



# SAFETY PROGRAM

Updated March 2022

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## Statement of Commitment - 2022

L & M Fleet Supply has always regarded the employee as one of their most important assets. The company will, at all times, and at every level of management, attempt to provide and maintain a safe working environment for all employees.

L & M Fleet Supply has developed and implemented this safety program as part of the health and safety program in an effort to prevent accidents, eliminate work injuries, improve operations, and reduce personal and financial losses.

L & M Fleet Supply will abide by all regulations as they pertain to our "Industry" which is set forth by the Federal, State, and Local Regulations and by recognized "BEST PRACTICES" as dictated by locations and circumstances.

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L&M Supply Senior Management & Co-Owners

## The Lodge

**The Lodge / Records Retention: L&M Safety Training Compliance-** In order our efforts to be OSHA compliant and have a comprehensive safety program for all employees L&M requires all employees to complete specific training courses annually. These safety training courses include all OSHA required training topics (Lock Out/Tag Out, BBP, MN AWAIR, or Return to Work) along with also requiring additional "L&M specific safety training courses" on the L&M Safety Calendar that we feel help reduce workplace injuries (ex: Manual Handling & Lifting SOPS, Shoplifting Safety).

**The Lodge-** A majority of our web-based safety and compliance training is delivered through the L&M Supply learning management system *The Lodge*. This online portal gives every employee of L&M Supply an individual login to a multitude of learning modules/courses/activities. Completion of most safety records are automatically generated and stored within the system for retrieval by an LMS administrator to verify completion of these safety classes from a compliance standpoint.

**Filing & Retention-** All L&M locations must ensure all employees completed all required safety training and have these files/records of each specific safety training completion should OSHA have an inspection. The store manager is responsible along with the safety director for sending all records of safety training and completion (forklift training, electric pallet jack certification, monthly training completion) to the LP & Safety Director and the LP/Safety Administrative Assistant to help track compliance. All stores should also have a physical file by year or an electronic file (scanned copy) of any safety training for a period of 3 years. It is also a best practice for all L&M locations to have a physical file by year of all training completed within a given year.

## AWAIR Program

### Annual Goals & Objectives for 2022

L & M Fleet Supply will conduct and document a review of the Safety Program at least annually, and document how objectives set forth in the program are met. This checklist serves as a way to track our safety objectives for this year and document the accomplishments:

In addition to the overall safety objectives covered in our Safety Policy we have set the following safety goals for the current year:

☐ Conduct at least one employee meeting to train on our updated Safety Program.

☐ Make copies

☐ Schedule meetings

*Notes:*

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☐ Complete Monthly Store Safety Walkthroughs or Scored Assessments

☐ Assign store safety walkthroughs to safety committee members or store managers

☐ Review hazards in management meeting and safety committee meeting

*Notes:*

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☐ Conduct regularly scheduled Safety Committee meetings

☐ Review all accidents and incidents for root cause

☐ Review walkthrough safety inspection reports

☐ Review action items to improve safety in the workplace.

*Notes:*

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- ☐ Have Insurance Agency conduct Loss Control Inspections at the higher Risk Stores and the Distribution Center.
- ☐ Review the Inspection Reports with the Executive Team and the Store Managers.
- ☐ Work at addressing the noted items and recommendations.

*Notes:*

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## Responsibilities & Duties

To assure the success of our Safety Program and to promote safety, all employees of L & M Fleet Supply play a critical role and are expected to accept responsibility for implementing this program. Following are basic responsibilities that are to be performed:

### Management Responsibilities

L & M Fleet Supply's Management Team is committed to maintaining a safe environment for all employees. Their responsibilities include:

- ◆ Identify and evaluate workplace hazards by conducting safety audits and establishing methods and procedures for correcting unsafe work practices.
- ◆ Review accidents with supervisors and perform investigations, submit injury report, maintain OSHA records in a timely manner.
- ◆ Ensure that employees receive proper training in general and specific safety and health practices either by mailings or on site educational visits.
- ◆ 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.
- ◆ Maintain current knowledge of published safety regulations and advise company supervision of compliance of conditions requiring attention.
- ◆ If needed or required, revise the existing safety procedures, rules and regulations and submit proposed changes for approval.
- ◆ Provide leadership and direction and apply discipline when needed.
- ◆ Make a complete copy of the AWAIR program available so that employees may review it at any time.
- ◆ Facilitate the Return to Work Program.

## Supervisor's 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:

- ◆ Enforcing all aspects of the Safety Program and established company safety rules.
- ◆ Maintains on site records as **required** by this program.
- ◆ Determines that adequate and suitable safety equipment and personal protective equipment is provided as necessary.
- ◆ 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.
- ◆ Inspects work areas to detect hazards, takes necessary corrective action.
- ◆ 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.

## Employee Responsibilities

L & M Fleet Supply expects and requires all employees to follow the requirements set forth in this program by becoming familiar with and complying with company safety rules and working in a way which maintains the high safety standards developed by this company.

- ◆ Report all accidents and work related injuries to your Manager or Supervisor immediately!
- ◆ Employees are accountable for their safety and the safety of fellow employees
- ◆ Employees have been instructed to question any procedure they believe is not safe, immediately report any accident, injury, property damage and assist in making each job as safe as possible.
- ◆ When needed, employees will be provided with additional training and information, and retraining to maintain their knowledge.
- ◆ Employees must use all personal protective equipment required for their job.

## Safety Coordinator

- ◆ The Safety Coordinator will serve as the chairperson on the L&M Safety Committee.
- ◆ The Safety Coordinator will serve as the lead person for any safety and health issue.
- ◆ The Safety Coordinator will develop, maintain, and update all Safety and Health Programs to ensure compliance with OSHA rules and regulations.

- ◆ The Safety Coordinator will provide, conduct, and coordinate all safety training required by OSHA regulations and identified by management.
- ◆ The Safety Coordinator will establish and maintain a record keeping system.
- ◆ The Safety Coordinator will direct all accident investigations.
- ◆ The Safety Coordinator, in cooperation with management, will investigate and resolve all OSHA citations.
- ◆ The Safety Coordinator will recommend safety improvements to the facility, any equipment and any personal protective equipment needed to management for review.
- ◆ The Safety Coordinator will report injuries to OSHA when required in the appropriate amount of time.

## Safety Committee

- ◆ The safety committee will conduct monthly safety inspections of L&M facilities.
- ◆ The Safety Committee will meet on a monthly basis to discuss any findings found during the safety inspections, discuss any safety concerns brought up by the employees, review accident reports and address any safety hazards.

## Hazard Assessment

The methods L & M Fleet Supply use to identify, analyze, and control new or existing hazards, conditions, and operations are as follows:

- ◆ Employees are expected to look over their work areas prior to starting tasks to identify any unsafe conditions. These assessments are intended to identify any special safety equipment requirements, hazardous conditions, and other unique conditions. Any needs should be immediately reported to your supervisor so action can be taken.
- ◆ If you become aware of an unsafe condition, or have an idea to make a process safer, management must be informed in order to take corrective action. To document safety suggestions, we are providing *Employee Safety Suggestion Forms* on the bulletin board in the lunchroom. Complete the top section of the form and turn it in to your supervisor, the safety director or member of management. Management will review the suggestion, and will report back to you the plan of action. If you want to report items anonymously, you do not need to sign your name.
- ◆ Periodically, employees will be selected to complete an inspection of the workplace. The inspection will be documented using the *Workplace Inspection Form*. The safety coordinator and management will review the results of the inspection and work with the Store Managers to implement corrective procedures.



- ◆ Before any equipment, material or process is either purchased or implemented, a Job Hazard Analysis Form should be conducted to evaluate any safety and/or health hazards possible to the workers. The analysis will identify any potential hazards and recommend any necessary safeguards or procedures to prevent any injuries. Management and The Safety Coordinator will institute engineering and mechanical safeguards recommended by the Job Hazard Analysis.
- ◆ A Near Miss is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so. Only a fortunate break in the chain of events prevented an injury, fatality or damage. A faulty process or management system invariably is the root cause for the increased risk that leads to the near miss and should be the focus of improvement. Other familiar terms for these events are a “close call”, a “narrow escape”, or in the case of a moving objects, “near collision” or “near hit”. If an employee becomes aware of a near miss, management must be informed in order to take corrective action. To document near misses, we are providing the Near Miss Report through Human Resources. Employees can complete the form and turn it in to the Safety Coordinator or Management. Management or a member of the safety committee will review the form and report back to the plan of action.

## Hazard Correction

Unsafe or unhealthy work conditions, practices or procedures at our facilities will be corrected in a timely manner based on the severity of the hazards, and according to the following procedures:

- ◆ When observed or discovered; and
- ◆ When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, we will remove all exposed workers from the area except those necessary to correct the existing condition. Workers necessary to correct the hazardous condition shall be provided with the necessary protection

## Communication

L & M Fleet Supply will work to make sure all employees understand the importance of safety and accident prevention. We believe that all employees need to know about on-going safety information and our safety success. Following are some of the ways this will be communicated:

- ◆ This safety policy and the OSHA safety poster will be posted at each jobsite in an area accessible to all jobsite workers.
- ◆ We maintain an “open-door” policy for any safety concerns. Do not hesitate to bring up any concerns to your supervisor or member of management.
- ◆ New employees complete an orientation to receive training on this Safety Program, company rules and procedures, and equipment training.
- ◆ L & M Fleet Supply will periodically distribute safety bulletins, memos, and other written materials.
- ◆ Affected employees will receive specific training on equipment and applicable OSHA standards.

[illegible]


### ***Program Review***

This AWAIR Program will be reviewed annually to determine if the goals and objectives have been achieved for the previous year and to determine if the organization is moving towards a safer and healthier workplace for all employees. The program will also be reviewed for effectiveness on an annual basis.

## Accident Investigation

Following an accident or other loss, it is important to complete a thorough investigation. An investigation should determine the direct cause as well as all underlying (or root) causes of the accident. When all causes are identified, corrective action can be effectively implemented. We will investigate accident and other losses in order to provide a safe work environment for our employees.

### Auto

#### Driver:

In the event of an auto accident, DO NOT admit fault or blame.

- ◆ Check all those involved to determine injuries.
- ◆ Call 911 immediately.
- ◆ Carefully examine damage to all vehicles involved.
- ◆ Discuss the accident with the police only.
- ◆ Obtain a police report at the scene if possible. If not, find out when and where to obtain one.
- ◆ Report the claim immediately to your supervisor.
- ◆ Complete a *Vehicle Accident Review* form. The accident form will collect information such as:
  - Name of other driver(s)
  - Address
  - Phone number
  - Make of vehicles
  - Vehicle License Plate Number
  - Driver's License Number
  - Names of other passengers and witnesses.
  - Information regarding conditions surrounding the accident

*Vehicle Accident Review* forms will be kept in each vehicle.

The driver of the vehicle will complete "Section A" of the form to provide detailed information on the accident and forward the completed form to the General Manager.

#### Store or DC Manager:

The Store Manager, or a member of management, will complete "Part B" of the *Vehicle Accident Review* form.

- ◆ The Store Manager or DC Manager will meet with the employee to review results of the investigation.



- ◆ The Store or DC Manager will sign the *Vehicle Accident Review* form and send a copy to the Director of LP & Safety or member of Senior Management within 24 hours of the accident.
- ◆ Director of LP & Safety will provide a copy of the form to the safety committee for their review.

### **Safety Committee**

The Safety Committee will review the results of the investigation at the next safety committee meeting. The committee will determine whether the accident was preventable or non-preventable. The committee will also suggest follow-up action.

### **Enforcement and Accountability**

Every employee is responsible for playing a part in our safety program. Even one person with a careless attitude can have an enormous impact on accidents and injuries.

As an employee of L & M Fleet Supply your primary responsibility is to perform your job in an efficient and productive manner. You are expected to meet reasonable standards of work performance and personal conduct, including obeying company rules, adhering to safe working practices, cooperating with management and fellow employees.

Not obeying company rules, adhering to safe working practices or cooperating with management and fellow employees are examples of offenses that may result in disciplinary action. Disciplinary action may include verbal or written warnings, suspension, or termination of employment.

### **Recordkeeping**

- ◆ We will maintain records of scheduled and periodic inspections to identify unsafe conditions and work practices, including the names of the person(s) conducting the inspection, the unsafe conditions and the work practices that have been identified, as well as the action(s) taken to correct the identified unsafe conditions and work practices. These records are maintained for at least one (1) year.
- ◆ We will maintain documentation of our safety and health training for each employee, including their name, training date(s), types of training and the name(s) of our training provider(s).
- ◆ We will maintain First Report of Injury Forms, Proof of Receipt for Worker's Compensation Documents form, OSHA 300 Logs, and OSHA 300 Summaries as required.

### **1st reports of Injury, OSHA 300A, & 300 Forms, along with 301 Forms**

All locations must complete and communicate all 1<sup>st</sup> Reports of Injury immediately to the LP & Safety Director when workplace injuries occur. This includes "incident only" or "Near Misses" where we actually



did not have injury where lost time or medical referral where a doctor's care was needed. All 1<sup>st</sup> reports and WC injuries along with all paperwork must be immediately communicated to the Director of LP/Safety. All stores are required to maintain, record, and update all 1<sup>st</sup> reports, and injury claims in a folder in the store manager's office and updated any restrictions, RTW, or lost time hours for payroll for each employee

#### **OSHA 300 & 301A-**

These forms must be displayed for the current year from February 1<sup>st</sup> until April 15<sup>th</sup> to make all employees aware of injuries in the workplace within a calendar year. Store manager and/or safety director are responsible for completion of the OSHA 301 form for any claim defined as "OSHA recordable."

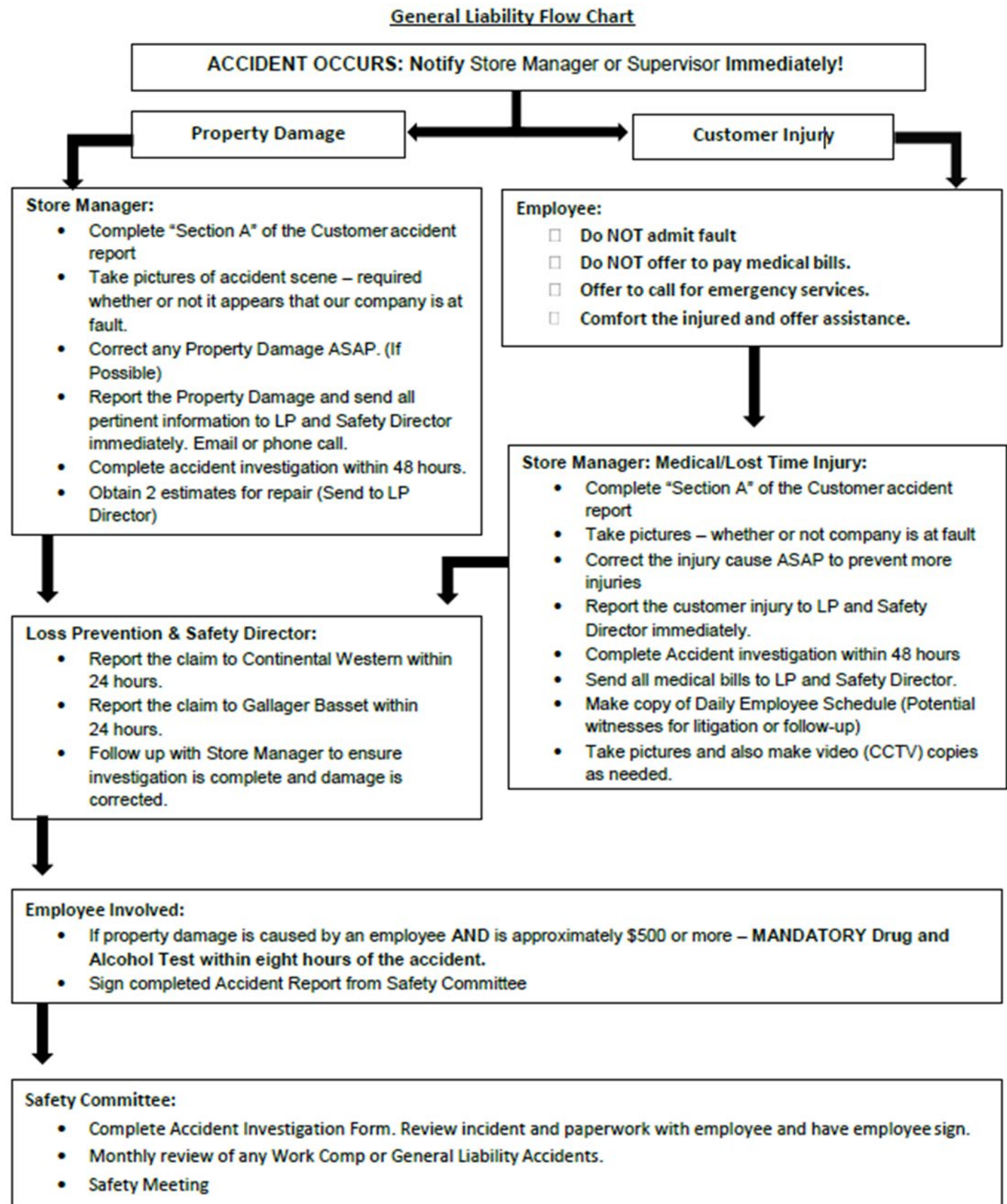
#### **Audits-**

On a monthly basis the safety director and committee are required to review the current year's OSHA log for the current year and ensure all paperwork is updated and filed for any employee workplace injuries and to ensure that all 1<sup>st</sup> Reports of Injury have been reported to the Director LP & Safety on a timely basis.

#### **Training**

MN AWAIR training will be conducted annually with training via The Lodge. Completion of training is also tracked through The Lodge as employees complete the required training.

## General Liability Flow Chart





## General Liability Checklist (Customer Injury)

**Injury Occurs** – Customer notifies L & M an injury occurred on L & M premises.

### Notify Management immediately

- ☐ Do **NOT** admit fault
- ☐ Do **NOT** offer to pay medical bills.
- ☐ Offer to call for emergency services.
- ☐ Comfort the injured and offer assistance.

### Store Manager

- ☐ Complete “Section A” of the Customer accident report
- ☐ Take pictures – whether or not company is at fault
- ☐ Correct the injury cause ASAP to prevent more injuries
- ☐ Report the customer injury to LP and Safety Director immediately.
- ☐ Complete Accident investigation within 48 hours
- ☐ Send all medical bills to LP and Safety Director.
- ☐ Make copy of Daily Employee Schedule (Potential witnesses for litigation or follow-up)
- ☐ Take pictures and also make video (CCTV) copies as needed.

### LP & Safety Director

- ☐ Report the claim to Continental Western within 24 hours.
- ☐ Report the claim to Moody Insurance Agency within 24 hours.
- ☐ Follow up with Store Manager to ensure investigation is complete and cause is corrected.





## Customer Incident Report (Injury)

Note: The first employee on the scene must complete a Witness Report

### Section A: (To Be Completed By the Manager on Duty)

Customer Claiming Loss: \_\_\_\_\_

Home/Cell Phone: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name of Companion (if any): \_\_\_\_\_

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

Manager: \_\_\_\_\_

Date of Accident: \_\_\_\_\_ Exact Time of Accident \_\_\_\_\_ am \_\_\_\_\_ pm

#### Customer Witness Information

**Witness #1:** \_\_\_\_\_ **Witness #2:** \_\_\_\_\_

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

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

#### Employee Witnesses (all witnesses must complete a Witness Report)

Name/Phone: \_\_\_\_\_ Name/ Phone: \_\_\_\_\_

**Exact Location of Accident:** \_\_\_\_\_

**Type of Incident:** Bodily Injury

**Name of Doctor/Hospital:** \_\_\_\_\_

**Description of the Accident:** Provide a complete description, extent of Incident, resulting injury claim.

**Who Informed the Manager?** \_\_\_\_\_

#### Weather

Fall Occurred	Light Conditions	Conditions	Surface Condition
Indoors	Daylight	Clear	Dry
Outdoors	Dawn	Foggy	Wet (from spill)
	Dusk	Cloudy	Wet (from weather)
	Dark (lighted)	Rain	Snow Covered
	Dark (not lighted)	Snow	Ice Covered
	Other:	Sleet	

**Evidence:**

Pictures of Site (attach) : ☐ Yes ☐ No

**Describe the physical characteristics of the accident scene:**

**Any other factors that could contribute to the loss:** ☐ Yes ☐ No

**Planned Follow-Up Action:**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## General Liability Checklist (Property Damage)

**Accident Occurs** – Employees to notify Store Manager/Supervisor **Immediately**.

### Store Management

- ☐ Complete “Section A” of the Customer accident report
- ☐ Take pictures of accident scene – required whether or not it appears that our company is at fault.
- ☐ Correct any Property Damage ASAP. (If Possible)
- ☐ Report the Property Damage and send all pertinent information to LP and Safety Director immediately. Email or phone call.
- ☐ Complete accident investigation within 48 hours.
- ☐ Obtain 2 estimates for repair (Send to LP Director)
- ☐ Make copy of Daily Employee Schedule (Potential witnesses for litigation or follow-up)

### Safety Committee

- ☐ Complete Accident Investigation Form. Review incident and paperwork with employee and have employee sign.
- ☐ Monthly review of any Work Comp or General Liability Accidents.
- ☐ Safety Meeting

### Employee

- ☐ If property damage is caused by an employee **AND** is approximately \$500 or more MANDATORY Drug and Alcohol Test within eight hours of the accident.
- ☐ Sign completed Accident Report from Safety Committee.

### LP & Safety Director

- ☐ Report the claim to continental Western within 24 hours.
- ☐ Report the claim to Moody Insurance Agency within 24 hours.
- ☐ Follow up with Store Manager to ensure investigation is complete and cause is corrected.



## Customer Incident Report (Property Damage)

Note: The first employee on the scene must complete a Witness Report

### Section A: (To Be Completed By the Manager on Duty)

Customer Claiming Loss: \_\_\_\_\_

Home/Cell Phone: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name of Companion (if any): \_\_\_\_\_

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

Manager: \_\_\_\_\_

Date of Accident: \_\_\_\_\_

\_\_\_\_\_ Exact Time of Accident \_\_\_\_\_ am \_\_\_\_\_ pm

### Customer Witness Information

Witness #1:

Witness #2

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

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_

### Employee Witnesses (all witnesses must complete a Witness Report)

Name/Phone: \_\_\_\_\_ Name/ Phone: \_\_\_\_\_

Exact Location of Accident:

Type of Incident: Property Damage

Name of Doctor/Hospital:

Description of the Accident: Provide a complete description, extent of Incident, resulting injury claim.

Who Informed the Manager? \_\_\_\_\_

### Weather

Fall Occurred	Light Conditions	Conditions	Surface Condition
Indoors	Daylight	Clear	Dry
Outdoors	Dawn	Foggy	Wet (from spill)
	Dusk	Cloudy	Wet (from weather)
	Dark (lighted)	Rain	Snow Covered
	Dark (not lighted)	Snow	Ice Covered
	Other:	Sleet	



**Evidence:**

Pictures of Site (attach): ☐ Yes ☐ No

**Describe the physical characteristics of the accident scene:**

**Any other factors that could contribute to the loss:**

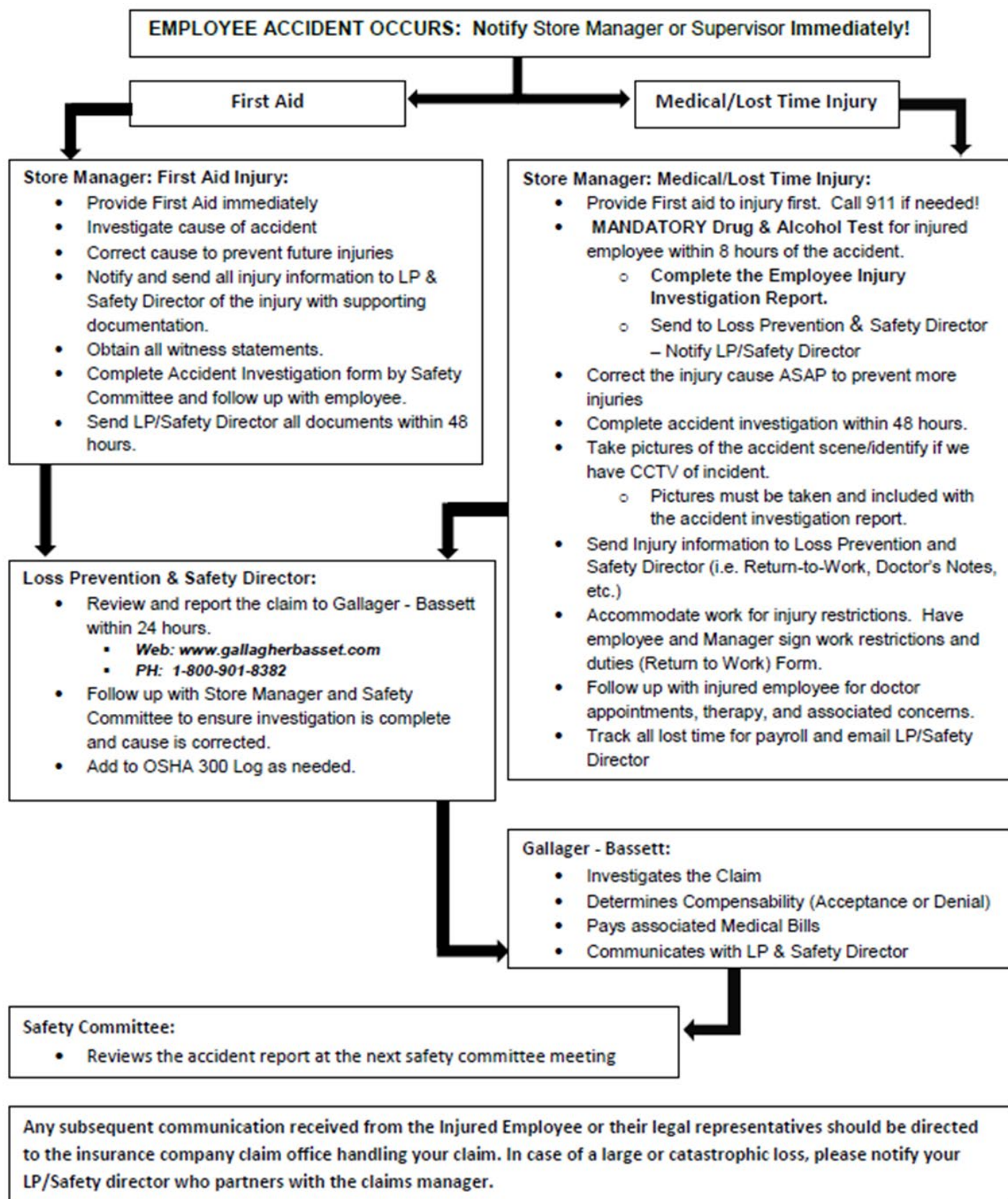
☐ Yes ☐ No

**Planned Follow-Up Action:**

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Workers' Compensation Injury Checklist

## Work Comp Flow Chart

### Workers Compensation Injury Flow Chart



## Work Comp Injury Checklist

**Accident Occurs** – Employees to Store Manager/Supervisor **Immediately**.

### Store Manager: First Aid Injury

- ☐ Provide First Aid immediately.
- ☐ Investigate cause (Why did it happen?)
- ☐ Correct cause to prevent future injuries (Unattended Ladder?)
- ☐ Notify and send all injury information to LP & Safety Director of the injury with supporting documentation. (Pictures, Videos, etc.)
- ☐ Obtain all witness statements. (Written Statement) –Send to Safety Director
- ☐ Complete Accident Investigation by Safety Committee and follow up with employee.
- ☐ Send LP/Safety Director all documents within 48 hours.

### Store Manager: Medical/Lost Time Injury

- ☐ Provide First aid to injury first. Call 911 if needed.
- ☐ **MANDATORY Drug & Alcohol Test** for injured employee with 8 hours of accident.
  - **Complete the Employee Injury Investigation Report.**
  - Send to Loss Prevention & Safety Director – Notify LP/Safety Director
- ☐ Correct the injury cause ASAP to prevent more injuries (If possible)
- ☐ Complete investigation within 48 hours.
- ☐ Take pictures of the accident scene/identify if we have CCTV of incident.
  - Pictures must be taken and included with the accident investigation report.
- ☐ Send Injury information to Loss Prevention and Safety Director (i.e. Return-to-Work, Doctor's Notes, etc.)
- ☐ Accommodate work for injury restrictions. Have employee and Manager sign work restrictions and duties (Return to Work) Form.
- ☐ Follow up with injured employee for doctor appointments, therapy, and associated concerns.
- ☐ Track all lost time for payroll and email LP/Safety Director weekly with payroll.

### Loss Prevention & Safety Director

- ☐ Review and report the claim to United Heartland within 24 hours.
- ☐ Follow up with Store Manager and Safety Committee to ensure investigation is complete and cause is corrected.
- ☐ Add to OSHA 300 Log as needed.



## Employee Injury Investigation Report

Name of Employee \_\_\_\_\_ Department \_\_\_\_\_

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

Years of Experience \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Witnesses \_\_\_\_\_

Sent to Doctor \_\_\_\_\_ Given First Aid \_\_\_\_\_ Refused \_\_\_\_\_

### Section 1: To Be Completed By Key Holder or Safety Committee

1. What was the employee doing when injured? \_\_\_\_\_

\_\_\_\_\_

2. How did accident occur? (Describe fully; include actions leading to the accident)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Part of body affected \_\_\_\_\_

4. Name of object or substance which directly injured employee \_\_\_\_\_

\_\_\_\_\_

5. Are conditions similar for other incidents to occur: \_\_\_\_\_

6. Anything out of the ordinary that contributed to the incident: \_\_\_\_\_

\_\_\_\_\_

7. Accident Subject to Drug & Alcohol Test: Yes / No Results Received: Yes / No

8. Comment based on review with the employee: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. What procedures can be implemented or modified to prevent similar incidents \_\_\_\_\_





\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_ Signature of Supervisor \_\_\_\_\_

## EMPLOYEE INJURY INVESTIGATION REPORT

### Section 2: To Be Completed by Safety Committee

Why was the unsafe act committed? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why did the unsafe condition exist? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**FOLLOW-UP ACTION** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Committee Member \_\_\_\_\_ Date \_\_\_\_\_

### Helpful tips for completing an Accident Investigation

- ◆ The accident description must include the action word or phrase such as struck by or struck against, caught between, falls, and others. For example: "employee was walking to his tool box, tripped over a plank on the floor and fell"
- ◆ Accident causes are unsafe acts by people, and unsafe physical conditions that exist. Acts of God, such as lightning or earthquake, cause very few workplace accidents and are not a major concern to the workplace investigator. However, these acts should still be investigated to determine if the effects could have been minimized or eliminated.
- ◆ Unsafe acts of people cause most work accidents. Examples of unsafe acts include removing guards from machines, using defective equipment, lifting incorrectly, lifting too heavy a load, horseplay, etc.
- ◆ Unsafe conditions usually cause fewer workplace accidents than unsafe acts, but unsafe conditions tend to cause accidents that result in more severe injuries. Examples of unsafe conditions include unguarded machine, slippery floor, insufficient lighting, insufficient ventilation, etc.
- ◆ The investigator may find more than one cause. If so, sort out and identify the one or several that would be the most important contributing cause and then determine the reason behind the existence (root cause). The root cause is not the unguarded machine, but would be the reason for the guard being off in the first place. Finding the root cause of the accident is the most important, and sometimes, most difficult aspect of the investigation.
- ◆ The immediate corrective action of the unsafe condition is to fix it (guard the machine, install the guardrail, etc.). Once the condition is corrected, the root cause must be addressed to ensure the condition does not recur.
- ◆ For people who lack knowledge or skill, the immediate corrective action is instruction and training. Once the training is provided, establishment of a training program will help ensure future employees also receive training.
- ◆ Take pictures of the accident scene as soon as possible. As time goes on the accident scene can be changes, and evidence can be lost or forgotten. Pictures help to preserve the scene and therefore help to drive the investigation to the proper root cause.

**L&M FLEET SUPPLY**  
1200 East Hwy 169 PO  
BOX 280. Grand Rapids,  
MN. 55744  
# 218-326-9451 

## Announcement of a New Nurse Triage Program **Priority Care 365**



At **L&M FLEET SUPPLY** we actively care and have a passion for our people and their safety. Nothing comes before the safety of our employees and the public. We seek to avoid injuries through our commitment to safety. In the unfortunate event that an employee becomes injured while on the job, we want to ensure that timely and quality care is provided. As part of our commitment to a safe working environment we are offering a new service effective **April 1, 2021**.

Employees will have access to a single 800 number where calls are directed to the PC365 nurse 24 hours a day, 7 days a week and 365 days a year. For situations that are not life, limb, or eyesight threatening and where treatment has not already been sought, the nurse completes an initial assessment of the illness or injury and recommends a plan of action.

### Priority Care 365 (PC365)

The convenience of a nurse triage program is beneficial for workplace injuries when:

- An illness or injury that occurs outside of normal business hours
- An employee does not want to miss work
- When it is difficult to get a timely appointment with a doctor
- An injury or illness is not life threatening and you are unsure of how to proceed (e.g. does the injured employee need to go to a clinic? If so, within what time range? Or can self-care be done?)

### How Does PC365 Help?

PC365 provides a tightly integrated early intervention and medical service model:

- Direct access to a registered nurse (RN) 24 hours a day, 7 days a week, 365 days a year
- Confident, capable RNs who help the caller receive the right treatment at the right time, in the right setting (which may be simple first aid)
- Bilingual (Spanish/English) nurses can assist callers in their primary language
- Language line interpreters are available for all other language needs
- National relay center for the hearing impaired is available
- The use of nationally approved and standardized Dr. David Thompson Adult Medical Triage Guidelines to ensure that the appropriate recommendations are given by the nurse
- Health Information resources and guidelines that are peer-reviewed and government-approved
- Information collected from the assessment helps start the First Report of Injury

L&M FLEET SUPPLY

Logo

## Priority Care 365 Quick Reference Guide

**L&M FLEET SUPPLY**



### INFORMATION

#### AT THE POINT OF INJURY CALL:

**1-877-285-4892**

TO SPEAK WITH A NURSE 24  
HOURS PER DAY/365 DAYS PER  
YEAR

### INSTRUCTIONS

If an employee has sustained a work related injury that is not life, limb or eyesight threatening call Priority Care 365 service at the point of injury to speak with a nurse.

**1-877-285-4892**

#### INSTRUCTIONS FOR L&M FLEET MANAGERS WITH EMPLOYEE

#### REGARDING PROCESS WITH THE NURSE:

- Provide a secure area for the employee to speak with the nurse. Manager should locate the PC365 card with your specific location # for nurse.
- Inform the nurse of any language needs. Bilingual nurses are available for Spanish and English. An interpreter can be provided for other language needs.
- The nurse will start the call with questions to rule out an emergent situation. If the nurse does assess that this is a life threatening situation they will inform the manager to call 911.
- The nurse will complete an assessment with the injured employee and derive at a medical care or self-care disposition.
- If medical care, the nurse transfers the employee to a care coordinator to provide the provider referral and Medical Awareness Card if applicable.
- The nurse will ask the employee to place the manager back on the phone. The nurse will communicate the instructions that were given to the employee. **The manager should provide additional information to the nurse during this recap (location codes, provider confirmation, etc.).**

#### AFTER THE EMPLOYEE SPEAKS WITH THE NURSE: REMEMBER THE MEMBER CODE FOR YOUR L&M LOCATION WILL BE GIVEN ON THE CARD AND IN EXCEL SPREADSHEET

#### Once the employee has completed their call:

- The manager will receive an e-mail with the Point of Injury report from the nurse.
- If the employee is going to be seen by a provider/ER, the manager will receive the MAC (Medical Awareness Card) via email or fax. The manager is to provide the MAC to the employee before sending them for medical care. The manager should instruct the employee to provide the MAC to the provider and ask the provider to make a copy of the MAC so the employee can retain their version.
- If the employee has a self-care disposition that changes to medical care the Client must notify their GB handling branch they spoke to a nurse and provide the IMA# so a claim can be setup.

#### TO GET A PRESCRIPTION FILLED: REMEMBER YOUR MEMBER LOCATION NUMBER WILL BE NEEDED ALSO

If an employee needs to go for medical care, the employee will receive the MAC which contains information regarding Firstscript and First Fill. Instruct the employee to provide the MAC to the Pharmacist. The nurse can provide information on National Chains or the manager or employee can go to <http://firstscript.com> or 866-445-7344.





## PC365 NURSE TRIAGE

### Objectives

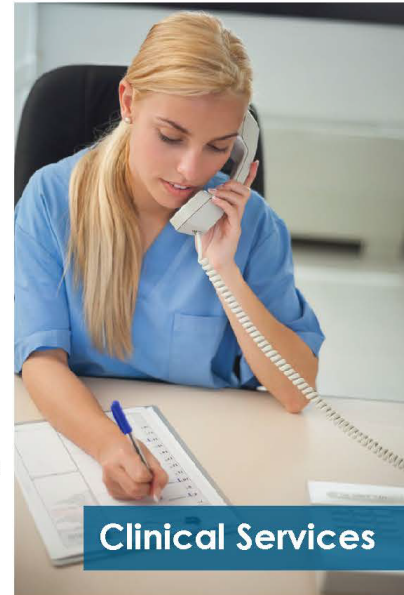
- Prevent incidents from becoming claims
- Appropriate care delivery venue management
- Early Decision Support Tools for Resolution Managers (Identification of Co-Morbid Conditions & Psychosocial indicators)

### Features

- Complete integration with Risx-Facs
- 24 hr. follow-up by a Nurse for medical dispositions
- Audio Wav-File accessible by Claims Team

### Benefits

- Fewer claims
- Reduces ER & ambulance utilization
- Improved network penetration
- Improved claims outcomes



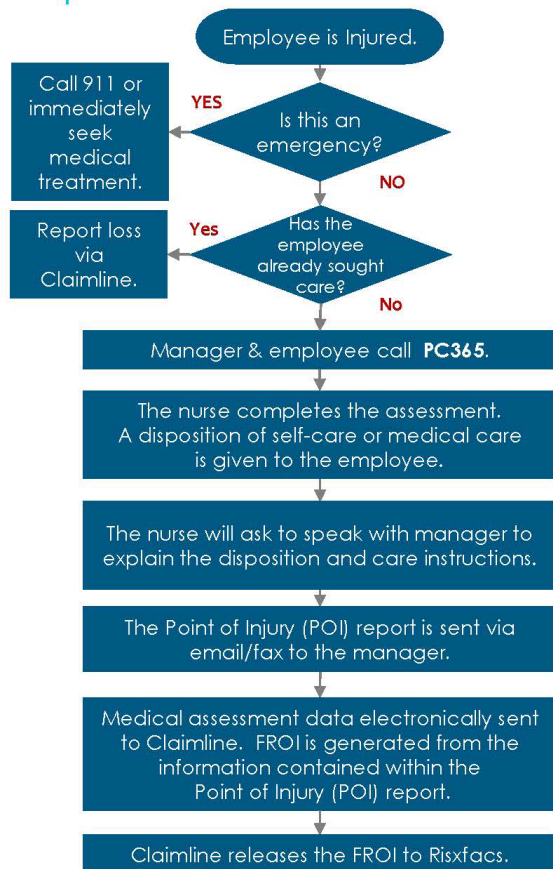
### Clinical Services

For non-emergency situations, the nurse speaks directly with the injured worker to obtain injury information and recommends an appropriate treatment plan.

## PC365 NURSE PROCESS

- Evaluates for emergency situations
- Determines if a language service or a Spanish speaking nurse is needed
- Obtains past medical history, current medications, allergies– **WILL ALSO ASK FOR LOCATION MEMBER # FOR YOUR L&M LOCATION. THIS WILL BE ON YOUR WALLET CARDS AND POSTERS & EXCEL FILE**
- Assesses injury using medical treatment guidelines
- Sends the POI electronically to US HealthWorks or Concentra Medical Center if care is directed to their locations
- Will offer the employee Telemedicine for certain injuries
  - To use Telemedicine the employee must give consent and have access to a private space and a smart phone, tablet or PC with a camera
- Provides self-care instructions when a self-care disposition is given and will attempt to follow up with employee within 24 to 48 hours of the initial assessment
- Sends the "MAC" Medical Awareness Card via email or fax to the manager or employee, or the provider and pharmacy information can be texted to the employee (with employee consent)
  - The MAC provides an employee provider and pharmacy information
- The audio wav file is tied to Risx-Facs for all disposition types
  - The WAV file is taken with employee consent and is a short clip of the employee describing their injury
- Automatic employee enrollment in First Script on all medical dispositions

## PC365 WORKFLOW



- An employee sustains a work place injury and contacts manager.
- If the injury is **not** an emergency, the employee has not already sought care, and the employee is available to speak with the nurse, the manager and employee call toll-free to speak with a nurse.
- The manager will initiate the call to the Nurse and provide the employee's information.
- The nurse will speak with the employee, complete the assessment and arrive at a medical care or self-care disposition.
- The nurse will ask to speak with manager again to provide the disposition of care and conclude the call.
  - If medical care disposition is given the MAC will be generated and sent to the manager or employee.
  - If a medical disposition is given and the employee meets certain criteria Telemedicine will be offered as an available clinic.
- The Point of Injury (POI) report is sent to manager via email/fax.
- The medical assessment data is electronically sent to Claimline to create a First Report of Injury (FROI). A FROI is generated from the data obtained during the triage call. The FROI will only contain the data that was taken by the nurse.
- Claimline submits completed FROI to Risxfacs.

### NOTES

- **If a self-care disposition changes to medical care the client must advise their GB handling branch** they spoke to a triage nurse and provide the IMA# (located on the POI) for a loss to be converted to a claim and setup in Risxfacs.

Confidential & Proprietary

\* Should claimant be disconnected or unable to reach the Nurse Triage Group, they should seek appropriate medical treatment.

## TELEMED HELPFUL HINTS

- Employee will need access to a private space, and a smart Phone, tablet or PC enabled with a camera and have access to email or text messaging.
- Employee will be required to show a government issued ID
- If the injury requires any follow-up care, the employee will be provided a Medical Awareness Card identifying in-network providers and pharmacy information.



## **L&M FLEET SUPPLY- PC 365 MANAGER CHECKLIST**

- **INJURY OCCURS-** employee is on the fence on whether to treat @home or go to the doctor. These are all NON- EMERGENCY situations. If a serious injury required doctor's care- recommend they go to the emergency room ASAP follow normal WC flow chart, drug test, etc.
- **PC 365 CHECKLIST-** this is a tool to help managers and employees on process
- **KEY HOLDER TAKES 1<sup>ST</sup> REPORT OF INJURY- NOTES, PICUTRES, STATEMENTS AS TO WHAT HAPPENED, WHERE INJURED, SEVERITY, ETC.**
- **OFFICE/PRIVATE MEETING WITH EMPLOYEE- REVIEW OPTIONS-** employee decides they want to call PC-365 hotline- talk to qualified nurse. *Manager remains present in the room during the call and takes notes also.* **Member location code**
- **Recommendation-** if Nurse Triage recommends medical care-- employee agrees then follow normal WC protocol and drug testing
- **Recommendation-** medical not recommended but employee decides to treat with doctor this is ok. This is noted on the call log with Nurse Triage. Claim generated in GB website as a claimed injury
- **Recommendation-** Recommendation us to treat injury/employee disagrees and wants to go home- this is also noted in GB Call Logs
- **MANAGERS MUST ENTER INCIDENT IN HR ACTIONS ASAP.**

# MEDICAL AWARENESS CARD (MAC)

Medical Awareness Card (MAC)			
<b>Client Logo</b>	<b>THIS CARD DOES NOT CERTIFY COMPENSABILITY OR GUARANTEE PAYMENT</b>		
<b>Employee Information</b>	<b>Provider Information</b>		
<b>Patient Name:</b> John Smith <b>Employer:</b> ABC Company <b>Location:</b> Store #1234 1234 Client St. ABC City, MA 12345  <b>Date of Accident:</b> 02/10/2015 <b>IMA Number:</b> 1234567890 <b>Injury Type:</b> Sprain <b>Body Part:</b> Ankle  <b>EMPLOYEE:</b> This document shall act as your Identification Card for your worker's compensation insurance coverage. It is important to present this document upon arrival to any medical provider that is treating you for your work-related illness or injury.  If you have any questions regarding your workers' compensation coverage or seeking care from a medical provider, please contact your Gallagher Bassett Adjuster at:  1-(branch number)	<b>THIS Medical Awareness Card is not an authorization for ongoing treatment. This form provides a one-time authorization for evaluation and treatment for the date of injury and employee listed on this form. Any additional treatment requests must be submitted in writing using the appropriate initial treatment state form. Failure to comply with Gallagher Bassett's treatment authorization process may result in denial of payment.</b>  <b>ABC Clinic</b> 11 ABC Lane Newtown, CA 12345 (888) 829-9191  <b>Dr. Jane Smith</b> 12 Tree Lane Newtown, CA 12345 (888) 829-9191  <b>Dr. Maria Jones</b> 55 Almond Lane Newtown, CA 12345 (888) 829-9191  The provider listed here is the provider that was chosen after discussion between the employee and the nurse per state guidelines.  <b>PROVIDERS MAIL, BILLS &amp; MEDICAL RECORDS TO:</b> Gallagher Bassett Services, Inc. P.O. Box 2831 Clinton, IA 52733-2831  <b>Payment Status:</b> 866-324-5585 (GBIVR)  <b>NEXT STEP:</b> Please send the documentation with the employee to provide his/her Supervisor with the following information: • Date and extent of restrictions • Next office visit/follow up date • Work status (RTW with restrictions, Out of Work, Full Duty, etc.)  <b>SPECIAL INSTRUCTIONS:</b>		
<b>Scheduling Services</b> Please comply with state regulations regarding Utilization Review, contact your local Gallagher Bassett Branch for any questions. Before referring this injured employee to a specialist, please call Gallagher Bassett Services 1-(branch number).			
<b>Pharmacy Information</b> <b>FIRST SCRIPT</b> PHARMACIST CALL 1-866-445-7344 TO OBTAIN ELIGIBILITY  <table border="0"> <tr> <td> <b>Name:</b> John Smith  <b>Date of Injury:</b> 12/5/2010  <b>Employer Name:</b> ABC Company  <b>Location:</b> Store #1234  <b>First Script is available at over 61,000 pharmacies including:</b>                      AAP ADVANTAGE CVS GANT PATHMARK RITE AID                      WALGREENS WALKERIE WALSH'S WALMART                 </td> <td> <b>Client ID:</b> 123456  <b>RX PROGRAM ADMINISTERED BY:</b> Medco  <b>GROUP NUMBER:</b> FSNCTVY  <b>GIN NUMBER:</b> 810014   <b>THIS CARD DOES NOT CERTIFY COMPENSABILITY OR GUARANTEE PAYMENT</b>                       The client cares about the health of their employees; therefore, certain prescription drugs that could prove to be harmful have been removed from the drug list. Please contact First Script for details.                 </td> </tr> </table>		<b>Name:</b> John Smith <b>Date of Injury:</b> 12/5/2010 <b>Employer Name:</b> ABC Company <b>Location:</b> Store #1234 <b>First Script is available at over 61,000 pharmacies including:</b> AAP ADVANTAGE CVS GANT PATHMARK RITE AID WALGREENS WALKERIE WALSH'S WALMART	<b>Client ID:</b> 123456 <b>RX PROGRAM ADMINISTERED BY:</b> Medco <b>GROUP NUMBER:</b> FSNCTVY <b>GIN NUMBER:</b> 810014  <b>THIS CARD DOES NOT CERTIFY COMPENSABILITY OR GUARANTEE PAYMENT</b>  The client cares about the health of their employees; therefore, certain prescription drugs that could prove to be harmful have been removed from the drug list. Please contact First Script for details.
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The participating pharmacy for access is not intended to be comprehensive, but is provided for your convenience. Your choice of pharmacy provider is neither restricted in this list, nor are your rights impaired by providing a pharmacy form this list. It is the responsibility of the provider to ensure that the patient is aware of the pharmacy list. The list is subject to change without notice. Gallagher Bassett Services, Inc. is not responsible for any loss of coverage or denial of benefits.			
<b>Valid for Date of Injury and Body Part Only</b> <b>Created On: {Date}</b>			

- Generated for employees referred for medical care
- Includes information regarding how to fill prescriptions
- Provider Information is customized based upon client preferred clinics
- Cards are emailed/faxed to the manager to print for the employee
- If the manager is unavailable, the card can be emailed to the employee

# POINT OF INJURY REPORT (POI)

IMA "Initial Medical Assessment"  
 (GB Loss Reference Number)

- This report is emailed or faxed to a distribution list determined during implementation
- The distribution list can be updated at any time
- The POI contains employee personal health information and will only be released to those on the distribution list

Coventry Point Of Injury Report			Page: 1
GB TEST - TEST LOCATION			01/08/2018
IMA # GJ00000W	Test Test	Initial Report	Go to Urgent Care
<b>Company Information</b>			
Location Name: GB TEST - TEST LOCATION Address: 123 Test St San Antonio, TX 78254 Email: cjetevens@coity.us.com Claim No: Supervisor Name: John Smith Email: JohnS@test.com			
Location ID: 336006 Business Unit: 0 Division: Region: Handling Office: Phone: 211 012-3466			
<b>Injured Worker Information</b>			
Injured Worker Name: Test Test Email: Address: 123 Test Street San Antonio, TX 78254 Hire Date: Average Hours Worked: 40 Job/Occupation Code: Human Resources			
Home Phone: 210 887-5309 SSN: xxx-xx-0000 Employee ID: 124578 Marital Status: UNK Hire Date:			
Cell Phone: 210 445-1234 Birth Date: 01/01/1980 Gender: M Reminders Reviewed: Work Status: Hourly Wage: \$0.00			
<b>Incident/Report Information</b>			
Reported by/Calling from: Test Test Injury ID: Date/Time of Injury: 1/8/2018 00:00:00 CDT Date/Time Reported to Supervisor: 1/8/2018 09:15:33 CDT In Private Area: No Language: English Jurisdiction: TX Work Location: Where Injury Occurred: In The Lobby Injury on Premises: Yes Injury Address: 123 Test St San Antonio, TX 78254			
Recording No.(s): Date/Time of Call: 1/08/2018 09:13:59 CST Disability Start Date: Employer questions validity of report: Interpreter: NR Paid in Full:			
<b>Injury Information And Recommended Action</b>			
Injury Description: ee stated he crushed his ankle while pushing a cart Injury Type: 13 CRUSHING Body Part: 55 ANKLE Injury cause: 13 CAUGHT IN, UNDER, OR BETWEEN: MISCELLANEOUS Pain Scale: 0 Main Complaint: ANKLE Related Complaints: Equipment Utilized: Cart Assistive Device(s): Initial Treatment: Disposition: Go to Urgent Care Compliance: Yes			
Side of Body: Left HCRI: Weight Lifted: N/A Height of Fall: N/A Nurse Override: N/A Non Compliance: Override level: N/A			

Disposition of Care

## REVIEW OF PC 365 PROCESS

- **INJURY OCCURS**- manager notified and employee fills out 1<sup>st</sup> report.
- **Employee is 'on the fence'** on whether to treat at home (no lost time and unsure of medical care)- asks manager opinion.
- **Explain WC process**- its your decision- if you'd like to talk to a qualified nurse PC365- they might help you decide what's best for you.
- **Private office**- supervisor and employees call 1-800 number- use wallet card and get member location number prior to the call.
- **Nurse Triage**- call occurs and nurse gives recommendation either: (1) treat at medical facility (wc claim); (2) recommends telemedicine (becomes WC claim); or (3) recommends no treatment at all or treatment at home.
- **If Telemedicine or treatment recommended & employee agrees**- you will get MAC card faxed or emailed to manager or employee for treating facility.
- **THE EMPLOYEE STILL DECIDES TREATMENT THAT IS RIGHT FOR THEM.**
- **HR Actions- Manager still must submit 1<sup>st</sup> report in HR ACTIONS**
- **OPTIONS- (1= report only**- Sandy logs on GB side as "report only"
- **OPTION- 3- Injury- SUBMIT HR actions**- normal drug test process & submission
- **PC 365- OPTION \*\* HR creates option** with HR actions- GB logs claim

PC365 Captive Setup

**L&M FLEET SUPPLY**

Locations				Point of Injury Contacts				Preferred First Treatment Providers							
Unit Id	Name	Address	City	State	Zip	Contact Name	Contact Phone	Contact E-Mail	Facility Name	Address 1	Address 2	City	State	Zip	Phone
24300	L&M SUPPLY, INC.	Po Box 280, 1200 E Us Hwy	Grand Rapids	MN	55744	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Grand Itasca Clinic & Hospital	1601 Golf Course Rd		Grand Rapids	MN	55744	218-326-3401
24300-01	L&M SUPPLY, INC.	1400 S Pokegama Ave	Grand Rapids	MN	55744	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Grand Itasca Clinic & Hospital	1601 Golf Course Rd		Grand Rapids	MN	55744	218-326-3401
24300-02	L&M SUPPLY, INC.	1101 E 37th St	Hibbing	MN	55746	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Fairview Range Medical Center	750 E 34th St		Hibbing	MN	55746	218-262-4881
24300-03	L&M SUPPLY VIRGINIA, INC.	8497 Enterprise Dr Ne	Virginia	MN	55792	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Essential Health Urgent Care - Virginia	901 9th St N	Suite A	Virginia	MN	55792	218-741-3340
24300-04	L&M SUPPLY, INC.	620 Hwy 33 S	Cloquet	MN	55720	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Roller Clinic	417 Skyline Blvd		Cloquet	MN	55720	218-879-1271
24300-05	L&M SUPPLY, INC.	2722 & 2740 Paul Bunyan	Bemidji	MN	55601	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Sanford Bemidji Walk In Clinic	1611 Arne St NW		Bemidji	MN	55601	218-333-4700
24300-06	L&M SUPPLY, INC.	1307 1st St E	Park Rapids	MN	56470	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Essential Health Walk In Care Park Rapids	705 Pleasant Ave S	Suite A	Park Rapids	MN	56470	218-732-2800
24300-07	TDS DISTRIBUTORS INC	1100 E Hwy 59 S	Detroit Lakes	MN	55501	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Essential Health Urgent Care - Detroit Lakes	1027 Washington Ave	Suite A	Detroit Lakes	MN	55501	218-944- 2347
24300-08	DES DISTRIBUTORS INC	10680 & 10688 State Hwy	Hayward	WI	54843	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Memorial Hospital	11040 N. State Hwy Rd 77		Hayward	WI	54843	715-934-4321
24300-09	DES DISTRIBUTORS INC	1910 Lake Shore Dr E	Ashland	WI	54806	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Memorial Medical Center	1615 Maple Ln		Ashland	WI	54806	715-685-5500
24300-10	DES DISTRIBUTORS INC	1547 S Hwy 59	Thief River Falls	MN	55701	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	SANITOD Inter River Falls Medical Center	3001 Sanford Pkwy		Thief River Falls	MN	55701	218-681-4240
24300-99	L&M SUPPLY, INC.	1200 E Hwy 69	Grand Rapids	MN	55744	Dan Harnula or Alexandra Blanchard	218-326-9451 Ext 1062 Ext 1035	dan@landrsupply.com alex.blanchard@landrsupply.com	Grand Itasca Clinic & Hospital	1601 Golf Course Rd		Grand Rapids	MN	55744	218-326-3401



## New Employee Orientation Checklist

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

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

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

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

Topics Discussed:	YES	NO
1. Job Description/Responsibilities	_____	_____
2. Written Safety Policies	_____	_____
3. Right-to-Know / HazCom / GHS SDS's	_____	_____
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: \_\_\_\_\_ Signed: \_\_\_\_\_

(Employee)

(Supervisor)

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

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



## Housekeeping Policy

It is the policy of L & M Fleet Supply that all personnel keep their area, along with the surrounding areas, clean, orderly, sanitary, and free from obstructions. It is also the responsibility of all employees to remain in compliance with OSHA's regulation, 1910.22, which pertains to Housekeeping.

- Do not block access to emergency equipment, showers, eyewashes, fire extinguishers, and exits. Maintain a 'Three-foot' clearance for direct access during an emergency.
- All chemical containers must be labeled with the identity of the contents and the hazards those contents present to users.
- Keep all work areas clear of clutter.
- Keep all aisles, hallways, and stairs clear of clutter.
- All chemicals should be placed in their assigned storage areas at the end of each workday. I.e. Flammable Products stored in the Flammable Storage Cabinet.
- All work surfaces and floors should be cleaned regularly.
- No chemicals are to be stored by an Emergency Exit Door, in aisles or stairwells, on desks, or on floors, or in hallways.
- Do not store pallets on edge. Always store pallets in designated areas.
- All walking-working surfaces (ladders, stairs, floors, etc.) must be inspected regularly and as necessary, and maintained in a safe condition
  - Hazards must be corrected or repaired before being allowed to be used again. If the correction or repair cannot be made immediately, the hazard must be guarded.

If the repair involves the structural integrity of the walking-working surface, a qualified person must supervise the repair.

## Back Safety

### Scope

According to the Bureau of Labor Statistics, more than one million workers suffer back injuries each year, and back injuries account for one of every five workplace injuries or illnesses. Further, one-fourth of all compensation indemnity claims involve back injuries, costing employers billions of dollars. These figures do not begin to reflect the pain and suffering employees experience as a result of their injuries.

Back injuries are exceedingly painful. They are difficult to heal, and they have an effect upon everything a person does. If you have ever experienced a back injury, you already know this. What you may not know is that after you have experienced one back injury, you are much more likely to experience another one sometime during your lifetime. It is important to learn techniques and procedures that may help you prevent a reoccurrence.

If, on the other hand, you are lucky enough to have never injured your back, you can do yourself a big favor by learning how to prevent one in the future. By learning proper lifting techniques and the basics of back safety, you may be able to save yourself a lot of pain and a lifetime of back problems

### Back Safety

#### **Anatomy of the Back: Why Do Injuries Occur?**

In order to understand why back injuries are so common, you have to understand a little bit about the anatomy of the back and the physical forces that may come into play.

#### **The Spine**

The human spine (or backbone) is made up of small bones called vertebrae. The vertebrae are stacked on top of each other to form a column. Between each vertebra is a cushion known as a disc. The vertebrae are held together by ligaments, and muscles are attached to the vertebrae by bands of tissue called tendons.

Openings in each vertebra line up to form a long hollow canal. The spinal cord runs through this canal from the base of the brain down to the tailbone. Nerves from the spinal cord branch out and leave the spine through the spaces between the vertebrae.

The lower part of the back holds most of the body's weight. Even a minor problem with the bones, muscles, ligaments, or tendons in this area can cause pain when a person stands, bends, or moves around. Less often, a problem with a disc can pinch or irritate a nerve from the spinal cord, causing pain that runs down the leg below the knee, called sciatica. Every time you bend or move, these disks compress with the motion of the spine.

#### **Types of Injuries**



Every time you bend over, lift a heavy object, or sit leaning forward, you put stress on the components of your back and spine. Over time, they can start to wear out and become damaged.

Many of the problems that cause back pain are the result of injury and degeneration of the intervertebral disk. Degeneration is a process where wear and tear causes deterioration, like when your favorite jeans get old. The disk is subjected to different types of stress as we use our backs each day.

Eventually, disks can collapse or herniate, vertebrae can shift; bone spurs can develop.

Acute or immediate injuries to the back can be caused by tearing or straining ligaments and muscles. Muscles can also spasm due to stress or tension.

### **The Forces Involved**

The amount of force placed on your back under certain conditions can be surprising. Anytime you bend or lean over to pick something up, you put tremendous pressure on your lower back.

Think of your back as a lever. With the fulcrum in the center of the lever it only takes 10 pounds of pressure to lift ten pounds.

However, if you shift the fulcrum to one side it takes much more force to lift the same object. Your waist actually acts like the fulcrum in a lever system, and it is not centered. In fact, it operates on a 10:1 ratio. Lift a ten-pound object actually puts 100 pounds of pressure on your lower back.

When you add in 105 pounds of the average human upper torso, you can see that lifting a ten-pound object actually puts 1,150 pounds of pressure on the lower back.

Given these figures, it is easy to see how repetitive lifting and bending can quickly cause back problems. Even leaning forward while sitting at a desk or a table can eventually cause damage and pain.

### **Contributing Factors**

Some things may contribute to your risk of injuring your back:

**Poor physical condition** - Your stomach muscles provide a lot of the support needed by your back. If you have weak, flabby stomach muscles, your back may not get all the support it needs, especially when you're lifting or carrying heavy objects. Good physical condition in general is important for preventing strains, sprains, and other injuries.

**Poor posture** - When your mother told you to sit and stand up straight, she was giving you good advice. It is best to try to maintain the back in its natural "S" shaped curve. You want to avoid leaning forward (unsupported) when you sit, or hunching over while you're standing.

**Extra weight** - Remember the fulcrum / lever principle? The more you weigh, the more stress it puts on your back every time you bend over... on a 10:1 ratio.

**Stress** - Tense muscles are more susceptible to strains and spasms.

**Overdoing it** - Don't be afraid to say, "This is too heavy for me to lift alone." It's important to recognize your own physical limitations and abilities. Many people have injured their backs because they were afraid to ask for help.

### **Common Causes of Back Injuries**

Many back injuries cannot be attributed to a single causal factor; in other words, they tend to be the result of cumulative damage suffered over a long period of time. However, certain actions, motions, and movements are more likely to cause and contribute to back injuries than others.

Anytime you find yourself doing one of these things, you should think:

#### **DANGER! My back is at risk!**

- Heavy Lifting, especially repetitive lifting over a long period of time.
- Twisting at the waist while lifting or holding a heavy load, ( as in shoveling).
- Reaching and lifting over the head, across a table, or out the back of a truck.
- Lifting or carrying objects with awkward or odd shapes.
- Working in awkward, uncomfortable positions, gardening, kneeling, tasks that require you to bend over for long periods of time.
- Sitting or standing too long in one position
- It is also possible to injure your back slipping on a wet floor or ice.
- Also, some people suffer back pain because they sleep in a bad position or because their mattress is too soft or it may not provide enough support.

### **Best Safety Practices Include**

- Bend at your knees to lower your hands to the object. DO NOT bend at the waist!
- Avoid lifting materials from the floor when possible. Place your work at waist height when possible to improve lifts.
- **Use Team Lifting for heavy or awkward items. ASK FOR HELP!**
- **AT RISK POSITIONS FOR BACK INJURY—LOAD OUT, RECEIVING, SALES SERVICE CLERKS, ASSEMBLY, AND SHOP STAFF. Encouraged to review Back Safety Best Practices in greater detail.**

- Use the 4-WHEEL carts, two-wheel dollies, and forklift whenever possible to reduce the manual lift and stress on your body.
- Avoid lifting above your head and below your knees.
- Use good lifting techniques including:
  - Stretch BEFORE you lift!
  - Ensure good footing. Use a staggered stance.
  - Lift with your legs, which can only be done if you bend your knees
  - Maintain the neutral curves in the spine (Keep it straight)
  - Get a good grip on whatever you're lifting
  - Lift smoothly without twisting
  - Know your limits. Don't lift more than is safe for you!

## Material Handling

Manual material handling is the moving of objects unaided by mechanical devices. Manual material handling includes activities like pushing, pulling, carrying, lifting, and lowering. At L&M Fleet Supply, manual material handling is one of the leading causes of occupational injuries.

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 physical condition.

L&M Fleet Supply has prepared the following safety guidelines to help proactively address and reduce the number and severity of injuries that are due to improper lifting and manual material handling in all of our locations.

### **Management & Employee Communication:**

Managers are expected to review possible injury risks associated with these types of job descriptions (listed below) during the New Hire Orientation or training process. Managers or Safety Committee members will also be expected to periodically review employee compliance in these areas of our Manual Handling SOPs and best practices. If anyone in Management or member of the Safety Committee does witness incidents of employees intentionally or unintentionally violating these procedures you are expected to talk to the employee immediately and help them understand the injury risks with improper lifting or movement of product or merchandise. These below "at risk" positions should be considered affected employees by the Safety Committee and Management will provide additional safety training and instruction to help these employees understand potential injury risks.



Please contact your Director of Loss Prevention & Safety if you have any questions on any expected training and communication to employees in regards to our Manual Handling SOPs. The Manual Handling SOPs should be covered with all new employees during the new hire training process 90 day checklist, and also once a year with all existing employees to maintain a safe work environment.

**Potential Body Part Injury Risk:**

Hand, arm, shoulder, leg, back, and other body injuries may be incurred while manually moving materials in our locations. NOTE- This is not an all-inclusive list of at risk positions within the Store or Distribution Center. All positions have the possible risk of an injury and we are being proactive in stressing additional training for these job positions.

**AT RISK POSITIONS FOR BACK INJURIES:**

**DELIVERY DRIVERS:** Examples: safe deliveries, moving power equipment, lawn mowers, etc.

**LOAD OUT--** Employees performing Load-out of products into customer vehicles is a big parts of the service we provide our customers with that differentiates us from other retailers. Maintain good posture and use proper equipment (4-wheel carts, 2 wheel carts) to minimize potential injuries. Exercise common sense— stay around the 50 pound limit of lifting bags or objects and lift them “One- At a Time” if needed to prevent any injuries. If any items are too large or an awkwardly shaped-- get another employee to help with the lift.

**RECEIVING CLERKS—** these affected employees in the DC and store locations are at risk of injury when receiving freight, due to having poor posture, or constant bending/stooping when handling heavier products. Injuries can occur when we over-extend ourselves carrying things away from the body.

**SALES SERVICE CLERKS—** Transfers clerks, taking items out of transfer bins, placing items into bins on a daily basis. Employees should be advised on the Best Practices of injury prevention to avoid injuries.

**ASSEMBLY-** When assembling heavy or oddball shaped equipment— ask for help before attempting to lift a heavy object. Consider stopping and asking another employee or a manager for help. For example, any lifting of power equipment items: the assembly of snow blowers, deer stands, log splitters etc. may require employees to consider asking for the assistance of another employee to safely assemble the equipment. See Best Practices to avoid injuries and consider need for Personal Protective Equipment. \*\*

**AUTO & SMALL ENGINE REPAIR SHOP STAFF—** these affected employees should take extra caution whenever changing tires, repairing equipment, grinding or sanding, or when they are lifting heavy items (tires, fixing mowers and riders, etc.). Best practice is again to have employees ask for help.

**CASHIERS-** Examples: Carrying core return batteries to battery bins, bending and stooping. Take caution whenever handling junk or core batteries returns due to chemical corrosives. Consider wearing gloves when handling these batteries and also use 2-wheel carts or 4-wheel carts to move the returned core batteries to the junk battery bin as well as some form of eye protection (splashing of acid into eyes).



**SALES SERVICE CLERKS OR DEPARTMENT HEADS**– These affected employees may be at risk of sprains & strains, twisted knees, and or cuts when stocking shelves. We recommend all employees take extra caution when doing floor replenishment or stocking shelves below knuckle level, or twisting and reaching out when putting freight on the shelves. Be aware of sharp objects, fixtures to avoid cuts.

**DISTRIBUTION CENTER POSITIONS - RECEIVING CLERKS & FORKLIFT DRIVERS**– These affected employees are at risk of injury whenever receiving freight, having poor posture, or constantly bending and stooping when handling or moving heavier products. Also potential injuries can happen when we may tend to over-extend ourselves and carry items away from the body.

### **TEAM LIFTING CONCEPT**

#### **Scope:**

To reduce the risk of Strain and Sprain related injuries of Manual Material Handling through stretching, proper lifting (Single Person or Team Lifting), or the use of mechanical devices. When a person manually handles material, they are using a combination of moving body parts, changing joint angles, tightening muscles, and loading the spinal column. Lifting, lowering, and twisting at the waist while handling a heavy object can cause a strain or sprain related injury.

#### **“Team Lifting” Concept**

Single Person Manual Lifts that occur at L&M Fleet Supply can vary depending on the person’s physical condition, the shape of the product being moved, and height of the shelf or final destination for the object being moved. On average most employees can lift 10-20 pounds regularly, up to 50 pounds occasionally, and lift over 50 pounds infrequently. Again, it is important to use common and sense and know your own limits and communicate with your supervisor and/or ask for help when needed and use mechanical devices as needed to lower the stress on your body when handling products and/or merchandise.

L&M Fleet Supply recognizes that some people can lift more weight than other people. L&M Fleet Supply does not expect a person who weighs 105 Pounds to lift a 50 Pound object. To do so would present that person to a possible injury. The same holds true for a person who weighs 225 Pounds who is trying to lift more than 50 Pounds. In these types of situations the employee must recognize their personal and store maximum lifting limits and implement the “Team Lifting Concept”.

The Team Lifting Concept applies to and should be used when a single person does not have the physical capability to lift an object that weighs up to 50 Pounds; is either too large or too bulky to safely lift; or when the item weighs more than 50 Pounds. Lifts of these types require two or more people to lift the object. Think about what object you are lifting and consider moving it with a mechanical device.

When in doubt – ask for help to lift the object. Don’t let your personal pride prevent you from getting help when needed. L&M Fleet Supply would rather have you ask for help and to do a Team Lift to move anything from “Point A” to “Point B” safely rather than to have you instead try doing it yourself and then get injured. Your safety is the Top Priority at L&M Fleet Supply.

## **Anatomy of the Back: Why Do Injuries Occur?**

In order to understand why back injuries are so common, you have to understand a little bit about the anatomy of the back and the physical forces that may come into play.

### **The Spine**

The human spine (or backbone) is made up of small bones called vertebrae. The vertebrae are stacked on top of each other to form a column. Between each vertebra is a cushion known as a disc. The vertebrae are held together by ligaments, and muscles are attached to the vertebrae by bands of tissue called tendons.

The openings in each vertebra line up to form a long hollow canal. The spinal cord runs through this canal from the base of the brain down to the tailbone. Nerves from the spinal cord branch out and leave the spine through the spaces between the vertebrae.

The lower part of the back holds most of the body's weight. Even a minor problem with the bones, muscles, ligaments, or tendons in this area can cause pain when a person stands, bends, or moves around. Less often, a problem with a disc can pinch or irritate a nerve from the spinal cord, causing pain that runs down the leg below the knee, called sciatica. Every time you bend or move, these disks compress with the motion of the spine.

### **Types of Injuries**

Every time you bend over, lift a heavy object, or sit leaning forward, you put stress on the components of your back and spine. Over time, they can start to wear out and become damaged.

Many of the problems that cause back pain are the result of injury and degeneration of the intervertebral disk. Degeneration is a process where wear and tear causes deterioration, like when your favorite jeans get old. The disk is subjected to different types of stress as we use our backs each day.

Eventually, disks can collapse or herniate, vertebrae can shift; bone spurs can develop.

Acute or immediate injuries to the back can be caused by tearing or straining ligaments and muscles. Muscles can also spasm due to stress or tension.

### **The Forces Involved**

The amount of force placed on your back under certain conditions can be surprising. Anytime you bend or lean over to pick something up, you put tremendous pressure on your lower back.

Think of your back as a lever. With the fulcrum in the center of the lever it only takes 10 pounds of pressure to lift ten pounds.

However, if you shift the fulcrum to one side it takes much more force to lift the same object. Your waist actually acts like the fulcrum in a lever system, and it is not centered. In fact, it operates on a 10:1 ratio. Lift a ten-pound object actually puts 100 pounds of pressure on your lower back.

When you add in 105 pounds of the average human upper torso, you can see that lifting a ten-pound object actually puts 1,150 pounds of pressure on the lower back.

Given these figures, it is easy to see how repetitive lifting and bending can quickly cause back problems. Even leaning forward while sitting at a desk or a table can eventually cause damage and pain.

### **Contributing Factors**

Some things may contribute to your risk of injuring your back:

Poor physical condition - Your stomach muscles provide a lot of the support needed by your back especially when you're lifting or carrying heavy objects. Good physical condition in general is important for preventing strains, sprains, and other injuries.

Poor posture - When your mother told you to sit and stand up straight, she was giving you good advice. It is best to try to maintain the back in its natural "S" shaped curve. You want to avoid leaning forward (unsupported) when you sit, or hunching over while you're standing.

Extra weight - Remember the fulcrum / lever principle? The more you weigh, the more stress it puts on your back every time you bend over... on a 10:1 ratio.

Stress - Tense muscles are more susceptible to strains and spasms.

Overdoing it - Don't be afraid to say, "This is too heavy for me to lift alone." It's important to recognize your own physical limitations and abilities. Many people have injured their backs because they were afraid to ask for help.

### **Common Causes of Back Injuries**

Many back injuries cannot be attributed to a single causal factor; in other words, they tend to be the result of cumulative damage suffered over a long period of time. However, certain actions, motions, and movements are more likely to cause and contribute to back injuries than others.

Anytime you find yourself doing one of these things, you should think:

***DANGER! My back is at risk!***

- Heavy Lifting, especially repetitive lifting over a long period of time.
- Twisting at the waist while lifting or holding a heavy load, (as in shoveling).
- Reaching and lifting over the head, across a table, or out the back of a truck.



- Lifting or carrying objects with awkward or odd shapes.
- Working in awkward, uncomfortable positions, gardening, kneeling, tasks that require you to bend over for long periods of time.
- Sitting or standing too long in one position
- It is also possible to injure your back slipping on a wet floor or ice.
- Also, some people suffer back pain because they sleep in a bad position or because their mattress is too soft or it may not provide enough support.

**Best Safety Practices Include: Where to start?**

- Bending — eliminate the need to bend and keep materials at work level (knees to shoulders)
- Bend at your knees to lower your hands to the object. DO NOT bend at the waist!
- Avoid lifting materials from the floor when possible. Place your work at waist height when possible to improve lifts. Try to eliminate the need to bend.
- Use Team Lifting for heavy or awkward items. ASK FOR HELP!
- Mechanical Devices-- Use the 4-Wheel Carts, 2-Wheel dollies, pallet jacks, or forklifts whenever possible to reduce or eliminate the manual lift and stress on your body.
- Twisting- Eliminate the need to twist; Keep the materials in front of you whenever possible. Avoid confined spaces — provide sufficient work space for the whole body to turn.
- Reaching Out — Eliminate horizontal reaches over 16 inches. Keep the load size close to body,
- Lifting & Lowering— eliminate the need to lift & lower manually. Reduce the weight of the load.
- OR increase the weight of the load and use a mechanical device to lift and place the load
- Breaking Down the cartons or box to smaller sizes: this lessens the weight of the objects you are stocking in the shelves and are reaching and/or moving away from your body and also lessens the risk of muscle or back strains by over extending your body.
- Pushing & Pulling — Eliminate the need to push and pull manually.
- Carrying — eliminate the need to carry. Reduce the weight of the load. Shorten the distance of the load to be carried, and carry the load with the arms/elbows straight down.

**REMINDERS TO HELP AVOID INJURIES-**

- Avoid unnecessary bending—handle loads at waist level whenever possible.
- .Avoid unnecessary twisting—move your feet—they will minimize stress



- Avoid Reaching out—handle the load closer to the body—the better off you are
- Avoid excessive weight—get help and ask for TEAM LIFT
- Lifting Slowly & Smoothly—avoid quick, jerky motions or movements
- Stay in physical good shape— get your proper exercise & diet.

## Stretching for Injury Prevention

### Neck Bending:

Bend neck to right side. Think of trying to push your left ear up towards the ceiling. Hold for 10 seconds. Repeat on other side.



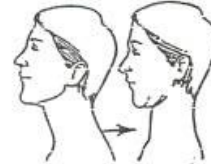
### Neck Rotation:

Turn head to either side and look back over your shoulder. Hold for 10 seconds. Repeat on other side.



### Chin Tucks:

Sit or stand naturally. Tuck chin in and pull head straight back. Hold for 5 seconds. Repeat 5 times.



### Wrist Extensor Stretch:

Keep elbow straight but not locked. Grasp hand and slowly bend down until a stretch is felt. Hold for 10 seconds. Repeat.



### Wrist Flexor Stretch:

Keep elbow straight but not locked. Grasp hand and slowly pull up until a stretch is felt. Hold for 10 seconds. Repeat.



### Posterior Shoulder Stretch:

Reach across to opposite shoulder. Gently pull elbow in same direction. Hold for 10 seconds. Repeat.



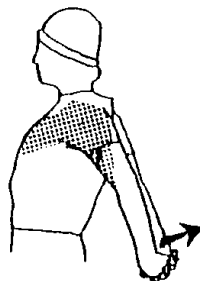
### Shoulders, Arms & Upper Back:

With your fingers interlaced and your hands locked behind your head, gently move your shoulder blades together and then part. Do not push on your head.



### Chest and Upper Back:

Stretch your arms out and down. You should feel the stretch in your chest and upper back.



### Hips and Lower Back:

Cross your ankles over the opposite leg. Lift the top knee to the opposite shoulder. You should feel the stretch in your gluteus muscles.



## Box Cutters

### **PURPOSE:**

To ensure employees are using the safest tools on the job and to reduce the exposure to cuts and poor ergonomics.

### **POLICY:**

It is the policy of L & M Fleet Supply to limit the amount of employees using box cutters and the tasks that they use them for in an effort to reduce cuts and muscular strains.

### **PROCEDURES and STANDARDS:**

All affected employees utilizing a box cutter must work with their store manager to ensure proper selection of equipment and appropriate training takes place.

Employees are only authorized to use the box cutters provided by the company.

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. However, in many locations a coffee can with a hole cut in the cover is used and then the container is thrown away.

## Training

Back Safety & Material Handling training will be conducted annually with training via The Lodge. Completion of training is also tracked through The Lodge as employees complete the required training.

## Blood borne Pathogens

### Components of the Blood Borne Pathogen Control Plan

The Blood Borne Pathogen Control Plan will be made available to employees, designated employee representatives and OSHA upon request. The program consists of policies and procedures for the following components:

- Purpose
- Definitions
- Exposure Determination
- Control Methods
  - Engineering controls
  - Administrative (work practice) controls
  - Personal protective equipment
  - Housekeeping
  - Waste disposal and laundry
- Hepatitis B Vaccination Program
- Exposure Reporting and Follow-up
- Hazard Communication
- Documentation and Record Keeping
- Appendices
  - Hand washing procedure
  - Forms
  - Sample memos

## Purpose

The Blood Borne Pathogen Exposure Control Plan is designed to protect employees at risk of potential exposure to Blood Borne pathogens through contact with human blood, blood products, or other potentially infectious materials at L & M FLEET SUPPLY.

The plan satisfies the requirements of OSHA Standard 1910.1030.

## Responsibilities

### Blood Borne Pathogen Program Administrator/Facility Safety Coordinator:

- Administers the company Blood borne pathogen program.
- Coordinates medical appointments, evaluations, and Blood Borne pathogen forms/documents with an appropriate health care provider.
- Issues proper personal protective equipment for handling potential occupational exposure to Blood Borne pathogens.
- Interfaces with L & M FLEET SUPPLY Safety Consultant regarding potential contaminants in the workplace, and any changes in the work operation.
- Co-evaluates the effectiveness of the Blood Borne pathogen program.
- Coordinates Blood Borne pathogen training with L & M FLEET SUPPLY.
- Inspects and repairs or replaces personal protective equipment as necessary.

### Manager(s)/Supervisor(s):

- Understands and communicates workplace safety hazards to employees.
- Checks and enforces proper use of personal protective equipment.
- Management is Responsible for working with the LP & Safety Director to identify "high risk or affected employees" in each location based on job tasks or responsibilities of coming into higher probability of exposure to Blood borne Pathogens.
- If an event occurs where an employee(s) come into contact with BBP, Managers must ensure completion of the Incident Checklist. The appropriate checklist is to be given to the medical provider and is to be kept on record and filed internally for L&M Fleet Supply and considered confidential documents of L&M Fleet.

### Employees:

- Follows established procedures for proper handling of blood and other potentially infectious material.
- Reports any potential occupational exposure to the Blood Borne Pathogen Program Administrator.
- Informs the physician of ANY signs or symptoms of illness until released from medical treatment.

### L & M Fleet Supply Safety Consultant:

- Assists the site safety coordinator with evaluating work processes that could pose
- Blood Borne pathogen hazards to the workers.
- Provides annual Blood Borne pathogen training.
- Assists the site safety coordinator in determining the type of personal protective equipment needed for the identified potential hazard(s).
- Provides L & M FLEET SUPPLY with a written Blood Borne pathogen program.
- Assists L & M FLEET SUPPLY in establishing proper record keeping.

### Definitions

**Blood Borne pathogens** include the Human Immunodeficiency Virus (HIV) which causes AIDS, Hepatitis B Virus (HBV) and other microorganisms such as Hepatitis Non-A Non-B, C or D, Cytomegalovirus, Toxoplasma and the viruses which cause venereal diseases. These pathogens may be transmitted through blood and other potentially infectious materials.

**Bio-hazardous waste** includes any waste material containing or contaminated by blood or other potentially infectious materials.

**Exposure Incident**: A situation in which an employee has contact with blood or other potentially infectious materials as a result of his or her duties. This contact includes specific eye, mouth, other mucous membrane, non-intact skin or parenteral (needle stick) contact.

**Non-intact Skin**: Skin that has cuts, abrasions or other openings through which Blood Borne pathogens can enter the bloodstream.

**Other potentially infectious materials (OPIM)** include semen, vaginal secretions, cerebrospinal fluid, synovial (joint) fluid, pleural fluid, peritoneal fluid, amniotic fluid, saliva (in dental procedures or mouth trauma only), anybody fluid visibly contaminated with blood and body fluids whose exact source is unknown.

**Occupational exposure**: Reasonably anticipated employee contact with blood or other potentially infectious materials that may result from performing an employee's duties. This includes specific eye, mouth, other mucous membrane, non-intact skin or parenteral (needle stick) contact. Potential exposure is determined without regard to use of Personal Protective Equipment.

**NOTE**: Pregnant workers are not known to be at greater risk of contracting Blood Borne disease than other workers. However, if a worker develops a Blood borne infection during pregnancy, the infant is at risk of infection resulting from perinatal transmission. Because of this, pregnant workers should be especially familiar with and strictly adhere to precautions to minimize the risk of transmission.

**Source Individual:** Any individual, living or dead, whose blood or other potentially infectious materials may be a source of occupational exposure to an employee.

**Universal Precautions:** An approach to infection control in which all human blood and certain human fluids are treated as if known to be infectious for HIV, HBV, HCV and other Blood Borne pathogens.

### **EXPOSURE DETERMINATION**

A list will be made of all job classifications that have the potential for exposure to Blood Borne pathogens (See Exposure Determination Forms I & II).

Specific tasks and procedures will be listed only when some employees in a job classification have the potential to be occupationally exposed.

### **Control Methods**

The most effective methods of controlling the transmission of Blood Borne diseases are the use of Universal Precautions and frequent hand washing. All employees are required to follow guidelines for both.

Using Universal Precautions means we assume that all persons and all blood or OPIM are contaminated with HIV or HBV, and we take the same (universal) precautions for all. In general, Universal Precautions include the use of appropriate barriers, sterilization or disinfecting procedures, and waste disposal methods. Specific control methods are listed by categories below.

Frequent hand washing is an important part of Universal Precautions. Effective hand washing requires thoughtful adherence to proper procedure; the procedure is included in this document as Appendix A.

### **Engineering Controls**

**General Statement:** Engineering controls shall be used wherever possible to eliminate or minimize exposure.

- A1.** Hand washing facilities are available in restrooms; water fountains may be used for rinsing mouths or eyes.
- A2.** A container of waterless soap or hand washing towelettes will be kept in the First Aid Kit for use when the First Aid Provider does not have immediate access to hand washing facilities.
- A3.** Eye wash solutions are available with First Aid supplies.
- A4.** Red, closable, leak proof bags, color coded red or labeled to designate a biohazard, will be available for disposal or storage of potentially infectious materials.

## Administrative (Work Practice) Controls

**General Statement:** These are work rules established to control transmission of disease.

- B1.** Hands will be washed before and after contact with blood or OPIM, and immediately after removing protective gloves.
- B2.** All procedures will be performed in such a way as to minimize splattering, splashing, spraying, or generation of droplets.
- B3.** Small quantities of potentially infectious waste (e.g., Band-Aids, small dressings) may be placed with regular trash.
- B4.** Large quantities of potentially infectious waste (e.g., large bloody dressings or spill clean-up materials) should be placed in red bags or other leak proof, labeled container and disposed of in accordance of local, state and federal laws.
- B5.** If the outside of any container is contaminated, it will be placed inside a second leak proof, labeled container.
- B6.** Contaminated equipment will be decontaminated immediately after use, following guidelines in Housekeeping Control Methods. When decontamination of equipment is not possible, equipment will be discarded.
- B7.** Workers with open lesions, dermatitis, or other skin irritations should avoid First Aid tasks or pay special attention to skin protection.
- B8.** Tasks that are out of the ordinary (e.g. large blood spills) must be directly supervised by the Safety Coordinator and the Facility Manager.

## PPE Personal Protective Equipment

### **General Statement:**

Necessary personal protective equipment will be readily accessible and provided at no cost to the employee. Costs of cleaning, repair, replacement and disposal will be borne by the company. The employee must wear personal protective equipment that is an appropriate control for the task. Exceptions may be made in special circumstances where use would prevent accomplishment of the job procedure or increase the hazard to the worker. However, changes must be made to prevent such circumstances in the future.

Personal protective equipment that has been contaminated by blood or OPIM will be removed and cleaned or replaced as soon as possible. Used personal protective equipment shall be discarded with other bio- hazardous waste or cleaned and decontaminated immediately after use. Personal protective equipment shall be removed before leaving the area where they were used.



- C1.** Gloves will be worn when doing special spill clean-up, and when providing First Aid. Disposable gloves will not be reused; non-disposable utility gloves may be washed, decontaminated and reused if they have no hole or breaks.
- C2.** Face shields (or surgical masks and goggles) will be worn when splashes, spray, spatter or droplets can be anticipated, as when cleaning up puddles of waste.

## Housekeeping

### General Statement:

All employees are responsible for proper cleaning, routine disinfecting, and proper disposal of waste during regular work duties. Employees assigned to special spill clean-up tasks should follow guidelines provided by supervisors.

- D1.** Equipment and work surfaces that have had potential or actual contact with blood or OPIM will be cleaned with soap and water or other appropriate method and decontaminated with 70% isopropyl alcohol, 1:10 solution of household bleach and water, or AF/315 disinfectant (Quaternary Ammonium Chloride).
- D2.** Bleach solutions will be mixed immediately before use; excess solution will be discarded.
- D3.** Contaminated reusable equipment and work surfaces will be cleaned and disinfected or sterilized immediately after use.
- D4.** The outside of hazardous waste containers will be inspected and decontaminated if necessary.
- D5.** Broken glassware will not be picked up with the hands, but with a broom and dustpan.  
Glass will be placed in puncture proof containers.
- D6.** Needles and syringes will be placed in a puncture proof biohazard container.

## Waste Disposal & Laundry

### General Statement:

Waste disposal must be accomplished in a manner that meets the requirements of local, state and federal laws. All employees will be responsible for proper waste management.

- E1.** Contaminated wastes will be placed in red bags. If the outside of the bag or container is contaminated, it will be placed in a second, labeled container. As noted above, small amounts of waste may be placed with regular trash. Contaminated wastes will be disposed of in accordance of local, state and federal laws.
- E2.** Visibly contaminated clothing will be discarded or placed in red bags for transport to the employee's home. The employee should be instructed to wash contaminated

clothing with bleach (one cup to a load of laundry), separate from other laundry. If the outside of the bag is contaminated, it will be placed in a second red bag. A clean red bag should be provided to the employee to contain the used red bags for return to the company.

- E3.** Bulk blood, serum or other contaminated liquids may be flushed down a toilet or absorbed with newspaper, paper towels, or a granular product specially made for spill clean-up, then placed in red bags and sent for incineration.

## Hepatitis B Vaccination Program

Recombinant HBV (Recombivax, Engerix) is a Hepatitis vaccine produced in the laboratory from yeast culture. Injected into the deltoid muscle in the upper arm, Recombinant HBV introduces non- active, non-infectious Hepatitis B surface antigen (HBsAg) into the body. The body reacts by manufacturing antibodies (anti-HBs). If, in the future, Hepatitis B virus enters the body, the antibodies prevent disease. The vaccine produces immunity in 90-95% of recipients.

The vaccine has few side effects other than soreness at the injection site. Like other vaccines, it may not be appropriate for pregnant women or nursing mothers. An employee should feel free to discuss vaccination with his or her private physician.

A medical provider will offer vaccine to employees after the first potential exposure. The vaccine will be provided at no cost to the employee. If the employee elects to participate in the vaccination program, he will sign a consent form agreeing to vaccine injection. Employees at risk who decline vaccine will be required to sign a declination form. An at-risk employee may elect to participate in the vaccine program at a later date; if so, it is the employee's responsibility to notify the Safety Coordinator.

If possible, employees who have been previously vaccinated should provide documentation of vaccination. Revaccination may not be necessary.

Recombinant HB will be administered. A second dose will be given one month after the first, and a third dose six months after the first. If an employee becomes pregnant during the vaccine series, injections will be discontinued and restarted at a later date. The medical provider will maintain documentation of vaccination.

### Exposure Reporting & Follow-up

An employee who experiences an exposure incident as defined in the Definitions Section is required to report the exposure to his supervisor. In addition to a regular accident report, an Exposure Incident Report Form will be completed and the employee will be referred to an emergency room or physician for follow-up. The incident report must describe how the incident occurred, document the route(s) of exposure, identify the source of potentially infectious material and state the amount of material involved. If possible, samples of the potentially infectious material will be collected and taken to the physician for medical testing.

The source individual will be identified and documented. The source individual's blood will be tested as soon as feasible and after consent is obtained in order to determine HBV and HIV infectivity. If consent is not obtained, the employer will establish that legally required consent cannot be obtained. Results of the source individual's testing will be made available to the exposed employee, and the employee will be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the source individual. Test results will become part of the exposed employee's medical record and will be treated confidentially.

The Exposure Incident Report will be provided to the physician, along with other information appropriate for medical evaluation and treatment, such as documentation of HBV vaccine administration.

The physician will be provided with a copy of OSHA Standard 1910.1030.

The physician will provide evaluation and treatment, as he/she deems necessary, with employee consent. Evaluation may include testing for HIV and HBV. If the employee consents to blood collection but not to HIV testing, the sample will be preserved for 90 days. If employee consents to testing within 90 days, testing will be done as soon as possible.

Within 15 days of examination and/or treatment, the employer will acquire a written opinion from the physician, regarding the exposure, evaluation, and provide a copy to the employee. The written opinion will include the following information:

1. Whether Hepatitis B Vaccine was indicated for the exposed employee and whether it was administered.
2. That the employee has been informed of the results of the evaluation.
3. That the employee has been told about any medical condition resulting from the exposure which requires further evaluation or treatment.

A copy of the written opinion will be placed in the employee's on-site medical records. All other medical reports regarding exposure and treatment will become a part of the employee's medical record at the physician's office and will be treated confidentially. No information will be provided to any other person without the employee's explicit written consent. It should be noted that occupational exposures to BloodBorne pathogens are reportable as Workers' Compensation injuries; the employee's consent is required to release information to the Workers' Compensation carrier.

To ensure adequate follow-up of potential health problems, the employee must comply with the physician's recommendations and report ANY signs and symptoms of illness to the physician until released from medical treatment.

## Hazard Communication

### Labels

- Biohazard warning labels must be placed on containers used to store or transport bio-hazardous materials.
- Labels will include the biohazard legend; they will be fluorescent orange or orange-red with lettering and symbols in a contrasting color.
- Management of biohazard containers other than red bags are not a routine job task at L & M FLEET SUPPLY. If such a task is necessary, the employee should consult with the Safety Coordinator.

- Red bags or red containers may be substituted for labels.

## Information & Training

- Training is mandatory for all employees with occupational exposure, at the time of initial assignment to tasks where occupational exposure may take place and annually after that.
- Training will be provided during working hours, at no cost to the employee. The Safety Coordinator will arrange initial and annual training, and notify employees of scheduled educational sessions. The employee is responsible for attending a scheduled educational program.
- The instructor must have knowledge of BloodBorne diseases as the subject relates to the workplace; documentation of instructor qualifications will be maintained with training records. Training will be geared toward the educational level, literacy, language and previous knowledge level of employees. A post-test will be required.
- All employees must watch the L & M voice over BBP PowerPoint and sign off on the training. The requirement is that all employees need to KNOW & UNDERSTAND if they come into contact with bodily fluids/BBP (Event or incident-- medical or otherwise) they can receive a 2-shot series of Hepatitis B Shots at the local hospital/clinic.
- Training videos on Bloodborne Pathogens are also available via The Lodge Learning Management System.
- The training program will include at least:
  1. An explanation of OSHA Standard 1910.1030 and information on where a copy of the standard may be obtained.
  2. A general explanation of epidemiology, transmission and symptoms of BloodBorne diseases.
  3. An explanation of the BloodBorne Pathogens Exposure Control Plan, and how to obtain a copy.
  4. An explanation of how to recognize tasks that may expose the employee to blood or OPIM.
  5. An explanation of methods used to reduce exposure, and their limitations.
  6. Information on types, selection, proper use, location, removal, handling, decontamination, and disposal of Personal Protective Equipment.
  7. Information on HBV vaccine efficacy, safety, method of administration, benefits and free cost to employee.
  8. Information on appropriate actions to take in case of exposure.
  9. Information on post-exposure evaluation, medical follow-up and confidentiality

of medical information.

10. An explanation of required signs and labels.
11. An opportunity for questions and answers.

### Documentation & Recorkeeping

- The Safety Coordinator reviews the BloodBorne Pathogens Exposure Control Plan annually.
- The Exposure Control Plan will be included in the Safety Manual.
- Copies of OSHA Standard 1910.1030 are located in the Safety Manual.
- The Employer will maintain exposure incident reports, with a copy placed in the employee's on-site medical record. All other medical information will be stored by the physician's office.
- All annual training records of Blood borne Pathogen Training, BBP Declination of Hepatitis B Shots with Affected employees, BBP Incident Checklists, must be immediately emailed to the LP & Safety Director by management on a monthly basis (training records), or if an BBP Incident occurs-- these forms must be emailed immediately to notify an event has occurred.
- Vaccine and exposure information will not be disclosed to anyone without the employee's explicit written consent.
- Vaccine and exposure records will be maintained for the duration of employment plus thirty years.
- Training records shall be maintained for each educational session, and will include the date of training, a summary of contents, names and qualifications of trainers, names, signatures, and job titles of attendees.
- The Safety Coordinator will maintain training records for three years after training.

### Appendix A: Hand Washing Procedure

Hand washing is probably the single most important factor in preventing transmission of all diseases. Hands touch faces, mouths, and other individuals hundreds of times a day, picking up or dropping pathogens each time. Frequent hand washing eliminates many pathogens.

Hands should be washed at least:

- When beginning and leaving work for the day
- Before and after meals and breaks
- Before and after personal use of the toilet

- After blowing or wiping the nose
- Before and after contact with each First Aid victim
- Immediately after contact with blood or other potentially infectious

material Hand washing is a simple procedure, but a few key points should be observed:

- Turn on water to a comfortable temperature
- Wet hands and apply a rich lather with soap, detergent, or germicidal detergent
- Use friction to scrub all hand areas, including the area between the fingers, the wrists, and up the arm if they may have been contaminated
- Rinse hands thoroughly, with hands held higher than arm level, allowing water to run from hands to elbows
- Turn off water with clean paper towel; discard towel in trash
- Dry hands, then arms with second clean paper towel; discard

towel The entire procedure should take about thirty seconds.

## BloodBorne Pathogen Training

### Chart 1: BloodBorne Pathogens

In this class, we will discuss the OSHA Standard regarding BloodBorne pathogens, and **L & M FLEET SUPPLY' Plan** to protect employees and prevent disease transmission.

- We will cover a lot of material, so we'll move pretty quickly. But stop me if you have any questions. We'll save a few minutes at the end for questions, too.
- We'll take a brief look at some of the BloodBorne diseases, their symptoms and methods of transmission
- However, please note that our overall goal is to prevent disease transmission in the work place. We will NOT address human sexual behavior or other means of transmission.
- We will spend some time learning how to recognize hazardous tasks in the workplace, and how to control exposures when those hazardous tasks are done.
- We'll talk about Hepatitis B Vaccine and how to report on-the-job exposures.
- We'll look at Hazard Communication and Record Keeping.
- And we'll have a quiz at the end, which OSHA requires.

### Chart 2: The OSHA Standard

- OSHA, the Occupational Safety and Health Administration, is a government agency whose aim is to protect the safety and health of America's workers.
- OSHA writes Safety Standards that all employers must follow to keep employees safe.
- The OSHA BloodBorne Pathogen Standard became effective in 1992. Its official title is 29CFR 1910.1030. It is contained in the 29CFR book shown here.
- It gives very specific guidelines for us to follow to prevent transmission of BloodBorne disease in the workplace
- **[Show the standard]** A copy of the Standard is available in the Safety Supervisor's office.

### Chart 3: BloodBorne diseases

- HIV (The Human Immunodeficiency Virus) is, perhaps, the scariest BloodBorne disease.
- The first case of HIV infection in the United States was reported in 1981. By the end of 1991 (ten years), there were 200,000 cases. By midyear 1997 (the latest statistics), there were more than 592,000 cases.
- The Centers for Disease Control reports that currently, there are 66,659 new cases of HIV every year, and every year 16,685 people die from the disease.
- Most people with HIV infection contracted it through sexual activity or IV drug use. There are less than 50 work related cases in the whole country.
- HIV affects a person's immune system, so they cannot fight disease. If untreated, an infected person will eventually die from pneumonia or some other infection that a healthy person could survive.
- HBV (Hepatitis B Virus) is another BloodBorne disease. It causes more work related illness than HIV. 8,000 -12,000 cases of HBV are reported each year, many of them work related.
- Symptoms of HBV infection range from none at all to flu-like symptoms to severe nausea, jaundice, abdominal pain, joint pain, rash and fever.
- Most people recover quickly and completely with good medical care, but some die and others become chronic carriers, that is, they can give the disease to others even though they have no symptoms themselves.
- One of the most important differences between HIV and HBV is that HBV can be prevented with a vaccine. We'll talk more about that later.
- HCV (Hepatitis C Virus) is a third BloodBorne disease. Symptoms are like those of Hepatitis B, except Hepatitis C takes on a chronic nature.
- There are other BloodBorne diseases, but these are the most common.
- These diseases are transmitted through blood and body fluids. You are exposed to them only if you come in contact with an infected person's blood or body fluids. If there is no blood or body fluids, you will not get the disease.
- The diseases are caused by viruses, which must get UNDER the skin to cause disease. If you get blood ON your skin, you will not get the disease, unless you have cuts or abrasions. The viruses will go through intact mucous membranes, such as in your mouth, whether you have cuts in your mouth or not.
- Disease transmission is usually dose related. A needle sticks transfers only a small amount of the infectious agent, so it is unlikely to cause disease. A blood transfusion or a large blood splash



transmits more infectious material, so it is more likely to cause disease.

- Host susceptibility is also a factor in disease transmission; a person who is not in good general health is more likely to contract disease than a healthy person.
- Disease Control is relatively easy. If there is no blood or body fluids, there will be no disease transmission. If you cover your skin and mucous membranes, there will be no disease transmission. If you avoid skin punctures, there will be no disease transmission. You can prevent Hepatitis B with a vaccine.
- In addition, the viruses can be killed easily with alcohol, bleach, or other disinfectants.

#### Chart 4: Employer Control Plan

- This is an outline of L & M FLEET SUPPLY' BloodBorne Pathogen Control Plan.
- There is a copy of the Plan in your Safety Manual.
- We will look at each section of the Plan.

#### Chart 5: Hazardous Tasks

- OSHA requires us to identify "employees at risk" of exposure to Blood or Other Potentially Infected Materials (OPIM, BOPIM)
- At L & M FLEET SUPPLY, workers are "employees at risk" if they are exposed to Blood or Other Potentially Infected Materials.
- Employees who do special tasks, such as cleaning up human waste spills or a large amount of blood are at an even higher risk of exposure.
- If you provide First Aid to a fellow employee, you are also at risk.

#### Chart 6: Universal Precautions, Hand Washing

- Now we're going to decide how to control transmission of disease while doing the job tasks we listed as hazardous.
- The most effective methods of controlling transmission of BloodBorne diseases are the use of Universal Precautions and frequent hand washing. All employees must follow guidelines for both.
- Universal Precautions means that we assume all people, all blood, and all body fluids are infected with HIV or HBV, and we take the same (universal) precautions for all.
- In general, Universal Precautions include the use of appropriate barriers to prevent the hazardous materials from getting out of the infected person or into the healthy person, plus disinfecting and proper disposal of hazardous materials.
- In the Appendix of the Control Plan, you will find a procedure for hand washing. Read it. You need a full 30 seconds of washing with soap, rinsing, and careful drying several times a day.

#### Chart 7: Controlling Exposure

- Included in Universal Precautions are five different types of controls.
- Let's take a look at each type of control separately.

### Chart 8: Engineering Controls

- Engineering Controls are processes, tools and devices that help you do the job safely.
- Some examples are:
  - Sinks for hand washing
  - Eye wash stations – or even water fountains – for flushing eyes
  - Sharps containers

### Chart 9: Administrative Controls

- Administrative Controls are work rules or standard work practices to prevent disease transmission. For example:
  - Wearing gloves to reduce or eliminate potential occupational exposure to blood or other potentially infected materials.
  - Hand washing after contacting infectious materials, after removing gloves
  - Working so as to prevent splashing of infectious materials
  - Using red bags to contain infectious materials

### Chart 10: Personal Protective Equipment

- Personal Protective Equipment, such as gloves or glasses, can be effective barriers to prevent contact with infectious materials.
- If you're cleaning big spills, you'll also want to add a coverall with a hood to cover your hair and boots to cover your shoes.

### Chart 11: Housekeeping Controls

- Good housekeeping is essential to prevent transmission of all diseases.
- Good housekeeping means cleaning contaminated surfaces with soap and water or general cleaning solution
- If you're cleaning a bathroom, you're probably using a disinfecting cleaner.
- But if you clean up a spill of blood or body fluid, you need to disinfect after you clean up the spill.
  - The disinfectant can be alcohol, a 10% solution of bleach/water, or AF/315 (Quaternary Ammonium Chloride).
  - Please note that if you use a bleach solution, the solution must be fresh. Mix it today, use it today, and throw away what you don't use. Mix a new batch tomorrow.
- Good housekeeping practices also means handling broken glass safely. Don't pick it up with your bare hands. Use heavy gloves, a broom and dustpan.
- Watch for needles, syringes, and other sharp objects, and place them in a puncture proof container before placing them in the trash.

### Chart 12: Waste Disposal

- Blood and other body fluids may be flushed down any toilet.
- Or, absorb it with absorbent granules, like the Red Z, newspapers, or sawdust, and place the contaminated absorbent in a red bag.
- The red bag must be given to the Safety Coordinator for proper disposal.

- Please note that small contaminated items, like used Band-Aids, may go in the regular trash.

#### Chart 13: Laundry

If your clothes become contaminated, remove them.

- Take the clothes home in a red bag; take an extra red bag with you so you can place the used bag inside the clean bag for return to the company for disposal.
- When you get home, wash the clothes separately from your other laundry, and use a cup of bleach in the wash water.

#### Chart 14: HBV Vaccine Program

- If you have a work-related potential exposure to BloodBorne pathogens, you will be sent to the doctor for testing and for the Hepatitis B Vaccine.
- The vaccine is produced in the laboratory from yeast culture. The vaccine is a non-active, non-infectious piece of the Hepatitis B virus. The body reacts by producing antibodies which prevent disease.
- The vaccine has few side effects other than soreness at the injection site, but employees should feel free to discuss the vaccine with their personal physician.
- The vaccine program is voluntary; you don't have to take it if you don't want to. But it is a good way to prevent one disease, both at work and at home.
- You will have to sign a consent form to receive the vaccine, and you will need to sign a refusal form if you don't want it.
- If you refuse it, then later decide you want it, you may have it, but you'll have to let the Safety Coordinator know to set up the appointments.
- You will get three doses of vaccine: the first dose at the time of the incident, the second dose one month later, and the final dose six months later.
- Your vaccination records will be kept at the doctor's office.

#### Chart 15: Post-Exposure Procedures

- If you get a needle stick, or if blood or body fluid splashes on your skin, you need to report it just like any work related accident.
- In addition to the regular accident report, you need to fill out an Exposure Incident Report.
- The report must describe how the incident occurred, document the route of exposure, identify the source of potentially infectious material, and state the amount of material involved.
- You include a copy of the exposure incident report with the accident report, but take the original to the physician.
- If possible, take a sample of the potentially infectious material with you to the doctor.
- The report and the sample will help the doctor select the best treatment for you.
- When you go to the doctor, the doctor will want to test your blood for HIV and hepatitis. The test results will be confidential. No one but the doctor will know your results unless you sign a specific consent to give the results to someone else.
- The only information that comes back to L & M FLEET SUPPLY is a statement by the doctor that you have been evaluated and have been told the results of the evaluation, and whether you required the Hepatitis B Vaccine. You will get a copy of that statement.

- By OSHA regulations, the doctor is required to give you counseling about BloodBorne disease, symptoms, and treatment.
- Please note that you will have several doctor visits over a six-month period, for the vaccine, and for blood testing. YOU are responsible for attending the appointments.

#### Chart 16: Hazard Communication

- Hazard Communication includes information your employer must give you about the hazards you work with.
- It also includes information you must give to others about hazards you are passing on to them.
- It is important that each of us makes sure everyone else is aware of potentially infectious materials.
- We communicate hazards by labels and signs.
- The biohazard warning label includes the biohazard symbol. It is required on any container that is used to store, transport or ship blood or OPIM.
- Red bags do not have to have the biohazard label; we know red bags mean biohazard.
- Information and training are also parts of hazard communication.
- Training is required for all at-risk employees, at the time of initial assignment and annually after that. OSHA tells us what must be included in the training program. A written test is required.

#### Chart 17: Record Keeping

- OSHA also requires us to keep records
- Your medical records will be kept in the doctor's office for thirty years after you leave the company.
- Training records will be kept by the Safety Coordinator for three years.

### Appendix B: Blood borne Pathogen Forms

EXPOSURE DETERMINATION FORM I  
EXPOSURE DETERMINATION FORM II  
EXPOSURE INCIDENT CHECKLIST  
EXPOSURE INCIDENT REPORT  
  
EXPOSED EMPLOYEE MEDICAL RELEASE FORM SOURCE  
INDIVIDUAL MEDICAL RELEASE/REFUSAL FORM SAMPLE FORM  
LETTER TO HEALTH CARE PROVIDER  
  
BLOODBORNE PATHOGENS PROGRAM EVALUATION RECORD  
BLOODBORNE PATHOGENS EQUIPMENT LIST  
  
HEPATITIS B VACCINATION DECLINATION STATEMENT  
BLOODBORNE PATHOGENS TRAINING RECORD BLOODBORNE  
PATHOGEN TRAINING QUIZ



Form A  
May be reproduced

**Note:** People in this group are likely to have one or more exposures to blood or body fluids per month.

**Instructions:** List the job titles and names of employees who have the potential of becoming exposed to blood or body fluids as routine parts of their assigned jobs at your company (e.g., plant nurse, emergency first responders).

Job Title	Employee Name



Form B  
May be reproduced

## Exposure Determination Form II

### Instructions:

List the job titles and names of employees who have the potential of becoming exposed to blood or body fluids because of the specific tasks they are working on at your company (e.g., facility maintenance technician whose specific task is to clean contaminated surfaces).

Form C

Job Title	Specific Task	Employee Name

May be reproduced

## Exposure Incident Checklist

### Step

Initials

Date

1. Exposure Incident Report completed.
2. Source individual's medical release/refusal obtained.
3. The following information has been provided to the health care provider performing the follow-up evaluation:
  - a. A cover letter requesting the evaluation
  - b. A copy of the OSHA standard
  - c. All information available on the source individual
  - d. A copy of the exposed employee's medical records relevant to the exposure
4. Employee notification by the health care provider concerning the results of the follow-up evaluation.



**Instructions:** Initial and date when each step is completed.

## Exposure Incident Report

### Part I. Exposed Individual

Page 1 of 2

Name	Employee Identification Number
Address	

1. Check the parts of the body that were exposed:	<input type="checkbox"/> Eye(s) <input type="checkbox"/> Mouth <input type="checkbox"/> Mucous membrane <input type="checkbox"/> Non-intact skin <input type="checkbox"/> Puncture				
2. What was the employee exposed to?	<input type="checkbox"/> Blood <input type="checkbox"/> Vomit <input type="checkbox"/> Feces <input type="checkbox"/> Urine <input type="checkbox"/> Other: Explain				
3. Describe the exposure incident by answering the following questions:					
<ul style="list-style-type: none"> <li>What work was being done?</li> <li>What caused the incident?</li> <li>What PPE was worn?</li> <li>What actions were taken immediately following the incident?</li> </ul>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 25px;"></td></tr> <tr><td style="height: 25px;"></td></tr> <tr><td style="height: 25px;"></td></tr> <tr><td style="height: 25px;"></td></tr> </table>				

### Part II. Source Individual

Name			
Address			
1. Does your state have a confidentiality requirement?	Yes	No	Unknown
2. Is the source individual infected with HBV or HIV?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Unknown
3. Has the source individual consented to blood testing?	Yes	No	Unknown



## Part III. Medical Examination Checklist

Page 2 of 2

### Instructions:

Provide the following information to the health care provider who performs the follow-up medical evaluation on the exposed employee. Initial and date when each step is completed  
Attach the source individual's blood test results and signed Medical Release/Refusal Form.

	Initials	Date
1. Copy of the Blood Borne Pathogens Standard		
2. Copy of this Exposure Incident Report		
3. Results of the source individual's blood tests		
4. Copy of the exposed employee's medical records relevant to the exposure		
Signature of Person Completing This Form:		
Print Name:		
Date:		



Form E  
May be reproduced

## Exposed Employee Medical Release Form

I hereby affirm that the information found in the Exposure Incident Report is a true and correct account of my exposure incident. I further authorize my employer to release all relevant medical records to the health care provider who will be performing the medical evaluation and follow-up for this exposure incident. I understand that all information collected during this evaluation and the contents of this report will remain confidential.

Employee Signature	Date
--------------------	------



Form F  
May be reproduced

### Source Individual Medical Release/Refusal Form

Source Individual Name
Address

You have been involved in an incident that has exposed the following employees to your blood or body fluids:


#### Permission for Source Individual's Medical Release

I hereby grant permission to have my blood drawn and tested to determine if I am a carrier of a Blood Borne disease. I also grant permission to have the test results released to the individuals listed above and to the health care providers performing the follow-up evaluations.

Source Individual's Signature	Date
-------------------------------	------

#### Refusal for Source Individual's Medical Release

I have had the exposure evaluation process explained to me and I hereby refuse to consent to blood testing to determine my infectious status with regard to BloodBorne pathogens, including but not limited to Hepatitis B Virus (HBV) or Human Immunodeficiency Virus (HIV). I understand that by refusing to do so, those individuals who were exposed to my blood or body fluids will have limited information to determine their potential for contracting these diseases.

Source Individual's Signature	Date
-------------------------------	------



## Sample Form Letter to Health Care Provider

Dear Health Care Provider:

Based on the attached Exposure Incident Report, the following employee sustained an occupational exposure to Blood Borne pathogens. Under the Occupational Safety and Health Administration Blood Borne Pathogens Standard 29 CFR 1910.1030, we are obligated to request a medical evaluation and follow-up for this employee.

You are being provided with the following information:

1. A copy of the OSHA standard
2. A copy of the Exposure Incident Report
3. Information on the source individual
4. A copy of the exposed employee's medical records relevant to this exposure and his/her HBV vaccination status

Please verify within 15 days that the exposed employee has been informed of the following:

1. The results of the evaluation
2. Any medical condition resulting from exposure
3. Any further evaluation or treatment needed

Please send the verification letter to my attention. If you have any questions, please contact me. Sincerely,

## Blood Borne Pathogens Program Evaluation Record

Please print

Evaluation Date	Program Evaluator	List Any Changes Made to This Program	Annual Training Completion Date	Comments

## Blood Borne Pathogens Equipment List

### Instructions:

List all available equipment to be used for the blood borne pathogens program, where it is stored and who is responsible for the equipment.

### Personal Protective Equipment (PPE)

Equipment Type	Stored Location	Person Responsible

### Decontamination And Disposal Materials

Equipment Type	Stored Location	Person Responsible



Form J

May be reproduced

## Hepatitis B Vaccination Declination Statement

I understand that due to my occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring Hepatitis B Virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine, at no charge to me. However, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Employee Signature	Date
Employee Name Printed	
Employer Representative Signature	Date

## BloodBorne Pathogens Training Record

Facility	Department	Date
Signature of Trainer		

Employee Name & Employee Identification Number <i>(Please print)</i>	Job Title <i>(Please print)</i>	Employee Signature
Name:		
ID:		
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## BloodBorne Pathogen Training Quiz

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

1. OSHA, the Occupational Safety and Health Administration, is a government agency whose aim is to protect the safety and health of American's workers.
  - a. True
  - b. False
2. If you want to read the OSHA Standard for BloodBorne Pathogen Standard, go to:
  - a. The General Manager's Office
  - b. The Safety Manual
  - c. The local library
3. A vaccine can prevent HBV.
  - a. True
  - b. False
4. You can get BloodBorne disease by breathing the air around an infected person.
  - a. True
  - b. False
5. Select the hazardous tasks
  - a. Cleaning up blood
  - b. Cleaning up human waste spills
  - c. First Aid
  - d. All the above
6. The most effective methods of controlling transmission of BloodBorne diseases are the use of Universal Precautions and frequent hand washing.
  - a. True
  - b. False
7. Select the methods of controlling transmission of BloodBorne diseases.
  - a. Wearing gloves
  - b. Disinfecting after cleaning up blood spills
  - c. Watching for needles and syringes
  - d. Using red bags for regulated wastes
  - e. All the above
8. You don't need to report needle stick injuries that happened to you.
  - a. True
  - b. False
9. Medical care for needle stick injuries is confidential.
  - a. True
  - b. False
10. It is important that each of us makes sure everyone else is aware of potentially infectious materials.
  - a. True
  - b. False

## BloodBorne Pathogen Training Quiz (ANSWERS)

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

1. OSHA, the Occupational Safety and Health Administration, is a government agency whose aim is to protect the safety and health of American's workers.  
**a. True**                      b. False
2. If you want to read the OSHA Standard for BloodBorne Pathogen Standard, go to:  
**a. The General Manager's Office**  
**b. The Safety Manual**  
c. The local library
3. A vaccine can prevent HBV.  
**a. True**                      b. False
4. You can get BloodBorne disease by breathing the air around an infected person  
**a. True**                      **b. False**
5. Select the hazardous tasks  
**a. Cleaning up blood**  
**b. Cleaning up human waste spills**  
c. First Aid  
**d. All the above**
6. The most effective methods of controlling transmission of BloodBorne diseases are the use of Universal Precautions and frequent hand washing.  
**a. True**                      b. False
7. Select the methods of controlling transmission of BloodBorne diseases.  
**a. Wearing gloves**  
**b. Disinfecting after cleaning up blood spills**  
**c. Watching for needles and syringes**  
**d. Using red bags for regulated wastes**  
**e. All the above**
8. You don't need to report needle stick injuries that happened to you.  
**a. True**                      **b. False**
9. Medical care for needle stick injuries is confidential  
**a. True**                      b. False
10. It is important that each of us makes sure everyone else is aware of potentially infectious materials.  
**a. True**                      b. False

## Cleaning of Spills

### Purpose

In an effort to maintain a safe environment for our customers and employees, properly cleaning up spills will help reduce the slips trips and falls within our company.

### Policy

It is the policy of L & M Fleet Supply to require every employee to take responsibility for cleaning up a spill of any nature. If an individual employee creates a spill it is their responsibility to clean up the mess that they created. If an employee comes upon a spill, even though they did not cause it, they have a responsibility to ensure it is cleaned up efficiently and effectively by following the procedures listed below.

### Procedures

Upon creating a spill or coming across a spill assess the situation to determine:

1. What cleaning supplies are needed: broom & dustpan, paper towels, mop and bucket, appropriate wet floor signs etc.
2. Are the necessary cleaning supplies readily available so you can obtain the supplies and still see the spill and warn people of the hazard before they step into the hazard area?
3. **NEVER LEAVE A SPILL UNATTENDED UNTIL IT IS CLEANED UP.** Stop a passing by co-worker or call for a co-worker to secure the spill area so no one steps in the hazard area while you go obtain the proper cleaning supplies. Or you can watch the area while the co-worker obtains the cleaning supplies.
  - For dry spills use a broom and dustpan to sweep up the mess. In certain situations, a vacuum may be a better tool to use for the spill. If the dry substance leaves a residue, you should also mop up the area. After mopping up the area place a handy cone/wet floor tent in the area of the wet spot. (For larger wet spots it may be necessary to use more than one handy cone/wet floor tent.)
  - For wet spills, first pick up any solid items (for example pickles) by hand or broom and then mop up the spill. After mopping up the area place a handy cone/wet floor tent in the area of the wet spot.
  - For sticky/oily substances, such as syrup, mop up the area. After mopping up the area place a handy cone/wet floor tent in the area of the wet spot. Return shortly after the floor is dry and determine if the floor is still sticky. If so, mop the area again. It may require you to change the water in your mop bucket.
  - Broken glass or sharp items should never be picked up by hand. These types of items should be swept up with a broom and dustpan. The glass or sharp object should be immediately disposed of in the outside dumpster versus a garbage can inside the store.
4. After cleaning up the mess, return all cleaning supplies to their proper storage location. Handy cones and wet floor signs should be returned to their proper location once the floor is dry.
5. Assess the spill more thoroughly. Is the spill caused by something more than the obvious? For example: is a milk container leaking on the floor? If so, the leaky container should be properly

6. disposed of, does the roof leak? If so, place a bucket to catch the water in the appropriate spot along with a handy cone until the roof can be repaired.

**NOTE:** Each handy cone should be numbered (permanent marker is fine) along with the corresponding handy cone holder. When done using the handy cone it should be placed back in the corresponding numbered handy cone holder.

Mop buckets, mops and brooms should never be left on the sales floor. They should always be returned to their appropriate storage location.

## **Battery Acid Cleanup Policy**

Only trained response personnel are permitted to responds to a battery spill.

### **Potential Hazards**

- Contact causes burns to skin or eyes.
- May be harmful if inhaled.
- Concentrated corrosive acids may react vigorously with water.

### **Materials**

- Acid neutralizer sodium bicarbonate (Baking Soda)
- Floor signs / caution tape
- PH testing strips

### **PPE**

- Splash goggles
- Face shield
- Vinyl apron with sleeves
- Shoe covers (optional)
- Chemical-resistant gloves (nitrile)

## **Waste Handling**

- Sealable container
- Plastic clean-up tools (plastic shovel, scoop, putty knife, etc...)
- Heavy duty waste bags
- Tape to seal bags
- Hazardous waste labels

### **Response Actions/Cleanup Methods**

- Alert others in the immediate spill area.
- Block off aisle using caution tape.
- Don't touch or walk through the spilled material.
- Wear eye and skin protection. Use gloves compatible with acids such as a thick nitrile. Avoid breathing vapors (refer to the PPE section above)
- As quickly as possible, dike the spilled liquid to prevent spreading with Baking Soda
- Use a weak base such as sodium bicarbonate (Baking Soda).
- Add neutralizer slowly and work from edges of spill inward. Use caution because the reaction can cause splattering.
- Mix the neutralizer with a plastic spatula or other tool. Be sure to mix well to assure material is neutralized.
- Test pH or using PH test strips.
- When pH is 6-8, it is no longer considered hazardous waste. Dispose of waste according to local, state, or federal laws.
- Any items used to absorb or dike non-neutralized acid should be considered corrosive and disposed of as hazardous waste.
- After the neutralized spill material has been picked up, spray the area lightly with water; test with pH paper to ensure all corrosive material has been removed, mop the area with soap and water. Allow to dry before opening the aisle up for customer use.
- Pick up spill cleanup materials with plastic tools and place into a plastic container (5 gallon pail) with a sealable lid. The material may also be double-bagged and placed into a sealable cardboard box.

- Label material for collection by Hazardous Waste Disposal vendor.

### **Factors That Can Complicate Spill Response**

Spilled corrosive acid material may become a major spill due to a large quantity spilled (100 lbs of sulfuric acid or more) or a complex situation such as multiple chemicals spilled or involved in a spill.

## Chainsaws

### Before Starting the Saw

- Check controls, chain tension, and all bolts and handles to ensure they are functioning properly and adjusted according to the manufacturer's instructions.
- Fuel the saw at least 10 feet away from sources of ignition.
- **Start the saw at least 10 feet away from fueling area, with chain brake engaged, the plastic chain guard removed, and with the chainsaw on the ground or otherwise firmly supported. When using a chainsaw and cutting logs or wood—employees are required to wear CHAPS, eye/face protection, gloves, and hearing protection.**
- Check the fuel container for the following requirements:
  - Must be metal
  - Must not exceed a 3-gallon capacity
  - Must be approved by the Underwriters Laboratory, Factory Mutual (FM) or the Department of Transportation (DOT).

### While Running the Saw

- Wear appropriate PPE consisting of face shield, gloves, safety glasses equipped with side shields, hearing and leg protection
- Keep hands on the handles, and maintain secure footing while operating the chainsaw.
- Clear the area of obstacles that might interfere with cutting the log or wood, and using the retreat path.
- Do not cut directly overhead.
- Shut off or throttle released prior to retreating.
- Shut off or engage the chain brake whenever the saw is carried more than 50 feet, or across hazardous terrain.

## Emergency Action Plan

### Purpose

The purpose of this Emergency Action Plan is to protect the employees of L & M Fleet Supply from serious injury, property loss, or loss of life in the event of a major disaster. A major disaster constitutes any of the following: fire, tornado, bomb threat, or hazardous chemical spill, or ACTIVE Shooter (Random Threat of Violence Situations). See Definition of Random Threat Below and Action Steps.

### Scope

The plan applies to emergencies that could be reasonably expected in the workplace. (Note—this could also be any Key Holder/supervisor if store manager is not at location)

### Responsibilities

#### Emergency Response Coordinator/ Safety Director

This person is responsible for:

- ◆ Developing and implementing the Emergency Action Plan.
- ◆ Annually reviewing the plan and revising as necessary.
- ◆ Instructing personnel of their duties under this plan.
- ◆ Assigning tasks to personnel to carry out specific actions.
- ◆ Directing emergency activities.
- ◆ Acting as the primary contact with outside emergency services.

#### Managers and Supervisors

These personnel are responsible for:

- ◆ Maintaining order and calm in event of emergency.
- ◆ Taking (or seeing that a designee takes) a head count of workers in event of evacuation, and reporting to the Emergency Response Coordinator, or emergency response personnel.

#### Employees:

All company employees are responsible for:

- ◆ Knowing and understanding the procedures outlined in this program.



- ◆ Following emergency procedures in the event of alarm.
- ◆ Assisting with the evacuation of disabled or injured personnel as requested by Managers and Supervisors.

### EAP Flip Charts

Managers will display the EAP Flip Chart in locations where they are readily available for Managers and Supervisors in the event of an emergency. Managers are also responsible for reviewing the EAP Flip Charts with their management Team to ensure they are familiar with the Emergency Action Plan.

### Emergency Notification System

*During Normal Business Hours:* If you become aware of an emergency situation immediately notify the Supervisor, who will in turn call 911 and the Emergency Response Coordinator.

*After Normal Business Hours:* Call 911 from an outside dialing phone. Then call the Emergency Response Coordinator at home.

#### *Alarm Systems:*

- ◆ The PA system will be used to announce the emergency to all company employees. The announcement will be repeated to ensure all employees hear it.
- ◆ Supervisors will communicate the alarm to employees under their control.

### Emergency Procedures

#### Gas Leak

Natural gas has a distinct, pungent odor so it is easy to detect. Leaking gas can cause an explosion and fire. If you smell natural gas:

- Evacuate the building immediately.
- Shut off supply of gas to the areas involved if safe to do so.
- DO NOT use the telephone, a flashlight or any electrical switches. If possible cut off all electrical circuits at a remote source to prevent operation of automatic switches in the danger area.

- Go to a safe zone and call to report the leak.

Store Manager/Assistant Manager will communicate with Public. Re-entry is allowed only upon receiving the all-clear from the Emergency Services.

## Medical Emergency

If there is a medical Emergency:

- Notify Manager immediately.
- Call 911. Stay calm and be prepared to provide the following information:
- Nature of medical emergency
- Location of the emergency (address, building, department)
- Your name and phone number from which you are calling
- Assign an employee to the entrance to direct emergency personnel.
- Do not move victim unless absolutely necessary.
- We have a "hands off" policy, but employees may provide immediate first aid.
- Have an employee use an in house phone to ask if there are any trained medical personnel in the building, and direct to emergency location.
- If there is bleeding, apply firm pressure on the wound(s). (Use proper PPE)

## Bomb Threat

If a bomb threat is received by phone:

- Be calm and courteous.
- Listen and do not interrupt the caller.
- Pretend to have difficulty hearing to get the caller to repeat themselves.
- Keep the caller talking as long as possible and note as many details about the caller as you can.
- Immediately report the threat and any information to the Manager or key holder. The Manager on duty determines emergency action, which may include:
  - Commence immediate store or location-wide evacuation.
  - Contact law enforcement agencies.
  - Contact a member of L&M Senior Management- LP & Safety Director, or Owners of the company who will provide further direction.

## Bomb Threat Checklist



INSTRUCTIONS: BE CALM AND COURTEOUS.  
LISTEN, DO NOT INTERRUPT CALLER.

NAME OF EMPLOYEE:

TIME: DATE:

CALLERS IDENTITY: MALE FEMALE ADULT JUVENILE

ORIGIN OF CALL: LOCAL LONG DISTANCE BOOTH INTERNAL

- KEEP CALLER TALKING IF THE CALLER IS AGREEABLE TO FURTHER CONVERSATION.
- ASK QUESTIONS LIKE:
  - WHEN WILL BOMB GO OFF?
  - WHAT IS LOCATION OF BOMB?
  - WHAT KIND OF BOMB?
  - WHAT IS YOUR PRESENT LOCATION?
  - WHAT IS YOUR NAME AND ADDRESS?
  - HOW DO YOU KNOW SO MUCH ABOUT THE BOMB?
- DID CALLER APPEAR FAMILIAR WITH THE BUILDING BY THEIR DESCRIPTION OF THE BOMB LOCATION?
- AFTER CALL IS TAKEN, IMMEDIATELY NOTIFY LP & SAFETY DIRECTOR OR MEMBER OF SENIOR MANAGEMENT

## Fire

In the Event of a fire:

- Alert others of the fire via:
  - Activating fire alarm
  - Announce fire verbally over intercom
  - Announce fire over radio.
- Ensure that everyone has been evacuated to the designated meeting area, and 911 have been notified.



- Attempt to extinguish the fire ONLY
  - If it can be easily extinguished with a fire extinguisher
  - If you have been trained in its use.
  - If you can keep a safe exit to your back.

## Evacuation

In the event of an evacuation:

- Management will assign an employee to every exit.
- Announce an evacuation of the building three times. Sample announcement: “May I have your attention, please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.”
- Evacuate in a calm and orderly manner through designated exits and proceed immediately to the designated meeting area.
- Meet at the predetermined assembly area, which is the parking area outside of the building directly in front of the store’s main entrance.
- Manager will check all areas of the store to make sure everyone has evacuated.

Manager is responsible for attaining a head count of employees. Manager should get a clean copy of employee’s on duty and mark them present by name. If all employees are not accounted for manager may search the store only if safe to do so.

Store Manager/Assistant Manager will communicate with the Fire Department or other rescue personnel. Re-entry is allowed only upon receiving the all-clear from the fire department or other emergency response agency.

## Active Shooter

L & M Supply is currently updating this policy to follow ALICE training protocol. Initial training has been done but more in depth training on ALICE will be done in the future.

If there is an active shooter:

Quickly determine the most reasonable way to protect your own life using ALICE. Customers are likely to follow the lead of employees and managers during an active shooter situation. Alice is not sequential. Order changes depending on your circumstances.

## ALICE

- Alert- Use plain language to alert others to the danger through as many ways as possible. Convey the location of the active shooter if possible. Ex. "Get Out!" or "He/she has a gun!"
- Lockdown- If evacuation is not immediately possible, find a secure place to hide and barricade the room. Use your time in lockdown to prepare to Evacuate or Counter if needed.
- Inform- If you are in a safe location call 911. Stay calm and give the dispatcher as much information as possible. Common dispatch questions are;
  - Where is your emergency?
  - What is your emergency?
  - What does the suspect look like?
  - Where is the suspect located?
- Counter- Take action against an active shooter, only as a last resort and only when your life is in imminent danger.
  - Attempt to disrupt and/or incapacitate the active shooter.
  - Create noise and movement to reduce the shooters ability to shoot accurately.
  - Only attempt to fight an active shooter as a last resort and your life is in immediate danger
- Evacuate- When it is safe and there is an accessible escape path, attempt to evacuate the danger zone.

Always continue to assess and re-evaluate the situation as changes happen and evacuate if these changes make it possible.

When law enforcement arrives:

- Remain calm and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).

- Immediately raise hands and keep them visible at all times.
- Avoid making quick movements toward officers.
- Avoid pointing, screaming and/or yelling.

## Chemical Spill

In the event of a chemical spill:

### Notify & Evaluate

- Notify Manager and Safety Committee immediately.
- If safe to do so, turn off the supply of the chemical or any ignition sources such as motors, pumps, etc.
- Determine how serious the spill is.
- If immediately life-threatening, evacuate and call 911.

### Containment/Cleanup

- If spill is not immediately life or health-threatening, Manager/Keyholder should use the steps below for cleanup.
- If spill is minor, clean it up.
- If unfamiliar with the chemical, call Verisk 3E 1-800-451-8346.
- Use appropriate PPE including gloves, eye protection, etc.
- Use absorbents, e.g., "Vo Ban" for solvents, or neutralizers appropriate for the material, e.g. baking soda for acids, citric for bases.
- Protect floor drains with absorbents or barriers around them
- Package and label waste. Include contaminated clothes, rags, equipment, etc.

### DO NOT clean up a spill if:

- You don't know what the material is
- You do not have the correct PPE
- The spill is too large to contain
- The spilled material is highly toxic
- You feel any symptoms of exposure

## Missing Child

In the event that a child is reported missing

- Radio Manager ASAP.

- Employee will ask for a detailed description of the child.
  - Name, Age, Hair color, Clothing, Distinguishing marks, Last known location
- The employee uses the nearest in-house phone or Radio to page a Code Adam and broadcasts the child's age, physical appearance, apparel and last known location.
- Employees nearest to Entrance/Exit doors stop exiting foot traffic until doors are secure by employee(s) designated to lock the entrance(s) and exit(s) while other employees drop everything to look for the missing child.
- If the child is not located within 10 minutes the local police are called.
- If the child is found accompanied by someone other than the parent or guardian employees may make reasonable efforts to delay their departure, provided it does not put the employee(s) or child at risk. Or employees note as much detail as they can about the adult, including a license plate if possible.
- If the missing child is found alone and unharmed reunite the child with the adult searching for them.

The "Code Adam" is cancelled over the storewide communication system, either because the child has been reunited with the searching adult or the police have arrived and taken over the situation.

## Severe Weather

If there is a threat of severe weather or a tornado:

- Contact store management.
- Monitor the weather in the area.

If severe weather is detected in the vicinity of the building:

- Make an announcement in the building three times. "May I have your attention, please? The National Weather Service has announced a Severe Weather (Tornado) Warning for this area. Please move toward the back of the store to the severe weather/tornado refuge in the restrooms. Please stay there until the 'all clear' has been given."
- Check all areas of the building to make sure everyone has moved to a designated assembly area. Note: Management does not have the authority to detain guests and employees who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.

Protect money/merchandise if it does not threaten anyone's safety:

- Close and lock all checkout terminals/cash registers.
- Lock cash/control office safe and doors to the cash/control office.

When the 'all clear' is given over the radio:

Make the "all clear" announcement over the P.A. system and consult with store management regarding reopening the facility.

If there is any property damage as a result of the severe weather:

- Establish control and security immediately.
- Do not put any guest or employee in danger
- Call Emergency Services if needed

**Blizzard or Snow Emergency:** In the event of snowstorm, management may decide to close early. In this event, the receptionist will announce the early closing over the PA system, and an email notification will be sent out. The supervisors will be responsible for notifying those employees on other shifts that the plant is closing and they should not report to work.

### First Aid Stations

First Aid stations are provided for minor medical response needs. Refer to Appendix B Emergency Response Information Sheet for their locations.

First Aid stations are inventoried on a regular basis and are restocked as needed.

### Fire Extinguishers / Pull Alarms

There are Emergency Pull Alarms and Fire Extinguishers located throughout each facility.

Refer to the Building Emergency Map or the Emergency Information Sheet for the location.

Fire Extinguishers are checked monthly by the Safety Committee and inspected annually by a third party vendor specific to each location.

### Automatic Sprinkler Systems

Our facilities are equipped with automatic sprinkler systems. If a fire is hot enough it will set off the overhead sprinklers. The sprinklers will only release water in the area of a fire. The sprinkler alarm will sound in the event that the sprinklers have been activated in a part of the building.



The automatic sprinkler system is checked and flushed each year by a third party specific to each location. Always maintain a three-foot clearance to the Sprinkler Valve Station for direct use during an emergency.

### **Designated Meeting Location**

Once the employees have evacuated the building, they **MUST** meet at the designated meeting location to check in with either the Emergency Response Coordinator or the Assistant Coordinator. All employees need to be accounted for, if not those employees that do not show up at the designated meeting location will be presumed to still be inside the building and Fire and Police will be notified immediately.

### **Re-entry**

Once the building has been evacuated, no one is to re-enter the building for any reason. When the fire department or other responsible agency notifies the Emergency Response Coordinator the building is safe for re-entry, then and only then, will personnel return to their workstations. The Key Holder or Manager (Emergency Response Coordinator) will communicate to managers and supervisors the building is safe, and re-entry will commence.

### **Emergency Exercise Drills**

Once a year, emergency exercise drills will be conducted. Results from the drill will be audited by Management and/or the Safety Coordinator to determine if any changes are necessary to improve employee safety in the event of a real evacuation.

Additional drills may be conducted if there are facility changes or as deemed necessary by Management.

### **Employee Training**

Employee training will be provided when:

- When an employee's required actions and responsibilities change
- When there are changes in the plan
- Initially for new employees

- Refresher training as determined by the Emergency Response Coordinator

During training, the following items will be covered:

- PRIMARY MEETING POINT (OUTSIDE AND INSIDE)
- Emergency escape routes
- Alarm systems
- Means of reporting emergencies
- Fire extinguisher location and use
- Procedures to account for employees
- Fire prevention practices
- Proper housekeeping

### **Program Review**

An annual review will be conducted by Management and/or the Safety Coordinator. In addition, the program will be modified as needed after:

- When personnel change
- When there are facility changes
- Each training drill exercise

As the plan is updated, any changes will be immediately communicated to the personnel at L&M.



## Emergency Contact Numbers & Maps

### Grand Rapids Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity:* Grand Rapids Public Utilities  
*24-hr emergency number(s)* 218-326-4806

*Gas:* Grand Rapids Public Utilities  
*24-hr emergency number(s)* 218-326-4806

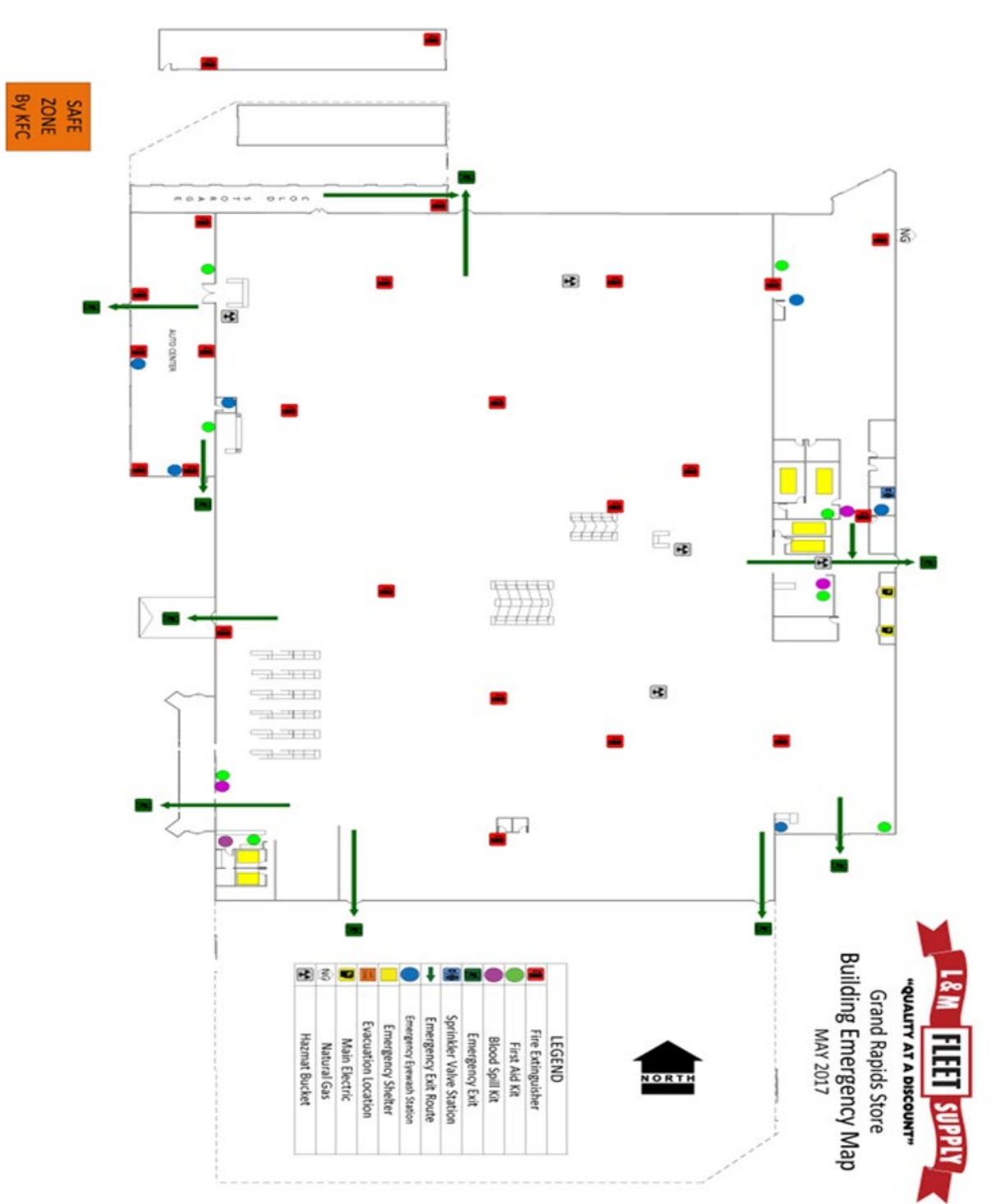
**Poison Control:**

1-800-222-1222

**3E Company:**

1-800-451-8346      Account Name: MIDSTA

## Emergency Map



## Hibbing Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity:* Hibbing Public Utilities

*24-hr emergency number(s)* 218-262-7700

*Water:* Hibbing Public Utilities

*24-hr emergency number(s)* 218-262-7700

**Poison Control:**

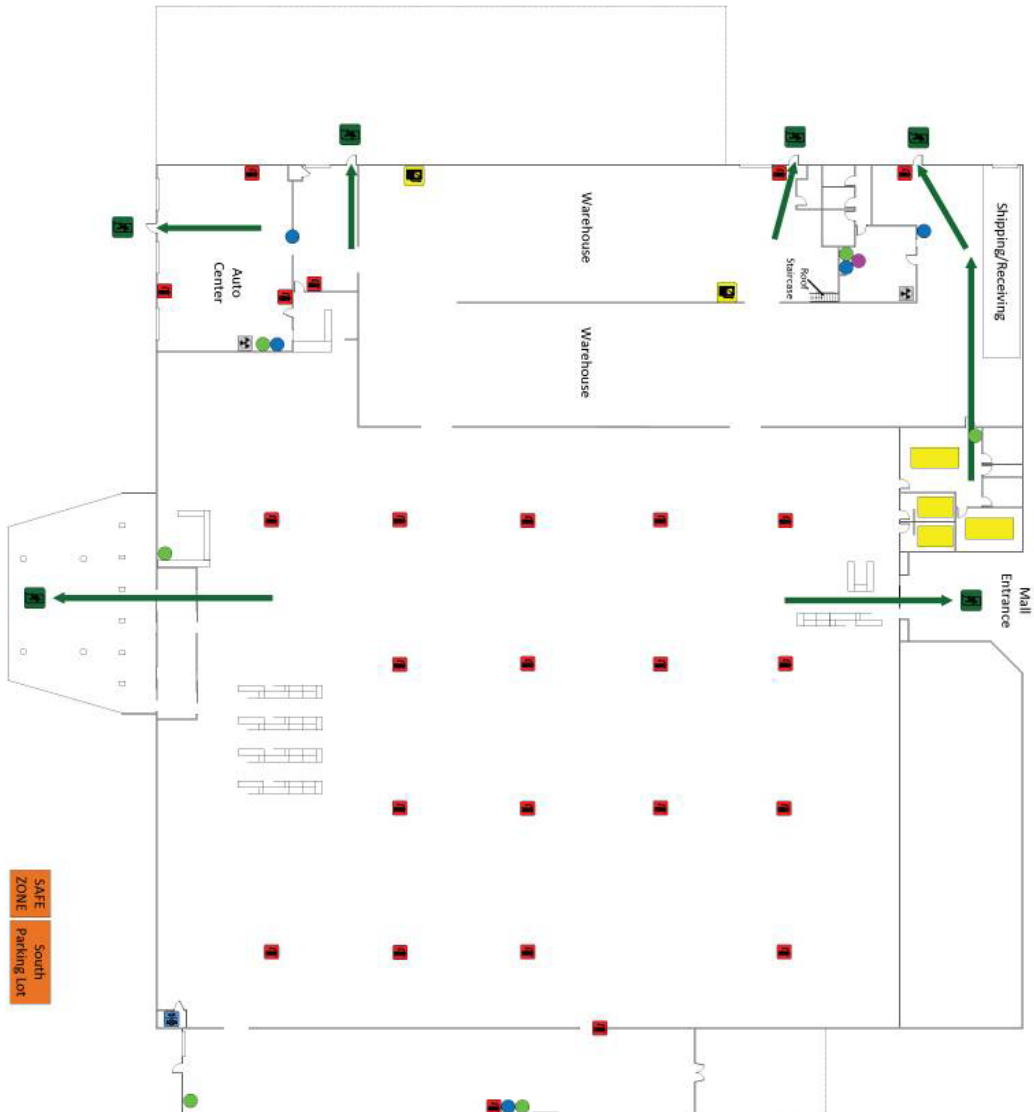
1-800-222-1222

**3E Company:**

1-800-451-8346

Account Name: MIDSTA

## Emergency Map



LEGEND	
	Fire Extinguisher
	First Aid Kit
	Blood Spill Kit
	Emergency Exit
	Sprinkler Valve Station
	Emergency Exit Route
	Emergency Eyewash Station
	Evacuation Shelter
	Main Electric
	Hazmat Bucket



Hibbing Store  
 Building Emergency Map  
 MAY 2017



## Virginia Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity: Minnesota Power  
24-hr emergency number(s) 800-228-4966*

*Water: Mountain Iron 218 748-7570*

*Gas: MN Energy  
24-hr emergency number(s) 800 889-4970*

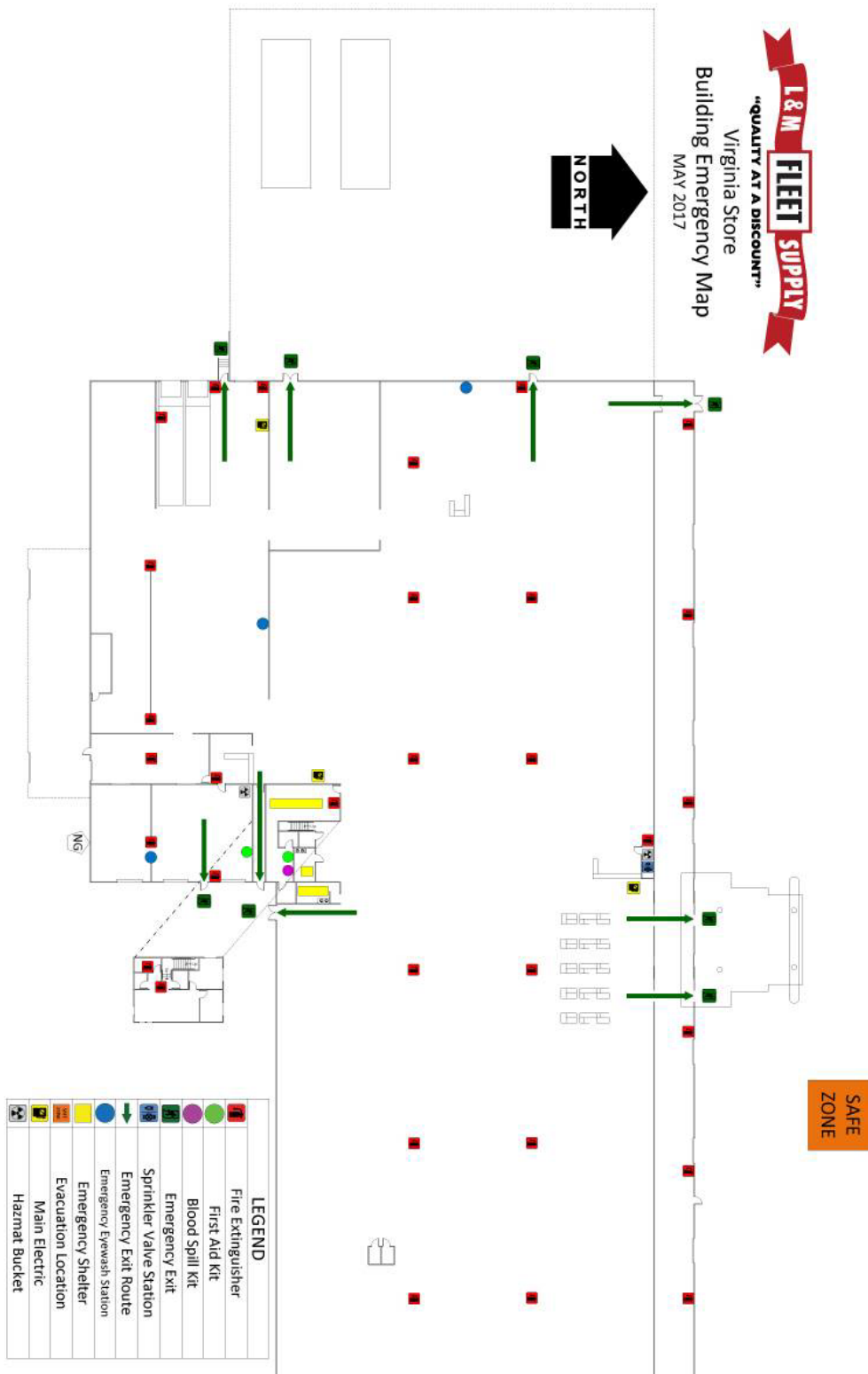
**Poison Control:**

1-800-222-1222

**3E Company:**

1-800-451-8346      Account Name: MIDSTA

## Emergency Map







## Cloquet Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity: Minnesota Power*

*24-hr emergency number(s) 800-228-4966*

*Water: City of Cloquet 218 879-3844*

*Gas: MN Energy*

*24-hr emergency number(s) 800 889-4970*

**Poison Control:**

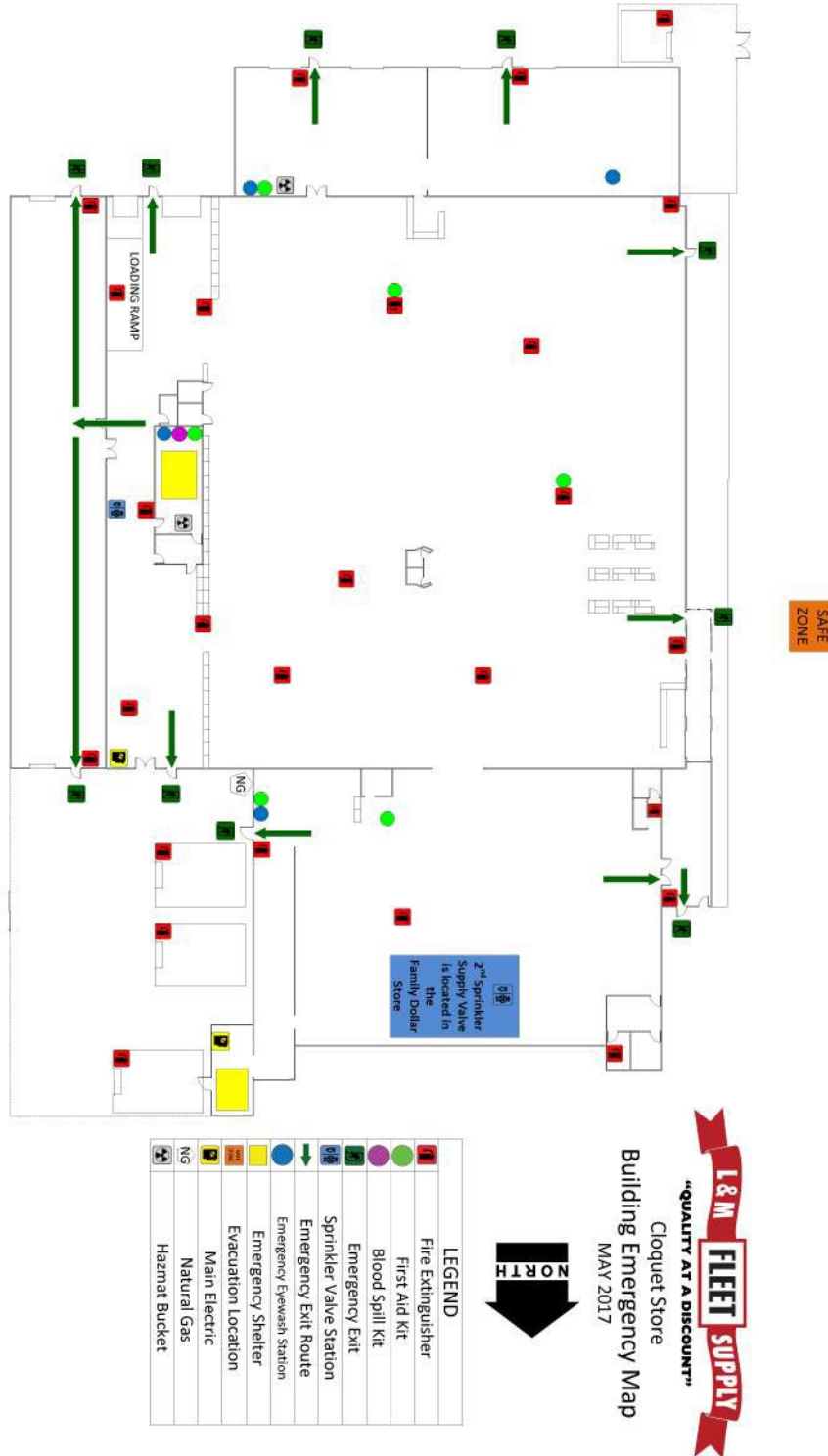
1-800-222-1222

**3E Company:**

1-800-451-8346

Account Name: MIDSTA

## Emergency Map



## Bemidji Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity:* TR Electric

*24-hr emergency number(s)* 218 751-0286

*Water:* Beltrami Water 218 333-8281

*Gas:* MN Energy

*24-hr emergency number(s)* 800 889-4970

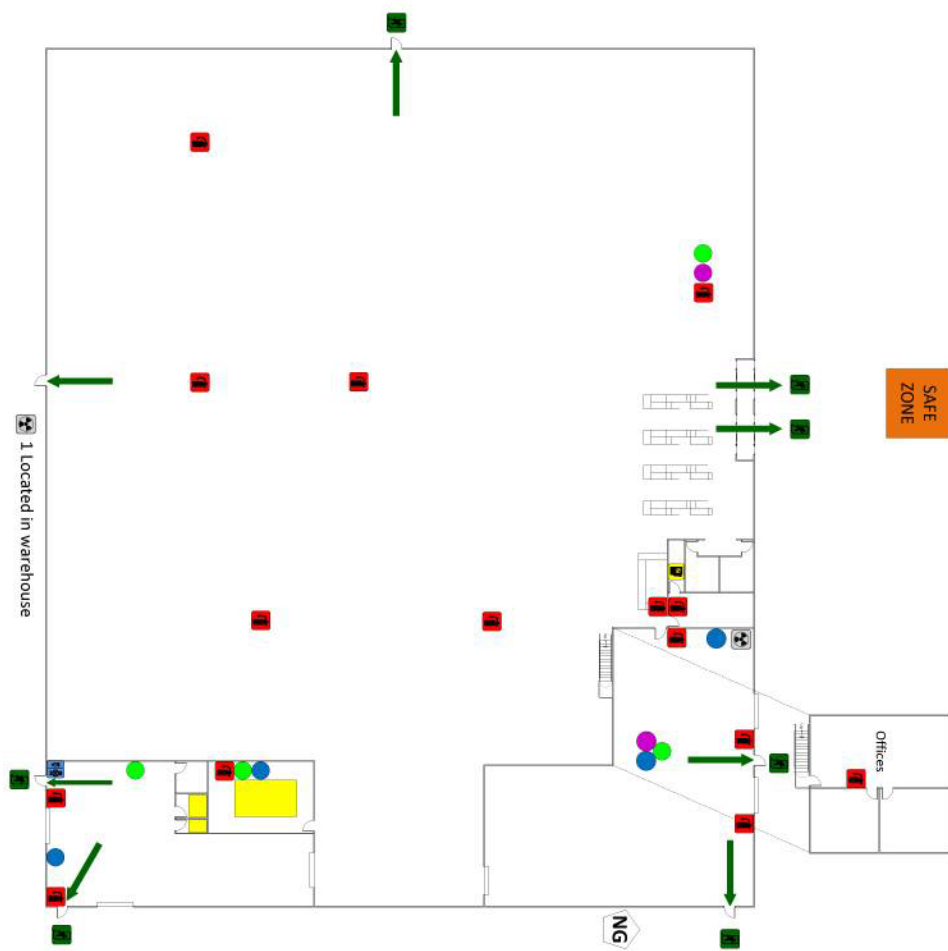
**Poison Control:**

1-800-222-1222

**3E Company:**

1-800-451-8346 Account Name: MIDSTA

# Emergency Map



LEGEND	
	Fire Extinguisher
	First Aid Kit
	Blood Spill Kit
	Emergency Exit
	Sprinkler Valve Station
	Emergency Exit Route
	Emergency Eyewash Station
	Emergency Shelter
	Evacuation Location
	Main Electric
	Natural Gas
	Hazmat Bucket



  
 Bemidji Store  
 Building Emergency Map  
 MAY 2017



## Park Rapids Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity:* Minnesota Power  
*24-hr emergency number(s)* 800-228-4966

*Water:* City of Park Rapids 218 732-3163

*Gas:* MN Energy  
*24-hr emergency number(s)* 844-889-3400

**Poison Control:**

1-800-222-1222

**3E Company:**

1-800-451-8346

Account Name: MIDSTA





## Detroit Lakes Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity: Detroit Lakes Public Utilities*  
*24-hr emergency number(s) 218 847-7609*

*Water: Detroit Lakes Public Utilities*  
*24-hr emergency number(s) 218 847-7609*

*Gas: Detroit Lakes Public Utilities*  
*24-hr emergency number(s) 218 847-7609*

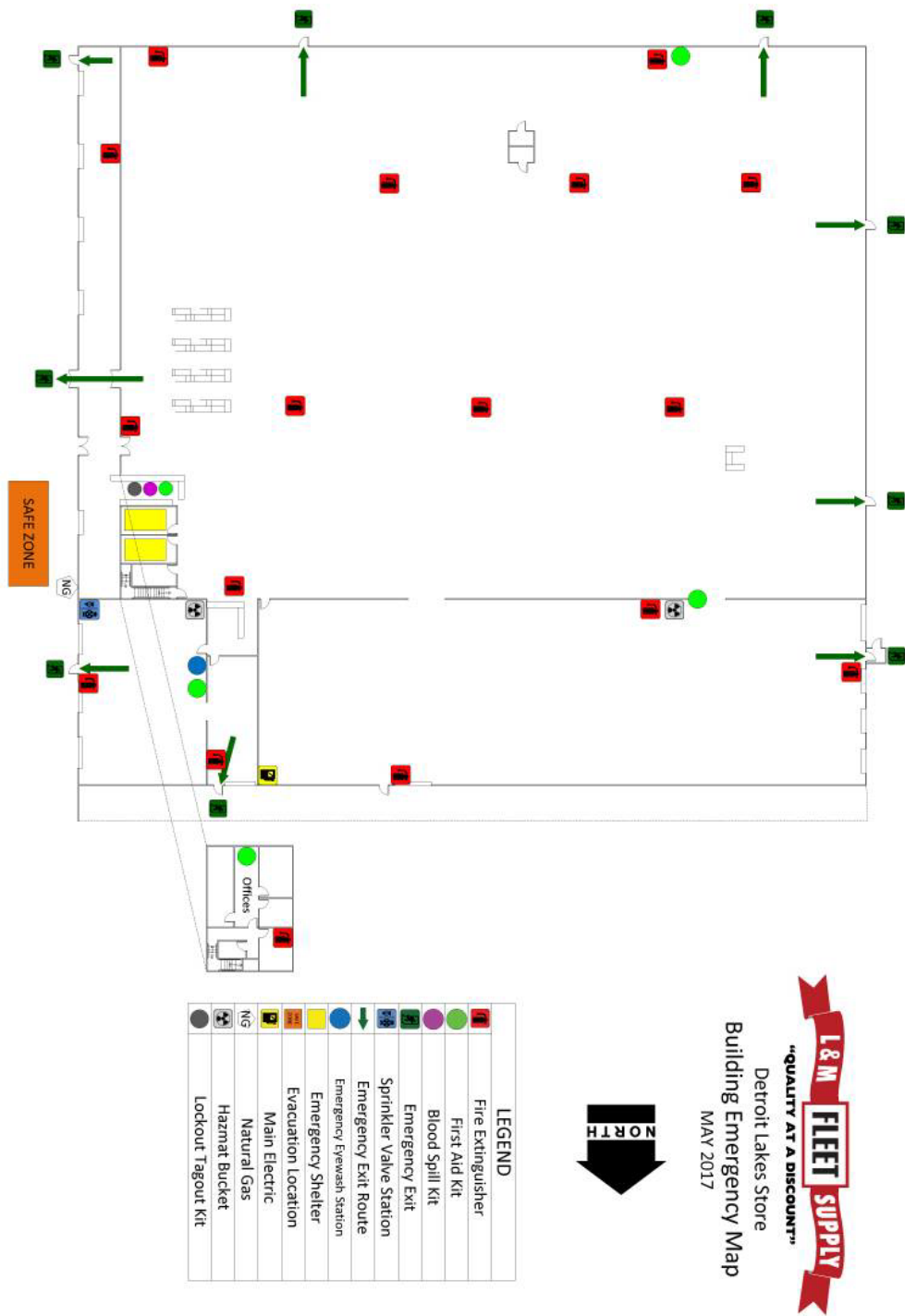
**Poison Control:**

1-800-222-1222

**3E Company:**

1-800-451-8346                      Account Name: MIDSTA

# Emergency Map







## Hayward Store

**Fire, Ambulance, Police Emergency**    **911**

**Public Utilities:**

*Electricity:* Xcel Energy

*24-hr emergency number(s)*    800 895-1999

*Water:* Hayward Public Works    715 634-4612    John McCue    715 699-4612

*Gas:* Xcel Energy

*24-hr emergency number(s)*    800 895-1999

**Poison Control:**

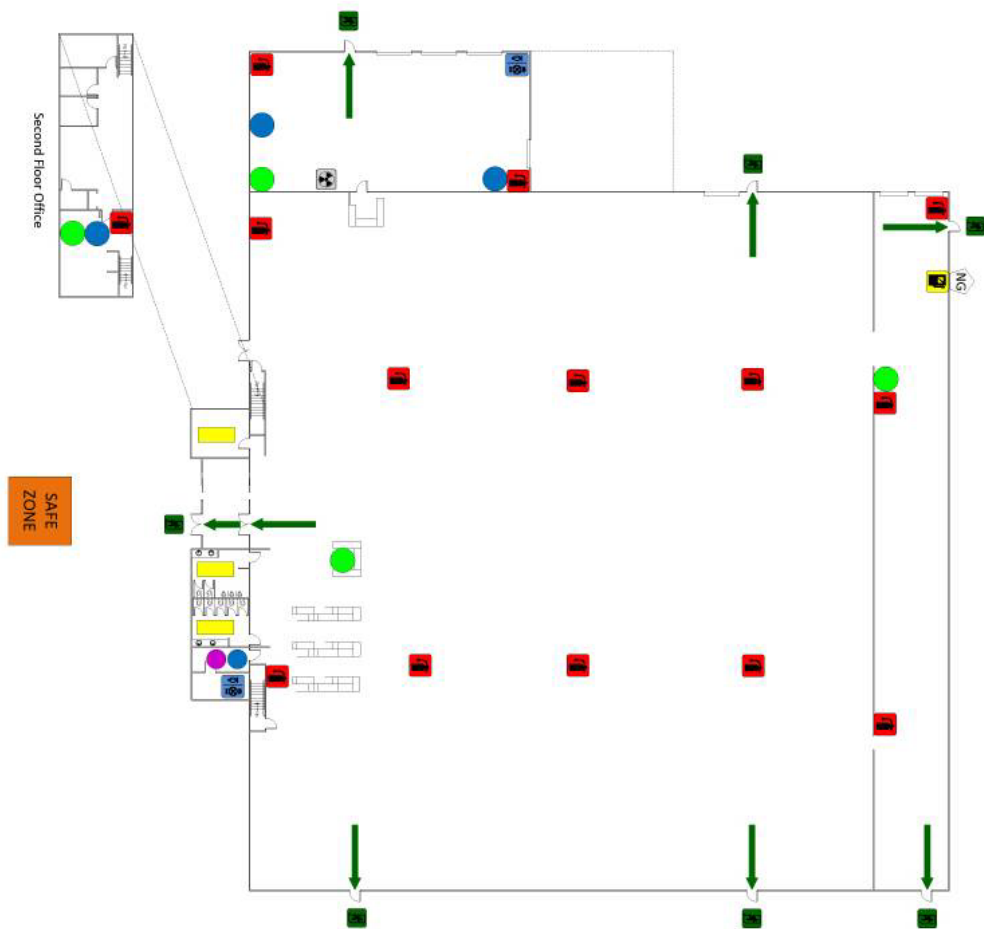
1-800-222-1222

**3E Company:**

1-800-451-8346

Account Name: MIDSTA

Emergency Map



LEGEND	
	Fire Extinguisher
	First Aid Kit
	Blood Spill Kit
	Emergency Exit
	Sprinkler Valve Station
	Emergency Exit Route
	Emergency Eyewash Station
	Emergency Shelter
	Evacuation Location
	Main Electric
	Natural Gas
	Hazmat Bucket



L & M

FLEET SUPPLY

“QUALITY AT A DISCOUNT”

Hayward Store  
Building Emergency Map  
MAY 2017



## Ashland Store

**Fire, Ambulance, Police Emergency 911**

### **Public Utilities:**

*Electricity: Xcel Energy*

*24-hr emergency number(s) 800 895-1999*

*Water: Ashland Public Works 715 682-7061 After hours 715 682-7054*

*Gas: Xcel Energy*

*24-hr emergency number(s) 800 895-1999*

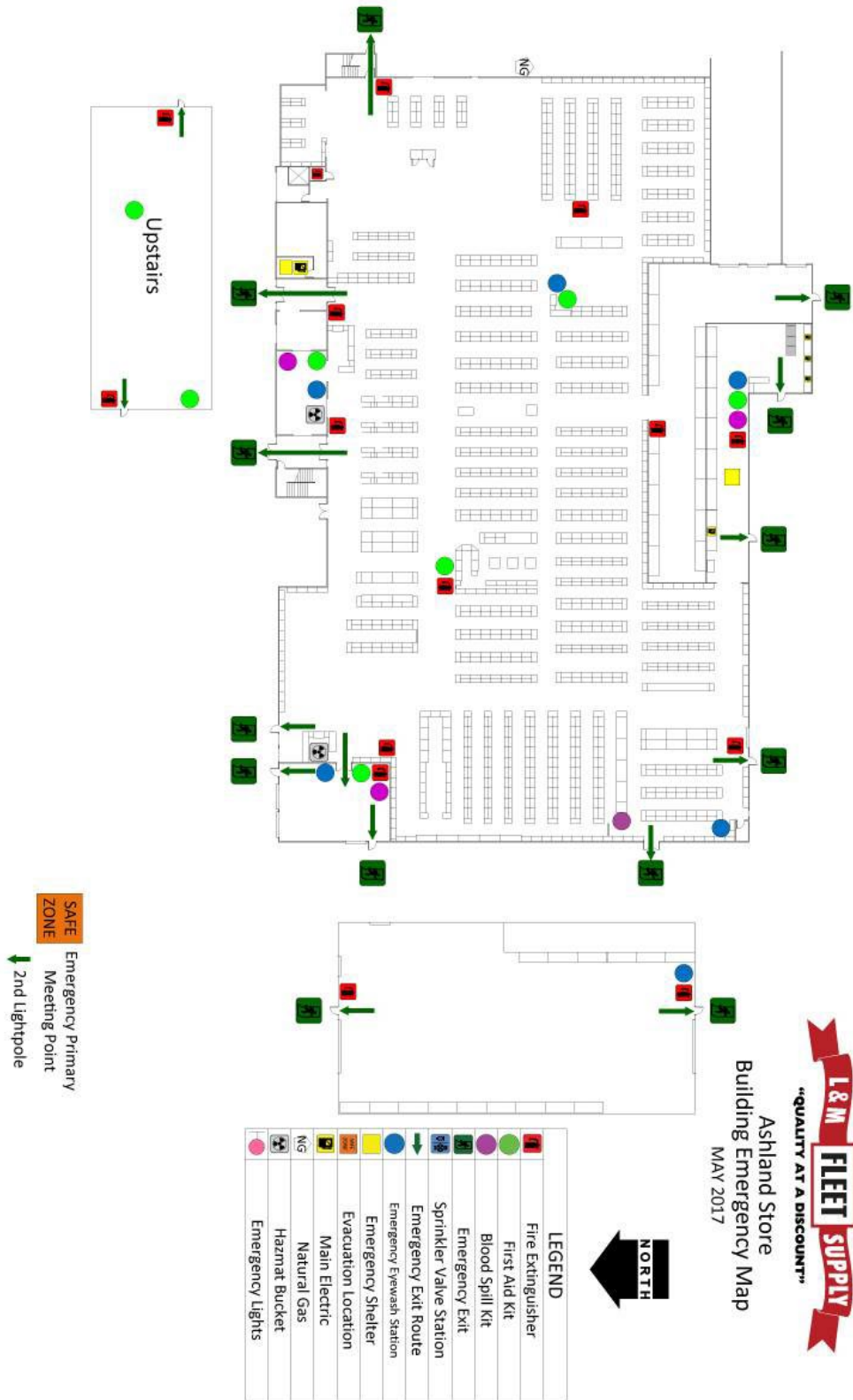
### **Poison Control:**

1-800-222-1222

### **3E Company:**

1-800-451-8346 Account Name: MIDSTA

## Emergency Map





## Thief River Falls Store

**Fire, Ambulance, Police Emergency 911**

**Public Utilities:**

*Electricity:* Thief River Falls Power and Lighting and Water  
218-681-5816

*After hours (Law Enforcement Center) 218-681-6161*

*Gas:* Minnesota Energy Resources (Gas)  
1-800-889-9508

**Poison Control:**

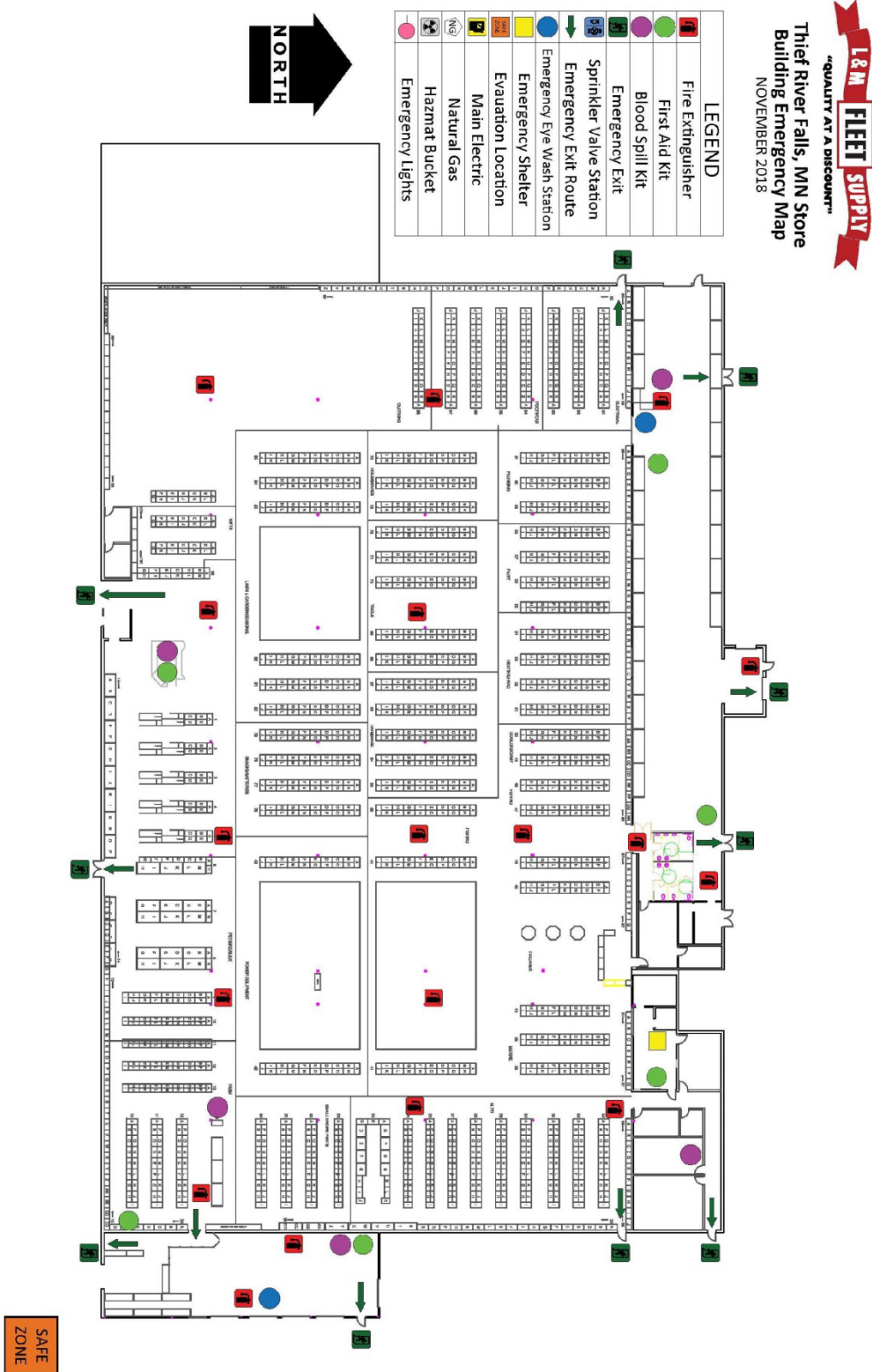
1-800-222-1222

**3E Company:**

1-800-451-8346

Account Name: MIDSTA

## Emergency Map





## Grand Rapids DC & Corporate Office

**Fire, Ambulance, Police Emergency**    911

**Public Utilities:**

*Electricity:* Grand Rapids Public Utilities  
*24-hr emergency number(s)* 218-326-4806

*Gas:* Grand Rapids Public Utilities  
*24-hr emergency number(s)* 218-326-4806

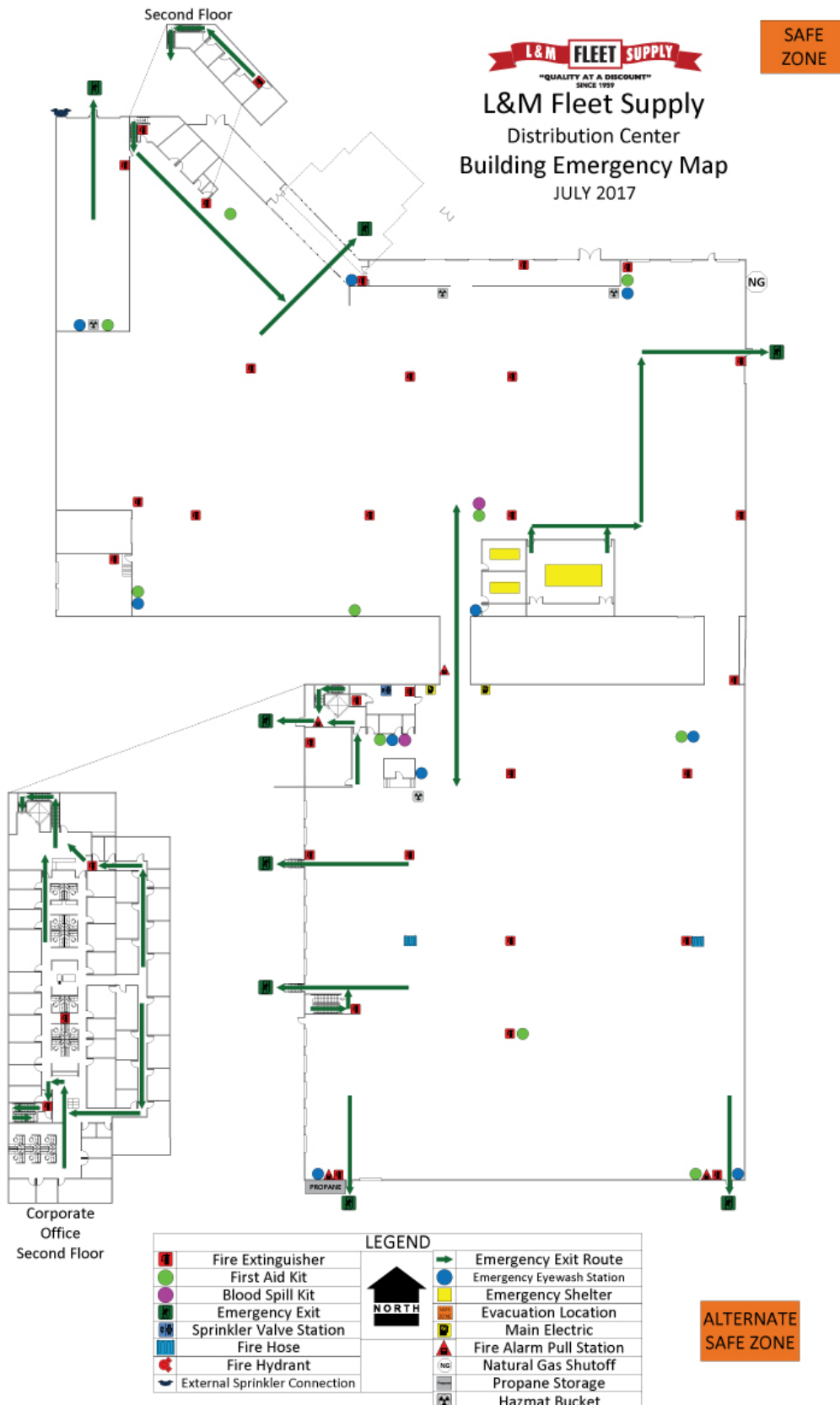
**Poison Control:**

1-800-222-1222

**3E Company:**

1-800-451-8346                      Account Name: MIDSTA

## Emergency Map





## Eye Glass Protection for Employees

**REVISION: 4**

**EFFECTIVE DATE: June 1, 2022**

### **DESCRIPTION OF CHANGE: Eye Protection Program for Effectuated Eligible Employees**

#### **Purpose**

This policy specifies the type of eyewear required in designated areas of L & M Supply where employees may be exposed to eye or face hazards: Designated eyewear protection areas are: Repair Shop, Small Engine Repair, and Assembly. Store Management will help to clarify all affected employees in understanding the distinction between wearing eye protection "all the time" versus being "task oriented"-- or working in an area where they should be worn. For example-- Employees grinding, cutting, changing tires/or batteries MUST be wearing eye protection 100% of the time based a higher probability of injury. Employees walking through the Repair Shop to the Shop Service Counter would be recommended to wear eye protection while walking through the shop but not while working the Shop Service Counter. L&M Supply sells a variety of compliant non-prescriptive eyewear options for employees. Most affected employees will be provided STORE USE safety glasses to be in compliance with the eye protection program. We also provide a program for employees who require prescriptive eye protection with this new program. L&M Supply is utilizing ESSILOR Companies to assist in providing a Prescription Eyewear program for employees whose job responsibilities and functions may place them at risk of eye injuries.

#### **Responsibility**

**Communication--** Store Management is responsible for informing all affected employees of our Eye Protection program and the procedures for obtaining required safety glasses by reviewing this policy with employees. Each affected employee is responsible for wearing the approved eye protection once it has been communicated and provided by store management.

- **Non- Prescriptive Eye wear:** L&M will supply eye protection for affected employees who require non-prescriptive safety glasses once the employees begin working in these designated areas where hazards exist. All non-prescriptive lenses, or "over-the-glasses" safety goggles, or safety glasses will be approved by Senior Management. Store



Management will work with LP & Safety Director or member of Senior Management to “Store Use” approved Safety Glasses from Stock to insure employee compliance with the program.

- **Prescriptive Eye Wear:** authorized members of Store Management will log into the ESSILOR Online system to set up appointments for affected employees needing prescriptive lenses to get fitted and framed. Affected employees will be issued temporary over the glasses eye protection until they are eligible (90 days FT employee status) to have their annual eye exam. L&M Supply will pay up to \$200.00 once per year to pay for adequate eye protection for our employees requiring prescriptive lenses, including side shields.

#### Customer Safety – Repair Shops

L&M Fleet Supply understands part of our success is due to the relationships developed with our customers. Repair work performed in our shops may expose customers to the risk of potential accident or injury. We highly discourage customers in our shops, but understand some customers ask to stand in close proximity of any repairs being completed on their property, or to interact with shop employees. We strongly encourage customers to wear eye protection while in the shop and ask that they maintain “a safe distance” from the work being performed by our repair staff. We require all customers to wear eye protection in areas in/or around any specific repair tasks where their safety risk or exposure is increased. Example- charging batteries (risk of burning acid), changing tires, grinding, or other repair work. Repair Shop employees are to stop working on customer’s property, politely excuse themselves, and notify store management if a situation arises where customers refuse to wear required eye protection in the shop. Management will then speak to the customer to help clarify or explain our eye protection safety policy within our L&M Recipe.

#### Employee Eligibility

All affected employees working in these designated areas are eligible to receive eye protection whether they are Full-Time, Regular Time, or Part-Time employees. Employees are to receive either “Store Used” Safety glasses, or to receive temporary “fit-over” eye protection goggles or glasses until they are eligible to receive prescriptive lenses. *Eligible employees requiring prescriptive eye protection are asked to consider our business needs and work with store*



*management to coordinate any appointments to be fitted and framed and choose their eye*

*protection.* L&M Supply will pay up to \$200.00 per year for eye protection for these affected employees.

## Essilor

**Prescription Eye Protection—** authorized store management members will be trained to access the Essilor Eye Care online system to coordinate appointments for employees with approved prescription eye care providers. *Employees are encouraged to work with store management (within business needs) to coordinate eye appointments to be fitted and framed.* Once entered into the ESSILOR online system, employees are to go to the authorized clinic and select their prescriptive eye protection. The eye care provider notifies ESSILOR of the employee's eye wear selection and the order is processed. L&M will pay up to \$200.00 1x per year for prescription, including side shields for employees. Employees wanting to have eye protection/or prescription glasses above the **\$200.00 maximum** will have to pay on an out-of-pocket basis. This **\$200.00** maximum includes \$30.00 dispensing fee covered by L&M Supply. Any additional costs over the **\$200.00 Maximum coverage** for eye care will be billed to the employee from the Eye Care Provider and is to be paid within the parameters of the Eye Care Provider by the employee.

- L&M will not pay for lost eyewear or eyewear that is broken or damaged through the neglect of the employee. L&M may pay for the replacement of prescription eye protection if it is deemed the damage occurred while employee was at work. *Senior Management will make these decisions on a case-by-case basis based on a review of the situation and/or the circumstances.*
- The Loss Prevention and Safety Director will provide adequate training for Store Managers or other members of authorized store management to help communicate how the ESSILOR Eye Program works.

**Eye Protection Choices (Store stock or Store Use)-** The LP & Safety Director and Senior Management have identified specific SKUs of Safety Glasses/eye protection is to be "STORE

USED" through our POS "point of sale system" Or Tills) to properly account for this expense in partnership with the store management. All Repair Shops are to maintain the required safety glasses in a sealed clear plastic tote for customers and new employees.

### **Eye Protection - Non-prescriptive Safety Glasses or Over-the-Glasses"**

- **FIT OVER OR STOCK SAFETY GLASSES** - can be store used only by the store manager, or assistant manager for any eligible employees working in areas stated above.
- **Store Use Price point-** to be selected should be under \$20.00 as Store Use which are on-hand stock items. Please make sure to conduct MGL's/Merchandise Discrepancy Reports to the Buyer if we are out of stock for these items.
- **TEKK Safety Goggles/Glasses-** must be run through the tills by Store Manager or Assistant Manager
- **Lost Glasses-** The employee is responsible for the care of his or her eye protection and obtaining a new pair as needed. Employees will be provided with Fit-over glasses if they lose prescription glasses are expected to comply with the new eye protection policy until their new replacement lenses arrive.

### **Procedure / Essilor Eye Care Program**

Eye protection must comply with the ANSI Z87.1 Standard. All eye protection provided by L&M Supply is compliant with the Standard and this policy. L&M Fleet will provide the following type of eye protection through ESSILOR's approved eye clinics for employees:

- Safety glasses with side shields;
- Safety glasses with side shields that fit over prescription lenses; or
- TEKK Safety Glasses or Goggles that will be Store Used (must be approved by Senior Management)
- All Customer or new employee Goggles, or Eye Protection must be maintained in the Repair Shop Areas in a Clear Plastic Tote that is covered to keep these items free of dust, dirt or chemical exposures.
- Any eye protection NOT supplied by the company must be approved by the

Environmental, Health, & Safety Department prior to its use.

- Employees who wear prescription glasses may request eye protection that incorporates the prescription in its design (i.e., prescription safety glasses).
- The need for prescription eyewear should be verified by the Store Manager or Supervisor. L&M will pay for this eye protection based on the following guidelines:
  - The employee must bring in a prescription (within 2 years of its date or by its expiration date).
  - L&M will provide for a pre-approved basic frame and lens, with side shield up to \$200.00 within the location providers approved by L&M Supply and within the Essilor eye care provider network
  - Tinted lenses are NOT permitted.
  - If a different style of frame or lens material is desired, the employee must pay for the difference if it exceeds the \$200 L&M Maximum.
  - L&M Supply is NOT responsible for the cost of the eye examination; however, employees are encouraged to utilize the 1 time per year eye care program to identify your needs to proper glasses or need for prescriptive lenses
  - Affected and designated employees requiring prescriptive safety glasses are encouraged to work closely with your Store Manager or Assistant Manager to coordinate your eye examination. Store Managers will attempt to work with employees on your eye appointment and balance our business needs.

### **Safety Considerations**

Eye protection with side-shields is required for all areas of the facilities where an employee could be exposed to eye or face hazards from flying particles, liquid chemicals, acids or caustic liquids or chemical gases or vapors. These areas include warehouse, repair shop, small engine repair, assembly, and other areas. Protective eyewear need not be worn in office areas, meeting rooms, break rooms, parking lots and other areas generally open to the general public, except as provided below. Employees are encouraged to use "common sense" as it relates to using eye protection while performing any other tasks where eye injuries may be at risk while on the L&M premises.

### **Needed Documentation**



## **ESSILOR ONLINE MANAGEMENT TRAINING MATERIALS & FLOW CHARTS**

### **TRAIN THE TRAINER DOCUMENTS-**

#### **References**

**SOP - Personal Protective Equipment.**

**SEE PPE POSTERS BY WORK STATIONS**

## Fire Prevention and Control

It is the responsibility of all employees to prevent any type of fire in the building. Listed below is a list of general items to take into consideration to accomplish this objective:

- ◆ No smoking in the building. Properly extinguish cigarettes when outside.
- ◆ Do not have an open flame around any type of chemical, paint, solvent or flammable liquid.
- ◆ Make sure all torches are extinguished when not in use.
- ◆ Do not put any type of hot object in trashcans.
- ◆ Do not perform welding around combustible material.
- ◆ Have a fire extinguisher in near proximity when performing welding or other hot work operation.
- ◆ Use a Hot Work Permit when conducting Welding, grinding, and other Hot Work Tasks that are conducted outside of the usual Welding and grinding areas. The Hot Work Permit is on the last page of this document.
- ◆ Flammable liquids will be stored in approved flammable liquid storage cabinets.
- ◆ All oily/solvent covered rags will be kept in an approved fire resistant covered container until they are removed from the worksite or building.
- ◆ Only approved containers and portable tanks will be used for the storage and handling or flammable and combustible liquids.

COLOR	FUEL
Red	Gasoline
Blue	Kerosene
Green	Fuel Oil
Yellow	Diesel Fuel

## Fire Prevention / Protection

- ◆ A fire extinguisher with a 2A rating must be kept within 75 feet travel distance.
- ◆ At least one fire extinguisher must be provided on each floor. On multistory buildings a fire extinguisher must be provided adjacent to the stairway.
- ◆ At least one fire extinguisher must be provided for every 3,000 square feet of floor area.
- ◆ A fire extinguisher must be rated at least 10B and located within 50 feet wherever 5 gallons of flammable or combustible liquid or 5 pounds of flammable gas are being used on the jobsite.

## Fuel Storage

To help prevent unanticipated fires L&M Fleet Supply requires that all gas containers in the shop to be kept in Metal Safety Gas Cans (5 gallon), AND or all plastic 1 gallon gas cans MUST be placed in the Flammable Storage Cabinet unless they are being used by shop staff.

## Maintenance of Fire Equipment and Systems

To adequately ensure our fire suppression equipment is ready for use, we will implement the following preventative measures:

- ◆ Maintenance department will conduct monthly inspections of fire extinguishers.
- ◆ Hire a competent firm to perform annual checks on portable fire extinguishers and sprinkler systems.

## Training




.Annual Fire Prevention & Control training will be conducted via training sessions on The Lodge. Completion of training is also tracked through The Lodge as employees complete the required training.



## Fire Extinguishers

Fires are classified by the type FUEL they burn. In order for a fire extinguisher to properly extinguish a fire, you must first classify the type of fire, and then select the proper extinguisher.

Newer fire extinguishers use a picture/labeling system to designate the types of fires they are to be used on. Older fire extinguishers are labeled with colored geometrical shapes with letter designations. Both of these types of labels are shown below with the description of the different classes of extinguishers.

 Ordinary Combustibles	<b>Class A Extinguishers</b> will put out fires in ordinary combustibles, such as wood and paper. The numerical rating for this class of fire extinguisher refers to the amount of water the fire extinguisher holds and the amount of fire it will extinguish.	 Ordinary Combustibles
 Flammable Liquids	<b>Class B Extinguishers</b> should be used on fires involving flammable liquids, such as grease, gasoline, oil, etc. The numerical rating for this class of fire extinguisher states the approximate number of square feet of a flammable liquid fire that a non-expert person can expect to extinguish.	 Flammable Liquids
 Electrical Equipment	<b>Class C Extinguishers</b> are suitable for use on electrically energized fires. This class of fire extinguishers does not have a numerical rating. The presence of the letter "C" indicates that the extinguishing agent is non-conductive.	 Electrical Equipment
	<b>Class D Extinguishers</b> are designed for use on flammable metals and are often specific for the type of metal in question. There is no picture designator for Class D extinguishers. These extinguishers generally have no rating nor are they given a multi-purpose rating for use on other types of fires.	 Combustible Metals

**When using a fire extinguisher, follow the P.A.S.S. method:**

- **Pull** the pin at the top of the extinguisher that keeps the handle from being accidentally pressed.
- **Aim** the nozzle toward the base of the fire. Stand approximately 8 feet away from the fire.
- **Squeeze** the handle to discharge the extinguisher. If you release the handle, the discharge will stop.
- **Sweep** the nozzle back and forth at the base of the fire. After the fire appears to be out, watch it carefully since it may re-ignite!

**Here are some guidelines to consider when attempting to extinguish a fire:**

- YELL OUT! When the fire is first identified, let everyone know!
- Be certain that you will not endanger yourself or others when attempting to put out a fire. Do not back yourself into a corner. Always leave an exit to your back in case the fire grows out of control.
- Never Fight a Fire if you don't know what is burning. Even if you have an ABC extinguisher, there may be something in the fire that is going to explode or produce highly toxic smoke.
- Never Fight a Fire if the fire is spreading rapidly beyond the spot where it started. The time to use an extinguisher is in the incipient, or beginning, stages of a fire. If the fire is already spreading quickly, it is best to simply evacuate the building, closing doors and windows behind you as you leave.
- Never fight a fire if you might inhale toxic smoke. If the fire is producing large amounts of smoke that you would have to breathe in order to fight it, it is best not to try.
- Never fight a fire if your instincts tell you not to. If you are uncomfortable with the situation for any reason, just let the fire department do their job.

## Training

All employees will be trained upon initial employment and annually thereafter. Annual Fire Extinguisher training will be conducted via training sessions on The Lodge. Completion of training is also tracked through The Lodge as employees complete the required training.

The training will include the following:

- This Fire Prevention Plan.
- Trained on the fire hazards of the materials and process to which they are exposed.
- Good housekeeping skills.
- Proper response and notification in the event of a fire.

## Forklift - Powered Industrial Truck Safety

### Purpose

The purpose of this program is to establish procedures for the safe operation of powered industrial trucks at L & M Fleet Supply. This program supports compliance with the Occupational Safety and Health Administration Powered Industrial Truck Standard as found in 29 CFR 1910.178. This program applies to all company employees who are responsible for operating material-handling equipment, including forklifts, reach trucks, order pickers and powered pallet jacks.

### Definitions

*Authorized Operator:* A company employee who has satisfactorily completed both classroom and operation training on material-handling equipment at the company's facilities.

*Load Center:* The horizontal distance from the edge of the load (or the vertical face of the forks or other attachment) to the load's center of gravity.

*Rated Capacity:* The maximum weight that the powered industrial truck is designed to lift, as determined by the manufacturer.

### Responsibilities

*The Program Administrator: Safety Director has been appointed Program Administrator and has overall responsibility for the program. This person is responsible for:*

- Issuing and administering this program and making sure that it satisfies the requirements of all applicable federal, state or local powered industrial truck safety requirements
- Providing initial and periodic training of employees on the safe operation of powered industrial trucks
- Maintaining the training records of all employees included in the training sessions



*The Powered Industrial DC Truck Operator Evaluator, Store Manager, is responsible for:*

- Assessing the driving skills of employees who are being authorized to operate material-handling equipment in the company's facility

*Managers and Supervisors whose Departments Use Powered Industrial Trucks are responsible for:*

- Ensuring that all employees who need to operate powered industrial trucks in their departments have received appropriate training
- Providing observations and feedback to operators to ensure safe equipment operation

**The Forklift Contractor (MN Supply, Herculift, and Arnold's), OR designated CONTRACTOR for Scheduled Maintenance & Repairs is responsible for:**

- Maintaining all material-handling equipment according to manufacturers' recommendations
- Administering all outside vendor maintenance contracts to service the company's material-handling equipment.

*Powered Industrial Truck Operators are responsible for:*

- Operating all powered industrial trucks in a safe manner consistent with company rules of operation
- Inspecting powered industrial trucks at the beginning of each work shift and completing the appropriate inspection forms
- Reporting all equipment malfunctions and/or maintenance needs to their supervisors immediately

## **Equipment Inspection and Maintenance**

- Each powered industrial truck will be inspected before each shift.

- A file will be maintained that lists the shift inspections of equipment. This file will be kept in/at **the Store Managers Office**
- A maintenance log will be kept that identifies repair needs and corrective actions taken for each powered industrial truck. This log will be kept in **the Store Managers Office**.
- If repairs are needed on a powered industrial truck that prevent its safe operation, it will be taken out of service until the repairs have been made.
- After repairs have been completed, the powered industrial truck will be given a performance test to ensure that the equipment is safe to operate.
- Powered industrial trucks will be kept in clean condition, free of dirt, excess oil and grease.

### Changing and Charging Batteries

- Equipment will be provided to safely flush and neutralize spilled battery acid and electrolyte.
- Smoking will be prohibited in all battery-charging areas.
- Eyewash equipment will be maintained in all charging areas.
- Precautions will be taken to prevent open flames, sparks and electric arcs in charging areas.
- Employees who charge and service batteries and handle corrosive liquids will wear the proper Personal Protective Equipment (PPE).
- Batteries should be changed/charged in an area designed for that purpose.
  - Out of the way
  - Well ventilated

- Away from flammable producing materials
- Eye and body rinse station located in the area
- Trucks must be properly positioned with the brakes set during changing/charging operations.
- Tools and other metallic items should be kept away from the top of uncovered batteries. A direct short across the battery posts can cause severe arcing and/or an explosion.
- If charging the battery while it is still in the truck, the battery compartment must be left open to prevent heat and hydrogen gas from building up.
- Distilled water or pure tap water should be used for bringing the electrolyte up to the correct level before charging.
- Check vent caps for proper venting.
- Be sure that the battery charger is turned off before connecting it to the battery and then turn it on.
- Make sure chargers are properly set to avoid over/under charging.
- Assure that reinstalled batteries are properly positioned and secured in place.
- A cycle charge is normally based on the duty charge. If a battery is used for eight hours, it will typically require eight hours to return to full charge.

#### **Fueling Internal Combustion Powered Trucks**

- Designated area away from sources of ignition sources
- Clean up any spills

#### **For LPG**

- Wear gloves to prevent any LPG from freezing your skin.
- Make sure tank is properly in place with both straps attached.
- Store spare propane tanks outside of the building in a vented and locked metal cage.

- When parked at night, close the service valve.
- Area should include:
  - No smoking sign
  - Turn off engine sign
  - Fire extinguisher
  - Spill and clean up materials

## Trucks

- When powered industrial trucks are used to remove products from truck trailers, the brakes will be set on the highway truck and wheel chocks will be placed under the rear wheels by the Forklift Operator.
- Two Wheel Chocks will be placed in front of the trailer tires (Cab Side of the tire) on the driver's side of the trailer to prevent the trailer from moving during forklift operation. Twin axle trailers will have one wheel chock per axle.
- If powered industrial trucks are to be used in trailers that are not attached to truck tractors, appropriate trailer supports will be installed under the front nose of the trailers.

## Operator Training

- Only trained and authorized operators will be permitted to operate L&M Fleet Supply's powered industrial trucks.
- Initial training prior to use is required. Recertification is required every three years. Refresher training may be required when the operator has had an accident, is found to be operating the forklift in an unsafe manner, a different type of forklift is introduced, and when changes in conditions occur.
- Training will consist of classroom safety training and hands-on training with equipment used in the company to include load capacity, instructions, distances, refueling, ramps, visibility, inspections, balancer and counterbalances.

## Forklift Operator Evaluation Form

*Instructions: Use this checklist during the field session to evaluate operator proficiency. It can also be used for periodic evaluation to ensure that operators are continuing to operate forklifts properly.*

<b>Operator Name</b>		<b>Evaluator Name</b>			
<b>Date Of Evaluation</b>	<b>Equipment Operated</b>				
<b>Operator Behaviors</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>	<b>Comments</b>
<b>Inspection</b>					
1. Follow the Operator's Daily Checklist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Look for damage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Document all findings on the checklist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Up A Load</b>					
1. Square up on the center of the load.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Stop with the fork tips about 1 foot from the load.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Clear personnel from the area near the load.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Level the forks; then slowly drive forward until the load contacts the carriage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Lift the load carefully and smoothly until it is clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Tilt the mast back slightly to stabilize the load.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Look over both shoulders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. After out and stopped, lower the load to travel height.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>g</b>					
1. Do not raise or lower the load and forks while traveling.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Maintain a safe speed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Observe all traffic rules, warning signs, floor load limits and overhead clearances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



<i>Operator Behaviors</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>N/A</i>	<i>Comments</i>
4. Keep arms and legs inside the forklift.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Follow other vehicles at a safe distance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Slow down when cornering.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Use the horn to alert others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Travel with the load facing uphill while on a ramp or incline.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Stop smoothly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Down A Load</b>					
1. Make sure there is sufficient clearance for the load.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Clear personnel from the area near the load.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Square up to the location; then stop about 1 foot away.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Raise the load to placement level.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Move slowly forward.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. If the load is on a pallet, lower it into position and lower the forks further.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Look over both shoulders before backing out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Back straight out until the forks have cleared.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Lower the forks to traveling position.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1. Fully lower the forks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Neutralize the controls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Set the brakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Turn off the power.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. If parked on an incline, block the wheels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6. Park only in authorized areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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**And Battery Recharging**

1. Engine off.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Fire extinguisher nearby.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Proper Personal Protective Equipment (PPE).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Safe fueling and battery recharging procedures followed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Spills cleaned up immediately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

- ☐ Based on my evaluation, the operator **has successfully** completed the evaluation and is qualified to operate the following equipment:
- ☐ Based on my evaluation, the operator **has not demonstrated** competence in operating the following equipment:

**Equipment Type**

**Equipment Type**

**Evaluator Signature**

**Operator Signature**



## Forklift Permit

### FORKLIFT DRIVING PERMIT

#### EMPLOYEE COPY

COMPANY \_\_\_\_\_

EMPLOYEE \_\_\_\_\_

NUMBER \_\_\_\_\_

IS AUTHORIZED TO OPERATE

☐ REACH TRUCK

☐ ORDER PICKER, HIGH LIFT

☐ OTHER \_\_\_\_\_

RESTRICTIONS \_\_\_\_\_

☐ GLASSES

☐ HEARING AID

☐ NONE

DATE ISSUED \_\_\_\_\_

EXPIRES \_\_\_\_\_

ISSUING AUTHORITY \_\_\_\_\_

\*3 yr. recommended. See your employer before expiration date expires.

---

### FORKLIFT DRIVING PERMIT

#### EMPLOYEE FILE COPY

EMPLOYEE \_\_\_\_\_

NUMBER \_\_\_\_\_ SHIFT \_\_\_\_\_

TEST DATE \_\_\_\_\_



DATE PERMIT ISSUED \_\_\_\_\_

EXPIRES \_\_\_\_\_

RESTRICTIONS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

STATE DRIVERS LICENSE NUMBER \_\_\_\_\_

## Forklift Exam

### True/False and Multiple Choice

Name \_\_\_\_\_

Date \_\_\_\_\_

1.    T    F    An operator of a forklift should never drive up to employees that are standing in front of a fixed object.
2.    T    F    Trucks and trailers must have only one rear wheel blocked or restrained by other mechanical means when being boarded by a rider-type forklift.
3.    T    F    Employees should inspect the landing gear of semi-trailers to make sure it will hold the weight of the forklift.
4.    T    F    The best method for crossing railroad tracks and other uneven surfaces is diagonally.
5.    T    F    When following another forklift, you should maintain at least two forklift lengths.  
When operating a forklift on a public roadway, you must have a valid state driver's license.
6.    T    F
7.    T    F    Operators will check all safety devices (brakes, horn, steering, parking brake, upright operations, oil or fuel leaks) on a weekly basis.
8.    T    F    When coming down a grade or ramp, your load should be trailing you.
9.    T    F    When loading, the load should be tilted and cradled against the back rest.
10.   T    F    Other employees should be at a safe distance away from the forklift when you are stacking material.
11.   T    F    Maintain a safe distance from the edge of ramps and platforms.
12.   T    F    When parked on an incline, forklift wheels do not need to be blocked and turned.  
Seat belts only have to be used when traveling on uneven surfaces.
13.   T    F
14.   T    F    The forklift can be left running when refueling if is located away from ignition sources.

### Multiple Choice

15. In checking your forklift, you find the power steering system squeals as soon as you turn it. You should:

- a. Add fluid to the reservoir.
- b. Notify your supervisor.
- c. Operate the forklift and see if the noise goes away.

16. If mechanical trouble develops, you should:

- a. Fix it yourself, if minor in nature
- b. Drive until repairs can be made
- c. Report the trouble to your supervisor

17. You can exceed the rated capacity of the forklift:

- a. By adding additional counter weight with written approval from the manufacturer
- b. If your supervisor tells you to
- c. If it's only for a short time period

18. As a driver, it is:

- a. Your responsibility to watch for pedestrians
- b. Their responsibility to watch for you
- c. Management's responsibility to keep employees out of forklift work areas

19. Forks on empty parked trucks must always be:

- a. Two inches from the floor
- b. Four inches from the floor
- c. On the floor

20. When operating a forklift on a public road, you should:

- a. Assume traffic will avoid you
- b. Obey the rules as though you were in a car
- c. Drive backwards so you can see the cars behind you

## Forklift Exam (answer sheet)

### True/False and Multiple Choice

1.    **I**    **F**    An operator of a forklift should never drive up to employees that are standing in front of a fixed object.
2.    **T**    **E**    Trucks and trailers must have only one rear wheel blocked or restrained by other mechanical means when being boarded by a rider-type forklift.
3.    **I**    **F**    Employees should inspect the landing gear of semi-trailers to make sure it will hold the weight of the forklift.
4.    **I**    **F**    The best method for crossing railroad tracks and other uneven surfaces is diagonally.
5.    **T**    **E**    When following another forklift, you should maintain at least two forklift lengths. When operating a forklift on a public roadway, you must have a valid state driver's license.
6.    **I**    **F**
7.    **T**    **E**    Operators will check all safety devices (brakes, horn, steering, parking brake, upright operations, oil or fuel leaks) on a weekly basis.
8.    **T**    **F**    When coming down a grade or ramp, your load should be trailing you.
9.          **F**    When loading, the load should be tilted and cradled against the backrest.
- I**
10.   **I**    **F**    Other employees should be at a safe distance away from the forklift when you are stacking material.
11.   **I**    **F**    Maintain a safe distance from the edge of ramps and platforms.
12.   **T**    **E**    When parked on an incline, forklift wheels do not need to be blocked and turned. Seat belts only have to be used when traveling on uneven surfaces.
13.   **T**    **E**
14.   **T**    **E**    The forklift can be left running when refueling if is located away from ignition sources.

## Multiple Choice (answer sheet)

15. In checking your forklift, you find the power steering system squeals as soon as you turn it. You should:
- a. Add fluid to the reservoir.
  - b. Notify your supervisor.
  - c. Operate the forklift and see if the noise goes away.
16. If mechanical trouble develops, you should:
- a. Fix it yourself, if minor in nature
  - b. Drive until repairs can be made
  - c. Report the trouble to your supervisor
17. You can exceed the rated capacity of the forklift:
- a. By adding additional counter weight with written approval from the manufacturer
  - b. If your supervisor tells you to
  - c. If it's only for a short time period
18. As a driver, it is:
- a. Your responsibility to watch for pedestrians
  - b. Their responsibility to watch for you
  - c. Management's responsibility to keep employees out of forklift work areas
19. Forks on empty parked trucks must always be:
- a. Two inches from the floor
  - b. Four inches from the floor
  - c. On the floor
20. When operating a forklift on a public road, you should:
- a. Assume traffic will avoid you
  - b. Obey the rules as though you were in a car
  - c. Drive backwards so you can see the cars behind you



## Truck Operations

- When a powered industrial truck is left unattended, the equipment will be put into neutral, the emergency brake will be set and the power will be shut off. When the powered industrial truck is parked on an incline, the wheels will be blocked.
- A powered industrial truck will be considered unattended when the operator is 25 feet or more away or when the vehicle is not in view.
- When the operator has dismounted the powered industrial truck and is within 25 feet of the truck, the load will be lowered, the controls will be neutralized and the brakes will be set.
- Powered industrial trucks will not be used to open or close freight doors.
- Floors of truck trailers will be checked for breaks and weakness before powered industrial trucks are driven on them.
- Only approved powered industrial trucks will be used in hazardous locations.
- When an employee is being lifted by a powered industrial truck, a safety platform will be used that is firmly secured to the lifting carriage and/or forks. An operator will remain at the controls of the truck while the employee is being lifted.
- Fuel tanks will not be filled while the engine is running.
- Oil or fuel spilled on the floor will be cleaned up immediately.

## Traveling

- Driving speed limits will be observed, and under all travel conditions, a powered industrial truck will be operated at speeds that will permit it to be brought to a stop in a safe manner.
- An average travel speed is considered to be Walking Speed or 3 to 4 miles per hour. Slower speeds will be necessary depending on the stability of the load that is being transported.
- Three truck lengths (or two seconds) will be maintained between powered industrial trucks in operation.
- The powered industrial truck will be kept under control at all times.
- When vision is obscured, the operator will slow down and sound the horn.
-

- If the load blocks the operator's view, the powered industrial truck will be driven in reverse to get to the desired location.
- The operator will keep a clear view of the path of travel.
- The loaded powered industrial truck will be driven with the load upgrade when driving on ascending or descending grades greater than 10%.
- Dockboards and Bridge plates will be properly secured before they are driven over.

### Loading

- Only stable and safely arranged loads will be handled.
- Only loads within the rated capacity of the powered industrial truck will be handled.
- Multiple-tiered loads shall be within the capacity of the forklift.
- The forks shall be placed under the load as far as possible, and the mast tilted backward to stabilize the load for traveling.
- Extreme caution must be used when tilting tiered loads forward or backward.
- While loading and unloading, brakes must be set and wheel chocks or wheel stops must be used.
- Fixed jacks are necessary if the trailer is not coupled to the truck.
- Each surface must be capable of supporting the maximum intended load for that surface.

### Recordkeeping

- Operator's Daily Checklist
- Forklift Operator Evaluation Form

### Forklift Safety Checks

Important: Because the testing of the forklift requires you to operate the vehicle, only personnel authorized to operate the forklift should perform this evaluation. If you are not trained to operate the forklift, seek assistance from someone who is trained to safely operate it.

The evaluation consists of two parts: a visual inspection and an operational check. In some cases, the check is not applicable to your particular forklift (electric forklifts, for example, do not have a radiator). Complete as many checks as applicable.

### Visual Checks:

- Engine Oil Level – With the forklift parked on a level spot, the engine turned off and cooled down, check the oil level. Most forklifts have a dipstick similar to the one in your car. If you do not know how to check the oil level, ask for assistance from a co-worker and/or check with the manufacturer's literature.
- Radiator Water Level – Caution: Never check the radiator water level when the engine is hot. If your forklift has a radiator check the fluid level according to the manufacturer's instructions.
- Obvious damage or leaks – Visually inspect the engine, hoses, wheels, wiring, etc. for obvious damages or fluid leaks. The engine should be clean without excessive amounts of oil or grease. Look for loose or frayed wires and cracks in hydraulic lines.
- Tire Condition – Tires should not have any cuts, missing tread, or foreign objects imbedded in them. If the tires look work out, contact your forklift dealer or distributor to discuss obtaining new ones.
- Head and Taillights – If equipped, head and taillights should be working properly. Turn on the lights and check to make sure that they are working. Have a co-worker stand behind the forklift and test the brake lights.
- Warning Lights – Many forklifts have strobe lights or beacons attached that are activated when the forklift is running or is placed in reverse. If so equipped, test to ensure that they are working properly.
- Fire extinguisher – Gas, diesel and Propane fueled forklifts should be equipped with a fire a fire extinguisher. Check to make sure that the extinguisher is on the vehicle and that it is adequately charged.
- Hand holds and steps – Many fall accidents occur on forklifts because the handholds are broken or the non-slip surface has worn off of the steps. Check to make sure than the handhold is in good condition and that the steps have a non-slip surfaces.

### Operational Checks:

- Horn – Sound the horn. Many forklifts require that the key be turned on first. On others the horn works all the time. An Operational horn is important because it is used to warn people of danger.

- **steering** – Drive the forklift (or if you are not qualified, have someone else drive) and test the steering. There should be a little bit of “Play” in the steering components, but it should respond easily. If the steering is difficult or unresponsive, have a qualified repairperson make the necessary repair.
- **Brakes** – Gently press on the brakes while drive the forklift. The vehicle should come to a quiet, smooth stop. If it does not, have the brakes repaired by a qualified individual.
- **Parking Brake** – Set the parking brake. You should be able to feel the parking brake engage. If it does not feel like the brake has engaged, or the parking brake does not keep the vehicle from rolling, have the brakes repaired by a qualified individual.
- **Hydraulic Controls** – Use the controls to lift and lower the mast and tilt the tines. Check to see that the controls are working adequately.

*See Daily Forklift Checklist in the Safety Inspection Report Handbook on Page(s) 151 & 152*

## Forklift Inspection Policy

**Purpose:** Maintain safe work environment for all L&M employees by inspecting all mechanical and moving parts of forklifts. Frequent and daily inspections by authorized forklift operators will be done. Visual checks will identify anything needing to be serviced and/or repaired to minimize potential safety hazards or accidents on L&M premises.

**Process:**

1. **Daily** – Forklift operators are required to complete an inspection daily of engine fuel level, oil, propane and battery water levels, lighting, tire and brackets, steering, horn and other gauges and instruments in advance of using for work purposes. All operators responsible for completed checklist indicating date, truck number, and signing operator name. Following completion of inspection sheets, operators are to note and immediately report any safety concerns or repairs needed to be completed by L&M to their immediate supervisor. The Key Holder/Supervisor is responsible for re-inspection and possible Lock-out/Tag-out execution until repair is done.
2. **Filing and Retention** – All completed daily inspections to be filed by operator and inspected by Supervisor daily to verify process. Manager or Key Holder to initial and date. Completed daily inspection forms are to be maintained and filed by management for three years and then field destroyed/shredded with approval of Director of LP & Safety or a member of Senior Management.
3. **Daily inspection forms** – Management is responsible for reviewing daily checklists and assessing integrity or accuracy of operator daily checklists. If management identifies operator or operators are inaccurately or intentionally completing daily checklists, they are to contact the Director of Loss Prevention immediately.
4. Management is to send all completed daily forklift checklists to the Director of LP & Safety and maintain store copy for each week for two months.
5. Forklift operators are required to utilize proper personal protective equipment while operating the forklift.

**Forklift Training Responsibilities:**

- Director of Loss Prevention & Safety will assign quarterly training for all forklift operators and coordinate required training with the forklift training coordinator.
- Forklift Training for designated employees will be conducted by the Forklift Training Coordinator quarterly.
- All employees successfully attending, participating and completing all training classes will be certified to drive forklifts in their home store upon the discretion of store management or warehouse manager.
- Forklift training certification cards are to be given to attendees following class by the Forklift Training Coordinator and are authorized for three (3) years.
- All completed forklift training forms are to be maintained in the Store Manager's office and a copy is to be provided to the Director of LP/Safety.

## Carbon Monoxide Monitoring

1. Whenever forklifts are operated indoors air monitoring must be conducted quarterly in the drivers breathing zone to ensure the levels are below the permissible exposure level.
2. The employer must monitor the tailpipe exhaust of forklifts in a regular maintenance program to ensure that exhaust gas does not contain more than 1% for propane fueled or 2% for gasoline powered measured at idle and three-fourths throttle during final engine tuning.

### Carbon Monoxide (MN Requirements)

Carbon Monoxide is a colorless, odorless, and tasteless gas that will cause headache, nausea, dizziness, etc. if an overexposure condition exists.

#### **5207.0310 CARBON MONOXIDE MONITORING**

The employer shall monitor environmental exposure of employees to carbon monoxide whenever internal combustion engines (I.e. Propane-Powered Forklifts) discharge engine exhaust gases indoors or unvented space heaters are operated indoors to ensure that carbon monoxide levels do not exceed 50 ppm TWA.

The air monitoring shall be done during initial operation and at least quarterly thereafter and during a period representing highest usage in areas where carbon monoxide exposure is most likely.

#### **Ventilation-1926.154(a)(1)**

Fresh air shall be supplied in sufficient quantities to maintain the health and safety of the workers. Where natural means of fresh air supply is inadequate, mechanical ventilation shall be provided.

## Carbon Monoxide Testing Procedure



### Carbon Monoxide Testing Procedure

Use the following procedure and documentation form when conducting Carbon Monoxide personal or area monitoring. One (1) CO monitoring tube, and one (1) tube holder is needed for each person being monitored. **THIS TEST IS COMPLETED AND REQUIRED QUARTERLY AT ALL L&M LOCATIONS.**

#### Monitoring directions:

- 1) Insert tube into holder so that red dot at narrow area is directly over the hinged area of tube holder.
- 2) Point tube holder away from body, place thumbs on each side of hinge, and snap tube in half.



- 3) Carefully remove both tube sections from holder.
- 4) Re-insert longer tube section into holder (tube arrow towards holder clip), and adjust so that broken end is just inside tube holder end. Safely discard short section of tube.
- 5) Attach tube holder as close to breathing zone as possible (shirt collar) for personal monitoring. Ensure that open tube end is not obstructed.
- 6) Record "Start Time" below.
- 7) Sample for a minimum of 1 hour, and a maximum of 8 hours. Sampling for as close to 8 hours is recommended.
- 8) After sampling, record "Stop Time" below.
- 9) Read the indicating layer of tube (total length discoloration of tube), and record in "Indicator Tube Reading After Sampling" below.
- 10) Calculate Carbon Monoxide concentration using the following formula:

$\text{CO concentration mL/m}^3 \text{ (ppm)} = \frac{\text{Indicator tube reading}}{\text{Duration of measurement (in hours)}}$
--

- 11) Record "Concentration Level" below, and compare to Permissible Exposure Limit of 35 ppm.
- 12) When complete, email a completed form to the Director of Loss Prevention & Safety, and store a current copy in the Safety Manual. Keep tube holder for future monitoring and safely discard tube parts.

Company: \_\_\_\_\_ Area: \_\_\_\_\_

Employee name: \_\_\_\_\_ Position: \_\_\_\_\_

Type of sample: Breathing zone (personal) ☐ Area (workplace, non-employee) ☐

Sampled by: \_\_\_\_\_ Sample #: \_\_\_\_\_ Date: \_\_\_\_\_

Operation(s) monitored: \_\_\_\_\_

Start time: \_\_\_\_\_ Stop time: \_\_\_\_\_

Indicator tube reading after sampling: \_\_\_\_\_ ppm

Carbon monoxide exposure concentration: \_\_\_\_\_ mL/m<sup>3</sup> (ppm)

Remarks, Actions taken, etc.: \_\_\_\_\_



## Powered Pallet Jack Safety Practice

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***This Safety Program is designed to ensure that employees are properly trained to operate and inspect Powered Pallet Jacks. This training is an OSHA requirement.***

### **TRAINING**

Pallet Jack operators will receive two types of training:

1. Classroom: The training package includes:
  - PowerPoint presentation
  - Pallet Jack video
  - Employee key point review
2. Demonstration/Review: The instructor or a competent pallet jack operator will perform a key point hands on demonstration.

### **PALLET JACK OPERATION**

- Only trained and authorized employees shall be permitted to operate pallet jacks.
- Do not drive a pallet jack up to anyone who is standing in front of a fixed object.
- Arms and legs must be kept inside the running lines of the truck at all times.
- Driver needs to assure that no one walks near or under a raised load.
- Normally pallet jacks are not designed for a second person to ride. We strongly recommend that riders not be allowed under any conditions.
- Good judgment should be used to maintain a safe distance when operating pallet jacks on ramps, and docks.
- Floors of trucks and trailers should be checked for breaks/weaknesses before they are driven onto.
- Drivers need to know that there is sufficient headroom under sprinklers, lights, pipes, etc.
- When a pallet jack is equipped with a personnel lift basket, the following procedure must be followed:
  - Vertical and horizontal controls must be located in the lift carriage.
  - The controls in the lift basket must have the capability of shutting off power to the forklift.
  - The personnel lift basket must be secured to the lift carriage. The lift basket must have a seven-foot backrest, a 42-inch top rail, and a center rail.
  - Protection from falling objects where necessary.

- Fall protection equipment such as lanyards and harnesses should be used.

## **TRAVELING**

When traveling:

- Right of way yielded to pedestrians.
- Do not pass other vehicles traveling in the same direction.
- Maintain at least three truck lengths when traveling behind another pallet jack.
- Slow down and sound horn at cross aisles and other locations where vision is obscured.
- If the load obscures forward view, travel with the load trailing. Look in the direction of travel.
- Grades will be ascended and descended slowly. On grades in excess of 10%, loaded trucks shall be driven with the load upgrade, which will require backing the pallet jack when encountering downgrade surfaces.
- Pallet jacks will be operated in a manner and speed that permits them to be stopped safely.
- Stunt driving and horseplay is not permitted.
- Slow down for wet/slippery floors.
- Dock boards and bridge plates shall be in place and driven over slowly. Their rated capacity should not be exceeded.
- Motorized pallet jacks must enter elevators or other confined areas with load end forward.
- Avoid running over loose objects on the floor.

## **LOADING**

- Only stable or safely arranged loads shall be handled. Caution shall be used for loads that are not centered.
- Loads must not exceed the rated capacity of the pallet jack.
- Multiple-tiered loads shall be within the capacity of the pallet jack.
- The forks shall be placed under the load as far as possible.

## **CHARGING AND CHANGING BATTERIES**

- Batteries should be changed/charged in an area designed for that purpose.
  - Out of the way
  - Well ventilated

- Away from flammable producing materials
- Eye and body rinse station located in the area
- Depending on the weight of the batteries, a conveyor, overhead hoist or equivalent material handling equipment may be necessary for handling batteries.
- Trucks must be properly positioned with the brakes set during changing/charging operations.
- Tools and other metallic items should be kept away from the top of uncovered batteries. A direct short across the battery posts can cause severe arcing and/or an explosion.
- If charging the battery while it is still in the truck, the battery compartment must be left open to prevent heat and hydrogen gas from building up.
- Distilled water or pure tap water should be used for bringing the electrolyte up to the correct level before charging.
- Open flames cannot be used when checking electrolyte nor should they or any type of electrical arc or spark producing material be used in the area.
- Check vent caps for proper venting.
- Be sure that the battery charger is turned off before connecting it to the battery and then turn it on.
- Make sure chargers are properly set to avoid over/under charging.
- Assure that reinstalled batteries are properly positioned and secured in place.
- Do not smoke because flammable gases may be produced during procedure.
- A cycle charge is normally based on the duty charge. If a battery is used for eight hours, it will typically require eight hours to return to full charge.

## ***MAINTENANCE***

- Pallet jacks must be inspected before use on each shift.
- Any pallet jack not in safe operating condition shall be removed from service until it is repaired.
- Authorized personnel must make all repairs.
- When making repairs to the electrical systems, the battery must be disconnected.
- Replacement parts must be the same as the original parts.
- Pallet jacks must be kept in a clean condition, free from lint and excess oil and grease.

### ***PALLET JACK DATA PLATE***

- The data plate lists:
  - Model Number

- Serial Number
- Lift Capacity
- Illustration provides
  - Load capacity, listed under "LBS"
  - The horizontal load center, given in inches under "A"
  - The maximum lift height, in inches, listed under "B"
  - The vertical load center, in inches, listed under "C"
- On pallet jacks, approximate weight is truck weight less battery weight. The second approximate wt. entry is the weight of a pallet jack with the maximum battery weight.
- The other entries are:
  - The maximum and minimum battery weights
  - The amp-hour capacity the battery must provide for pallet jack operation.
  - The voltage required by the pallet jack, listed under "VOLTS".

Always make sure the data plate is on the pallet jack not only for OSHA but you must know the load capacity, battery weight, and load center of any pallet jack you operate.

- Mechanics must know the type and pallet jack model to get correct parts.
- Any battery used must be the correct weight for safety and the correct voltage to prevent damage to the pallet jack and/or loads.

## **INSPECTION**

**Visual Checks:** Tire condition, warning lights, hour meter, other gauges and instruments, obvious damage and leaks, battery plug connection, battery discharge indicator (needle should indicate in green area).

**Operational Checks:** Horn, steering, service brakes, controls, emergency switches.

## **Training**

Powered Pallet Jack training for designated employees will be conducted by the Forklift Training Coordinator as it is needed and recertification will be done every three years after initial training.

## POWERED PALLET JACK SAFETY LEARNING EXERCISE

*Directions: Answer each of the following questions "True" or "False" by checking the appropriate box.*

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

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

**True False**

		1. The front wheels of a powered pallet jack provide the steering.
		2. The steering handle operates the brake when it is raised or lowered.
		3. You can operate a walkie-rider either by riding on the unit or walking alongside it.
		4. The controls are in the same location on all powered pallet jacks.
		5. Anything that is found to need replacement or repair during an inspection should be fixed right away.
		6. A powered pallet jack should be inspected for damage at least once a month.
		7. When picking up a load, you should lift it as high as the carriage will allow.
		8. It's okay to lean out from a walkie-rider when moving if you need to see where you are going.
		9. Always face the direction in which you are traveling.
		10. It's okay to push or pull another vehicle as long as it's smaller than the powered pallet jack.

## ANSWERS TO POWERED PALLET JACK SAFETY LEARNING EXERCISE

True      False

	<b>F</b>	1. The front wheels of a powered pallet jack provide the steering. <i>The third wheel in the rear provides steering and maneuvering and is the only braked wheel.</i>
<b>T</b>		2. The steering handle operates the brake when it is raised or lowered.
<b>T</b>		3. You can operate a walkie-rider either by riding on the unit or walking alongside it.
	<b>F</b>	4. The controls are in the same location on all powered pallet jacks. There can be differences between equipment of different brands and manufacturers, including where the controls are located, how high the carriage can raise a load and what even the touch and feel of the controls are like.
<b>T</b>		5. Anything that is found to need replacement or repair during an inspection should be fixed right away.
	<b>F</b>	6. A powered pallet jack should be inspected for damage at least once a month. A powered pallet jack should be inspected daily before using it.
	<b>F</b>	7. When picking up a load, you should lift it as high as the carriage will allow. Lift the load slowly and steadily until it's high enough for good floor clearance but low enough for stability.
	<b>F</b>	8. It's okay to lean out from a walkie-rider when moving if you need to see where you are going. All body parts should stay within the vehicle's boundaries at all times. Keep the load in the rear when traveling to provide visibility.
<b>T</b>		9. Always face the direction in which you are traveling.
	<b>F</b>	10. It's okay to push or pull another vehicle as long as it's smaller than the powered pallet jack. Never use a powered pallet jack to push or pull other vehicles.

## Scissor Lift Operations & Safety Policy

### PURPOSE:

L&M Fleet Supply recently purchased a scissor lift for project use by approved employees in our branch locations. The purpose of this policy is to establish clear procedures for the safe operation of powered scissor lift devices by L&M employees. This program supports compliance with the Occupational Safety and Health Administration standards for operation of scissor lifts. This Safety Policy and required Training Certification process applies to all L&M employees or other operators who will use scissor lifts on our premises.

**Definitions:** A scissor lift is a portable, hydraulic-powered lift with a platform that can be raised into the air directly above the base.

**Authorized Operators:** defined as "authorized L&M employees" or contractors trained to safely operate scissor lift equipment while on our premises. All authorized employees must receive the required training from our Certified Scissor Lift training staff (Logistics Manager or Assistant DC Manager). The Certified DC Trainers conduct training classes to certify all Field Scissor Lift field trainers (from branch locations) who, after completion of training- are given the authority to train store level employees to operate scissor lifts in branch L&M locations. No one is allowed to operate a scissor lift owned by L&M UNLESS they've completed all training classes either at the Corporate Office OR; have completed the proper training certification by certified Field Scissor Lift Trainers. All Scissor Lift Operators must also read and understand the Operators Manual which MUST BE kept on the lift at all times of use.

**Violations:** As always, our primary concern is the safety of all employees. Therefore, it is critical only authorized employees with the proper training certification operate these lifts on our premises. Any employee observed using/operating any scissor lift without the proper training or certification process will be viewed as violating our L&M Safety Policy and subject to disciplinary action, up to and including a termination of employment. Managers are responsible for immediately communicating any scissor lift violations of the above policy to the Director of LP/Safety or a member of L&M Senior Management.

- All Managers must review the job task by done in advance with employees. Managers should review and provide all required PPE needed for employees to complete the job task to prevent injuries.
- Eye Protection (safety glasses) or Hand Protection (Gloves) — required based on the job task being performed.
- Helmet (based on job tasks for struck by injuries) or Foot protection (steel toes)
- All Operators must complete a Pre-operational Checklist in advance of use
- Operators must do a complete review of the work area looking for potential safety hazards (obstructions, debris, forklift traffic, surface of the floor, etc.).
-

- Interior Use of the scissor lift is preferred. ALL Perimeter/Exterior use of the scissor lift equipment must be approved by management or L&M Senior Management. Jobs tasks performed outside have higher risk of injuries (uneven surfaces) or weather (winds, etc.).

**Contractor Use:** There may be occasions where contractors ask to use L&M scissor lift equipment to complete repairs or maintenance. Managers should advise contractors we require Certificates of Liability verifying contractors have suitable Work Comp and General Liability coverage prior for contract employees prior to being allowed to use the lift. Contractors can ONLY use of lift equipment after signing/dating a Release of Liability Acknowledgement Form (attached) which releases L&M Supply of liability in the event of an accident or injury to the contractor employee(s) while on the premises.

**Pre-Operations Checklist & Operator's Manual:** Managers must plan to take time to review the scissor lift's general functionality to ensure they can safely operate it. Certified Field Scissor Lift Trainers or members of management must complete a Pre-Ops Checklist review with the contractor prior allowing any usage. The contractor must successfully demonstrate to our staff they have the ability to safely operate the lift AND that they have a clear understanding of potential workplace hazards/injuries. All contractors are required to wear the required Personal Protective Equipment & Fall Protection (Safety Lanyard or Harness) on the scissor lift. All contractors must be advised they must understand the Scissor Lift's Operations Manual provided prior to any work being completed. The SCISSOR LIFT operations manual must be kept on the lift equipment at all times. OSHA requirement~~ this is an OSHA requirement. NOTE\*\*\* Best Practice is for ALL MANAGERS to discuss our policies and review the Certificate of Liability process. In addition contractors should be advised we also require operators to provide signature to obtain a Release of Liability for contractors prior to scheduling any contract work to be scheduled.

## RESPONSIBILITIES:

L&M Safety Director: The Safety Director has overall responsibility of communicating the Scissor Lift Policy/Training Plan to all managers and employees. The Safety Director will work with our Safety Consultants to ensure all scissor lift training meets all required OSHA standards for safe scissor lift operators. The L&M Safety Director will ensure the following:

- Coordinate the training of all DC/Corp Scissor Lift trainers to ensure they possess the proper certification levels to train Field Scissor Lift trainers at branch locations. The Safety Director will work directly with the Logistics/DC Manager or Assistant DC Manager to coordinate a "Train the Trainer class" to ensure all Field Trainers are certified/understand safe operation of equipment.
- Safety Director to communicate L&M's Scissor Lift Safety Training Program to employees and ensures it satisfies the requirements of all applicable federal, state or



local safety requirements. Training includes completion of Video on the Lodge to assigned users at branch locations.

- Maintain all records or training for all operators and ensure all operators remain compliant with 3-year certification process for all employees. All records of this training will be filed by the LP & Safety Administrative Assistant in the Corporate Office.
- Operations/Logistics Manager or Assistant DC Manager (Corporate Trainers):
- Provide initial and periodic field training of authorized employees on the safe operation of scissor lifts. L&M is requiring all scissor lift operators to be retrained every 3 years by a certified trainer. The training includes hands on training, a test, and pre-operational checklist.
- Forward all training records of employees completing scissor lift training at the DC or in the field to the Safety Director or Administrative Assistant for tracking purposes.
- Coordinate the use of scissor lift equipment for various L&M locations via trucks.
- Store Manager Responsibilities:
- Once Scissor Lift Field Trainers successfully complete their lift training course at the DC they are authorized to train/certify other employees at other L&M branch locations.
- Store Managers must coordinate, select, schedule additional store level Lift operator training as needed to support the operation of the store.
- Forward all completed training certification documentation to the Director of Safety and the Administrative Assistant for L&M tracking purposes.
- File all records of completed training scissor lift certifications of ALL operators at your location authorized to use the lift and also provide any supporting documentation to verify the lift training was completed if requested by OSHA.
- Report any unsafe acts/accidents with the scissor lifts immediately to the L&M Safety Director.
- Lock-Out & Tag Out- Ensure that if any scissor lift is deemed to be unsafe by operators—the equipment is to be immediately Locked Out & Tagged out by Management per policy.

### Field Trainers:

- Train all lift operators with the approval of the Store Manager and Safety Director at designated L&M branch locations.
- Regularly review all training materials to successfully operate/train others on the operation of scissor lifts. Field Trainers are to place extra emphasis on ensuring proper pre-operational safety checklists are completed; all required PPE equipment is being worn at all times. More importantly, Field Trainers will be responsible for mentoring and determine if all scissor lift operators possess the ability to safely use the scissor lift prior to using it at L&M Supply.

- Horseplay/Unsafe Acts- This behavior (unsafe acts or horseplay) simply will not be tolerated at any time. If horseplay, or intentional unsafe acts or violations are identified or observed—all Field Trainers or Key Holders must report this information ASAP to management. This includes any observed or reported unsafe acts or violations.
- Follow Lock Out & Tag Out policy if the scissor lift is found to be unsafe for use.
- Employees:
  - All scissor lift operators must pass the certification process and receive all required training prior to being authorized to use this equipment.
  - Operators must wear proper PPE/Fall protection including harnesses and lanyards at all times.
  - All operators must visually inspect all scissor lifts and complete a Pre-Operational Safety Inspection prior to use. This process ensures all scissor lift employees are aware of, and have been properly trained on all potential hazards.
  - Immediately report any safety concerns with the equipment to managers or Key Holders and follow the L&M Fleet's normal Lock Out & Tag Out policy if you identify a device that is unsafe.

### Scissor Lift Hazards & Best Practices

Job Site Safety Review. Operators should closely examine the area, or task being performed including potential safety hazards prior to starting a job (example- surface, obstacles, etc.). Scissor lifts present many safety hazards. Potential Job Hazards associated with scissor lifts include, but are not limited to:

- The lift falling over or a worker slipping off the platform if the lift is:
  - Used during bad weather or high winds
  - Positioned on any soft or uneven ground, or if operating on weak utility covers (e.g., underground sprinkler valve boxes)
  - Overloaded with heavy objects
  - Used with guardrails removed
  - Driven over uneven, unstable ground, or surface in poor condition, with the lift in an elevated position, or
  - Used with brakes that are not properly set
  - A worker being electrocuted if the lift makes contact or is near any electrical lines.

### Reducing scissor lift related hazards

- All Authorized Operators of Scissor Lifts must accept individual accountability and responsibility to safely operate the scissor lift equipment on the premises.

- All operators are recommended to review the below Safe Working Practices information with your managers and/or training employees prior to operating equipment:
- Safe Work Practices
- All operators must follow these safe work practices while operating scissor lifts:
- Inspect all controls and components before use – Pre-Ops Checklist.
- Carefully select your work locations with firm/level surfaces away from hazards that can cause the lift to be unstable (e.g., drop-offs, holes, slopes, bumps or ground obstructions, or other debris). If you have questions as to the safety of the job—partner with a manager.
- Selecting a safe work location that is clear of electrical power sources (e.g., power lines, transformers) – by at least 10 feet – and other overhead hazards (e.g., other utilities, branches,
- overhangs, etc.). Have other employees review the area to see if you missed potential job hazards.
- Operating lifts only during ideal or proper weather conditions that are safe for use (e.g., not in high winds, rain, snow, sleet, etc.)

Review with all Operators prior to use:

- Moving the lift to/from a work location safely, with the lift lowered, unless following safe practices allowed by the manufacturer
- Setting the breaks and stabilizing the lift before raising it
- Ensuring that the lift is not overloaded
- Working safely from the lift (e.g., do not remove guardrails or stand on them for extra height)
- Reporting problems and malfunctions
- Training Scissor Lift Operators
- Workers should be trained on all of L&M's established safe work practices and manufacturers' recommendations for operating scissor lifts safely
- Only trained workers are allowed to use the scissor lifts
- All operators must demonstrate the ability to show they can use a scissor lift properly and only then allowed to use it

### Guardrails:

- Scissor lifts should have a guardrail system that protects workers from falling

Annual Inspections and Routine Maintenance



The LP & Safety Director will coordinate completion of annual inspections of the scissor lift in order to ensure we meet all manufacturing specifications with the partnership of DC Logistics Manager and Assistant DC Manager. All required repairs for scissor lift equipment will be performed to ensure the scissor lift is in safe operating order. This ensures that we have safe scissor lift equipment for employees. All scissor lifts should be tested, inspected, and maintained according to the manufacturer's recommendations. The Safety Director will partner with the Assistant DC Manager and the DC Logistics Manager to ensure our safety program in regards to scissor lifts is being executed.

### Training

Scissor Lift Training for designated employees will be conducted by the Forklift Training Coordinator as needed and every three years after. .

## Floor Jacks

### Purpose

L&M Supply requires affected shop employees and Safety Committee to complete in-house floor jack inspections to prevent the potential for personal injury if a floor jack fails to perform as expected. Regular maintenance will be completed by L&M affected employees or Key Holders to ensure all equipment is operating properly and in peak condition.

### Process

All L&M repair shop and Grand Rapids D.C./Corporate locations are required to conduct periodic inspection checklists, every ninety (90) days, of all floor jacks to maintain a safer work environment and to repair or replace any damaged or broken low jack equipment.

1. **Inspections** – Shop or Repair Personnel are required to utilize “Servicing a floor jack” inspection sheet (attached checklist and instructions) and also to read, review, and understand “Tips and Warnings”.
2. **Maintenance log** – Following the completion of servicing Low Jacks, authorized employees are responsible for completing, signing and dating the maintenance log. (see attached log)
3. **Inspection Sticker** – Following completion of Low Jack Inspections, employees are to enter, date and sign with name of employee. The employee conducting the inspection is responsible for dating and signing the inspection sticker and placing it on the Low Jack equipment.
4. **Damaged or Unsafe Equipment** – If an employee identifies broken units in need of repair or Low Jacks needing to be replace, they are to follow the Lock-out/Tag-out procedure.
5. **Filing and Maintenance Forms** – The Safety Committee and Store Manager is responsible for checking execution and completion of the ninety (90) day Low Jack Checklist on a monthly basis and to coordinate and follow up to be sure that inspections are completed. The Safety Committee is to report any violations of this policy (not doing inspections) to the Store Manager and/or Director of LP/Safety or Senior L&M Management as needed.
  - a. **Filing** – Safety Director and the Store Manager are to file all documentation of inspection paperwork in a file folder in a secured office area (Store Manager’s office).
  - b. Senior Management will periodically audit execution of this program and address non-compliance as needed with store management or employees to maintain safe equipment.
6. **Retention** – Stores are responsible for maintaining a file folder for Low Jack Inspections





## Training

L&M Supply is currently developing employee training for all aspects related to floor jacks. This section will be built out once the training requirements have been developed.

## Floor Jack Maintenance Log

Store: \_\_\_\_\_

**Date of Work Performed**                      **Work Performed**                      **Employee Doing the Work**




## Ladders

Improper use and care of ladders may result in accidents and serious injury. Frequent causes of ladder accidents include unsafe climbing and descending; ladder not secured; using a broken ladder; and over-reaching from the ladder. Ladders must be maintained in a safe condition.

### General Requirements

- Used only for their intended purpose and as directed by manufacturer.
- Inspected before initial use each shift and more frequently as necessary.
  - Hazards must be corrected or repaired before being allowed to be used again. If the correction or repair cannot be made immediately, the hazard must be guarded
  - If the repair involves the structural integrity of the walking-working surface, a qualified person must supervise the repair.
- Any defective ladder must be tagged "Dangerous: Do not use" or similar language and removed from service until repaired or replaced.

### All ladders on the Sales Floor should be stored on a hook within the department.

- When setting up a straight or extension ladder, use the following procedures to avoid injury:
  - Brace the base of the ladder against a stationary object so it cannot slip. Get help if you need it;
  - Grasp the top rung with both hands;
  - Raise the top end over your head and walk toward the base of the ladder, moving hands to grasp the rungs in the center to maintain stability;
  - When the ladder is erect, move it to the desired location and lean it forward against the resting point;
  - Footing should be firm and level. Precautions should be taken to secure the ladder if slippery conditions exist;
  - Extension or straight ladders used to reach an elevation platform or roof should extend at least 36 inches above the landing;
  - A straight ladder should be placed so there is one foot at the base for every four feet of length to the top support (i.e. 4 feet out for 16 feet elevation)
  - When adjusting an extension ladder, be sure the locking device is fully secured and hooked over the rungs before using the ladder.
- All extension ladders should be tied, blocked, or otherwise secured to prevent movement.

- Ladders should not be located in front of doors unless the door is blocked open, locked, or guarded.
- Keep rungs and steps of ladders free from grease, oil, paint, snow, ice, mud or other slippery surfaces.

For a stepladder, be sure it is fully open and spreaders locked before using. Never climb higher than the step below the top of the stepladder. Never "walk" a stepladder while standing on it.

- Both hands must be free when climbing or descending. Material should be hoisted to the work level.
- Face ladders when going up or down.
- Do not over-reach when on a straight or extension ladder. Move the ladder if the work is too far.
- Never stand on the top three rungs of a straight ladder.
- Two or more persons should not work on a ladder unless the ladder is specifically designed for this use.
- Ladders should never be used for braces, skids or gangways.
- Wood ladders should not be painted except the top step of stepladders may be painted to indicate that it is not to be stepped on. Wood ladders should be treated regularly a clear wood preservative.
- Aluminum or wet wood ladders should not be used near open wiring since they are excellent conductors of electricity.
- Ladders used by employees should be rated to hold the expected weight to avoid having them collapse. A 300-pound capacity ladder should be used in most instances.
- Ladders used and stored on the Retail Floor shall be securely stored when not in use. I.e. hung up on a hook at the end of the aisle.

## **Training**

Ladder Safety training will be conducted annually with training on The Lodge. Completion of training is also tracked through The Lodge as employees complete the required training.

## Lockout/Tag out Program (Energy Control)

### Purpose

The purpose of this program is to establish procedures for the safe control of energy through locking and tagging of equipment and machinery at **L & M Fleet Supply**. This program supports compliance with the Occupational Safety and Health Administration Lockout/Tag out Standard as found in 29 CFR 1910.147.

### Scope

This program applies to all company employees who are authorized to perform service activities on equipment or processes that present energy hazards and to any employees who are affected by these activities. This program covers all such equipment servicing and/or maintenance activities on **L & M Fleet Supply**, property and shall include the work of outside contractors to the degree described hereafter. Also, certain routine adjusting, cleaning or setup activities performed by employees may be subject to these procedures.

### Definitions

**Affected Employee:** An employee whose job requires him/her to operate or use a machine or equipment on which service or maintenance is being performed under lockout/tag out, or whose job requires him/her to work in an area in which such service or maintenance is being performed. Affected employees must be informed when lockout/tag out is being performed.

**Authorized Employee:** A person who locks and tags machines or equipment in order to perform service or maintenance on that machine or equipment.

**Energy Isolating Device:** A mechanical device that physically prevents the transmission or release of energy, including a manually operated electrical circuit breaker, a disconnect switch, a line valve, a block and any similar device used to block or isolate energy.

**Energy Sources:** Sources of potential hazardous energy on which lockout/tag out must be used to protect individuals from the release of hazardous energy. These sources include but not limited to electrical, mechanical, pneumatic, fluid and gasses, hydraulic, thermal, water under pressure, and gravity.

**Lockout:** The process used to identify, cut off and secure all energy sources before beginning repairs, adjustments or maintenance.

**Lockout Device:** A lock that holds an energy isolating device in a safe position and prevents the machine or equipment from energizing.

**Servicing and/or Maintenance:** Workplace activities that require lockout/tag-out on the equipment before beginning the activity because employees may be exposed to the unexpected energizing or startup of the equipment or the release of hazardous energy. Servicing and/or maintenance includes constructing, installing, setting up, adjusting, inspecting, modifying, lubricating, cleaning, or unjamming and making tool changes.

**Tag-out:** Attaching a tag to the lock on the power source that has been shut off, indicating the time, reason for the lockout and the name of the person doing the work. The tag acts as a warning not to restore energy to the equipment or machinery.

**Zero Energy State:** All energy has been controlled in machinery or equipment.

## Responsibilities

### Safety Director

*Will assume the role as the Program Administrator.* This person is responsible for:

- Issuing and administering this program and making sure that the program satisfies the requirements of all applicable federal, state, or local lockout/tag-out requirements.
- Providing initial and annual training of employees on lockout/tag-out procedures.
- Maintaining the training records of all employees included in the training sessions.
- Verifying through periodic audit that the energy control program effectively protects employees servicing powered equipment.
- Assuring that all employees who are authorized to service equipment within the facility have received training on appropriate lockout/tag-out procedures and energy control plans.
- Completing energy control plans for each specific piece of equipment or process within the facility.
- Assuring that appropriate energy isolation devices are available for all equipment or processes within the facility.
- Assigning locks to authorized employees.
- Coordinating activities of contractors that may affect lockout/tag-out and energy control procedures within the company.

### Managers, Supervisors, and Shift Leads

*Whose Departments Contain Energized Equipment.* These people are responsible for:

- Ensuring that only authorized employees service the equipment and machinery in their department.

### Authorized Employees

These people are responsible for:

- Complying with the company's energy control program.
- Following all safe shutdown and startup procedures.
- Communicating activities to all affected employees and other authorized employees.

- Ensuring the security of their own lock and key.

### Affected Employees

These people are responsible for:

- Advising the STORE MANAGEMENT OR SAFETY COMMITTEE when equipment needs servicing.
- Following the direction of the authorized employee as it affects the operation of their equipment.

### Program Activities

#### General

- All equipment that contains energy of any form will be locked out prior to being serviced or maintained.
- All employees who are authorized to work on equipment or machinery in the company will follow appropriate company lockout/tag out procedures.
- An energy control plan will be completed for all pieces of equipment requiring lockout. This plan will identify all energy isolation points to be locked and tagged, as well as any special information required to safely achieve a zero energy state.
- Contractors who perform work on company equipment will comply with company lockout/tag-out procedures.
- Written Lockout Procedures will be reviewed and followed during all service and maintenance activities to ensure the safety of both authorized and affected employees.

#### Lockout Sequence

1. Notify Affected Employees - Notify all Affected Employees that servicing or maintenance is required on a machine and that the machine must be shut down and locked out to perform the servicing or maintenance.
2. Plan the Job - be familiar with the energy sources/magnitudes and identify the potential hazards. Review and understand the general and specific procedures. A list of common types of energy sources include but is not limited to:
  - Electrical
  - Hydraulic
  - Pneumatic
  - Thermal
  - Chemical
  - Gravity
  - Mechanical

3. Prepare for Shutdown - notify Affected Employees that the machine or system is being isolated. Shut the equipment off in a safe manner. Place controls in the "off" or "safe" position.
4. Locate, De-energize, and Isolate All Energy Sources - identify the energy sources, de-energize the system, and isolate the energy.
5. Lockout/Tag out the Energy Controls - apply energy isolating devices to all energy sources.
6. Test/Try the System - verify that the energy has been isolated and does not pose a hazard (i.e., pushing start buttons, using meters, etc.)
7. Perform the Necessary Work/Service.

#### **Release from Lockout / Tagout**

1. Inspection: Make certain the work is completed and inventory the tools and equipment that were used.
2. Clean-up: Remove all tools, towels, rags, etc.
3. Replace guards: Replace all guards possible. Sometimes a particular guard may have to be left off until the start sequence is over due to possible adjustments. However, all guards should be put back in place.
4. Check Controls: All controls should be in their safest position.
5. The work area shall be checked to ensure that all employees have been safely positioned or removed and notified that the Lock-Out / Tag-Out devices are being removed.
6. Remove locks / tags. Remove only your lock or tag.

### Emergency Lock Removal

If the Authorized Employee who applied the lock/tag is not available, the program coordinator/shift coordinator is the only person(s) who may remove the isolation device. The following procedure shall be utilized:

1. Verify that the Authorized Employee who locked out the equipment is not on the plant property.
2. Contact the Authorized Employee to inform him/her to return to the plant to remove his/her lock. If this is not practical, the Authorized Employee's permission to remove the lock must be obtained before the lock is removed.
3. If the employee cannot be contacted, the Store Manager shall approve the lock removal after an investigation reveals it is safe to do. The employee's supervisor must make sure that the employee is notified that his/her lock has been removed before he/she resumes work at the facility.
4. Document why the lock(s)/device(s) were removed and why the person who applied it was not available using the *Lockout Removal Record* form.

**NOTE:** Employees, who repeatedly leave locks/tags in place, after leaving the facility, shall be subject to disciplinary action.

### Work Requiring More Than One Person

- If more than one person is required to lock or tag out equipment, each person shall place his or her own lock and tag on the energy isolating devices.
- When an energy-isolating device cannot accept multiple locks and tags, a multiple lockout device or hasp will be used.

### Shift Changes

Shift changes shall be coordinated by the Authorized Employee responsible for the group, or individual, lockout/tag out. The following steps shall be carried out:

1. Changes in the job that affect the lockout or tag out procedures shall be communicated to the new employee(s) at the beginning of the new shift.
2. The employee(s) area supervisor who has completed his/her shift shall change locks and/or tags with the new supervisor beginning his/her shift.
3. The new authorized employee(s) shall notify all Affected Employees to stay clear of the area in preparation for a test to verify that the equipment/machine is de-energized.
4. The new authorized employee(s) shall retest the equipment or machinery being serviced to verify that the equipment is de-energized.
5. The new authorized employee(s) shall return all controls to the "neutral" or "off" position.

## Periodic Inspections

- An inspection of the energy control procedures shall be conducted annually and will be documented using the *Periodic Inspection Certificate*.
- During the inspection of each machine specific lockout/tag out procedure, the inspector, an Authorized Employee, other than the one(s) utilizing the energy control procedure being inspected, shall:
  1. Observe the lockout/tag out procedure to determine if it is being followed by the Authorized Employees.
  2. Detect any inadequacies or deviations and have them corrected immediately.
  3. Inform the lockout/tag out coordinator of his/her findings.
  4. Review the lockout procedure and responsibilities with each Authorized Employee under the energy control procedure being inspected.





## Periodic Inspection Certificate

Date of Inspection: \_\_\_\_/\_\_\_\_/\_\_\_\_

Inspector: \_\_\_\_\_ Signature: \_\_\_\_\_

Machine or equipment on which Lockout/Tag out procedures were performed:

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Employees(s) performing and/or affected by the lockout/tag-out procedures:

EMPLOYEE NAME (Please Print)	EMPLOYEE SIGNATURE
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Were all the lockout/tag out procedures performed correctly? YES or NO

### COMMENTS ON IMPROPER LOCKOUT/TAGOUT PROCEDURES BEING USED

(ex: List of improper procedures being used which require retraining for the employee or modification of the procedures.):

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## Training & Communication

All employees will be trained in our Lock-Out / Tag-Out procedures. The level of training will depend upon each employee's involvement with our procedures. All training will be documented.

### *Authorized Employees:*

Authorized Employees are the employees that will perform machine maintenance and/or servicing that requires Lock-Out. These are the only individuals that are allowed to Lock-Out equipment and are expected to know our Lock-Out / Tag-Out procedures. Training for Authorized Employees will include the recognition of applicable hazardous energy sources, the type and magnitude of the energy available at this facility, and methods and means necessary for energy isolation and control. An Authorized Employee certificate will be retained in the employee's personal file (Appendix E – Authorized Employee Training Certificate).

### *Affected Employees:*

Affected Employees are all employees other than Authorized Employees. Each Affected Employee will be instructed in the purpose and use of Lock-Out / Tag-Out procedures, the prohibition of attempting to restart or re-energize equipment that are Locked or Tagged Out.

## Training

Lockout/ Tagout training will be conducted annually with training on The Lodge. Completion of training is also tracked through The Lodge as employees complete the required training.

## Enforcement

**Any employee who fails to follow the prescribed procedures or tampers with a lockout/tag-out procedure will immediately Disciplined.** Non-compliance to other aspects of this program will result in disciplinary action up to and including immediate discharge. *Store Managers are to partner and review facts of the incident with Senior Management prior to any disciplinary action taking place with employees.*

## Lockout/Tagout Procedures

Purpose of policy revision is to provide L&M employees with a safe work environment when operating equipment or maintenance activities. Lock-out/Tag-out training is to be provided annually and to include "location or store specific" Lock-out/Tag-out training, pictures and instructions.

### 1. Process/Communication –

- a. Store management to receive electronic word training document and to complete store specific information to better train affected employees. Authorized Employees demonstrate locking out a piece of equipment using the Lock-out/Tag-out procedure.
- b. Please see picture of baler with breaker and panel instructions to include "how to" step by step disconnecting and Lock-out/Tag-out process.

### 2. Lock-out/Tag-out Procedures –

- a. Once store specific Lock-out/Tag-out procedures are completed with pictures and instructions a laminated poster will be placed on each baler.
  - Once a Hazard is identified by an employee or member of management, Safety Committee or Key Holder must be notified to complete an Energy Source evaluation for a complete Lock-out/Tag-out procedure.
  - This Lock-out/Tag-out process will also include step by step instructions to start up machines once they are deemed repaired, for all Authorized Employees. (insert authorized employee definition)
  - Safety Committee to fax or email all Lock-out/Tag-out documents to L&M Corporate office and to maintain documentation of repair by contractor.
  - Managers are required to immediately notify LP and Safety Director or member of Senior Management of any unauthorized removal of Lock-out/Tag-out of equipment not repaired.

### 3. Enforcement

- a. Any employee who fails to follow Lock-out/Tag-out procedure will be subject to disciplinary action, up to and including termination from L&M Fleet Supply.

## Equipment Specific Lock-out/Tag-out Procedure

Lockout Procedure No.: \_\_\_\_\_

Machine Name: \_\_\_\_\_

Photo of Equipment:

Photo #: \_\_\_\_\_

**Purpose:** This lockout/tag-out procedure will be utilized to protect employees from injury when performing service or maintenance activities.

**Scope:** This procedure applies to the authorized employees when performing maintenance or other service activities where the unexpected startup of the machine or release of hazardous energy could cause injury.

**Authorization:** Lockout/Tag-out for this piece of equipment shall be performed by Maintenance personnel or the equipment operator only after "Authorized employee" training has been provided.

**Panel:**

**Type(s) and magnitude(s) of energy sources presented and the hazard presented:**

**Electrical      Voltage:**

**Pneumatic**

**Hydraulic**

**Other:** \_\_\_\_\_

### **Lockout/Tag-out Instructions:**

- 1. Notify all Affected Employees** that a lockout/tag-out procedure is going to be implemented and to stay clear of the area.
- 2. Shut down the equipment** if it is "on" or "running".

Photo(s) of  
disconnecting means:

Photo # \_\_\_\_\_

Photo # \_\_\_\_\_

- 3. Identify and Isolate Energy Sources** (unplug, disconnect, etc.)

<See Description (below) and photo (right) for identification>



4. **Apply the proper lockout devices** to each energy source.

(Reminder: One lock on each energy source per person)

5. **Attempt to restart the equipment** to verify isolation/zero energy.

(Reminder: Turn off the equipment again after attempting restart)

6. **Proceed with maintenance or repair work.**

**Start Up Procedure:**

1. Inspect the work area to verify that all tools/equipment have been removed and that all individuals are at a safe distance from the equipment. Verify that all guards and protective devices are in the proper position.
2. Notify all Affected Employees that the equipment is being released from lockout and is going to be started.
3. Remove the lockout devices in the reverse order of the energy isolation procedure.
4. Start up the equipment following prescribed practices.

## Cart Policy

Employees will not handle more than 8 carts at any one time.

When carts are brought into the store, they should be placed with the handle facing away from the customer.

## Rug Policy

Rugs will be used at entrances and exits. Additional rugs will be placed at the entrances when it rains in the summer, and if snow is present during the winter.

Standard rugs will be placed in front of the service counter. Rugs will not be used in other areas where water would not normally be present because they could present a greater hazard because their corners could flip up, or they could bunch up.

The floor crew will use a wet vac to extract water from the rugs. Because these rugs can hold a large amount of water, employees should not manually handle wet rugs by themselves and ask for help to prevent back strain or other injury.

## Rug Vendor Contracts

L & M Senior Management only is authorized to determine what vendor or contracted company will provide rug service. No L & M employees, custodians or store management are authorized to sign any contracts with a rug company or any contractors. Advise all companies, vendors, etc. to contact L & M Senior Management or Co-Owners

## Purpose

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 within our company.

## Policy

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 and falls. In addition to appropriate rug locations, L & M Fleet Supply has designated the style of rugs that best meets our safety needs for each location.

## Signs

L & M has placed high visibility adhesive signs on our entrance and exit doors to warn all persons of potential wet or slippery floor dangers.

## Procedures

Rugs will be used in the following locations due to their ability to hold and safely retain large volumes of moisture:

- All entrances and exits utilized by customers.
- In front of all courtesy counters.
- Each location should determine if a rug is needed by the coupon table. (A rug would be needed if the coupon table is by the front entrance. If it is not then a rug is not necessary.)

Rugs **will not** be used in other areas where water would not normally be present because they could present a greater hazard because their corners could flip up or become bunched up creating a trip hazard.

### **Cleaning of rugs:**

If the location received any type of moisture (rain, snow, sleet, etc.) the rugs should be cleaned that day by the hired floor crews or the location manager will ensure the rugs are cleaned by L & M Fleet Supply's employees. If there is no moisture for any length of time the hired cleaning crew or L & M Fleet Supply's employees will be expected to clean the rugs at least once a week. Wet vacuums should be used to extract the moisture and dirt from rugs.

When placing rugs on the floor, always ensure that the corners are lying flat and the rug is not bunched up. Also make sure the rug does not interfere with doors or other similar moving items.

### **Precaution:**

Every employee must take responsibility to straighten out bunched up or rolled rugs. If a particular location or rug type is an ongoing problem it should be reported to the Store Manager or the Store Safety Committee.

### **Replacement of Rugs:**

- **SIGNS-** Onsite L&M Management is to place these Wet Floor signs in a designated area for AmeriPride® staff so these signs are immediately accessible
- **PLACE WET FLOOR SIGNS-** AmeriPride® staff will place Wet Floor Signs on the floor whenever performing any rug rotation. The purpose of the Wet Floor Sign is to advise all customers and/or employees walking near the area that the floor surface may be wet/slippery and also informs all persons to take reasonable caution when walking near this area. Once the rug service (AmeriPride®) has completed the rug rotation they will immediately remove all Wet Floor signs and return the signs to a designated area in the store prior to leaving any L&M premises.
- **RUG ROTATION PROCESS-** L&M Fleet Supply's policy is to have the rug service provider change out and/or to replace all dirty rugs "1-rug-at-a-time." This method is defined as the rug service provider or employee performing the service is to remove each dirty rug-- and to immediately replace it with a new clean rug until ALL rugs are replaced. This new process minimizes exposure to wet floor surfaces and reduces possible slip and fall injuries.
- **EVALUATION-** Document any occurrences where AmeriPride® does not follow the new policy and ensure that a manager talks to them prior to leaving the premises if possible. Communicate any problems to Safety Director, Assistant or Store Managers, and the Director of LP & Safety as needed.
- **SAFETY COMMITTEE-** Safety Assessment- We will be requiring the Safety Committee to observe the rug rotation process by the rug service to confirm they are being compliant with this policy change (verify both WET FLOOR SIGN & Rotation aspect is completed consistently). If you observe non-compliance with any compliance advise management immediately. Managers or safety directors should respectfully communicate the concern with the AmeriPride® employee and document the time and date of the incident. Managers and Safety Directors are encouraged to not wait until the end of the month to address non-compliance. Document your concern with the rug service and contact the Director of LP & Safety if necessary.

## Curbs

Each store will ensure that all curbs will be painted yellow. Any curb where there is a change in elevation presents a tripping hazard for our customers. The yellow painted curbs will draw attention to the change in elevation and will help to reduce slip and fall injuries to our customers and employees.

Safety Committee should review all curbing or change in elevation transition to blacktop lot or surfaces are painted two times per year to reasonably warn individuals of potential hazards.

## Snow Removal

### Purpose

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.

### Policy

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 in climate weather is forecasted to make needed staffing arrangements to keep areas cleared.

### Procedures & Standards for:

#### Parking Lots:

The contractor must provide a Certificate of Liability Insurance.

All agreements will be negotiated to have the contractor remove snow once there is an accumulation of one inch of snow. (Agreements can be negotiated to have snow removed at a lesser amount of snow.)

It is the Location Managers responsibility to ensure that the designated contractor remove snow in a timely basis as stipulated in the agreement.

Some locations may have walkway snow removal negotiated into their parking lot agreement. However, this service will not occur frequently enough to meet our company expectations. It is the responsibility of the Location Manager to have snow removed from walkways before there is any accumulation.

#### Walk Ways:

It is L & M Fleet Supply expectation that snow will not accumulate on the walkways and entrances/exits, and emergency exit routes of our locations. This may mean almost constant snow removal on some days.

Salt should be spread prior to any predicted snow event, or just after snow begins to fall. The salt will work to melt the snow as it falls to prevent accumulation. To efficiently spread the salt, it is recommended that the store have a broadcast fertilizer spreader in the front of the store along with a supply of salt during the winter months to facilitate the timely spreading of salt.

## Snow Removal & Snow Removal, Salting & Sanding Logs





Whenever there is an accumulation of snow of 1 inch or greater, employees should shovel snow on all sidewalks. Snow removal contracts will include requirement for the vendor to plow whenever there is more than 1 inch of snow accumulation. Store Management is to review the forecast potential of unsafe weather conditions impacting safety in the daily AM Operations process, and staff accordingly to execute the snow removal program. Management is responsible for reviewing completion of Snow Removal/Sanding Logs to ensure this program is in place to minimize slips and falls.

Salt should be spread prior to any predicted snow event, or just after snow begins to fall. The salt will work to melt the snow as it falls to prevent accumulation. To efficiently spread the salt, the store should

use a broadcast fertilizer spreader. Each store should maintain a broadcast fertilizer spreader in the front of store along with a supply of salt during the winter months to facilitate the timely spreading of salt. Store Managers are responsible for reviewing and ensuring that this log process is in place and to maintain records for the LP & Safety Director. They will also email or fax copies upon the request of Senior Management.

### **Manager Responsibilities - Snow Removal Logs**

Store Managers and members of management are responsible for making sure all sanding, shoveling, and plowing is done near walkways, fire doors, and other areas of the store. Management's Plan Runner is responsible for daily inspections that snow removal and sanding logs are being completed by staff and provide work direction if it is not being completed. Management is responsible for filing all of the completed Snow Removal Logs and send to Senior Management, or LP & Safety Director upon request.

### **Employee Responsibilities - For Shoveling**

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.

## Safety Inspections

### Program Instructions

#### SAFETY INSPECTION REPORT

Customer and employee safety are of primary importance to L & M Fleet Supply. Accidents have a direct negative impact on L & M Fleet Supply worker morale, public image, and insurance premiums. Preventing accidents creates a positive environment that results in improved public and worker relations and increased company profits.

The store manager is ultimately responsible for maintaining an accident-free work environment for the employees and a safe shopping environment for customers. The Safety Inspection Report is designed to assist the store manager with the identification and control of safety hazards that are common to retail stores. It does this by holding the manager accountable for store conditions and accident prevention activities on a periodic basis.

The Safety Inspection Report contains four areas that correspond directly to historic loss areas and/or loss potentials.

**Fire Prevention** – This section is designed to control common fire hazards and to ensure that the automatic sprinkler system is fully operational in the event of a fire. Even a small fire will produce considerable financial loss.

**Doors and Displays** – This section is designed to control Struck-by accidents. Many of the large losses of the past have been the result of customer being struck by doors or product, or from employees being struck by product or equipment in the back storage rooms.

**Floors** – This section is designed to control slip/trip/fall accidents. Slip/trip/fall accidents account for approximately 80% of all customer accidents and related costs.

**Miscellaneous** – This section is designed control employee accidents that occur in the back room.

The Safety Inspection Report Handbook contains a brief description each element on the inspection form. It describes what to look for and why it is important. Use this handbook as a training guide for employees that complete the form. It should provide us with consistent evaluations from store to store.

Listed below is the procedure for completing the new Safety Inspection Report:

1. The report is designed to have the store manager concentrate on one area at a time and will make safety an integral part of the store's everyday routine. Alternatively, delegate each area to separate individuals such as assistant managers or department managers to complete. This will allow for more people to be involved in the process.
2. Keep a copy of the report at the store for future reference.



3. Follow-up on the recommendations made during the previous months inspection to ensure that the recommendations have been completed.

Please provide any feedback that will benefit this program. Comments can be directed to the members of the store's Safety Committee, Store Manager, member of management, or the Director of LP & Safety.

## Safety Inspection Report Handbook

The Safety Inspection Report Handbook is designed to assist the store manager in completing the Safety Inspection Report. It does this in several ways.

First, it is useful as a training guide. Each line element in the report has its own paragraph that describes what to look for, why it's important and how to properly evaluate that element. The handbook, therefore, can be used as a training guide for the employees that are designated to complete the form. It will allow the manager to more easily delegate the completion of the form to other employees and still maintain consistent, reliable results.

Second, because all stores will be using the handbook for training, there will be consistency in the quality of the evaluations from store to store. This ensures that each individual store is looking for the same hazards as the others. As time progresses, the quality of the evaluations should improve.

The Handbook contains the following items:

- A description of each line element
- Definitions (*italicized words*)
- Appendix:
  - Baler Safety Checks
  - Safety Inspection Report
  - Shop Safety Inspection
  - Hoist Maintenance
  - Safety Meeting Sign-Up
  - Employee Injury Investigation Report
  - Employee Warning Notice
  - Safety Suggestion Form
  - Forklift Inspection Form

Please direct any questions or corrections to this handbook to the Director of Loss Prevention & Safety at the corporate offices.

## Fire Safety

**Sprinkler riser accessible** – *NFPA* codes require the sprinkler riser to be accessible in the event of a fire or sprinkler system breakage. Failure to maintain adequate accessibility could result in serious property damage. The valves should be locked in the open position to ensure that they are not closed, deliberately or accidentally. If open, the threaded rod in the middle of the round handle will be sticking out all the way.

**Date of last sprinkler system test** – *NFPA* codes recommend quarterly testing of automatic systems. There are two types of tests that should be conducted; Main *Drain Test*, and the *Inspector's Test*. Because of freezing conditions in the winter months, L & M Fleet Supply's has elected to test the sprinkler twice each year: early spring and late fall. The date of the last testing should be documented at the sprinkler riser. If there is no documentation of the testing, or the testing instructions are not available, mark the section as unsatisfactory. See the appendix for *Wet Pipe Sprinkler Testing* procedures.

**Fire extinguishers serviced within the last year** – *NFPA* codes require portable **extinguishers** to be inspected by a qualified individual on an annual basis. Once inspected, the extinguishers are tagged with an inspection date. If the date is more than one year old, then the extinguisher needs re-certification. The tag also contains space for documenting monthly inspections. Each extinguisher should be checked every month by store personnel to ensure that it is in place and fully charged. Date and initial the tag on the extinguisher each month.

**18" clearance from sprinkler heads** – In order for sprinkler systems to control a fire, at least 18" of clearance must be maintained between the sprinkler head and the top of the storage. Failure to maintain this distance could result in an uncontrolled fire that will cause extensive property damage and loss.

**36" clearance around electrical panels** - Electrical panels represent a source of ignition. Therefore, it is required by *NFPA* codes to maintain a clearance of at least 36" from the panel to any combustible materials. In addition, the door to the electrical panel should remain closed and access to the panel should always be provided.

**Flammable liquids storage** – *Flammable liquids* include paints, thinners, gasoline, kerosene, and any other liquids that are easily ignitable or have a flammable liquid label. Because of the potential for these products to start on fire, *NFPA* codes require that flammable liquids in excess of 4 gallons be stored in an approved Flammable Liquid Storage Cabinet. If you are unsure about the storage of your flammable liquids, contact the Loss Control property representative of your insurance company.

**Combustibles kept clear of heaters and refrigeration equipment** – Heaters and refrigeration equipment are a source of ignition for combustibles such as cardboard and paper. Adequate clearances must be maintained. At least two feet of clearance should be maintained on the sides of heaters and four feet in the front and back. This includes space heaters used in offices. If the clearance around any of the heaters is doubtful, contact your HVAC distributor or service contractor.

**Smoking hazards controlled** – Discarded cigarette butts are one of the leading causes of property fires. If smoking is permitted in the building, it should only be allowed in designated areas such as lunchrooms or smoking rooms. These areas should be equipped with a sufficient number of large ashtrays so that cigarette butts are not discarded in the trash or on the floor. In addition, combustibles such as paper should be kept to a minimum in the designated areas.

**Extension cord usage** – OSHA regulations prohibit the use of extension cords at any one location for more than two weeks at a time. Permanent wiring, installed to local building codes, is required if the cord is needed for more than the two weeks. Items such as coffee pots, toasters, pop machines, battery chargers, and any other appliances that use a large amount of current should never be used with an extension cord.

**Testing and PM completed on customer entrance/exit doors?** – A testing and Preventative Maintenance (PM) program is being developed in an effort to reduce the number of "struck by door" accidents. Until the program is released, check the doors to ensure that they are working properly (sensors picking up movement, doors opening and closing smoothly, etc.).

**Do non-automatic doors close in a slow, smooth manner?** – Open the doors and allow them to shut by themselves. The doors should close in a slow, smooth motion. Doors that close too quickly may strike and injure an unsuspecting customer, especially if that customer is slow to clear the door's path. The close rate on a door will change over time due to frequent use and weather conditions and may need to be adjusted periodically.

**Emergency exit doors marked, unlocked and unobstructed?** Check to make sure that the exit light works, that the door is not blocked (from both the inside and outside), and the door is not locked. All emergency exits or doors leading to exits must be identified with signs that are visible in the dark. Exit signs with light bulbs need to be checked periodically to ensure that they have not burned out. In addition, *NFPA* codes require that a minimum of 28" of egress be maintained for all single exit doors. The door is to remain unlocked, except for panel hardware that must be operable.

**Glass panels clearly marked?** – Large glass panels, especially those adjacent to entrances, exits, can be a hazard to customers who do not realize that the glass panel is there. To make the panels more visible, place advertisements or other markings on the glass.

**Are End displays stable?** *End displays* require specific attention for two reasons. First, they are exposed on three sides, which means they have less support and a greater chance for tipping over. Second, they are redesigned and moved more frequently than other displays. As a result, there is a greater chance for the *end displays* being constructed and stacked poorly.

**Are all other displays stable?** Look for product that may fall over or fall off the shelf and injure a customer. Pay particular attention to smaller display tables. Also try to have no boxes on the floor during business hours that may cause slips and falls for customers or employees.

**Display trip hazards** - Cords, extended bases – Inspect all of the displays for trip hazards such as bases that extend into the aisles or extension cords across the floor. Pay particular attention to temporary displays such as portable freezers and taste testing booths.

**How many customer slips/trips/falls were recorded last month** – Check the customer accident files to determine the number or slip/trip/fall incidence since the last MONTH'S inspection. The purpose is to make you aware of area where there have been recent incidents. SAFETY COMMITTEE to review daily for slip & fall conditions and be proactive with keeping areas clear of snow and moisture.

**Have all recommendations resulting from above incidents been completed** – Follow up on the recommendations resulting from previous slip/fall incidents to ensure that they have been completed or are in the process of being completed.

**Are the floor mats placed according to the Floor Mat Placement Standard** – Proper use of floor mats will greatly reduce the number of customer slips/falls in the store. The *Floor Mat Placement Standard* was developed to ensure that floor mats are returned to their proper place after cleaning. The Standard identifies areas where floor mats should be placed in the store. This display moves periodically and the floor mat needs to be moved with it.

**Condition of the floor mats** – In order for the floor mats to be effective, they need to be in good condition. Soiled and worn mats are unsatisfactory. Floor mats with curled edges create a tripping hazard and need to be placed immediately.

**Front entry conditions** – More slip/fall accidents occur within 50 feet of the front entry than anywhere else in the store. This is mainly due to foreign objects on the floor (water, snow, mud, leaves, etc.) that accumulate during inclement weather such as rain or snow storms. The condition of the front entry are unsatisfactory if there are not enough floor mats to adequately contain the water and snow from the customer's boots.

**Floor Condition all other** - Look for broken or missing tiles uneven spots on the floor, debris and liquids on the floor, etc. Make a note in the comment section regarding the amount of debris that you found. If the comment section from previous inspections frequently mention a large amount of debris, or the floors are marked unsatisfactory for several months in a row, then more attention is needed on floor care and spill procedures.

*Sidewalk and Curbing conditions – is the sidewalk clean and free from ice and snow during inclement weather. Is the sidewalk relatively smooth with no trip hazards (changes in elevation of more than 1/2 inch are unacceptable)? Is the curbing in good condition? Are the ramps marked with yellow paint? SEE SNOW REMOVAL LOG*

*Parking Lot conditions – Slips and Falls in the parking lot is a major portion of customer accidents, especially in the northern climates where snow and ice are common. Ask yourself these questions: Is the lot adequately cleared of snow and ice? Are there any potholes or depressions in the lot that repair? Is the striping visible? Have the carts recently been picked up or are located in the cart corrals?*

**No single BOXES will be left unattended in the aisle** – During the stocking of product single cases should not be left unattended in the aisle. They create a trip hazard for the customers. Always stock product from carts or dollies.

**Cardboard cartons removed or stored in cart?** When stocking product, the empty cardboard boxes should be removed from the aisle. Cardboard cartons left on the floor create a clip hazard.

**Condition of Utility rooms and equipment** – The utility rooms, mops, buckets and other cleaning supplies cleaning supplies should be kept in a well maintained manner. Employees are not as likely to use the equipment if it is left dirty and wet. This area should be marked unsatisfactory if the mops are not clean, dry and hung up; if there is an inadequate supply of cleaning materials; or if the general condition of the room is poor.

**Storage in backroom racks stable with no protruding stock?** Conditions are unsatisfactory if product storage is not neat and stable. There should not be any protruding stock or stacks that are leaning. Watch for boxes that might fall from the shelving and strike an employee. Pay particular attention to the storage displays, shelving, and other "stuff" that is being stored for future use.

**Condition of backroom storage racks** - The legs of the storage racks should not be twisted or bent. Twisting is an indication that the storage on the shelves weighs too much. Bent racks are usually the result of a collision with the forklift. In either case, the storage racks are susceptible to collapse if they are in poor condition.

**Cardboard baler passes all safety checks?** – See the section on testing the cardboard baler.

**Forklift working properly?** See the section on Forklift Inspection.

**Equipment working properly, all other** - Inspect the pallet jacks, ladders and other equipment for defects of evidence of mechanical problems. On the pallet jacks, check to see that the forks rise easily and the wheels are in good condition. For ladders, make such that there are no missing or broken rungs. For all other equipment, use common sense to determine if it is good operating condition.



**Wheel chocks** – In stores where forklifts are used to unload product, *wheel chocks* should be available and used whenever the forklift enters the trailer. Check to see if the *chocks* are present and if they are being used when you make the inspection. L&M requires 2 wheel chocks on same side for each trailer. Best Practice is to slide them away from previous trailer and leave them in same position. When next trailer arrives the driver will place both chocks on the wheels to prevent accidents or movement.

**Lighting in backrooms and offices adequate?** *NFPA* and *OSHA* guidelines require that one foot candle of light at floor level be provided for emergency evacuation purposes. Because it is difficult to measure actual illumination without sophisticated equipment, you will only need to determine if all of the lighting fixtures have usable light bulbs. If any fixtures have burned out bulbs, mark the form with a "No" and make a comment as to the location of the burned out bulb.

**Lighting in sales areas adequate?** Does the front entry and sales areas have fully operational lighting? Have any temporary displays been set up that create shadows that might hide a potential trip hazard?

**Pallets stored flat, not on edge?** Pallets should be stored in designated places in a flat position. Pallets stored on edge have created serious foot and ankle injuries by tipping over onto a person's foot. Also, broken pallets may have nails or sharp protrusions that could cause a serious cut injury.

**Back of the building properly maintained?** The back of the building should be kept clear of combustibles such as stacks of pallets, cardboard, etc. Trees and bushes should be trimmed back away from the building. In addition, neighborhood kids should not be allowed to play behind the building. Avoid storing anything behind the building that would be considered an "attractive nuisance" to kids.

## Definitions

Flammable Liquids	In technical terms, a flammable liquid is defined by its flash point (basically, the temperature at which the liquid produces enough vapors to “flash” into a fire) and boiling point (the temperature at which the liquid will boil). All flammable liquids have a flash point of below 100 degrees Fahrenheit, and most are below 73 degrees Fahrenheit. In practical terms, flammable liquids are labeled with a red flame symbol. If in doubt, check the label to determine if the liquid needs special storage considerations.
Foot Candle	A foot-candle is a measure of illumination.
HVAC	HVAC stands for Heating, Ventilation, and Air Conditioning
Inspector’s Test	the purpose of the Inspector’s Test is to determine if the sprinkler system alarm will activate and if the system is receiving enough water to extinguish a fire. The amount of time it takes for the water to flow from the sprinkler head is also evaluated. The testing procedures for Wet Pipe Systems are provided in the Appendix of this handbook.
Main Drain Test	The purpose of the main drain test (often referred to as the Two Inch Main Drain Test) is the determine if the sprinkler system is receiving water from the city’s water main and to determine if there is adequate pressure to run the system. The testing procedures for Wet Pipe Systems are provided in the appendix of this handbook.
NFPA	National Fire Protection Association (NFPA) is an organization that develops and distributes standards for preventing and controlling fires. These standards are frequently adopted by Federal, State and Local agencies as enforceable building codes. The standards cover everything from building construction to maintenance procedures.
OSHA	In 1970 Congress passed the Occupational Safety and Health Act (OSHA) in an effort to protect workers and reduce the number of work related injuries. The Department of Labor administers the act and has developed regulations to reduce workplace hazards. All employers are required to comply with these regulations or face possible monetary fines.
Sprinkler Riser	The sprinkler rise is the part of the sprinkler system where the water enters the building. It will contain several valves, gauges, alarms and specialized fire suppression system equipment.
Wet Pipe System	A Wet Pipe System is the most common type of sprinkler system in use today. In this system, the sprinkler system pipes are constantly supplied with water from the city’s water supply. When the sprinkler head opens (usually activated by heat from the fire) the water immediately flows. In a Dry Pipe System, the

pipes do not contain water until a special valve is opened to allow the water flow.

#### Wheel Chocks

Wheel chocks are wedges that are placed in front of the tires of a semi-trailer to prevent them from rolling forward during the unloading process. Severe injury can occur if the forklift falls off of the trailer because it slid forward while the forklift was inside. The chocks should be placed to prevent the trailer from moving.

When powered industrial trucks are used to remove products from truck trailers, the brakes will be set on the highway truck and wheel chocks will be placed under the rear wheels by the Forklift Operator.

Two Wheel Chocks will be placed in front of the trailer tires (Cab Side of the tire) on the driver's side of the trailer to prevent the trailer from moving during forklift operation. Twin axle trailers will have one wheel chock per axle.

If powered industrial trucks are to be used in trailers that are not attached to truck tractors, appropriate trailer supports will be installed under the fronts of the trailers.

## Appendix

- Baler Safety Checks
- Hoist Maintenance
- Safety Meeting Sign-Up
- Employee Injury Investigation Report (Pg 28-30)
- Employee Warning Notice
- Safety Suggestion Form
- Forklift Inspection Form

## Baler Safety Checks

Important: Cardboard balers are provided with a variety of safety features to ensure that they operate safely. Testing of the safety equipment is necessary because the devices do wear out or in some cases, are bypassed by other employees. Use caution when testing the systems so that you are not injured in the process.

The safety checks provided below are for most modern balers. Some of the older models may not have all of these safety devices. Make as many checks as possible.

Keys – If your baler has a key control, turn the key to the “Off” position. Press the start button. The baler should not start. If it does, the key control is defective and needs to be repaired or replaced.

Emergency Stop – The emergency stop button should be RED and should protrude from the control box. If the button is any other color or is recessed, it needs to be replaced. To test, place the key control in the “ON” position and press the START button. Allow the baler to operate for several seconds and then push the EMERGENCY STOP button. The baler should stop completely. In addition, the baler should not restart until you press the START button again. If the baler does not stop or it starts again as soon as the STOP button is released, have a qualified repair service person to repair the baler.

Door Interlock: Open – With the door fully open, press the START button. The baler should not start with the door in this position. If it does, immediately press the STOP button. Contact a qualified repair service person to repair the baler.

Door Interlock: Closed – With the door fully closed, press the START button. Allow the baler to operate for several seconds and then lift the door open approximately six inches. The baler should stop. If it does not, immediately close the door or hit the emergency stop. Contact a qualified repair service person to repair the baler.

## Hoist Maintenance

### SUGGESTED GUIDELINES – NEW POLICY

Lack of vehicle hoist maintenance can develop the potential for employee injury and can develop into a major problem, including damage to vehicles.

Suggested hoist inspection and maintenance procedures should include:

#### Daily:

- ◆ inspect hoist plunger for nicks
  - ◆ bleed off moisture from air compressor
  - ◆ check adapters/extendors for damage
  - ◆ test locking latches

#### Weekly:

- ◆ check lift arms, axle supports, and contact pads
- ◆ check hydraulic system for leaks
- ◆ check for stress cracks or breaks in welds on superstructure
- ◆ verify presence of "rated capacity" tag
- ◆ lubricate mechanical apparatus

#### Monthly:

- ◆ clean grooves in arms and other structural members
- ◆ check oil level in hydraulic system
- ◆ inspect arm pin for wear
- ◆ check height sensor function
- ◆ check and tighten anchor bolts and connectors

#### Annual:

- ◆ Annual Inspection complete and inspection sticker is on the hoist.

If a hoist is damaged, operating improperly or any safety device is not functioning, the hoist should be tagged: **OUT OF SERVICE - DO NOT USE.**

Qualified hoist service personnel should be utilized to replace parts or perform work other than normal preventative maintenance.

## Safety Meeting Sign-Up

Topic: \_\_\_\_\_

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

Name and Title of Trainer: \_\_\_\_\_

Employee Name & Job Title:

- |           |           |
|-----------|-----------|
| 1. _____  | 21. _____ |
| 2. _____  | 22. _____ |
| 3. _____  | 23. _____ |
| 4. _____  | 24. _____ |
| 5. _____  | 25. _____ |
| 6. _____  | 26. _____ |
| 7. _____  | 27. _____ |
| 8. _____  | 28. _____ |
| 9. _____  | 29. _____ |
| 10. _____ | 30. _____ |
| 11. _____ | 31. _____ |
| 12. _____ | 32. _____ |
| 13. _____ | 33. _____ |
| 14. _____ | 34. _____ |
| 15. _____ | 35. _____ |
| 16. _____ | 36. _____ |
| 17. _____ | 37. _____ |
| 18. _____ | 38. _____ |
| 19. _____ | 39. _____ |
| 20. _____ | 40. _____ |

Meeting Summary:

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Supervisor: \_\_\_\_\_

## Forklift Daily Checklist

Truck No:

Date:

Operator Name:

### VISUAL CHECKS

Okay	Needs Attention or Repair	Not Applicable		
			Engine Oil Level	Driver to Replenish
			Radiator Water Level	Driver to Replenish
			Fuel Level	Driver to Replenish
			Battery Water Level	
			Obvious Damage and Leaks	Report to Supervisor Immediately
			Tire Condition	
			Head and Tail Lights	
			Warning Lights	
			Hour Meter	
			Other Gauges and Instruments	

### OPERATIONAL CHECKS

			Horn	
			Steering	Report to Supervisor Immediately
			Brakes	Report to Supervisor Immediately
			Parking Brake	
			Lift, tilt, Side Shift Controls	
			Back Up Alarm	

**REMARKS- Explain all items needing attention or repair:**

## Safety Suggestion Form

Unsafe Act or Condition

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Location of Unsafe Act or Condition

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Proposed Solution For Unsafe Act or Condition

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Date Submitted \_\_\_\_\_

Signature (if desired) \_\_\_\_\_

(Action will be taken whether signed or not)

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Safety Director/Committee Evaluation

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Plan Of Action

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Date To Be Completed \_\_\_\_\_ Date of Completion \_\_\_\_\_

Signature \_\_\_\_\_





## Return-To-Work Policy

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 worker's 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.

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. When you are assigned a modified position, we will complete a *Return-To-Work-Agreement* form to document restrictions. 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.**



## Return-to-Work Agreement

Employee: \_\_\_\_\_ ("You" herein)

L & M Fleet Supply agrees that the following represents the restrictions under which you are able and have agreed to return to work as of \_\_\_\_\_.

Those restrictions are:

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Light Duty tasks will include:

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No employee of **L & M Fleet Supply** will require you to perform any tasks beyond those restrictions. If you are asked to perform such a task by any of our employees or agents, please decline. They may not be aware of your restrictions.

By signing below, you agree and verify that you will not do anything beyond the noted restrictions either here at work, beyond the work site, at home or at recreation until such time as the doctor has released the restrictions and **L & M Fleet Supply** has been notified to that effect.

\_\_\_\_\_  
Signature - L & M Fleet Supply

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature – Employee

\_\_\_\_\_  
Date

## GHS & Right-to-Know Safety Program

L & M Fleet Supply has developed a program to establish procedures for working with and handling Hazardous Substances, Physical Hazards, and Infectious Hazards. This program supports compliance with OSHA Standards. This program applies to all company employees who are routinely exposed to Hazardous Substances, Physical Hazards, and Infectious Hazards.

### Program Includes

- Hazardous Substance Inventory
- Container labeling / Globally Harmonized System Labeling
- Safety Data Sheets (SDS)
- Employee training.
- Non-routine tasks
- Noise
- Carbon Monoxide
- Solvents
- Flammable Liquids
- Compressed Gas Cylinders
- Acids & Alkalis
- Infectious Agents
- Summary

### Responsibilities

#### Safety Coordinator

- Review this program annually
- Update this program as necessary
- Compile a list of all hazardous materials used and their corresponding Safety Data Sheets
- Compile a list of all harmful physical agents present and their corresponding reference materials
- Ensure all containers used are properly labeled
- Ensure all employees are aware of this written Workplace Safety Program
- Coordinate & Arrange Employee Training
- Actively listen to employees about concerns related to hazardous substances

## Management

- Ensure employees have the proper resources and are working safely with hazardous substances
- Demonstrating to employees the importance of safety by acting safely when handling or working with hazardous substances
- Actively listen to employees about concerns related to hazardous substances
- Provide Employee & Safety Committee resources to ensure implementation of this program

## Employees

- All employees are responsible to learn and implement the Hazard Communication / Employee Right-to-Know training they received into their daily work routine.
- All employees are expected to use the safety equipment supplied to them when procedures require the use of such equipment.
- It is the responsibility of employee to ask questions pertaining to this Hazard Communication / Employee Right-to-Know program or any other questions pertaining to hazardous substances.

The following program outlines the steps that will help to accomplish these objectives.

## Chemical Inventory

A list of all known hazardous substances will be kept in each area of the store w. The Safety Director is responsible for maintaining the list and will keep it updated.

## Container Labeling

Any container with a label provided by the manufacturer will be considered acceptable for use and properly labeled when the label contains the following information:

- The container is clearly labeled as to the contents.
- Appropriate hazard warnings are noted (i.e. flammable, eye irritant, etc.)
- The name and address or phone number of the manufacturer is listed.

The responsibility has been assigned to the Store Manager to ensure proper labeling of all containers.

To help ensure that employees are aware of the hazardous substances used or stored in their work areas, it is also our company policy to label all "secondary containers" such as generic spray bottles, squirt/squeeze bottles, etc. that contain more than a "day's use" quantity of a hazardous substance.





In addition, if any container in the shop is found to have a missing or damaged label, a replacement/generic label needs to be provided for the container.

Again, the Store Manager will ensure that all containers are labeled with the original manufacturer's label or with a label that meets OSHA standards.

## GHS Hazard Categories

Hazard Categories will be rated 1 – 5 with 1 being the worst and 5 being the least hazardous. This is a major change from the prior Health Management Information System Hazard Ratings of 0 – 4 with 0 being the least hazardous and 4 being the most severe.

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

## Signal Words

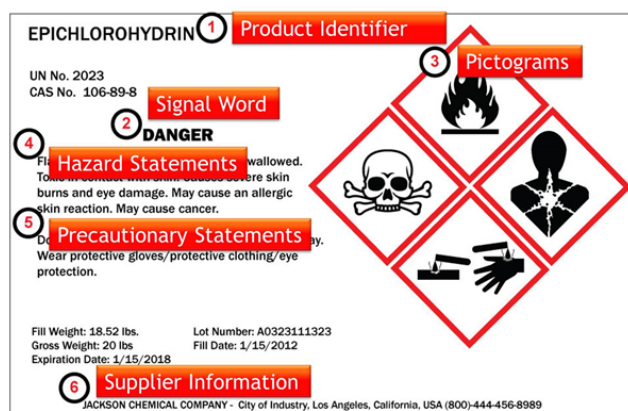
The Signal Word indicates the relative degree of severity of a hazard. The signal words used in the Globally Harmonized System are DANGER and WARNING.

"DANGER" for the more severe hazards, and "WARNING" for the less severe hazards.



**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



*GHS Label – (Example Only)*

Signal Words are standardized and assigned to the hazard categories within endpoints. Some lower level hazard categories do not use signal words. Only one signal word corresponding to the class of the most severe hazard should be used on a label.

## Hazard Statements

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

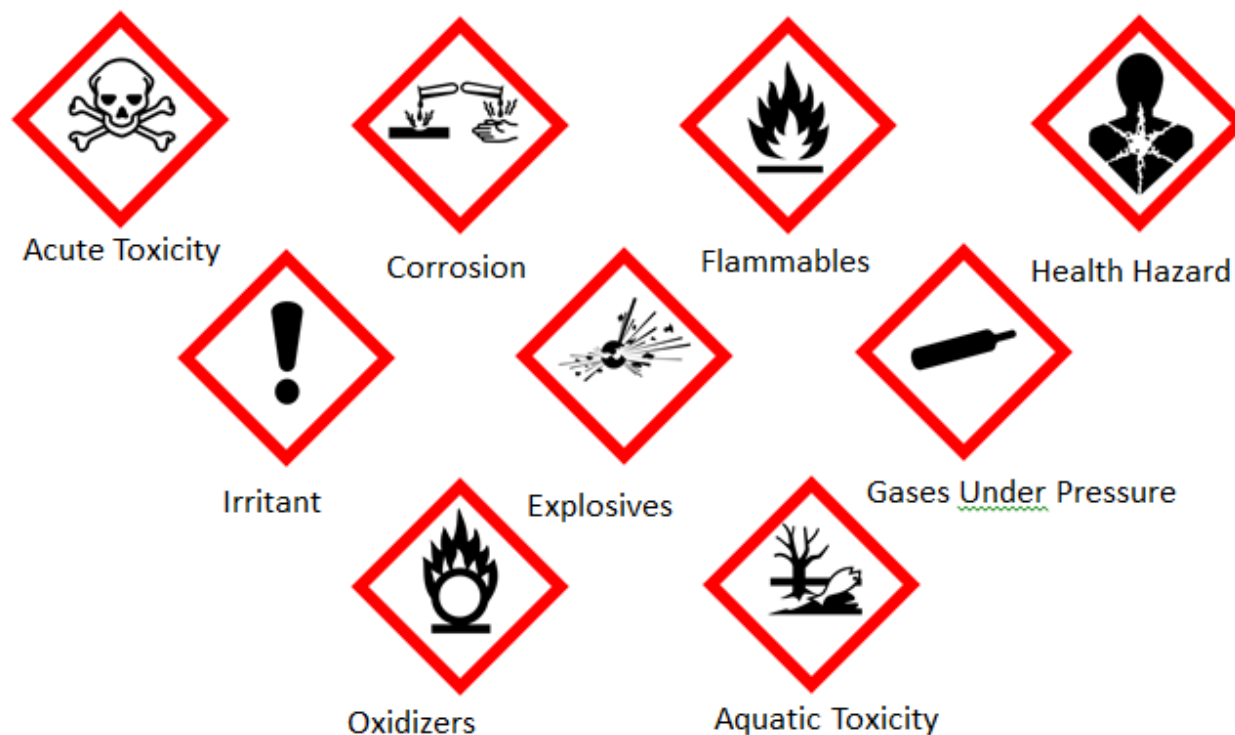
## Precautionary Statements

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.

## GHS Pictograms



*GHS Pictograms shown above*

## Safety Data Sheets (SDS)

Employees have access to SDS sheets through 3M by calling 1-800+451-8346 and providing the following information:

- Product Name & Number
- Manufacturer Name
- Manufacturer Phone Number
- UPC code

### 1) Identification

- Identification of the substance
  - GHS identifier
  - Other unique identifiers
- Supplier's details
  - Name, full address and phone number(s)
- Emergency phone number

### 2) Hazard(s) Identification

- Classification of the hazardous substance
- GHS labels
- Precautionary Statements
- Other hazards which do not result in classification

### 3) Composition/Ingredient Information

- Substances
  - Chemical identity
  - Common name, synonym of the substance
  - CAS number and other unique identifiers
  - Impurities and stabilizing additives
  - Mixtures (for all hazardous ingredients): Chemical identity
  - Identification number
  - Concentration range

### 4) First-Aid Measures

- Description
- Most important symptoms / effects, acute and delayed
- If needed, indication of:
  - Immediate medical attention
  - Special treatment

### 5) Fire-Fighting Measures

- Suitable extinguishing media
- Specific hazards arising from the chemical



- Special protective equipment and precautions for fire-fighters

#### **6) Accidental Release Measures**

- Personal precautions, protective equipment and emergency procedures
- Environmental precautions
- Methods and materials for containment and cleaning up

#### **7) Handling and Storage**

- Precautions for safe handling
- Conditions for safe storage (including incompatibilities)

#### **8) Exposure Control / Personal Protection**

- Control parameters
- Appropriate engineering controls
- Individual protection measures, including personal protective equipment (PPE)

#### **9) Physical & Chemical Properties**

- Appearance
- Odor
- Odor threshold
- pH
- Melting point / freezing point
- Evaporation rate
- Initial boiling point and boiling range
- Flash point
- Flammability (solid, gas)
- Upper / lower flammability or explosive limits
- Vapor pressure
- Vapor density
- Relative density
- Solubility
- Auto-ignition temperature
- Decomposition temperature
- Viscosity

#### **10) Stability & Reactivity**

- Reactivity
- Chemical stability
- Possibility of hazardous reactions
- Conditions to avoid
- Incompatible materials
- Hazard decomposition products

#### **11) Toxicological Information**

- Provide data for all the health hazards covered by the GHS.
- If data for any of those hazards is not available, they should be listed on the SDS with a statement that data is not available.

- Information on the likely routes of exposure;
- Symptoms related to the physical, chemical and toxicological characteristics;
- Delayed and immediate effects and chronic effects from short or long term exposure;
- Numerical measures of toxicity (such as ATE)
- Interactive effects
- Where specific chemical data are not available
- Mixtures
- Mixture versus ingredient information
- Other relevant information

## **12) Ecological Information**

- Toxicity
- Persistence and degradability
- Bio-accumulative potential
- Mobility in soil
- Other adverse effects

## **13) Disposal Considerations**

- Disposal methods

## **14) Transport Information**

- UN Number
- UN Proper Shipping Name
- Transport hazard classes
- Packing group, if applicable
- Environmental hazards
- Special precautions for user
- Transport in bulk according to Annex II of MARPOL 73/78 and the IBC Code

## **15) Regulatory Information**

- Regulatory information not provided elsewhere in the SDS
- Safety, health and environmental regulations specific for the chemical in question

## **16) Other Information**

- Date of preparation of the latest version of the SDS  
*Clear indication of the changes made to the previous revision*
- Key / legend to abbreviations and acronyms used in the SDS
- Key literature references and sources for data used to compile the SDS

## Employee Information & Training

All employees, who have the potential of exposure to hazardous substances or harmful physical agents in their work areas, will receive Hazard Communication / Employee Right-to-Know training.

Training will be conducted at the following intervals:

- New employees prior to starting work - (New Employee Safety Orientation).
- The employee is transferred to a new work area - (training will be specific to that work area).
- Prior to the introduction of a new hazardous substance or harmful physical agent in their work area. Training will be specific to the new hazard(s).
- Annually thereafter.

New employees will be shown how to access SDA through 3M , what hazardous substances they may be exposed to, and how to work safely with the substances. An SDS will be reviewed to ensure that the new employee knows where to find the safety information they might need or want.

Employees will also be expected to attend an annual health and safety training meeting set up by the Safety Director which will include the following:

- An overview of the requirements contained in the Right-To-Know/Hazard Communication/Globally Harmonized System including their rights under the MNOSHA regulations.
- Location and availability of the written Right-To-Know Program and SDS's.
- How to lessen or prevent exposure to these hazardous substances through usage of engineering controls, work practices, and personal protective equipment
- How to read labels and review SDS to obtain appropriate hazard information.

Affected employees will be informed when new hazardous substances are introduced. Your Supervisor will review the above items as they relate to the new material in your work area.

## Training Content

- A summary of this written Hazard Communication / Employee Right-to-Know Workplace Safety Program.
- The chemical & physical properties of hazardous substances and methods that can be used to detect the presence or release of chemicals (including chemicals in unlabeled pipes).

- The physical hazards of hazardous substances (examples: potential for fire, explosion, etc.).
- The name of the chemical or agent and the level, if established, at which exposure to the hazard has been restricted according to MN OSHA standards or if no standard has been adopted, according to guidelines established by competent professional groups (American Conference of Governmental Industrial Hygienist (ACGIH), National Institute of Occupational Safety & Health (NIOSH), American National Standard Institute (ANSI), American Society for Testing & Materials (ASTM), etc.).
- The health hazards, including signs and symptoms, associated with exposure to hazardous substances, harmful physical agents, & infectious agents.
- The procedures to protect against those hazards (i.e. use and maintenance of personal protective equipment, agents and infectious agents, and any medical condition known to be aggravated by exposure to these hazards)
- The work procedures to follow to assure protection when cleaning up incidental spills and leaks of hazardous chemicals.
- Where Safety Data Sheets (SDS) are located and how copies may be obtained.
- How to read and interpret Safety Data Sheets.
- How to read and interpret the information on labels including the GHS label, pictograms, signal words, hazard statement and precautionary statement.
- Procedures to protect against hazardous substances, harmful physical agents, & infectious agents in the workplace.

## Training Documentation

AWAIR training will be conducted annually with training on The Lodge. Completion of training is also tracked through The Lodge as employees complete the required training and documentation will be kept for a minimum of 3 years.

## 3E SDS Program Instructions

L&M Supply and Mid-States Distributing have joined the 3E Company Hazardous Material Management Program. 3E Company will provide 24 hour access to more than 1.25 million SDS, including all SDS in Mid-States Distributing Company's inventory. L&M employees can call 3E's toll- free number (1-800-451-8346) any time to request SDS, which will be forwarded by fax or mail.

### How to Use the Program - How to request SDS:

To request a Material Safety Data Sheet, simply complete the SDS request form, then call, fax or mail to 3E Company. To ensure your request is quickly processed, it is extremely important to provide the following product information:

- 1) Product name
- 2) Manufacturer's name
- 3) Product number
- 4) UPC code (if available)



### To initiate SDS request:

1. Call toll free 1-800-451-8346 to request up to nine (9) SDS. (Please fax or mail requests of more than nine SDS.) **Call if there is an emergency.**
2. Mail to: 3E Company  
4920 Carroll Canyon Road *(use this address to request SDS of any amount)*  
San Diego, CA 92121
3. Fax to: 1-760-602-8888 (use this fax number to request SDS of any amount)

**Please Note:** Anytime anyone makes a call to 3E, they will ask for the name of the account. The name you should use is **MIDSTA**. Obviously if the call is an emergency they will not waste the time it takes to find the account name if the person does not have it readily at hand. With this service, you not only receive SDS sheets on demand, but you also receive:

- Access to the chemical spill information hotline. If one of your employees spills a significant amount of a certain chemical you can call the hotline and they will give you information on cleaning it up, labeling it, disposing of it and any kind of neutralizing actions you may need to take. This service is available 24 hours a day.
- Access to the **poison/exposure control hotline** which will give you immediate assistance in how to handle exposure to poison. Even if you are not sure the item is poisonous you can call them just to make sure. The company will put you on a conference call with the Poison Control Center and they will tell you what to do, whether you need emergency medical assistance, etc. They will also keep a record of the call in case you might need documentation in the future. This service is also available 24 hours a day.

### Non-Routine Tasks Involving Hazardous Substances

Periodically, employees are required to perform non-routine tasks which require the use of hazardous substances. Prior to starting work on such tasks, each affected employee will be given information by Store Manager about hazards to which they may be exposed during such an activity.

This information will include:

- Specific hazards.
- Protective/safety measures and personal protective equipment that must be utilized.

## Noise

L & M Fleet Supply is not aware of having exceeded OSHA's 85 dba TWA action level (average daily dose allowed) allowed in General Industry. However, hearing protectors are available for your use during noisy operations.

## Solvents (Combustible and Flammable Liquids)

Solvents are a class of liquids used to dissolve other solid materials. They may be found in many areas and in many solutions. They are substances to be treated with care and respect.

### PROPERTIES OF SOLVENTS

- Many solvents are flammable.
- In general, solvents evaporate quickly.
- Evaporation speeds with heat.
- When exposed to flame, chlorinated hydrocarbons can decompose generating hydrogen chloride and phosgene.

## Health Effects

1. Skin disorders: Repeated skin contact can cause a rash or irritation (dermatitis) as well as dry skin to the point of cracking and bleeding. Solvents should never be used to wash or clean skin. Some solvents can be absorbed both through intact and open skin. Particular attention should be paid to contact with these materials. This information will be noted on the Safety Data Sheet.
2. Eye injury: Solvent vapors can irritate the eyes. Direct splashing of the liquid into the eyes may cause serious burns.
3. Inhalation: Solvents act as central nervous system depressants. General symptoms include: headache, dizziness, nausea. Extreme overexposure situations could lead to unconsciousness. Solvent vapors can also act as respiratory irritants. Chronic overexposure to some solvents may cause permanent injury to the liver or kidneys, or other internal systems.

## Precautions / Cautions

1. Wear solvent resistant gloves to prevent repeated or prolonged skin contact.
2. In operations where the liquid could splash into the eyes, chemical goggles or a Face Shield should be worn. In case of eye contact, FLUSH THE EYES WITH WATER FOR AT LEAST 15

3. MINUTES while holding the eyelids open.
4. In operations where the liquid could splash onto skin, appropriate protective clothing, such as a solvent resistant apron, should be worn.
5. If skin contact should occur, FLUSH the area thoroughly for at least 15 minutes. Remove contaminated clothing.
6. Personal hygiene is very important. Wash thoroughly. Apply hand cream as needed to prevent drying of skin.
7. In situations where a respirator is required, be sure to wear the proper respirator. It should protect you against organic vapors.
8. In case of a spill or leak, AVOID contact with the material, WEAR a respirator to prevent overexposure during cleanup operations. ATTEMPT to stop the spread of the material. PROTECT the water supply. REMOVE all ignition sources.

## Flammable Liquids

Flammable Liquids present a fire risk and need to be stored properly with the lids, nozzle and vent caps in place to contain the vapor inside of the container.

Flammable Liquids Fuel Storage - To help prevent unanticipated fires L&M Fleet Supply requires that all gas containers in the shop to be kept in Metal Safety Gas Cans (5 gallon), AND or all plastic 1 gallon gas cans MUST be placed in the Flammable Storage Cabinet unless they are being used by the Auto Shop Staff.

## Compressed Gas Cylinders

Typical hazards which could result from abuse or mishandling of compressed gas cylinders include leaks and explosions.

The following safe handling practices will assist in reducing or eliminating potential hazards:

1. Each cylinder must be clearly labeled with the contents and appropriate hazard warnings.
2. Container valves should be kept closed at all times whether charged or empty except when the container is in use.
3. Do not roll, drag or slide containers. Use a hand truck or other suitable device.
4. Do not lift containers by container caps.
5. All containers in service or in storage should be stored in its designated area standing upright.

## Leak Response Information

**CONTAINER LEAKS:** Remove leaking container outdoors or to well-ventilated area.

Tag the leaking container with appropriate warning and notify the gas supplier.

**VALVE LEAKS:** Close container valve and tighten the valve gland or packing nut as appropriate. If the leak continues when the valve is opened, re-close the valve and tag the container as unusable.



## Strong Acids & Alkalis

Acids are chemically active materials. They are not flammable, but they can react with other chemicals, as in the case of a leak or spill, and cause a fire, explosion, or the generation of a toxic gas. They may be found in both solid and liquid forms.

Strong alkalis are found in caustic cleaning agents. They also come in both liquid and solid forms.

### Health Effects

1. Both categories of chemicals are skin and eye irritants. Depending on the concentration, reactions can range from irritation to severe burns. Blindness can result from eye contact.
2. The vapors or mist from an acid are extremely irritating to the respiratory tract.
3. Inhalation of mist or dust of a strong alkali may cause irritation, dizziness, and/or injury to the respiratory tract.

### Precautions / Controls

1. Rubber or plastic gloves are required when using a concentrated solution.
2. Apron or other appropriate garments should be used depending on the extent of exposure.
3. Wear goggles or face shield during pouring or mixing, or if there is a chance of splashing.
4. Use only in a well-ventilated area and avoid inhaling vapors or dusts.

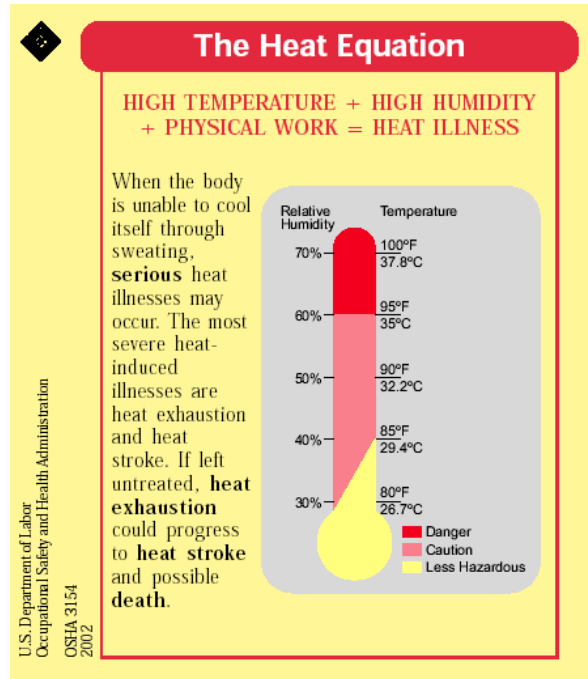
REMEMBER: When acid and water must be mixed, acid must be poured slowly into the water.

## Heat Stress

Four environmental factors affect the amount of stress a worker faces in a hot work area: temperature, humidity, radiant heat (such as from the sun or a furnace) and air velocity.

Perhaps most important to the level of stress an individual faces are personal characteristics such as age, weight, fitness, medical condition and acclimatization to the heat.

Sweating is how the body maintains a stable internal body temperature in the face of heat. However, sweating is effective only if the humidity level is low enough to permit evaporation and if the fluids and salts lost are adequately replaced.



## Preventing Heat Stress

Most heat-related health problems can be prevented or the risk of developing them reduced. Following a few basic precautions should lessen heat stress.

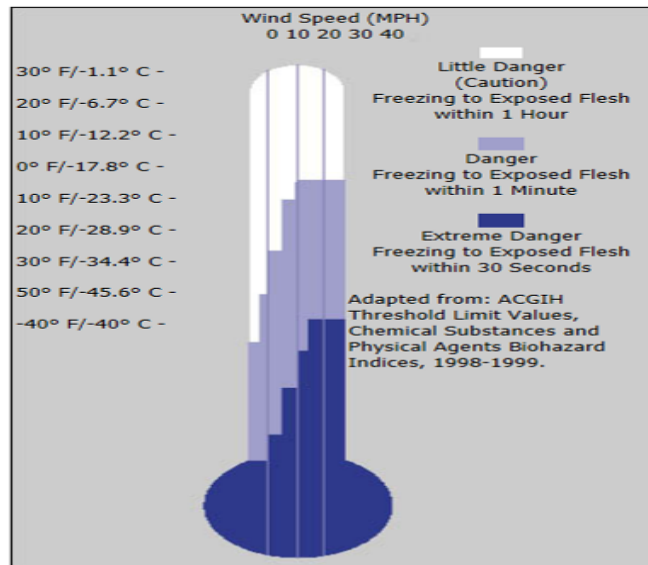
1. A variety of **engineering controls** including general ventilation and spot cooling by local exhaust ventilation at points of high heat production may be helpful. Cooling fans can also reduce heat in hot conditions.
2. **Work practices** such as providing plenty of drinking water -- as much as a quart per worker per hour -- at the workplace can help reduce the risk of heat disorders.
3. Alternating **work and rest** periods with longer rest periods in a cool area can help workers avoid heat stress. If possible, heavy work should be scheduled during the cooler parts of the day and appropriate protective clothing provided.
4. **Acclimatization** to the heat through short exposures followed by longer periods of work in the hot environment can reduce heat stress. New employees and workers returning from an absence of two weeks or more should have 5-day period of acclimatization.
5. **Employee education** is vital so that workers are aware of the need to replace fluids and salt lost through sweat and can recognize dehydration, exhaustion, fainting, heat cramps, salt deficiency, heat exhaustion, and heat stroke as heat disorders.

## Cold Stress

When the body is unable to warm itself, serious cold related illnesses and injuries may occur, and permanent tissue damage and death may result. Cold related illnesses can slowly overcome a person who has been chilled by low temperatures, brisk winds, or wet clothing.

Hypothermia and Frostbite

LOW TEMPERATURE + WIND SPEED + WETNESS = INJURIES & ILLNESS



## Preventing Cold Stress

- Recognize the environmental and workplace conditions that lead to potential cold-induced illnesses and injuries.
- Learn the signs and symptoms of cold-induced illnesses/injuries and what to do to help the worker.
- Train the workforce about cold-induced illnesses and injuries.
- Select proper clothing for cold, wet, and windy conditions. Layer clothing to adjust to changing environmental temperatures. Wear a hat and gloves, in addition to underwear that will keep water away from the skin (polypropylene).
- Take frequent short breaks in warm dry shelters to allow the body to warm up.
- Perform work during the warmest part of the day.
- Avoid exhaustion or fatigue because energy is needed to keep muscles warm.
- Use the buddy system (work in pairs).
- Drink warm, sweet beverages (sugar water, sports-type drinks). Avoid drinks with caffeine (coffee, tea, or hot chocolate) or alcohol.
- Eat warm, high-calorie foods like hot pasta dishes.

## Personal Protective Equipment

Any special personal protective equipment (PPE) required for safely handling a hazardous substance, harmful physical agent or an infectious agent will be provided at no expense to the employees.

Any PPE that is bought by an employee from an outside vendor and brought onto the company property MUST be evaluated by the Operations Manager prior to using the PPE to ensure that it will adequately protect the employee from the potential work hazards.

### Contract Labor

Management will provide information to contract labor employees pertaining to the hazards that they may be exposed to while working at L&M facilities, (the written L&M Hazard Communication / Employee Right-to-Know Program, chemical inventory list, where to find SDS's, etc.).

### Right to Refuse Work

Under the Minnesota Employee Right-to-Know Act, "Employees have the right to refuse to work in conditions they believe may be imminently dangerous to their lives or health. Employees will not be punished in any way for any legitimate refusals to work because of dangerous conditions."

If any employee believes that the conditions are imminently dangerous, the following procedures must be followed:

- The employee(s) must notify Management and ask that the issue be corrected.
- Until the issue is corrected, the Management may assign employee(s) to another task.
- If Management denies the employee's request, the employee should bring the issue to management's attention.
- If management does not respond to the employee's request, as a last resort the employee has the right to contact OSHA. OSHA may send out an investigator to look into the safety hazards.

### Summary

L & M Fleet Supply recognizes the need for a written Right-To-Know / Hazard Communication / Globally Harmonized System Safety Program.

If anyone has questions or suggestions about this plan contact the Safety Director. This Right-To-Know/Hazard Communication Program will be reviewed on occasion by the company to help ensure that the policies are carried out and that the plan is effective.

## Personal Protective Equipment Program

### Purpose

The purpose of the Personal Protective Equipment (PPE) Program is to identify hazards, which require the use of PPE and the proper type of equipment to be used. The proper selection, use and maintenance of PPE will protect employees from the risk of injury by creating a barrier against workplace hazards. Personal protective equipment is not a substitute for good engineering controls. Personal protective equipment will be provided, used, and maintained when it has been determined that its use is required, and that such use will lessen the likelihood of occupational injury and/or illness.

### Scope

This program applies to all employees who are required to use PPE. The program addresses only minimum requirements of eye, face, head, foot, hand and dermal protection. Separate programs exist for respiratory and hearing protection, since the need for participation in these programs is established through industrial hygiene monitoring.

### Responsibilities

**Management** is responsible for the overall development, implementation, and administration of the Personal Protective Equipment Program. This includes:

- Ensuring the workplace hazard assessments are conducted to determine the presence of hazards that necessitate the use of PPE.
- Providing appropriate PPE and making it available to employees.
- Ensuring all employees receive proper training on the selection, use and maintenance of PPE.

The **Safety Director** is responsible for the development, implementation, and administration of the Personal Protective Equipment Program. This includes:

- Conducting workplace assessments to identify hazards and types of PPE that would protect employees from those hazards.
- Conducting periodic workplace reassessments as requested by supervisors and/or as determined by management.
- Maintaining records of hazard assessments.
- Providing training and technical assistance to supervisors on the proper use, care, and cleaning of approved PPE.
- Providing or coordinating employee training on the selection, use and maintenance of PPE.
- Periodically reevaluating the suitability of previously selected PPE.
- Reviewing, updating, and evaluating the overall effectiveness of the PPE Program.

**Supervisors** have the primary responsibility for implementation of the PPE Program in their work area. This involves:

- Ensuring employees are provided and using appropriate PPE.
- Ensuring employees are trained on the proper use, care, and cleaning of PPE.
- Assisting the safety director in identifying and evaluating hazards and necessary PPE.
- Notifying management and safety director when new hazards are introduced or when processes are added or changed.
- Ensuring defective or damaged equipment is immediately replaced.

**Employees**, as users, are responsible for following the requirements of the PPE Program. This involves:

- Wearing the PPE as required.
- Attending required training sessions.
- Informing the supervisor of the need to repair or replace PPE.

### **Hazard Assessment and Equipment Selection**

All work areas must be individually evaluated using the *Certification of Hazard Assessment Form* to identify the hazard, and the type of PPE that is required. It is the responsibility of the Safety Director and area supervisor to complete one form for each work area.

If there is a production change or other equipment used, a new hazard assessment will be conducted. There may also need to be additional training under the AWAIR and Right-to-Know standards.

Once the hazards of a workplace have been identified, management will determine the suitability of the PPE currently available. New or additional PPE will be selected by management to ensure the level of protection is adequate to protect employees from identified hazards. Care will be taken to recognize the possibility of multiple and simultaneous exposure to a variety of hazards. Adequate protection against the highest level of each of the hazards will be provided or recommended for purchase.

### **Protective Devices**

All PPE will be of safe design and construction for the work to be performed and will be maintained in a sanitary and reliable condition. Only those items of protective clothing and equipment that meet ANSI (American National Standards Institute) or NIOSH (National Institute of Safety & Health) standards will be accepted for use.

Careful consideration will be given to comfort and fit in order to ensure the PPE will be used. Protective devices are generally available in a variety of sizes. Care will be taken to ensure the right size is selected.

### **Potential Hazard Areas & Required PPE**

#### Auto Repair Center:

Safety Glasses and Steel Toe Boots (Always)  
Chemical Goggles (Battery Work)  
Face Shield and Safety Glasses (Grinding)  
Gloves (Leather for Abrasion, Nitrile for Chemical Exposure)  
Hard Hat/Bump Cap (While working under and around vehicles)  
Hearing Protection (As needed)

#### Baler:

Leather Gloves  
Steel Toe Boots

Bench Grinder:

Safety Glasses  
Face Shield  
Hearing Protection  
Steel Toe Boots

Chain Saw Repair and Testing:

Steel Toe Boots and Safety Glasses (Always)  
Goggles, Face Shield, Hard Hat, Chaps, Hearing Protection Leather Gloves (While Operating)  
Nitrile Gloves for engine work and oil/gasoline exposure

Chop Saw:

Safety Glasses  
Face Shield  
Leather Gloves  
Hearing Protection  
Steel Toe Boots

Drill Press:

Safety Glasses  
Steel Toe Boots  
Face Shield

Forklift – Battery Powered:

Nitrile Gloves  
Chemical Apron  
Steel Toe Boots  
Face Shield  
Chemical Goggles

Forklift – Propane Powered:

Steel Toe Boots  
Safety Glasses  
Leather Gloves

Handheld Grinder:

Steel Toe Boots  
Safety Glasses  
Face Shield  
Leather Gloves  
Hearing Protection

Parts Washer:

Nitrile Gloves  
Steel Toe Boots  
Chemical Goggles

Powered Pallet Jack during Battery Top-Off:

Steel Toe Boots  
Nitrile Gloves  
Chemical Apron  
Chemical Goggles  
Face Shield

Sawzall:

Steel Toe Boots  
Leather Gloves  
Hearing Protection  
Safety Glasses  
Face Shield  
Goggles

Hazardous Chemical Handling/Use:

Chemical Goggles  
Face Shield  
Chemical Apron  
Nitrile Gloves  
Steel Toe Boots

Tire Repair:

Safety Glasses  
Leather/Nitrile Gloves  
Steel Toe Boots  
Hearing Protection and Goggles while Grinding and Wire Brushing

Welding:

Steel Toe Boots  
Welding Jacket  
Welding Gloves  
Welding Helmet  
Safety Glasses

**Eye and Face Protection**

Prevention of eye injuries requires all persons who may be in eye hazard areas wear protective eyewear. This includes employees, visitors, contractors, or others passing through an identified eye hazard area. A sufficient quantity of eye protection will be provided for visitors entering areas where eye protection is required. L&M Supply will be implementing a new Eye Protection Program for Repair Shop, Assembly, and other areas of the store where risk exists for eye injuries. L&M will be utilizing ESSILOR's on-line database system to allow store managers access to input employees within these affected areas (Shop, etc.) to pay for up to \$200.00 in prescriptive eye protection—including safety shields 1x per year to maintain safety in these areas. Customers will be encouraged to wear safety glasses if they remain within the shop area to watch repairs or work being completed on their vehicles.





L&M will require all customers to wear safety glasses who insist on standing in the immediate work area of shop staff (oil changes, grinding, battery replacement, etc.).

If personnel wear “non-safety” prescription glasses, they will be provided a suitable eye protector to wear over them. OSHA regulations require each affected employee who wears prescription lenses while engaged in operations involving eye hazards to wear eye protection that either incorporates the prescription into its design or wear eye protection over the prescription lenses without disturbing the proper position of the prescription lenses or the protective lenses. Personnel requiring prescription safety glasses should contact their Store Manager first to have their request for prescription safety glasses processed.

Suitable protectors will be used when employees are exposed to hazards from flying particles, chemical liquids, gases or vapors, or potentially injurious light radiation.

- ◆ Wearers of contact lenses must also wear appropriate eye and face protection devices in a hazardous environment.
- ◆ Side protectors will be used when there is a hazard from flying objects.
- ◆ Goggles and face shields will be used when there is a hazard from chemical splash
- ◆ Safety Glasses with side shields and a face shield will be used when grinding or using a wire wheel brush on a handheld grinder.
- ◆ Face shields will only be worn over primary eye protection (safety glasses or goggles).
- ◆ For those employees who wear prescription lenses, eye protectors will either incorporate the prescription in the design or will fit properly over the prescription lenses.
- ◆ Protectors will be marked to identify the manufacturer.
- ◆ Equipment fitted with appropriate filter lenses will be used to protect against light radiation. Tinted or shaded lenses are not considered filter lenses unless they are marked or identified as such.

Emergency eyewash facilities, meeting the requirements of ANSI Z358.1, will be provided in all areas where the eyes of an employee will be exposed to corrosive materials. All emergency eyewash facilities will be located where they are easily accessible in an emergency.

### Foot Protection

Safety shoes will be worn where identified during the hazard assessment of each particular work area. L&M Supply will pay up to \$74.99 per year for safety shoes for employees.

- ◆ Safety shoes or boots, with impact protection, are required to be worn in work areas where carrying or handling materials such as packages, objects, parts or heavy loads, which could be dropped; and for other activities where objects might fall onto the feet.
- ◆ Safety shoes or boots, with compression protection, are required for work activities involving skid trucks (manual materials handling cars) or other activities in which materials or equipment could potentially roll over the feet of an employee.
- ◆ Safety shoes or boots, with puncture protection, are required where sharp objects such as nails,

- ◆ wire, tacks, screws, large staples, or scrap metal can be stepped on by employees.

### Hand Protection

Suitable gloves will be worn when hazards from chemicals, cuts, lacerations, abrasions, punctures, burns, or harmful temperature extremes are present. Glove selection will be based on performance characteristics of the gloves, conditions, duration of use, and hazards present. Employees will be provided with gloves for load outs or other tasks.

In selecting gloves for use during chemical exposure the first consideration will be the exact nature of substances encountered. Read the instructions and warnings found on chemical containers and/or Safety Data Sheets (SDS) prior to working with any chemical. Recommended glove types are usually listed in the section for personal protective equipment.

### Cleaning and Maintenance

All PPE will be kept clean and properly maintained. Cleaning is particularly important for eye and face protection because dirty or fogged lenses can impair vision. PPE should be inspected, cleaned, and maintained at regular intervals so the PPE provides the requisite protection. Personal protective equipment should not be shared between employees until it has been properly cleaned and sanitized. PPE will be distributed for individual use whenever possible.

### Training

Any employee who is required to wear PPE will receive training in the proper use and care of the PPE. Initial training will be provided as it is issued. Annual refresher training will be required by employees on the Lodge. Training will include the following subjects:

- When it is necessary for PPE to be worn.
- What PPE is necessary to use
- How to properly don, doff, adjust, and wear PPE.
- The limitations of PPE.
- The proper care, maintenance, useful life, and disposal of the PPE.

After completion of the training employees will be required to demonstrate they understand the components of the Personal Protective Equipment Program and how to use PPE properly, or they will be retrained.

### Recordkeeping

- Written records will be kept with the names of the persons trained, the type of training provided, and the dates when training occurred.  
Training records will be maintained on each employee a minimum of three years.
- The Hazard Assessment Certification Forms for each work area will be reviewed and updated periodically.



- Store Managers or members of Management are responsible for emailing copies of all required signed training documents to the Director of LP & Safety, designee, or member of Senior Management.
- Managers are also responsible for maintaining annual files of all required training as indicated on the L&M Annual Safety Calendar.

## Personal Protective Equipment Certification of Hazard Assessment Form

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

Specific Tasks Performed at this Location: \_\_\_\_\_

Analysis Conducted By: \_\_\_\_\_

**I. Overhead Hazards:** Hazards to consider include:

- ◆ Suspended loads that could fall
- ◆ Overhead beams or loads that could be hit against
- ◆ Energized wires or equipment that could be hit against
- ◆ Employees work at elevated site who could drop object on others below
- ◆ Sharp objects or corners at head level

**Hazards Identified:** \_\_\_\_\_

	<u>Yes</u>	<u>No</u>
<b>Head Protection</b>	<input type="checkbox"/>	<input type="checkbox"/>

If yes, type:

- ☐ Type G (General) Impact & penetration resistance, low voltage exposure, proof-tested at 2,200 volts
- ☐ Type E (Electrical) Impact & penetration resistance, high voltage exposure, proof-tested at 20,000 volts
- ☐ Type C (Conductive) Impact & penetration resistance, no electrical exposure

**II. Eye and Face Hazards:** Hazards to consider include:

- |                            |                      |
|----------------------------|----------------------|
| ◆ Chemical splashes        | ◆ Dust               |
| ◆ Smoke & fumes            | ◆ Welding operations |
| ◆ Lasers/optical radiation | ◆ Aerosols           |
| ◆ Projectiles              |                      |

**Hazards Identified:** \_\_\_\_\_

	<u>Yes</u>	<u>No</u>
<b>Eye Protection</b>	<input type="checkbox"/>	<input type="checkbox"/>

If yes, type:

- ☐ Safety Glasses
- ☐ Safety Goggles
- ☐ Welding Helmet – Filter Shade \_\_\_\_\_
- ☐ Face Shields
- ☐ Other: \_\_\_\_\_

**III. Hand Hazards:** Hazards to consider include:

- |                        |                              |
|------------------------|------------------------------|
| ♦ Chemicals            | ♦ Sharp edges, splinters     |
| ♦ Temperature extremes | ♦ Biological agents          |
| ♦ Exposed electrical   | ♦ Sharp tools, machine parts |
| ♦ Material handling    |                              |

**Hazards Identified:** \_\_\_\_\_

\_\_\_\_\_

	<u>Yes</u>	<u>No</u>
<b>Hand Protection</b>	<input type="checkbox"/>	<input type="checkbox"/>

Gloves

- ☐ Chemical resistant
- ☐ Temperature resistant
- ☐ Abrasion resistant
- ☐ Other (Explain) \_\_\_\_\_

**IV. Foot Hazards:** Hazards to consider include:

- |  |   |
|--|---|
| ♦ Heavy materials handled by employees | ♦ Sharp edges or points (puncture risk) |
| ♦ Exposed electrical wires             | ♦ Unusually slippery conditions         |
| ♦ Wet conditions                       | ♦ Construction/demolition               |

**Hazards Identified:** \_\_\_\_\_

**Foot Protection**
     
 Yes    No  
             
 ☐    ☐

Safety Shoes

- ☐ Toe protection
- ☐ Metatarsal protection
- ☐ Puncture resistant
- ☐ Electrical insulation
- ☐ Other (Explain) \_\_\_\_\_

**V. Noise Hazards:** Hazards to consider include:

- ◆ Heavy materials handled by employees
- ◆ Exposed electrical wires
- ◆ Wet conditions
- ◆ Sharp edges or points (puncture risk)
- ◆ Unusually slippery conditions
- ◆ Construction/demolition

**Hazards Identified:** \_\_\_\_\_  
 \_\_\_\_\_

**Hearing Protection**
     
 Yes    No  
             
 ☐    ☐

- ☐ Ear Plugs
- ☐ Ear muffs
- ☐ Other (Explain) \_\_\_\_\_

**VI. Other Identified Safety and/or Health Hazards:**

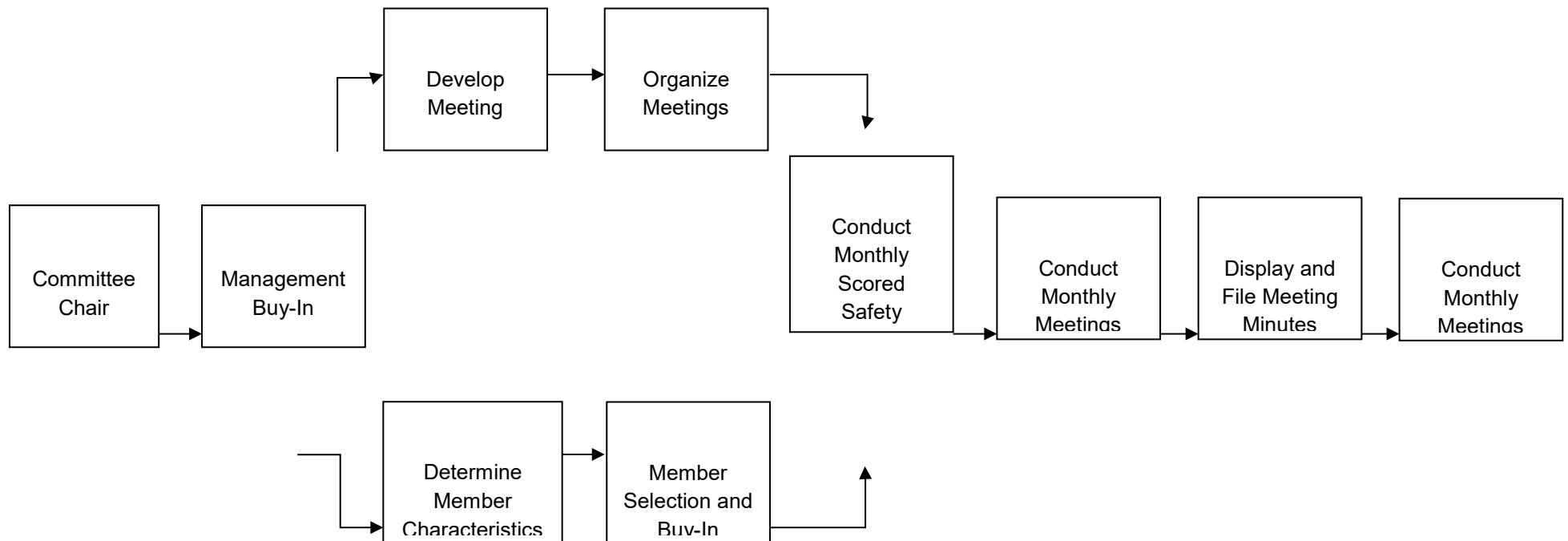
Hazards Identified	Recommended Protection
_____	_____
_____	_____

I certify that the above inspection was performed to the best of my knowledge and ability, based on the hazards present on this day.

\_\_\_\_\_  
**The Company**

\_\_\_\_\_  
**Date**

## Safety Committee Roles



## Safety Committee

**Purpose** - The purpose of the Safety Committee is to bring all of L&M Fleet Supply employees together in a cooperative effort to achieve and maintain a safe, healthful workplace.

**Our Mission:** To continually strive to develop a safer work environment for all. To work to improve the awareness of current safety regulations, promote safety from within and maintain a solid communications network.

**Goal** - The goal of the Safety Committee is to help management eliminate workplace injuries and illnesses by involving employees and managers in identifying hazards and suggesting how to prevent them. L&M Fleet Supply is working towards a consistent 25% Injury Reduction from year to year.

**Strategies** - The Safety Committee has four strategies to meet its goal and purpose:

- Involve employees in achieving a safe, healthful work-place.
- Promptly review all safety-related incidents, injuries, accidents, illnesses, and deaths.
- Conduct monthly workplace inspections, identify hazards, and recommend methods for eliminating or controlling hazards. Assist store Manager in Safety New Hire Orientation.
- Annually evaluate the Safety Committee activities each December and use the evaluation to develop an action plan for the next calendar year.

**Representatives** - The Safety Committee Employee Representatives can express interest in joining the committee to management and provide reasons why they will add value to the organization and help to improve safety. Management representatives will be selected by management. Each representative will serve a continuous term of at least one year. Terms will be staggered so that at least one experienced representative always serves on the committee. Select members from across the store to represent the employees including administration and management (no more than 50% management).

**Safety Director & Store Manager Roles** - The Safety Committee will have 2 Leaders—The Store Manager and the Safety Director (employee or Key Holder): Chair and Vice-Chair. One officer will represent the Store Employees and one officer will represent management.

**Terms of service** - Chair and Vice-Chair will each serve a one-year term.

### The Safety Director

The Safety Director is the leader of the meeting and uses techniques and information topics or memos from the LP & Safety Director to help guide the meeting on required topics in



correlation with the L&M Annual Safety Calendar for each year. The chairperson is held accountable to keep L&M Senior Management informed of what is occurring in the safety committee meetings and act as the coordinator for programs, procedures, training, etc. The chairperson is responsible for preparing the agenda, the time schedule, and the meeting place. The Safety Director should conclude each meeting with clearly defined responsibilities and assignments to the committee members. The Safety Director should possess, but are not limited to, the following characteristics:

- ✓ Safety oriented
- ✓ Member of the management team
- ✓ Willing to back committee decisions
- ✓ Good communication skills
- ✓ Conflict resolution abilities
- ✓ Good people skills
- ✓ Knowledge of conducting effective meetings

### **The Store Manager**

L&M Senior Management understands that Store Manager's time is important to run the retail business, however, the attendance and the support from the Store Manager is critical to our success in maintaining a safer work environment. Store Managers are required to attend and participate in all monthly Safety Meetings, review the completed Safety Checklist, and ENSURE that the monthly Safety Checklists and Safety Minutes are emailed to the Director of LP & Safety. The Store Manager is responsible for supporting the Safety Director and the Safety Committee during meetings. If the chairperson is unable to attend a meeting, the Store Manager assumes the responsibility of administrating the meeting. He/she should assist the Safety Director in keeping upper management informed. During the meeting, the vice chair is responsible for keeping the minutes, keeping the group on task, and encouraging participation. In addition, the vice chair is responsible for training members in their duties and responsibilities.

- ✓ In the absence of the Store Manager or Safety Director, other members of management must assume the duties of the Safety Chair. Store Manager should plan for and be present at all meetings- if you cannot attend please discuss reasons with LP & Safety Director.
- ✓ Perform other duties as directed by the chair.

## Employee Representatives

Employee Representatives represent the safety needs of their respective areas and shall work with the manager and supervisor of their department to ensure procedures are implemented. Employee representatives are responsible for: attending the meetings, Assisting store management in driving the L&M "safety culture" and training of the L&M Health & Safety Handbook with new & existing employees; participating, receiving safety suggestions from employees and communicating with other employees what the safety committee is implementing. Employee representatives are also responsible for fulfilling specified assignments and for supporting the committee as a whole in completing annual programs, procedures, training, newsletters, inspections, etc. Outside of the committee, employee representatives should be held accountable for working safe and always setting good examples. Safety Committee Member characteristics would include:

- ✓ Responsible
- ✓ Good people skills
- ✓ Good communication skills
- ✓ Safety oriented
- ✓ Knowledgeable of facility operations
- ✓ Willing and able to express personal opinions
- ✓ Open to change

In addition to the usual Safety Committee activities and meetings, the Safety Committee Members will conduct the New Employee Safety Training using the new Employee Health & Safety Handbook.

**Training** - New representatives will receive training in safety committee functions, hazard identification, and accident investigation procedures. Refer to the last page of this document for the Safety Committee Member Orientation Checklist.

**Meetings** - The L&M Fleet Supply Safety Committee **SHOULD** meet on the same day of each month immediately after the committee members conduct their respective monthly workplace safety inspections.

**Attendance and alternates** - Each representative will attend regularly scheduled safety-committee meetings and participate in quarterly workplace inspections and other committee activities. Any representative unable to attend a meeting will appoint an alternate and inform the Chair before the meeting.

**Agenda** - The Agenda will prescribe the order in which the L&M Fleet Supply Safety Committee conducts its business. The agenda will also include the following when applicable:

- A review of new safety and health concerns
- A status report of employees safety and health concerns under review
- An analysis and evaluation of all workplace incidents and accidents occurring since the last committee meeting.

**Minutes** - Safety Committee Meeting Minutes will be recorded at each committee meeting and distributed to the respective Store and Distribution Center L&M Fleet Supply employees. The committee will submit a copy of the minutes to the Loss Prevention and Safety Director; a copy of the minutes will be retained for three years. All reports, evaluations, and recommendations of the Safety Committee will be included in the minutes. The minutes will also identify representatives who attended monthly meeting, and representatives who were absent.

Meeting Minutes should be typed within one week of the meeting, the sooner the better. Meeting Minutes should be typed using the Safety Committee formatted Minutes Sheet, located below, each time. These Minutes should then be posted throughout the facility where all employees will have access to them.

Along with posting the meeting notes, the committees mission statement and current members should be posted. All concerns non-members have should be brought to a member or the committee chair for discussion at the next meeting.

**Voting quorum** - Two-thirds of the voting representatives constitute a quorum. A majority vote of attending representatives is required to approve all Safety Committee decisions. Issues not resolved by majority vote will be forwarded to management for resolution. The "one-person-one-vote" rule applies.

**Employee involvement** - The Safety Committee will encourage employees to identify workplace-health-and-safety hazards. Concerns raised by employees will be presented to the Safety Committee in writing; the Safety Committee will review new concerns at the next regularly-scheduled monthly meeting.

**Safety Log** - The Safety Committee will maintain a log of all employee concerns, including the date received, recommendations to management, and the date the concern was resolved.

**Response** - The Safety Committee will respond to employee concerns in writing and work with management to resolve them. The Safety Committee will present written recommendations for resolving concerns to management. Management will respond in writing to written recommendations according to the following schedule:

- Recommendations to correct hazards/behaviors that could cause serious physical harm or a fatality: Immediately, or as soon as possible, but not more than one day one day after receipt of a written recommendation.
- Recommendations to correct hazards/behaviors that could cause minor injury or illness: Within 14 days of receipt of a written recommendation.
- Recommendations to improve programs, plans policies and other elements of the safety and health program: Within 21 days of receipt of a written recommendation.

***Incident/Accident Analysis (IAA)*** - The Safety Committee will analyze new incident and accident reports to make sure root cause analysis and safety management system evaluation has been conducted. When necessary, the Safety Committee will provide written recommendations to management to improve incident/accident reporting.

***Monthly Safety Inspections*** - The Safety Committee Members inspect designated areas of the Store and Distribution Center once each month prior to the Safety Committee Meeting. Safety Inspection Checklists are used to identify potentially harmful conditions. These conditions may be physical hazards, unsafe working conditions, or poor ergonomic conditions. Safety Concerns which are brought to the Safety Committee Meeting for discussion and to assign corrective actions.

***Safety Budget*** – Safety item purchase requests are forwarded to the Loss Prevention & Safety Director who will review with Senior Management Team for review, approval, and authorization.

### **Possible Safety Committee Expenses**

- Safety club memberships (ex. MN Safety Council)
- Materials (books, videos, posters, etc.)
- Safety supplies (e.g. signs, eye wash stations, emergency lights, etc.)

***Evaluation*** - The Safety Committee will also evaluate its own activities each December and use the evaluation to develop an action plan for the next calendar year.

### **Management Support**

L&M Fleet Supply's Senior Management fully supports the operation and efforts of the Safety Committee.

### **Communicate Issues with all Employees**

The communication process needs to be facility wide. This can be done by:

- Having brief meetings with all employees to review the safety goals and where the facility stands.
- You should also discuss the type of accidents that have occurred and inquire about ideas on reducing or eliminating them.
- Remind all employees about upcoming safety training.
- Encourage all employees to participate in creating a safer work environment and let them know that any concerns they may have can be brought to the committee members to be discussed at the next meeting.
- Remind all employees that they are welcome as visitors to a meeting as long as they are not disruptive and if they have concerns to speak about, they get scheduled onto the agenda.

### **Contact Information**

If any help is needed for the Safety Committee, please contact the Loss Prevention & Safety Director.

# L & M Fleet Supply Safety Committee

## Our Mission:

To continually strive to develop a safer work environment for all. To work to improve the awareness of current safety regulations, promote safety from within and maintain a solid communications network.

## Our Members:

Name	Title	Member Since
Director of LP & Safety	<b>Chairperson</b>	April 2022
	<b>Vice Chairperson</b>	
	<b>Committee Member</b>	
	<b>Committee Member</b>	
	<b>Committee Member</b>	
	<b>Committee Member</b>	
	<b>Committee Member</b>	

The committee meets each month for one hour in the Employee Break Room. Any concerns can be brought to a member of the committee for discussion at the next meeting.

# Safety Committee Agenda

Store/Distribution Center: \_\_\_\_\_ Date: \_\_\_\_\_

## Old Business:

- Review the Minutes from the prior meeting and record any related updates.
- Training recap:
  - List the key points from the training session

## Injury Review

- Review the Injuries and Accidents that occurred since the last meeting. The Loss Prevention and Safety Director will provide the injury information to the Safety Committees.
  - List the injured area and what caused it

## New Business:

- Any new issues that were brought up during the past month
- Monthly inspections
- Key area training: List the training
- Next month's training: (List next month's training)

## Safety Committee Meeting Minutes

**Store Location:** \_\_\_\_\_

**Date of Safety Committee Meeting:** \_\_\_\_\_

**Date of Next Meeting:** \_\_\_\_\_

### Safety Objectives:

- Continue to improve safety awareness to provide a safe workplace for employees.
- Reduce workers comp experience rating and loss ratio to manage overall cost of risk.
- Comply with federal and state safety regulations.

Safety Committee Member Roll Call	Present	Not Present

Complete the Monthly Store & Shop Safety Inspection Checklist and Note any Discrepancies below along with Action Plan to correct with Action Dates, Responsible Party, etc.

Reported by:	Assigned to:	Action Items / Corrective Actions	New	In Process	On Hold	Done



Review injuries for corrective action and confirm effective controls are in place to reduce or prevent reoccurrence.

Injury Description	Corrective Action	Assigned	Status

Review safety concerns and hazards identified during jobsite visits for corrective action and confirm effective controls are in place to reduce or prevent reoccurrence.

Safety Concern/Hazard	Corrective Action	Assigned	Status

## MONTHLY STORE SAFETY INSPECTION

Store Location: \_\_\_\_\_ Assigned Area: \_\_\_\_\_ Date: \_\_\_\_\_

Inspection Conducted By: \_\_\_\_\_

**INSTRUCTIONS:** Enter a number (Score) (0, 1, 2, or 3) in the "Score" box for each listed item. Indicate a Score of the Maximum Value if the listed

item is not applicable. Total up the Score Points and place this number in the "Score Box" located at the bottom of the next page.

FIRE SAFETY	COMMENTS	Score of 0, 1, 2, or 3	Maximum Value
All Fire Extinguishers - Clear 3-foot access			2
Fire Extinguishers Charged and hung up as assigned.			2
All Fire Extinguishers inspected within last 12 months. Check Tag.			2
Product and storage are at least 18" below the sprinkler heads?			1
Sprinkler riser is accessible and valves locked open.			2
Ask a coworker - Where is the nearest fire extinguisher located. Knew and answered correctly. (Show map if needed)			2
<b>ELECTRICAL</b>			
Electric Cords have three prong plugs and grounding prong is in place.			2
Cord insulation is not cut, spliced, or taped.			2
Multiple Plug Adapters are NOT being used.			1
Electrical Panels Clear of Obstruction (36")			1
Electrical Panel list is located inside panel door and has proper labeling. Panel Number and Volts/Amps above the Panel Door.			1
<b>MEANS OF EGRESS</b>			
All Exit Signs Clear and light when Test Button is pushed.			1
Emergency Lights work. Push and hold TEST Button for 30 Seconds.			2
Exit aisles clear of obstructions.			1
Product Stored Properly on shelves and aisles.			1
Exit doors open outward to an open escape area away from building.			2
Ask a coworker where the nearest exit is located. Knew and answered correctly. (Show them map)			2
<b>FIRST AID EQUIPMENT</b>			
Portable Eyewash Station Clean and Full of Water.			2
Emergency Eyewash Station water changed out within last 6 months using anti-bacterial solution. Monthly change out without solution.			2
First Aid Kit is stocked and NO expired items.			2
Ask an employee where the First Aid Kit is located. Knew and answered correctly. (Show employees map if gets wrong.)			2
<b>DOORS and DISPLAYS</b>			
Testing and maintenance done on customer doors.			1
Doors close in a slow and smooth manner.			1
Glass Panels are clearly marked.			1
Displays are stable (End, Pop, Food Displays)			1
No Display Trip Hazards (Cords, extended bases)			1
No Display protruding Eye hazards.			1
Deer Stands secured with sand tubes and ladders wrapped.			1
<b>FLOORS</b>			
Entrance Rugs are in place and changed as necessary.			2
Floor Tiles are in place. None missing or chipped.			1
Water spills cleaned up immediately.			2
Wet Floor Signs available and used.			1
Sidewalks and curbs ice and snow free. Free of cracks and trip hazards.			1
Snow Removal Log in Place.			1

No single case products left unattended in aisles.			<b>1</b>
Restroom floors are clean and dry.			<b>1</b>
<b>BACK SAFETY</b>			
Proper Lifting Techniques being Used. (Watch employees.)			<b>2</b>
<b>Team Lifting</b> used for awkward items and heavier than 50 pounds.			<b>3</b>
Material Handling Equipment is being used. Forklift, Cart, Dolly.			<b>2</b>
Heavy items stored on bottom shelves, lighter items on Mid and Top.			<b>1</b>
Carts are retrieved no more than 8 at a time. High Vis Vests are worn.			<b>1</b>
Ask an employee to demonstrate a Proper Lift. Staggered stance, feet shoulder width apart, bend at the knees, back straight, head up, good grip, and lift with the legs. Demonstrated correctly.			<b>2</b>
<b>HAZARDOUS MATERIAL</b>			
Container Labels are Visible.			<b>1</b>
3E Poster posted with password.			<b>2</b>
Containers are Sealed. All containers are properly labeled to GHS Standard.			<b>1</b>
Ask a coworker if they know how to obtain Safety Data Sheets. Knew it and answered correctly. (Y/N)			<b>2</b>
<b>HOUSEKEEPING</b>			
Store and Warehouse is clean of clutter.			<b>1</b>
Aisles and working area free of obstructions.			<b>1</b>
Tools are in order and in place.			<b>1</b>
Free of Tripping Hazards.			<b>1</b>
Utility Room is clean and organized/Chemical Inventory is visible.			<b>1</b>
Chemicals stored properly.			<b>2</b>
Pallet stored lying flat, NOT on edge.			<b>1</b>
Exterior Storage is organized and not causing walking issues.			<b>1</b>
Inspect rolling ladders for damage or wear.			<b>1</b>
Double Wheel Chocks are available and used at the Loading Docks. (Replace if needed.)			<b>2</b>
<b>EMPLOYER POSTINGS</b>			
Emergency Telephone Numbers are posted and available.			<b>2</b>
Emergency Map is posted. (Show all new hires.)			<b>2</b>
OTHER Postings are displayed for employees.	OSHA Poster		<b>1</b>
	Employee Rights		<b>1</b>
	Discrimination Policy		<b>1</b>
	Unemployment		<b>1</b>
	3E Posters with Password		<b>1</b>
	3E stickers displayed by phones		<b>1</b>
	OSHA 300 Log Summary - January 31 through end of April		<b>1</b>
Ask an Employee where the Emergency Shelter or Evacuation location is located. (Verify signage same location as map.)			<b>2</b>
<b>PERSONAL PROTECTIVE EQUIPMENT</b>			
Gloves, Safety Glasses, Goggles, Aprons, Hearing Protection, Face Shield, etc. worn when necessary.			<b>2</b>
Chemical Gloves, Apron, and Goggles are located by the Forklift Battery Charging area and for the Propane Cylinder Changing area.			<b>2</b>
Ask an employee to demonstrate how to use the PPE.			<b>3</b>

Score of  out of 101

OTHER ITEMS	RECOMMENDED CORRECTIVE ACTIONS

Review with the Safety Committee Members at the next scheduled Meeting.

## MONTHLY AUTO SHOP SAFETY INSPECTION

Store Location: \_\_\_\_\_ Assigned Area: Auto Shop Date: \_\_\_\_\_

Inspection Conducted By: \_\_\_\_\_

**INSTRUCTIONS:** Enter a number (Score) (0, 1, 2, or 3) in the "Score" box for each listed item. Indicate a Score of the Maximum Value if the listed

item is not applicable. Total up the Score Points and place this number in the "Score Box" located at the bottom of the next page.

FIRE SAFETY	COMMENTS	Score of 0, 1, 2, or 3	Maximum Value
Fire Extinguishers Charged and hung up as assigned & 3-foot clearance.			2
All Fire Extinguishers inspected within last 12 months.			2
Gas stored in Metal Safety Cans – Greater than 1-1/4 Gallon.			1
Flammable Chemicals stored in Flammable Storage Cabinet.			2
Trouble Lights are protected.			1
Ask a coworker - Where is the nearest fire extinguisher located. Knew it and answered it correctly. (Y/N)			2
<b>ELECTRICAL</b>			
Electric Cords have three prong plugs and grounding prong is in place.			2
Cord insulation is not cut, spliced, or taped.			2
Multiple Plug Adapters are NOT being used.			1
Electrical Panels Clear of Obstruction (36")			1
Electrical Breaker List is located on the inside of the Panel Door.			1
Electrical Panel has proper labeling. Panel Number and Volts/Amps above the Panel Door.			1
<b>MEANS OF EGRESS</b>			
All Exit Signs Clear and light when Test Button is pushed.			1
Emergency Lights work. Push and hold TEST Button for 30 Seconds.			2
Exit Aisles Clear of Obstructions.			1
Exit doors open outward to an open escape area away from building.			2
Ask a coworker where the nearest exit is located. Knew it and answered it correctly. (Show them map)			2
<b>FIRST AID EQUIPMENT</b>			
Portable Eyewash Station Clean and Full of Water.			2
Emergency Eyewash Station water changed out within last 6 months using anti-bacterial solution. Monthly change out without solution.			2
First Aid Kit is stocked and NO expired items.			2
Ask an employee where the First Aid Kit is located. Knew and answered correctly.			2
<b>MACHINE GUARDING</b>			
Visor Guard on Bench Grinders are in place. (Replace if needed.)			1
Bench Grinder Tool Rests are adjusted to be 1/8" away from grinding wheel.			1
Bench Grinder Tongue Guards are adjusted to be 1/4" away from grinding wheel.			1
<b>FLOORS</b>			
Spills cleaned up immediately.			2
Wet Floor Signs available and used.			1
<b>HAND TOOLS</b>			
Electric Tool Cords in good shape. No cuts, tape, or splices.			1
No broken handles.			1
No mushroomed tools (Curled metal from pounding).			1
<b>BACK SAFETY</b>			
Proper Lifting Techniques being Used.			2
Team Lifting used for awkward items and heavier than 50 pounds.			3
Material Handling Equipment is being used. Forklift, Cart, Dolly.			2



"QUALITY AT A DISCOUNT"  
SINCE 1959

Ask an employee to demonstrate a Proper Lift. Staggered stance, feet shoulder width apart, bend at the knees, back straight, head up, good grip, and lift with the legs. Demonstrated correctly.			2
<b>HAZARDOUS CHEMICALS</b>			
Container Labels are Visible.			1
Safety Data Sheets are available for every chemical. (3E Poster)			2
Containers are Sealed.			1
Ask a coworker if they know where the 3E posters are located. Knew and answered correctly.			2
Used batteries stored in a plastic storage box.			2
<b>HOUSEKEEPING</b>			
Shop is clean of clutter.			1
Shop is Free of Tripping Hazards.			1
Chemicals stored properly.			1
Pallet stored lying flat, NOT on edge.			2
Exterior Storage is organized and not causing walking issues.			1
<b>EMPLOYER POSTINGS</b>			
Emergency Telephone Numbers are posted and available.			2
Emergency Map is posted.			2
Ask an Employee where the Emergency Shelter or Evacuation location is located.			2
3E Poster displayed (with password)			1
Chemical Inventory Sheet posted.			1
<b>PERSONAL PROTECTIVE EQUIPMENT</b>			
Gloves, Safety Glasses, Goggles, Aprons, Hearing Protection, Face Shield, Steel Toe Boots, etc. worn when necessary. I.e. Chemical use.			1
Steel Toe Boots and Safety Glasses are worn by Shop Employees.			2
Face Shield, Gloves, Hard Hat, Hearing Protection, and Chaps are worn by employees who operate the chainsaw.			2
Chemical Gloves, Apron, and Goggles are located by the Forklift Battery Charging area and for the Propane Cylinder Changing area.			2
Safety Glasses available for and worn by customers who are in the shop.			1
Ask an employee to demonstrate how to use the PPE when using the Hand-Held Grinding. Safety Glasses, Face Shield, Hearing Protection.			3
<b>Air Compressor</b>			
Air Hose and In-Line Filter in good shape. Water drained out of Air Tank.			2
<b>Tire Changer</b>			
No worn parts – Jaws, Check Air Hoses, Oil & Water, Clean.			2
<b>Tire Balancer</b>			
Electric Cord good condition, No worn parts, clean.			2
<b>Punch Press</b>			
No worn parts, Guard in place.			2
<b>Hoist</b>			
No worn parts, Chains and cables, arms and pads are in good condition.			2
<b>OTHER EQUIPMENT – OPERATING PROPERLY</b>			
Battery Tester			1
Torch, Valves kept closed when not being used.			1
Welder, Leads do not have cut insulation.			1
Air Tool - Oil			1
Hefty Lift			1
Parts Washer, Fusible link in place, gloves and goggles worn when used.			2

Score of  out of 102

OTHER ITEMS	RECOMMENDED CORRECTIVE ACTIONS

Review with the Safety Committee Members at the next scheduled Meeting.

## Safety Committee Member Orientation Checklist

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

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

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

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

<b>Topics Discussed:</b>	<b>YES</b>	<b>NO</b>
11. Safety Committee Purpose / Goals / Scope	_____	_____
12. Safety Committee History (achievement list)	_____	_____
13. Member Responsibilities (see job descriptions)	_____	_____
14. Committee Schedule	_____	_____
15. Company Accident Trends	_____	_____
16. Company Written Safety Policy	_____	_____

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.

## Shop Policies 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 have the tire bolted onto the lug nuts of the vehicle or secured to the Tire Changing Machine while inflating the tire and use a clip-on air chuck with sufficient length of hose to allow you to stand outside of the path of tire trajectory (Sides of the tire) in the event that a tire fails and rips open.

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

All employees involved in the installation of tires must be trained before they are allowed to do any tire installation work.

## Shop Repair Hoists

**Purpose:** To maintain a safe work environment for L&M employees and customers in our repair shops.

The Safety Director for L&M Supply will coordinate annual repair of shop hoist inspections in order to ensure safe working equipment for L&M employees.

1. **Inspections:** Upon completion of contractor shop hoist inspections L&M affected employees are to insure that there is a maintenance log for OSHA and place stickers with the time and date of completed hoist inspections. LP/Safety Director is to coordinate any repairs identified by the inspection or order any needed parts to ensure equipment is functioning properly.
2. **Lock-out/Tag-out:** If any employee identifies a safety hazard related to the repair shop hoists, they are responsible to immediately stop using the equipment and notify an authorized employee or member of management who is required to perform Lock-out/Tag-out procedures per company policy and notify affected employees.
3. **File and Retention:** Upon completion of repair shop hoist inspections for repairs and receiving a report of work completed, LP/Safety Director will send documents to all stores of repairs. Store management is responsible for keeping inspection documents in a Safety File for review as proof of hoist inspections and/or repairs for the calendar year. These records of repair shop maintenance are to be maintained for five (5) years.
4. **Monthly Checklist:** The store's Safety Committee will complete monthly inspections or check lists of repair shop and this includes a cursory
5. **Reporting:** Affected employees and/or Key Holders are required to immediately report any safety concerns to:
  - a. Store Manager
  - b. Director of LP/Safety , or a member of Senior Management
  - c. Follow Lock-out/Tag-out process if any safety concerns are identified and to notify authorized employees to lock-out unsafe equipment.

## Post Hoist Inspection and Maintenance Schedule

		Daily	Weekly	Monthly	Yearly
1.	Air Filter Reg. Lub. Check Oil Level	D			
2.	Check for Oil Leaks	D			
3.	Check Air Lines for Leaks	D			
4.	Check for Breakage	D			
5.	Clean Slip Plates	D			
6.	Check complete Hoist for Broken or Loose Parts	D			
7.	Check complete Hoist for Unusual Wear	D			
8.	Check Power Unit for Leaks		W		
9.	Check Hydraulic Cylinder for Leaks		W		
10.	Check Hydraulic Oil Lines for Leaks		W		
11.	Check Filter Element		W		
12.	Check Air Safety Locks		W		
13.	Check Pulleys for Unusual Wear			M	
14.	Check for Seized Bearings			M	
15.	Clean Cables			M	
16.	Check for Cable Fraying			M	
17.	Check for Cable Attachment			M	
18.	Lubricate Front Bearing Rail			M	
19.	Change Hydraulic Oil & filter Assembly				Y
20.	Checked by Qualified Lift Service Person				Y

Month: \_\_\_\_\_ (Initial the Boxes below as you conduct the Inspection) Week One

	Week Two							Week Three							Week Four							Week Five													
Daily	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
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Weekly	M							M							M							M							M						
8.																																			
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12.																																			
Monthly	M																																		
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17.																																			
18.																																			
Yearly	January																																		
19.																																			
20.																																			



## Post Hoist Inspection and Maintenance Schedule

		Daily	Weekly	Monthly
1.	Clean lift Components	D		
2.	Check for Loose or Broken parts	D		
3.	Check Hydraulic System for Fluid Leaks	D		
4.	Check Adapters for Damage or Excessive Wear	D		
5.	Check Lock Release Activation. When properly adjusted, the Idler Column Lock should rest firmly against the back of the column when engaged and against the spring mount tab when disengaged.	D		
6.	Check Synchronizer Cables and Sheaves for Wear		W	
7.	Check Lock Release Cable Adjustment per Installation Instructions step 42.		W	
	IMPORTANT: If Idler Side Lock Pawl does not fully disengage, damage may result to Idler Side Carriage and or Cable Synchronizing System.			
8.	Check Synchronizing Cable Tension per installation instructions. Adjust if Necessary.		W	
9.	Torque Anchor Bolts to 80 Foot-Pounds			M
10.	Check Overhead Shutoff Switch. While Raising Lift, Operate Overhead Shutoff Bar. Power unit Motor should stop when the bar is raised.			M
11.	Lubricate Carriage Slide Tracks with Heavy Viscous Grease (Grease all Four (4) Corners of both Columns)			M

Month: \_\_\_\_\_ (Initial the Boxes below as you conduct the Inspection)

	Week One					Week Two					Week Three					Week Four					Week Five														
Daily	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
1.																																			
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Weekly	M							M							M							M					
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8.																											
Monthly	M																										
9.																											
10.																											
11.																											

***If any problems are encountered contact your local Service Representative.***

## HEFTEE Lawnmower Inspection Checklist

		Daily	Monthly
1.	Clean lift Components	D	
2.	Check for Loose or Broken parts	D	
3.	Check Hydraulic System for Fluid Leaks	D	
4.	Check for Proper Chain Adjustment	D	
5.	Check for Signs of Cracks or Bends	D	
6.	Check Oil Level. <i>Forks on the Floor. Oil should be just visible in the bottom of the Filler Elbow. If not, add Automatic Transmission Fluid Type "A" to where it is just visible.</i>		M
7.	Lubricate the HEFTEEJACKS Internal Threads and Lower Pivot Points. <i>Screw the Telescoping Section completely out of the Jack, add lubricant to threads, preferably a dry lubricant or graphite oil and a few drops around the base of the pivot bolt and reinstall.</i>		M
8.	Lubricate the inside of the Lift Channels with Wheel Bearing Grease. <i>Do not Substitute with a light grease!</i>		M
9.	Oil the threads on the Crank Screw.		M
10.	Lubricate Wheel Bearings and Caster Pivot.		M

Month: \_\_\_\_\_ (Initial the Boxes below as you conduct the Inspection)

Week One      Week Two      Week Three      Week Four      Week Five

Daily	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	
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***If any problems are encountered contact your local Service Representative.***

## Vehicle Safety Program

### Purpose

This portion of the safety program applies to all L & M Fleet Supply owned vehicles. Our vehicle safety program has been instituted to promote safe driving, and reduce the frequency and severity of collisions within our vehicle operations. Safe fleet operation will also promote a positive public image.

We will provide safe and reliable transportation for authorized drivers and the resources for proper maintenance. It is the driver's responsibility to ensure proper vehicle maintenance, exercise defensive driving, maintain a good driving record, and adhere to the L & M Fleet Supply safe driving expectations and objectives of this program.

Note: DOT Safety Regulations apply to Commercial Motor Vehicles over 10,000 lbs. GVWR, and drivers of the vehicles should be familiar with these requirements.

### Driver Evaluation

Employees assigned L & M Fleet Supply vehicles or regularly operating personal vehicles for L & M Fleet Supply are expected to maintain acceptable driving records. Allowing the use of our L & M Fleet Supply vehicles and the operation of non-owned vehicles by employees with poor driving records exposes our company to potentially significant liability. Therefore, a driver evaluation procedure has been implemented with the following parameters.

- Prospective employee (whose jobs require operation of an L & M Fleet Supply vehicle) may be hired only on the condition of obtaining an "acceptable" Motor Vehicle Record (MVR). If the MVR proves to be unacceptable (refer to "definition of unacceptable driving record"), the conditional offer of employment will be withdrawn.
- Driving records of current employees operating L & M Fleet Supply vehicles will be audited annually *and* after any vehicle accident. Drivers who have unacceptable driving records (refer to "definition of unacceptable driving record") will be subject to disciplinary procedures.
- Drivers are required to report an accident or moving violations to their supervisor at the time of the occurrence.

### Driver Safety Guidelines

Employees assigned L & M Fleet Supply vehicles, or those using their own vehicle for company purposes, are expected to perform in accordance with these objectives:

- Practice defensive techniques and obey all traffic laws to avoid vehicle accidents and traffic violations.
- Keep vehicles well maintained. You will be expected to keep track of maintenance in accordance with the *Vehicle Maintenance* section of this policy.

- Exercise courtesy to other drivers and pedestrians. Other drivers who call our company to complain about a driver will be documented and stored in employee personnel files. This information will be utilized to identify your driving habits and will be used in your evaluations.
- Don't use drugs or alcohol when operating a motor vehicle. Check with your physician about possible adverse effects of prescription drugs.
- Transport authorized passengers only. Picking up "hitchhikers" is strictly forbidden. Only the assigned driver or other L & M Fleet Supply personnel engaged in the course of their job functions are permitted in L & M Fleet Supply vehicles.
- Always use seat belts and ensure passengers do as well. Remember that air bags are only as good as the restraints used to keep you in your seat.
- Maintain a safe following distance. Our vehicles are larger than a typical automobile, and therefore take longer to stop. To help avoid collisions, always maintain a safe following distance. In the case of bad weather, or poor road conditions, the distance should be increased.
- Personal use of L & M Fleet Supply vehicles is not permitted without prior management approval.

### Cellular Phone Safe Use Guidelines

1. **Get to know your wireless phone and its features such as speed dial and redial.** Carefully read your instruction manual and learn to take advantage of valuable features most phones offer, including automatic redial and memory. Also, work to memorize the phone keypad so you can use the speed dial function without taking your attention off the road.
2. **When available, use a hands free device.** A number of hands free wireless phone accessories are readily available today. Whether you choose an installed mounted device for your wireless phone or a speaker phone accessory, take advantage of these devices to allow you to keep your hands on the steering wheel and your eyes on the road.
3. **Position your wireless phone within easy reach.** Make sure you place your wireless phone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, if possible, let your voice mail answer it for you.

- 4. Suspend conversations during hazardous driving conditions or situations.** Let the person you are speaking with know you are driving; If necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
- 5. Do not take notes or look up phone numbers while driving.** If you are reading an address book or business card, or writing a "to do" list while driving a car, you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
- 6. Dial sensibly and assess the traffic.** If possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip or attempt to coincide your calls with times you may be stopped at a stop sign, red light or otherwise stationary. But if you need to dial while driving, follow this simple tip - - dial only a few numbers, check the road and your mirrors, then continue.
- 7. Do not engage in stressful or emotional conversations that may be distracting.** Stressful or emotional conversations and driving do not mix - - they are distracting and even dangerous when you are behind the wheel of a car. Make people you are talking with aware you are driving and if necessary, suspend conversations which have the potential to divert your attention from the road.
- 8. Use your wireless phone to call for help.** Your wireless phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations - - with your phone at your side, help is only three numbers away. Dial 9-1-1 or other local emergency number in case of fire, traffic accident, road hazard or medical emergency. Remember, it is a free call on your wireless phone!
- 9. Use you wireless phone to help others in emergencies.** Your wireless phone provides you a perfect opportunity to be a "Good Samaritan" in your community. If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.
- 10. Call roadside assistance or a special wireless non-emergency assistance number when necessary.** Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call for emergency services. But you still can use your wireless phone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

### Definition of an Unacceptable Motor Vehicle Record

An Unacceptable Motor Vehicle Record for any applicant or current employee is one with any one of the following major violations occurring in the last five (5) years from the date of inquiry:

**One major violation defined as:**

- Any felony in which a vehicle is used including homicide resulting from the operation of any unreasonable risk or with a high degree negligence.
- (DWI/DUI) Driving under the influence of intoxicating liquor or illegal drug.
- Refusal to take a breath analyzer test.
- Failure to stop, report or comply with state statutes when involved in an accident.
- Driving while license is suspended or revoked.
- Reckless or dangerous driving which results in injury to a person.
- Racing.
- Passing a stopped school bus with the stop arm extended and red lights flashing.

An Unacceptable Motor Vehicle Record for any applicant or current employee with the following violations or accidents occurring in the last three (3) years from the date of inquiry includes:

- Three (3) or more moving violations not specifically listed above.
- Two (2) or more at-fault accidents.
- One (1) at fault accident and two (2) moving violations not specifically listed above.

### Disciplinary Action

Drivers who develop an unacceptable record will be counseled and at least one of the following actions may be taken:

1. Reassignment to a non-driving position.
2. Termination of employment. All final decisions and rationale will be documented and approved by management. Information shall be retained in the driver's personnel file indefinitely.

**Special Note:** *Such drivers will be required to sign a statement indicating understanding of the reason for the disciplinary action.*

### Vehicle Inspection & Maintenance

Employees operating L & M Fleet Supply vehicles over 10,000 lbs. GVWR are expected to make a safety check of their vehicles before driving. The inspection should verify proper functioning of lights, horn, turn signals, brake lights, oil level, coolant level, tire pressure and condition, and adjustment of mirrors. The operator is responsible for completing a "Drivers Checkup Report."

The fleet manager will be responsible for coordinating our vehicle maintenance program. All maintenance including oil changes, lubrication, repair, parts, etc., will be recorded on a maintenance log. All scheduled maintenance will be in accordance to manufacturer's recommendations. Drivers are to communicate any problems they are having with their supervisor.

### Accident Reporting

In the event of an auto accident, DO NOT admit fault.

First, check all those involved to determine if there are injuries. Call 911 if necessary. While at the accident scene, do the following:

#### **Complete a *Vehicle Accident Review* form**

- Get name, address, phone number, make of vehicles, driver's license number, license plate numbers, and names of other passengers and witnesses.
- Carefully examine damage to all vehicles involved.
- Discuss the accident with the police only.
- Obtain a police report at the scene if possible. If not, find out when and where to obtain one.
- Report the claim immediately to your supervisor.

**Vehicle Accident Review forms will be kept in each vehicle.** The driver of the vehicle will complete Section A of the form to provide detailed information on the accident and provide it to the Store Manager, and the Store Manager/or key holders are required to report any accidents to the LP Safety Director or member of Senior Management within twenty-four (24) hours of the accident.

Once notified of a vehicle accident, the Manager will review the *Accident Review Form* and will meet with the employee to discuss the circumstances of the accident. The Manager will sign the form and send a copy to the owners.

The owners will review the results of the investigation and determine whether the accident was preventable or non-preventable. The owners will also suggest follow-up action.

## Driver Training and Communications

L & M Fleet Supply will provide periodic vehicle safety materials and support articles. In addition, the company will conduct periodic safety meetings. New and transferred employees assigned driving duties will undergo an orientation. Topics will include, but are not limited to:

- Company policies and procedures for operation of company-owned vehicles
- Safe driving objectives and company expectations
- Use and limitations for personal use
- Annual MVR checks
- Driver training and incident reporting/response procedures
- Vehicle maintenance and inspection requirements
- Concepts of defensive driving
- Territory and routes of expected travel
- License requirements (CDL, verification of physical/visual exams, etc.)
- Observation reports



## DOT Driver Qualification

The driver qualification rules set minimum standards of driver training, experience, and ability. They are designed to reduce fatalities, injuries, property damage, and hazardous material incidents. *Minnesota has adopted the Federal Motor Carrier Safety Regulations for driver qualifications (49 CFR Part 391).*

### General Qualifications of Drivers:

- A person shall not drive a commercial motor vehicle unless he/she is qualified to drive a commercial motor vehicle.
- A person is qualified to drive a motor vehicle if he/she:
  - Is at least 21 years old
  - Can read and speak the English language sufficiently to converse with the general public, to understand highway traffic signs and signals in the English language, to response to official inquiries, and to make entries on reports and records
- Can, by reason of experience, training or both safely operate the type of commercial motor vehicle he/she drives
- Is physically qualified to drive a commercial motor vehicle
- Has a currently valid commercial motor vehicle operator's license
- Has prepared and furnished the motor carrier that employs him/her with the list of violations
- Is not disqualified to drive a commercial motor vehicle
- Has successfully completed a driver's road test and has been issued a certificate of driver's road test

### What a DQ File Must Contain

A motor carrier must keep a driver qualification file for each driver at its principal place of business for as long as the driver is employed by the carrier and for 3 years after the driver leaves the carrier's employ. The file must contain:

- ❑ **Drivers application for employment**

- ❑ **Drivers medical examiners certificate** (medical waiver if one has been granted)
- ❑ Drivers road test and certificate of road test or **a legible photocopy of the drivers CDL**
- ❑ A record of response from past employers of drivers driving record for past 3 years
- ❑ Response from state agencies about drivers driving record from past 3 years
- ❑ **A note on the carriers annual review of driving record, showing date and who performed the review**
- ❑ The drivers listing of all his/her moving **traffic violations for past 12 months**
  
- ❑ Certain **information on those drivers who are subject to controlled substance**
- ❑ **testing.**

Web Link for Driver Qualification Files

<http://www.dot.state.mn.us/cvo/applications/dqFile.pdf>

### **Annual Inquiry and Review of Driving Record**

At least once every 12 months, the owners will make an inquiry into the driving record of each driver it employs, covering at least the last 12 months. The employee's driving record shall be reviewed to determine whether the driver meets minimum requirements for safe driving or is disqualified to drive a commercial motor vehicle.

### **Pre-trip Inspection Reports**

Before driving a motor vehicle, the driver must:

- ❑ Be satisfied the motor vehicle is in safe operating condition;
- ❑ Review the last vehicle inspection report to be sure noted defects have been corrected; and
- ❑ Sign the report only if noted defects and deficiencies were corrected.

Drivers of vehicles equipped with dual tires, transporting hazardous materials, must stop at least every two hours or 100 miles of travel, whichever is less, to examine the vehicles tires.

### **Post-trip Inspection Reports**

A carrier must require its drivers to report, and every driver must prepare a report in writing at the completion of each day, on each vehicle the driver operated. A vehicle inspection report must:

- ☐ Identify the vehicle(s);
- ☐ List defects that affect safety of operation or that might result in mechanical breakdown; &
- ☐ Be signed by the driver.

A legible copy of the last inspection report must be carried in the vehicle.

### **Record keeping**

The carrier must keep the original vehicle inspection report and a certification of repairs for 3 months.



## New Employee Conditional Offer Notice

### Vehicle Safety Program Acknowledgment

I acknowledge receipt of the Vehicle Safety Program for L & M Fleet Supply and have familiarized myself with its contents. I agree to abide by the safety guidelines and procedures described in the program and will contact management with any questions about it.

I have been assigned a driving position with L & M Fleet Supply prior to implementation of this Vehicle Safety Program. I understand that if my driving record is found to be unacceptable upon initial Motor Vehicle Record check I may not be hired for the position.

*Signature:* \_\_\_\_\_

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



## Vehicle Safety

### Acknowledgment for "Grandfathered" Drivers

I acknowledge receipt of the Vehicle Safety Program for L & M Fleet Supply and have familiarized myself with its contents. I agree to abide by the safety guidelines and procedures described in the program and will contact management with any questions about it.

I have been assigned a driving position with L & M Fleet Supply prior to implementation of this Vehicle Safety Program. I understand that if my driving record is found to be unacceptable upon initial Motor Vehicle Record check I will be counseled, but will not be reassigned to a non-driving position. However, any additional moving violations or at fault accidents will subject my record to the standards outlined in this program.

*Signature:* \_\_\_\_\_

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

## Vehicle Usage Policy & Acknowledgement

L & M Fleet Supply owned vehicles and/or those used by L & M Fleet Supply employees will be operated in a safe and economical manner with acknowledgement of the following:

1. I acknowledge receipt of the Vehicle Safety Program for L & M Fleet Supply and have familiarized myself with its contents. I agree to abide by the safety guidelines and procedures described in the program and will contact management with any questions about it;
2. L & M Fleet Supply vehicles will be operated in a manner consistent with the Vehicle Safety Program of L & M Fleet Supply. Operating any vehicle outside outlined rules in the Driving Policy may result in forfeiture of all
3. All traffic violations received while operating the assigned vehicle will be paid by the employee;
4. Vehicle defects will be promptly reported to fleet manager so that necessary repairs can be made;
5. L & M Fleet Supply vehicles will not be driven by anyone other than the assigned employee drivers or immediate family members unless they are 21 years of age. Other drivers may be allowed if permission is obtained by management.
6. Accidents will be reported to the manager consistent with L & M Fleet Supply "Accident Reporting Policy."

**I have read, understand, and agree to the terms set forth in this Vehicle Usage Policy.**

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**Signed**

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**Date**



## Automobile Insurance Acknowledgement between

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*Insurance Company*

**And**

**L & M Fleet Supply**

Drivers who use their personal vehicles for **L & M Fleet Supply** business purposes must provide evidence of sufficient insurance liability coverage on their automobile. The driver's own insurance company shall have primary responsibility for any damage or injury incurred by you, by others, or to another's property.

Evidence of liability: Each driver must carry a minimum of \$100,000/ \$300,000/ \$100,000 limits or a combined single limit of \$300,000 of automobile liability insurance coverage. Drivers must submit appropriate evidence of coverage to the Human Resources department annually, which will be kept in the driver's file.

Drivers using their personal vehicle for business purposes must maintain a valid driver's license, must annually provide appropriate evidence of a valid driver's license, must have no major violations as considered by the driver guidelines within the three years, and must have no more than three minor violations within a 3 -year period. Employees must immediately notify the company of any moving violations.

Drivers who violate this policy are subject to discipline, up to and including termination.

By signing below, I accept responsibility while using my vehicle for business purposes and will provide evidence of my insurance coverage and license status as described above.

---

Printed Name of Driver

---

Signature of Driver

---

Date

## Vehicle Safety Program - DOT

### Vehicle Safety Policy Statement

L & M Fleet Supply strives for the highest safety standards for its employees. We are also concerned about complying with Insurance requirements and Department of Transportation (DOT) regulations.

Our corporate objective is to maintain a safety record that is among the best in our industry. This is measured by having a driving record that is free of "at-fault" accidents.

To achieve our goal of having safe drivers, we will develop and maintain a comprehensive vehicle safety program. Your participation as a company driver is vital to this goal.

Please review the elements of our fleet safety program that are outlined in this written plan; do not hesitate to ask any questions.

This portion of the company safety program applies to all L & M Fleet Supply owned vehicles. Our vehicle safety program has been implemented to promote safe driving, and reduce the frequency and severity of collisions within our vehicle operations. A safe fleet operation will also promote positive public image.

We will provide safe and reliable transportation for authorized drivers and the resources for proper maintenance. It is the driver's responsibility to ensure proper vehicle maintenance, exercise defensive driving, maintain a good driving record, and adhere to the company safe driving expectations and objectives of this program.

---

*President*



## Responsibilities & Duties

*To ensure the success of our Vehicle Safety Program and to promote safety, all employees of L & M Fleet Supply play a critical role and are expected to accept responsibility for implementing this program. Following are basic responsibilities that are to be performed:*

### **Management – L & M Fleet Supply managers are responsible for:**

1. Establish, implement, and maintain the company fleet safety program.
2. Make any reasonable appropriations to maintain vehicles in good condition.
3. Set a good example.
4. Review vehicle accident reports.
5. Assure compliance with DOT regulations.

### **Company Drivers - Each employee has a personal responsibility in L & M Fleet Supply fleet safety program for the following:**

Follow all vehicle safety rules and regulations.

1. Maintain vehicles in good condition.
2. Complete pre trip and post trip inspections as required by DOT.
3. Report all vehicle accidents immediately to management or your supervisor, no matter how minor.
4. Practice defensive techniques and obey all traffic laws to avoid vehicle accidents and traffic violations.
5. Exercise courtesy to other drivers and pedestrians. Observation reports are utilized to identify your driving habits and will be used in your evaluation.
6. Don't use drugs or alcohol when operating a motor vehicle. Check with your physician about possible adverse effects of prescription drugs.
7. Transport authorized passengers only. Picking up "hitchhikers" is strictly forbidden. Only the assigned driver or other company personnel engaged in the course of their job functions are permitted in company vehicles.
8. Always use seat belts and ensure passengers do as well. Remember that air bags are only as good as the restraints used to keep you in your seat.
9. Maintain a safe following distance. Our vehicles are larger than a typical automobile, and therefore take longer to stop. To avoid help, avoid collisions, always maintain a following distance of at least 4 seconds. In the case of bad weather, or poor road conditions, the distance should be increased to 6 or more seconds.
10. Personal use of company vehicles is not permitted without prior management approval.

Violence Prevention  
&  
Personal Safety Training Guide  
For  
Management and Employees

## Violence Prevention & Personal Safety

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 (or Inventory Shrinkage) in 3 types of ways: Operational (keying errors at POS, shipping errors), Internal Theft (by employees) 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.

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.

## Training

Shoplifting training will be conducted annually with training at individual stores. Completion of training is tracked with a sign in sheet as employees complete the required training.

## Sexual Assaults

There are three ways to respond to a sexual assault:

*Stall* – Reason with your attacker. Or force yourself to vomit or urinate, or say you have a disease.

*Fight* – Resist your attacker.

*Submission* – Give in if your life is in danger after stalling and/or fighting. Do not destroy evidence of a sexual assault.

## Be Suspicious of:

- Cars driving slowly/repeatedly through the parking lot.
- People wearing baggy clothing that could conceal weapons.
- People who loiter over small items.
- Suspicious persons...leave the counter on an errand in the store and say, "I'll be with you in a minute" or pretend to call someone on the phone, or call the police if you feel threatened. Let the police know where you are and that you would like a "patrol check".
- Employees when leaving at night are recommended to leave the premises to parking lot in pairs and be aware of surroundings. Immediately report any lighting issues or repairs needed to maintain safe lighting to store management.
- Look at any likely places where a person could "case" the building. Such as cars parked across the street or in the lot, but off to one side. See if anyone is watching you or the store. If anyone is loitering suspiciously, call the police. Ask for escorts to your car after closing or late at night.
- Criminals like robbers don't want to be identified. They want to rob or assault strangers, with as little human contact as possible. Because of this you should give everyone who enters the store a friendly greeting, look each person in the eye, and offer to help customers who seem to be wandering the store looking for something. Your greeting and eye contact threatens them with the possibility of

being identified later and makes it hard for them to loiter in the store and watch you secretly.

- Robbers don't want to be visible from the outside. Keep windows clear, lights on, etc.

## Robbery

### **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.
- Resist if the robber forces you to leave the store.

### **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
- Press the silent panic alarm button unless you can without detection. This is your Judgment call.

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

- Height/Weight
- 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.

## Violence Prevention and Personal Safety Quiz

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

Date of Completion: \_\_\_\_\_

### True/False:

1. Most robbers won't risk robbing a store if they think there is less than \$100 in your register. True      False
2. If a robbery attempt takes place, you should fight and try not to give up the money. True      False
3. Threatening a robber, staring, and not obeying commands are actions that can escalate into physical violence towards employees. True      False
4. If a robber wants the security video tape, you should give it up or explain that it is locked up if it is not accessible. True      False
5. Cash drops or cash drawers can be safely counted in front of customers as long as you know them. True      False
6. Once the robber leaves, run out of the store after him so you can chase him down or get his license plate. True      False

### Multiple Choice:

7. If you respond to a FTR (Sensormatic Arches Beeping) with a customer and they ignore you and they run out of the building to their vehicle carrying the merchandise you should:
  - a) Do nothing, pretend you didn't hear the beep and just ring up the next customer.
  - b) Approach the customer, apologize for the FTR and chase them in to the parking lot without notifying anyone.
  - c) Yell—"STOP THIEF !" GET HIM" and run into the parking lot and tackle the shoplifter.
  - d) Communicate "Manager 11", follow them at a safe distance until management arrives; allow a member of management to make decision to call the police.

8. If there are no customers in the store, I should:
  - a) Take a well-deserved break
  - b) Count the cash in your drawer quickly before a customer arrives
  - c) Tidy up and straighten displays away from the register
9. If a robber pulls out a gun, you should:
  - a) Pull out your own hidden weapon from under the counter
  - b) Remain as calm as possible and cooperate
  - c) Jump over the counter and grab the weapon
10. The most important objective during a robbery is:
  - a) Safety for yourself and other customers
  - b) Keeping the cash from getting stolen
  - c) Keeping the merchandise intact
11. Circle each situation in which it is appropriate to call the police:
  - a) A drunk customer becomes angry in the store
  - b) A crying toddler won't stop crying
  - c) A man is hanging around by his car with the hood up
12. If a robber wants you to leave the store with him, you should:
  - a) Do as he says
  - b) Resist whether inside or outside of the store
  - c) Grab a gun and shoot
13. You are faced with a robbery. Circle all of the things you should do:
  - a) Stay Calm
  - b) Refuse to hand over money and/or merchandise to the robber
  - c) Inform the robber of possible surprises such as other employees in the store
  - d) Explain your movements/actions as you are commanded to obey the robber
  - e) Threaten the robber with calling the police



**Fill in the blank**

14. The company policy on cash drawer limits is to make a drop whenever cash exceeds \_\_\_\_\_ dollars. Large bills including \_\_\_\_\_ and \_\_\_\_\_ dollar bills should be dropped upon receipt in full view of customers.
15. Keep \_\_\_\_\_ clear, all store lights on at \_\_\_\_\_, and report \_\_\_\_\_ activities
16. After the robbery, document characteristics of the robber such as: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
17. To diffuse an escalating argument with robbers, customers, or other employees, try the following tactics:
- \_\_\_\_\_ calm. Ask \_\_\_\_\_ politely. Do not threaten hostile persons with your \_\_\_\_\_ or postures.
- Do not get pulled into the situation with \_\_\_\_\_.
  - Do not physically intervene or \_\_\_\_\_ the hostile person.

## Violence Prevention and Personal Safety Quiz (Answer Key)

True/False:

1. Most robbers won't risk robbing a store if they think there is less than \$100 in your register.  
**True**
2. If a robbery attempt takes place, you should fight and try not to give up the money.  
**False**
3. Threatening a robber, staring, and not obeying commands are actions that can escalate into physical violence towards employees.  
**True**
4. If a robber wants the security tape, you should give it up or explain that it is locked up if it is not accessible.  
**True**
5. Cash drops or cash drawers can be safely counted in front of customers as long as you know them.  
**False**
6. Once the robber leaves, run out of the store after him so you can chase him down or get his license plate.  
**False**

### **Multiple Choice:**

7. If you respond to a FTR (Sensormatic Arches Beeping) with a customer and they ignore you and they run out of the building to their vehicle carrying the merchandise you should:
  - a) Do nothing, pretend you didn't hear the beep and just ring up the next customer.
  - b) Approach the customer, apologize for the FTR and chase them in to the parking lot without notifying anyone.
  - c) Yell—"STOP THIEF !" GET HIM" and run into the parking lot and tackle the shoplifter.

- d) **Communicate "Manager 11", follow them at a safe distance until management arrives; allow a member of management to make decision to call the police.**
8. If there are no customers in the store I should:
- a) Take a well-deserved break
  - b) Count the cash in your drawer quickly before a customer arrives
  - c) **Tidy up and straighten displays away from the register**
9. If a robber pulls out a gun, you should:
- a) Pull out your own hidden weapon from under the counter
  - b) **Remain as calm as possible and cooperate**
  - c) Jump over the counter and grab the weapon
10. The most important objective during a robbery is:
- a) **Safety for yourself and other customers**
  - b) Keeping the cash from getting stolen
  - c) Keeping the merchandise in tact

## Violence Prevention and Personal Safety Quiz

### Answer Key

11. Circle each situation in which it is appropriate to call the police:

- a) **A drunk customer becomes angry in the store**
- b) A crying toddler won't stop crying
- c) A man is hanging around by his car with the hood up

12. If a robber wants you to leave the store with him, you should:

- a) Do as he says
- b) **Resist whether inside or outside of the store**
- c) Grab a gun and shoot

13. You are faced with a robbery. Circle all of the things you should do:

- a) **Stay Calm**
- b) Refuse to hand over money and/or merchandise to the robber
- c) **Inform the robber of possible surprises such as other employees in the store**
- d) **Explain your movements/actions as you are commanded to obey the robber**
- e) Threaten the robber with calling the police

### Fill in the blank

14. The company policy on cash drawer limits is to make a drop whenever cash exceeds **(Store policy)** dollars. Large bills including **50's** and **100** dollar bills should be dropped upon receipt in full view of customers.

15. Keep **windows** clear, all store lights on at **night**, and report **suspicious** activities

16. After the robbery document characteristics of the robber such as: **Age, height, facial features, and Markings or other appropriate answers.**
17. 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 your **words** or postures.
  - Do not get pulled into the situation with **emotions**.
  - Do not physically intervene or **touch** the hostile person.

## Employee Warning Notice

Employee \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

<u>Previous Warnings</u>	<u>Oral</u>	<u>Written</u>	<u>Date</u>
<b><u>By</u></b>			
<b><u>Whom</u></b>			
1st Warning _____			
2nd Warning _____			
3rd Warning _____			

**Employer Statement:**

**Employee Statement:**


\_\_\_\_\_     /    /      
 Employee signature                      Date

**Action to be taken:**

\_\_\_Warning                      \_\_\_Probation                      \_\_\_Suspension                      \_\_\_Dismissal

Other: \_\_\_\_\_

**Consequences should incident occur again:** \_\_\_\_\_


**I have read this warning and understand it.**

\_\_\_\_\_     /    /                          \_\_\_\_\_     /    /      
 Employee Signature                      Date                      Supervisor Signature                      Date



## Safety Policy Manual Acknowledgement

I acknowledge receipt of the Safety Program Manual for L & M Fleet Supply and have familiarized myself with its contents. I agree to abide by the safety guidelines and procedures described in the program and will contact management with any questions about it.

*Signature:* \_\_\_\_\_

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