

TABLE OF CONTENTS

- Safety Principles
- General Safety Rules
- Policy Statement
- Assignment of Responsibility
- Hazard Analysis
- Accident Investigation
 - Pointers for Investigating
 - Accident Investigation Report
- Hazard Control
- Spot a Hazard Report
- Employee Training
 - Employee Safety Meetings
- In-House Recordkeeping
 - OSHA Reporting Requirements (29 CFR 1904)
- Inspection Checklist
- Emergency Action Plan
- Emergency Procedures
- First Aid

THE SIX PRINCIPLES OF SAFETY LEADERSHIP

- Management is Responsible for Prevention of Injuries
- All Accidents can be Prevented
- Training is Essential
- All Hazards can be Safeguarded
- Safety is Good Business
- Working Safely is a Condition of Employment

GENERAL COMPANY SAFETY RULES

- ◆ All employees are responsible for knowing and following the rules of this store's Safety Program.
- ◆ All injuries, no matter how slight, must be reported immediately.
- ◆ All unsafe conditions must be reported immediately.
- ◆ All employees are responsible for maintaining good housekeeping standards.
- ◆ All employees are expected to perform their jobs in a mature and responsible manner without horseplay or other unacceptable behavior.
- ◆ Intoxicants or persons under the influence of intoxicants will not be permitted on the property.
- ◆ Firearms or weapons of any type are not permitted on the property.
- ◆ Smoking is not permitted inside the facility. Have your supervisor identify for you the controlled "smoking permitted" areas outside of the facility.
- ◆ Employees should never knowingly perform an unsafe task or one that is suspected of being unsafe.
- ◆ Exits, corridors, stairways and passageways must be kept clear at all times. Never place anything in front of electrical panels.
- ◆ Only tools or equipment approved by management shall be used.
- ◆ Equipment, machinery, etc. must be operated according to standard operating procedures. No guards or safety devices may be removed or altered.
- ◆ Protective equipment will be provided as necessary. It must be worn as designated and properly stored when not in use.

HARDWARE STORES

SAFETY MANUAL

- ◆ **Appropriate dress, including shoes, is regulated based on safety and the type of work performed. Appropriate dress regulations are to be understood and followed by all employees.**

HARDWARE STORES
SAFETY MANUAL
POLICY STATEMENT

TO ALL EMPLOYEES

Your Safety and that of the surrounding community are vital aspects of _____ operation. A safe workplace is directly related to the efficiency of our operation. Our policy is designed to keep our workplace at the highest level of safety in order to achieve our goal of zero accidents and injuries in our workplace.

▪ **MANAGEMENT RESPONSIBILITIES:**

We will maintain the Occupational Health and Safety Programs regulated by OSHA pertinent to the operations at _____. We will provide or make available, sound equipment, safe tools and necessary protective equipment, and cooperate in all efforts to maintain a safe working environment. We will commit the necessary resources and time to create the safest and most efficient workplace possible. We will communicate the company's positions on occupational health and safety issues that affect the employees and the company.

▪ **SUPERVISORS RESPONSIBILITIES:**

Supervisors are responsible for the safety of those who work for him/her. Employee safety is one of the supervisor's primary responsibilities and will be a measured element in their performance.

▪ **EMPLOYEE RESPONSIBILITIES:**

Employees are expected to cooperate fully in helping protect themselves and those around them. Participating in safety meetings, following safety rules and contributing to a safe and healthy workplace are included in these safety duties.

HARDWARE STORES
SAFETY MANUAL

ASSIGNMENT OF RESPONSIBILITY

SAFETY AND HEALTH ORGANIZATION

▪ SAFETY DIRECTOR

The Safety Director is the person at _____ that is responsible for safety. The Safety Director acts to help administer policy, to provide technical information, to help train and to supply program material to supervisors and employees. The safety director interprets, applies and enforces occupational safety and health standards through the managers and supervisors.

At _____ the person responsible for safety is _____.

▪ DEPARTMENT SUPERVISOR

While top management has the ultimate responsibility for safety, it delegates authority for safe operations.

The first line supervisor is "the key person" in the administration of safety. They have consistent contact with their employees and are thoroughly familiar with the operations of their department and the hazards that may develop in the department. The supervisor should be able to identify and correct unsafe conditions and practices as well as solicit feedback from staff on their concerns.

▪ THE EMPLOYEE

The safety aware employee will always look for conditions that may cause an injury to themselves or to others. Employees should inspect their workplace each day and report any hazardous condition to their supervisor.

When an individual becomes an employee of _____, his or her safety is paramount. Safety takes precedence over expediency and short cuts.

Employees have the right to expect that they will be provided with the proper machines, tools and work area to devote energies to their work without possible harm to life and health.

Employees have a duty to keep alert at all times, think safety and follow all safety rules and regulations.

HAZARD ANALYSIS

All accidents and injuries will be investigated at _____.
This is an effective way to find and remove the fundamental causes of these undesired events and to help stop reoccurrence.

Supervisors are responsible for the primary investigation of all accidents and injuries occurring in their departments. The standard Accident Investigation form will be used for this purpose.

The Director of Safety will work with the supervisor to fill out the accident investigation reports. The corrective actions identified in the investigation report will be followed-up on to prevent reoccurrence.

POINTERS FOR ACCIDENT INVESTIGATION

PURPOSE

1. To find out **how** the accident happened.
2. To find out **why** it happened.
3. To **prevent** its happening again.

ASK YOURSELF

1. What **object** or substance caused the damage?
2. What **part of the object** did the damage?
3. What **kind** of an accident was it?
4. What was the **unsafe** mechanical or physical **condition**?
5. What was the **unsafe act**?
6. What was the **personal factor**?
7. What was the **job factor**?

HARDWARE STORES
SAFETY MANUAL

THE ACCIDENT INVESTIGATION

1. *MAKE HASTE*

Investigate all accidents. Minor accidents will not require the detailed investigation of the serious cases. However, the longer you delay, the more difficult it will be to get the information.

2. *INVESTIGATE FOR PREVENTION*

The one objective of an accident investigation is to find a way to prevent its happening again. Keep this objective firmly in mind and do not allow yourself to get distracted over other issues. The investigation is not done to place blame.

3. *INVESTIGATE AT THE ACCIDENT SCENE*

Take careful notes and **investigate the scene** before you talk to the injured employee. Attempt to reconstruct how the accident actually happened. List any unusual occurrences, out-of-place objects, missing safeguards. Take pictures.

4. *GET THE FACTS*

All of them! Don't just gather those facts that fit into your preconceived ideas of what happened. An investigation that produces **all the facts** makes it highly likely that your evaluation of them will be accurate and acceptable.

5. *PLAN AND PREPARE FOR YOUR INTERVIEW*

Your **objective is to keep an open mind and conduct an impartial investigation.** Therefore, it is more likely that you will receive truthful answers to questions if you first provide the facts you have.

6. *LET THE INJURED PERSON TELL HIS OR HER STORY*

It's usually best to interview the injured person soon after the accident; you are more likely to get truthful answers to your questions. **Put injured person(s) and witnesses at ease and you will get the answers you need.**

ACCIDENT INVESTIGATION REPORT

Facility: _____

The unsafe acts of persons and the unsafe conditions that cause accidents can be corrected only when they are known specifically. It is your responsibility to **find** them and **name** them and to **correct** them.

PART I GENERAL INFORMATION

Name of Injured	Length of Time in Position	Department
Date of Accident	Hour	Exact Location
	A.M./P.M.	
Job or Activity at Time of Accident		

PART II DESCRIPTION OF ACCIDENT (What happened)

--

PART III WHAT IS THE CAUSE OF ACCIDENT? (Determine the cause by analyzing all the factors concerned. If either the injured person, a machine or other physical condition was involved, find out how and why.)

Describe any UNSAFE Acts: Personal Factors:
Describe any UNSAFE Conditions: Job Factors:
FUNDAMENTAL CAUSE:

PART IV CORRECTIVE ACTION TAKEN (What have you done or what do you recommend to prevent a recurrence of a similar accident?)

HARDWARE STORES
SAFETY MANUAL

--

Has it been done? _____ if not, give reason

Supervisor	Reviewed and Approved By	Date Report Prepared
------------	--------------------------	----------------------

HARDWARE STORES SAFETY MANUAL

ACCIDENT INVESTIGATION REPORT INSTRUCTIONS

This form will assist you in your investigation and is to be submitted to *Workers' Compensation's Insurance Company* within 24 hours after the accident.

THE STEPS NECESSARY IN INVESTIGATING AN ACCIDENT AND FILLING OUT THE FORM ARE:

1. Discuss the accident with the employee involved and with any witnesses. Be sure to question the why-what-where-when-who-how aspects of the accident.
2. Inspect the equipment or materials involved for conditions that can be made safer.
3. Study the job set-up and manner of doing work. Could it be improved?
4. Is the employee involved suited for the job he/she is doing? Did he/she receive adequate training? Are there any other problems such as use of drugs, use of alcohol, or emotional problems?
5. Recommendations to correct the problem must be practical. Be sure your recommendation will not create other situations which could result in injury to employees.
6. Your report should be completed no later than the next working day after the accident.

Personal Factors

1. Lack of knowledge or skill
2. Improper motivation
3. Physical or mental problems

Job Factors

1. Inadequate work standards
2. Inadequate design or maintenance
3. Inadequate purchasing standards
4. Normal wear and tear
5. Abnormal usage

Unsafe Acts

1. Operating without authority
2. Failure to warn or secure
3. Operating at improper speed
4. Making safety devices inoperable
5. Using defective equipment
6. Using equipment improperly
7. Failure to use personal protective
8. Improper lifting
9. Taking improper position
10. Servicing equipment in motion
11. Horseplay

Unsafe Conditions

1. Inadequate guards or protection
2. Defective tools, equipment, substances
3. Congestion
4. Inadequate warning system
5. Fire and explosion hazards
6. Substandard housekeeping
7. Hazardous atmospheric conditions; equipment gases, dusts, fumes, vapors
8. Excessive noise
9. Radiation
10. Inadequate illumination or ventilation

HARDWARE STORES SAFETY MANUAL

Fundamental Cause

1. Inadequate hiring standards
2. Inadequate job placement
3. Work schedule pace
4. Lack of job procedures
5. Inadequate training
6. Unclear goals/orders
7. Lack of accountability
8. Inadequate enforcement
9. Inadequate maintenance
10. Improper plant layout
11. Inadequate purchasing
12. Inadequate conditions
13. Defective tools and equipment
14. Lack of coordination

HAZARD CONTROL

A good starting point when considering hazard control is to follow the "**5 Safety Commandments**". These are five basic approaches to the solution of the safety problem that your investigation has revealed. Start with ELIMINATE THE OPERATION if this is not possible move on to 2...3...4...5 or a combination of all five. The least effective approaches to Hazard Control are Personal Protective Equipment and Training. These rely too heavily on the employee to be completely effective. When dealing with Hazards the most effective control is to eliminate them or engineer around them.

1. ELIMINATE THE OPERATION

That is the simplest way to avoid accidents and the most positive corrective action that can be taken. It is not possible most of the time; in those cases where the operation is especially dangerous and the costs involved in reducing the loss potential are high, some consideration should be given to having someone else do the job such as an outside contractor or it may be possible to eliminate the operation altogether.

2. CHANGE THE OPERATION

Perhaps new equipment or a new technique can be used to eliminate or reduce the hazard. Just because the job has been done the same way for 20 years is no indication that it should not be changed. There is no doubt that a change of operation takes some extra thought and imagination but it can pay off in greater safety and perhaps in greater production.

3. GUARD THE OPERATION

This step is not as positive as the previous two since guards can be moved out of adjustment but it can be most valuable if used properly.

HARDWARE STORES SAFETY MANUAL

Devices, which prevent physical contact with the human body, represent the most common type of guards.

4. PERSONAL PROTECTIVE EQUIPMENT

When the operation cannot be changed or protected with a guard then the individual must be protected. Pull out guards on presses, goggles, gloves, safety shoes, equipment however requires training and constant supervision to be sure that it is being used. Therefore, step four is not as effective as the first three. Often it may be used as a mere stop gap measure while changes in the operation itself are being made.

5. EDUCATION AND TRAINING

Statistics prove that the vast majority of all accidents are caused by unsafe acts which is in other words a failure in education and training. Step five is the least positive of this group. There is no accurate way to know whether a training program is being absorbed until something happens. Ideally, education and training are most effective when used in conjunction with other types of corrective action such as guards or personal protection. The mere warning to be careful is not a corrective action and cannot be called training and education. True education and training require lecture sessions, demonstrations and testing with emphasis placed on the consequences of not following safety procedures.

SPOT - A- HAZARD REPORT

DATE: _____

NAME: (OPTIONAL) _____

WHAT IS THE HAZARD? (describe how you think someone could be injured)

WHERE IS THE HAZARD?? (be as specific as possible)

HOW DO YOU THINK THE HAZARD COULD BE FIXED??

MANAGEMENT SECTION

Received by: _____

Corrective Action Taken: _____

HARDWARE STORES SAFETY MANUAL

EMPLOYEE TRAINING

Training is a highly effective method of preventing accidents on the job and establishing a safety culture. In addition to providing a highly effective method of preventing accidents on the job, it also demonstrates our commitment to creating a safe environment.

▪ NEW HIRES

Upon employment, new employees will be given an overview of the Safety Policy and Safety Rules. All Employees at will be trained to do their jobs in a safe manner.

▪ EMPLOYEES

All employees will be given an overview of the Safety Policy and Safety Rules by their supervisors and managers on an annual basis. Employees affected by various OSHA regulated programs (Forklifts, Hazard Communication) will be given training on a regular basis or as operations change altering their exposure. Training sessions will be coordinated by their supervisors/manager and the Director of Safety.

▪ SUPERVISORS/MANAGERS

Supervisors/Managers will review the Safety Policy and Safety Rules on an annual basis at the minimum or as operations change thereby affecting the written program. This review is to identify and understand the need for revisions or changes.

- Supervisors/Managers will be given training on the OSHA regulated programs that affect their departments.
- Supervisors/Managers will be trained in Accident Investigation techniques and Safety Management concerns.

PERIODIC SAFETY MEETINGS

Periodic safety meetings with employees, supervisors and management will take place. At a minimum, the following will be addressed:

- The safety requirements of the facility will be reviewed with employees at appropriate intervals.
- Safety in the workplace will be a frequent topic of discussion between employees and management.

HARDWARE STORES

SAFETY MANUAL

- Accidents and Incidents will be reviewed with an eye toward eliminating them.
- The results of workplace inspections will be reviewed with employees and all areas of non-compliance addressed.
- Employee input will be solicited on matters of safety.

HARDWARE STORES SAFETY MANUAL

IN-HOUSE RECORDKEEPING FOR INJURIES AND ILLNESSES

Management should maintain summary data on occupational injuries and incidents (occurrences that could have lead to an injury) for in-house use. From the accident investigation, management should identify the fundamental cause of these events and uncover trends (shifts, supervisors, pieces of equipment, tools, housekeeping, maintenance, staffing issues etc.). This information should be used to prevent future injuries and to train employees about injury prevention.

OSHA Requirements (29 CFR 1904)

Hardware Stores are exempt from maintaining an OSHA 300 log. However, as required by OSHA 29 CFR 1904.39, all employers covered by the OSH Act must report to OSHA any workplace incident that results in a fatality or the hospitalization of three or more employees. Hardware stores are not exempt from this reporting requirement.