



# SAFETY PROGRAM

Prepared for

**Rhythm & Blues Enterprises, LLC**  
*and affiliates*

**POLICY DIRECTIVE**

**Addendum to Policy Manual**

Update  
Tuesday, January 16, 2007

**Rhythm & Blues Enterprises, LLC**  
**1170 Tree Swallow Drive**  
**Suite 311**  
**Winter Springs, Florida, 32708**

Owns and Operates  
**R&B 1, LLC, R&B 2, LLC, R&B 3, LLC and R&B 4, LLC**  
doing business as

**Tijuana Flats Burrito Company**  
**In**  
**Winter Springs**  
**Oviedo (2)**  
**Avalon Park**

With management services provided by:

**Rhythm & Blues Entertainment, LLC**  
1170 Tree Swallow Drive  
Suite 311  
Winter Springs, Florida 32708  
407-677-1569 Phone & Fax

For further information on safety programs developed by the Division of Safety of Florida's Department of Labor and Employment Security, call 850-488-3044 or 800/367-4378 (within Florida).

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## **PREFACE**

### How to Use This Manual

To The Employer:

The purpose of this safety manual is to establish standards for an industry-specific safety program.

The Florida Division of Safety has developed this safety program with voluntary input from Florida employers, workers' compensation insurance carriers, labor organizations, trade associations, and other industry leaders.

This manual is intended to serve as the basis for an employer integrated safety and health management program. Implementation of this safety program satisfies the requirements of the Division of Safety. The essential elements of this program include: top management's commitment and involvement; the establishment and operation of safety committees; provisions for safety and health training; first aid procedures; accident investigations; record keeping of injuries; and workplace safety rules, policies, and procedures.

Use of all or part of this manual does not relieve employers of their responsibility to comply with other applicable local, state or federal laws. In addition, if an employer maintains the OSHA 200 Log to meet federal requirements, then that will meet the log and summary requirements of the LES SAF 200 form in Section VI of this program.

It is intended that this manual be enhanced and continuously improved by the employer. Any section of this manual may be modified by the employer to accommodate actual operations and work practices, provided that the original intent of that section is not lost. For example, if a safety committee meets weekly or quarterly instead of monthly, then Section II of the manual should be amended to accommodate this practice. If there is a safety rule, policy, or procedure appropriate for the work or work environment which has not been included, or if a rule included in Section VII is inappropriately written, then a new safety rule, policy, or procedure should be added to improve the manual. Likewise, if a specific rule in the Safety Rules, Policies, and Procedures section does not apply because the equipment or work operation described is not used, then that specific rule should be crossed out or deleted from the manual. If accidents occur, new safety rules should be developed and incorporated in Section VII of this manual to prevent their recurrence.

Rhythm and Blues Entertainment, LLC  
Manager for  
R&B 1, 2, 3, & 4, LLC  
1170 Tree Swallow Drive  
Suite 311  
Winter Springs, Florida 32708

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**Section I.**

**MANAGEMENT COMMITMENT AND INVOLVEMENT**

POLICY STATEMENT

The management of this organization is committed to providing employees with a safe and healthful workplace. It is the policy of this organization that employees report unsafe conditions and do not perform work tasks if the work is considered unsafe. Employees must report all accidents, injuries, and unsafe conditions to their supervisors. No such report will result in retaliation, penalty, or other disincentive.

Employee recommendations to improve safety and health conditions will be given thorough consideration by our management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions. Similarly, management will take disciplinary action against an employee who willfully or repeatedly violates workplace safety rules. This action may include verbal or written reprimands and may ultimately result in termination of employment.

The primary responsibility for the coordination, implementation, and maintenance of our workplace safety program has been assigned to:

Name: Justin Brown  
Title: General Manager – Winter Springs                      Telephone: 407-706-2468

Name: Thomas Kennedy  
Title: General Manager – Oviedo                                      Telephone: 407-706-1468

Name: Kyle Bingaman  
Title: General Manager – Avalon Park                      Telephone: 407-373-0372

Name: Rick Parent  
Title: General Manager – Tuskaloma Oviedo                      Telephone: TBD

Senior management will be actively involved with employees in establishing and maintaining an effective safety program. Our safety program coordinator, myself, or other members of our management team will participate with you or your department's employee representative in ongoing safety and health program activities, which include:

- Promoting safety committee participation;
- Providing safety and health education and training; and
- Reviewing and updating workplace safety rules.

This policy statement serves to express management's commitment to and involvement in providing our employees a safe and healthful workplace. This workplace safety program will be incorporated as the standard of practice for this organization. Compliance with the safety rules will be required of all employees as a condition of employment.

*Rick Brown*

*Tuesday, January 16, 2007*

## Section II.

### SAFETY COMMITTEE

#### Safety Committee Organization

A safety committee has been established as a management tool to recommend improvements to our workplace safety program and to identify corrective measures needed to eliminate or control recognized safety and health hazards. The safety committee employer representatives will not exceed the amount of employee representatives.

#### Responsibilities

The safety committee will be responsible for assisting management in communicating procedures for evaluating the effectiveness of control measures used to protect employees from safety and health hazards in the workplace.

The safety committee will be responsible for assisting management in reviewing and updating workplace safety rules based on accident investigation findings, any inspection findings, and employee reports of unsafe conditions or work practices; and accepting and addressing anonymous complaints and suggestions from employees.

The safety committee will be responsible for assisting management in updating the workplace safety program by evaluating employee injury and accident records, identifying trends and patterns, and formulating corrective measures to prevent recurrence.

The safety committee will be responsible for assisting management in evaluating employee accident and illness prevention programs, and promoting safety and health awareness and co-worker participation through continuous improvements to the workplace safety program.

Safety committee members will participate in safety training and be responsible for assisting management in monitoring workplace safety education and training to ensure that it is in place, that it is effective, and that it is documented.

Management will provide written responses to safety committee written recommendations.

#### Meetings

Safety committee meetings are held Monthly in coordination with all employee meetings and more often if needed and each committee member will be compensated at his or her hourly wage when engaged in safety committee activities.

**Management will post the minutes of each meeting (see page ) in a conspicuous place and the minutes will be available to all employees.**

**All safety committee records will be Filed in the safety committee log and maintained for not less than three calendar years.**

## SAFETY COMMITTEE MINUTES

Date of Committee Meeting: \_\_\_\_\_

Time: \_\_\_\_\_

Minutes Prepared By: : \_\_\_\_\_

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

### Members in Attendance

<u>Name</u>	<u>Name</u>	<u>Name</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Previous Action Items:

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Review of Accidents Since Previous Meeting:

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Recommendations for Prevention:

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Recommendations from Anonymous Employees:

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Suggestions From Employees:

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Recommended Updates To Safety Program:

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Recommendations from Accident Investigation Reports:

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Safety Training Recommendations:

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Comments:

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## **Section III.**

### **SAFETY AND HEALTH TRAINING**

#### Safety and Health Orientation

Workplace safety and health orientation begins on the first day of initial employment or job transfer. Each employee has access to a copy of this safety manual, through his or her supervisor, for review and future reference, and will be given a personal copy of the safety rules, policies, and procedures pertaining to his or her job. Supervisors will ask questions of employees and answer employees' questions to ensure knowledge and understanding of safety rules, policies, and job-specific procedures described in our workplace safety program manual.

All employees will be instructed by their supervisors that compliance with the safety rules described in the workplace safety manual is required.

#### Job-Specific Training

- Supervisors or certified trainers will initially train employees on how to perform assigned job tasks safely.
- Supervisors or certified trainers under supervisor's direction will carefully review with each employee the specific safety rules, policies, and procedures that are applicable and that are described in the workplace safety manual.
- Supervisors or certified trainers will give employees verbal instructions and specific directions on how to do the work safely.
- Supervisors or certified trainers will observe employees performing the work. If necessary, the supervisor will provide a demonstration using safe work practices, or remedial instruction to correct training deficiencies before an employee is permitted to do the work without supervision.
- All employees will receive safe operating instructions on seldom-used or new equipment before using the equipment.
- Supervisors will review safe work practices with employees before permitting the performance of new, non-routine, or specialized procedures.

#### Periodic Retraining of Employees

All employees will be retrained periodically on safety rules, policies and procedures, and when changes are made to the workplace safety manual.

Individual employees will be retrained after the occurrence of a work-related injury caused by an unsafe act or work practice, and when a supervisor observes employees displaying unsafe acts, practices, or behaviors.

## Section IV.

### FIRST AID PROCEDURES

#### EMERGENCY PHONE NUMBERS – Complete for each location

Safety Coordinator: \_\_\_\_\_ Poison Control: \_\_\_\_\_  
First Aid: \_\_\_\_\_ Fire Department: \_\_\_\_\_  
Ambulance \_\_\_\_\_ Police: \_\_\_\_\_  
Medical Clinic: \_\_\_\_\_  
Clinic Address: \_\_\_\_\_

#### Minor First Aid Treatment

First aid kits are stored in the front office and in the employee lounge. If you sustain an injury or are involved in an accident requiring minor first aid treatment:

- Inform your supervisor.
- Administer first aid treatment to the injury or wound.
- If a first aid kit is used, indicate usage on the accident investigation report.
- Access to a first aid kit is not intended to be a substitute for medical attention.
- Provide details for the completion of the accident investigation report.

#### Non-Emergency Medical Treatment

For non-emergency work-related injuries requiring professional medical assistance, management must first authorize treatment. If you sustain an injury requiring treatment other than first aid:

- Inform your supervisor.
- Proceed to the posted medical facility. Your supervisor will assist with transportation, if necessary.
- Provide details for the completion of the accident investigation report.

#### Emergency Medical Treatment

If you sustain a severe injury requiring emergency treatment:

- Call for help and seek assistance from a co-worker.
- Use the emergency telephone numbers and instructions posted next to the telephone in your work area to request assistance and transportation to the local hospital emergency room.
- Provide details for the completion of the accident investigation report.

#### First Aid Training

Each employee will receive training and instructions from his or her supervisor on our first aid procedures.

## **FIRST AID INSTRUCTIONS**

In all cases requiring emergency medical treatment, immediately call, or have a co-worker call, to request emergency medical assistance.

### WOUNDS:

- Minor: Cuts, lacerations, abrasions, or punctures
- ✓ Wash the wound using soap and water; rinse it well.
  - ✓ Cover the wound using clean dressing.
- Major: Large, deep and bleeding
- ✓ Stop the bleeding by pressing directly on the wound, using a bandage or cloth.
  - ✓ Keep pressure on the wound until medical help arrives.

### BROKEN BONES:

- ✓ Do not move the victim unless it is absolutely necessary.
- ✓ If the victim must be moved, "splint" the injured area. Use a board, cardboard, or rolled newspaper as a splint.

### BURNS:

#### Thermal (Heat)

- ✓ Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water.
- ✓ Blot dry the area and cover it using sterile gauze or a clean cloth.

#### Chemical

- ✓ Flush the exposed area with cool water immediately for 15 to 20 minutes.

### EYE INJURY:

#### Small particles

- ✓ Do not rub your eyes.
- ✓ Use the corner of a soft clean cloth to draw particles out, or hold the eyelids open and flush the eyes continuously with water.

#### Large or stuck particles

- ✓ If a particle is stuck in the eye, do not attempt to remove it.
- ✓ Cover both eyes with bandage.

#### Chemical

- ✓ Immediately irrigate the eyes and under the eyelids, with water, for 30 minutes.

### NECK AND SPINE INJURY:

- ✓ If the victim appears to have injured his or her neck or spine, or is unable to move his or her arm or leg, do not attempt to move the victim unless it is absolutely necessary.

### HEAT EXHAUSTION:

- ✓ Loosen the victim's tight clothing.
- ✓ Give the victim "sips" of cool water.
- ✓ Make the victim lie down in a cooler place with the feet raised.

## **Section V.**

### **ACCIDENT INVESTIGATION**

#### Accident Investigation Procedures

The supervisor at the location where the accident occurred will perform an accident investigation. The safety coordinator is responsible for seeing that the accident investigation reports are being filled out completely, and that the recommendations are being addressed. Supervisors will investigate all accidents, injuries, and occupational diseases using the following investigation procedures:

- Implement temporary control measures to prevent any further injuries to employees.
- Review the equipment, operations, and processes to gain an understanding of the accident situation.
- Identify and interview each witness and any other person who might provide clues to the accident's causes.
- Investigate causal conditions and unsafe acts; make conclusions based on existing facts.
- Complete the accident investigation report.
- Provide recommendations for corrective actions.
- Indicate the need for additional or remedial safety training.

Accident investigation reports must be submitted to the safety coordinator within 24 hours of the accident.

# ACCIDENT INVESTIGATION REPORT

REPORT # \_\_\_\_\_

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

1. Name of injured: \_\_\_\_\_ S.S. #: \_\_\_\_\_

2. Sex:  M  F Age: \_\_\_\_\_ Date of accident: \_\_\_\_\_

3. Time of accident: \_\_\_\_\_ a.m. \_\_\_\_\_ p.m. Day of accident: \_\_\_\_\_

4. Employee's job title: \_\_\_\_\_

5. Length of experience on job: \_\_\_\_\_(years) \_\_\_\_\_(months)

6. Address of location where the accident occurred: \_\_\_\_\_

7. Nature of injury, Injury type, and Part of the body affected: \_\_\_\_\_

8. Describe the accident and how it occurred: \_\_\_\_\_

9. Cause of the accident: \_\_\_\_\_

10. Was personal protective equipment required?  yes  no Was it provided?  yes  no  
Was it being used?  yes  no If "no", explain: \_\_\_\_\_

Was it being used as trained by supervisor or designated trainer?  yes  no If "no",  
explain. \_\_\_\_\_

11. Witness(es): \_\_\_\_\_

12. Safety training provided to the injured?  yes  no If "no", explain: \_\_\_\_\_

13. Interim corrective actions taken to prevent recurrence: \_\_\_\_\_

14. Permanent corrective action recommended to prevent recurrence: \_\_\_\_\_

15. Date of report \_\_\_\_\_

Prepared by: \_\_\_\_\_

Supervisor (Signature) \_\_\_\_\_ Date: \_\_\_\_\_

16. Status and follow-up action taken by safety coordinator: \_\_\_\_\_

Safety Coordinator (Signature) \_\_\_\_\_ Date: \_\_\_\_\_

## **INSTRUCTIONS FOR COMPLETING THE ACCIDENT INVESTIGATION REPORT**

An accident investigation is not designed to find fault or place blame but is an analysis of the accident to determine causes that can be controlled or eliminated.

**(Items 1-6) Identification:** This section is self-explanatory.

**(Item 7) Nature of Injury:** Describe the injury, e.g., strain, sprain, cut, burn, fracture. **Injury Type:** First aid -injury resulted in minor injury/treated on premises; Medical - injury treated off premises by physician; Lost time -injured missed more than one day of work; No Injury - no injury, near-miss type of incident. **Part of the Body:** Part of the body directly affected, e.g., foot, arm, hand, head.

**(Item 8) Describe the accident:** Describe the accident, including exactly what happened, and where and how it happened. Describe the equipment or materials involved.

**(Item 9) Cause of the accident:** Describe all conditions or acts which contributed to the accident, i.e.,

- a. Unsafe conditions - spills, grease on the floor, poor housekeeping or other physical conditions.
- b. Unsafe acts - unsafe work practices such as failure to warn, failure to use required personal protective equipment.

**(Item 10) Personal protective equipment:** Self-explanatory

**(Item 11) Witness(es):** List name(s), address(es), and phone number(s).

**(Item 12) Safety training provided:** Was any safety training provided to the injured related to the work activity being performed?

**(Item 13) Interim corrective action:** Measures taken by supervisor to prevent recurrence of incident, i.e., barricading accident area, posting warning signs, shutting down operations.

**(Item 14):** Self-explanatory

**(Item 15):** Self-explanatory

**(Item 16) Follow-up:** Once the investigation is complete, the safety coordinator shall review and follow-up the investigation to ensure that corrective actions recommended by the safety committee and approved by the employer are taken, and control measures have been implemented.

## **Section VI.**

### **RECORDKEEPING PROCEDURES**

#### Recordkeeping Procedures

The safety coordinator will control and maintain all employee accident and injury records. Records are maintained for a minimum of three (3) years and include:

- Accident Investigation Reports, see page ;
- Workers' Compensation Notice of Injury Reports DWC 1, see page \_\_\_\_\_; and
- Log & Summary of Occupational Injuries and Illnesses (OSHA 300).

**EATING PLACES 5812**

**SAFETY RULES, POLICIES, AND PROCEDURES**

The safety rules contained on these pages have been prepared to protect you in your daily work. Employees are to follow these rules, review them often and use good common sense in carrying out assigned duties.

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## ALL EMPLOYEES

### General Safety/Security Rules

1. In the event of a robbery, respond to the robber's orders calmly to reduce the chance of violence.
2. Walk out of the store with other employees at closing time; do not leave alone.
3. Visually inspect for sharp objects or other hazards before putting hands, legs or other body parts into containers such as garbage cans, boxes, bags or sinks.
4. Remove or bend nails and staples from crates before unpacking.
5. When cutting shrink-wrap with a blade, always cut away from you and your co-workers.
6. Do not try to kick objects out of pathways. Push or carry them out of the way.
7. Do not let items overhang from shelves into walkways.
8. Move slowly when approaching blind corners.
9. Place heavier loads on the lower or middle shelves.
10. Remove one object at a time from shelves.
11. Place items on shelves so that they lie flat and do not lean against each other.
12. Clean up any broken glass using a dustpan and broom. Do not pick up broken glass with your bare hands.
13. Use a towel to carry hot plates
14. Obey all posted safety and danger signs.
15. Do not run on stairs or take more than one step at a time.
16. Do not jump from ramps, platforms, ladders or step stools.
17. Clean up spills or leaks immediately by using a paper towel, rag or a mop and bucket.

### Electrical Powered Appliances

1. Do not use power equipment or appliances on which you have not been trained.
2. Keep power cords away from the path of vacuum cleaners, floor polishers and slicers.
3. Do not carry plugged in appliances with your finger on the switch.
4. Do not carry appliances by the cord.
5. Disconnect the appliance from the outlet by pulling on the plug, not the cord.
6. Do not stand in water or on wet surfaces when operating power hand tools or portable electrical appliances.
7. Do not operate appliances that have frayed, worn, cut, improperly spliced or damaged power cords.
8. Do not operate an appliance if the ground pin of the three pronged power plug is missing or has been removed.
9. Do not operate appliances with two-pronged adapters or two conductor extension cords.

### Glassware

1. Do not place drinking glasses inside each other.
2. Carry one rack of glassware at a time.
3. Visually inspect all glassware for cracks or chips before handling. If chips or cracks are discovered in the glasses, place them in containers labeled "broken glass."
4. Do not use a drinking glass to scoop ice. Use the metal scoop or pan.
5. When a glass is broken in the ice bin, pour hot water into the bin to melt down the ice letting the melted ice empty through the drain, remove the glass using a whisk broom and dust pan, hose down minute pieces of glass into the drain with clean water, and wipe the bin dry with a towel before refilling it with ice.
6. Do not submerge hot glass in cold water or submerge cold glass in hot water.

### Hazardous Materials

1. Follow the instructions on the label and in the corresponding Material Safety Data Sheet (MSDS) for each chemical product used in your workplace.
2. Use personal protective clothing or equipment such as neoprene gloves, rubber boots, shoe covers, rubber aprons, and protective eyewear, when using chemicals labeled "Flammable", "Corrosive", "Caustic" or "Poisonous."
3. Do not use protective clothing or equipment that has split seams, pin holes, cuts, tears, or other signs of visible damage.
4. Each time you use your gloves, wash your gloves before removing them using cold tap water and normal hand washing motion. Always wash your hands after removing the gloves.

### Housekeeping

1. Do not place material such as boxes or trash in walkways and passageways.
2. Mop up water around drinking fountains, drink dispensing machines and ice machines.
3. Do not store or leave items on stairways.
4. Straighten or remove rugs and mats that do not lie flat on the floor.
5. Use caution signs/cones to barricade slippery areas such as freshly mopped floors.

## Ladders and Step Ladders

1. Read and follow the manufacturer's instructions label affixed to the ladder if you are unsure how to use the ladder.
2. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads, or are otherwise visibly damaged.
3. Keep ladder rungs clean and free of grease. Remove buildup of material such as dirt or mud.
4. Do not place ladders in a passageway or doorway without posting warning signs or cones that detour pedestrian traffic away from the ladder. Lock the doorway that you are blocking and post the sign "Detour."
5. Allow only one person on the ladder at a time.
6. Face the ladder when climbing up or down.
7. Maintain a three-point contact by keeping both hands and one foot or both feet and one hand on the ladder at all times when climbing up or down.
8. Do not stand on the top two rungs of any ladder.
9. Do not stand on a ladder that wobbles, or that leans to the left or right.
10. Do not place ladders on barrels, boxes, loose bricks, pails, concrete blocks or other unstable bases.
11. Do not carry items in your hands while climbing up or down a ladder.
12. Do not try to "walk" a ladder by rocking it. Climb down the ladder, and then move it.

## Lifting Procedures

1. Plan the move before lifting; remove obstructions from your chosen pathway.
2. Test the weight of the load before lifting by pushing the load along its resting surface.
3. If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks and carts, or get assistance from a co-worker.
4. If assistance is required to perform a lift, coordinate and communicate your movements with those of your co-worker.
5. Position your feet 6 to 12 inches apart with one foot slightly in front of the other.
6. Face the load.
7. Bend at the knees, not at the back.
8. Keep your back straight.
9. Get a firm grip on the object with your hands and fingers. Use handles when present.
10. Never lift anything if your hands are greasy or wet.
11. Wear protective gloves when lifting objects with sharp corners or jagged edges.
12. Hold objects as close to your body as possible.
13. Perform lifting movements smoothly and gradually; do not jerk the load.
14. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
15. Set down objects in the same manner as you picked them up, except in reverse.
16. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.
17. Slide materials to the end of the tailgate before attempting to lift them off of a pick-up truck. Do not lift over the walls or tailgate of the truck bed.

## DISHWASHERS/SERVICE ASSISTANTS

### Disposer and Dish Machine

1. Wear rubber gloves when washing and sanitizing dishes and cooking equipment.
2. If glassware breaks in the sink, use tongs to remove the large fragments of glass; open the drain; run the water to wash any remaining small glass fragments down the drain.
3. Remove all chipped or cracked dishes and glassware from use.

## KITCHEN/COOKING PERSONNEL

### General Rules

1. Do not remove safety guards provided on the equipment. When a safety guard is removed for the purpose of making repairs or cleaning, replace the guard before the equipment is put into operation.
2. Do not place heated pots or pans in a position such that the handles are protruding over the edge of range, table or counter.
3. Do not fill pots, pans, buckets or cookers more than 2/3 full.
4. When adding ingredients to hot liquids, add small portions at a time to prevent splashing.
5. Use the release valve to release pressure before opening pressurized steam kettles or pressure cookers.
6. Transport hot liquids in closed containers.
7. Use carts for moving large hot items such as coffee urns, containers of hot water or containers of hot food.
8. Use the cart wheel locking lever to prevent movement while removing items from the cart.
9. Turn off gas supply and electrical current for appliances when they are not in use.
10. Turn off circuit breakers to kitchen cooking equipment when cleaning the equipment.

### Automatic Coffee Maker, Coffee Urn, Coffee Grinders

1. Turn the power switch of the equipment to "off" when it is not being used.
2. When cleaning coffee urns with hot water, be sure you have a solid footing and a firm grip on the urn.
3. When brewing coffee, wait until brewing is completed before disposing of grounds and filter.

### Char-Broiler and Grooved Griddles

Check that the drip pan contains enough rock salt to absorb grease. If saturated with grease, replace it.

### Chicken Rotisserie Ovens

1. Do not attempt to clean a hot oven, hot heating elements, or a hot quartz lamp.
2. Do not let water seep down through vent holes when cleaning top of oven.

### Fryers

Use protective gloves when removing the crumb tray during filtering of shortening.

### Grills

- Wear heat resistant gloves when cleaning grills.

### Knives/Sharp Instruments

1. When handling knife blades and other cutting tools, direct sharp points and edges away from you.
2. Cut in the direction away from your body when using knives.
3. Store knives in knife blocks or in sheaths after use.
4. Do not use knives with dull blades.
5. Do not use honing steels that do not have disc guards.
6. Do not attempt to catch a falling knife.
7. Use knives for the operation for which they are named.
8. When opening cartons, use safety box cutters.
9. Do not use knives with broken or loose handles.
10. Do not use knives as screwdrivers, pry bars, can openers or ice picks.
11. Do not leave knives in sinks full of water.
12. Do not pick up knives by their blades.
13. Carry knives with their tips pointed towards the floor.
14. Do not carry knives, scissors or other sharp tools in pockets or aprons unless they are first placed in their sheaths or holders.
15. Follow this procedure before picking up any bags that have sharp objects protruding from them: Grab the top of the bag above the tie-off with two hands and hold the bag away from your body.

### Microwave Ovens

1. Do not operate a microwave oven if it has a bent door, broken hinges or latches, or cracking in its seals.
2. Use hot pads or oven mittens when removing items from the microwave.

#### Mixers

1. Do not put your hands inside the mixing bowl while the mixing bowl and mixer are in operation.
2. Use the stomper to push meat through the grinder attachment of a mixer.

#### Ovens

1. Use oven mittens when removing hot food from the oven.
2. Clear a space on the table for placing hot food, before removing the food from the oven.
3. Wear eye protection, rubber gloves and apron when using an oven cleaner.

#### Slicers

1. Always keep your eyes on your work while you are using a slicer.
2. Do not place your hand on top of the blade guard while you are operating the slicer.
3. Replace the guards after cleaning or making any adjustments to the slicer.
4. Turn the power switch of the slicer to "off" and unplug it when it is not being used.
5. Wear a wire mesh glove when cleaning the exposed edge of the slicer blade.

#### MAINTENANCE PERSONNEL

1. Replace the guards before starting machines or appliances, after making adjustments or repairs.
2. Do not remove, alter or bypass any safety guards or devices when operating any machine or appliance.
3. Read and obey safety warnings posted on or near any machine or appliance.

#### OFFICE PERSONNEL

1. Close drawers and doors immediately after use.
2. Open one file cabinet drawer at a time.
3. Put heavy files in the bottom drawers of file cabinets.
4. Do not block your view by carrying large or bulky items; use a dolly or hand truck or get assistance from a fellow employee.
5. Use the handles when closing doors, drawers and files.
6. Store sharp objects, such as pens, pencils, letter openers or scissors in drawers or with the points down in a container.
7. Keep floors clear of items such as paper clips, pencils, tacks or staples.
8. Do not tilt the chair you are sitting in on its back two legs.
9. Carry pencils, scissors and other sharp objects with the points down.
10. Use a ladder or step stool to retrieve or store items that are located above your head.
11. Position hands and fingers onto the handle of the paper cutter before pressing down on the blade.
12. Keep the paper cutter handle in the closed/locked position when it is not in use.
13. Do not use paper cutting devices if the finger guard is missing.
14. Keep fingers away from the ejector slot when loading or testing stapling devices.
15. Point the ejector slot away from yourself and bystanders when refilling staplers.
16. Use a cord cover or tape the cord down when running electrical or other cords across aisles, between desks or across entrances/exits.
17. Do not place your fingers in or near the feed of a paper shredder.
18. Do not connect multiple electrical devices into a single outlet.
19. Do not throw matches, cigarettes or other smoking materials into trash baskets.
20. Keep doors in hallways fully open or fully closed.
21. Use a staple remover, not your fingers, for removing staples.
22. Turn off and unplug office machines before adjusting, lubricating or cleaning them.
23. Do not use fans that have excessive vibration, frayed cords or missing guards.
24. Do not place floor type fans in walkways, aisles or doorways.
25. Use handrails when ascending or descending stairs or ramps.

#### STOREROOM/STOCKROOM PERSONNEL

1. Do not use pallets or skids that are cracked or split or have other visible damage.
2. Stack heavy or bulky storage containers on middle and lower shelves of the storage rack.
3. Do not lift slippery or wet objects; use a hand truck.
4. Do not smoke while handling chemicals labeled "Flammable."
5. Do not store chemicals labeled "Flammable" near sources of ignition such as space heaters and sparking tools.
6. Do not handle or load any containers of chemicals if their containers are cracked or leaking.
7. Do not leave pallet jack unattended with the load suspended.
8. Store case cutters, exacto knives or other tools with cutting edges in sheaths when they are not in use.

#### WAREHOUSE PERSONNEL

##### Hand Truck Operations

1. Tip the load slightly forward so that the tongue of the hand truck goes under the load.
2. Push the tongue of the hand truck all the way under the load to be moved.
3. Keep the center of gravity of the load as low as possible by placing heavier objects below the lighter objects.
4. When loading hand trucks, keep your feet clear of the wheels.
5. Push the load so that the axle and not the handles will carry the weight. The operator should only balance and push.
6. Place the load so that it will not slip, shift or fall. Use straps, if provided, to secure the load.
7. If your view is obstructed, use a spotter to assist in guiding the load.
8. For extremely bulky or pressurized items such as gas cylinders, strap or chain the items to the hand truck.
9. Do not walk backward with the hand truck, unless going up stairs or ramps.
10. When going down an incline, keep the hand truck in front of you so that it can be controlled at all times.
11. Move hand trucks at a walking pace.
12. Store hand trucks with the tongue under a pallet, shelf, or table.
13. Do not exceed the manufacturer's load rated capacity. Read the capacity plate on the hand truck if you are unsure.

##### Pallet Jack Use

1. Only employer authorized personnel may operate pallet jacks.
2. Do not exceed the manufacturer's load rated capacity. Read the lift capacity plate on the pallet jack if you are unsure.
3. Do not ride on pallet jacks.
4. Start and stop gradually to prevent the load from slipping.
5. Pull manual pallet jacks; push when going down an incline or passing close to walls or obstacles.
6. If your view is obstructed, use a spotter to assist in guiding the load.
7. Stop the pallet jack if anyone gets in your way.
8. Do not place your feet under the pallet jack when it is moving.
9. Keep your feet clear of the pallet when releasing the load.

## SEVEN COMMON ACCIDENT CAUSES

Consider this statistic: 80 out of every 100 accidents are the fault of the person involved in the incident. *Unsafe Acts* cause *four times* as many accidents & injuries as *unsafe conditions*.

Accidents occur for many reasons. In most industries people tend to look for "things" to blame when an accident happens, because it's easier than looking for "root causes," such as those listed below. Consider the underlying accident causes described. Have you been guilty of any of these attitudes or behaviors? If so, you may have not been injured-but next time you may not be so lucky.

1. **Taking Shortcuts:** Every day we make decisions we hope will make the job faster and more efficient. But do time savers ever risk your own safety, or that of other crew members? Short cuts that reduce your safety on the job are not shortcuts, but an increased chance for injury.
2. **Being Over-confident:** Confidence is a good thing. Overconfidence is *too much* of a good thing. "It'll never happen to me" is an attitude that can lead to improper procedures, tools, or methods in your work. Any of these can lead to an injury.
3. **Starting a Task with Incomplete Instructions:** To do the job safely and right the first time you need complete information. Have you ever seen a worker sent to do a job, having been given only a part of the job's instructions? Don't be shy about asking for explanations about work procedures and safety precautions. It isn't dumb to ask questions; it's dumb not to.
4. **Poor Housekeeping:** When clients, managers or safety professionals walk through your work site, housekeeping is an accurate indicator of everyone's attitude about quality, production and safety. Poor housekeeping creates hazards of all types. A well maintained area sets a standard for others to follow. Good housekeeping involves both pride and safety.
5. **Ignoring Safety Procedures:** Purposely failing to observe safety procedures can endanger you and your co-workers. You are being paid to follow the company safety policies-not to make your own rules. Being "casual" about safety can lead to a casualty!
6. **Mental Distractions from Work:** Having a bad day at home and worrying about it at work is a hazardous combination. Dropping your 'mental' guard can pull your focus away from safe work procedures. You can also be distracted when you're busy working and a friend comes by to talk while you are trying to work. Don't become a statistic because you took your eyes off the machine "just for a minute."
7. **Failure to Pre-Plan the Work:** There is a lot of talk today about Job Hazard Analysis. JHA's are an effective way to figure out the smartest ways to work safely and effectively. Being hasty in starting a task or not thinking through the process can put you in harms way. Instead, Plan Your Work and then Work Your Plan!

*"It is better to be careful 100 times than to get killed once."* (Mark Twain)

## BACK INJURY PREVENTION TIPS

Most of you have probably heard that in order to lift safely, you must lift properly. You're told to "bend your knees not your back," and "don't twist as you lift." This is good advice but sometimes seems to go against human nature. Yet, there *are* actions you can take to help you lift properly.

**1. Get as close to the load as possible.** The further the load is from the center line of your body, the greater the strain imposed on your back. If need be, squat down to lift the load and pull it between your legs. This gets it closer to the center of your body and helps prevent the need to bend at the waist. However, since your leg muscles are the largest muscles in your body, they are the biggest energy consumers. Repeated squatting can be very fatiguing, and reduces a person's ability to lift in this manner for any length of time. In addition to lifting the load, you are also hoisting the majority of your body weight. For *repeated* lifting, other strategies must be used.

**2. Avoid picking up heavy objects placed below your knees.** Try to see that heavy objects are placed and stored above knee level and below shoulder level. If you suspect the load is too heavy to be lifted comfortably, do not chance it. Use a mechanical aid, break the load down into its component parts, or get help. The most common cause of back injury is overloading.

**3. Keep your back straight.** This means don't bend at the waist when reaching to lift an object. Keep the natural arch in your lower back, which distributes the load evenly over the surface of spinal disks, and is less stressful than if the disk is pinched between vertebrae. Bending principally from the hips is acceptable if you maintain the arch in your back, rather than bending at the waist.

**4. Glue your hand to your thigh.** If you carry a load in one hand, such as when carrying a tool box, place your free hand on the outside of your thigh and mentally "glue" it into position. This will help you maintain correct back alignment rather than lifting and tilting to one side. When carrying a heavy load, side bending can be just as stressful to the spine as bending forward.

**5. Tighten your stomach muscles.** This technique helps prevent your spine from twisting. If you lift a load and need to place it off to one side, turn by moving your feet. After repeated lifts you might find yourself getting a bit sloppy and forgetting to move your feet. You can overcome this tendency if the place you set the load down is at least one step away from where it is lifted. If you wear a back support belt, wear it low on your trunk and loosen it when you are not lifting.

**6. Stay in good physical condition.** A protruding stomach is an extra load carried away from the center line of the body, and prevents you from keeping a lifted object close-the number one rule for back care. When you bend at the waist to lift, due to the leverage principal, the load is up to 10 times heavier than its actual weight. A "pot belly" puts extra, stressful weight on the spine.

**7. Stretch and loosen up before work.** Research has shown that trunk flexibility and mobility is significantly lower in the morning than later in the day, increasing the number and severity of back strains at this time. A few minutes of stretching can warm up cold stiff muscles and tendons and help you avoid an injury. All professional athletes know this-"industrial athletes" should too.

## **HAZARD COMMUNICATIONS - YOUR RIGHT TO KNOW**

As professionals, you can readily understand the need for updated training and information on important topics relating to your job and health. Today, this program helps meet this challenge, by reviewing information you need to protect yourself and others when working with hazardous materials and chemicals.

You work with hazardous materials and chemicals everyday. Cleaning supplies, pesticides, soaps, detergents, solvents, gasoline, and many others.

You name it, they're all part of your job. You use these same basic chemicals in your home. Are you at risk by using chemicals? There is no one, specific answer to the question. We can't possibly cover all chemical hazards, but we simply want to provide some basic information to help reduce health hazards.

A hazardous chemical is any chemical that poses a physical or health hazard. Physical hazards include combustible liquids, compressed gas, explosive or flammable liquid, organic peroxides, oxidizers, or pyrophoric chemicals. Health hazards include those chemicals creating acute or chronic health effects. Basically anything that can damage the eyes, lungs, skin or mucous membranes. All this tells you is practically every chemical at home or work has a potential physical or health hazard. Of course, each chemical has varying degrees of hazards and for that reason it's critical for you to read and follow the instructions and warnings labels on all chemicals.

Gasoline is a physical and health hazard and it's used safely by millions of people. Learn the hazard and take the steps necessary to avoid the risks.

This program is called HAZARD COMMUNICATIONS, "YOUR RIGHT TO KNOW". More importantly, it's your need to know. You already have an understanding of the chemicals you use at home and work and you certainly are aware that some chemicals can be hazardous to your health if used improperly.

Treat all chemicals as potential physical and health hazard. Maybe they are, maybe they aren't, but why take a chance. Water can be dangerous if you don't use it properly. Common hand lotion will make you sick if you drink it. The point we're trying to make is to treat all chemicals with respect, read and follow the information printed on the label. The next step in the educational process is to know more information about the chemicals used in your job.

The company maintains a MATERIAL SAFETY DATA SHEET on every chemical in the workplace. This MSDS is provided by the chemical manufacturer and contains information on each chemical. A chemical inventory is maintained and if a new chemical, such as a new cleaner or paint, is introduced... a MATERIAL SAFETY DATA SHEET will be added.

The MSDS serves several important functions. The information on the MSDS is used by management to determine the type of safety equipment needed to protect against potential hazards.

The information is also the basis for policies and procedures to reduce potential physical and health hazards, including how to safely use, store, handle and dispose of a particular chemical. The information contained in the Material Safety Data Sheet is available to you, if you're interested in more information about a specific chemical. All you have to do is check the information on the data sheet.

Quickly, let's review what type of information is contained on the data sheet.

Section 1 is product identification, manufacturer and identifies the chemical and trade names of the substance.

Section 2 lists the hazardous ingredients including hazardous mixtures of liquids, solids or gases. This section also lists any carcinogenic or cancer causing components, if any are contained in the chemical.

Section 3 explains the physical characteristics of the substance. This section gives engineering and management information on flash points, solubility rate, evaporation rate and other physical characteristics to help determine how to use the chemical safely.

Section 4 deals with fire and explosion hazards and extinguishing fires containing this chemical. It's always a good idea to notify your local fire department if you use chemicals requiring special fire fighting techniques or equipment.

Section 5 contains reactivity information, such as what chemicals, liquids or substances may react to this particular chemical.

Section 6 is extremely important, as it explains potential health hazards. You need to know if the substance is harmful, then take the required precautions to reduce exposure. Section 6 also includes emergency first aid and emergency procedures.

Section 7 explains the type of protective equipment or engineering controls required to reduce exposure. It may specify safety glasses, gloves, respirators, ventilation equipment or other hygiene procedures.

Section 8 contains procedures for spills or leaks. You can't just wash spilled chemicals down the drain, or mop them up and throw the residue in the trash. Each chemical has specific procedures that must be carefully followed. This information is also used to prepare emergency action plans.

Although the sections may be different on your Material Data Sheet, all the information will be contained on the Material Safety Data Sheet. Material Safety Data Sheets must contain this information, although the forms used may be slightly different from manufacturer to manufacturer. It's your right to know and the information is available, all you have to do is ask your supervisor.

Last, but not least is chemical signs and labels. Certainly, your employer has established policies and labels. procedures, therefore follow your company's guidelines. Generally, every chemical must be labeled, with the contents. Frequently, chemicals are shipped in larger containers, but the smaller container may not be labeled. It's up to you to identify the contents of all chemical containers.

There have been thousands of accidents and injuries because of mislabeled contents or no label at all. Hazard Communications, Your right to know is a fancy title for being aware of potential hazards, reading and following the information contained on chemical labels and of course, if you want more information about a particular chemical, ask your supervisor for the Material Safety Data Sheet. This information won't do you any good if you don't put it to use.

Chemicals in today's society are here to stay and many of the chemicals are extremely safe to use, but all chemicals must be treated with respect and you must always follow the

manufacturer's recommendations and instructions. Never mix any chemicals unless you have been trained and authorized by management.

Even at home, improper mixing of chemicals can be extremely hazardous. If you mix a common household chlorine cleaner with ammonia, it can form a deadly gas called chloramine. Of course, avoid a very common mistake of thinking more is better. You've all done it, like adding just a bit more of the cleaner or liquid so it will do a better job. If the label specifies one tablespoon, don't think 2 or 3 tablespoons will work 2 or 3 times better. Follow the directions.

That's about it, but it's really up to you to work and act safely. Safety is your responsibility and all the rules, regulations, policies, labels or Material Safety Data Sheets won't do any good, if you don't take the responsibility to perform every job safely. It won't slow you down or interfere with your job. It will reduce accidents and injuries. You can also take safety home with you.

## **HOLD-UP PROCEDURES**

Procedures for before, during and after Violence in the Course of a Crime:

An individual who has no legitimate relationship at the workplace usually commits workplace violence that occurs during the course of a crime. While he may feign being a customer as a pretext to enter the establishment, his primary motive is to commit a robbery or other criminal act.

Employees who are at greatest risk from this type of violence have face-to-face contact and exchange money with the public. They often work alone or in small numbers, and work late at night and early into the morning. Prime hours for such attacks are between 7 PM and 2 AM. This type of violence accounts for the majority of workplace homicides, and represents irregular occurrences in the daily life of any particular at-risk establishment.

### **Violence Prevention Assessment**

Evaluate the physical layout of the facility. Check for and consider the following:

- External lighting to cover walkways and parking areas.
- Controlled access to all building entry points.
- Video surveillance cameras at critical points.
- Procedures for allowing access to the facility.
- Number/gender of employees on-site between 10 p.m. and 5 a.m.
- Cash transactions conducted with the public during working hours.
- Safe or lock-box on the premises for temporary cash deposits.
- Security history of the establishment and surrounding areas.
- Physical security measures and barriers.
- Security training for employees.
- Keeping as little amounts of cash on hand as possible.
- Making several bank deposits throughout the day at different times.

### **Steps to be taken when a robbery occurs**

The secret to robbery prevention is to limit available cash and put all of the security measures out in the open so the potential robbers (even when disguised as former employees) can discover them. This way, the robbers can see in advance that your location is a poor target because of limited amounts of available cash and because the chances of getting caught are increased. Most businesses tend to hide their security fearing that the robbers will discover it and overcome the measure. Nothing can be further from the truth. This theory of deterrence has been validated many times from interviews with incarcerated robbers and by the dropping crime rate at former targets. It's simple math, good targets get robbed more frequently than poor targets. Criminals will still look you over but if you are doing it right the robbers will go down the street to find an easier and more lucrative target.

When a robbery does occur you must remain calm, alert and observant at all times. Panic will only heighten the danger. Comply with any demands in a polite and courteous manner. The perpetrator's instructions and commands are to be followed completely and without hesitation. The robber should be told about other employees or customers on the premises. Someone unexpectedly interrupting a robbery in progress presents a real danger. The silent alarm system should be activated in a manner that does not alert the intruders. Employees should make slow, deliberate movements: they are not to do anything sudden. Instruct them to tell the perpetrator in advance everything they are about to do and to keep their hands within site. They shouldn't stare directly

into the robber's eyes; it will heighten his anxieties and general sense of paranoia. During the robbery, employees should open the cash register and back away, allowing unobstructed access to the money. Avoid confrontation and don't openly resist. They are to give him any cash or supplies on demand. There should be no resistance or attempt to deceive him concerning the amount or location of what he asks for. However, they should not volunteer any information.

Armed robbers are typically extremely nervous, jittery and feel the surging effects of adrenaline. There is also the possibility that they're under the influence of drugs or alcohol, or both. Any act of defiance will likely escalate into violence.

While the robbery is in progress, employees should make note of physical characteristics, distinguishing features, such as scars or tattoos. Was the intruder right handed or left-handed, have a lisp or accent? Also what type of weapon, revolver or an automatic, length of barrel.

Finally, do not follow the perpetrator. When he leaves, employees should attempt to see which direction he left and observe the make, model and color of his car and the license number.

### **After-the-event procedures**

The police should be contacted as soon and discretely as possible by any means available. Before the police arrive, get the names and addresses of any witnesses to the crime. Request they remain until authorities arrive. Each person should immediately write down all the information he or she remembers without discussing it with anyone else.

When the intruders have left the building a member of staff should be sent out to greet the Police. This will immediately indicate that the business is safe to enter.

Don't be a hero; you may be putting other lives at risk!

# Incompatible Chemicals

Certain hazardous chemicals should not be mixed or stored with other chemicals because a severe reaction can take place or an extremely toxic reaction product can result. The label and MSDS will contain information on incompatibilities. The following table contains examples of incompatible chemicals:

CHEMICAL	KEEP OUT OF CONTACT WITH
Acetic Acid	Chromic acid, nitric acid hydroxyl compounds, ethylene, glycol, perchloric acid, peroxides, permanganates
Acetone	Concentrated nitric and sulfuric acid mixtures
Acetylene	Chlorine, bromine, copper, fluorine, silver, mercury
Alkali Metals	Water, carbon tetrachloride or other chlorinated hydrocarbons, carbon dioxide, the halogens
Ammonia, anhydrous	Mercury, chlorine, calcium hypochlorite, iodine, bromine, hydrofluoric acid
Ammonium Nitrate	Acids, metal powders, flammable liquids, chlorates, nitrites, sulfur, finely divided organic or combustible materials
Aniline	Nitric acid, hydrogen peroxide
Arsenical materials	Any reducing agent
Azides	Acids
Bromine	Same as chlorine
Calcium Oxide	Water
Carbon (activated)	Calcium hypochlorite, all oxidizing agents.
Carbon tetrachloride	Sodium
Chlorates	Ammonium salts, acids, metal powders, sulfur, finely divided organic or combustible materials
Chromic Acid	Acetic acid, naphthalene, camphor, glycerin, turpentine, alcohol, flammable liquids in general
Chlorine	Ammonia, acetylene, butadiene, butane, methane, propane (or other petroleum gases), hydrogen, sodium carbide, turpentine, benzene, finely divided metals
Chlorine Dioxide	Ammonia, methane, phosphine, hydrogen sulfide
Copper	Acetylene, hydrogen peroxide
Cumene Hydroperoxide	Acids, organic or inorganic
Cyanides	Acids
Flammable Liquids	Ammonium nitrate, chromic acid, hydrogen peroxide, nitric acid, sodium peroxide, halogens
Hydrocarbons	Fluorine, chlorine, bromine, chromic acid, sodium peroxide
Hydrocyanic Acid	Nitric acid, alkali
Hydrofluoric Acid	Ammonia, aqueous or anhydrous
Hydrogen Peroxide	Copper, chromium, iron, most metals or their salts, alcohols, acetone, organic materials, aniline, nitromethane, flammable liquids, oxidizing gases
Hydrogen Sulfide	Fuming nitric acid, oxidizing gases, acetylene, ammonia (aqueous or anhydrous), hydrogen
Hypochlorites	Acids, activated carbon
Iodine	Acetylene, ammonia (aqueous or anhydrous), hydrogen
Mercury	Acetylene, fulminic acid, ammonia
Nitrates	Sulfuric acid
Nitric Acid	Acetic acid, aniline, chromic acid, hydrocyanic acid, hydrogen sulfide, flammable liquids,

(concentrated)	flammable gases
Nitrites	Acids
Nitroparaffins	Inorganic bases, amines
Oxalic Acid	Silver, mercury
Oxygen	Oils, grease, hydrogen; flammable liquids, solids, or gases
Perchloric Acid	Acetic anhydride, bismuth and its alloys, alcohol, paper, wood
Peroxides, organic	Acids (organic or mineral), avoid friction, store cold
Phosphorus (white)	Air, oxygen, alkalis, reducing agents
Potassium	Carbon tetrachloride, carbon dioxide, water
Potassium Chlorate	Sulfuric and other acids
Potassium Permanganate	Glycerin, ethylene glycol, benzaldehyde, sulfuric acid
Selenides	Reducing agents
Silver	Acetylene, oxalic acid, tartaric acid, ammonium compounds
Sodium	Carbon tetrachloride, carbon dioxide, water
Sodium nitrite	Ammonium nitrate and other ammonium salts
Sodium Peroxide	Ethyl or methyl alcohol, glacial acetic acid, acetic anhydride, benzaldehyde, carbon disulfide, glycerin, ethylene glycol, ethyl acetate, methyl acetate, furfural
Sulfides	Acids
Sulfuric Acid	Potassium chlorate, potassium perchlorate, potassium permanganate (or compounds with similar light metals, such as sodium, lithium, etc.)
Tellurides	Reducing agents

# **Workplace Violence**

The purpose of this safety policy and program is to establish guidelines and procedures for taking preventive measures to minimize the potential workplace violence.

Rhythm & Blues Enterprises recognizes that workplace violence is an occupational hazard and that a proactive approach in preventing workplace violence is necessary. This includes provisions for management and employee training, outlines prohibited behavior, and reporting and investigation procedures. This safety policy also provides for confidentiality, discipline, and anti-retaliation requirements.

## **Policy**

It is the policy of Rhythm & Blues Enterprises to provide a place of employment that is free from recognized hazards that cause or are likely to cause death or serious physical harm to employees or the public. Rhythm & Blues Enterprises is committed to maintaining a safe, healthful, and efficient working environment where employees and the public are free from the threat of workplace violence. When these workplace violence hazards are recognized and identified then proper training and appropriate security measures will be implemented.

## **Responsibilities**

It is the responsibility of each manager/unit head, supervisor, and employee to ensure implementation of Rhythm & Blues Enterprises' safety policy and procedure regarding Violence in the Workplace. It is also the responsibility of each Rhythm & Blues Enterprises employee to report immediately any unsafe act or condition to his or her supervisor.

## **Management**

1. Provide support to all investigations of instances of violence in the workplace
2. Responsible for identifying the vulnerable locations and work activities most susceptible
3. to workplace violence
4. Provide training for Managers, Supervisors and Employees
5. Ensure compliance with this safety policy and procedure through the auditing process.

## **Supervisors**

1. Assist managers in the identification of vulnerable locations and work activities within their organization.
2. Report all instances of workplace violence
3. Assist employees in reporting workplace violence
4. Assist in all investigations

## **Employees**

1. Report any acts of violence or threatening behaviors to supervisors, or their Personnel Representative
2. Participate in training required by this policy and procedure.

## **Safety Manager**

1. Assist managers, supervisors, or others as necessary on any matter concerning this safety policy and procedure.
2. Provide consultative and audit assistance to ensure effective implementation of this safety policy and procedure.

## **Human Resources Manager**

1. Develop and provide training to Rhythm & Blues Enterprises employees on workplace violence.
2. Provide consultative and audit assistance to ensure effective implementation of this safety policy and procedure.
3. Identify and apply resources for Employee Assistance Programs

## **Definitions**

**Workplace Violence** - Includes, but is not limited to, intimidation, threats, physical attack or property damage.

**Threat** - The expression of intent to cause physical or mental harm. An expression constitutes a threat without regard to whether the party communicating the threat has the present ability to carry it out and without regard to whether the expression is contingent, conditional or future.

**Physical Attack** - Unwanted or hostile physical contact such as hitting, fighting, pushing, shoving or throwing objects.

**Property Damage** - Intentional damage to property which includes property owned by the company, employees, visitors or vendors.

**Intimidation** - Includes but is not limited to stalking or engaging in actions intended to frighten, coerce, or induce duress.

## **Training**

All employees, including supervisors and managers will receive annual awareness training. These sessions will explain Rhythm & Blues Enterprises' safety policy and procedure on workplace violence, as well as cover procedures for reporting and investigating threats, violent acts, and unsafe workplace conditions. In addition, employees will be informed of their responsibilities and of the measures they can take to protect themselves and their co-workers from workplace violence.

## **Prohibited Behavior**

Prohibited behaviors are those behaviors that are defined in this program and behaviors that:

- Threaten the safety of an employee and/or customer.
- Affect the health, life, or well-being of an employee and/or customer.
- Result in damage to company, employee, or public property (excluding vehicle and equipment accidents).

Such acts include, but are not limited to:

- Threatening, intimidating, coercing, harassing, or assaulting an employee or the public.
- Sexually harassing an employee or the public.
- Allowing unauthorized persons access to buildings without management permission.
- Using, duplicating, or possessing keys to buildings or offices within the building without authorization.
- Damaging, or attempting to damage, property of Rhythm & Blues Enterprises, an employee, or the public.

Carrying weapons (concealed or exposed) on Rhythm & Blues Enterprises property unless the employee's possession of a weapon:

- Is in compliance with State law; and
- Is authorized by Rhythm & Blues Enterprises; or
- Is by an employee who is a certified law enforcement officer; or
- Is required as a part of the employee's job duties with Rhythm & Blues Enterprises; or
- Is connected with training received by the employee in order to perform the responsibilities of their job with Rhythm & Blues Enterprises.

Any unacceptable personal conduct as provided in Rhythm & Blues Enterprises's Personnel Manual Policy shall subject the employee to disciplinary action up to and including dismissal. In situations considered to be potentially volatile or where fitness for duty concerns exist, management has the option to consider the use of a management directed referral to an Employees' Assistance Program.

### **Reporting & Investigation**

Any employee (including a supervisor or manager) who has been threatened, is a victim of a violent act, witnesses any threats or violent acts, or learns of any threats or violent acts, is to report immediately such activity to their supervisor or the HR Manger. Each report will be promptly evaluated and investigated by the management to determine what follow-up actions are necessary. Management has the authority and responsibility to request law enforcement intervention if it is thought to be necessary.

### **Confidentiality**

Information about an incident or threat will be disclosed only on a needs-to-know basis, so that a fair and thorough investigation can be conducted and appropriate corrective action can be taken. Rhythm & Blues Enterprises will make every effort to ensure the safety and privacy of the individuals involved.

### **Discipline**

An employee who engages in prohibited behavior will be subject to appropriate disciplinary action, as determined by the findings of the investigation. Such discipline may include warnings, demotion, suspension, or immediate dismissal. In addition, certain actions may cause the employee to be held legally liable under state or federal law.

## **Retaliation**

Episodes of workplace violence can only be eliminated if employees are willing and able to report threats, violent acts and other unsafe conditions. To encourage employees to come forward without the fear of retaliation, Rhythm & Blues Enterprises promises to promptly investigate all complaints of retaliation and impose appropriate disciplinary action, up to and including dismissal.

## **Counseling**

Dealing with or being exposed to a violent or abusive situation can be emotionally unsettling. Rhythm & Blues Enterprises will provide for appropriate counseling to reduce tension and stress. Follow-up counseling services may be provided and arranged by employee's supervisors as requested to affected employees. If employees prefer external counseling for emotional and/or family support, they should be encouraged to contact the HR Manager. In all instances, confidentiality is assured.

## **Training Guidelines**

### **Supervisor and Manager Training**

When employees are respected and their concerns are addressed in a fair and timely manner, they are far less likely to resort to violence as a way of responding to conflicts. Creating this type of caring and harmonious work environment requires that supervisors and managers:

- Treat all employees fairly and respectfully.
- Are clear and consistent in their expectations.
- Involve employees in the decision-making process.
- Provide assignments that will keep employees interested and challenged.
- Provide assignments that are appropriate for the employees' skill levels.
- Set realistic workloads, deadlines, and performance standards.
- Ensure employees have the resources they need to complete assignments.
- Permit flexibility in working conditions for employees experiencing difficult times.
- Acknowledge and follow-through on employee requests and concerns.
- Provide regular and constructive feedback.
- Give recognition for a job well-done.
- Keep employees informed of what is going on in the organization.
- Provide opportunities for professional growth.

To help supervisors and managers improve their overall effectiveness in these areas, they will receive periodic training on the following management skills:

- Communication
- Team building
- Mentoring
- Problem solving
- Counseling

Despite Rhythm & Blues Enterprises' best efforts to create a healthy work atmosphere, there are bound to be some performance- and behavior-related problems. To keep these problems from spiraling out of control, supervisors and managers should be trained to recognize and handle them at the lowest possible level. This can be accomplished by providing training on:

- Conflict resolution
- Non-violent responses
- Disciplinary procedures
- Crisis management

### **Employee Training**

Incidents of workplace violence can also be reduced if employees are effective in their interactions with customers, visitors and co-workers. Since not all employees join the workforce with the necessary "people skills," the following skills will be taught to each employee:

- Customer service
- Communication
- Team building
- Problem solving
- Conflict resolution
- Non-violent response

It is also important that employees receive "awareness training" which addresses:

- Rhythm & Blues Enterprises' position on workplace violence (e.g. zero tolerance).
- Behaviors that are prohibited by Rhythm & Blues Enterprises policy.
- Disciplinary action that will result from policy violations.
- Procedures for reporting and investigating threats, violent acts, and unsafe conditions.
- Measures that will be taken to ensure confidentiality.
- Steps Rhythm & Blues Enterprises has taken to increase security.

### **Types of Workplace Violence**

#### **Violence in the Course of a Crime**

Workplace violence that occurs during the course of a crime is usually committed by an individual who has no legitimate relationship to the workplace. While he may feign being a customer as a pretext to enter the establishment, his primary motive is to commit a robbery or other criminal act.

Employees who are at greatest risk from this type of violence have face-to-face contact and exchange money with the public. They often work alone or in small numbers, and work late at night and early into the morning. Prime hours for such attacks are between 7 PM and 2 AM.

This type of violence accounts for the majority of workplace homicides, and represents irregular occurrences in the daily life of any particular at-risk establishment.

### ***Characteristics of At-Risk Employees***

- Have face-to-face contact with the public
- Exchange money with the public
- Are responsible for guarding valuable property
- Work during late night/early morning hours
- Work alone or in small numbers
- Work in high crime areas or community settings

### **Violence by a Current/Former Client or Customer**

Threats and other acts of violence committed by current or former clients and customers are increasing in number and represent a daily occurrence. At greatest risk from this type of violence are employees who provide professional, safety, law enforcement, administrative or business services. For other service providers, violence may be brought on by an attempt to resist treatment or by a general dissatisfaction with services received. And in some cases, it may just be a matter of being in the wrong place at the wrong time and getting caught in the violent actions of another.

### **Violence that is Employment-Related**

Employment-related violence is not associated with any specific type of workplace. The assailant may be a current or former employee, supervisor or manager. This individual may also be a spouse, relative, friend or acquaintance of an employee. In most cases, the assailant's actions are motivated by psychological factors, as well as by difficulties in his relationship with the victim. The primary target of employment-related violence is a co-worker, supervisor or manager. In committing the assault, the individual is typically seeking revenge for what is perceived as unfair treatment.

Some circumstances that may trigger an attack include:

- An unsatisfactory review
- Disciplinary action
- Unresolved conflicts
- Drawn-out grievance period
- Unfavorable grievance resolution
- Loss of pay or benefits
- Demotion
- Dismissal or reduction in force
- Increased productivity demands
- Increased performance expectations

Increasingly, however, this type of violence involves domestic or romantic disputes. In such cases, an employee is threatened in the workplace by an individual with whom he or she is having a relationship outside of work. While most employment-related violence is limited to threats, verbal harassment and non-fatal injuries, fatalities often attract significant media attention. As a result, they are made to appear much more common than they actually are. Statistics prove, however, that the other two types of Workplace violence account for the vast majority of fatal episodes.

## **Violence Prevention Assessment**

Evaluate the physical layout of the facility. Check for and consider the following:

- External lighting to cover walkways and parking areas.
- Controlled access to all building entry points
- Video surveillance cameras at critical points
- Procedures for allowing access to the facility
- Number/gender of employees on-site between 10 p.m. and 5 a.m.
- Cash transactions conducted with the public during working hours
- Safe or lock-box on the premises for temporary cash deposits
- Security history of the establishment and surrounding areas.
- Physical security measures and barriers
- Work practices implemented to increase security
- Security training for employees
- Procedures to limit stress caused by workplace changes
- Application of an Employee Assistance Program
- Termination procedures
- Pre-hire screening procedures
- Quarterly audits of this program including corrective actions

**POLICY STATEMENT ACKNOWLEDGEMENT**

It is the policy of Rhythm & Blues Enterprises, LLC that accident prevention shall be considered of primary importance in all phases of our business. It is the intention of management to provide safe and healthy working conditions and to establish and instill upon safe practices at all times by all employees. The prevention of accidents is an objective affecting all levels of our company and its operations.

We have established the following rules:

- Alcohol or drug use on the job is prohibited at all times.
- Safety glasses shall be worn at all times while operating machinery.
- Other personal protective equipment shall be worn in hazardous areas as needed.
- Removal and bypassing guards on any machine is prohibited. If you need additional equipment or modifications, contact your supervisor immediately.
- Employees shall get help / use teamwork when lifting any item weighing over 50-lbs.
- Seat belts shall be worn by all occupants of any vehicle used for business purposes.
- Advise your supervisor of any hazardous conditions.
- Horseplay and / or any violent act will not be tolerated and is considered grounds for immediate termination.
- Report all injuries to your supervisor immediately.
- Your supervisor must authorize non-emergency treatment for accidents, prior to treatment.

I have read and understand these safety rules and agree to abide by them.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

Where injury is caused by the knowing refusal of the employee to use safety appliances or obey safety rules, Workers' Compensation benefits shall be reduced by 25% (Florida Statute 440.09(5)).