulic pressure, compressed air or other gases, thermal energy, chemical energy, and mechanical energy.

### Exceptions to the Lock-out/Tag-out rules

Sometimes it may not be necessary or possible to lock and/or tag out a machine.

A Lock-out/Tag -out need not be performed if work is to be conducted on a machine whose only source of energy can be controlled by unplugging the equipment from an electrical outlet (i.e. grinders, drill presses, etc.). However, when work is done on this type of equipment, the employee must unplug the equipment and maintain physical control of the plug during the work (i.e. keep it in his/her hand, or in his/her pocket).

If you are planning to perform any routine, repetitive work to a machine, such as refilling it, and if it will not be necessary to remove, bypass, or reach around any type of machine guard, or electrical cover, or place any part of your body near any hazardous area, then it will not be necessary to lock the machine out.

If a machine is physically unable to accept a lock, then a Tag out System may be used. The employee follows the procedure below, but in step 4, does not apply a lock. You must, however, apply an approved tag wherever the machine is capable of being energized. The employee must also take some type of additional step to ensure that he/she is adequately protected. For example, locking the room where the electrical disconnect switch is located.

## Lock-out & Tag-out Procedures

When performing Lock-out/Tag -out, it is important to follow correct procedures to avoid common mistakes. For instance, you may not know all the types of energy present in a machine. You may also not be familiar with a machine's ability to store or re-accumulate energy.

Whenever you lock out a machine, you should first check to see if there is a formal, written procedure for that machine. In most cases there will be a formal, written procedure.

**In some cases, there may not be a specific procedure. In these few cases the following general procedure should be used:**

- 1. Preparation.** Familiarize yourself with the machine, especially with the types and the magnitudes of the energy sources.
- 2. Shutdown.** Shut down the machine using normal procedures, such as pushing the "STOP" button.
- 3. Isolation.** All energy sources to the machine must be disconnected by using circuit breakers, air valves, etc. Simply turning off the machine is not adequate.
- 4. Apply locks and tags.** An approved lock and tag (with your name written on it) must be placed at every point where an energy source was disconnected. Nobody may ever place or remove any lock or tag that does not belong to them.
- 5. Relieve stored energy.** Some machines may have the ability to store energy. All potentially hazardous stored or residual energy must be relieved, disconnected, restrained, and otherwise controlled

6. **Verify.** Verify that the machine has been properly locked and tagged out. This should include a visual inspection, a review of the steps taken to lock the machine out, and finally, by trying to start the equipment.

When trying to start the equipment, always assume the machine will start. Be sure all employees, tools, equipment, etc. are clear of hazardous areas. After attempting to start the machine push the stop button before beginning work.

## **Workplace Violence Procedures**

The best defense against violence in the workplace is well-trained employees following proper safety procedures in order to avoid incidents such as robbery or physical assaults. The following procedures can help to reduce the possibility of these types of violent acts from occurring at work:

### **SHOPLIFTING SAFETY:**

We understand that working in the Retail Industry, L&M Fleet Supply will experience losses in 3 ways: Operational, Internal Theft and External Theft, or Shoplifting. Shoplifting activities are a safety concern due to the risk, liability, and unpredictability of these situations for our employees and customers. L&M Fleet Supply's Senior Management and Owners appreciate the fact that our employees want to protect the assets of the company when responding to Sensormatic or Security alarms, or incidents. However, we emphasize that we want all employees and customers to be safe in these types of situations. L&M Fleet Supply recently changed our policy in regards to response to FTR's (Failure to Remove Security device) at our exits and entrances. 95% of these situations are easily resolved simply by verifying the purchased item with the customer and deactivating the EAS security tag on the register.

### **FAILURE TO REMOVE (FTR) INCIDENTS:**

If Cashiers or members of management observe individuals or customers "beep" on the way out of the store -- and the subject is uncooperative or runs out of the store — **employees are NOT to use physical force to detain or chase the shoplifter.** Employees are to follow at a safe distance and call 911 to minimize escalation of the situation. Employees are allowed to use "reasonable force to protect themselves from physical harm" and are encouraged to back off in these situations and call the police.

### **Remember, Your Personal Safety is Most Important.**

**To diffuse an escalating argument with robbers, customers, or other employees, try the following tactics:**

- Remain calm. Ask questions politely. Do not threaten hostile persons with words or postures.
- Do not get pulled into the situation with emotions.
- Do not physically intervene or touch the hostile person.
- If at any time you are in fear of great bodily harm or death notify the Store Manager of your concerns immediately. **If this concern is an immediate threat to your safety – Dial 911.**

### **RANDOM THREAT / ACTIVE SHOOTER:**

If you have any concerns for your Personal Safety at work (examples include: Restraining Orders, Order for Protection, other concerns, etc.) please notify your Store Manager, supervisor, the Human Resource Department, or the LP & Safety Director.

**Random Threat, or Active Shooter (Workplace Violence):** A Random Threat incident is defined as an incident where unpredictable violent actions are taken by a subject(s) in the workplace using firearms causing death or great bodily harm for customers and employees. Some of these situations are due to employee workplace violence, restraining order, or Order for Protection situations. These types of situations are very unpredictable to forecast and proper training and planning is critical in reacting to these incidents. The unfortunate increase in random

Based on Version 7 of L&M Fleet Supply's Safety Manual, issued July, 2014

threat incidents have increased in recent years and most retailers have had to establish a Random Threat planning and procedures to help protect employees and customers. L&M Supply's is adopting the basic guidelines for Random Threat Situations from the National Retail Federation below:

**Basic Guidelines for individuals present during an active shooting incident:**

1. **Assess the situation**—if you have time dial 911
2. **React**—get to safety if needed. Evacuate & have good communication
3. **Establish a Primary Meeting Point (Inside the store) and a Secondary Meeting Point** (outside the store) for all employees and customers; Determine whether to do the following:
  - A-- **Hide out, or seek Shelter-in-Place**
  - B -- **Take Action**
4. **Call 911 FIRST ONLY when it is safe to do so; then update L&M Senior Management**  
Should you witness, or experience any act of Workplace Violence, please notify your Store Manager, or supervisor immediately and get the Police involved to mitigate the incident.

**Emergency Action Plan**

L&M Fleet Supply has two goals; first, to prevent emergencies, and second, to make sure emergencies are handled correctly once they occur. Handling an emergency correctly can result in getting faster medical treatment or preventing further injuries, preventing the spread of a fire, etc.

**Emergency Communication**

One of the most important steps in handling any type of emergency, on or off the job, is communication. You should notify your supervisor of any emergency condition immediately. As part of your new employee and ongoing training, you will be shown how to operate the paging system, outgoing phone lines, intercom, etc.

As a rule of thumb, you should notify your supervisor before calling 911, the fire department, etc. However, if you feel that the emergency is so severe that you must call for outside help first, you may do so. Always stay on the line to listen to any instructions given by the operator. They will be dispatching help even as you speak.

**Fire Extinguishers**

Evaluate the fire. If it is small, and you feel it is safe to try to extinguish it with a fire extinguisher, you should do so. Yell out to a co-worker that there is a fire and tell the co-worker to go get help. Remember, when fires are just beginning (the "incipient" stage), they may double every 30 seconds. Be prepared for this.

If you use a fire extinguisher, remember the following:

Make sure it is the appropriate class. Using the wrong type of extinguisher can actually spread the fire. "ABC" Fire Extinguishers are appropriate for three of the four types of fires.

- Position yourself so that you are 8 to 10 feet from the fire, and have an escape route.
- Pull the pin on the extinguisher, and aim the nozzle at the base of the fire.

- Squeeze the trigger and spray the extinguisher at the base of the fire in a sweeping motion.
- Remember that the fire extinguisher will only have enough charge for several seconds, perhaps as few as 8-12 seconds. If the fire requires more than one extinguisher it is too large to be extinguished by fire extinguishers and you should evacuate.

**If it is safe to do so, prevent the spread of the fire. Close all doors and fire doors and turn off any equipment in the area.**

- Report the fire immediately to your supervisor.
- Evacuate the building immediately. Use the nearest safe route and proceed directly to the gathering point outside the building. You will be informed of the gathering point location as part of your new employee, and ongoing safety training. It will also be shown on the Building Emergency Map.

**Once Evacuated, L&M Fleet Supply Employees will NOT re-enter the building until given permission by the Store Manager or Fire Department.**

Following an evacuation, a head count will be taken. Make sure you are counted, and report anyone you know of who is missing.

<p><b>Medical Emergencies Procedures</b></p>
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1. All medical emergencies should be reported to your supervisor immediately. If the situation is serious, call 911 immediately. If 911 is called, an employee must be posted outside the building to direct rescue personnel as they arrive.
2. Never move an injured person unless absolutely necessary. Especially if he/she is unconscious, or if you suspect a face, head, neck, or back injury.
3. If the emergency is chemical-related, provide a copy of the SDS, the label from the container, or some other type of product information to the paramedics, doctor, etc.
4. If there is blood or other bodily fluids present, be sure to use gloves, goggles, etc. to prevent contact. If any blood or bodily fluid gets in your mouth, nose, or on/in your broken skin, wash the area with antibacterial soap and water for 15 minutes, and report the exposure to your supervisor immediately. Use the emergency eyewash if your eyes contact blood or other infectious bodily fluids.
5. **If you see another employee using an emergency eyewash or shower, you should assist him/her by:**
  - Sending another employee for help.
  - Holding the employee's eyelids open and making sure he/she adequately flushes the eyes, face, hair, inside and behind the ears.
  - Removing any contaminated clothing.
  - Making sure he/she keeps irrigating the eyes/injury for 15 minutes.

## HazCom/Right-To-Know/Globally Harmonized System

All employees have a “Right To Know” about the hazards of their work, such as:

- Hazardous chemicals you may work with or be exposed to.
- Physical agents (such as heat, noise, and radiation) which may be present.
- Infectious agents (such as human blood) that you may encounter.

L&M Fleet Supply takes many steps to ensure that employees are informed of the subjects above.

## Globally Harmonized System Safety Data Sheets

A Globally Harmonized System Safety Data Sheet or “MSDS” is a document which provides a variety of safety-related information on a given chemical.

**L&M Supply has joined the 3E Company Hazardous Material Management Program. The 3E Company provides L&M Supply employees and management with 24-hour access to more than 1.25 million MSDS, including Mid-States Distributing Company’s inventory. L&M Supply uses the 3E Company’s Toll-Free phone number of: 1-800-451-8346 anytime to request an MSDS, which is forwarded by fax or mail. 3E Company or MSDS posters are located in our employee lunchroom, repair shops, and other areas of the premises in the event of an emergency situation.**

An SDS is available for every hazardous chemical in use in our operation. You have a right, and a responsibility to review these documents. If you have questions on how to read or interpret the sheets, or if you cannot find the SDS for a product, please contact your supervisor.

## Employee Training

At various times throughout your employment, you will receive training regarding various chemicals, physical agents, and infectious agents. In addition to regularly scheduled training, there will be special training sessions for “non-routine tasks” such as when a new product is tried on a limited basis.

Information on the types of chemicals, physical agents, and infectious agents you work with is provided later in this book.

## Product and Equipment Labeling

Every chemical container in our facility is required to have a label which identifies the chemical and some type of hazard warning, such as “Eye Irritant” or “Flammable”. If you ever find an unlabeled container, see that it is labeled. Ask your Supervisor for help if necessary. Always read and understand the label before using a chemical.

GHS compliant labeling will be in use by December 1<sup>st</sup>, 2015.

### **GHS Labeling will require the following information:**

- Product identifier- chemical identity
- Supplier identification- name, address, etc.
- Precautionary statements- advice
- Hazard pictograms- visual warning
- Signal words- degree of hazard
- Hazard statements- nature of hazard
- Supplemental information - additional information about the substance

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## GHS Hazard Categories

Hazard Categories will be ranked 1 – 5 with 1 being the worst and 5 being the least hazardous.

This is a major change from the old Hazard Communication 0 – 4 Hazard Ranking.

The GHS Categories are also associated with Signal Words and Hazard Statements to better describe the hazard.

ACUTE ORAL TOXICITY - Annex 1					
	Category 1	Category 2	Category 3	Category 4	Category 5
LD <sub>50</sub>	≤ 5 mg/kg	> 5 < 50 mg/kg	≥ 50 < 300 mg/kg	≥ 300 < 2000 mg/kg	≥ 2000 < 5000 mg/kg
Pictogram					No symbol
Signal word	Danger	Danger	Danger	Warning	Warning
Hazard statement	Fatal if swallowed	Fatal if swallowed	Toxic if swallowed	Harmful if swallowed	May be harmful if swallowed

Chemicals may also be labeled using “signal words”. These include words such as “DANGER”, and “WARNING”. “DANGER” is likely to be used for the most hazardous of chemicals like strong acids or poisons. “WARNING” is used when chemicals are less hazardous.



The word “NOTICE” may also be used to advise you of a L&M Fleet Supply policy or requirement.

### Hazard Statements:

Standard phrases assigned to a hazard class and category that describe the nature of the hazard.

### Precautionary Statements:

Precautionary information supplements the hazard information by briefly providing measures to be taken to minimize or prevent adverse effects from physical, health or environmental hazards.

### Product Identifier (Ingredient Disclosure)

A product identifier should be used on a GHS label and it should match the product identifier used on the SDS.

### Supplier Identification:

The name, address and telephone number of the manufacturer or supplier of the product should be provided on the label.

Based on Version 7 of L&M Fleet Supply’s Safety Manual, issued July, 2014

## GHS Pictograms and Hazard Classes

		
<ul style="list-style-type: none"> <li>▪ Oxidizers</li> </ul>	<ul style="list-style-type: none"> <li>▪ Flammables</li> <li>▪ Self Reactives</li> <li>▪ Pyrophorics</li> <li>▪ Self-Heating</li> <li>▪ Emits Flammable Gas</li> <li>▪ Organic Peroxides</li> </ul>	<ul style="list-style-type: none"> <li>▪ Explosives</li> <li>▪ Self Reactives</li> <li>▪ Organic Peroxides</li> </ul>
		
<ul style="list-style-type: none"> <li>▪ Acute toxicity (severe)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Corrosives</li> </ul>	<ul style="list-style-type: none"> <li>▪ Gases Under Pressure</li> </ul>
		
<ul style="list-style-type: none"> <li>▪ Carcinogen</li> <li>▪ Respiratory Sensitizer</li> <li>▪ Reproductive Toxicity</li> <li>▪ Target Organ Toxicity</li> <li>▪ Mutagenicity</li> <li>▪ Aspiration Toxicity</li> </ul>	<ul style="list-style-type: none"> <li>▪ Environmental Toxicity</li> </ul>	<ul style="list-style-type: none"> <li>▪ Irritant</li> <li>▪ Dermal Sensitizer</li> <li>▪ Acute toxicity (harmful)</li> <li>▪ Narcotic Effects</li> <li>▪ Respiratory Tract</li> <li>▪ Irritation</li> </ul>

The following information is intended to give you some very general information about the products you work with most at L&M Fleet Supply. If you have specific questions, check the Safety Data Sheet, or ask your supervisor.

## **Carbon Monoxide or “CO”**

Carbon Monoxide is an odorless, invisible, tasteless, flammable gas which is produced whenever anything containing carbon is burned. Common sources of Carbon Monoxide are propane-powered forklifts, direct gas-fired heaters, fuel-gas welding, etc. L&M Fleet Supply's safety committee or members of management conduct “CO” Monitoring at all locations on a Quarterly basis.

Carbon Monoxide works by binding with your body's hemoglobin at a rate much higher than that of oxygen, which results in oxygen deprivation. Signs of low level exposure include headache, and fatigue (tiredness). Symptoms of more severe exposure include nausea, vomiting, and loss of consciousness. Exposure to extremely high concentrations of Carbon Monoxide may be immediately fatal.

Carbon Monoxide is explosive when its concentration in air is greater than 12.5%. However, this type of exposure is almost impossible under normal conditions.

## **Corrosive Liquids**

“Corrosive” is a term used to describe liquids, powders, gases, or other substances which can cause permanent damage to eyes, skin, mucous membranes, etc. where chemical contact occurs. Corrosive liquids are divided into Acids which have pH's of less than 7, and Bases or Alkalis which have pH's of more than 7. Even though these products are at opposite ends of the pH scale, their hazards are very similar. Common examples of corrosive liquids include Battery Acid, and Sodium Hydroxide (Bleach).

“Acute” or immediate hazards of corrosive liquids include permanent damage to skin, eyes, and mucous membranes. Breathing their vapors or mists may also cause severe irritation to the respiratory tract. “Chronic” or long-term hazards of breathing large amounts of vapors and mists may include bronchitis type conditions, ulcerations in your mouth and esophagus. In extreme cases, they may cause damage to your bones and teeth. Always wear splash goggles, gloves, and other Personal Protective Equipment when working with these products. Always make sure there is adequate ventilation in the work area. Avoid creating mists and vapors by using excessive amounts of chemicals.



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## Fuels (Gasoline, Diesel Fuel, Propane, etc.)

These are a few of the most commonly handled chemicals in the world. They are all various types of fuels used to power automobiles and equipment.

Breathing gasoline and diesel fuel vapors has caused cancer in laboratory animals. However, it is unknown if the same type of effects occur in humans.

These products can also irritate your skin, eyes, and respiratory tract. They may also burn your eyes. Always avoid breathing the vapors and make sure you don't get any on your skin.

Propane, like all other gases, has the ability to displace oxygen and cause suffocation, but only at extremely high levels. This type of situation is nearly impossible in our type of work.

All fuels are extremely flammable. Always make sure there are no sources of ignition near these products. For example, no smoking should be permitted, and cars should not be running while being fueled, as the ignition may actually ignite the flammable vapors. Always be sure liquids are stored in approved containers, and keep them closed at all times to prevent flammable vapors from escaping.



### Chemical Safety

1. Never use a chemical you are unfamiliar with. Read the label, the SDS and/or ask your supervisor. Make sure you are aware of all hazards.
2. Always make sure chemicals are kept in properly labeled containers.
3. Always use appropriate Personal Protective Equipment.
4. Make sure adequate ventilation is provided before using chemicals.
5. Use, store, and mix chemicals only as directed by the manufacturer.
6. Attend and participate in all required right to know and other safety training.

### Chemical Spills Procedures

1. Determine how serious the spill is. This will depend on the type of chemical, the amount spilled, conditions surrounding the spill, the location, and the possibility (if any) that the spilled material may travel to the environment, etc.
2. If it is minor, clean it up, and report it to your supervisor.
3. If it is serious, and it is safe to do so, you should first shut off the supply of the chemical. For example, if the spill was caused by a drum which was punctured, you may be able to rotate the drum so the puncture is on the top, and no more material is released. Or, if a pipeline or valve has failed, you may be able to close supply valves.
4. Prevent the spread of the spilled material, especially to the exterior of the building, sewers, drains, etc.
5. Report the spill to your supervisor immediately.

## Severe Weather Procedures

1. **In the event of a tornado or any other serious weather conditions, you should immediately go to the nearest Emergency Shelter.** You should locate the shelter by locating it on the Building Emergency Map.
2. **If you cannot get to the Emergency Shelter, go to a small, stable room (preferably with no exterior walls or ceiling) on the lowest level of the building.** Avoid rooms with a great deal of glass, or top-heavy furniture. If possible, crawl under a sturdy desk or table to prevent any type of debris from falling onto you.
3. **If you are outdoors and cannot get indoors, try to hide under a bridge or overpass, or lay down in a ditch.** Of course you should always avoid tall objects like trees when lightning is present. Avoid buildings that are under construction, especially if they have brick or block walls that may fall on you. Inside your car may be a safe location in adverse conditions.

### **BOMB THREATS-**

During a fire or bomb threat we will need to evacuate the customers and employees from the building and meet at the Designated Meeting (Evacuation) Point, or location which is usually in the Parking Lot.

If you choose, and if it is safe to do so, you may be able to help others to evacuate quickly and safely. Disabled, injured, elderly, or other vulnerable people may need your assistance.

## Hearing Protection

L&M Fleet Supply does not have a work area that exceeds OSHA's Time Weighted Average Action Level of 85 Decibels. Some areas, such as the Auto Repair Shop, conduct work where the noise level exceeds 85 decibels for a short period of time. During these work activities, such as grinding and using pneumatic tools Hearing Protection must be worn by the employees who are exposed to the noise.

## Eye Protection Program

Eye Protection is required for affected employees in the Auto Repair Shop & Assembly and whenever operating a Chain Saw, Welding, and Grinding. Hard plastic side shields are also required to be on the Safety Glasses.

**Affected employees and Customers who enter into the Auto Repair Shop area must wear Safety Glasses.**

L&M Fleet Supply has a prescription Safety Eyewear Program that supplies Prescription Safety Glasses for affected L&M Fleet Supply Employees working in the repair shops, or performing the above tasks where risks of injury are increased without eye protection. See your Supervisor for details.

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## **Snow Removal**

In an effort to maintain a safe environment for our customers and employees all entrances and exits, walkways and parking lots must be plowed and shoveled to reduce the slips, trips and falls within our company.

It is the policy of L & M Fleet Supply to have snow removal contracts in place that meet our established standards for parking lots. It is also an L & M Fleet Supply policy to shovel all walkways and emergency exits routes to prevent any accumulation of snow. Store Managers and management need to monitor the weather forecast and be proactive when inclement weather is forecasted to make needed staffing arrangements to keep areas cleared.

The employee responsible for shoveling should:

1. Wear appropriate winter attire based on the weather- preferably, multiple layers, with a hat, gloves and boots. The boots should have a good tread to help reduce slipping.
2. In extreme cold and wind chill conditions the employee should be limited in the amount of time spent shoveling to reduce the chance of frost bite.
3. Always push snow versus having to lift snow. If lifting is required, always use good body mechanics to lift.
4. Be aware of the surrounding so a customer or property is not hit with the shovel or snow.
5. All shovels, salt and other snow removal equipment must be properly stored as to prevent any slips and falls involving the equipment.
6. If using a snow blower - please read and follow all safety guidelines established by the manufacturer. The operator should read these in the operator's manual provided by the manufacturer.

## **Rules for Defensive Driving**

1. Always wear your seatbelt.
2. Avoid using cell phones when driving unless it is an emergency situation. Pull over your vehicle and safely make your phone call once you are parked.
3. Give yourself an out. You may need to make sudden adjustments because of changing conditions as they occur around you.
4. Keep your eyes moving. Traffic around you is constantly changing and other drivers may do the unexpected.
5. Check your mirror every few seconds to keep track of what is happening alongside and behind your vehicle.
6. Know what is on both sides of you at all times, get the big picture look. Be sure to check your blind spots.

7. Do not follow the vehicle in front of you too closely. Keep a safe distance so you can stop in an emergency. Don't tailgate or "push" the driver in front of you to go faster.
8. Make sure the other driver or pedestrian sees you by making eye contact.
9. Obey the speed limit and remember a speed limit is designed for ideal conditions. During night driving, fog, rain, snow or slippery conditions you may need to reduce your speed below the speed limit.
10. When at an intersection don't assume others are going to obey the traffic signal.
11. Always be courteous, and respectful to all other drivers and pedestrians.
12. Avoid distractions while driving. Use cellular phones only when safe to do so (i.e. When the vehicle is stopped and parked out of traffic).
13. Never drive while under the influence of alcohol or medications which may hinder your ability to drive safely.

## **Motor Vehicle Safety**

1. You must have a valid state issued driver's license to drive L&M Fleet Supply's vehicles.
2. Any employee who drives for company business will have their Motor Vehicle Record Checked every year.
3. Inspect the L&M vehicle you are operating daily. Some vehicles will require the use of a Vehicle Inspection Form.
4. Report any limitation or revocation of your license to your supervisor immediately.
5. Insurance Information is kept in the vehicle's glove box.
6. The use of seat belts and shoulder straps is mandatory for everyone in the vehicle. It is the driver's responsibility to ensure that all passengers put their seatbelts on before moving the vehicle.
7. Observe the posted speed limits. Drive slower during bad weather.
8. The driver is responsible to pay for all traffic and speeding tickets that they receive.
9. Avoid driving when you are feeling tired.
10. Prior to backing the vehicle use the G.O.A.L Backing Method – Get Out And Look! Do not run over anything or anyone while backing. Have someone guide you back if necessary.
11. Per L&M policy-- Cell phones are NOT allowed to be used while operating a Motor Vehicle. If you need to use the cell phone - Pull over, stop the vehicle, and use the cell phone safely.
12. Do not use the company vehicles for personal business.
13. Only employees or authorized people are allowed in the company vehicle.
14. If an accident occurs: Use the "Vehicle Accident Procedures" package located in the glove box. Report the accident to your supervisor immediately.

## Lifting Procedures and Back Safety “Team Lift” Concept

**Back injuries are the most common type of work-related injury in the world. Nearly one third of all work related injuries are to the lower back and costs attributed to back injuries make up more than double the costs of all other injuries combined. The key to preventing the vast majority of all back injuries is safe lifting.**

Many people believe safe lifting begins with the lift itself, but safe lifting begins by keeping yourself in good physical condition, eating right, exercising, etc. This keeps your body strong, flexible, and in good condition.

**Before making any lift, be sure you plan. Most importantly, decide if you even need to lift the object, or is there a cart or some other device available.** Get help if the object is heavy, awkward, or bulky. Team Lift any items that are too awkward or those that weigh more than 50 Pounds. Try to determine how much the item weighs and if it has handles, hand holes, etc.

**Look at your path before you lift the object. In other words, figure out how you will get from point A to point B.** What hazards exist between these two points (slippery spots, clutter, stairs, poorly-lit areas, etc.)? Also figure out how and where you will set the item down.

### Proper Lifting Procedures & Back Safety-

**Only after this planning are you ready to position your body for the lift. Squat down (NEVER bend at the waist) and get the object as close to your body as possible.** One of the worst things you can do to your back is to lift objects that aren't close to your body (i.e. lifting at an arm's distance). Get a good, “whole hand” grip on the object and always keep your head up during the lift.

During the lift, keep your head up and the weight of the load between your feet. Always lift in a slow, smooth, controlled motion with no twisting or bending. Remember to use the muscles in your legs to lift, not your back.

## Tire Inflation and Installation

A major physical hazard when inflating a tire and wheel assembly is the unlikely potential of a tire or wheel failure causing an explosive trajectory. To avoid injury, always use an inflation cage or restraining device, an in-line valve or regulator to inflate the tire and a clip-on air chuck with sufficient length of hose to allow you to stand outside of the path of trajectory.

Following the correct procedures while mounting and dismounting tires is very important to ensure BOTH customer satisfaction and for the employee's safety.

All employees involved in the installation of tires must be trained by L&M Management, Shop employee, or member of the store's Safety Committee **before** they are allowed to do any tire installation work.

## Housekeeping

1. Dispose of or properly store materials that are not in use to avoid trip hazards, falling objects, or fire hazards.
2. Keep floors clean and dry. Clean up any spills and debris immediately.
3. Do not allow scrap material to accumulate.
4. All emergency equipment such as fire extinguishers, emergency exit doors, first aid kits, emergency eye washes and showers, electric service panels, etc. must remain unblocked and immediately accessible at all times. Maintain a clear three-foot area for direct access.
5. All travel paths such as aisles, doorways, staircases, ladder-ways, etc. must remain unblocked and immediately accessible at all times.
6. All wastes (especially chemicals) must be disposed of appropriately.

## Loss Prevention & Personal Safety Rules

### In the Event of Robbery...Do:

- Keep it short and smooth – the sooner the robber is out of the store the better.
- Obey commands – most robbers won't hurt people who cooperate.
- Tell the robber about possible surprises – if someone is in the back room or if you have to reach or move, tell them what to expect...to avoid startling the robber.
- Give up CCTV surveillance, or video tapes or other evidence upon request.

### In the Event of Robbery...Don't:

- Lie unless necessary. The robber might ask, "Did you see my face?" "Did you see my gun?" "Did you see my car?"
- Use a weapon – weapons invite violence
- Argue
- Fight
- Chase or follow the robber
- Tell or estimate the money loss to the robber
- Leave the store; instead, lock the doors and call the police

**SHOPLIFTERS—** do not pursue, or chase shoplifters out into the parking lot area. Call Manager "1-1", and Management will safely observe and report any information to the police, LP & Safety Director, or Senior Management.

## **ROBBERY & ASSAULT BEST PRACTICES-**

**In the event of robbery or assault try to observe the following features of the criminal:**

- Height/Weight (Use the height tape on the entrance door)
- Color Hair/Eyes
- Distinguishing marks such as tattoos, scars, etc.
- Clothing

### **After a Robbery or Assault:**

- Lock the front doors.
- Call the police, LP & Safety Director, and Store Manager.
- Write down the following information:
  - ✓ Type and color of vehicle
  - ✓ Direction of flight
  - ✓ Unique physical and verbal features of the criminal
  - ✓ Have witnesses write down what they observed.

## **Electrical**

1. Be sure there is proper lighting in the work area.
2. Inspect all electrical equipment to ensure its safety. Check for:
  - damaged insulation;
  - exposed electrical conductors;
  - missing ground pins;
  - overheating, arcing, etc.
3. All electrical service panels must be kept clear for 36 inches.
4. No type of flexible wiring (including extension cords) may be used permanently, or run through doors, windows, ceilings, floors, etc. Nor can it be run through building members or attached to any building surface.
5. Report all electrical violations such as unguarded electrical parts, damaged insulation, etc. No unsafe electrical equipment may be used.
6. Only authorized employees may work on electrical equipment.
7. All electrical equipment must be approved and appropriate for the use at hand.
8. Lock-out/Tag out procedures and requirements must be strictly complied with.
- 9.

## Slips & Falls

1. **Mop up spills immediately and post a sign stating WET FLOORS. Never leave spills unattended.**
2. An oil absorbing material should be used to control small oil spills in the work place.
3. During poor weather keep rugs, mats, and floors dry. Snow and ice should be removed from all sidewalks, drives, and access points used by the general public or employees.
4. Keep all floors, stairs, ladders, sidewalks, and driveways in good repair.
5. Be aware that electrical cords cause many tripping injuries.
6. Good housekeeping is a must in accident prevention.
7. Make sure your workplace is properly equipped to handle spills immediately and have sufficient materials on hand, such as warning signs and absorbent materials to keep spill-prone areas safe.
8. Stairs, aisles, and walkways should be clearly marked and kept free of any materials.
9. Travel slowly when carrying materials.
10. Warn other employees or customers of potential problems.
11. Look at each job and work area to consider the possible hazards.

## Ladder Safety

1. Always inspect the ladder prior to use. Do not use unsafe or defective ladders.
2. Set the ladder up on a level surface.
3. The ladder must be equipped with anti-slip feet.
4. Maintain three points of contact at all times.
5. Use the correct ladder for the job (Step, straight, extension, platform).
6. Always use ladders instead of standing on chairs, boxes, racking, etc.
7. Portable ladders must be set up so that the height of the ladder is approximately four times the distance between the base of the ladder, and surface it is leaned against.
8. Ladder side rails must extend three feet beyond the landing level, and when feasible, be secured to prevent tipping.
9. Never step on the last or second to the last step of a stepladder.
10. Never overextend your body outside the rails of the ladder.
11. Use the L&M approved ladders with 300 weight restrictions
12. Ladders should not be left unattended and placed on a hook away from customers or employees to possible prevent slips, trips, and falls.
13. Never use a 4-wheel cart to stand on for merchandising. Use approved ladder to merchandise above your head to prevent risk of accidents.

## **Fall Protection**

1. No employee may be exposed to a fall of greater than four feet without some type of protection, such as a Personal Fall Arrest System, guardrails, etc.
2. Full Body Harnesses and Lanyards must be used when operating forklifts with the basket
3. Employees may not be elevated on forklifts/or other vehicles unless a specially designed work platform: includes railings and other safety equipment is used. Contact DC Manager to coordinate the use of a safety work platform.
4. Keep all walking surfaces, especially stairs, clear of tripping hazards, spills, etc. Always use handrails on stairs, etc.

## **Tools, Machines, and Machine Guarding**

1. All tools and machines must comply with applicable regulations. Never alter any aspect of a machine or tool's design. Guards and other safety devices may never be removed, altered, defeated, etc.
2. Damaged or worn parts must be repaired or replaced before use. Defective or unsafe tools or machines may not be used.
3. Tools and machines may only be operated by trained and authorized employees.
4. Tools and machines may only be used for their intended purpose.
5. No equipment may be operated with the guards or any other safety device removed or defeated.
6. Never use machines you do not know how to operate. Machines must be used and maintained as directed by the manufacturer.
7. Lock-out/Tag-out procedures and requirements must be strictly complied with.
8. Check machine position before use. Make sure that all equipment is firmly set in place and/or properly anchored before turning machine on.
9. Never allow any part of your body, clothing, hair, jewelry, etc. to be near a machine's hazard zone. These zones may include the point of operation, pulleys, sprockets, shafts, belts, or other moving parts.

## Fire Prevention

### 1. Read and follow the rules regarding electrical safety and housekeeping.

- Keep all flammable and combustible liquids in approved, closed containers when not in use. Keep unnecessary quantities in approved storage cabinets and storage rooms.
- Cleanup any flammable or combustible material spills immediately and dispose of the rags in an approved container.
- Keep all flammable/combustible materials away from ignition sources such as welding equipment, grinders, furnaces, etc. There is no smoking in areas where these materials are stored or used.
- Know where the fire extinguishers are located and how to use them.
- Access to fire extinguishers must be unobstructed at all times.
- Know all the emergency exits and gathering points. Access to emergency exits must be unobstructed at all times.
- Smoking is permitted only in designated areas. Extinguish all matches and cigarettes before disposing of them.

**A clear space of 18 inches in all directions must be maintained around sprinkler heads.** No objects, including lighting may be hung from sprinkler system members. Access to sprinkler control valves, meters, etc. must be unobstructed at all times – minimum of a three-foot clearance.

### 2. If the fire appears to be too large or if for any reason you choose to not fight the fire:

**If safe to do so, prevent the spread of the fire. Close all doors and turn off any equipment in the area.**

- Report the fire immediately to your supervisor.  
Evacuate the building immediately. Use the nearest safe route and proceed directly to the gathering point outside the building. You will be informed of the gathering point location as part of your new employee and ongoing safety training. It will also be shown on the Building Emergency Map.
- If you choose, and if safe to do so, help others to evacuate quickly and safely. Disabled, injured, elderly, or other vulnerable people may need assistance.
- Following an evacuation, a head count will be taken. Make sure you are counted, and report anyone you know of who is missing.

## Personal Protective Equipment

1. In addition to the rules below, all official company policies relating to personal protective equipment must be complied with. Additional requirements may apply as dictated by the work at hand.
2. When possible, all personal protective equipment will be ANSI approved (there is no current ANSI standard for gloves).
3. L&M Fleet Supply reserves the right to hold employees financially responsible for lost, misused, or abused personal protective equipment.
4. Eye protection will be required when exposed, or potentially exposed to:
  - Flying objects or particles
  - Molten metal
  - Liquid chemicals
  - Acids or Caustic liquids
  - Chemical gases or vapors
  - Potentially injurious radiant light

When eye protection is worn for protection against flying objects or particles, or for chemical protection, safety glasses with fixed side shields, safety goggles, and/or a face shield will be required.

**Safety Glasses with fixed side shields are mandatory for affected employees in the auto repair shop.** L&M will supply 'fit-over safety glasses' to most employees. L&M will also pay up to \$200.00 for those affected employees requiring prescriptive eye protection in the auto repair shop. Affected employees are to see your supervisor, or manager who will schedule an eye exam with an approved eye care provider through the ESSILOR online system to have you fitted and framed should you require prescriptive eye protection.

5. Foot Protection:
  - Leather Work boots/shoes with anti-slip soles.
  - Steel Toe Boots are required in the Warehouse and Repair Shop Areas
6. Hand Protection will be required when exposed, or potentially exposed to:
  - Cuts lacerations, punctures or abrasions.
  - Chemical burns/Handling Batteries/Propane Tank Changes.
  - Skin absorption of harmful substances.
  - Temperature extremes.
7. High Visibility Vests
  - To help reduce the risk of being struck by a car or truck while retrieving carts from the parking lot employees must wear High Visibility Vest.
8. Chaps - When operating a Chainsaw, employee are required to wear protective Chaps, Face Shield, Safety Glasses, **AND** Hearing Protection.

## Proper Rugs and Rug Placement

In an effort to maintain a safe environment for our customers and employees, proper rugs should be placed in the appropriate locations and cleaned on a regular basis to help reduce the Slips, Trips, and Falls on our property..

It is the policy of L & M Fleet Supply to have rugs placed in the areas of our stores where floors can become wet in an effort to reduce Slips, Trips, and Falls. In addition to appropriate rug locations, L & M Fleet Supply will designate the style of rugs that best meets our safety needs for each location.

## Air Hoses

1. Always store hoses safely when not in use. Avoid creating tripping hazards when using or storing hoses.
2. All air nozzles must be equipped with a vent at the tip which reduces the air pressure to 30 PSI at the nozzle.
3. Always use proper personal protective equipment when using air nozzles. Especially safety glasses, safety goggles, and/or a face shield.
4. Never direct a jet of air at a person, or hold the nozzle up to a person's skin. Injecting a person's body with a burst of air through the skin may be fatal.

## Welding and Cutting

1. All compressed gas cylinders must be clearly labeled.
2. All cylinders must be secured in an upright position at all times. Cylinders (empty or full) may never be stored where they are subject to falling or damage (i.e. near doors, staircases, etc.). Cylinders must be stored in their designated location.
3. Proper Personal Protective Equipment must be worn. This includes properly shaded lenses, safety glasses, gloves, sleeves, hearing protection when appropriate, respirator when appropriate, etc.
4. ANSI-approved safety glasses (with side shields) and face shield are required for grinding.
5. All welding equipment must be inspected at the start of each shift. Check electrical connections, hoses, valves, cleanliness, etc.
6. Cylinder valves must be turned off when not in use for long periods.
7. When not in use or connected for use, valve protection caps must be in place.
8. When not in use or connected for use, Oxygen cylinders must be stored at least 20 feet from fuel cylinders. Accumulations of grease or oil must be removed from all cylinders immediately.
9. All welding or cutting must be performed with adequate ventilation.
10. Welding curtains must be in place to prevent arc flash. Curtains should not be placed in a manner which restricts natural ventilation.
11. Contractors performing welding and cutting must follow General Safety Rules and have a current Certificate of Liability Insurance on file with L&M Fleet Supply.

## **Forklifts and Powered Industrial Trucks**

1. All forklifts and other powered industrial trucks may only be operated by trained, certified and authorized employees.
2. A maximum speed limit of 5 miles per hour must be maintained. The driver is required to slow down at corners, cross walks, when traveling with a load, when driving backwards or outdoors, etc.
3. All unattended trucks must have the forks fully lowered, engine off, parking brake set, and wheels chocked if parked on an incline or decline. Forklifts are considered unattended whenever the operator is 25 feet away or not directly in sight of the forklift and the forklift is left running.
4. Forklifts will not be permitted to enter truck trailers until the operator has verified that the trailer's wheels are Double-chocked and that the flooring within the trailer is safe.
5. Seat belts must be worn when provided.
6. All OSHA Regulations pertaining to forklift operations must be observed.
7. The Operator must maintain all parts of his/her body within the Rollover Protection System (ROPS) of the forklift whenever it is in motion.
8. Forklift may never be driven directly at anyone. Possible crushing Hazard.
9. In order to maintain the stability of the forklift and the load:
  - Forklifts may only be operated within their rated capacities and load center limits.
  - Forks must be placed as far into the pallet as possible.
  - Only safely arranged, stable loads will be handled.
  - Only safe pallets will be handled.
  - The load shall always be carried as low as possible.
  - Inclines and declines shall be avoided. When the driver must drive on these surfaces, he/she will slow down, and travel straight up and straight down. On steeper grades, the driver will always travel with the forks uphill.
11. No riders will be permitted on any powered industrial truck, unless specifically permitted by the truck manufacturer.
12. Do not alter the forklift in any way without the manufacturer's written permission.

## Cart Retrieval

Employees working in the Parking Lot to retrieve carts must wear approved highly visible clothing or vest and all required Personal Protective Equipment. Employees must also wear reflective clothing if exposed to vehicular traffic at night.

## Return-To-Work Policy – Employee & Management Roles

If you become ill or injured as a result of a job-related accident, other employees will miss you. Working at a partial capacity will assist your fellow employees in completing the work. Efforts will be made to return you to your previous job as soon as possible.

L&M Fleet Supply will actively seek to return injured employees covered by workers' compensation to productive work as quickly as possible, in cooperation with the employee's physician or health care provider. If an injured employee is not physically capable of returning to full duty, the return-to-work program provides opportunities, when available, for the employee to perform a temporary assignment. To accomplish this, the employee's regular position is modified to accommodate the physical capacities, or the employee will be assigned to a transitional assignment with alternate duties; on a temporary basis.

Our objective is to get the employee back to work in a productive position. It is important that a return to work date be established as soon as possible. To accomplish this, we will use a Return to Work Authorization Form to document work restrictions. In the event of an injury, we ask that you take the Return to Work Authorization Form to the clinic with you, and have the physician complete it before leaving the clinic. If that is not possible, we will provide the Return to Work Authorization Form to the healthcare provider to have them outline specific restrictions and the duration of those restrictions. **This form must be completed prior to allowing an injured employee back to work.**

Once we have the *Return to Work Authorization Form*, L&M Fleet Supply will work with your supervisor to assign you to a transitional position or modified regular position in accordance with the return-to-work program. This modified position may include an alternative pay rate for the transitional position. We require that you do not exceed the restrictions provided by the physician. If anyone asks you to exceed the restrictions, you must decline and inform that person of your restrictions due to the work related injury or illness.

**This return-to-work program shall not be construed as recognition by L&M Fleet Supply, its management, or its employees that any employee who participates in the program has a disability as defined by the Americans with Disabilities Act (ADA) of 1990. If an employee sustains an injury or illness that results in a disability under the ADA, the employee must inform his or her supervisor or a member of management that the disability exists and that a reasonable accommodation is necessary to perform the essential functions of the job.**

Based on Version 7 of L&M Fleet Supply's Safety Manual, issued July, 2014

# Safety Suggestion & Hazard Report

The purpose of this report is to provide all employees with a mechanism to report any concerns they have with health and safety hazards and to make suggestions on how the company can make improvements to specific safety concerns.

- Safety Suggestion
- Defective Equipment
- Safety Question
- Hazard Report

Your name (optional):

Your Supervisor:

Area/Location/Equipment:

Please state the issue:

Your ideas for corrective action:

**Please turn this form into your Supervisor when completed.**

## **Facility Locations**

### **Bemidji, MN**

2740 Paul Bunyan Drive NW  
Bemidji, MN 56601  
Phone: (218) 751-3237

### **Detroit Lakes, MN**

1100 U.S. 59 South  
Detroit Lakes, MN 56501  
Phone: (218) 847-1171

### **Hayward, WI**

10680 State Highway 27/77  
Hayward, WI 54843  
Phone: (715) 934-2300

### **Park Rapids, MN**

1307 1st Street East  
Park Rapids, MN 56470  
Phone: (218) 732-9326

### **Distribution Center & Corporate**

1200 E US Hwy 169  
Grand Rapids, MN 55744  
Phone: (218) 326-9451

### **Cloquet, MN**

620 Hwy 33 S  
Cloquet, MN 55720  
Phone: (218) 879-8723

### **Grand Rapids, MN**

1400 South Pokegama  
Avenue  
Grand Rapids, MN 55744  
Phone: (218) 326-2926

### **Hibbing, MN**

1101 East 37th Street Suite 2  
Hibbing, MN 55746  
Phone: (218) 262-6678

### **Mountain Iron / Virginia, MN**

8497 Enterprise Drive North  
Virginia, MN 55792  
Phone: (218) 749-2340

# HEALTH AND SAFETY

➤ **Tests**

➤ **Orientation**

➤ **Acknowledgements**

## **“Instructions”**

**Employee:** Complete the Learning Exercises on Pages 35 through 37 and then report to your supervisor.

**Supervisor:** Go through completed Learning Exercises with employees. Review Employee Safety Certificate and Safety Orientation on Pages 38 and 40 and both sign accordingly. Fill in the information on Page 41 and have employee sign.

Employee Name: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

## Hazard Communication / Right-To-Know / GHS Learning Exercise

EMPLOYEE NAME:

DATE:

**DIRECTIONS:** Answer each of the following questions “True” or “False” by circling the appropriate letter.

- T F 1. Hazardous materials can be solids, liquids, or gases.
- T F 2. Only covered containers of hazardous materials must be labeled.
- T F 3. GHS Hazard Categories are 1 to 5 with 1 being the worst or most severe.
- T F 4. Respirators, goggles, face-shields, rubber gloves, and steel-toe shoes are examples of Personal Protective Equipment.
- T F 5. Reactive Chemicals are substances that react violently when mixed with other materials.
- T F 6. Hazardous materials can be inhaled, swallowed or absorbed through the skin.
- T F 7. Washing your hands at the end of your shift will provide sufficient protection from hazardous materials.
- T F 8. All employees must be trained.
- T F 9. Hazcom information and Safety Data Sheets must be available to all employees.

**MULTIPLE CHOICE:** Answer the following questions by circling the appropriate letter(s). More than one answer may apply.

10) The Skull and Crossbones Pictogram represents:

- a) The Jolly Roger Flag
- b) Acute Toxicity (Severe)
- c) DANGER
- d) All of the above.



11) The four classes of hazardous chemicals are:

- a) Flammable, reactive, explosive, and toxic.
- b) Flammable, reactive, corrosive and toxic.
- c) Solid, liquid, vapor, and powder.
- d) Solid, liquid, vapor, and gas

## General Safety Learning Exercise

EMPLOYEE NAME:

DATE:

**DIRECTIONS: Answer each of the following questions “True” or “False” by circling the appropriate letter.**

- T F 1. Lock-out of electrical equipment is not required if its only source of energy can be removed by unplugging it.
- T F 2. Threatening a robber, staring, and not obeying commands are actions that can escalate into physical violence towards employees.
- T F 3. The first thing you should do in case of fire is to assess the danger and sound the alarm.
- T F 4. In case of a medical emergency the first thing you should do is call 911.
- T F 5. When lifting, you should keep the load as close to your body as possible and use your legs to help lift while keeping the back as straight as possible.
- T F 6. Gloves should be used whenever handling metal to avoid cuts from sharp edges and burns from hot temperatures.
- T F 7. Safety glasses are mandatory to wear in the Auto Repair Shop area.
- T F 8. Goggles or safety glasses with a face shield are required for grinding.
- T F 9. L&M Fleet Supply has an Emergency Evacuation Plan in case of fire, severe weather, and medical emergency.
- T F 10. Chasing Shoplifters is “Okay” ONLY if the merchandise that is being stolen is worth more than \$100.

**MULTIPLE CHOICE: Answer the following questions by circling the appropriate letter(s). *More than one answer may apply.***

11) Which of the following should you do to prevent slips, trips and falls?

- a) Clean up spills immediately.
- b) Keep walkways clear of obstacles.
- c) Always use an approved ladder, not a makeshift platform.
- d) All of the above.

12) Before using a Forklift you must:

- a) Be trained and certified to operate the machine.
- b) Perform a daily inspection before the start of each shift on the machine.
- c) Neither of the above.
- d) Both of the above.

- 13) Most workplace back injuries occur:
- a) Within the first two hours of a shift.
  - b) Within the last two hours of a shift.
  - c) During the first two months on the job.
  - d) Right after break time.
- 14) Overhead hoist/forklift best practices include:
- a) Lifting the object with the hook directly above the object.
  - b) Never lift an object over another employee.
  - c) Be trained and authorized by L&M Fleet Supply.
  - d) All of the above.
- 15) The best way to avoid accidents involving backing up a vehicle is to:
- a) G.O.A.L. Get Out And Look.
  - b) Avoid situations that require backing up.
  - c) Practice backing up in an empty parking lot.
  - d) All of the above.
- 16) You identify a Shoplifter leaving the store with unpaid product. You **should “NOT”** do which of the following?
- a) Run after and tackle the shoplifter.
  - b) Report the incident to the Store Manager Immediately.
  - c) Let the Police deal with the shoplifter.
  - d) Get a description of the shoplifter to give to the Store Manager and Police
- 17) If an item weighs more than 50 Pounds or is too awkward or bulky to safely lift you should get a Co-Worker to help you lift the item (Team Lift) or use a two-wheel dolly, pallet jack, or forklift to safely move the item.
- a) True
  - b) False

# Employee Safety Certificate

As part of orientation, all new employees are required to sign this Employee Safety Certificate after going over our safety policies and procedures and this certificate with their supervisor as a condition of employment. Their supervisors will be required to acknowledge that they have covered these materials with the employee.

Additionally, Store and Distribution Center Managers will be required to be trained in all OSHA required topics in accordance with our Annual L&M Safety Calendar to effectively provide safety training of our policies and procedures with employees. All Employees will be required to sign acknowledgements of any required OSHA safety training in order to re-certify their understanding by signing off that they received this training.

The following is a list of some of the key items, but is not to be construed as an all-inclusive list.

## GENERAL INFORMATION

- Safety is a responsibility of each employee of L&M Fleet Supply. It is a condition of employment that each employee conducts work in a safe manner.
- Report unsafe acts, conditions, or equipment immediately.
- Follow established work and safety procedures.
- Report all injuries/illnesses immediately to your Supervisor no matter how slight.
- Don't perform unsafe acts --- use common sense as a guide.

## MACHINE SAFETY

- Use all safety guards or equipment --- they are in place for your protection. Never bypass them.
- Service/clean the machine while it is in the "off" position.
- Do not wear loose clothing, long hair, or jewelry while working around machinery.

## HAND TOOLS

- Use the right tool for the job.
- Keep them in good condition and properly stored.

## PROTECTIVE EQUIPMENT

- Use of safety glasses, safety shoes, hearing protection, face shields, gloves, and other safety equipment is mandatory where required.
- Ask manager to supply or replace them.

## HOUSEKEEPING

- Keep your work area clean and orderly.
- Do not store material in aisles or emergency exit aisles.
- Always be on the lookout for your co-workers' Safety.

**MATERIAL HANDLING**

- Lift properly --- ask for assistance when needed. TEAM Lift Concept. Use Common Sense.
- Stack and store materials safely.
- Use powered industrial trucks safely.

**ELECTRICAL SAFETY**

- Do not tamper with or try to service equipment yourself.
- Report exposed electrical wires.

**FIRE SAFETY**

- Observe "No Smoking" signs.
- Handle and store flammable liquids properly.
- Know the location and use of fire extinguishers.

**PERSONAL CONDUCT**

- Horseplay is not allowed.
- No running in company facilities.
- Observe and follow warning and caution signs.

**DISCLAIMER**

This review is designed as a basic safety awareness program for new employees. These employees shall be informed that this review is not to be considered a complete listing of all safety procedures, policies, or rules at L&M Fleet Supply.

Noncompliance of our safety policies and procedures is unacceptable and violations will be dealt with pursuant to L&M Fleet Supply's disciplinary procedures, up to and including dismissal from employment for violations.

I have reviewed with this employee the specific safety precautions of the job and the safety precautions and related policies outlined in the L&M Fleet Supply Safety Operating Policy and Procedures Manual and the Employee Handbook.

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

I have received detailed instruction on my specific job and the safety precautions and policies outlined on this form and the L&M Fleet Supply Employee Handbook.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

## L&M Fleet Supply Employee Safety Orientation Checklist

The immediate supervisor of the employee will fill out this checklist and thoroughly instruct the employee in job safety requirements. Check each item as it is covered. When the checklist is finished, both the supervisor and employee must sign the bottom and file it in the employee's file.

Employee Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Supervisor Giving Orientation: \_\_\_\_\_

Date of Orientation: \_\_\_\_\_

<b>Topics Discussed:</b>	<b>YES</b>	<b>NO</b>
1. Job Description/Responsibilities	_____	_____
2. Written Safety Policies	_____	_____
3. Right-to-Know / HazCom / GHS	_____	_____
4. Injury Reporting Process	_____	_____
5. Return-to-Work	_____	_____
6. Emergency Action Plan	_____	_____
7. Vehicle Safety	_____	_____
8. Forklift	_____	_____
9. Personal Protective Equipment	_____	_____
10. Safety Committee	_____	_____

The above items were discussed with me today and I had the opportunity to ask questions. I understand the company policy and position on these items.

Signed: \_\_\_\_\_

(Employee)

Signed: \_\_\_\_\_

(Supervisor)

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Acknowledgement of Receipt of Health & Safety Handbook

I have received this Employee Health and Safety Handbook and had the sections which apply to my job explained to me. I have had an opportunity to ask questions regarding the material in this handbook, and have had them answered.

I understand that it is my responsibility as an L&M Fleet Supply Employee to perform my work in the safest possible manner.

I understand that the rules outlined in this book are not intended to be comprehensive and additional requirements may apply. I understand that these rules may change over the course of time (with or without notice). I understand that this handbook and the rules it contains do not create a contract, and do not modify L&M Fleet Supply's "Employment at Will" policy.

I agree to fully acquaint myself with the rules and policies contained in the handbook and to comply with them to the best of my ability.

Name (Print)

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Signature

---

Job Position

---

Location

---

Date

---

Reviewed with employee

by:

---

Handbook Version

(See bottom of any page)

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# **L&M Fleet Supply's Business Philosophy Regarding a Safe and Healthy Environment**

**WE BELIEVE that L&M Fleet Supply  
Employees and our customers deserve a  
safe and healthy environment in which to  
conduct our business. For that reason, L&M  
Fleet Supply is committed to providing an  
environment that is free from recognized  
safety and health hazards. Safety policies  
and procedures have been established  
and safety training is required to promote  
this environment.**