



Motor Carrier Attachment – AGL Safety Manual

Louisville, NY

HWY23FH005

(65 pages)

SAFETY MANUAL

NOT A CONTRACT OF EMPLOYMENT/EMPLOYMENT AT-WILL

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INTRODUCTION

A company is a group of people dedicated to a common goal. We are a team working together to ensure the company's success. As a member of our team the way people perceive you is exactly the way people see all of us. We expect you to contribute, help the company remain successful and share the pride we feel in our accomplishments.

We hope your association with the company will be safe, long and pleasant. We are giving you this Safety Manual because safety is first...long and pleasant doesn't even stand a chance without safety! So welcome aboard, and be safe!

SAFETY MISSION STATEMENT

The Company has an important responsibility to operate in a manner that minimizes the possibility of accidents and injuries. This mission statement reflects the importance we place on an accident-free environment.

All employees must do their share to ensure the success of our safety program. Managers must develop and follow-up all programs and procedures in order to ensure that safe working conditions and practices exist and that all safety expectations or regulations are met.

Every employee must work and act in a safe manner. That means following all safety rules, and procedures, and using safe driving techniques. You must approach work with a safe, positive attitude, and using safe work practices that will protect you, your fellow employees, the general public, vehicles, equipment and customers.

All employees must report any unsafe or hazardous conditions to their immediate supervisor, and caution and advise others who are observed working in an unsafe manner. This is important at all warehouse locations, delivery sites, truck stops and over the road.

Everyone is responsible for safety. By working in a manner that prevents accidents and injuries from occurring, we help The Company and everyone in it grow and prosper.

Thank you for your commitment to our safe work program!

Chris Mitchell, VP of Corporate Safety & Compliance

DRIVER PRE-QUALIFICATION

Thank you for applying for a driver's position with our company. Our Company is committed to providing the highest quality of service to our customers. In order to do this, we are looking for the most qualified individuals. The following is a list of the minimum qualifications required by our Company. If you meet these qualifications, an in-depth background investigation will be conducted and a hiring decision will be made.

1. Must be at least twenty-three (23) years of age.
2. Must have at least two (2) years of verifiable tractor-trailer or straight-truck experience in the past three (3) years for whichever position you are applying for.
3. Must not have had a D.W.I. or D.U.I. conviction in the past five (5) years or any that are now pending.
4. Must not have had a major chargeable accident in the past three (3) years. *An example of major chargeable accidents include but are not limited to those involving a fatality, hit and run, leaving the scene, homicide/manslaughter with a motor vehicle, etc.*
5. No more than three (3) moving violation in the past three years.
6. Must not have had two (2) or more minor accidents in the past three (3) years.
7. Must have only one (1) CDL and it must be from your state of residence.
8. Must be able to fill out the application completely, which includes ten (10) years of employment history. Must account for any time unemployed.
9. You will be required to pass a D.O.T. health examination.
10. You will be required to provide a urine sample to an approved testing laboratory which will then be used for our Federally Mandated Drug Screening program. All new and re-hired applicants must pass this drug screen before being employed.

DRUG & ALCOHOL POLICY

Title 49, Chapter III, Subchapter B, Part 382, Subpart F, 382.601

This policy applies to all employees who operate commercial vehicles in interstate and intrastate commerce. Each employee will be required to sign a copy of this policy and any questions an employee may have relative to this policy should be directed to Company Management.

All employees who operate commercial vehicles in interstate and intrastate commerce must comply with this policy from the time the employee begins to work or is required to be in readiness for work, until the time the employee is relieved from work and all responsibility for performing work. This time period shall be considered the time when safety-sensitive functions are being performed.

DRUG & ALCOHOL POLICY (CONTINUED)

ALCOHOL

No employee, covered by this Policy, shall report for duty or remain on duty while having an alcohol concentration of .04 or greater. No employee shall consume alcohol while performing job related duties. If the company has actual knowledge that an employee has an alcohol concentration of .04 or more or is using alcohol while performing safety sensitive functions the employee shall not be permitted to perform or continue to perform safety-sensitive functions or any other work for the company.

No employee covered by this policy shall perform safety sensitive functions within four hours after using alcohol. If the Company has actual knowledge that an employee has used alcohol within four hours of performing safety sensitive functions the employee shall not be permitted to perform or continue to perform safety sensitive functions or any other work for the company.

No employee required to take a post-accident alcohol test shall use alcohol for eight hours following the accident or until the employee undergoes the post-accident alcohol test, whichever occurs first.

CONTROLLED SUBSTANCES

No employee shall report for duty or remain on duty requiring safety sensitive functions when the employee uses any controlled substance. The sole exception is when a licensed medical practitioner prescribes the controlled substance and advises the employee the controlled substance will not adversely affect the employee's ability to safely operate a commercial vehicle. It is the employee's obligation to notify The Company of any therapeutic drug used prior to performing safety sensitive functions. If The Company has actual knowledge an employee has used a controlled substance that has not been prescribed by a licensed medical practitioner; who has advised the employee that the substance will not affect the employee's ability to safely operate a commercial vehicle, the employee shall not be permitted to perform or continue to perform a safety sensitive function or any other work for the company.

If an employee tests positive for controlled substances the employee shall not report for duty or perform safety sensitive functions. If The Company has actual knowledge that an employee has tested positive for a controlled substance, The Company will not allow the employee to perform or continue to perform safety sensitive functions or any other work for the company.

REQUIRED TESTING

No employee driving for the Company shall refuse to submit to any required testing for alcohol or controlled substances. If The Company has actual knowledge of a refusal by an employee to submit to such required test the employee refusing to take such tests shall not be permitted to perform or continue to perform safety sensitive functions or any other work for the company.

DRUG & ALCOHOL POLICY (CONTINUED)

PRE-EMPLOYMENT TESTING

Prior to the first time an employee performs a safety-sensitive function, the employee shall undergo testing for controlled substances. No employee shall be permitted to perform safety-sensitive functions unless The Company has received a controlled substance test result form a Medical Review Officer (MRO) verifying a negative test result.

POST ACCIDENT TESTING

As soon as practicable following an accident involving any company vehicle operating on a public road in commerce, a surviving employee will be tested for alcohol and controlled substances if: 1) the employee was performing a safety sensitive function and the accident involved a loss of human life, 2) the employee receives a citation under state or local law for moving traffic violation if the accident involved bodily injury to any person who, as a result of the accident, immediately receives medical treatment away from the scene of the accident, or 3) one or more vehicles incur disabling damage as a result of the accident requiring the vehicle to be transported from the scene by a tow truck or other vehicle.

RANDOM TESTING

A sufficient number of employees will be selected at random each calendar year to equal the annual rate not less than the minimum annual percentage rate for random alcohol (10%) and controlled substances testing (50%) determined by the Federal Highway Administration (FHWA) administrator. The employee selection process is conducted using a scientific method, by an independent third party provider. An employee notified of selection for random testing will be advised of the location of a test site and shall proceed to the test site immediately.

REASONABLE SUSPICION TESTING

A covered employee shall be asked to submit to an alcohol or controlled substance test if the employer has reasonable suspicion to believe the employee has violated the alcohol and drug prohibitions found in this policy. Reasonable suspicion will be based upon specific, contemporaneous, articulate observations concerning the appearance, behavior, speech or body odors of the employee and in the case of controlled substances indications of the chronic and withdrawal effect of controlled substances. Observations for alcohol and/or controlled substances reasonable suspicion testing shall be made by a supervisor who is trained pursuant to the policy.

DRUG & ALCOHOL POLICY (CONTINUED)

CONSEQUENCES OF REFUSAL TO TEST and TESTING POSITIVE

Any employee who refuses to submit to any of the above listed testing will be immediately discharged from employment. Any employee who tests positive for a controlled substance or alcohol test as a result of reasonable suspicion testing, random testing or post-accident testing will be discharged from employment. If you test positive on any alcohol or controlled substance test, you will have violated our Company's Zero Tolerance Drug and Alcohol Policy and your employment will be terminated upon receipt of the positive test results. Driver applicants who test positive on a pre-employment controlled substance test are ineligible for hire. Drivers who are terminated due to positive test results are ineligible for re-hire in the future.

The Company is required by law to provide drug and alcohol test results to all prospective employees. Federal DOT regulations require anyone who has tested positive on a controlled substance or alcohol test to complete the following steps before returning to a safety-sensitive function:

- Be evaluated by a qualified Substance Abuse Professional (SAP)
- Comply with the SAP's recommendations (which may require several counseling sessions)
- Undergo a return-to-duty alcohol and/or controlled substance test.
- Have a follow-up evaluation with the same SAP
- Provide proof of successful compliance to your next employer

SAFETY RULES

1. DO NOT take chances on the road.
2. You should not drive if your ability or alertness is impaired by or because of fatigue, illness or other causes that make it unsafe to operate your vehicle.
3. Compliance with the Hours of Service Regulations is required.
4. Report to work on time and allow adequate time to conduct a pre-trip inspection and eliminate the need to speed due to lateness.
5. Know and comply with all Federal, State and Local regulations applicable to your area of operation.
6. Your speed should be consistent with the posted speed limits and appropriately modified for weather conditions.
7. Keep to the right except when passing a slower moving vehicle.

SAFETY RULES (CONTINUED)

8. Keep a safe following distance as dictated by the road, traffic and weather conditions.
9. Pass only when it is legal and safe to do so.
10. When being passed, keep to the right and if necessary, reduce speed to facilitate a safe passing.
Do not signal the overtaking vehicle that it is safe to pass.
11. Avoid stopping or parking on open highways. If necessary, pull the unit as far to the right as possible and set out the emergency warning signals.
12. Curves must be negotiated at reduced speed consistent with the sharpness of the curve, road, weather and traffic conditions.
13. When turning, signal and get into the proper lane for the turn well in advance.
14. When backing, always inspect your line of travel before proceeding. It may require more than one check depending on the distance.
15. Follow correct hook-up and un-hook procedures to prevent damage to equipment or the unintentional dropping of a trailer.
16. If overhead clearance is questionable, stop and check before proceeding.

**Refer to the Table of Contents for other Safety Topics.*

QUARTERLY SAFETY MEETINGS

Purpose:

To ensure all driver and dock personnel participate in at least one (1) safety meeting every fiscal quarter. To maintain open lines of communication between employees and management, promote safety awareness, meet state, DOT, and FHWA requirements, and address problem areas as they relate to safety.

Guidelines:

1. The Safety Manager, Account Manager or Account Supervisor is responsible for holding at least one formal safety meeting every fiscal quarter. Due to the broad spectrum of our operations the meetings will be held either face to face or via conference call. One meeting must be held in each of the following periods:

1st Quarter – January 1 – March 31

2nd Quarter – April 1 – June 30

3rd Quarter – July 1 – September 30

4th Quarter – October 1 – December 31

QUARTERLY SAFETY MEETINGS (CONTINUED)

Additional meetings may be held on an as needed basis to review specific problems, new procedures, customer or equipment changes, or at an employee's suggestion.

2. The meetings are mandatory for all driver and dock personnel. Anyone who fails to attend without approval from their Account Manager or Account Supervisor (i.e. out on vacation or on dispatch) will forfeit their incentive bonus for the quarter and /or be subject to progressive discipline.
3. The Safety Manager, Account Manager or Account Supervisor is responsible for developing the agenda. The primary focus and content must be directly related to safety issues. This meeting is **not** an operations meeting. Operations issues can be addressed but the bulk of materials covered must be safety related. Meetings will be a minimum of one (1) hour and not more than four (4) hours in duration.
4. All meetings will be documented utilizing the quarterly safety meeting Record of Attendance Form. Employees are required to print and sign their names as proof of attendance. Original Record of Attendance Forms are to be turned in to the Safety Department at Corporate Headquarters. Duplicate copies should be held at the operations location. If meeting is via conference call, the account manager is responsible for gathering all signatures on Record of Attendance Forms.

Compensation

All driver, dock and non-salaried attendees are to be compensated a minimum of one (1) straight time hour and no more than four (4) straight time hours for their time and participation. Individuals who fail to attend are not eligible for compensation.

VEHICULAR ACCIDENTS

Accidents just don't happen, people cause them! They are the results of individuals failing to use basic driving skills. Lives are lost as a result of this carelessness. Individuals are not "accident prone." Accidents, in most cases, are controllable and can be prevented if people put time and effort into avoiding them. Someone once said, "In the beginning we make our habits, but in the end, they make us." In driving, the wrong habits are deadly! It is each driver's responsibility to protect lives, which is frequently a difficult task. Most highway drivers are not professional drivers. They are often unaware of the many hazards they create with their actions. We must anticipate their mistakes and compensate for them. Remember, they are *real people* with families, jobs and responsibilities.

Any driver involved in a preventable accident during their first 90 days of employment will be terminated. A driver regardless of their length of employment, in the case of a serious preventable accident when personal injury and/or considerable property damage occurs, may be terminated. These occurrences will be determined on a case-by-case basis.

A driver shall be considered to be involved in an accident; if any motor vehicle which he is driving or was the last person to drive, or of which he is responsible for; shall come into contact with any person, animal, other vehicle or other inanimate object in a manner which results in death, injury or property damage.

VEHICULAR ACCIDENTS (CONTINUED)

Any such incident shall be considered an accident regardless of who is killed or injured, what property is damaged or to what extent, where the incident occurred whether on a public thoroughfare or on private property, or who was responsible.

**** Failure to report an accident will result in automatic termination. ****

A. Prevention

Every accident in which a driver is involved shall be considered preventable unless and until it is established by investigation and review that there was no action which the driver could have reasonably taken to avoid the accident and that their actions in no way contributed to the occurrence of the accident. The responsibility of the professional truck driver to avoid accidents goes beyond compliance with traffic laws. They must drive in such a way that they commit no errors and so control their vehicle to make due allowances for condition of road, weather and traffic and so that mistakes of other drivers do not involve them in an accident.

Mistakes are costly; however, we can learn and profit from them. To do this we must admit to ourselves and others that a mistake has been made. Then we must analyze the situation and determine what caused it to determine the corrective action necessary to avoid making the same mistake again.

Most accidents are attributed to the following:

- Passing
- Backing
- Improper braking
- Weather
- Over driving the conditions

The following sections discuss the procedures to follow if you are involved in an accident.

B. Procedures

What is expected if you are involved in a vehicular accident? When an accident occurs the Company requires the following steps to be taken:

1. Stop immediately. Failure to do so is a criminal offense.
2. Stay Calm.
3. Protect the scene and help prevent any more accidents from occurring by, turning your emergency (4 way) flashers on. Setting out your reflective triangles (see emergency warning devices for proper placement). It is always preferable to leave the vehicles where they are until an officer arrives on the scene to assess how the accident occurred. This is preferable but not always possible and requires you to make a judgment call.

VEHICULAR ACCIDENTS (CONTINUED)

4. Notify the proper authorities. Make sure that a law enforcement agency has been called and is responding and notify your dispatcher.
5. Provide care for anyone injured. Never move an injured person unless it is absolutely necessary to prevent further injury.
6. Gather Information. Grab a pencil and paper and start making notes. There may be people at the scene that have witnessed the accident or saw events leading to the accident. So go to them first, get their names and phone numbers, and even a statement if they will provide it.
7. Get pictures if it is possible and safe to do so. Start by going back up the road before the actual accident ever started and take pictures of what you were seeing before the impact. Do the same from the other vehicle's perspective. If you are taking pictures of skid marks, use other items lying beside them to give reference to the size and length. **Never under any circumstances take pictures of injured people.**
8. Draw a sketch of the accident scene. Show the number of lanes, the shoulder, signs and other vehicles whether involved or not. Provide as much detail as possible.
9. Before the officer leaves the scene, be sure to get a copy of the accident report, the report number and how you can obtain a copy of it if not immediately available. Write down the officer's name and phone number. If possible get the names, addresses, phone numbers, license numbers and insurance carriers of all other parties involved.
10. Contact your manager and make an appointment to fill out The Company's accident report and driver statement as soon as possible.
11. Contact the VP of Safety & Compliance at [REDACTED], **within 24 hours** immediately after the accident.

Below are some other rules that are very important to follow:

- Speak only to an investigating officer, company representative or representative of The Company's insurance company.
- Do not admit fault when the investigating officer asks how the accident occurred. Do not admit responsibility or sign anything except forms an officer or The Company's insurance company representative may require.
- Always be polite and respectful to investigating officers, emergency personnel and other people at the scene.

VEHICULAR ACCIDENTS (CONTINUED)

- Try to allow a Company representative to make decisions regarding involvement of expenditures, such as wreckers and clean up services.
- Tell all media representatives that they must contact your Company for a statement. Never answer any of their questions. Be polite, but if necessary, turn and walk away.
- Report every accident to Dispatch and your manager/supervisor, regardless of the severity.
- Follow all instructions concerning post-accident drug & alcohol testing.

C. Emergency Warning Devices

In the event of an accident or breakdown you are required to set out emergency warning devices within ten minutes of the accident or breakdown. You must have three bi-directional reflective triangles available.

The following is the proper procedure for setting out reflective triangles:

Undivided Highways:

Place bi-directional reflective triangles on the traffic side of the stopped vehicle. The first triangle should be placed within 10 feet of the front/rear depending on the traffic direction. Place the second triangle approximately 100 feet from the stopped vehicle in the lane occupied by the vehicle and toward approaching traffic. Place the third triangle approximately 100 feet from the stopped vehicle in the opposite direction.

Divided Highways:

On divided highways or one-way roads, placement of triangles is different. One device should be placed at the traffic side of the vehicle within 10 feet of the rear of the vehicle, another 100 feet and the third at 200 feet of the rear of the vehicle.

Within 500 Feet of a Hill or Curve:

One warning device should be placed 100-500 feet in the direction of the hill or curve. This will allow people approaching the accident time to react. The other 2 should be placed according to the rules for divided or undivided highways (noted above) depending on the particular highway or traffic condition.

It is always preferable to leave your vehicles where it is until an officer arrives on the scene to assess how the accident occurred; however, this is not always possible. In the event that it is not possible, because in doing so you can cause another accident, try to move you vehicle as far from the travel portion of the road as possible. In the case of a breakdown always try and move you vehicle as far from the travel portion of the road as possible.

INJURIES

The Company has set forth its safety program in order to maintain a safe work environment. This includes regular random drug and alcohol testing, training sessions and on-site instruction. The employee is ultimately responsible for following safety procedures when using tools, equipment or otherwise performing job related tasks. This is particularly true in the case of truck drivers who are unloading and/or loading freight. These individuals are expected to use good material handling techniques when attempting to load or unload. No person is required to perform a job that is life threatening or a danger to their physical well-being. If an employee is unable to perform the assigned tasks, it is his or her responsibility to notify the immediate supervisor.

A. Prevention

When an employee gets injured, everyone loses. The employee suffers physically, emotionally and financially. Our customers suffer since they do not have someone to rely on who understands their operation and, consequently, production decreases. Our Company suffers since we are responsible for the cost of providing worker's compensation benefits and dealing with a less skilled replacement worker. And unfortunately, the employee suffers physically, emotionally and financially. Thus, to end this cycle we must prevent injuries from ever happening.

The three most common types of injuries among drivers are slips and falls while getting into or out of the tractor or trailer, strains caused by improper lifting while loading or unloading, and cuts and scrapes from handling cargo. Let's discuss how to prevent each of these.

- 1. Preventing Slips & Falls:** Preventing falls from your equipment is something that most of us take for granted. First, we should be wearing proper footwear. Slip resistant soles are recommended. Also, keeping steps clear of snow, ice and fuel will reduce the risk of slipping. You should also know your equipment; know where the steps and grab rails are located. Look before entering or exiting to know exactly what you might encounter. Exit in the right direction, i.e., the same way that you entered the vehicle.
 - Keep your hands free
 - Set items down in the seat or floor board versus trying to hold them while climbing in or out of the vehicle.
 - The three point system means that a driver has at least three limbs in contact with the vehicle at all times while climbing in or out. Two hands on grab handles and one foot on a step surface, or two feet on step surfaces and one hand on a grab handle. And of course, follow the reverse order when getting out of the cab.
- 2. Improper Lifting Technique:** More than 1/3 of all injuries are related to strains from improper lifting. Muscle injuries are sometimes slow to heal since it is difficult for us to immobilize them long enough for the healing process to work. Keeping physically fit is a key to

INJURIES (CONTINUED)

preventing these types of injuries. Very few of us take the time to do it, but a few stretching exercises and warming our muscles up before using them to load or unload is extremely helpful.

- Lift comfortably –Choose the position that feels best, with or without a straight back; bending your knees and allowing your leg muscles to bear the strain of the lift.
 - Avoid unnecessary bending –Do not place objects on the floor if they must be picked up again later; use a table or platform.
 - Avoid unnecessary twisting –Turn your feet, not your hips or shoulders. Leave enough room to shift your feet when handling so as to not have to twist. Do not twist and bend at the same time.
 - Avoid reaching out –Handle heavy objects close to the body. Avoid a long reach out to pick up an object. Get help with bulky loads.
 - Avoid excessive weights –Know your body limits. If the load is too heavy, don't try to handle it yourself. Get help or use a mechanical aid if available.
 - Lift gradually –Lift slowly and smoothly. Avoid jerking to lift or pull a load. Get a good grip on an object to prevent it from slipping.
 - Keep in good physical shape –Get proper exercise. Walking is particularly good, as are knee bends and feet free sit-ups. Maintain a good diet. Eat well balanced meals and keep you weight down.
3. **Cuts & Scrapes:** Wear protective clothing. As a driver, you are always handling freight. Every time you handle something, you run the risk of a cut, scrape or puncture type of wound. Most of these can be prevented by simply wearing protective gloves. Pallets with splinters, cartons with sharp edged banding, and damaged cages with sharp edges offer plenty of opportunity to get cut. While most of these injuries are not life-threatening, they often require medical treatment, which means personal discomfort, inconvenience and time away from work.

B. Procedures

Regardless of the extent of your injury, Dispatch or The Company must know about it immediately. Follow up by reporting all injuries to your immediate manager/supervisor as soon as possible. You and your manager/supervisor must complete a Supervisor and Employee 1st Report of Injury Form as soon as possible and forward it to Corporate Headquarters immediately. **Within 24 hours** after reporting any injury you **must** speak to someone in the Safety Department - [REDACTED].

DRIVER DUTIES AND RESPONSIBILITIES

1. Assume complete responsibility for the operation and safety of the vehicle assigned and for compliance with all safety regulations of the Department of Transportation (DOT).
2. Comply with all instructions regarding the care of the equipment including any specialty issue items such as flares, reflectors, tools, cargo containers, load bars and straps.
3. Familiarize yourself with accident reporting repair orders, breakdown procedures, etc.
4. Report for duty at or before the assigned time, groomed and rested.
5. Maintain schedule in accordance with established standards as provided by The Company and our customer.
6. Operate assigned vehicles according to all applicable legal authorities having jurisdiction when and where you are operating (working).
7. Make deliveries and pick-ups as prescribed by our customer and properly handle all documents provided at time of dispatch.
8. Complete all forms, reports, equipment inspections, driver logs, receipts and other paperwork in accordance with Company policy and instructions and DOT regulations. These items must be turned in at the end of each trip.
9. Notify your supervisor and/or dispatcher of your inability to report for work due to sickness or injury, as soon as you know or even suspect that you will be unable to report for your trip (must be at least six (6) hours before your scheduled start time).
10. Report to your supervisor and/or dispatcher any time you may be delayed before or during your assigned trip.
11. Maintain telephone service in your residence for business communication and dispatch.
12. Hook and unhook trailer from the tractor itself or from converter dollies. Physical ability to push and/or pull dollies into place and crank lever to raise and lower landing gear on semi-trailers and to raise or lower the front support on short trailers.
13. Load and unload trailer, either individually or with assistance of dock workers, with or without mechanical freight-handling equipment.
14. Perform frequent lifting, pulling, pushing and carrying freight.
15. Perform required pre & post trip inspections and fill out associated paperwork. Periodically inspect equipment throughout the trip.
16. Check shipping papers to determine the nature of the load and to ensure that you have the correct paperwork and associated equipment (i.e.: hand jack) for the trailer that you are hooked to.

DRIVER DUTIES AND RESPONSIBILITIES (CONTINUED)

17. Apply knowledge of commercial driving and skills in maneuvering vehicle at varying speeds in difficult situations, such as heavy traffic, inclement weather or in tight loading dock areas.
18. Ensure that all shipping documentation (i.e. manifest, bills of lading, shipping orders or freight bills, etc.) required to move with shipment is available for inspection and that appropriate paper work accompanies shipment when delivered.
19. Maintain records required for compliance with state and federal regulations including records of fuel purchases, mileage records hours of service and other records required by law.
20. Perform all duties in accordance with company policies and procedures and comply with federal, state and local regulations for the safe operation of a commercial motor vehicle.
21. Report all accidents involving driver or company equipment to Dispatch, the immediate supervisor and the Safety Department.
22. Promptly report any delays due to breakdowns, weather, traffic conditions or other emergencies to Dispatch and your immediate supervisor.
23. Supervise and be responsible for the correct loading of the trailer in order to be within the legal weight limits of federal, state and local regulations.
24. Keep the interior of the cab of the assigned tractor/straight truck clean. Make sure all documentation (i.e.: registration) is accessible and accounted for.
25. Always present yourself in accordance with company appearance policy standards.
26. Must utilize QualComm as directed.
27. Any other customer specific requirements not listed here.

EQUIPMENT INSPECTIONS

While much of the responsibility for checking and adjusting or replacing parts or components on your rig belongs to the shop or maintenance personnel, if you drive for a fleet, you as a driver, have an important role to play in the overall maintenance picture. Effective fleet maintenance will encourage a spirit of cooperation between driver and maintenance personnel. You are on the “front lines” so to speak, in implementing an effective preventative maintenance program for The Company. Furthermore, it is in your best interest not to take the condition of your rig for granted. Your safety and comfort as well as other drivers on the road depends on the condition of the vehicle, so whatever you can do to ensure its optimum operation is to your advantage.

Listen for unusual or abnormal equipment sounds. Smell for unusual odors that mean potential problems. Feel changes in your vehicle’s operation. Observe all aspects of your equipment carefully as you make your routine inspections.

EQUIPMENT INSPECTIONS (CONTINUED)

There are certain basic inspection requirements that are the responsibility of the driver. The Federal Motor Carrier Safety Regulations contain the basic requirements for a “pre-trip” inspection routine, as well as provisions for a written “driver vehicle inspection report” to be completed at the end of each day’s operations. You should be aware that The Company does have additional requirements as part of its inspection regimen listed on the following page.

A. Pre-Trip Inspections

A vehicle defect found during an inspection could prevent problems later. You could have a breakdown on the road that will cost time and money, or even worse, an accident caused by the defect. Federal and state laws require drivers to inspect their vehicles. Federal and state inspectors also may inspect your vehicle. If an inspector judges the vehicle to be unsafe, he/she will put it “out of service” until it is repaired.

FMCSR part 392.7 –Equipment, inspection and use: No motor vehicle shall be driven unless the driver is satisfied that the following parts and accessories are in good working order, nor shall any driver fail to use or make use of such parts and accessories when and as needed:

- Service brakes, including trailer brake connections
- Steering mechanism
- Tires
- Windshield wiper or wipers
- Coupling devices
- Parking (hand) brake
- Lighting devices and reflectors
- Horn
- Rear vision mirrors

FMCSR part 396.10 –Driver inspection, paraphrased: Before driving a motor vehicle, the driver shall be satisfied that the motor vehicle is in safe operating condition, review the last vehicle inspection report that is required to be carried on the power unit, and sign the report only if defects were noted by the previous driver who prepared the report.

There are many more items that must be inspected at the start of each trip which are detailed in the following list of Company inspection requirements:

- Leaks/Hoses: Inspect hoses for condition and leaks. Look for puddles on the ground, drips on the underside of the engine and transmission.
- Oil Level: See that the oil level is within the safe operating range.
- Coolant Level: Check the reservoir sight glass to ensure there is sufficient coolant.
- Power Steering Fluid: See that the fluid is within the safe operating range.

EQUIPMENT INSPECTIONS (CONTINUED)

- Engine Compartment Belts: Check for snugness, cracks and frays on the following:
 - ✓ Power Steering Belt
 - ✓ Alternator Belt
 - ✓ Water Pump Belt
 - ✓ Air Compressor Belt

Start Engine

- Oil Pressure Gauge: Make sure the gauge registers an increase and the warning light/buzzer turns off.
- Water Temperature Gauge: Temperature should increase and the warning light/buzzer should go off.
- Ammeter/Volt Meter: Should show charging and the warning light/buzzer should go off.
- Mirrors and Windshield: Both should be clean without obstruction and mirrors should be properly adjusted.
- Emergency Equipment: Check for spare electrical fuses, red reflective triangles, fire extinguisher.
- Wipers/Washers: Check that the arms and blades are secure and operate properly.
- Light Indicators: Check the following located on the dash:
 - ✓ Left Turn Signal
 - ✓ Right Turn Signal
 - ✓ Emergency Flashers
 - ✓ High Beam Headlight
- Horn: Check the air horn and electrical horn.
- Heater/Defroster: Test to insure they operate correctly.
- Parking Brake: Set the parking brake and have the truck pull against it to insure it will hold.
- Air Brakes: The pressure should build to approximately 125 PSI. Shut off the engine, chock the wheels and release all brakes. Depress the foot brake and check to see that the air pressure does not drop more than four pounds in one minute. Pump the brake peddle rapidly to fan off the air pressure. A low warning device should activate when the air pressure falls below 60 PSI. When it drops below 40 PSI, the tractor protection valve should activate. After testing turn engine back on and do the process again. After the tests if any of the results described do not occur, you should not take the equipment out until you speak to someone in Dispatch.

EQUIPMENT INSPECTIONS (CONTINUED)

- Safety Belt: check to see that it functions properly.
- Lights/Reflectors: All lights and reflectors should be clean and functional, including:
 - ✓ Clearance Lights
 - ✓ Headlights
 - ✓ Tail Lights
 - ✓ Turn Signals
 - ✓ Emergency Flashers
 - ✓ Brake Lights
 - ✓ Red and Amber Reflectors
- Steering: Check the steering box and hoses, connecting links, arms and rods, joints and sockets.
- Springs: Check for missing, shifted, cracked or broken springs.
- Brakes: Check the angle between the push rod and slack adjuster to be a little over 90 degrees when released or not less than 90 degrees when brakes are applied; check brake chambers for cracks or leaks; check for worn or leaking hoses; check drums for cracks and the linings are not to be worn thin.
- Wheels: Check for damage or bent rims, tread depth, tire condition, proper inflation, wheel seals, and lug nuts for tightness.
- Fuel Tanks: Check to be sure they are secure and there are no leaks; also check the amount of fuel.
- Battery Box: Make sure batteries are secure and show no signs of excessive corrosion.
- Exhaust System: Check for damage and signs of leaks.
- Frame: Look for cracks or broken welds, loose or missing cross members.
- Trailer Doors: Be sure they open easily and lock, check for damage.
- Cargo: Check load if trailer is not sealed. Ensure load is secure.
- Air/Electric Lines: Listen for leaks; check for chafing, lines not tangled or pinched and in their proper place.
- Fifth Wheel: Be sure the jaws are fully closed around the kingpin and check the locking mechanism. There should be "0" clearance between the fifth wheel and the bottom of the trailer.
- Trailer Dollies: Be sure the hand crank works properly and the handle will secure, that the dollies will go completely up and down.

EQUIPMENT INSPECTIONS (CONTINUED)

B. Post Trip Inspections

Both pre-trip and post-trip inspections are required per DOT regulations. Post-trip inspections are also required to be documented. If anything was noted on the post-trip inspection, the following driver must check to see that it has been repaired, signed by a mechanic, and then signed again by this driver before operating that vehicle.

During the post-trip inspection, all of the items inspected during the pre-trip inspection should again be inspected.

C. Daily Inspections

It is important to inspect the vehicle throughout the workday. Make a habit of walking down both sides of the vehicle during the day and look for equipment defects and/or changes. Once you develop the habit of continuous inspections, changes “stick out like a sore thumb.” When you do notice something, determine if it’s of a nature that needs immediate attention or if the vehicle can be operated safely until the end of the day when you can report it or until you can reach the next maintenance facility.

DECISION DRIVING

Have you ever been in a traffic situation that forced you to make a panic stop or to make a sudden swerve in another direction?

What can you do when forced to make a decision with too little information? How much of your best thinking can you do in three seconds?

This is the spot many drivers get themselves into. Time and again they must make sudden decisions to try to avoid an accident because they haven’t been taught or haven’t practiced decision driving. We all consider ourselves good drivers, although most of us are not as good as we think. When we consider that each year, more than 50,000 Americans are killed and more than 2 million are seriously injured in vehicle accidents, it proves conclusively that there are many of us who make improper or poor decisions.

Most experienced drivers believe that their experience alone qualifies them as good drivers. Experience alone does not always teach us those things that are required to make sound, well-timed decisions.

Decision driving is designed for drivers who have the wisdom to recognize the need to improve their driving skills. It is a method of instruction, training and practical application which can help most anyone make sound, well-timed decisions.

Most accident situations are repetitious. Once drivers know how to make certain key responses, they can come up with the right decision almost every time. This is why we call decision driving the positive approach to safe driving.

This is why we call decision driving the positive approach to safe driving.

DECISION DRIVING (CONTINUED)

The good decision driver knows what to do, how to do it, and when to do it.

- What to do applies to his knowledge, knowing the rules of the road.
- How to do it applies to his skill, his mechanical coordination.
- When to do it applies to his decision making, training and experience.

Very few drivers realize how many decisions have to be made while driving. They're almost constant and those decisions have to be right. The wrong decision –or indecision-on the highway becomes costly.

Drivers, not vehicles, make decisions. 95% of all vehicle accidents are caused by indecision or poor decision. Only 5% of all vehicle accidents are caused by mechanical defects or the environment, and even some of those can be traced back to driver error.

A. Expand Your Look Ahead Capacity

Expand your ability to see far enough ahead into the area where you will be within the next few seconds. Potential problems developing in the next block may be full-grown hazards within a few seconds. Give yourself the extra time needed to make good decisions by expanding your field of vision.

It is easy to identify drivers that are not using their look-ahead capacity. They speed up to a red light and screech to a halt to avoid rear-ending the vehicle ahead. They have to suddenly veer left to avoid objects on the right side of the road. They fail to reduce speed when visibility is poor.

Expanding your look-ahead capacity helps you:

- Keep your vehicle properly centered in the driving lane.
- Allow time for proper lane selection.
- Adjust to an adequate following distance.
- Blend smoothly into the existing traffic pattern.

B. Size up the Whole Scene

The more facts that are fed into the mind, the less chance there is of making a poor decision. This is expanding your input. By constantly sweeping your eyes over the whole scene, you keep transmitting messages to the brain for decision-making. Good decisions are based upon the ability to:

- Note changing road and weather conditions.
- Spot problems facing other drivers.
- Note the changing of traffic patterns.
- Know what's beside and behind you.

Don't stare at anything longer than two seconds. Keep glancing far ahead, near and to the sides. This will eliminate the fixed and blind stare effect.

Check the mirrors every five to ten seconds. Find out what's behind you. At intersections, look left and right and left again. Make sure the intersection is clear.

DECISION DRIVING (CONTINUED)

To make sure you can see, keep the windshield, side windows and mirrors clean.

To eliminate the need for split second decisions, keep yourself constantly informed by sizing up the whole scene.

C. Signal Your Intentions Early

Good decisions are not foolproof if we don't let other drivers and pedestrians know our intentions about the action we have decided to take.

Signaling is imperative to good decision driving and should be automatic. Develop it into such a habit that you would even signal on a deserted highway. In addition to automatically using your turn signals, you should signal any change in speed or direction that will affect other drivers or pedestrians.

Use a hand signal or tap your brake pedal a few times for the sudden slowdowns or stops in heavy traffic or on expressways. Sound your horn with a friendly tap before passing or backing up. In addition, blinking your lights at night lets others know of your presence.

Use your turn signals eight to ten seconds before you begin to turn. Use the friendly horn. Make eye contact. Avoid driving in blind spots. Establish contact with other drivers and pedestrians, and stay in touch.

Signaling not only warns others of the decision you have made, but it also calls attention to your presence; and the sooner the better.

D. Plan an Escape Route

Many times making a decision that leaves you without an alternative is like picking your own poison. It's pretty hard to choose between two consequences when you don't want either of them to happen...and it's easy to be quick and decisive when a planned escape path, a saving decision, is open to you.

- **Keep a stopping space:** To keep your stopping space, evaluate your position in traffic continuously.
- **Be prepared to yield:** Learn to spot traps like blind intersections. Driving into them at high speeds because you have the green light leaves you without an alternative if the person coming out of the blind area is color blind, sick or drunk. But if you go into such intersections with your foot off the gas and resting on the brake pedal, you have an escape path...you can stop.
- **Stay out of tailgating traps:** Following the vehicle ahead too closely is setting up a trap without an escape path. This is especially true if the vehicle behind is tailgating you and you are "boxed in" by vehicles on both sides. The vehicle ahead jams on the brakes and you are sandwiched without an escape path...a sure disaster!

DECISION DRIVING (CONTINUED)

- **Time your passing moves:** Head-on collisions caused by too little passing distance occur because drivers shut off their escape path by trying to pass a line of vehicles on 2 or 3 lanes highways without good visibility.

When traffic traps are building up, plan an escape route. This makes decisions not only easy but possible. Don't be a sitting duck for disaster. Safety in most driving situations is only a few feet away, on an escape path, off the collision course. **Always, give yourself time, space and visibility.**

E. Take Decisive Action

This is the pay-off point (the output) the action taken as a result of feeding all the information into our computer (the brain) through our senses. We then process the information through the brain on the basis of our knowledge, experience, training and attitude. Finally, we take the action necessary to drive safely and avoid accidents.

If we follow the decision driving pattern, we improve our judgment. When we practice it on the road, we improve our skill. When we conscientiously follow it we shape attitude and drive maturely and safely.

Take decisive action. Knowing is not enough. Doing it gets the job done!

PASSING

Two major elements are necessary to complete a passing maneuver safely –time and distance. Both are determined by speed –the speed of the vehicle you're overtaking and the speed of the oncoming traffic in the opposite lane.

Generally, your speed should be 10-15 mph faster than that of the vehicle you're passing.

A. Should I Pass?

Before you make a decision to pass, ask yourself these three questions:

1. **Is there a long-term advantage for me in passing?** Have you ever been passed by another vehicle only to have to brake because that same vehicle then made a turn? There was no long-term advantage for that driver.
2. **Do I have the power to quickly and safely pass?** The power to accelerate differs widely among vehicles and may be affected by the amount of load carried.
3. **Do I have the space available to pass and return to my own lane?** Without this space you are risking a head-on collision or a side-swipe.

If the answer to any one of these questions is "NO," you do not need to pass.

PASSING (CONTINUED)

There are four simple rules to passing:

1. Allow clear visible distance ahead.
2. Check to the rear for other vehicles.
3. Use signals and horn to alert other drivers.
4. Pass only one vehicle at a time except on multi-lane divided highways.

Time and distance in a passing maneuver varies by type of vehicle and speed.

Minimum Time & Distance to Pass

Vehicle passing at 50mph	Vehicle being passed at 40mph	Time Needed	Distance Needed
Car	Car	7 seconds	494 feet
Car	Tractor Trailer	9 seconds	669 feet
Tractor Trailer	Car	17 seconds	1257 feet
Tractor Trailer	Tractor Trailer	20 seconds	1432 feet

If you attempt to pass when traffic is approaching in the oncoming lane, you will need two and one-half times the distance required with no oncoming traffic.

It is the responsibility of the driver who is passing not only to pass in complete safety, but to get back into the lane safely without cutting in or causing confusion to others.

DO NOT PASS where visibility or space to maneuver is limited.

B. Passing on the Right

The driver of a vehicle may overtake and pass on the right of another vehicle only under the following conditions:

1. When the vehicle overtaken is making or about to make a left turn.
2. Upon a street or highway with unobstructed pavement not occupied by parked vehicles, or sufficient width for two or more lanes of moving vehicles in each direction.
3. Upon a one way street, or upon any roadway on which traffic is restricted to one direction of movement, where the roadway is free from obstruction and of sufficient width for two or more lanes of moving vehicles.

The driver of a vehicle may overtake and pass another vehicle on the right only under conditions permitting such movement in safety. In no event shall such movement be made by driving off the pavement or main-traveled portion of the roadway.

PASSING (CONTINUED)

C. No Passing

It is not always safe to pass. Make certain the way is clear. Give the proper signal before changing lanes. Tap your horn when necessary to avoid surprising the driver ahead. Avoid cutting in too quickly if you must return to your original lane.

1. Do not pass when approaching any intersection or railroad crossing, when approaching any narrow bridge, viaduct or tunnel.
2. Do not cross the solid yellow line in your lane. You should always stay to the right of the centerline whenever the solid yellow line is on your side of the centerline.
3. The pass must be completed without interfering with the safety of the oncoming vehicle and before the solid yellow line appears in your traffic lane.
4. Do not pass when approaching a hill or curve.
5. Do not pass a school bus or church bus when the flashing lights are operating and/or the stop arm is extended.
6. When you are passed, you should not increase your speed.
7. The end of a "No Passing Zone" does not mean it is safe to pass. It means there is increased visibility ahead.
8. Do not pass on the right shoulder of the highway.

D. Being Passed

When you are proceeding in a lane of cars and have no intention of passing, safety and courtesy demand that you keep sufficient space in front of your vehicle to permit cars overtaking to enter that space without danger.

Amateur drivers seldom have the range of vision to pick a safe landing space in the lane ahead before cutting out to pass. They usually figure that there is room in front of the vehicle ahead, or put their trust in fellow motorists to help them back in lane in case of emergency.

On a hill or curve, thoughtless passing drivers may be gambling with their life and yours to save a few seconds. You should give such drivers every opportunity to save themselves by reducing your speed and always keeping a safe distance in front to give them a chance to get back in lane.

E. Passing Parked Cars

When passing parked cars, keep alert for tip-offs that may signal danger, including but not limited to:

- Wheels turned out

PASSING (CONTINUED)

- Smoke from exhaust
- Backing or brake lights
- Someone sitting behind the wheel
- Passengers in the vehicle
- Pedestrians or bicycles on sidewalks

BACKING

Backing a motor vehicle can range from a relatively simple and safe act to one involving difficulty and danger. Backing into a pole or other stationary object usually results in only property damage, but what about the pedestrian that is backed over or pinned? Our records show that backing accounts for as much as 33% to 50% of all liability accidents for many of our fleets.

Backing accidents are avoidable! It's true that a driver's visibility toward the rear is limited, but this handicap only creates the need for using extra care and caution.

The major rule to remember regarding backing is not to do it unless absolutely necessary! That may sound a bit ridiculous, but it is the truth! Backing is a very hazardous situation with a big rig. If there's ever a time when your rear visibility is reduced to near zero, backing is it. Below are some tips that will help make the procedure more painless:

1. Try to get a complete picture of the area you will be backing into. Get out of the rig and check clearances, (to the rear, top and sides of your vehicle), so you know what you are dealing with.
2. Park in a place that allows you to pull out, rather than back out. This often can be arranged at truck stops and parking areas in shopping centers. Plan ahead to avoid the need for backing at certain stops, or make minor route changes to reduce your backing distance.
3. Choose a curb space where you can pull forward instead of having to back, although you may have to walk a few extra steps to your destination.
4. Back up slowly. If you run into problems, you'll do less damage if you are moving very slowly.
5. Keep an eye on both sides as you back. If you have estimated your clearances correctly, you should only have to keep track of your left side, but it is wise to be on the safe side and check both outside mirrors frequently as you move in reverse.
6. If you are at all unsure, **GET OUT AND LOOK (G.O.A.L.)** things over again and as many times as necessary to complete the maneuver safely.
7. Try to back on your sight side. Backing toward the sight side (driver side) eliminates guesswork and gives you the best possible control over difficult maneuvers.

BACKING (CONTINUED)

8. Be alert for yells or frantic horn blowing, which could mean you're about to back into something. Stop immediately and check.
9. If you overshoot a crosswalk at an intersection, wait it out until the traffic light changes. If you backed to adjust your position, you could easily hit a vehicle pulled up tight at your rear. Also, pedestrians may be trying to cross behind you.
10. Back into alleys that don't permit drive-through or turn-around space.

BRAKING

Before going into the different aspects of braking, it is important to know exactly how an air brake system works. When you push the brake pedal, air is let into each brake chamber. Air pressure pushes the push rod out, which moves the slack adjuster, which twists the brake cam shaft. The brake cam shaft turns the "S"-cam (so called because it is shaped like the letter "S"). The S-cam forces the brake shoes away from one another and presses them against the inside of the brake drum. When you release the brake pedal, the S-cam rotates back and a spring pulls the brake shoes away from the drum, letting the wheels roll freely again.

With air brakes, there is an added delay before any braking actually happens. With hydraulic brakes, like those used on cars and light trucks, the brakes work instantly. However, with air brakes, it takes a little time for the air to flow through the lines to the brakes. Thus the total stopping distance for vehicles with air brake systems is made up of four different factors:

$$\begin{aligned} & \text{Perception Distance} \\ & + \text{Reaction Distance} \\ & + \text{Brake Lag Distance} \\ & + \text{Effective Braking Distance} \\ & = \text{Total Stopping Distance} \end{aligned}$$

Like any engine or motor, the brake has a certain capacity. The brake is a durable machine and can absorb a lot of heat, which is built up during the friction of the brake pads and brake drum. However, drivers must be made aware that its capacity can be exceeded. Hard braking can cause the brakes to overheat and fade, and the drums can crack and break. How a driver uses the brake in normal braking can influence heat build-up and this fading effect.

For example:

Take two vehicles traveling at the same speed. The driver of vehicle #1 applies the brake at 150 feet, well in advance of a stop sign. The driver of vehicle #2 applies the brake at 75 feet, almost on top of the stop sign. The amount of work done by the brakes is the same for each vehicle. However, because vehicle #2 must do the same work in a much shorter distance, there is much more heat generated than in vehicle #1.

BRAKING (CONTINUED)

The capacity of the brakes on vehicle #2 has been exceeded and heat concentration at the drum surface could reach as high as 2,000 degrees Fahrenheit. This can cause the brake linings to glaze, which produces fade, and disintegration. You can imagine the effects of continual last minute braking in heavy traffic.

A. When to Brake

The most important thing to know about braking is when to brake. You should begin to brake as soon as you see the need. Not doing so is usually what gets people involved in accidents; they observe something unusual or out of the ordinary, but fail to react until it is too late. Always begin to brake as soon as you see a need.

B. How Much to Brake

The second most important thing to know about braking is how much to brake. You should always brake enough so that you feel that you could stop two of your vehicle lengths short of whatever caused you to brake. Often times drivers do not brake enough initially and the result is that when they arrive at the point where they need to stop, their vehicle is still moving and the result is an accident. Always brake more than you expect will be needed, play it safe.

C. Method of Braking

There are probably as many different methods of braking as there are drivers, but the five most common methods are presented below:

- **Method #1:** The driver brakes hard as soon as he sees the need to stop, thereby reserving plenty of braking power if he should need it, assuming something could change. He has the ability to stop at least two vehicle lengths before the actual stopping point.
- **Method #2:** The driver slowly begins to apply his brakes. When he gets about half of the way to the actual stopping point, he is applying his maximum braking power, and then he begins to ease off of the brake. He may have the capacity to stop two vehicle lengths back, but if something changes, he may not have enough reserve braking capacity to keep his vehicle in control.
- **Method #3:** The driver very slowly begins to apply his brake and then uses his maximum braking power to stop his vehicle just before reaching the point where he needs to stop. He is not able to stop his vehicle two lengths back and if something changes from the point when he actually saw the need to brake, he most likely will not have enough reserve braking capacity to do anything about it.
- **Method #4:** The driver applies the same steady pressure from the time he recognizes the need until he actually gets to the stopping point. He may or may not have enough reserve braking capacity to make any changes if he needs to, and may not be able to stop two vehicle lengths back.

BRAKING (CONTINUED)

- **Method # 5:** The driver depresses the brakes several times and takes them to their maximum braking capacity several times before he reaches the actual stopping point. He may not have enough reserve braking capacity to stop two vehicle lengths back and may not be able to stay in control if the situation changes.

From this, it is very easy to determine that the safest and most economical braking method is method #1. By applying most of the brake initially, the driver has the reserve braking capacity available if the scene changes before he reaches the actual stopping point. He is also able to stop two vehicle lengths before, if not more, of the actual stopping point. If things change before he gets to the stopping point (the red light turns green, the stopped car moves out of the way, etc.), then he is able to maintain his momentum which will improve his fuel economy.

Always brake early or as soon as you see a potential need. Brake enough to stop your vehicle at least two vehicle lengths back of the actual point where you need to stop. When you begin to brake, brake harder initially so that you have enough reserve braking capacity if the situation changes.

FOLLOWING DISTANCE

What is a safe following distance? A safe following distance is the amount of space you allow between your vehicle and the vehicle ahead that allows you time to notice or sense when the driver ahead is about to stop, turn or slow down so you can take decisive action to avoid a collision.

During recent years, the concept of timed interval, sometimes referred to as the “two second rule” has been developed and gained widespread acceptance. It takes the guesswork out of trying to judge following distance by vehicle lengths. It provides a simple method of quickly calculating your following distance, and works for all types of vehicles.

The rule is one second of following distance for every 10 feet of vehicle length for speeds under 40MPH. Over 40 MPH requires that you add another second to your following distance. Lengths are always considered in even amounts to maintain simplification. All passenger cars are considered to be 20 feet long, even in the case of compacts and sub-compacts. This would translate to a two second following distance. The seconds of lead time increase as the size of the vehicle increases.

Type of Vehicle	Vehicle Length	Seconds-Following Distance
Passenger Cars	20 feet	2 seconds
Trucks / Buses	Up to 30 feet	3 seconds
	31-40 feet	4 seconds
	41-50 feet	5 seconds
	51-60 feet	6 seconds

**For units over 60 feet, add one second for each additional 10 feet of length.
These are just approximations, play it safe and add a couple of seconds more.**

FOLLOWING DISTANCE (CONTINUED)

When the rear of the vehicle you are following passes a fixed reference point such as a road sign, bridge abutment, mile post marker, light pole, etc., start counting the seconds it takes the front of your vehicle to reach the same point (1000 and 1, 1000 and 2, etc.). If the front of your vehicle reaches the reference point before you have finished counting off your seconds of following distance, you are too close. Back off and establish your following distance. If your vehicle reaches the reference point after you have completed counting off the correct seconds of lead-time you're probably okay.

Under ideal conditions (dry roads, good visibility, etc.), most tractor trailers need at least 7 seconds following distance at highway speeds (60 foot rig – 6 seconds plus an additional second over 40 MPH). If conditions lessen, (i.e. rain slick roads), you will need to add another second. If the conditions turn to snow add even another second. If they turn to ice, you probably need to park your rig until the road conditions improve.

There will be times when someone is tailgating you. This may require that you allow even more space between you and the vehicle in front of you since they have allowed little distance between the vehicles. If you need to make a quick stop, they may not have enough space to stop before hitting you in the rear, so you should allow more distance between your vehicle and the one in front of you to compensate for the vehicle behind you.

Spacing yourself properly when stopped in traffic is just as important as when moving with traffic. Why stop too close to the vehicle ahead? If it rolls back in starting it can hit you. If it stalls, or cannot move for any other reason, you could be trapped. To get around it, you'll have to back up!

Stop far enough back so you can see the left rear tire of the vehicle ahead at the point it contacts the road. This gives you room to maneuver around it, or a space cushion, should it roll back.

NIGHT DRIVING

Darkness increases driving dangers. Mile for mile, night driving is far more dangerous than day driving. Even though only about one-third of all driving is done after dark, that driving accounts for more two-thirds of all accidents. Driving at night requires special awareness for all drivers, but especially for professional drivers. Fatigue, low visibility, glare and less reaction time are key elements for concern.

The basic rule of night driving is this: **NEVER OUT RUN YOUR HEADLIGHTS.** Your stopping distance should always be less than your sight distance. Low beam headlights show about 250 feet of the road ahead. You need 250 feet of road to stop!

NIGHT DRIVING (CONTINUED)

Basic Night Driving Factors

Vision: No one can see as well at night. As we get older, our night vision becomes worse. To help see better at night, we need to protect our eyes during the day, especially on bright, sunny days. Wear sunglasses to reduce strain on your eyes. Don't forget to take off sunglasses at dusk and **NEVER** wear sunglasses at night while driving.

Glare: Glare can cause temporary blindness and result in a serious accident. Even two seconds of glare can be dangerous. A vehicle going 55MPH will travel more than half the distance of a football field during that time. Drivers should never look directly into oncoming lights. They should look to the right side of the road if an approaching driver has his high beams on.

EXTREME CONDITIONS

All too often we've heard of multiple vehicle accidents, sometimes 20 or more cars and trucks piling up during dense fog or blizzard conditions. Here are the culprits: speed, poor visibility, reduced stopping distance and driver inattention to the weather conditions. To prevent such catastrophes, all drivers urgently need training on driving in adverse weather.

Rain, fog, sleet, snow and ice are the enemies of every driver, but good drivers know how to combat these hazards of the highway. By following these suggestions, you can reduce the impact of these hazardous conditions. Your first defense is to make sure the vehicle is in top condition.

Vehicle Checks

- Start with complete and thorough pre-trip inspections.
- Make sure the cooling system is full and there is enough anti-freeze in the system to protect against freezing.
- Make sure the defroster works and the heater is working.
- Make sure the windshield wiper blades are in good condition, the washer works and the reservoir is full. At times when your rig is parked during snowy or icy conditions, leave the windshield wiper blades pulled away from the windshield. This will allow you to scrape the windshield when you begin your next move without having the blades frozen to the windshield.
- Make sure you have enough tread on your tires. The drive tires must have traction to push the rig over wet pavement and through snow. Check your tires every 2 hours or every 100 miles in hot weather since air pressure increases with temperature.
- Make sure the lights and reflectors are clean and operating properly.

EXTREME CONDITIONS (CONTINUED)

- Remove any ice, snow, etc. from the windshield, windows and mirrors before starting. Remove all ice and snow from hand holds, steps and deck plates, which you must use to enter the cab or to move about the vehicle.
- Carbon monoxide gas will cause you to be sleepy and in large amounts can kill you. Check the exhaust system for loose parts and for sounds and signs of leaks.
- Fatigue: A driver who is fatigued is a danger to everyone on the highway. Reaction time is slower, vision blurs and the driver can drift to the shoulder or worse, over the centerline. When tired, get off the road and get some sleep.
- Drunk Drivers: Drunk drivers and drivers under the influence of drugs are a hazard to themselves and to you. Be especially alert around the closing times of taverns and bars.
- Poor Lighting: Road users who do not have lights are hard to see. There are many accidents at night involving pedestrians, joggers, bicyclists, and animals. Traffic signals and hazards can be hard to see against a background of signs, shop windows and other lights. Pay especially close attention and slow down when driving in areas with poor lighting conditions.
- Headlights: You can't see nearly as much at night with your headlights on as you can see in the daytime. You must adjust your speed to keep your stopping distance within your sight distance. This means going slow enough to be able to stop within range of your headlights. At night, using your turn signals and brake lights are even more important to make other drivers aware of your intentions
- Bright lights at night can cause dirt on your windshield or mirror to create a glare of its own, limiting your view. Clean your windshield on the inside and outside for safe driving at night.
- Glare from your headlights can cause problems for driver coming toward you. Dim your lights within 500 feet of an oncoming vehicle and when following another vehicle within 500 feet. Do not look directly at lights of oncoming vehicles. Look slightly to the right at the right lane or edge marking, if available. Make sure your headlights are properly adjusted, turn them on and step off ten paces. If they are hitting you about the belly while on low beam, then they are probably about right.
- If other drivers don't put their low beams on, don't try to "get back at them" by putting on your own high beams. This increases glare for oncoming drivers and increases the chance of a crash.
- Use high beams when it is safe and legal to do so. Use them when you are not within 500 feet of an approaching vehicle. Also, don't let the inside of your cab get too bright. This makes it harder to see outside. Your headlights must be turned on between 30 minutes after sunset and 30 minutes before sunrise.

EXTREME CONDITIONS (CONTINUED)

Driving Checks

- When first starting, get the feel of the road. Don't hurry. Make turns as gentle as possible. Don't brake any harder than necessary.
- Rain mixes with oils on the road surface. Traction can be reduced. Care must be taken when driving during the first 30 minutes to one hour of rain.
- Black ice can form when the temperature dips to near freezing. It can be very hard to see. Be especially cautious at bridges and overpasses, where black ice is likely to form first.
- Dense fog can appear suddenly. Don't over drive your vision. Don't take chances. If visibility is extremely poor, pull well off the road and use your flashers until the fog lifts.
- During icy or wet conditions, don't pass slower vehicles unless necessary. Go slow and watch far enough ahead to keep a steady speed. Avoid having to slow down and speed up. Take curves at slower speeds and don't brake while in curves. Be aware that as the temperature rises to the point where ice begins to melt, the road becomes even more slippery.
- Don't drive alongside other vehicles. Keep a longer following distance during icy or wet conditions.
- When driving in heavy rain or deep standing water, your brakes will get wet. Water in the brakes can cause the brakes to be weak, to apply unevenly, or to grab. This can cause lack of braking power, wheel lock-ups, pulling to one side or the other, and/or jackknife if you pull a trailer.
- When driving through deep puddles or flowing water, slow down, place the transmission in a low gear, keep gentle pressure on the brakes and increase engine RPM. When out of the water, maintain light pressure on the brakes for a short distance to heat them up and dry them out. Make a test stop when safe to do so.
- Tar in the road pavement frequently rises to the surface in very hot weather. Spots where tar "bleeds" to the surface are very slippery.
- Check v-belt tightness on your vehicle by pressing on the belts. They should give slightly. Make sure coolant hoses are in good condition.
- Turn directional signals on well in advance when visibility is poor in order to give the driver behind you plenty of notice that you are going to turn.
- Put low beams on not only at dusk, but in the rain, snow or on a dull day.
- In bad weather, at least double or triple the seconds of lead time for your following distance.

SEAT BELTS

Truck accidents reported to the Bureau of Motor Carrier Safety showed there were 206 times more fatalities without safety belts in use.

Using a seat belt means

- 20% less chance of any injury
- 60% less chance of major injury
- 200% less chance of severe injury or death

If seat belts increase our chances of being a survivor, why is it that so few use them? Do any of these reasons sound familiar?

- **“I use them for long trips.”**
More than 70% of vehicle accidents with injuries occur within 25 miles of home.
- **“I don’t drive fast.”**
Over 80% of all collisions occur at speeds of 40 MPH or less.
- **“Wearing seat belts can cause injuries.”**
One study shows that wearing seat belts had 86% fewer life-threatening injuries. 42% of those wearing seat belts escaped injury compared to 28% not wearing seat belts.
- **“If a crash occurs, I can brace myself on the wheel or dash.”**
In a sudden stop in a 10 MPH collision, a small, unbelted child will generate a sudden force of more than 450 pounds. Can you imagine the force an adult will generate?
- **“It’s safer to be thrown clear of the vehicle.”**
A DOT study found the fatality rate for those remaining within the vehicle was 1 in 200. For those thrown out it was 1 in 5.
- **“I’ll be trapped and burn to death, or drown.”**
Yes, it can and does happen. However, the chance of the seat belt trapping the occupant is slim. More often than not, it is not the belt, but the fact that the individual is unconscious. The loss of consciousness is usually caused by the impact of not being strapped in.
- **“Belts are uncomfortable and I can’t reach change or my wallet by using them.”**
Wearing seat belts properly can assist to increase comfort factor. When you need change or bills for tolls, plan ahead; get them out before you buckle up and have them handy.

Company policy states that:

All employees must adhere to all federal, state or local rules and regulations regarding the use of seat belts. Accordingly, employees occupying any position in a motor vehicle on official business, Company time, or as part of any work-related business, whose seat is equipped with a seat belt, must have the seat belt properly fastened at all times when the vehicle is in motion.

CELL PHONES

There is no question that cell phone usage contributes to driving inattention. Some studies show that a driver using a cell phone is four times more likely to be in an accident than those drivers who are not. Inattention (distraction) is the number one reason for all accidents.

Company policy states that:

All employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving. Accordingly, employees must not use cell phones if law, regulation or other ordinance prohibits such conduct. Employees should not use hand held cell phones for business or personal purposes while driving. Should an employee need to make a business call while driving, he/she should locate a lawfully designated area to park and make the call or use a hands-free device such as a speaker phone or earpiece.

TRUCK FIRES

Truck fires can cause damage and injury. As part of your pre-trip inspection you should be sure that your tractor is equipped with a charged fire extinguisher. The following are some causes of vehicle fires:

- After accidents, there may be spilled fuel or improper use of flares.
- Under inflated tires or dual tires that touch can cause a fire.
- Short circuits due to damaged insulation or loose connections can cause electrical fires.
- Drivers smoking around fuel, around loose fuel connections, or while fueling can cause fires.
- Flammable cargo improperly sealed or loaded, or poor ventilation can cause cargo fires.

More often when you notice a fire, you are not near a fire department or fire-fighting facilities. Consequently, it is important for you to know how to handle a fire before it gets out of hand.

- During your pre-trip inspection, check the electrical, fuel and exhaust systems, tires and cargo. Be sure to check that the fire extinguisher is charged.
- Check the tires, wheels and truck body for signs of heat whenever you stop.
- Follow correct safety procedures for fueling the vehicle, using brakes, handling flares and other activities that can cause a fire.
- Check the instruments and gauges often for signs of overheating and use the mirrors to look for signs of smoke from tires or the vehicle.
- Use normal caution in handling anything flammable or combustible.

TRUCK FIRES (CONTINUED)

Knowing how to fight fires is important. Fires have been made worse by drivers who did not know what to do. Know how the fire extinguisher works. Study the instructions printed on the extinguisher before you need it. Here are some procedures to follow in case of fire:

- Pull off the road. Park in an open area, away from buildings, trees, brush, other vehicles or anything that may catch fire.
- Don't pull into a service station.
- Notify emergency services of your problem and your location. Call Dispatch if possible.
- With an engine fire, turn off the engine as soon as possible. Don't open the hood if you can avoid it. Shoot extinguisher through louvers, radiator or from the underside of the vehicle.
- For cargo fire in a van or box trailer, keep the doors shut, especially if you cargo contains hazardous materials. Opening the van doors will supply the fire with oxygen and can cause it to burn very fast.
- The A:B:C type fire extinguisher we provide is designed to work on burning wood, paper and cloth.
- Water can be used on wood, paper or cloth, but don't use water on an electrical fire (you could get shocked) or a gasoline fire (it will just spread the flames).
- A burning tire must be cooled. Lots of water may be required.
- If you're not sure what to use, especially on a hazardous materials fire, wait for qualified firefighters.
- Only try to extinguish a fire if you know what you are doing and it is safe.
- When using the extinguisher, stay as far away from the fire as possible.
- Aim at the source or base of the fire, not up in the flames.
- Position yourself upwind. Let the wind carry the extinguisher to the fire rather than carrying the flames to you.
- Continue extinguishing fire until whatever was burning has been cooled. Absence of smoke or flame does not mean the fire is completely out or cannot restart.
- If hauling hazmat and if safe enough to do so, remove the paperwork identifying the material so you can quickly provide the information to the fire and police personnel.

HAZARD COMMUNICATION: THE RIGHT TO KNOW LAW

The company deals with very few commodities that are classified as hazardous material (i.e. batteries, air bags, antifreeze) and rarely in amounts requiring placards. Those few still must be acknowledged and Right to Know Law must be addressed.

The Hazard Communication Standard first went into effect in November 1985. It contains a number of elements: Hazard Evaluation, Material Safety Data Sheets (MSDS), the written program, labels, and employee training.

Where are the Regulations?

The Occupational Safety and Health Administration (OSHA) has issued a regulation to help control chemical exposure on the job. The regulation is called the Hazard Communication Standard, but is more commonly called "HazCom" or the "Right to Know Law." It can be found in the Code of Federal Regulations, at 29 CFR §1910.1200.

The Standard says you have a right to know what chemicals you are working with or around. Its intention is to make your workplace a safer place. So it's important that you have some basic understanding of the Standard and the rights it grants you.

The Hazard Communication Standard requires that all chemicals in the workplace be fully evaluated for possible physical or health hazards. And, it mandates that all information relating to these hazards be made available to workers.

What Are Physical and Health Hazards?

Physical hazards are exhibited by certain chemicals due to their physical properties - flammability, reactivity, etc. These chemicals fall into the following classes:

- Flammable liquids or solids
- Combustible liquids
- Compressed gases
- Explosives
- Organic peroxide
- Oxidizers
- Pyrophoric materials (may ignite spontaneously in air at temperatures of 130°F or below)
- Unstable materials
- Water reactive materials

HAZARD COMMUNICATION: THE RIGHT TO KNOW LAW (CONTINUED)

A health hazard is that which occurs when a chemical brings about an acute or chronic health effect on exposed employees. It can be an obvious effect, such as immediate death following inhalation of cyanide. But a health hazard may not necessarily cause immediate, obvious harm or make you sick right away. You may not see, feel or smell the danger.

An acute health effect usually occurs rapidly, following a brief exposure. A chronic health effect is long, continuous and follows repeated long-term exposure.

What Kinds of Chemicals Cause Health Hazards?

Some examples of chemicals which exhibit health hazards are listed in the table below:

Type of Chemical	Specific Example of Type
Carcinogens	(Cancer-causers): formaldehyde or benzene.
Toxic Agents	Lawn and garden insecticides, arsenic compounds.
Reproductive Toxins	Thalidomide or nitrous oxide.
Irritants	Bleaches or ammonia.
Corrosives	Battery acid or caustic sodas.
Sensitizers	Creosote or epoxy resins.
Organ-Specific Agents	Sulfuric acid (affects skin), or asbestos (affects lungs) act on specific organs or parts of the body.

The Hazard Communication Standard doesn't apply to hazardous waste regulated by the Environmental Protection Agency (EPA), tobacco products, wood or wood products, or food, drugs or cosmetics intended for personal consumption.

What is "Hazard Determination?"

Hazard determination is the process of evaluating available scientific evidence in order to determine if a chemical is hazardous. This evaluation identifies both physical hazards (e.g., flammability or reactivity) and health hazards (e.g., carcinogenicity or sensitization). The hazard determination provides the basis for the hazard information that is provided in MSDS.

Hazard determination does not involve an estimation of risk. The difference between the terms **hazard** and **risk** has often been poorly understood. Hazard refers to an **inherent property** of a substance that is capable of causing an adverse effect. Risk, on the other hand, refers to the probability that an adverse effect will occur with specific exposure conditions. Thus a substance will present the same hazard in all situations due to its innate chemical or physical properties and its actions on cells and tissues. However, considerable differences may exist in the risk posed by a substance, depending on how the substance is contained or handled, personal protective measures used, and other conditions that result in or limit exposure.

Who Must Conduct Hazard Determinations?

Only chemical manufacturers and importers are required to perform hazard determinations on the chemicals they produce or import. Under the Hazard Communication Standard (HCS), an employer that

HAZARD COMMUNICATION: THE RIGHT TO KNOW LAW (CONTINUED)

manufactures, processes, formulates, or repackages a hazardous chemical is considered a "chemical manufacturer." Distributors and employers may also conduct hazard determinations for the chemicals they use in their business or distribute to others.

Regardless of who performs the hazard determination, the procedures used must be described in writing and made available, upon request, to employees and their designated representatives, as well as OSHA and National Institute for Occupational Safety and Health (NIOSH) officials.

What Resources Are Needed to Conduct a Hazard Determination?

Two primary resources are required for hazard determination. First is complete and accurate literature and data concerning the chemical. Second is the ability to properly understand and interpret the information retrieved in order to identify and document hazards.

The persons assigned to conduct hazard determinations must have the ability to conduct complete and effective literature and data retrieval. They should also be able to interpret the literature and data in order to determine the nature and extent of physical and health hazards. A lack of qualified employees does not exempt a manufacturer or importer from compliance with the HCS.

The Material Safety Data Sheet (MSDS)

The company has MSDSs for every hazardous chemical we use. Copies of those MSDSs are maintained in a file that's readily accessible to all workers during their work shift. In some cases where the worker must travel between workplace locations during the workday, MSDSs are kept at a central location (if you are unsure where these MSDSs are located ask your manager or contact the Safety Department).

No specific format is mandated for MSDSs but they must be in English and contain certain items of information:

- Identity of the chemical (as used on the label)
- Physical hazards
- Health hazards
- Primary routes of entry
- Whether it is a carcinogen
- Precautions for safe handling and use
- Emergency and first aid procedures
- Date of preparation of latest revision
- Name, address and telephone number of manufacturer, importer or other responsible party.

HAZARD COMMUNICATION: THE RIGHT TO KNOW LAW (CONTINUED)

If any relevant information in one of the categories was unavailable at the time of preparation, the MSDS must indicate that no information was found. Blank spaces are not permitted. If you find a blank space on an MSDS, contact your supervisor immediately.

Labels on Shipped Containers

There are two types of labeling referred to in the Standard. Those are labels on shipped containers, and labels on in-plant containers. Chemical manufacturers, importers, and distributors must make sure that each container of hazardous chemicals leaving the workplace is labeled, tagged, or marked with the following information:

- Identity of the hazardous chemical,
- Appropriate hazard warnings, and
- Name and address of the chemical manufacturer, importer or other responsible party.

Let's define some terms.

A **container** is any bag, barrel, bottle, can, drum, reaction vessel, or storage tank that contains a hazardous chemical. This definition does not include pipes or piping systems, nor engines, fuel tanks, or other operating systems in a vehicle.

The chemical **identity** is any chemical name or common name designation for the individual chemical or mixture, as long as the term is used on the MSDS for the particular chemical and on the chemical inventory list.

A **hazard warning** is any words, pictures, symbols, which convey the hazards of the chemical in the container.

WAREHOUSE SAFETY RULES

A. GENERAL HOUSEKEEPING

Good housekeeping is an absolute must in the warehouse—not just for safety, but to be sure that everything is in its place.

- Don't leave items in aisles, on the floor or perched insecurely on a surface.
- Clean up all spills immediately.
- Don't block sprinklers, fire exits or fire extinguishers.
- Put items in their assigned places immediately, rather than moving them from one stopping point to another.
- Be sure to close any box cutters when not in use.
- Be sure to properly place any sharp tools or materials in a way as not to cause injury to an unsuspecting employee.
- Keep cords and wires off the floor.
- Report loose flooring or other tripping hazards to supervisor.
- Dispose of all trash immediately in proper containers.

B. MATERIAL HANDLING

Whether you use equipment or your own body to move materials, you prevent hazards by making preparation the first step in each job. That way, you make sure you can get where you want to—and unload there—without trouble.

Check the load first to decide how best to move it—forklift, hand truck, by hand, etc. Then check the route. If there are obstacles, remove them. If they can't be moved, decide on a different route. If you plan to use material handling equipment, be sure there's proper clearance.

Forklifts

You can't use material handling equipment (forklifts) casually; skill and practice are needed. Only authorized operators can use them. Forklift safety is complex enough to require its own safety meeting. But there are a few key points that both operators and people in the area should remember:

- No one but the operator should ever ride on a forklift.
- Never stand or walk under the raised part of a forklift, even if it's empty.

WAREHOUSE SAFETY RULES (CONTINUED)

- Place forklift loads carefully so they're stable and won't fall off or tip the truck over.
- Driver should have forks –and loads—low and tilted back while moving.
- Park a forklift with forks lowered and tilted flat, brake set and key removed.

Pallet Jacks and Hand trucks

- Load heavy objects on the bottom and secure any bulky or awkward items.
- Don't pile items so high that you can't see over them.
- Push, rather than pull, when possible.
- Lean in the direction you're going and keep the load ahead of you when walking downhill.

C. SAFE LIFTING

Sometimes we handle materials with our own bodies. The best way to prevent injury is to lift and carry properly.

First, know your own limitation. Don't test your strength by seeing how big a load you can lift. If the load is too heavy or awkward, get help.

Back injuries are the biggest hazard in lifting and carrying. To save your back, let your legs do the work. When you lift:

- Stand close to the load and squat down to it; don't bend over
- Grip the load firmly with your hands and bring it close to your body, with your weight centered
- Lift your head and shoulders first, and then let your legs push your body up
- Be sure you can see over the load
- As you move, take small steps and don't twist. Move your feet to change direction
- To unload, face the spot and lower the load slowly, bending your knees
- If the load is going on a counter or shelf, place the load on the edge of the surface, with your fingers away from the bottom, and then slide it forward

D. LOADING DOCK SAFETY

Pay attention to conditions on the loading dock. To prevent slips and falls, keep area dry and don't let ice form on it.

WAREHOUSE SAFETY RULES (CONTINUED)

Another way to prevent loading dock falls is a simple one:

DO NOT UNDER ANY CIRCUMSTANCE CLIMB UP OR JUMP OFF THE LOADING DOCK.

Make sure the trucks or trailers won't be moved once they've pulled up to the dock. If a tractor is still hooked to the trailer, turn off the engine and place the key in your pocket. If the trailer is standing alone, be sure to chock the wheels.

When dock door is not in use the door chain should be across the door and an orange cone should be in front of the door at all times of inactivity.

E. SAFETY ATTITUDE

The most important safety factor that can prevent injury and accidents in the warehouse is **YOUR ATTITUDE**.

No matter how good the protective equipment and how strict the rules, you can't be safe unless you make safety a priority. You have to take it seriously.

You also have to use your common sense.

- Pay attention to warning signs and signals—and obey them.
- Watch where you're going; work is no place for daydreaming.
- Walk, don't run. You'll get there almost as quickly—and more importantly, you'll get there safely.
- Hand tools and materials to other people; do not throw them.
- Don't fool around, there are too many potential hazards in the warehouse to allow horseplay

OFFICE SAFETY

A. Emergency Action Plans: What to do in an Emergency

When something such as a fire, tornado, bomb threat, or other emergency occurs, you need to know where to go and what to do. The Company has developed an Emergency Action Plan for emergency situations such as these. It is extremely important for you to be aware of and familiar with the emergency plan or plans in place.

If you have not been informed of emergency evacuation or emergency action plan information, ask your office manager or your immediate supervisor what the expected response is in an emergency situation.

OFFICE SAFETY (CONTINUED)

Remember, one type of emergency may differ from another, so the responses may differ too. Some common types of emergency situations are:

- Fire Safety
- Severe Weather
- Bomb Threats

A-1 Fire Safety –What to Do In Case of Fire

The best defense against a fire is to prevent it from starting in the first place. Although many items stored in an office work area are not flammable, paper and packaging commonly used in offices are definite fire hazards. In addition, overload of electric outlets and poor housekeeping are common causes of fire in the office environment.

Fire Safety

If a fire does occur, safe and orderly evacuation is necessary. The Company has an established evacuation plan, with procedures and exits indicated. The Company has many independent locations and emergency action plans vary. Speak with your immediate supervisor and find out what they are and where you are expected to go during a fire or fire drill. A head count location should be established so that once everyone is evacuated, you meet at a designated spot so that everyone can be accounted for.

If a fire starts, don't panic, think and act safely. Try to put out the fire only if you have been trained to use extinguishers, and the fire is small and tame enough to be extinguished by a hand held extinguisher. In the case of a bad fire, alert the fire department immediately or as soon as you are safely outside.

The following are suggested responses and steps to take in the event of a fire:

1. **Be aware of smoke and noxious fumes, and avoid them in the following ways.** Fumes can enter the lungs and leave a person unconscious and at the mercy of flames. All fires consume oxygen to burn. Most victims of a fire suffocate from lack of oxygen. They are unconscious or dead before flames reach them. Do the following:
 - If you are inside a building that is in flames, shut all doors within your reach.
 - If you are outside, get away from the direction of the flames and smoke to avoid inhaling smoke and fumes.
 - If you are trapped in a building, and you can make your way to an exit, get to your hands and knees and crawl. This is important because smoke and heat rise rapidly, and you will inhale less smoke near the floor.

OFFICE SAFETY (CONTINUED)

2. **Avoid Panic.** Although fire is a frightening situation, when you panic, dangerous mistakes can be made. If the blaze is small stay calm, assess the extent of the blaze, call the fire department and act quickly to contain or extinguish the blaze. If the blaze is large call the fire department once you have exited the building.
3. **Take the proper steps as quickly as possible.** Time is of the essence in firefighting. The smaller the fire, the easier it is to extinguish. Be prepared to respond quickly by knowing and using:
 - The Company's emergency procedures;
 - The location of fire alarms and extinguishers;
 - Your nearest fire exit.
4. **Use a shield.** In any fire situation inside a building, anything you can use –any type of shield, heavy blankets, or tarps –will help you get out of the building with less risk of injury. A wet cloth or handkerchief over your nose will help cut down the smoke intake.

A-2 Severe Weather

Other than fires, severe weather emergencies are the most common emergency situations that occur. Severe weather includes any of the following, depending on which part of the country you work or live and each requires a different response:

- Hurricanes
- Tornadoes
- Heat
- Snow or extreme cold weather conditions.

Hurricanes

Although hurricanes can be extremely destructive and dangerous, at least they gather force and strike slowly enough that companies in affected areas almost always have time to prepare for their arrival and to inform employees what they are expected to do. Depending on the storm's intensity, the Company may close for the duration.

Tornadoes

Very little, if any, warning is usually available before a tornado strikes. If the Company learns that a tornado is in the immediate vicinity, an announcement will be made over the intercom speaker or a designated person will spread the word. You will be directed to go to designated safety areas, usually in the most interior areas of the building, including basements or windowless areas built of cinder block or

OFFICE SAFETY (CONTINUED)

other strong materials. As soon as a tornado alert is made, you should evacuate to the designated safe area in an orderly manner.

Heat

Heat can be another severe weather condition. Some general ways to help you cope with severe heat at work are as follows:

- Wear light colored clothing of a light-weight, breathable fabric;
- Drink lots of fresh water, even more than normal (this will help your body cope with the heat);
- Do not go outside in the sun for long;
- Do not physically exert yourself any more than necessary.

Snow or Extreme Cold Weather Conditions

Many areas of the country experience snow emergencies or extreme cold at least once or several times a year. In regions that normally receive a lot of snowfall in winter, the Company may shut down during or after very large accumulations.

Listen to the local radio station and television stations for announcements of closings before work. If you are at work when the decision is made to send people home early, then leave. But drive very carefully, or carpool with someone who has a heavier vehicle or four-wheel drive. In extreme cases the company may authorize hotel provisions or allow you to stay on company premises overnight if necessary.

A-3 Bomb Threats

The incidents at the World Trade Center in New York City and the Federal Building in Oklahoma City have taught us the real threat and destructive force of bombs in offices. An unfortunate fact of life is the threat of terrorist action in the form of bombs, especially in big city office towers.

Some important tips to help you deal with bomb threats in the office include the following:

- Take every bomb threat seriously;
- If you are the one who answers the phone, get as much information as possible about the threat received (time, date, voice description, etc.);
- Notify the police immediately after;
- Participate in a calm and orderly evacuation of the premises;
- If you find something that looks suspicious and you think it may be a bomb, do not touch it; treat it as you would a bomb and notify the police.

OFFICE SAFETY (CONTINUED)

B. First Aid & Bloodborne Pathogens

When accidents, injuries, or illnesses occur in the office workplace, you need to know how to respond safely and correctly. What you do and how you do it may save the victim's life and maybe even your own.

The types of accidents, illnesses, and injuries that could strike in your office are many and varied. They range from minor paper cuts requiring no outside assistance to heart attacks or slips, trips, or falls requiring the assistance of medical professionals. Whatever the severity of the event, you need to be prepared with some basic information on responding.

The following are important considerations related to first aid and bloodborne pathogens:

- Accident Response
- Providing First Aid Services
- Accident Reporting
- Avoiding Bloodborne Pathogens

B-1 Accident Response

The first thing you need to know when a workplace accident, illness, or injury occurs is how to respond.

If you are the person experiencing the accident, injury, or illness, assess its level of severity if you are able to, and then act accordingly. A minor paper cut may require only a trip to the first aid cabinet for application of disinfectant and a bandage, but a cut from a paper cutter may require a trip to the emergency room for stitches or butterfly bandages.

If you are the person witnessing a serious accident, injury, or illness, assess the severity and determine action accordingly if you are able to. Again, not every slip, trip and fall will result in a visit to the emergency room, but some might. Often the most accurate way to assess the severity of the injury is to ask the victim.

The Company does not have designated first responders, but rely on local emergency services to administer medical attention if required. After assessing the situation and determining it requires emergency response, simply dial 911 and provide a calm, clear description of the event or injury to the responding attendant. Be sure to follow all instructions given by the trained authorized officials.

B-2 First Aid Services

If you experience a minor accident or injury, such as a paper cut, you should perform minor first aid for yourself as long as you are able. This minimizes potential for one person to be exposed to another's bodily fluids, a universal precaution used to minimize the spread of bloodborne pathogens.

For minor accidents or injuries be aware of the location and contents of first aid supply cabinets or kits in your workplace, in case you need them to treat yourself.

OFFICE SAFETY (CONTINUED)

If you or another employee experiences a serious accident or injury, dial 911 to summons the proper emergency medical personnel.

First Aid Tips

The following tips are offered for the event of an emergency:

1. Stay calm.
2. Call for assistance (911) if and when needed.
3. Assess the scene to make sure that no other hazards exist that may cause accident or injury to others.
4. Keep the victims lying down, with the head level to the body.
5. Follow universal precautions (i.e. putting on latex gloves, mask, etc.), do not allow contact with the body fluids of the victim.
6. Check for medical alert emblem/tag worn as a necklace or bracelet to obtain further medical information.
7. To avoid additional injury, do not move a seriously injured person unless it is necessary to prevent further harm.
8. Do not attempt to give water of other liquids to an unconscious or semi-conscious victim.
9. Make the victim as comfortable as possible and minimize any discussion about the severity of the injuries.
10. Inform supervisor of incident and be prepared to assist in the completion of the injury report.

B-3 Accident Reporting

After the immediate needs of a workplace accident, injury or illness emergency have been dealt with, you or someone else should report the event to a supervisor or manager and follow up with a verbal report to the VP of Safety and Compliance –Chris Mitchell 201-452-3359. You must also complete a First Report of Injury form with your supervisor or manager to be submitted to the Safety Department **within 48 hours** of the event. Report to a supervisor, manager and the Safety Department any workplace accident, injury, or illness involving:

- Professional medical treatment;
- Time away from work; or
- A near miss of a more serious accident.

OFFICE SAFETY (CONTINUED)

Report these even if the injury or illness does not become apparent right away (i.e.: carpal tunnel syndrome will take a long time to develop, a paper cut may become infected and require a doctors visit several days after it happens).

Once an accident, injury or illness is reported to the Safety Department they will need to talk to the victim with-in 24 hours to determine if workers compensation is required.

B-4 Avoiding Bloodborne Pathogens

Bloodborne Pathogens are microorganisms present in human blood that can cause disease in humans. These include, but are not limited to hepatitis B virus (HBV) and human immunodeficiency virus (HIV), the virus that causes AIDS (acquired immune deficiency syndrome).

Avoiding Bloodborne Pathogens

The Company has adopted the following universal precautions which are offered to help protect those in the workplace. These practices will help you avoid bloodborne pathogens when performing first aid.

Use Universal Precautions

Human blood and body fluids are potentially infectious materials. Precautions must be taken when dealing with any situation where these fluids may be present and may or may not be avoidable.

These precautions are referred to as universal precautions because you should treat **ALL** situations, where blood or other bodily fluids are present as situations in which you might be exposed, and take the appropriate precautions every single time you are in such a situation.

Universal precautions include the following:

1. Wear impermeable gloves if you must touch a person and/or body substances.
2. Wear any necessary personal protective equipment (gowns, gloves, masks, goggles, etc.).
3. Perform proper clean-up with chemical germ killers (commercial germicide or bleach/water solution at 1:10 ratio).
4. Wash hands immediately after removing gloves or other protective equipment, and after any bodily contact with blood or potentially infectious fluids. If a sink isn't available for washing, wash with soap and water as soon as possible.
5. If you encounter a needle or other sharp do not bend, shear, break, remove, or recap it. Give all sharp objects to the appropriate medical personnel for disposal.

These precautions should be taken for all people, even if they are not sick or do not appear to have an apparent disease.

OFFICE SAFETY (CONTINUED)

C. General Office Hazards

General Safety Awareness in the Office

Offices are less hazardous than most production work environments due to the very nature of the work that takes place and the relatively few health and safety hazards in the office environment. Offices just don't harbor as many moving parts, machinery, or chemicals that could cause problems. However, the relative lack of obvious threats does not mean offices should automatically be considered "safe." Even when most environmental hazards are removed, there is still the personal element. People can still perform unsafe acts and create unsafe conditions where there should be none.

This chapter emphasizes the need for all employees; no matter the type of work they perform or where they perform it, to maintain a high level of general safety awareness. In the office this should include awareness of general office hazards such as:

- Slips, trips, and falls;
- Lifting and back safety;
- Chairs and ladders; and
- Housekeeping.

C-1 Slips, Trips, & Falls

It might seem that an accident due to a loss of balance is pretty uncomplicated. Actually, slips, trips, and falls involve three laws of science:

Friction is the resistance between things, such as between your shoes and the surface you walk on. Without it, you are likely to slip and fall. An example is a slip on ice, where your shoes can't "grip" the surface, so you lose traction and fall.

Momentum is affected by speed and size of the moving object. The more you weigh and the faster you are moving, the harder your fall will be if you trip or slip.

Gravity is the force that pulls you to the ground once a fall is in process. If you lose your balance and begin to fall, you're going to hit the ground. Your body has automatic systems for keeping its balance. Your eyes, ears, and muscles all work to keep your body close to its natural center of balance. A fall is likely if your center of balance (sometimes called center of gravity) shifts too far and can't be restored to normal.

Follow these Safety precautions in order to avoid slips:

- **Clean up spills right away.** Whenever you see any kind of spill, clean it up yourself only if it can be determined, that it is not a hazardous solution. If it can't be determined report it to your supervisor/manager immediately. Even minor spills can be very hazardous.

OFFICE SAFETY (CONTINUED)

- **Practice safe walking skills.** If you must walk on or over wet surfaces, take short steps to keep your center of balance under you and point your feet slightly outward. Move carefully and pay attention to the surface you're walking on.
- **Be more cautious on smooth surfaces.** Move slowly on floors which have been waxed but not buffed, and other very slippery surfaces.
- **Wear the right shoes.** Wear boots in snow, ice and rain, if possible. In addition you may wish to adopt a shoe style less prone to slips, trips or falls, such as flat shoes instead of high heels.

Follow these Safety precautions in order to avoid tripping:

- Pay attention to your surroundings.
- Make sure you can see where you're going. Carry only loads that you can see over.
- Keep your work area clean and don't clutter aisles or stairs. Store materials in closets, file cabinets, or desks.
- Arrange furniture so that it doesn't interfere with walkways or pedestrian traffic in your area.
- Extension or power tool cords can be dangerous tripping hazards. If they must be used, tape them to the floor or arrange them so that they won't be in the way for pedestrians.
- Eliminate hazards (i.e. loose objects) on stairs, steps and floors. Report loose carpeting, stair treads, or handrails to your supervisor/manager.

Follow these Safety precautions in order to avoid falling:

- Don't ever jump down stairs or off a raised platform. Walk down stairs normally.
- Help make sure hallways, stairs and work areas are properly lit. Report missing or burned-out bulbs to your supervisor/manager.
- Report stairs or handrails that are loose or broken to your supervisor/manager.
- Don't store things on stairs or in aisles. Keep your work area and surrounding walkways clean and clear. Report hazards in hallways. (See the Housekeeping section C-4 for more information on this topic.)
- Wear good shoes. Non-skid soles are a good choice.

Another high-risk area for the average worker is stairs. Loss of traction causes the highest number of stairway slipping and falling accidents. Because we use stairs so often, it's easy to forget that they can be hazardous. You can protect yourself from injury by doing the following:

- Use handrails whenever possible. If you are carrying something and can't grip the rail, use extra caution.

OFFICE SAFETY (CONTINUED)

- Don't run up or down stairs or jump from landing to landing.
- Don't carry a load that you can't see over.
- Report any unsafe conditions promptly.
- Report broken stair treads, floor boards, or handrails.

C-2 Lifting & Back Safety

Sprains and strains are the most common causes of lower back pain. Your back can be injured by improper lifting of moderate to heavy objects, falling, auto accidents and sports activities. But of these, lifting improperly is the largest single cause of back pain and injury. Luckily, you can do something about preventing back pain by knowing and using proper lifting techniques.

Planning ahead makes sense. If you know certain loads will have to be carried from storage, place objects on racks, not on the floor, whenever possible. That way the load will not have to be lifted from the floor.

Knowing your body limit is a must. Do not attempt to carry loads that are clearly too heavy for you. Long objects may not be too heavy, but the weight might not be balanced and such lifting could result in back sprain. Such objects should be carried by two or more people.

If you're lifting something off of the floor or on a low shelf, bend your knees. Keep your back as straight as possible. Bending from the waist can lead to back injury. If you have to use your back, keep your knees bent and your back flat. Allow yourself frequent rest breaks to help decrease back fatigue.

Improper lifting can lead to pulled or strained muscles, ligaments, tendons, or disk injuries. You can avoid many low back strains and injuries by following this basic procedure for safe lifting:

1. *Size up the object before trying to lift it.* Test the weight by lifting a corner. If the load is too heavy, get help or use a material-handling device like a cart or dolly.
2. *Make sure the object can be carried to its destination before attempting to lift.* Make sure your path is clear and safe.
3. *Bend your knees.* With your feet apart and close to the object, center yourself over the load. Then, bend your knees and get a good grip. Lift straight up, smoothly. Don't bend your waist. Allow your legs to do the work.
4. *Don't twist or turn the body once a lift is made.* Change foot positions if necessary, but do not twist. Hold the object close to you, but not over your head or at your side.
5. *Set the object down properly.* Again, bend your knees, keeping your back upright and letting your legs do the work. Let go of the object only when it is on the floor.

OFFICE SAFETY (CONTINUED)

6. *Always push an object, rather than pull it.* Pushing is less straining and safer should the object tip.

C-3 Chairs & Ladders

Chairs are meant to be used for sitting. When you sit in them, you should not tilt back further than the chair was intended to go, nor should you put your feet up.

Chairs are definitely not intended to be stood on for any reason. But it's amazing how commonly we can see chairs used this way to provide that extra reach, to put a book on a shelf or dust the tops of the cabinets. Ladders are the tool that should be used in such situations.

A ladder can be a great help on the job. While it is uncomplicated and simple to use, you shouldn't take ladder safety for granted. The following points summarize guidelines for climbing ladders:

- Don't build makeshift ladders out of chairs, benches, or boxes. If the job calls for a ladder, take the time to find one.
- Make sure there's only one person on a ladder at a time.
- Check the ladder's condition before climbing. Don't use a ladder with broken or cracked rails or dirty, oily rungs.
- Don't place a ladder on boxes or blocks to make it taller. Inspect all ladders for defects before you begin climbing. Face front and use both hands as you climb.
- Don't overreach from a ladder. If your waist reaches past the uprights, you've gone too far.
- Set ladders up properly by using the 4 to 1 rule. The distance from the wall to the base of the ladder should be one-fourth the distance from the base of the ladder to where it touches the wall.
- Don't stand on top of a step ladder. Also, be careful not to get too close to the top of an extension or straight ladder.

C-4 Housekeeping

Housekeeping is an essential requirement to ensure that all work areas are safe. In offices, good housekeeping not only keeps the workplace clean and reduces hazards; it also presents a more professional, attractive, and favorable impression to clients, customers, vendors, and others who visit our workplace.

OFFICE SAFETY (CONTINUED)

Poor housekeeping presents fire hazards, slip, trip and fall hazards, and the possibility that you may not be able to find something really important when you need it most. But you can avoid poor housekeeping by developing good housekeeping habits.

Good housekeeping practices can be built into our work habits, so that you almost automatically keep our work area neat, clean and free of articles not being used. Use the following tips to incorporate such good housekeeping practices into your routine:

- Clean up a little bit every day. Clear your desk of all work papers and files each night before departure. Cleaning up as you go is easier than confronting a mountain of accumulated mess.
- Keep walking surfaces and walkways (in your area and the hallway) clear of debris, objects or materials. Pick up loose objects you see lying there, such as pens, coins, paper clips, or anything else, no matter how small, that might present a tripping hazard. Even small items can cause serious falls.
- Dispose of broken glass or other sharp objects carefully. If you believe they could present a hazard to cleaning or maintenance staff, put the sharp pieces into another container before putting them in the wastebasket.
- Never place boxes, supplies, files or work papers on the floor or on top of cabinets. Store them in approved storage spaces such as file cabinets, desks, or other storage areas. Take care not to stack boxes too high or too tight. Also, clearly label boxes as to their contents.
- Throw garbage away immediately.
- Keep your workspace arranged so that the furniture is not a blocking or tripping hazard.
- Create a good filing system, so you can file memos and other paper documents as soon as you receive them.

D. Lighting & Eye Hazards

Lighting and eye hazards in your office are important considerations. If your eyes get tired or your vision becomes blurred, it is difficult to concentrate, and may even become impossible to keep on working.

Unfortunately, in the modern world, most office employees have to work with one major source of eye fatigue: the computer monitor [also known as the video display terminal (VDT)].

VDTs present a range of potential eye hazards that can strain your eyes, make them tired, and cause your productivity (and mood) to decline. In addition to computer-related eye hazards, your eyes may face

OFFICE SAFETY (CONTINUED)

other lighting hazards in the office, such as copier flash, insufficient task lighting, poor quality reading materials, or eye irritants. All of these potential eye hazards are examined in more detail in this chapter.

D-1 Monitors/Video Display Terminals (VDTs)

Many, perhaps even most, of the eye hazards that exist in the office workplace can be traced to the simple monitor. The computer monitor is such a frequent source of potential eye hazards, several different considerations that must be taken into account when using them.

- User position in relation to computer;
- VDT position in relation to light sources; and
- Other VDT considerations (cleanliness of screen, frequency of breaks, and screen/monitor adjustments).

User Position In Relation To Computer

There are several different user position considerations to take into account when setting up a computer workstation so that it is easy on the eyes. You should take into account the:

- ❖ *Viewing angle of the user*
- ❖ *Distance of the screen from the user*
- ❖ *Position of documents in relation to the user*

Viewing Angle of the User

The viewing angle of the user sitting in front of the monitor is extremely important. An unsatisfactory viewing angle will result in neck strain and eye strain. The appropriate screen location depends on eye position and line of sight. In most situations, the top of the screen should be at or slightly below eye level when you are sitting at the keyboard. A wide range of viewing angles is acceptable depending on what is most comfortable for you, the type of chair you use (and its height), and the kind of VDT you use.

Bifocal wearers may have additional viewing angle problems, because their glasses may cause them to tilt their heads back, forward, or to the side to see the screen in focus. If this becomes a problem for you, get a prescription pair of glasses for use only when you are working at the VDT. Or, if you prefer to keep using your bifocals, have your monitor height lowered to accommodate the line of sight with your bifocal lens.

Distance of the Screen from the User

After the viewing angle of the user has been satisfactorily determined, the distance of the screen from the user should be settled. A comfortable viewing distance depends on the size of the screen characters as well as on a person's ability to maintain focus. Most people prefer a viewing distance of 20-26 inches

OFFICE SAFETY (CONTINUED)

from their eyes to the screen, although anything from 18-30 inches can work. One should not be either closer or further away from the screen than that.

Position of Documents in Relation to the User

In addition to the distance and position of the VDT screen from the eyes, the location of any documents in relation to the user as he or she keys in information from that document is also very important. Rather than placing a document on the desk next to the computer, use a document holder that either is attached next to the viewing screen or that stands upright to the side of the monitor.

Using a document holder will not only help your eyes, by eliminating the need to strain and squint, but it will also help your neck and back muscles, by eliminating unnecessary twisting and bending to read a document.

VDT Position In Relation to Light Sources

In addition to user considerations in relation to VDT, you must pay attention to light sources in relation to VDT. Work stations and lighting should be arranged to avoid reflections from the screen or surrounding surfaces.

Light should be directed so that it does not shine into the user's eyes when the user is looking directly at the screen. To avoid glare, place the computer monitor so that the line of sight is parallel to any window surfaces, or shield windows with a blind or curtain. In addition, make sure any artificial light sources do not reflect on the screen.

Most general office lighting is overhead lighting and probably won't cause you any problem. Try to position your screen between rows of overhead lights, if possible to make the light most advantageous. Desk lamps, under cabinet lamps or other task lights should be turned off if they reflect on the screen during VDT use.

To subdue glare, most new screens are coated with an anti-reflective finish, newer keyboards and VDT cabinets have a matte finish. A screen treatment can be added to older models of screens, or an anti-glare screen filter can be placed over the screen. But be careful that this solution to your glare problem does not cause the characters on the screen to appear fuzzy to you, thus causing you a different eye strain problem.

Other VDT Considerations

Several other VDT issues regarding light and eye hazards should be taken into consideration. First of all, keep your VDT screen clean of dust, fingerprints, streaks and smudges. This simple practice keeps the characters clear and easier on your eyes. Another way to keep VDT characters clear and readable is to use the brightness and contrast adjustments provided.

Finally, take occasional breaks from VDT work, and use this time to focus on an object in the distance, rather than something close up. Don't read during this break time. Instead, take a walk across the department or look out a window for a few moments to clear your head and rest your eyes.

OFFICE SAFETY (CONTINUED)

D-2 Other Lighting & Eye Hazard Considerations

In addition to computer-related eye hazards, you may face other lighting hazards in the office. The following potential eye hazards are examined in more detail in this section:

- Copier flash
- Task lighting
- Poor quality reading materials
- Eye irritation

Copier Flash

Almost all copy machine flash levels for machines in the U.S. are well below the limits recommended for blue light hazard and retinal thermal hazard. Nevertheless, avoid looking directly at the copier flash. The flash can leave afterimages that are annoying and can distract from tasks performed after copying. Long periods of continuous copying while looking at the flash could cause even more serious discomfort.

The best solution is to copy with the copier cover down, if at all possible. This not only makes it easier on your eyes, but also saves valuable toner and copier wear. If the material you are copying is bulky or awkward, and you must keep the cover of the copier up while you copy, then avert your gaze from the flash to save wear and tear on your eyes.

Task Lighting

Normal office lighting should be supplemented by individual “task lighting” at a workstation if necessary. Task lighting enables the user to adjust lighting to his or her personal preference. Task or desk lamps may sometimes be needed for shadowed areas, reading documents with poor print quality, or tasks involving small details.

Individuals who use task lighting should be careful it does not result in unnecessary glare problems on their own screen or document or on their neighbors’. Also, make sure the cord does not create a tripping hazard when plugged into the nearest outlet. Common types of task lighting available include:

- Natural lighting from a window or skylight
- Swing arm lamps
- Desk or banker’s lamps
- Under-shelf or under-cabinet lights

Poor Quality Reading Materials

Although better task lighting sometimes improves the legibility of reading materials, poor quality reading materials are another common source of eye strain in the office workplace. The reading material may be a bad computer printout, a poor-quality copy from a copy machine or a glossy magazine that reflects any light shined its way.

OFFICE SAFETY (CONTINUED)

When confronted with any of these reading material problems, you can try to improve the situation by:

- Adding a task light
- Reducing the duration of time spent reading the document or material
- Getting a better quality or enlarged copy of the same material
- Taking more frequent breaks

Eye Irritation

Finally, some people may experience eye irritation due to environmental factors. Sometimes, something in the air bothers our eyes. Some examples of potential eye irritants include:

- Excessive heat
- Garage and traffic fumes
- Irritating dust
- Low humidity or ozone (from photocopiers and other electric machines)

Some people have more sensitive eyes than others, so reactions to these environmental factors will vary. Not everyone will be irritated by the same thing. If any of the factors in the bulleted list above is causing problems, we suggest you see your family doctor or an allergist.

E. Office Equipment

While at work, we all use a variety of office equipment that enables us to do our jobs. Each and every piece of office equipment we use has the potential to harm us, if we use it incorrectly, hastily, or without care. Most office equipment presents relatively minor hazards, such as cuts or punctures, but some could present a greater hazard, such as electrocution. Whatever the hazard, we should avoid it by thinking about what we're doing and how we're doing it.

This chapter lays out general equipment use guidelines. In addition, because so much equipment in the office these days is electrical, some basic electrical safety tips are offered. Finally, the most common types of office equipment, their associated hazards, and methods to avoid those hazards are also stated in this chapter.

E-1 General Equipment Use Guidelines

Although the following guidelines on usage of office equipment may not apply to every piece of office equipment you use, these guidelines are generally applicable to most office equipment.

1. Only use equipment that you know how to operate. Never attempt to operate unfamiliar equipment without reading the equipment instructions or receiving directions from a qualified employee.
2. Make sure equipment that tends to move during operation is secured before use.
3. Don't place equipment too near the edge of a table or desk.

4. Make sure guards are in place on equipment that requires them.
5. Don't use equipment that appears defective in any way.
6. Make sure you use common sense like ensuring loose sections of clothing are far from the intake area of a shredder; not placing a cup of coffee or glass of water where it could spill on electrical equipment, etc.

E-2 Basic Electrical Safety Tips

These days, electrically-powered equipment is considered necessary to help us perform our jobs. Electrically-powered equipment in the office includes such things as computers, copiers, printers, fax machines, clocks, radios, lamps, coffee makers, microwaves, and space heaters, among others.

With all this equipment, offices can quickly become congested with cords and cables, which can easily become tripping and fire hazards. In addition, although the function of such equipment varies, their power source gives them some common hazards.

Follow these safety tips to avoid the hazards of electrically-powered equipment:

1. Unplug defective electrically-powered equipment and have it repaired as soon as possible. In addition, unplug any equipment before performing maintenance or repair on it.
2. Keep electric cables, cords, and plugs clean and free from kinks, cuts, chemical damage, fraying and tears.
3. Carry equipment at its base never by its cord.
4. Avoid running cords through holes in walls, ceilings, floors, doorways and windows. Additionally don't string them across aisles or walkways where someone may trip or fall over them.
5. Replace equipment that have damaged or defective cords, or point out the hazard to your supervisor/manager or safety manager, so he or she can have it replaced.
6. When using electrically-operated office equipment, avoid touching grounded metal objects.
7. Do not overload electrical outlets by using extension devices to increase the number of outlets at that socket.

E-3 Equipment with Cutting or Puncture Hazards

Some pieces of office equipment we use daily present cutting or puncture hazards, due to their sharp blades, fine points, and other cutting or puncturing features. Though we seldom consider the hazard seriously, we probably get annoyed even by the nagging pain of a simple paper cut.

Yet paper cuts are one of the most common injuries in the office, as insignificant as they may seem. And a paper cut can become infected and present a greater health problem than initially expected. Beyond paper, however, other types of equipment present greater cutting or puncture threats.

OFFICE SAFETY (CONTINUED)

Equipment with cutting hazards includes but is not limited to:

- Paper cutters
- Letter openers
- Paper edges
- Exacto knives
- Scissors
- Fan blades
- Paper shredders

Equipment with puncture hazards includes but is not limited to:

- Staplers
- Hole punchers
- Uncapped pens and pencils
- Spindles (to hold or fasten paper on a desktop)
- Stapler pullers
- Letter openers
- Scissors

Follow these general guidelines when using equipment with cutting or puncture hazards:

- ✓ Use care and precaution when using this equipment, and don't rush through the job
- ✓ Use equipment only for its intended purpose, not for activities for which it was not intended
- ✓ Always use any safety guards on the equipment, and keep them in place when the equipment is not in use
- ✓ For the electrically-powered ones in this group, make sure the equipment is unplugged before conducting maintenance, repair, or trouble-shooting
- ✓ Keep sharp points and edges pointed away from yourself and others.

E-4 File Cabinets, Drawers, & Other Furnishings

We may not immediately consider the furnishings that make up our office to be dangerous in any way. However, some issues relating to their arrangement and use are relevant to safety in the office.

Arrange your office furnishings in a manner that provides unobstructed areas for movement as much as possible. In addition, keep the office in good order [see Good Housekeeping (C-4) and Slips, Trips & Falls (C-1) sections of the General Hazards chapter].

OFFICE SAFETY (CONTINUED)

Finally, use the following specific tips for file cabinets, shelves, and desks:

File cabinets

- open only one drawer at a time
- close drawers when they are not in use
- don't place heavy objects on top of cabinets and be aware that things on top may fall off if a drawer is opened suddenly
- close drawers slowly, and use the handle to avoid pinched or crushed fingers
- fill the bottom drawer first to stabilize

Shelves

- place heavy objects on the bottom or lowest shelf
- keep at least 18 inches between top shelf items and the ceiling if a ceiling sprinkler system is provided
- never climb on shelves, use an approved ladder to climb or to reach for anything out of reach

Desks

- keep desks in good condition (free from sharp edges, protruding screws, etc.)
- do not climb on desks
- keep drawers closed when not in use
- repair or report any desk damage that could be hazardous to your supervisor/manager or safety manager

F. Security

In the society we live in today, security cannot be emphasized too much. We need to protect ourselves from violence and our property from theft. Unfortunately, this concern follows us even into the workplace.

This chapter explores the security topics of:

- Avoiding workplace violence
- Dealing with sexual harassment

OFFICE SAFETY (CONTINUED)

F-1 Avoiding Workplace Violence

While workplace violence was once rare and the workplace could be considered a safe haven, it is no longer necessarily the safe place it once was. Such incidents become more prevalent every day, and we hear about them on the radio and on the evening news.

Despite the prevalence of such incidents, the problem is largely preventable. While workplace violence may be the result of a changing and increasingly violent society, there are steps you can take to prevent it from happening to you.

While in most extreme cases workplace violence may involve multiple homicides, far more common are acts such as insubordination, verbal intimidation or threats, fist fights, beatings, stabbings, vandalism, arson, or hostage-taking.

Acts of workplace violence may be committed by an employee or by someone from outside the company such as a relative, acquaintance, customer, patient, or client. In many instances, acts that are internally generated occur after a series of unheeded warning signs. For example, a troubled employee may make overt threats, exhibit major personality or behavioral changes, show signs of severe depression, or display an unhealthy preoccupation with weapons.

The final decision to commit a violent act typically occurs after employee experiences some traumatic event, like a bad performance review or financial crisis. In addition, the violence is usually preceded by warning such as attitude or behavioral changes, increased absenteeism, chemical dependency, verbal threats or threatening actions, depression, or declining performance. A company that is alert to such signs may be able to prevent violence by encouraging the troubled employee to seek help.

If you are confronted by an upset or hostile person, follow these steps to minimize the risk to yourself and others by the potentially violent person:

If confronted by an angry or hostile customer or co-worker:

1. Stay calm
2. Listen attentively
3. Maintain eye contact
4. Be courteous
5. Be patient
6. Keep the situation in your control

OFFICE SAFETY (CONTINUED)

For a person shouting, swearing, and threatening:

1. Stay calm
2. Try to maintain a safe distance
3. Signal a co-worker or supervisor that you need help
4. Have someone call the police
5. Do not make any calls yourself

For someone threatening you with gun, knife, or any other type of weapon:

1. Stay calm
2. Quietly signal for help
3. Maintain eye contact
4. Stall for time
5. Keep talking –but follow instructions from the person who has the weapon
6. Don't risk harm to yourself or others
7. Don't ever try to be a hero
8. Never try to grab a weapon
9. Watch for a safe chance to escape to a safe area

F-2 Dealing With Sexual Harassment

Sexual harassment is a type of workplace violence, and like all other types, interferes with a productive working environment. Sexual harassment can occur in two different ways:

1. When employment decisions affecting an employee (such as hiring, firing, promotions, awards, transfers, or disciplinary action) result from submission to, or rejection of unwelcome sexual conduct.
2. When an activity creates an intimidating, hostile, or offensive work environment for members of one sex –whether such activity is carried out by a supervisor or co-worker.

Sexual harassment may be verbal, non-verbal, or physical, and can range in seriousness from whistling to telling sexually-oriented jokes, to sending letters or making phone calls of a sexual nature, to giving unwanted sexual compliments, to inappropriate touching, to engaging in forced or forceful sexual activity. In short, any sexually suggestive activity that is unwelcome by the recipient is sexual harassment.

The Company has a policy specifically forbidding sexual harassment which is reproduced in your employee manual.

OFFICE SAFETY (CONTINUED)

If you feel you are being sexually harassed, you have the legal right to stop that harassment without fear of retaliation. Take the following actions to discourage sexual harassment or to get the Company to step in and stop it:

- Tell the harasser that the behavior is unwelcome and objectionable to you and that he or she must stop it (often this will stop the behavior);
- Report the behavior to a supervisor or manager (go over the head of your boss if he or she is the offender) or Human Resources Department;
- Review the Company's policy and follow any procedural steps laid out in it to deal with this problem.
- Report any repeat or new incidents to your Supervisor, Manager or Human Resources Department, before or after disciplinary action has been taken or whether it is the same harasser or a new one.