The Compass Group NA Safety Manual can also be downloaded from the MyCompass website.
IMPORTANT NOTE: This safety manual was developed by the Compass Group North America (NA) Corporate Safety Team and is administered by the Director of Environmental, Safety and Health and Vice President of Operational Safety. The safety manual is applicable to ALL Compass Group, NA Sectors and is to be used in the field by all personnel. This manual, and any applicable addendums, supersede ALL previous versions. The Corporate Safety Team will continue to monitor and improve upon this manual as required. It is the responsibility of local management to implement and enforce the programs contained in this manual. This material is distributed electronically and is available on the Corporate Safety Website, however, a printed copy, with any applicable updates and addendums, must be maintained at all operating locations.
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## SECTION 1 ABOUT THIS GUIDE

1.1 Introduction  
1.2 How to Make the Best Use of this Manual  
1.3 Mapping Our Way Forward  
1.4 Safety Policy Statement  
1.5 Workers’ Compensation Policy Statement  
1.6 Quick Reference Guide for Compass Group CA IIPP
1.1 Introduction

We are counting on all of our associates to take a “safety first” attitude, but your role as part of the Compass Management Team is vitally important, and therefore, active participation is expected. We simply cannot achieve our goals of operational excellence and preferred employer status unless safety is given as much importance as guest satisfaction.

Our safety program encompasses safety in every facet of our lives. We promote safety on the job, and at home. These combined will keep us safe for life. Safety at work is the focus of this manual, yet many of the things taught here should also be practiced off the job, such as wearing a seatbelt and using proper lifting procedures. Additional topics dealing with safety will be covered regularly through communications such as DISH, CHAT and, various other safety communications. Safety for life is the reward to ourselves, and to those who depend on us, as a result of following safe work and play practices. When an associate is away from work due to injury or illness, we cannot operate at the level of excellence we are trying to obtain. This manual and the addendums comprise our Injury Prevention Program, which will help us identify what needs to be done, provides you with the information and tools necessary to prevent injuries, and respond appropriately if someone is injured.

Associate health and safety has a financial impact. For every work-related cut, strain or burn, both the injured person and everyone at the site loses productivity. For every dollar spent to pay for medical attention and lost wages, 8-12 TIMES THAT AMOUNT IS LOST INDIRECTLY. The Iceberg Theory paints the picture clearly.

It is your responsibility to follow the policies and procedures contained in this manual. By doing so, you can take pride in knowing that your efforts will contribute to the overall success of our company and achieve our health and safety goals.
1.2 How to Make Best Use of this Manual

Use this manual to:

- Standardize safety orientation for all associates.
- Determine the safety training required at your operation.
- Set and enforce safety behavior and activities at your location.
- Share and encourage cooperative safety efforts with our clients who want to be involved.
- Avoid confusion about what steps to take when an injury occurs.
- Control Losses.

This manual has been developed to provide you with a comprehensive reference to the tools needed to operate a safe workplace. It takes you from new associate orientation all the way through returning an associate to work following an injury.

The manual follows a checklist format with corresponding explanations.

The majority of topics in the manual are applicable to all business lines but there are specific references to Dining, Vending, and Environmental Services (EVS). Additional information and requirements for Laundries, Plant Operations and Maintenance (POM), Facilities Management, Healthcare Technical Solutions (HTS), Landscaping, Patient Transport, and Valet Parking are contained in addendums to this manual. These addendums, if applicable to the operation are to be printed and posted in section 9.

In order to simplify the language of this manual the following common terms will be used throughout:
- **Accidents** includes all accidents, incidents, and near misses that may be experienced.
- **Injury** applies to work-related injuries and includes any work-related illnesses.
- **District Manager** includes District General Managers, Regional Directors of Operations, Regional Vice Presidents, Vice Presidents, and any other management position with direct oversight of an operation or operations.
- **Guest** includes clients, customers, patrons, patients, and any other person(s) that are being provided service, visiting, or passing through the areas serviced by Compass Group, NA associates. This does NOT include service or delivery personnel.
- **Safety Champion** applies to additional duty safety representatives at all levels regardless of the sectors preferred title.
1.3 Mapping Our Way Forward

As seen in the MAP guidelines from Compass Group LLC, Safety, Health and Environment is the number one guiding principle which should be adhered to by all associates, from the top down.
1.4 Safety Policy Statement

Best Practice is defined as “the preferred or best way of putting an element of the Group’s strategy in place.” Best practices should always change as a company evolves and finds safer, better, and more efficient ways of doing business. This is part of what we mean when we talk about moving our company “from good to great!” Therefore, it is vital that we have a safety policy, which we observe, and continually look for ways to improve upon.

Safe work practices are essential to achieving Operational Excellence, being a Preferred Employer and providing superior Guest Satisfaction. By completing each task in a safe manner, associates are protecting themselves, the people who work with them, and the guests they serve, supporting our value of “Winning Through Teamwork”. In order to encompass all of the shared responsibilities involved in providing a safe workplace, we have established an Injury Prevention Program. I have personally reviewed this program and endorse all of its segments. The program includes job training and instruction concerning safe and healthy work practices, a system for investigating work-related incidents and procedures for identifying, evaluating and correcting unsafe work conditions.

By working together, we can accomplish our goal of zero on-the-job injuries. Your part is to follow our safety rules and perform tasks in a manner that will minimize the risk of injury. Our part is to do everything in our power, working in partnership with our clients, to provide you with the safest workplace possible. Together, our efforts will ensure that no associate or guest suffers the misfortune of injury or disability.

Gary R. Green
President and CEO
1.5 Workers’ Compensation Policy Statement

If you are injured on the job, we will be sure that proper medical attention is provided and that all Workers’ Compensation benefits allowed under state law will be delivered promptly. It is your responsibility to report it at once to your immediate supervisor and receive prompt medical care. Every effort will be made to minimize the time that you will be away from work by offering you temporary modified duties whenever possible. We want to maintain our experienced workforce and expect full cooperation in return-to-work efforts. By participating in the modified duty program, you will heal faster, remain productive, earn more money and be able to return to your regular job duties sooner.

With Workers’ Compensation costs spiraling upwards, we will aggressively manage all claims. This will include notice to our carriers about any safety violations that may have caused your injury. We will ensure that all legitimate claims are processed quickly and fairly. However, we will not tolerate abuse. Workers’ Compensation claim costs have a direct impact to the profitability of our company. The more profitable we are, the more we can share that success with you. We must, therefore, work together to control the expenses and remain competitive so we can benefit from the growth and opportunities afforded.

Should you have any questions or suggestions, please speak to your immediate supervisor or call the Risk Management Department in our corporate office in Charlotte, NC. The toll free number is 800-357-0012.

Gary R. Green
President and CEO
Accounts in the State of California are required by Cal-OSHA Standards to have a written Injury and Illness Prevention Program (IIPP). Below is a quick reference guide for chapters in this manual that address the CA State IIPP requirements.

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**IMPORTANT NOTE:** The addendums referred to above provide additional information and requirements not contained in the main Compass Group, NA Safety Manual. Some addendums apply to specific lines of business (e.g., Patient Transport, Valet Parking, and Landscaping) while others provide additional or more stringent requirements for other business lines (e.g., Laundry, POM, HTS, etc.). All applicable addendums are to be posted in section 9 of this manual.
# SECTION 2 A SAFETY MINDSET

| 2.1 | Safety Responsibilities Before and After an Incident |
| 2.2 | Prevent an Injury Before It Happens |
| 2.3 | Keeping Your Associates Involved and Injury-Free |
| 2.4 | Safety Committees |
| 2.5 | Guest Safety |
2.1 Safety Responsibilities Before and After an Incident

Each associate is responsible, not only for his or her own safety, but for the safety of fellow associates and guests entering the premises. In addition, every associate is responsible to look for hazards in the workplace. Remember that hazards include unsafe conditions and acts. All hazards must be corrected immediately, and/or reported to management.

**Responsibilities of all Associates**

**Before an injury:**
- Actively listen during the safety orientation and training, acknowledging the orientation by signing the acknowledgement form.
- Attend all safety meetings and participate in accident investigations as required by company policy.
- Comply with all company safety rules and be aware that violation of the rules is subject to progressive counseling.
- Participate on a safety committee or task force if requested.
- Report all safety and health hazards of the job to your immediate supervisor, your Safety Champion or to the Corporate Safety Department.

**After an injury:**
- Report all incidents to a member of management immediately.
- Seek medical attention, if required.
- Cooperate with any accident investigation that takes place regarding your injury.
- Keep your immediate supervisor informed of all related medical appointments as soon as they have been made.
- Provide a status report to your manager immediately after each doctor’s visit.
- Accept temporary transitional duty assignments, within your current restriction, when offered.
- Cooperate with the claims adjuster involved in providing your benefits.

**Responsibilities of the Supervisor or Manager**

**Before an injury:**
- Ensure that new associates are trained in the safe performance of their duties, through:
  - The associate safety orientation program
  - Weekly safety meetings or Safety Minders
  - Monthly CHAT safety meetings
- Provide safety training with appropriate Job Safety Analysis (JSAs) to new associates or those with new job duties.
- Ensure safety committees are established, meet on a regular basis (at least monthly) and are supported.
- Lead by example. Be a safety ambassador for the company.
- Provide adequate supplies, including spares, of Personal Protective Equipment (PPE) and ensure its use.
- Supervise to ensure that the work is done safely.
- Ensure that equipment is in good repair with safety guards in-place.
- Inspect the premises and equipment on a daily basis.
- Ensure that Quarterly Safety Self-Inspections are accurately and authentically performed.
- Prevent accidents with proper management and review of injury prevention practices.
- Enforce all Compass and applicable client safety policies.

**After an injury:**
- Report accidents to the insurance carrier immediately and complete a Compass Report of Injury Packet.
- Conduct an accident investigation for all incidents to determine the root cause.
- Keep in constant communication with the injured associate, claims adjuster and the Corporate Safety Team.
- Work with the Claim Adjuster, Corporate Claim Manager and our Corporate Safety Team to offer temporary transitional duty assignments.
- Update the OSHA 300 log as required (Refer to Section 6.3).
Accident Review
When an accident occurs, even if no one is seriously injured, everyone can identify with the event. Suddenly, discussions about safety come to the forefront. The focus becomes “how did it happen” and “how do we keep it from happening again?”

Information gathered following an accident can be a useful tool in educating associates. Associates can be involved by participating in an informal discussion. The discussion may conclude with ideas about how the accident could have been prevented and what measures have been taken to prevent it from happening again. The participants can also talk about how to keep their co-associates communicating with the injured person if he or she is away from work, and how to welcome them back when they return.

Accident Investigation
A primary tool to identify and recognize factors responsible for accidents is a thorough, properly completed accident investigation. The investigation should be in writing and adequately identify the root cause of the accident or near miss. Although conducting an investigation any time after an accident occurs is helpful, investigations conducted immediately after the incident are vital in collecting pertinent information.

The individual completing the investigation should have an understanding of why the accident or near miss occurred and what actions can be taken to prevent reoccurrence. See Section 6.2 for more information.

Safety Recordkeeping
No operation can be successful without adequate documentation and recordkeeping. Recordkeeping enables us to learn from past experience and make corrections for the future. Records of accidents/work related injuries, safety meeting minutes and documentation of associate safety training all serve a valuable purpose.

All Compass Group, NA operations are required to comply with the OSHA recordkeeping rules. These rules require documentation of injuries and illnesses in the workplace and annual posting. See Section 6.3 for more information.

Additional Responsibilities of District Managers
- Authorize purchases of ALL necessary safety supplies, from approved vendors, such as safety goggles/glasses, slip-resistant floor mats, wet floor signs, cut-resistant gloves, first aid kits, etc.
- Review accident reports and safety committee minutes to identify safety needs, accident trends, and develop action plans to address them.
- Review Quarterly Safety Self-Inspections for accuracy, completeness, and proper follow up.
- Ensure that temporary transitional duty is provided for all associates returning to work after an injury.
- Lead by example. Be a safety ambassador for the company.
- Appoint a district safety champion.

Additional Responsibilities of Divisional/Regional Vice Presidents
- Designate District and/or Regional Safety Champions.
- Provide motivation and leadership for the regional safety program.
- Develop a yearly safety action plan to direct the safety program.
- Review accident data to identify accident trends.
- Ensure that all district managers are aware of and comply with company safety polices.
- Implement motivational safety initiatives.
- Work with Corporate Safety and Regional/District Safety Champions to provide safety training for associates.
- Provide resources to field staff to get the job done safely.

Regional Safety Champion
The Regional Safety Champion’s duties are designated by the Division/Regional Vice Presidents. It is suggested that they support Division/Regional Level Vice Presidents and Corporate Safety Managers in efforts to reduce accidents and associated costs by:
- Organizing and conducting conference calls for lost workday claims, if potential issues exist (refer to Section 6.1 for details).
- Conducting quarterly Regional Safety Coordinator Meetings.
- Providing updates to the Division/Regional Vice Presidents and District/Regional Managers on regional safety performance.
- Assisting District Managers in managing/协调ing regional safety activities/initiatives.
- Ensuring safety program compliance.
- Administering their account’s safety program and compliance.
- Overseeing the Quarterly Safety Self-Inspection process to ensure all safety coordinators submit the inspections on/before the due date.

**District Safety Champion**
The District Safety Champion’s duties are designated by the District/Regional Managers, but it is suggested that they support the District/Regional Managers, Regional Safety Champion and Corporate Safety Managers in efforts to reduce accidents and associated costs by:
- Helping District/Regional Managers manage/coordinate district safety activities.
- Ensuring safety program compliance.
- Providing general support for unit managers.
- Implementing motivational initiatives.
- Overseeing the Quarterly Safety Self-Inspection process to ensure all operations within the district submit their inspections on/before the due date.
- Follow-up on all Quarterly Safety Self-Inspection Action Plans.
- Participating in District Safety Coordinator Meetings.
- Training new/existing managers on Compass Group’s Safety Program.
- Conducting training sessions (when applicable).
- Performing safety inspections (when requested).
- Administering his/her account’s safety program.

**Recommended Unit Safety Champion Profile**
- Aptitude and/or passion for safety; ability to function as a “safety technician” with guidance from the Corporate Safety Manager.
- Detail oriented; responsive.
- Good safety record in his/her account(s).
- Demonstrated ability to improve safety in an account as well as the district.
- Good developmental role for promotable individuals.
- An informal leader in the group already.
2.2 Prevent an Injury Before It Happens!

Hire the right people and make sure they know what is expected. *Supervise for safety!*

**Daily**

Every pre-shift meeting must include a safety related topic. At this time you can discuss any safety-related issues noted during your walk-through or, if none were noted, provide information about any applicable safety topic or ask an associate to provide one. Please don’t just say something to the effect of “Remember to work safely.” This is also a great opportunity to utilize your Safety Committee members by tasking them to share in delivering the safety message.

If you observe an associate performing a job incorrectly or violating a safety rule, correct the situation on the spot. A few examples are:
- Lifting incorrectly or lifting too much.
- Cleaning the slicer without wearing heavy-duty cut-resistant gloves on both hands.
- Climbing on shelves.
- Using incorrect or broken equipment.
- If an injury or near miss has occurred, discuss the cause and prevention techniques with the associates.

Finally, remind all associates and management team members to utilize our *Stop, Think, Act!* Program throughout the workday. Detailed information about this program can be found on the Compass Safety website.

**Weekly**

Weekly safety training can be conducted by a variety of means: Use applicable Safety Minders outlined in Chapter 5.6 of this manual. There are also a variety of training resources available on the MyCompass website or from your Corporate Safety Manager.

**Monthly**

Conduct a safety meeting using the monthly topic provided with your CHAT kit. For months when CHAT features a safety topic that is not applicable to your unit, schedule a refresher safety training course relevant to your operation or recycle an older CHAT safety topic.

**Quarterly**

Using the Quarterly Safety Self-Inspection (QSI) Checklist, complete a formal, in-depth inspection of your facility. This is mandatory and can be done by the Manager or members of your Safety Committee. These inspections must be conducted in January, April, July, and October. Record your notes on the QSI checklist, file it for review by your District Manager and enter the data on the website address sent out in March, June, September and December no later than the last day of the month in which the inspection was completed.

Review any notes you’ve made during the daily inspections to identify trends such as frequent failure to use gloves, finding liquids on floors or brake lights or headlights out on vehicles. Make a list of retraining topics from your notes and general observations.

Publicize checklist results on your Safety Bulletin Board.

Note: If you need help evaluating any items on the checklist, contact your Regional Safety Team Leader or Corporate Safety Manager.
Injury Prevention

Properly Train and Orient Associates

Provide Personal Protective Equipment and Enforce Its Use

Identify Exposures BEFORE an Injury Occurs

Hazard Identification
  - Stop, Think, Act! Program
  - Daily Walk Through
  - Quarterly Inspections
  - Injury Analysis

Associate Meetings
  - Monthly Safety Meetings
  - Daily Safety Pep Talks
  - Posters
  - Safety Signage

Correct Unsafe Conditions

Correct Unsafe Acts

Injury Analysis

Daily Walk Through

Correct Unsafe Acts
2.3 Keeping Your Associates Involved and Injury-Free

Like any other quality issue, maintaining a high level of interest and involvement in safety is a continuous challenge. To be effective, associates need to know:

- That the program and information are relevant to themselves and their jobs.
- What’s in it for them?
- What standards Management has set for them.
- That valid safety concerns will be addressed immediately and that safety suggestions will be given prompt consideration.

Visible Promotion of the Program

You may hang posters which reflect a specific safety concern, but before selecting a poster, keep in mind these considerations:

- The poster style and language should match the sophistication/educational level of your staff.
- Be sensitive about pictures, jokes or language which may offend. Don’t forget your non-English speaking associates.
- Safety signage should be appropriately displayed.
- Keep track of the number of days your location has gone without an injury and post it daily. (Accident Free Tracking Board).
- Maintain a specific safety bulletin board to post any and all safety updates, notices, rules, awards, etc.

Safety Bulletin Board

If your account has room to post a dedicated Safety Board it can be a valuable asset to the account, if it is attractive, up to date, easy to read, and informative. Ideally the board should be 4’ x 3’ in order to accommodate all information and should be porous enough for thumb tacks/push pins. The safety board should include the following:

- State/Federal mandatory items
- Safety Record Board (“Days Since Our Last Lost Workday Accident”)
- SDS book or location map
- “Location of” sign for Compass Group safety manual
- Copies of the associate pledge (English and Spanish where applicable)
- Signed copy of Managers Safety Pledge
- Emergency evacuation route map
- OSHA 300A from Feb 1 through Apr 30
- First-aid/Anti-Choking poster(s)
- Unit specific safety information, such as “Our Performance”, or client requirements
- Workers’ Compensation Fraud Poster.
- Safety Committee Meeting Minutes
- Safety contact information
- Sector specific safety information
- Current applicable CHAT poster
- Current applicable CHAT safety topic
- “Shoes For Crews” Safety Shoe poster (Dining and Vending operations)

NOTE: If there is no room for a dedicated safety board then the items above may be strategically placed anywhere there is space available. As another alternative much of the above is available in a digital format and could be placed on an inexpensive digital picture frame allowing easing updates and taking up considerably less wall space.

Space permitting the following items may also be included on the bulletin board:

- Picture(s) of the Safety Committee Members
- Monthly Local Safety Topic.
- Local incentive program information (If applicable)
- Incentive program winners (If applicable)
- Weekly Safety Minders
• “What’s important to me” poster (this is an area of the bulletin board where associates can place pictures of family, hobbies or whatever else is important to them so they can remember why they are being safe at work.)

Important Do’s and Don’ts for safety Bulletin Boards
• DO have the board in a high traffic area (i.e., break room, by time clock, etc.).
• DO update it at least monthly and keep it fresh.
• DO celebrate your safety achievements by including announcements on the board.
• DO have information in primary and secondary language (i.e., Spanish).
• DON’T forget to bring the associate’s attention to the board regularly. If it’s important to you, it will be important to them.
• DON’T allow corporate memos, letters, or other documents that do not involve safety on the board.

Safety Committees
Form a committee whose membership changes periodically to give each associate an opportunity to participate, focus on safety and be recognized by others. Monthly meetings should be held and meeting notes should be posted. The committee can be responsible for completing the Quarterly Safety Self-Inspections. This can be an effective way to increase awareness of hazards in the workplace.

The alternative to the traditional Safety Committee is breaking it up into teams. Each team is responsible for a different aspect of the safety program for a period of time. Membership can be broken down along logical lines of job function, work shifts or other functions. There is no hard and fast rule as to how many associates should sit on the committee but at one member for every 20 associates is a good starting point.

Safety Meetings
Some different types of safety meetings include:
• Daily Safety Pep Talks. The goal is to provide a briefing of the day’s activities and issues including how safety will be incorporated. If a hazard has been identified or there has been a near miss or actual accident, this is the time to go over it so everyone learns from the event.
• Individual Job Safety Talks. Held spontaneously with an individual as he/she is observed performing the job correctly and safely. A quick, pre-task talk may prevent an accident. Think through with the associate what hazards may be encountered while they are performing a special assignment.
• Monthly Safety Meetings. Following a pre-set agenda, this is a more structured, formal meeting for all. Topics will be provided monthly in the CHAT program.

Associate Recognition Programs
These programs are numerous. Check with your Corporate Safety Manager for assistance as needed.
2.4 Safety Committees

The safety committee meeting is a forum for bringing management and associates together on common ground to discuss methods and means to reduce or eliminate unsafe conditions and practices in the workplace. Through this “face-to-face” contact, some of the most effective communication on safety can take place.

An effective, active and engaged safety committee can educate associates on safe work practices, identify hazards before an injury occurs, become a visible presence in the workplace, and most importantly, demonstrate that safety is everyone’s responsibility.

The safety committee is not intended to replace management’s responsibility for safety. Its purpose is to aid management with valuable input to identify unsafe conditions and practices, provide helpful suggestions for corrective measures, and to obtain the participation of all personnel in the safety effort.

Without associate participation in recognizing and reporting hazards, perhaps the greatest source of discovering them would be lost. Safety does not simply happen. It must be planned, exemplified, motivated, administered and practiced. If a job is safe, it is because someone is working to make it safe. Safe work is effective work and a mark of skill. Associates should never doubt the importance of working safely; all accidents have causes and all can be prevented.

Every Compass operation is encouraged to have an active safety committee. Management and hourly associates should both have representation on the safety committee. It should be the responsibility of the Manager to see that the committee functions properly by:

- Aiding in the selection of the committee members.
- Assuring meetings are held.
- Attending some or all of the meetings to show support.
- Ensuring that meeting minutes are maintained and posted for all to see.
- Providing committee members with appropriate resources (time, materials, etc.).
- Taking prompt and appropriate corrective action regarding recommendations submitted by the committee and/or associates.

When evaluating the responsibilities of the safety committee, there is no template that fits all committees; the committee’s responsibilities are limited only by the scope of the operation’s possible hazards. However, some basic responsibilities of a safety committee should include:

- Meet at least once per month conducting a serious, productive meeting.
- Document and post the meeting notes for all to see.
- Identify the specific cause(s) of any accident or near incident. Determine if there was a safety rule in effect that covered the incident. If not, work with your Corporate Safety Manager to establish one.
- Look for potential hazards or unsafe practices and correct or report them immediately.
- Report and follow-up on deficiencies that may have been noted on the last Quarterly Self-Inspection.
- Assure that each unit’s Quarterly Self-Inspection is completed.
- Evaluate any safety suggestions and take the necessary actions to implement them, if appropriate.
- Assign and follow-up on all action items noted.

**Conducting Effective Safety Committee Meetings**

The safety committee Chairperson should assemble the agenda before the meeting to assist in keeping the meeting running efficiently and on-schedule. An effective agenda should reflect all of the committee’s responsibilities and allow for reporting and feedback of activities that take place between meetings. Although the agenda may be quite comprehensive, not all items on the agenda will necessarily be covered in each meeting. During the meeting, a general order of business should be as follows:

1. Call to Order
2. Roll Call
3. Introduction of Visitors
4. Review of Minutes from Previous Meeting
5. Unfinished Business
6. Review of Accidents
7. Safety Training/Education
8. Inspection of Operation
9. Number of Days Without Injury
10. New Business
11. Adjournment

The following 6 steps can streamline the meeting process while most efficiently maximizing the resources of all in attendance:

- Agree on a common hazard for discussion.
- Limit discussion to a single hazard per meeting.
- Develop a comprehensive plan of action to eliminate the hazard.
- Discuss new safety procedures or suggestions.
- Establish follow-up for all identified corrective actions, including a specific time and person(s) responsible for implementation.
- Summarize the meeting by drafting minutes.

After the meeting is adjourned, the Secretary (or other designated person) should prepare the meeting minutes. This is an important step as minutes should be posted on the safety bulletin board and are often sent to individuals outside of the safety committee, including District or Regional management.

Meeting minutes should be prepared as soon as feasible and must accurately record all decisions made by the committee, all motions made by committee members, as well as any actions taken by the committee. Minutes also serve as a means for keeping management informed of the group’s activities as well as a basis for follow-up. Form 8.6 is a sample format for documenting safety meetings.
2.5 Guest Safety

Guest safety is very important to the company and we recognize that we play an important role. We want our associates to provide total guest satisfaction, including a safe environment for them to enjoy our service.

To help keep our guests safe, we need to ensure the following:
- Keep floors clear of food and debris.
- Clean-up spills immediately.
- Put up caution signs as needed.
- Be sure slip-resistant and/or walk-off mats are used in areas where there is a potential for a slip/fall incident.
- Provide any safety equipment for guests to keep them safe from injury.
- Check carpeting and flooring throughout the facility to be sure that it is in good condition and that there are no rips, holes or tears.
- Damaged or missing fixtures, equipment or furnishings should be removed from service and replaced as quickly as possible.
- Check the security of signage (including pole mounts) routinely.
- Ensure any additional procedures that the client requires are completed.
- Ensure anti-choking posters are hung in dining seating areas and on/near Dining Operation Safety Bulletin Boards.

General Liability/Guest Claims

General procedures to follow should a guest claim an injury or illness include:
- Do not admit or accept responsibility.
- Be courteous and show concern.
- Obtain name, address, home, and work telephone numbers of guest.
- Obtain same information from anyone who may have witnessed the incident.
- Report the injury to Gallagher-Bassett as a general liability claim.

As appropriate:
- If the guest asks who will pay, inform them that a representative from the company will be in touch with them and will be able to answer any questions they may have.
- After ensuring that the guest is taken care of, inspect the incident location.
- It is not necessary for the guest to see the form or to sign it.
- After completing the investigation and documenting the incident, take appropriate steps to prevent a similar incident from reoccurring.

If contacted by a guest or their representative, take their phone number and ask when would be the best time for our Risk Management representative to reach them. Do not admit or deny liability. Call the Corporate Risk Management Department at (704) 328-6086. If they request to have a telephone number you may give them this number, or our toll free number (800) 357-0012.

Dining/Vending Operations

If the incident involves a foreign object found in the food:
- Obtain the object if possible.
- Obtain product code numbers, manufacturer’s name and date of manufacture.
- Indicate what the product was and how much was consumed.
- Instructions as to what to do with the object will be given when the report is called in.
SECTION 3 IDENTIFYING HAZARDS

3.1 Hazard Identification – Introduction
3.2 Inspections
3.3 Hazard Assessment Codes
3.1 Hazard Identification – Introduction

Accidents can only be prevented if the indirect, direct and/or root cause or behavior is identified and corrected BEFORE an injury and/or damage occurs.

Removing hazards increases operating efficiency because the same deficiencies that result in injuries cost additional money in delays and other inefficiencies in the operation.

Hazard Identification Philosophy

The philosophy of hazard identification is simple: stop the accident before it occurs. The methodology, however, is not as simple. In every accident there are two factors: cause and effect. The cause may be a variety of things: physical, emotional, or mental. The effect is a direct result of the cause. There are three basic methods of accident prevention, commonly referred to as the three E’s of Safety: Engineering, Education, and Enforcement. These methods can be used individually or collectively.

- **Engineering** is used to correct physical and mechanical hazards (i.e. slicer blade guards, dead man switches on floor equipment, etc.). This is done during the equipment’s design/test phase before production begins.
- **Education** enhances personal awareness of hazards, safe work and driving habits, and general safety practices to be used. It is up to all of us to stop accidents before they occur. Good accident prevention efforts begin with you and your supervisors.
- **Enforcement** is used to make sure rules and regulations are followed at all times. Keep in mind that this is a function of local management and Human Resources may need to be consulted.
3.2 Inspections

The purpose of a safety inspection is to identify and resolve safety problems. Inspections should not only identify obvious safety discrepancies and deficiencies, but they should also identify possible deficiencies that may lead to a hazard. Some indicators that may point to the development potential of a hazard include:

- Improper use of equipment.
- Inadequate training.
- Improper/non-use of required PPE (i.e. associates not wearing approved slip-resistant shoes).
- Poor attitudes and/or low morale.
- Defective or inadequate tools and equipment.
- Defective or damaged vehicles.

A word of caution concerning safety inspections: possibly the biggest trap an inspection program can fall into is to become “equipment oriented.” Hardware is only part of the inspection. There are actually three areas that need to be evaluated for proper hazard identification:

- **Environment**, which includes facilities, weather and road conditions that our associates may be exposed to.
- **Equipment**, tools and materials.
- **Associates**

Our associates can be the biggest source of accidents and should therefore be periodically observed while performing their duties. An associate who forgets or ignores the rules in the workplace is a hazard.

It should also be noted that, although responsibility for ensuring the completion of the Quarterly Self-Inspection lies with the Manager, **ALL** associates are responsible for ensuring a safe workplace.

The following are the inspection checklists that are to be used:

1. **Daily Hazard Identification Checklist – Vehicles (Form 8.2)** - NOTE: The checklist contained in this manual is for non-DOT registered vehicles only. Use the Inspection Checklist from J.J. Keller (800) 843-3174 Ext. 2295 for **ANY** vehicle with a DOT number.

   This is a tool to assist you in evaluating the general condition of any company owned or leased vehicle to ensure it is safe to operate on a public roadway. Vehicle inspections must be completed every day the vehicle is used. Operating an unsafe vehicle on public roads could result in major liability costs to Compass Group North America regardless of fault.

   Walk around your vehicle using Daily Hazard Identification Checklist (Form 8.2).
   NOTE: Make copies for use on a daily basis.

   The daily inspection for DOT registered vehicles is mandatory. NOTE: In the event of a traffic violation or accident, regardless of fault, law enforcement personnel will require the driver of any DOT registered vehicle to produce a current inspection logbook. Failure to produce a logbook can result in additional violations that are the driver’s responsibility.

2. **Quarterly Self-Inspection (QSI) Checklist** - This form should be used as follows:
   - These inspections occur in January, April, July and October.
   - Prior to doing a QSI, review past accidents to determine high hazard jobs, tasks, or areas, as well as the accident’s cause. Focus special attention on these areas while doing your inspection.
   - QSI forms will be sent along with the appropriate website link for your specific business sector each quarter.
• Complete the QSI checklist form in its entirety with notes of actions taken.
• Enter the data in the website link sent with the QSI reminder no later than the last day of the month in which the inspection is due.
• Keep a file of the completed hard-copy checklists. Review them for trends and use findings as topics for safety meetings.
• Update action items as required.

The completed Quarterly Self-Inspection Checklist forms will be reviewed for compliance with Compass Group’s Safety Program.
### 3.3 Hazard Assessment Code

Once hazards have been identified it is often useful, or necessary, to "rank" them in order of severity using the Hazard Assessment Matrix below in order to prioritize which hazard(s) should be corrected first. The use of the system is actually quite simple first you determine the most realistic severity, then the most realistic probability. Using those we can determine the hazard assessment code (HAC). For example: A pipe is leaking and creating a “wet floor” situation:

1. We determine that the most likely severity will be a “III” (lost workday or compensable injury)
2. The probability in this case could arguably be a “B” (probably will occur) or a “C” (possible to occur) but let’s make it a “C” for this example.
3. Using the matrix we determine that this is a HAC “4” (minor)

Obviously most of our hazards would fall in the HAC4 category with some in the HAC3 and 5 categories and few, if any, 1’s or 2’s.

Because there are 5 possible combinations that could result in an HAC 4 it is feasible that we could have several of them at one time so, to determine which one is the priority, the example above would be written as HAC-4(III,C) which would help us determine that it has a higher priority than a HAC-4(IV,B) would result in a negligible loss but will probably happen in time.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>B</td>
</tr>
<tr>
<td>I</td>
<td>1</td>
</tr>
<tr>
<td>II</td>
<td>1</td>
</tr>
<tr>
<td>III</td>
<td>2</td>
</tr>
<tr>
<td>IV</td>
<td>4</td>
</tr>
</tbody>
</table>

**Severity Code Description**
- I Death, permanent total disability or loss of a facility or asset of $2,000,000 or more
- II Permanent partial disability, temporary disability in excess of 3 months or major damage of $500,000 up to $2,000,000
- III Lost workday injury or compensable injury or minor property damage $50,000 up to $500,000
- IV Minimal threat to personnel or property, first-aid, minor supportive medical treatment, violation of a standard or damage less than $50,000

**Probability Code Description**
- A Likely to occur immediately
- B Probably will occur in time
- C Possible to occur in time
- D Unlikely to occur

**HAC Code Description**
- 1 Imminent
- 2 Serious
- 3 Moderate
- 4 Minor
- 5 Negligible

Please bear in mind that while a HAC of 1 is obviously of greater importance than a HAC of 5 it is by no means a “hard and fast” rule that the “1” must be fixed first. Many times the higher the HAC the more money it will cost to correct. With this in mind remember that fixing several lower priority items will help prevent accidents while you wait for funds for the higher priorities.
3.4 Hazard Abatement

Equally as important as identifying hazards is abating, or correcting them. Most of the hazards identified in our operations will be simple and only require repairs or correction of bad work habits. But, what if the hazard requires more? OSHA requires that the abatement of hazards use, in order, engineering controls, administrative controls, PPE, or any combination thereof to protect our associates.

Engineering Controls: This is the first step and should be taken to either completely engineer the hazard out or at least minimize the hazard.

Example: A cooling fan in a store room has an exposed pulley and belt drive system that is less than seven feet above floor level. The engineering control would be to have a guard installed over the belt and pulley.

Administrative Controls: This second step attempts to control the hazard by placing limits or restricting certain work processes.

Example: Arranging the store room to limit associates exposure to strain injuries by placing heavy items on middle shelves and lighter items on high shelves or purchasing supplies in smaller containers. (Refer to section 4.3 for further guidance.)

Personal Protective Equipment (PPE): This is the final option that OSHA intends only to be used when neither of the other two options above can control the hazard, do not provide complete control, or are not feasible.

Example: Providing, and ensuring associates use, chemical resistant goggles, gloves, aprons and face shields when working with certain caustic or corrosive cleaning chemicals. (Refer to the applicable Safety Data Sheet(s) for guidance).

An example of combining control measures would be when the caustic chemical referred to in the PPE example is exchanged for one mild enough to be used without chemical resistant gloves or aprons (engineering control) but still requires the use of safety goggles to protect the associates eyes from exposure (PPE).
# SECTION 4 SAFETY ORIENTATION

| 4.1 | Associate Safety Orientation Checklist |
| 4.2 | Associate Safety Orientation           |
| 4.3 | Preventing Strains & Sprains          |
| 4.4 | Preventing Slips & Falls              |
| 4.5 | Cut Prevention                        |
| 4.6 | Burn Prevention                       |
| 4.7 | Fire Safety                           |
| 4.8 | Proper Use of Equipment               |
| 4.9 | Hazard Communication                  |
| 4.10| Lockout/Tagout                        |
| 4.11| Powered Industrial Truck Safety       |
| 4.12| Emergency Evacuation                  |
| 4.13| Personal Protective Equipment         |
| 4.14| Preventing “Struck By” and “Striking Against” Accidents |
| 4.15| Company-Owned Vehicle Safety          |
4.1 Associate Safety Orientation Checklist

Provide Associate Safety Guide to the new associate. Discuss the key elements of the guide:

- Safety Policy Statement
- Associate’s Responsibilities (Before and After an Injury)
- Key Safety Rules for an Injury Free Workplace
- Hazard Reporting Form
- Workers’ Compensation Policy
- Associate’s Responsibilities (After an Injury)

Discuss physical demands of the job

Provide the associate with mandatory training, which includes the following:

- Preventing sprains and strains
- Preventing slips, trips, and falls
- Cut prevention
- Burn prevention
- Bloodborne Pathogens
- Hand Washing
- Fire safety
- Emergency evacuation
- Proper use of equipment
- Hazard Communication
- Forklift training/Certification (as required)
- Provide any client specific training or other training specifically required for doing the job correctly

Non Dining operations at Healthcare facilities must also train on:

- Surgical, Specialty (such as ICU-CCU, NICU, Burn Unit, Oncology and Chemotherapy) and, Public Areas
- Sharps Safety
- Standard Precautions
- Psychiatric and Pediatric Units
- Patient Room Cleaning
- Nuclear Medicine
- MRSA
- MRI
- Medical Waste
- Operating Room Between Case and Terminal Cleaning
- Labor and Delivery, Isolation Room Cleaning
- Emergency Room
- C-Diff

Acknowledgement of Training

- Form 8.10 should be completed to document training on each associate.
- Form 8.9 may be used to document group training sessions that do not already have an established acknowledgement form (i.e. CHAT and Safety Minders).
- Additionally each associate and supervisor must sign the applicable Associate Safety Pledge which can be found in the new hire packets (the pledge without the associated Guide can also be found as Forms 8.13 – 8.14), Managers/Directors should use Form 8.8 and Vehicle Operators should use Form 8.7.
- These completed forms must be placed in the associate’s personnel file.
4.2 Associate Safety Orientation

It is your responsibility as part of the management team to provide your associates with safety orientation training. The purpose of safety training is to teach associates how to work safely and reduce injuries. Ignoring proper work procedures will result in an unsafe work environment leading to injuries. Safety training is an integral part of your job and is mandatory for:

- **ALL** new associates.
- When new procedures/processes are introduced.
- When safety performance does not meet expectations and re-training is a possible solution.

This, in turn, will benefit both you and the associate by showing concern for the associate’s well-being as well as providing him/her with the proper tools to effectively do his/her job. Safety training is an ongoing process and should therefore not be considered a one-time activity to be completed only during orientation. If you walk, talk and teach safety, an unsafe situation should not arise.

**Associate Orientation Script**

1. Provide the associate with an Associate Safety Guide. Tell the associate that by signing the checklist at the end of the Guide they are acknowledging receipt of the guide and the training provided.

2. Discuss key elements of the Guide. Turn to Section 1.4 Compass Group Safety Policy Statement; make sure that the associate reads this section. NOTE: This statement is also contained in the Associate Safety Guide.

3. Emphasize that Compass Group will provide a safe workplace and the associate must always:
   - Ask for help, if needed.
   - Ask for clarification if they do not understand how something is supposed to be done.
   - Work safely in order to maintain a safe work environment.
   - Go home every day injury free.

4. Now turn to Safety Responsibilities Before and After an Injury (Compass Safety Manual, Section 2.1). NOTE: This information is also contained in the Associate Safety Guide.
   - Read each of the listed responsibilities from the page titled “Associate Responsibilities Before an Injury”.
   - Ask the associate if they understand their responsibilities.
   - Ask for any questions.

5. Read through the Associate Safety Pledge.
   - Explain to the associate why we have safety rules.
   - Explain these rules are meant to:
     - Serve as a standard for all Compass associates.
     - Provide associates with a safe work environment.

6. Turn to section 1.5 Workers’ Compensation Policy Statement. Make sure the associate reads this section.

**Review the Unsafe Work Condition Reporting Form**

The Notice of Unsafe Work Condition form (Form 8.3) is used to report hazardous conditions within the workplace. Explain to the associate they can use this form if they feel they can’t talk to their Supervisor about a safety concern, or if they feel management has been unresponsive to their concerns. An address is provided to mail this form anonymously if they so desire.
**Discuss Physical Demands for the Job**

If an associate indicates they cannot perform one or more of the physical demands of their job, you must contact your Human Resources Manager and/or Labor Relations representative for proper guidance. These individuals will advise you on how to proceed to minimize potential violations of Federal Law.
4.3 Preventing Sprains and Strains—Making Work Painless

Meeting Leader: *Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.*

Aching joints, tense muscles and painful tendons. Sprains and strains can make us feel older than we really are. You can feel “young again” by using some of the suggestions that we are going to discuss today.

This discussion will describe sprains and strains and how they occur, tips for prevention, Musculoskeletal Disorders, and treatment for sprains and strains.

**What Are Sprains and Strains?**
Sprains and strains can be defined as small tearing or stretching of soft tissues, which include muscles, tendons, and ligaments. This results in swelling and pain. This tearing or stretching occurs from the misuse or overuse of these tissues. A sudden, awkward twist of your back while lifting is an example of misuse which could result in a strain or sprain. Overuse injuries most often result from performing repetitive work tasks over a long period of time.

Muscles are a band or bundle of fibrous tissue that has the ability to contract, produce movement in or maintain the position of parts of the body. Tendons are narrow bands which attach muscles to bones and transmit force generated by muscles. Ligaments are strong rope-like fibers that connect bones together.

**Preventing Sprains and Strains**
The following tips for preventing sprains and strains will help you work more comfortably and assist in keeping your body injury-free.

**To prevent misuse injuries:**
- Before performing any task require manual lifting perform a hazard assessment to determine the following:
  - Plan the lift.
  - The size, and weight of the object to be moved.
  - Whether vision is obscured while carrying.
  - If a two-person lift is required.
  - If mechanical lifting equipment is required.
- Perform tasks in a smooth, controlled manner and use safe lifting techniques. For example, instead of jerking a hand truck into motion, try to ease it into motion slowly and smoothly.
- Utilize the appropriate lifting device for the job. When heavy or bulky objects need to be moved, obtain help or use a mechanical aid such as a dolly/hand truck, cart, forklift, etc.
- Pushing is safer than pulling. When using a dolly/hand truck or cart, the preferred method is to push rather than pull. There may be exceptions to this rule and your location manager will let you know the appropriate method to use. **NOTE:** Pushing will also help prevent you from being “run over” by your own cart.
- Watch your step. Slips and falls often result in sprains and strains. Ensure the surface(s) and path on which the object is to be carried are free of hazards. Look where you are going, wear slip-resistant shoes (where required), and make sure good housekeeping practices are maintained.
- Prevent back strain. Lift, carry, push and pull within your limits. Make use of mechanical aids and team lifts. If lifting alone, use safe lifting techniques. Remember to: plan the lift, bend at the knees, keep the load close, and lift with your legs. Do not bend, lift, and twist. Improper lifting techniques can cause slipped discs, resulting in pain.

**NOTE:** Use of manual lifting equipment is discussed in section 5.5 *Hand Truck and Cart Safety*
To prevent overuse injuries:

- Arrange your work area to fit your needs. Put tools, equipment and supplies where they can be reached without overextending or twisting.
- Make sure that in store rooms and walk-ins shelves are properly set up. This means that the heaviest items must be stored on the middle shelves so associates do not have to bend when handling them. See pictogram below:

![Safe Storage Diagram]

- Stretch and rotate job tasks. Warm up and stretch your body before, during, and after work. If you perform repetitive job tasks, rotate to a task that uses different muscle groups, when possible.
- Move around. This is especially important if your work involves standing or sitting in the same position for long periods of time. Get up and stretch or walk around for a minute or two; get the blood flowing again. This will improve your alertness, too.
- Maintain tools and equipment. Tools and equipment that do not operate properly may require forceful grips or awkward postures to operate them. You can make it easier on yourself by making sure they are well maintained.

**Musculoskeletal Disorders (MSDs)**

A repetitive strain injury is a type of MSD that results from an accumulation of stresses placed on the body over a long period of time. The most common of these occur to tendons in the shoulders, elbows, and wrists. When muscles, tendons, and ligaments are used frequently and are placed under stress, they may become torn, stretched and inflamed, resulting in pain and discomfort.

Nerve disorders are another type of MSD. An example of this is carpal tunnel syndrome. Carpal tunnel syndrome occurs when tendons in the wrist become inflamed, placing pressure on the median nerve. The result can be numbness and tingling in the hand and fingers.

The tips for prevention that we discussed earlier will help prevent repetitive strain injury. In particular, stretching, and where possible, rotating job tasks and avoiding awkward postures will be most effective in repetitive strain prevention.
NOTE: The overwhelming majority of Compass Group, NA associates rotate tasks regularly, often several times a day, so periodic ergonomic assessments are rarely required and therefore not covered in this manual. If you feel an ergonomic assessment is required contact your Corporate Safety Manager for guidance.

Even with proper prevention measures in place, sprains and strains sometimes occur.

*Treatment of Sprains and Strains*
Immediate, thorough treatment of sprains and strains will greatly reduce the level of discomfort and reduce the time needed to heal.

Remember the following steps for the treatment of a strain or sprain:
- Report the incident to your Supervisor immediately.
- Apply ice to the injured area. Make sure the ice is not applied directly to the skin, but that the skin is covered with light clothing or a towel. The purpose of ice is to decrease inflammation and swelling and help to relieve minor pain.
- After most of the swelling has gone down, keep the affected joint moving to prevent stiffness.
- If necessary, seek medical attention and follow the recommendations given by your physician.

*Additional Training*
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

*Final Thoughts*
There is no secret “fountain of youth”, but using the tips we discussed today can prevent sprains and strains, reduce painful muscle, tendon and ligament discomfort, and in general, make work more enjoyable.
4.4 Preventing Slips and Falls - Don’t Fall for It

Meeting Leader: *Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.*

There are very few things in life that are completely preventable, but slip and fall hazards may be. By understanding the causes of slips and falls and preventative measures such as wearing approved slip-resistant shoes, properly utilizing ladders, and spill clean-up, we can significantly reduce injuries associated with slip and fall hazards. A note about slip-resistant shoes: approved shoes will be clearly marked “Slip-Resistant” on the soles.

This discussion will address slips and falls around floors, stairs and ladders.

*Floors*
Wet or cluttered floors are a main slip and fall hazard.

- To prevent a slip or fall:
  - Always wear closed-toed comfortable shoes (with steel-toes as appropriate). Approved slip-resistant shoes are required for ALL Vending and Dining, Flik Hotel and Conference Centers, and Touchpoint operations. Slip-resistant shoes are recommended for all Crothall operations however they are required for all associates performing floor finish stripping tasks.
  - Utilize wet floor/caution signs. Promptly post signs on a spill or wet floor. If the spill is able to be mopped immediately, leave the sign in place until the floor is dry, and then promptly remove it. Caution signs, when used improperly may also pose a tripping hazard. Wet floor/caution signs should also be placed over electrical cords when they present a tripping hazard, such as when vacuuming. Make sure wet floor/caution signs are utilized when performing carpet cleaning because the transition from wet carpet to a hard floor surface may pose a slip hazard. Ensure wet floor/caution signs are strategically placed where appropriate so that no matter which direction the traffic is coming from, they are aware of the hazard (i.e., at hallway intersections and in front of and behind doors, where appropriate).
  - When mopping, always utilize the proper technique and do not over saturate the mop head. Mop traffic areas one-half at a time so that a dry path is left for passersby. Remember to always mop your way out of a room.
  - Have any hazard sources corrected. For instance, have leaky faucets repaired.
  - Store items immediately - do not allow items to remain in heavy traffic areas.
  - Clean up any debris that has been left on the floor. Follow the “clean as you go” policy.
  - Implement the “Take 5” program for cleaning up your workplace several times a day.
  - Recognize the hazards of working above ground level such as on loading docks.
  - Where wet or slippery areas are common in Dining Operation production areas, use slip-resistant floor mats. NOTE: The Mighty Mat from Shoes for Crews is currently the only approved slip-resistant floor mat.
  - Place walk-off mats at facility entrances during inclement weather. At entrances with stairwells, an additional mat may need to be placed at the top of the stairs.

- If a problem is discovered, remember the following:
  - Warn fellow associates and guests of the hazard by placing warning signs, caution tape or cones in the area.
  - Clean-up immediately. Never leave a wet or dirty floor for someone else to clean-up.
  - Store a mop, pail and disposable towels near common wet floor areas.
  - If there is a large amount of liquid on the floor, get help from a co-associate.
**Stairs**

Many people forget about the slip and fall hazards that stairs pose. The following points are important to remember:

- Use the handrail when ascending or descending stairs.
- Watch where you are going; you should always be able to see your next step - before you take it.
- Keep stairs clear at all times. Stairs should never be used as storage areas.
- Walk up and down stairs. Do not run or skip steps.
- Keep mats and other materials far away from the top of a flight of stairs.
- If stairs or railings are broken, have them repaired immediately. Report worn abrasive covering or anti-skid tape to your Supervisor. Adequate lighting around stairs will also help avoid slips and falls.

**Ladders**

Only use approved ladders or step stools; never use boxes, crates, equipment, chairs or other furniture.

**General ladder tips:**

- Do not use chairs or boxes in place of ladders. If you need a ladder, take the time to find one.
- Use the right ladder for the job. For example, instead of using a stepladder and standing on the top step, use an extension ladder. Do not use a metal ladder when there is a risk of coming in contact with electricity.
- Before using a ladder, inspect it to ensure that it is secure and sturdy. If the ladder is damaged, do not use it. Place the ladder out of service by posting a sign on the ladder and report it to your Supervisor.
- Set the ladder up on a level floor that is not wet or greasy. Make sure the rungs of the ladder and the soles of your shoes are not wet.
- Remove all slipping hazards prior to ascending the ladder.
- Do not place a ladder near an unlocked or unguarded door.
- Only one person is allowed on a ladder at any time.
- Do not stand under a ladder.
- When ascending or descending, face the ladder and hold onto the edges with both hands.
- Hoist tools or materials only after you reach the top of the ladder.
- Do not extend your body sideways past the point where your belt buckle aligns with the ladder's side rail. Move the ladder to reach items easily.
- Put away ladders when you are finished. Fold the ladder properly and store it out of the way of forklift or pedestrian pathways.

**Step Ladders**

- Check the ladder before use. Check for bent legs, bent supports, broken steps, cracks, worn treads on steps, a missing top plate, grease or dirt on steps and rubber feet. **NOTE:** “Wobbly” ladders should NEVER be used and should be disposed of immediately.
- Ensure that the stepladder's frame locks are fully opened and locked in position prior to climbing.
- Follow the belt buckle rule. Your belt buckle should not be higher than the top step of the ladder or guardrail.
- Do not stand on the top of a stepladder.

**Extension Ladders**

- Use a spotter to hold the base of the ladder.
- Inspect the rubber feet on the extension ladder before using it.
- Make sure the lock holding the extension is securely in place before climbing it.
- Remember the 4 to 1 rule. For every four feet up, position the ladder one foot out from the wall.
- Do not use the top two steps of the extension ladder.
- Secure the ladder to a stable object at the top.
**Crothall Operations**

Slip-resistant shoes are recommended to prevent injury from slips and falls on liquids, including but not limited to: spills, cleaning solutions, snow, ice and water. Associates involved in chemical spill response and floor stripping operations **shall** be provided and wear rubber boots as required by any applicable Safety Data Sheet. Rubber protective boots provide protection from hazardous chemicals. In the best interest of the associate, use of this protection is mandatory when responding to any chemical spill or standing in a chemical solution.

As part of the Safety Orientation, associates will be made aware of any potential hazards to their feet. If the department policy does not require foot protection, then it should be made clear that it is recommended.

**Additional Training**

For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

**Final Thoughts**

Eliminate the slip and fall hazards posed by spills, wet floors, improper mopping procedure, improperly used ladders, and clutter and stairway obstructions. Clean up spills, inspect ladders before use, and keep all areas including traffic paths, storage areas, and stairs free from debris and clutter. Always wear approved slip-resistant shoes.
4.5 Cut Prevention

Meeting Leader: Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.

Many precautions can be taken to make the workplace safe for our associates. However, if the tools we use are not used properly, they can cause cuts. So be careful, and follow proper procedures at all times!

This discussion will review some of the fundamentals of preventing cuts.

Causes
Meeting Leader: Ask the participants, "What are some activities you think most frequently involve cuts?" After responses are discussed be sure to cover the following points.

Cuts can be caused through many of your daily activities. The more common types are:

- When using knives to cut meat or vegetables.
- When using a box cutter.
- When cleaning up broken glass.
- When working with sharp blades on machines or equipment.
- Sharp edges on damaged equipment.
- Cuts or puncture wounds from needle sticks.

Knives
Statistics indicate that knives are more frequently the source of disabling injuries than any other hand tool. Follow these simple steps to avoid a nasty cut. When using a knife:

- Use the right knife for the job.
- Knives should NEVER be used to cut cardboard or open packaging.
- Make sure your knife is sharp. A dull knife requires more force exerted on it to cut properly.
- Keep knives stored properly, not hidden in drawers, under product or towels, etc.
- Dining Operations
  - Always wear proper cut-resistant gloves.
  - Never use a knife as a meat cleaver.
  - Knives should be cleaned by the user and not left in a sink.
  - Never carry a knife when carrying another item (this includes cutting boards).
  - Use a slip-resistant pad under cutting boards to keep them from moving.

In addition, a knife extended over the edge of a sink or stove could cause a cut. Avoid any horseplay with knives.

Box Cutters
The following general tips will help you use box cutters safely:

- Only use approved box cutters. Exposed blades or knives are very dangerous when used for cutting boxes.
- There are "right hand" and "left hand" cutters—use the one best for you.
- Work smart—angle the box away from your body and keep your free hand clear of the blade.
- For maintenance shops that use utility knives, dispose of used blades properly.
- Always retract the blade when you are finished using the cutter.
- Do not use your pocket to carry the box cutter—use a box cutter holder.
- Be aware of your surroundings. Situational awareness is the key!

Scissors
Scissors should be available for use while opening bagged products. Never use a knife or box cutter for this task.
Broken Glass or China
Here are some general guidelines specific to the safe handling of broken glass or china:

- Place wet floor or "caution" signs at the site to alert others.
- Do not pick up the broken pieces with your bare hands; sweep them into a dustpan with a brush or broom.
- Dispose of the material you have swept up by placing it in an approved receptacle. NOTE: It is recommended the unit identify a specific trash receptacle for broken glass and/or china. This receptacle does not have to be limited to broken glass, but associates will know to handle it with more care.

Machinery and Equipment Safety
The following points address preventing cuts when using equipment:

- Only associates that have been properly trained may operate equipment and machines.
- Associate under 18 years of age are not allowed to operate equipment and machines.
- Report any damaged equipment with sharp edges for repair.
- Do not remove guards or shields while operating machines.

Additional Information for Dining Operations:

- "Zero" the blade gauge on the meat slicer when not using it. NOTE: If the slicer in your unit is an older model that leaves the blade exposed during cleaning operations, purchase and use of an approved blade cover is required.
- Never force food through grinders or choppers with your hands; use a plunger or other approved tool.
- When cleaning the blades on slicers, grinders or choppers, wipe with a stroking motion away from the blade edge.
- Wear heavy duty cut-resistant gloves on both hands ONLY while cleaning the slicer, NEVER while operating it.
- Wear cut-resistant gloves while operating or cleaning mandolins or tomato slicers.
- Ensure that mandolins, tomato slicers, and food processor blades are properly stored in a designated area that does not expose associates to cuts.

Needle Sticks/Sharps (EVS)
The majority of cuts/punctures are as a result of hospital staff failing to properly dispose of used sharps. This creates a serious safety issue for EVS associates, as they must use extreme caution when performing their duties. Associates experiencing this type of injury can be exposed to bloodborne pathogens, which are micro-organisms present in human blood that cause disease. To reduce the risk of these types of injuries managers should:

- Ensure associates are aware of needles and other cut/puncture hazards.
- Inform associates to never to pick up a needle and to notify a manager immediately when one is improperly discarded.
- The manager should make every effort to have a hospital staff member, trained in the proper handling of used sharps, to remove the needle.
- Ensure associates carry bags of trash and soiled linen away from their bodies and only by the knot at the top of the bag.
- Provide tools to maneuver and push trash/linen bags into trash chutes.

NOTE to all operations: There are specific procedures that need to take place in the event of a needle stick injury. Please refer to section 5.2, Bloodborne Pathogens for more information.

Additional Training
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.
**Final Thoughts**
We need you at your best, every day. Any injury, work-related or home-related, impairs your ability to perform. The next time you reach for a knife, some broken glass, or are using a piece of equipment with sharp blades, think about the information discussed today.
4.6 Burn Prevention

Meeting Leader: Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.

While Dining operation associates come in contact with hot objects and surfaces as a part of their daily routine (e.g. stoves, fryers, hot cookware and grills) other Compass Group, NA associates may also exposed to hot surfaces such as heating elements, electric motors, steam lines and hot water. Many people have a tendency to overlook these dangers. Burn injuries can be very serious and potentially disfiguring in fact, it has been reported that burns account for up to 10% of all food service injuries, and the rate for cooks may be even higher.

Heat Sources
In addition to the obvious hot spots -- stoves, fryers, hot cookware, grills, and other heating elements -- other potential sources of burns may come from chemicals, coffee machines, steamers, dishwashers, dry ice, and overheating electric motors in equipment. Hot liquids are particularly dangerous. Coffee brewers or fryers are taken for granted and associates may forget how hot this equipment can become. Fire and hot surfaces are less frequent causes of the burns that we see in our industry. The biggest culprits are steam, hot oil, and moisture. Chemicals can also be a source of burns. Finally, electrical burns can occur when any type of electrical equipment is defective or has damaged wiring.

Prevention Methods
Many burns in the kitchen result from the use of inappropriate items such as side towels or aprons to handle hot objects or damp hot pads and oven mitts. Moisture conducts heat straight through the padding to the skin.

Associates must be made constantly aware that hot liquids, surfaces, and steam can cause injury. The basic rules listed below can help to avoid the dangers posed by hot items in the workplace, but always remember hazard awareness is rule number one.

- Before touching any item that may be hot, test it first before grabbing it with your hand. Never assume an item has cooled.
- Make sure the SDS is reviewed before handling any chemical. Be aware of potential burn hazards from handling or exposure to specific chemicals, take the recommended precautions and use recommended personal protective equipment. Please refer to section 4.9 Hazard Communication for more information about chemical safety.
- Make sure any piece of electrical powered equipment is in good working order and is properly grounded before operating it. Pay special attention to frayed wiring and damaged plugs. If there is any question about the condition of any piece of equipment, do not use it and notify a manager immediately.
- Turn off, unplug, and report electrically powered equipment that smokes or sparks. Do not use it until repaired or replaced.
- Place only approved containers in the microwave. Be aware that objects cooked in microwaves can be extremely hot even though the microwave itself may seem cool.
- Maintain situational awareness.

Additional Information for Dining Operations:
- Never leave cooking items unattended.
- Use proper dry oven mitts to handle hot objects; never use towels or rags. Wet mitts will transmit steam, causing burns.
- Keep pot and pan handles out of the aisle, so people won't bump into them.
- Don't fill pans so full that they are likely to spill hot foods.
- Never place containers of chemical or hot liquids overhead where they are likely to spill when being removed.
- Use extra caution when opening steamers. Steamer doors should be “cracked” open first to let
steam vent, then opened all the way to reach items.  
- Get help when moving heavy containers of hot food.  
- Remove steam table covers, open lids, plastic wrap and other container covers away from you to let steam escape safely.  
- Dry foods before putting them in the deep fryer or hot oil may splatter on you.  
- When placing foods in hot oil, let them fall away from you, so that hot oil will not splash on you.  
- **NEVER** clean or drain fryers when the oil is hot (above 100° Fahrenheit). Grease must be allowed to cool before the cleaning process begins. Change fryer oil in the morning before equipment is turned on.  
- Always follow the manufacturer’s directions when filtering cooking oil.  
- Only use a metal container with a lid to remove used grease (only after properly cooled down).  
- Burn sleeves are available from Supply America and will help prevent associates from being spattered by griddle grease.  
- Always warn people when you are walking behind them with hot pans or when you are walking behind someone who is working with hot items.  
- Areas around stoves and ovens must be kept clean of grease and other flammable materials.  
- Never wear loose sleeves when working around stoves. Loose garments may catch fire.  
- Should a fire start on the stove, smother it by cutting off the oxygen with a metal lid or other means.  
- Keep hoods, including the filters and vents, clean and free of grease build up to prevent fires. Associates should never stand on cooking equipment when cleaning hoods or back splashes.  

**Chemical Burns**  
Associates using cleaning chemicals in the performance of their duties and must handle them appropriately to avoid getting them in their eyes or on their skin. Splashing and overspray are the leading causes of this type of injury. Preventive measures by management must include:  
- Providing initial and annual refresher Personal Protective Equipment training  
- Enforcing the use of gloves and safety glasses (“G2” for Crothall EVS operations) when handling chemicals  
- Make sure the SDS is reviewed before handling any chemical. Be aware of potential burn hazards from handling or exposure to specific chemicals, take the recommended precautions and use recommended personal protective equipment. Please refer to section 4.9 Hazard Communication for more information about chemical safety.  

**Additional Training**  
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.  

**Final Thoughts**  
While it is not possible to eliminate the burn hazards in most of our facilities, especially in kitchens, it is possible to limit the potential for burns. Do not use towels, aprons, or paper towels in place of clean, dry hot mitts and wear appropriate PPE when working with chemicals. Keeping aware of the potentially hot surfaces, liquids, and chemical hazards will go a long way towards preventing a painful injury.
4.7 Fire Safety—Staying Out of the Heat

NOTE: The information contained in this section refers to the hazards associated with Vending, Dining, EVS, PT, and Valet parking. All other business lines refer to Addendum 17.

- It has been determined that in the best interest of all Compass Group North America associates, the official company policy shall be the immediate and total evacuation of ALL associates from the workplace upon activation of a fire alarm. This will require that each operation develop a written emergency evacuation plan (see Section 4.12).
- This section is provided for use in units where the client has specifically requested Compass Group North America associates be trained in the use of fire extinguishers. It is the responsibility of the client representative, unit manager, and/or the district manager to determine whether all or "designated" associates will be trained and establish an action plan in writing.

Meeting Leader: Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.

The high-pitched shriek of the fire alarm. The smell of smoke in the air. Many people would be unsure how to react. Would you know what to do?

A quick and appropriate reaction to a situation like this helps minimize personal injury and material losses. The purpose of this discussion is to help you proactively identify the hazards which cause fires and make the right decisions when a fire occurs. You will learn to make your work area free from fire hazards and protect your life and the lives of your co-associates.

This discussion will address types of fires, fire prevention, use of a fire extinguisher, and evacuation procedures.

Types of Fires

Different fires require different types of fire extinguishers. This information is important, because before you attempt to extinguish a fire you must first identify its type. The three classes of fire can be remembered using the letters A, B, and C.

Meeting Leader: Say to the group, “After reviewing each class of fire, I want you to give examples where there is a potential for fire at our facility.”

- **Class A Fires** - Class A fires turn to ASHES when burned. Fires involving combustibles such as wood, paper, cloth, and most trash represent typical Class A fires. Extinguish Class A fires with water, Class K, CO₂ or dry chemical extinguishers.
- **Class B Fires** - Class B fires can be remembered by the word BARRELS. Class B fires typically involve materials kept in barrels, like liquids, grease, gases and paints. Extinguish Class B fires with Class K, CO₂ or dry chemical extinguishers.
- **Class C Fires** - Class C fires involve an electrical CURRENT. Motors, switches, and frayed wires are examples of items typically involved in Class C fires. Extinguish Class C fires with dry chemical extinguishers. Do not use water on an electrical fire.
- **Class D Fires** - Class D fires consist of combustible metals such as magnesium, potassium, titanium and zirconium. This type of fire is of little concern outside of the HTS, POM, or Laundry operations. Use only a Class D rated extinguisher for this type of fire and NEVER expose them to water and other common firefighting materials which can excite metal fires and make them worse.
- **Class K or F Fires** – Class K or F fires are unique to Dining Operations as they involve unsaturated cooking oils in well-insulated cooking appliances located in commercial kitchens. Use
only a Class K (sometimes referred to as “kitchen”) extinguisher on this type of fire and never use water. NOTE: Class K extinguishers are liquid filled but that liquid is NOT water.

Fire Prevention
Effective fire prevention occurs when all associates identify, report and correct fire hazards and acquire good fire safety habits. For example:

- Do not use damaged electrical wires, circuits or equipment. Report them immediately to your supervisor.
- Obey the non-smoking policy at all times. Smoke only in designated areas.
- Store used wipes and rags in approved receptacles.
- Keep electrical panels, fire exits and extinguishers clear of obstructions.
- Store flammable liquids in approved, properly sealed containers. Some containers may require grounding.
- Maintain equipment—faulty electrical equipment is a major cause of fires. If you are operating equipment that is hotter than usual, shut it down and let it fully cool. Determine if a mechanical problem exists that could lead to a fire.
- Inspect all basements and/or storerooms on a regular basis for accumulation of materials or trash that could become a fuel source for a fire.
- Empty trash baskets daily. Remove excess trash or debris from hallways, rest rooms, and other areas.
- If applicable, have the batteries and/or wiring of all smoke and heat detection systems checked on a regular basis. Have a certified electrician repair any defective wiring or detection equipment.
- If applicable, have furnaces and heaters cleaned regularly. Dust build-up can cause fires.
- Do not have open flames around any type of chemical, paint, solvent or flammable propane tank.
- Make sure all handheld torches are extinguished when not in use.
- Do not put any type of hot object in trash cans. Tasks that produce flames, such as welding and cutting, should be performed away from combustible materials. If applicable refer to Addendum 13 for specific information on cutting and welding operations.

Meeting Leader: Suggest to the group other fire prevention tips not on this list. Then ask the group to share experiences of when they have identified or corrected a fire hazard.

Fire Extinguisher Use
Learning to use a fire extinguisher properly is a skill that all associates should acquire. However, it is just as important to learn when not to use a fire extinguisher. There are several situations when it is in your best interest to save yourself instead of attempting to extinguish the fire.

Meeting Leader: Ask the group, “When should you NOT fight a fire?” Discuss each situation provided by the associates, including those listed below. You should not fight a fire when:

- A properly rated fire extinguisher is not readily available.
- You are not trained or do not feel comfortable using a fire extinguisher.
- There is a chance that the fire could block your escape route.
- The fire is too large to fight or seems out of control.

If you decide that you would be unable to safely extinguish the fire, pull the fire alarm, exit the building immediately and meet at your designated location.

If you feel confident that you can extinguish the fire, the simplest way to remember how to use an extinguisher is by the word PASS. REMEMBER: Always activate the fire alarm BEFORE using an extinguisher.

Meeting Leader: Using the fire extinguisher you brought to the meeting and review each of the following steps.
1. **P-Pull the Pin** - The pin in the handle of the extinguisher is normally attached to a plastic tab that prevents the pin from falling out. With your thumb and index finger, twist the pin clockwise and pull outward. This will break the plastic tab and remove the pin.

2. **A-Aim the Extinguisher** - From a safe distance but within the extinguisher's range, aim the nozzle of the extinguisher at the base of the fire. Remember to leave yourself an escape route.

3. **S-Squeeze the Handle** - To activate your fire extinguisher and release the extinguishing agent, squeeze the handle of the extinguisher.

4. **S-Sweep the Extinguisher** - Using a sweeping motion with the nozzle, sweep back and forth around the edge of the fire to prevent it from spreading. Sweep the nozzle across the base of the flame, covering the burning material. If the fire cannot be extinguished, leave the area immediately.

The best way to extinguish a fire is to fight it at its source. This is very important because a fire extinguisher will last only 3 to 20 seconds.

**Propane Tank Storage, Handling and Use**

Propane tanks should be stored outside in a safe and secured area. There are significant regulations for inside storage of propane tanks. The Manager must first contact local authorities to ensure compliance with all code requirements. If permitted by code and if propane tanks need to be stored inside, it should be in a well-ventilated area. Never store propane tanks in concealed locations such as closets, supply rooms, etc. Storing propane tanks with the Fork Lift in an enclosed area is prohibited due to the potential of a fire. Exposure of the tank to heat can also cause the relief valve to open and release flammable vapors causing a fire to intensify when ignited.

If propane tanks are stored in a shop or area connected to an office complex, it should be separated by a firewall along with proper venting to the outside. If tanks are stored inside a building, the building must be vented at the floor level and at higher levels so that the gas will be dispersed rather than settling to the lower levels and posing a risk of explosion.

**Control of Workplace Hazards**

- All flammable and combustible material will be stored in a designated area or flammable storage area.
- Good housekeeping will be the responsibility of all associates.
- Waste materials are to be discarded in the proper places.
- Associates are to pick up and sweep any debris on or around their machine on a shift to shift basis.
- All aisles and exits will be kept clean.
- All painted areas to fire extinguishers will be kept clean for access.
- All associates will know how to proceed to evacuation routes and exits when instructed, if an emergency situation develops.
- All associates will be instructed on the company Emergency Action Plan.
- Emergency telephone numbers will be listed on the bulletin board and in the cafeteria for dining operations.
- Each supervisor will be responsible for their associates to handle, store and maintain hazardous materials properly.

**Chafing fuel (Dining Operations ONLY)**

Only wick style chafing fuel (“Sterno”) is authorized to be used by Compass Group, NA dining operations. Under no circumstances is chafing fuel to be lit until the food and other service materials are in the final serving area (refer to the “Wick Fuel” JSA for details). Bent, dented, split, crushed, punctured, cut, or expired chafing fuel shall not be used. In the event that any of these problems have occurred - properly dispose of the chafing fuel and acquire a new one. Unused chafing fuel must be kept in an NFPA approved locker with other flammable materials.
**Additional Training**
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

**Final Thoughts**
Identifying and correcting fire hazards, knowing when and how to use a fire extinguisher and learning the evacuation procedures for your operation will help you prevent fires and act appropriately in emergencies. Prepare yourself for any fire emergency by thinking about the information we discussed today. There may come a time when you will be glad you did.
4.8 Proper Use of Equipment - Operating Out of the Danger Zone

Meeting Leader: Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk. The equipment discussed in this section represents the most common types of equipment used by Compass Group units. Contact your Compass Safety Manager for guidance on any other equipment.

When operating equipment, accidents can happen very quickly. Have you ever felt your shirtsleeve being caught and pulled into a piece of equipment but realized it in time to pull yourself free? For those of you who have had this experience, you probably remembered to keep your hands and arms clear of the moving parts of the equipment the next time. Sometimes the outcome is not so pleasant. Near-miss incidents like this one happen every day, but they are preventable.

NOTE: By OSHA Regulations and Compass Group, NA policies no associate under the age of 18 years of age is permitted to operate any powered equipment with an electric motor or internal combustion engine of any type. The single exception to this policy is vacuum cleaners.

Grinders, slicers, drill presses, buffers, forklifts and other powered equipment can make our jobs easier; however, machines like these can also pose serious hazards if they are not inspected, maintained and used properly. This discussion will address equipment safety training, use of personal protective equipment, inspections, hazards, and hazard controls.

Training

Training helps us use machines more efficiently and safely, and ongoing safety training is essential to prevent accidents. Equipment operators should try to learn every detail about their machine, including:
- General maintenance and unjamming procedures.
- Machine-specific hazards.
- How the guards protect you.

Do not take machine safety for granted. If you have any questions or concerns, contact your Supervisor immediately.

Inspections

The most important thing you may do all day happens before you actually start working with a machine. An inspection of your equipment should become part of your daily work routine. The purpose of this check is to ensure that your machine is in safe operating condition.

Equipment Inspection

NOTE: The following examples are supplied for reference only. Refer to the manufacturer’s operating instructions for information on a specific piece of equipment.
- Make sure the area in and around your equipment is clean and tidy.
- Ensure all buttons and controls are clearly labeled and operational.
- If there are lights on the equipment, check that they are operating properly.
- Cycle the main power switch on and off, push and pull the emergency stop button, if equipped, to ensure they operate properly.
- Check all electrical wiring, switches, junctions, and lines for loose, broken, or frayed wires.
- Ensure that all electrical plugs on cords have ground pins, as required.
- Ensure that all guards are in-place and in good condition.
- Check air and hydraulic lines and couplings for leaks.
- Secure or move electrical cords, air lines, and hydraulic lines that are blocking the aisle ways.
- Check for oil leaks in, under, and around the equipment.
- Check to ensure you have adequate lighting to operate the machine.
- Check that the ventilation fans are functioning properly.
• Ensure all compressed gas cylinders, including fire extinguishers, are securely mounted to a permanent surface.

Having performed your inspection, you are now ready to operate your machine. An awareness of the hazards that your machine poses while in operation will help you operate it safely.

**Equipment Hazards**
In general, any moving machine parts pose a hazard if you are unaware of them. Any rotating object is dangerous, so it is important not to wear items that could get caught in machinery. Even smooth, slowly rotating shafts can grip loose fitting clothing, gloves, and jewelry. Keep hair covered by a hat or a hair net.

If your equipment becomes jammed or broken, it is critical that the equipment be properly locked out and tagged (refer to Section 4.10 or, if applicable, addendum 4) to ensure against accidental start-up.

Keep your work area and equipment clean, and wear the appropriate personal protective equipment (PPE) for the hazards associated with your equipment. For example, when working in the kitchen remember to wear heavy-duty cut-resistant gloves on both hands when cleaning the meat slicer. PPE is your last line of defense; guards and other devices represent your first line of defense against injury when operating machines.

Use of cell phones and headphones is prohibited.

**Hazard Control**
Guards and other devices allow you to operate equipment safely. It is in your best interest to make sure that they are functioning properly at all times. Besides guards, follow these simple preventive tips to ensure you stay out of the "Danger Zone".

**NOTE:** Due to the variety of equipment and tools in use by Compass Group, NA operations the examples below are not intended to be all inclusive. Refer to the manufacturer supplied operating instructions before using any equipment.

**Powered Industrial Trucks and Golf Carts/Light Utility Vehicles (LUVs)**
The hazards and safe work practices for these pieces of equipment are covered in sections 4.11 (Powered Industrial Trucks) and 5.4 (Golf Carts/LUVs) of this manual.

**Fryers**
• Maintain fryer oil level 3 inches from top of the fry vat.
• Never let liquids fall into the grease.
• Always put product into the basket and slowly immerse into oil.
• Always wear proper mitts when working with hot oil.
• When draining grease, use only approved containers. Never use plastic containers.
• Always use tongs or a basket to lift product from the fryer.
• Always follow the manufacturer’s directions when filtering oil.

**Ovens/Stoves**
• If gas, be sure to check that the pilot light is on and the flame is burning blue.
• Make sure the oven door shuts and seals properly.
• Use clean, dry mitts when removing product from the oven.
• Do not let pot handles extend past edge of stove.

**Slicers**
• Never use the slicer without the guards in place.
• Never engage in conversation when using this type of equipment.
• Turn off slicer, unplug, and set dial to "0" when not in use.
• When required by design, use blade safety cover when cleaning or disassembling.
- Wear heavy-duty cut-resistant gloves on both hands when cleaning the slicer.  
- Keep hands away from the blade.

**Food Chopper/Processors**
- Wear heavy-duty cut-resistant gloves on both hands when cleaning the chopper.
- Never put your hands in the chopper.
- Use a food tamper, not your hands, to push the food down from the sides.
- Be sure that all guards are in-place.
- Turn off the chopper and unplug it before disassembling to clean.

**Steamer**
- Be sure that the water level in the tube is at the proper level.
- Be sure that the door is closed and sealed properly.
- Never open the steamer door while it's still in operation.
- Crack the steamer door and stand away when first opened to avoid steam burns.
- Always use steamer gloves to remove product from steamer.

**Tomato Slicer/Mandolin**
- Never wash in the dishwasher.
- Never leave in the sink.
- Cut-resistant gloves should be worn when using and cleaning.
- Always store in clear view on a low shelf.

**Flat Grill**
- Use flexible turners or tongs to turn food.
- Carefully lay product on the grill; do not toss on and splatter grease.
- Always wear personal protective equipment when cleaning the grill.

**Bench Grinder**
- Always keep guards in place. The grinder must have wheel guards, side guards, and face guards.
- Properly secure work before starting the machine.
- Never stand directly in front of the wheel when first starting.
- Never run wheels faster than the recommended speed.
- Always wear eye protection including a face shield.
- Do not wear rings or other jewelry.

**Drill Presses**
- Do not wipe oil or chips from the drill while it is turned on.
- Be sure the chuck wrench is removed before starting the machine.
- Do not loosen the chuck until power is turned off.
- Make sure the part is properly clamped before reaming operations are conducted.
- Never hold the piece to be drilled, tapped, or reamed by hand.
- Proper eye protection must be used when operating the drill press.

**Floor/Carpet Care Equipment**
- Before using, always inspect the equipment for damage or disrepair. Inspect the electrical cord and plug for defects.
- If the equipment fails the pre-use inspection, notify your supervisor and remove the equipment from service. Tag or label the piece of equipment as inoperable.
- Connect to a properly grounded electrical outlet only.
- Never use equipment with a damaged electrical cord or plug.
- Do not run the equipment over electrical cords, door stops, or other obstructions.
- Always unplug unattended equipment.
- Do not yank on the electrical cord to disconnect equipment. Always grip the plug when disconnecting equipment.
- Never try to move equipment by pulling on the electrical cord.
- Use proper techniques to prevent back strain when lifting or moving equipment.
- Do not handle the plug or equipment with wet hands.

**Buffers/Burnishers**
Many injuries can occur from improper use of floor buffers/burnishers including contusions to feet, arms, and hands and strains to the back, neck, hips, wrists, and fingers. Most floor buffer injuries are avoidable and are due to operator inexperience or improper/inattentive operation and handling of floor buffers.
- Always keep both hands on the handles when operating a floor buffer.
- Always unplug the floor buffer before changing the buffing pad or cleaning block.
- Carefully operate a floor buffer across changes in floor surface texture to prevent strong pulling motions and loss of control of the buffer.
- Cleaning solutions used with a floor buffer will result in wet floor surfaces. Always post wet floor signs near the area being cleaned.
- Always unplug the floor buffer before performing maintenance or repairs.

**Vacuum Cleaners and Carpet Extractors/Shampooers**
**NOTE:** The following rules apply to all three types of equipment - extractors and shampooers have additional rules that are covered below
- Electric shock may occur if used outdoors or on wet surfaces.
- Use only manufacturer’s recommended attachments.
- Do not put any object into openings on the equipment.
- Do not use with any opening blocked. Keep openings free of dust, lint, hair, and anything that may block or reduce air flow.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Do not use without dust bag and/or filters in place.
- Use extra care when cleaning on stairs.
- Do not use to pick-up flammable or combustible liquids such as gasoline or use in areas where they may be present.
- DO NOT use where oxygen or anesthetics are used.
- Only hand-held equipment may be set on furniture.

**Carpet Extractors**
- Turn unit off immediately if foam or liquid comes from the machine’s exhaust. Empty and clean out the recovery (dirty) tank and use defoamer to correct the problem.

**Carpet Shampooers**
- Do not use without dirty water reservoir in-place.

**Floor Scrubbers**
- Keep hands and feet clear of moving parts while machine is in operation.
- All switches must be in the “OFF” position when charging batteries.
- Do not operate near flammable materials such as solvents, thinners, fuels, grain dusts, etc.
- Make sure all switches are turned “OFF” and battery connections are removed before servicing.
- Store or park machine on a level surface only.
- These machines are typically intended for level floor operation only. DO NOT OPERATE on ramps or inclines unless designed for this purpose.
- When working on or around batteries, wear protective clothing and safety glasses. Remove metal jewelry. Do not lay tools or metal objects on top of batteries.
- DO NOT attempt to pick up hazardous dust(s).
Charging batteries generate explosive gases. DO NOT CHARGE BATTERIES WHEN OPEN FLAMES OR SPARKS ARE PRESENT. DO NOT SMOKE. Make sure the charger is turned off before connecting or disconnecting batteries. Charge the batteries in a well-ventilated area.

Maintenance and repairs must only be performed by authorized personnel.

Trash Compactors and Cardboard Balers
The volume of waste being removed from facilities is often reduced by compaction. These machines have hydraulic rams that operate on extremely high pressure that crush anything placed inside them. Compactor rams usually move forward/backward, while balers operate down/up.

Compactors
Waste compactors are generally fully enclosed and are removed by truck when full or on a pre-determined schedule. Schedules should be established so that the container does not become overfilled.

- These units are usually located at loading docks and sometimes have steel platforms that transition to them. The platforms must be regularly inspected to ensure their integrity.
- The operating mechanism must have a clearly identified emergency shut-off button and should be key or keypad operated. Keys should never be left in an unattended mechanism, nor should the mechanism be left in the “on” position when unattended.
- There should be a gate that must be closed and latched once the waste has been placed into the compactor hopper and before the ram is operated.
- Safety glasses and puncture resistant gloves should be worn when handling the waste and operating the compactor.

Balers
Balers are used mainly to compress cardboard to be recycled and are often somewhat open in the front and rear, in order to assist in determining when it is full and allow for easier removal of the bale.

- The operating mechanism must have a clearly identified emergency shut-off button and should be key or keypad operated. Keys should never be left in an unattended mechanism, nor should the mechanism be left in the “on” position when unattended.
- Full bales are bound by wire before removal from the baler. These wires must be put into place according to the manufacturer’s specifications.
- When a bale is ready for removal from the baler, a flatbed dolly should be placed in front of the baler, with wheels locked so that it won’t move. Open the door to the baler, bind the bale with wire as indicated above, go to the rear of it and push the bale onto the flatbed. Seek assistance, if necessary, when pushing bales onto or removing bales from the flatbed.
- Safety glasses and heavy duty gloves should be worn when loading and operating a baler.

Hand/Portable Tools
Hand/portable tools and equipment will be reviewed during departmental orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.

Hand Tools
- Each supervisor must be responsible for the safe condition of tools and equipment used by associates, including tools and equipment which may be furnished by associates.
- All hand tools must be kept in safe condition. Handles of tools must be kept tight in the tool, and wooden handles must be free of splinters or cracks. Wedges, chisels, etc., must be free of mushroomed heads. Wrenches must not be used when sprung to the point that slippage occurs.
- The frames of portable electric tools and equipment must be properly grounded except when endowed with U.L. approved double insulated construction.
- Electric powered tools and equipment showing worn, deteriorated, or inadequate insulation or other parts must be removed from service and repaired or replaced.

Portable Powered Tools (Pneumatic)
For portable tools, a tool retainer must be installed on each piece of utilization equipment which, without such a retainer, may eject the tool.

Hose and hose connections used for conducting compressed air to utilization equipment must be designed for the pressure and service to which they are subjected.

**Machine Guards**

Machine tool guarding will be reviewed during departmental orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.

Machine guarding shall be provided to protect associates in the machine area from hazards. Hazards include those at the point-of-operation, nip-points, rotation-parts, flying chips and sparks. The guard shall not offer a hazard in itself.

The point-of-operation guarding device shall be so designed as to prevent the operator from having any part of his body in the danger zone during the operating cycle. Machines that require point-of-operation guarding include:

- Mixers
- Slicers
- Cutters
- Shears
- Grinders
- Power saws
- Power presses
- Linen Presses
- Ironers
- Folders

NOTE: Most manufacturers provide machinery with appropriate point of operation guarding, however it is the responsibility of the supervisor to ensure its proper use and maintenance at all times.

Special supplemental hand tools for placing and removing material shall permit handling of material without the operator placing a hand in the danger zone.

Guarding shall be provided in operations involving the cleaning with compressed air. Effective guarding includes protective shields or barriers and personal protective equipment.

Compressed air used for cleaning shall not exceed 30 psi when the nozzle end is obstructed or dead-ended. Personal protective equipment must be used while cleaning.

The specific steps, tasks, and actions required to carry out this policy will result from your application of the above policy criteria to your operation.

**Additional Training**

For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

**Final Thoughts**

Safe equipment operation requires diligence, skill, and an attention to detail. Rely on your training, perform regular inspections, identify hazards (Stop, Think, Act), make sure that guards and devices are working properly and always use required personal protective equipment. You will find that you are operating your machine more safely and are avoiding “near misses” that could eventually become an accident.
4.9 Hazard Communication

The purpose of this program is to inform interested persons, including associates, that Compass Group is complying with the OSHA Hazard Communication Standard (HCS), Title 29 Code of Federal Regulations 1910.1200, by compiling a hazardous chemicals list, using Safety Data Sheets (SDS’s), ensuring that containers are labeled, and providing our associates with training and information availability.

This program applies to all work operations in our company where associates may be exposed to hazardous substances under normal working conditions, or during an emergency situation.

The Compass Group Corporate Safety Department is the program coordinator, acting as the representative of the Unit Manager, who has overall responsibility for the program. The Safety Department will review and update the program, as necessary. Copies of the written program may be obtained from the Unit Manager in their office.

All associates, or their designated representatives, can obtain further information on this written program, the hazard communication standard, applicable SDS, and chemical information lists from the Unit Manager in their office. Under this program, our associates will be informed of the contents of the Hazard Communication Standard, the hazardous properties of chemicals with which they work, safe handling procedures, and measures to take to protect themselves from these chemicals.

If after reading this program, you find that improvements can be made, please contact the Compass Group Corporate Safety Department. We encourage all suggestions because we are committed to the success of our written hazard communication program. We strive for clear understanding, safe behavior, and involvement in the program from every level of the company.

Hazard Evaluation Procedures

Our chemical inventory is a list of hazardous chemicals known to be present in our workplace. Anyone who comes into contact with the hazardous chemicals on the list needs to know what those chemicals are and how to protect themselves. That is why it is so important that hazardous chemicals are identified. The hazardous chemicals on the list can cover a variety of physical forms including liquids, solids, gases, vapors, fumes, and mists. Identification of hazardous chemicals requires an actual inventory of the facility. As new chemicals are added or old chemicals are phased out, the Unit Manager will ensure the chemical inventory is updated.

The Unit Manager keeps a copy of the chemical inventory list, along with related work practices used in our facility located in the Unit Manager’s Office, as well as in the main chemical storage area where it is accessible during work hours.

The company does not manufacture any chemicals and, therefore, does not make any hazard determinations.

After the chemical inventory is compiled, it serves as a list of every chemical for which an SDS must be maintained.

Global Harmonization System - (GHS)

OSHA has chosen to incorporate the GHS of Classification and Labeling of Chemicals to; account for changes in the labor force, adapt to globalization and increase associate Safety. The GHS enhances the former Hazard Communication Standard (HCS) by specifying formats for chemical labeling and Safety Data Sheets (SDS). Much of the old HCS has not changed. By adopting this GHS for labeling, every chemical supplier will use the same verbiage, pictograms and messages on their labels to convey hazards. Workers should be able to better understand the descriptions on the labels. The GHS covers all hazardous chemicals, there are no complete exceptions from the scope of the GHS for a particular type of chemical or product, since chemicals can be very dangerous if not diluted and used correctly. Thus the term “chemical” includes any substance, product, mixture, preparation or any other terms that may be
used, or referenced, by the SDS.

Pharmaceuticals, food additives, cosmetics and pesticide residues in food are not covered by the GHS at the point of consumption, but are covered where associates may be exposed (workplaces) and in transportation. (Foods are not generally labeled under the existing HCS).

GHS has identified 3 broad categories of hazards- Health Hazards, Environmental hazards and Physical Hazards.

**Labeling**

Labels are intended to provide an immediate reminder of the chemical hazards, as June 1, 2015 all labels will be required to include the following:

- **Product Identifier**: The name used on a GHS label should match the product identifier used on the SDS. It lists the chemical identity of the hazardous substance.
- **Supplier Identification**: The name, address and telephone number of the manufacturer or supplier of the product must be listed on the label.
- **Pictograms**: Make warnings more noticeable and easier for associates to understand. The specific pictogram required on a particular label is determined by the hazard classification.
- **Hazard Statements**: It is based on the hazard classification of the chemical. A statement should be present for each type of hazard and multiple statements may be combined.
- **Signal Word**: Either one of the following signal words must appear;
  - DANGER for the more severe hazard categories
  - WARNING for less serious hazards
  - If Danger appears on the label, the word Warning will not appear
- **Supplemental Information**: Non-harmonized information that is not required or specified under GHS. It could be information required by a competent authority.
- **Precautionary Statements**: Also based on the hazard classification of the chemical. It describes recommended measures that should be taken to protect against hazardous exposures, improper storage, or handling the chemicals. It includes first aid procedures.

**NOTE**: Only labels produced by the chemicals manufacturer are authorized. These labels can be either part of a permanently labeled spray bottle or peel and stick labels that are applied to a blank bottle.

If associates transfer chemicals from a labeled container to a portable container that is intended only for their IMMEDIATE use, (such as a dining operations sanitizer buckets) no labels are required on the portable container.

No other alternatives to labeling are used in this workplace.

**Additional Labeling Required for California Operations**

In Accordance with CALOSHA Standard 5194:

- **Local Management** shall ensure that each container of hazardous chemicals in the workplace is labeled, tagged, or marked with either: Product identifier and words, pictures, symbols, or combination thereof, which provide at least general information regarding the hazards of the chemicals, and which, in conjunction with the other information immediately available to associates under the hazard communication program, will provide associates with the specific information regarding the physical and health hazards of the hazardous chemical.
- **As an alternative**, signs, placards, process sheets, batch tickets, operating procedures, or other such written materials in lieu of affixing labels to individual stationary process containers, as long as the alternative method identifies the containers to which it is applicable and conveys the information required. The written materials shall be readily accessible to the associates in their work area throughout each work shift. In construction, the employer may use such written materials in lieu of affixing labels to individual containers as long as the alternative method identifies and accompanies the containers to which it is applicable and conveys the information required to be on a label.
Although labels are not required by CALOSHA Standard 5194 for portable containers into which hazardous chemicals are transferred from labeled containers, and which are intended only for the immediate use of the associate who performs the transfer, Compass Group, NA policy does require all containers, except sanitizer buckets used in dining operations to be properly labeled.

- Existing labels may not be removed or intentionally defaced on incoming containers of hazardous chemicals, unless the container is immediately marked with the required information.
- Workplace labels or other forms of warning are legible, in English, and prominently displayed on the container, or readily available in the work area throughout each work shift. Operations having associates who speak other languages may add the information in their language to the material presented, as long as the information is presented in English as well.

**Hazard Chemical List**

A chemical inventory (Refer to the chemical inventory template) is a list of hazardous chemicals known to be present in the workplace. Anyone who comes into contact with the hazardous chemical on the list needs to know what the chemical is and how to protect him/her. That is why it is so important that hazardous chemicals are identified, whether they are found in a container or generated in work operations (for example, welding fumes, dusts, and exhaust fumes). The hazardous chemicals on the list can cover a variety of physical forms including liquids, solids, gases, vapors, fumes, and mists. Identification of hazardous chemicals requires an actual inventory of those being used within the specific account and/or facility. As new chemicals are added or old chemicals phased out, the Account/Contract Manager will ensure the chemical inventory and SDS Binder is updated.

The Account/Contract Manager keeps the chemical inventory list, along with related work practices used in the account/facility, in his/her office, as well as in the main chemical storage area, where it is accessible during all work hours. NOTE: OSHA considers it a barrier in an associate has to access SDS through a manager or supervisor.

After the chemical inventory is compiled, it serves as a list of every chemical for which an SDS must be maintained.

NOTE: This listing should be reviewed and, if required, updated annually. Review dates should be noted on the index sheet upon completion.

**Safety Data Sheets- (SDS) (Formerly known as Material Safety Data Sheets or MSDS)**


The Right to Understand requires each chemical that associates use, or may be exposed to during their normal duties, must be supported by a Safety Data Sheet (SDS). These documents must be placed in a 3-ring binder with a Chemical Inventory List, so that an SDS can quickly and easily be found, if needed. To ensure speed in the event of an emergency the SDS in the binder must be identified with a numbered, or lettered, tab which is referred to in the chemical inventory.

Local managers are responsible for ensuring these SDS binders are current and directly accessible to all associates. When a new chemical product arrives or a product is no longer in use, the binder must be updated. In addition, management is responsible for ensuring associates are familiar with the contents of the SDS binder and know where it is located. These sheets have information on the items listed above.

If an associate comes into contact with a product (i.e. eyes, skin, etc.), the SDS will provide instructions on how to treat the injury. The SDS also has instructions on how to clean up a spill. If a Safety Data Sheet is needed for a new chemical or one is missing for an existing chemical, contact the vendor for a new SDS.
In addition to English Safety Data Sheets, where available, SDS’s in the native language of non-English speaking/reading associates must be available. Contact the chemical supplier for assistance.

Chemicals used can be very dangerous if not used or stored correctly. Failing to use Personal Protective Equipment (PPE) as specified on the SDS or product label can result in serious injury.

According to Compass Groups’ Workers’ Compensation statistics, the most common chemical injuries occur to the eyes and hands. Be proactive and ensure that associates are wearing gloves and eye protection when handling or using chemicals. Failing to wear PPE when required could result in temporary blindness or severe chemical burns to the skin.

Associates who fail to follow procedures should be retrained and/or counseled. In addition, when making rounds identify that chemicals are safely stored. Any improperly labeled or unlabeled bottles should be removed and either emptied and washed or discarded accordingly. Remove from service any container designed to be used in an automatic dispenser that has been damaged in order to create a dilution rate different than designed.

Training
Everyone who works with or is potentially “exposed” to hazardous chemicals will receive initial training and any necessary retraining on the Hazard Communication Standard and the safe use of those hazardous chemicals by the Unit Manager. "Exposure" means that "an associate is subjected to a hazardous chemical in the course of employment through any route of entry (inhalation, ingestion, skin contact or absorption, etc.) and includes potential (e.g., accidental or possible) exposure." Whenever a new hazard is introduced or an old hazard changes, additional training is provided.

Information and training is a critical part of the hazard communication program. We train our associates to read and understand the information on labels and SDS’s, determine how the information can be obtained and used in their own work areas, and understand the risks of exposure to the chemicals in their work areas as well as the ways to protect themselves.

Our goal is to ensure associate comprehension and understanding, including being aware that they may be exposed to hazardous chemicals, knowing how to read and use labels and SDS’s, and appropriately following the protective measures we have established. We encourage our associates to ask the Unit Manager questions. As part of the assessment of the training program, the Unit Manager asks for input from associates regarding the training they have received, and their suggestions for improving it. In this way, we hope to reduce any incidence of chemical related illnesses and injuries.

Training Content
All associates must receive instruction on all chemicals/chemical hazards present in the facility.
Associates are trained on specific hazardous chemicals.

The training plan emphasizes these elements:

- Summary of the standard and this written program, including what hazardous chemicals are present, the labeling system used, and access to SDS information and what it means.
- Physical hazards of chemicals (e.g., potential for fire, explosion, etc.).
- Health hazards, including signs and symptoms of exposure, associated with exposure to chemicals and any medical condition known to be aggravated by exposure to the chemical.
- Procedures to protect against hazards (e.g., engineering controls; work practices or methods to assure proper use and handling of chemicals; personal protective equipment required and its proper use and maintenance; and procedures for reporting chemical emergencies).

Training on the Hazard Communication Program is a requirement for all new associates. It is the responsibility of the Unit Manager to ensure total compliance. Additionally, every time a new hazard is introduced into the workplace (i.e. new chemical), follow-up training on the new hazard is required. Of particular importance is training on proper Personal Protective Equipment (PPE) required for use, and the
first aid treatment necessary should an exposure incident occur. Documentation for all training should be placed in the associate’s training file. Documentation should be maintained for the entirety of the associate’s employment, and should then be maintained as long as the personnel file is maintained.

**Rights and Responsibilities of Associates (Right to Understand)**

Associate RIGHTS- you have the right to:

- Be trained concerning the hazards associated with the substances in your workplace.
- Have direct access to the List of Chemicals and Safety Data Sheet (SDS) for hazardous substances in your workplace.
- Be provided with a copy of the List of Chemicals you work with, as well as the corresponding SDS.
- Refuse to work with a hazardous substance if you are denied access to information about the substance.

Associate RESPONSIBILITIES- you are responsible to:

- Know your rights under the Hazard Communication Program.
- Know where to get information about hazardous substances in your workplace.
- Learn to read and understand labels and SDS’s.
- Identify hazards before you begin a job and to keep your work area clean.
- Use appropriate safe work practices and proper personal protective equipment (PPE).
- Follow proper procedures for clean-up and disposal of hazardous substances.
- ASK questions if you are unsure of safe work practices.

**Hazards of Non-routine Tasks**

When associates are required to perform any hazardous, non-routine tasks that have the potential to expose associates to hazardous chemicals, we inform associates of these hazards on-the-spot by way of the Unit Manager.

**Multi-Employer Facility**

When contractors or any other employer’s associates (i.e., painters, electricians, plumbers, etc.) will be working at this workplace, the Unit Manager will:

- Provide the other employer(s) with SDS’s for any of our chemicals to which their associates may be exposed in the following manner: All SDS’s are posted in the general vicinity of the chemical itself, either in the storage area or at the point of use; and
- Relay necessary label and/or emergency precautionary information to the other employer(s) in the following manner: the Unit Manager is directly responsible for personally informing the contractor of any labeling and/or emergency precautionary information.

Each contractor bringing chemicals on-site must provide the Unit Manager with the appropriate hazard information on these substances, including the SDS’s, the labels used and the precautionary measures to be taken in working with these chemicals.

**Additional Information**

If at any time during the work cycle an associate has a question or concern about a substance or hazard they are exposed to in the workplace, they should immediately seek out the SDS or their supervisor to ensure they are afforded the safest work environment possible. All associates, or their designated representatives, can obtain further information on this written program, the hazard communication standard, applicable SDS’s, and chemical information lists from the Unit Manager.

**Additional Training**

For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.
4.10 Lockout/Tagout (Control of Hazardous Energy)

The following information is provided to assist Compass Group operations in developing procedures to meet safety requirements for controlling hazardous energy using lockout/tagout techniques.

**NOTE:** This section of this manual is intended for Vending, Dining, EVS, PT, and Valet operations ONLY! Laundry, POM, Facilities management and HTS operations, which have more specific requirements/guidelines, are covered in addendum 4 to this manual.

This program establishes recommended minimum requirements for the lockout/tagout of energy isolating devices. It shall be used to ensure that the machine or equipment is stopped, isolated from all potentially hazardous energy sources and locked out before energizing or starting-up of the machine or equipment or release of stored energy could cause injury. When the energy isolating devices are not lockable, a tagout device may be used, provided additional training and more rigorous periodic inspections are accomplished.

All Compass Group operations are expected to establish site-specific procedures for the control of hazardous energy. An energy control program shall consist of energy control procedures, associate training and periodic inspections.

Please note that most small equipment items (i.e., slicers, choppers, buffers, vacuum cleaners, etc.) only need to be unplugged with the operator maintaining positive control of the plug during cleaning, servicing or moving to be in compliance. Operations with equipment that is hard-wired should contact their Corporate Safety Manager for assistance in developing a plan.

**Responsibilities**

Corporate Safety Managers:
- Assist with training as appropriate.
- Monitor program compliance.
- Respond to questions

Unit Manager and/or District Safety Champion:
- Provide appropriate lockout/tagout training for affected associates.
- Develop site-specific procedures for lockout/tagout of equipment.
- Provide necessary equipment for the program.
- Conduct periodic inspections to assure program compliance.

Associates:
- Comply with the restrictions and limitations during use of lockout/tagout.
- Perform the lockout/tagout in accordance with established procedures.

**Definitions**

**Lockable**
An energy-isolating device is capable of being locked out if it has a hasp or other means of attachment to which, or through which, a lock can be affixed, or it has a locking mechanism built into it. **NOTE:** Some equipment is not equipped with built-in lockout devices. For this equipment it will be necessary to purchase a means of locking it out. Contact your Corporate Safety Manager for guidance.

**Lockout**
The placement of a lockout device on an energy-isolating device in accordance with an established procedure, thus ensuring that the energy isolating device and the equipment being controlled cannot be operated until the lockout device is removed.
Tagout
The placement of a tagout device on an energy-isolating device in accordance with an established procedure to indicate that the energy-isolating device and the equipment being controlled may not be operated until the tagout device is removed.

Tagout Device
A prominent warning device, such as a tag and a means of attachment, which can be securely fastened to an energy isolating device in accordance with an established procedure to indicate that the energy isolating device and the equipment being controlled may not be operated until the tagout device is removed.

Authorized Associate
A person who locks out or tags out machines or equipment in order to perform servicing or maintenance on that machine or equipment. An affected associate becomes an authorized associate when that associate’s duties include servicing or performing maintenance covered under this section.

Energy Isolating Device
A mechanical device that physically prevents the transmission or release of energy, including but not limited to the following: a manually operated electrical circuit breaker; a disconnect switch; a manually operated switch by which the conductors of a circuit can be disconnected from all supply conductors and, in addition, no pole can be operated independently; a block; and any similar device used to block or isolate energy. Push buttons, selector switches and other control circuit type devices are not energy isolating devices.

Sequence of Lockout
1. Notify all affected associates that servicing or maintenance is required on a machine or equipment and that the machine or equipment must be shut down and locked out to perform the servicing or maintenance.
2. The authorized associate shall use established procedures to identify the type and magnitude of the energy that the machine or equipment utilizes, shall understand the hazards of the energy, and shall know the methods to control the energy.
3. If the machine or equipment is operating, shut it down by the normal stopping procedure (depress stop, open switch, close valve, etc.).
4. Turn off power to the equipment at the power source(s).
5. Place a lock on the power source(s) using assigned individual lock(s), OR, place a tag on the power source(s) using assigned individual tag(s).
6. Stored or residual energy (such as that in capacitors, springs, elevated machine members, rotating flywheels, hydraulic systems, air, gas, steam, or water pressure, etc.) shall be dissipated or restrained by methods such as grounding, repositioning, blocking, bleeding down, etc.
7. Ensure that the equipment is disconnected from the energy source(s) by first checking that no personnel are exposed, then verify the isolation of the equipment by operating the push button or other normal operating control(s), or by testing to make certain the equipment will not operate. Caution: Return operating control(s) to “off” or “neutral” position after verifying the isolation of the equipment.
8. The machine or equipment is now locked out.

Restoring Equipment to Service
When the servicing or maintenance is completed and the machine or equipment is ready to return to normal operating condition, the following steps shall be taken:
1. Check the machine or equipment and the immediate area around the machine or equipment to ensure that nonessential items have been removed and that the machine or equipment components are operationally intact.
2. Check the work area to ensure that all associates have been safely positioned or removed from the area.
3. Verify that the equipment’s controls are switched to “off” or “neutral”.
4. Remove the lockout devices and re-energize the machine or equipment. 
   Note: The removal of some forms of blocking may require re-energizing the machine before safe removal can be accomplished.

5. Notify affected associates that the servicing or maintenance is completed and the machine or equipment is ready for use.

**Full Associate Protection - (Tagout Procedures)**

When a tagout device is used on a power source that is capable of being locked out, the tagout device shall be attached at the same location that the lockout device would have been attached, and the tag will provide a level of safety equivalent to that obtained by using a lockout.

**Training and Communication**

Training shall be provided to all affected Compass Group associates to ensure that they understand the purpose and function of the energy control program and so that the knowledge and skills required for the safe application, usage, and removal of energy controls are acquired by associates. The training shall include the following:

- Each authorized associate shall receive training in the recognition of applicable hazardous energy sources, the type and magnitude of the energy available in the workplace, and the methods and means necessary for energy isolation and control.
- Each affected associate shall be instructed in the purpose and use of energy control procedures.
- All other associates whose work operations are or may be in an area where energy control procedures may be utilized shall be instructed about the procedure, and about the prohibition relating to attempts to restart or re-energize machines.

**Additional Training**

For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.
4.11 Powered Industrial Truck Safety

Powered industrial trucks refers to the different kinds of transportation items and vehicles used to move materials and products in materials handling. These transportation devices can include small hand-operated trucks, pallet-jacks, and various kinds of forklifts. These trucks have a variety of characteristics to make them suitable for different operations. Some trucks have forks, as in a forklift, or a flat surface with which to lift items, while some trucks require a separate piece of equipment for loading. Trucks can also be manual or powered lift and operation can be walk or ride, requiring a user to manually push them or to ride along on the truck.

IMPORTANT NOTE: If you are operating in a state with a state-specific OSHA program there may be additional requirements to those listed below. Please contact your Corporate Safety Manager for assistance.

There are many types of industrial trucks:
- Hand trucks
- Pallet jacks
- Pallet trucks
- Walkie stackers
- Platform trucks
- Order picker
- Sideloader
- Many types of AGV

NOTE: Specific information concerning aerial lifts and landscaping equipment are contained in Addendums 19 and 20 respectively.

Training Responsibilities
Management is responsible for ensuring that all associates who operate powered industrial trucks receive documented training as outlined below.

The Unit Manager is responsible to document training for all powered industrial truck operators at the time of hire and every three years thereafter. This documentation must be kept on-file in the unit for inspection by safety personnel or regulatory agencies.

Training Overview
Powered industrial truck safety training will include, but not be limited to, instruction in the following elements:
- Responsibilities of those involved in the program.
- Demonstrations by the trainer and practical exercises by the associate of the powered industrial trucks controls and their function.
- An explanation of items to be inspected before operating the powered industrial trucks.
- Hazards associated with operating a powered industrial trucks.
- Forklift safety rules.
- Proper conduct for driving a powered industrial trucks.
- Steps to take when leaving a powered industrial trucks unattended.
- An evaluation of the driver’s performance in the workplace with the associate steering and maneuvering the powered industrial trucks while observed by the trainer.

NOTE: Due to the wide variety of material handling equipment in use by Compass Group, NA operations we cannot provide specific information. Consult the manufactures operating manual(s), the contractor that services the equipment, you Corporate Safety Manager or any combination of the three for details or assistance.

Powered Industrial Truck Safety Rules
It is essential that all powered industrial trucks drivers obey the following rules:
Only associates who have written certification from management may operate powered industrial trucks.

Each operator must inspect their vehicle before operating it and ensure that all safety equipment (brakes, horn, etc.) is in good working order. If repairs are needed, do not operate the vehicle. Report any malfunction to your supervisor immediately and tag the vehicle as “OUT OF ORDER.”

Look in the direction of travel at all times. Keep clear view of where you are going. Drive in reverse (except up slopes).

Keep arms and feet inside the lift at all times.

Forks must be kept in a lowered position (6 inches or less from the floor) when the truck is moving and completely down when parked.

Use of the truck for horseplay or stunt driving is prohibited.

Never lift an unstable load. Be sure you have clearance to move the load safely through aisles and doors and under any overhead obstruction.

Should an accident occur or damage be done with the truck, it must be reported immediately.

Trucks must stop and sound horn at all intersections and when backing up.

Do not unload a trailer unless the trailer wheels are chocked and the brakes are set.

Riders are never permitted and forks shall not be used to raise or lower a person.

Pedestrians always have the right of way.

Loads must be centered at all times.

Battery chargers must be turned off before being connected to the truck.

Safety goggles and protective rubber gloves must be worn when performing battery maintenance.

Battery water levels must not be overfilled.

Powered industrial trucks must be turned off with the key removed when not in use, out of sight or when the driver is 25 feet or more away.

Forklifts must be operated from the driver’s seat only.

Propane canisters must be securely stored at all times.

Forks must be inserted fully under each load.

Keep loads within the capacity of the truck.

Properly space forks to lift load.

Do not use forks to nudge materials.

The load leads when going up inclines. The load follows when going down inclines.

Look in all directions before moving and keep the powered industrial truck under control at all times.

Be prepared for emergency stops.

All forklifts must be equipped with an overhead guard.

Never use a forklift as an elevator or personnel carrier.

Supervisors are responsible for ensuring that operators comply with these instructions.

Seat belts must be used when operating a forklift.

The use of eye protection is mandatory if the equipment does not have an enclosed cab.

Equipment must have a working signal alarm while backing up.

**Refueling the Vehicle**

If equipped with a gas/diesel engine:

- Do not smoke, avoid areas with open flames
- Shut off engine
- Check the fuel before starting to operate.
- Fill the fuel tank(s) as needed.
- Only use NFPA approved fuel cans.
- Ensure filler nozzle is in contact with the tank
- Wear the appropriate PPE

**NOTE:** Propane tanks that are used with the operation of powered industrial trucks are designed with the components necessary for UL approval. Powered industrial trucks should not be operated with tanks that are not UL approved for machine use. Do not use tanks that are designed for gas grills as they can create dangerous operating conditions.
Additional Training
For additional training, refer to the Compass Corporate Safety website.
4.12 Emergency Evacuation/Action – Getting Out In One Piece

IMPORTANT NOTE: This section addresses emergency evacuation procedures ONLY and should not be confused with Emergency Action Plans which are addressed in Addendum 15

- It has been determined that in the best interest of all Compass Group North America associates, the official company policy be the immediate and total evacuation of ALL associates from the workplace upon activation of a fire or other emergency alarm. This will require that each operation develop a written emergency action plan as well as posting evacuation routes and establishing a "rally point" where roll can be taken to account for all associates.
- Many of our clients will have an evacuation plan that they require us to participate in. This section is provided for use in units where the client has not specifically requested Compass Group North America associates follow their plan.
- It is the responsibility of the unit manager and/or the District Manager to determine the exact actions to be taken at each location.

Meeting Leader: Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.

There may come a time when the evacuation of this facility is required. Fire alarms, bomb threats, and gas leaks are only a few examples of what may lead to this need. This discussion will address our actions in the event an evacuation is called for.

Evacuation Procedures
In an emergency, you will not have the time to stop and review evacuation procedures. Therefore, it is essential to know what to do before an emergency happens, so make sure you learn the evacuation procedures for your facility. It is especially important to identify the location of the nearest emergency exit.

Meeting Leader: Discuss the emergency evacuation plan appropriate to the personnel present at the meeting. Clear up any confusion or questions that the associates have and remind them that you are available to speak with them if they have any questions in the future. Schedule a drill to practice your evacuation procedures with the group.

Some specific Emergency Action Plans (Again, seek out your clients plan first!)
NOTE: The emergency action, whether it’s the Clients or one developed by the local Compass Group, NA management team, plan MUST be made available, in writing, for all associates to review. If your operation has less that 10 associates the plan may be communicated verbally.

Please remember that regardless as to whether a site is using a client mandated program or the material(s) on the following pages to develop a local process ALL associates must be aware that all emergency situations are to be reported to the onsite manager/supervisor immediately.

Medical Emergency
If a Compass Group associate receives a life-threatening injury:
1) The Manager shall immediately call 911 to begin local emergency response;
2) The first on-scene associate shall standby until professional medical assistance arrives, and provide medical assistance, if able to.
3) An associate shall be sent outside to await incoming emergency vehicles;
4) Perform necessary medical management including appropriate first aid and CPR procedures if certified and deemed necessary.
If the determination is made that helicopter transport is necessary for the injured associate, a landing zone shall be prepared to receive the incoming unit. The local authorities will appoint the designated landing zone. Upon summoning the helicopter, police shall be notified to close off the area to traffic so that the unit will be able to land with minimal interference.

**Natural Disaster**

If a natural disaster such as a tornado or hurricane has been forecast or is imminent for the area, the following actions shall be taken:

1. A member of the Management Team shall notify all associates of the warning via the intercom system if available, and instruct associates to assemble in the building’s shelter area.
2. Upon hearing the notification of the warning, all associates shall gather in the designated shelter area for the building.
3. When all associates have gathered in the shelter area, the Evacuation Supervisors shall take a head count.
4. If it is determined that associate(s) are missing, the Evacuation Supervisors shall re-check the facilities, provided it is safe to do so.

**NOTE:** It is advised that the following are kept ready for use in each building’s shelter area:
- Portable emergency band radio
- Portable transistor radio
- Flashlight(s)
- Spare Batteries
- First Aid Kit

**Bomb Threat**

If an outside individual phones in a bomb threat to Compass Group, the individual taking the call shall attempt to obtain as much information as possible from the caller. The individual shall stay on the telephone until the caller hangs up first, and then take the following actions:

1. The individual shall immediately notify a member of the management team.
2. The individual shall notify all internal associates via the intercom system if available with the following announcement: “May I have your attention please? We have an emergency in the building. Please evacuate the building immediately.” The individual making the announcement shall not specify the nature of the emergency situation during the announcement.
3. The individual shall call 911 to begin local emergency response.
4. The evacuation announcement shall be repeated at least once.
5. All associates shall gather at the designated meeting point after evacuating the building.
6. The Management Team and the individual taking the call shall wait outside for emergency personnel.

**NOTE:** IN ALL BOMB THREAT SITUATIONS, ASSOCIATES ARE TO CONSIDER THE THREAT TO BE SERIOUS AND TO TAKE EMERGENCY ACTION IMMEDIATELY.

**If a suspicious package or parcel is found on Compass Group premises**

- The associate who discovers the package shall immediately notify a member of the Management Team.
- The building shall be evacuated following the same procedure as for a bomb threat.
- The Manager shall call 911 to begin local emergency response.

**NOTE:** ASSOCIATES IN THE VICINITY OF A SUSPICIOUS PACKAGE OR PARCEL SHALL IMMEDIATELY TURN OFF ALL PAGERS, CELLULAR TELEPHONES, TWO-WAY RADIOS, OR ANY OTHER ELECTRONIC DEVICES; ASSOCIATES SHALL NOT USE THESE DEVICES IN THE IMMEDIATE SURROUNDING AREA OF A SUSPICIOUS PACKAGE OR PARCEL.

**Civil Disturbance**

If a civil disturbance (i.e., protest, large crowd, strike) occurs or is imminent, the Management Team shall take the following actions:

1. 911 shall be called to begin local emergency response.
2. All doors, windows, gates, or other points of access shall be locked and secured.
3) All machinery, tools, and equipment shall be turned off.
4) Associates shall gather at a safe location within the building, away from windows and doors.
5) Prior to the start of their shift, all in-coming associates shall be contacted and informed to remain at home.

**Active Shooter**

An Active Shooter is a situation where one or more suspects participate in a random or systematic shooting spree, and demonstrating intent to continuously harm others. The overriding objective appears to be that of inflicting serious bodily injury/death rather than other criminal conduct. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims.

**In a Classroom or Office:**
- If you are in a classroom, room or office, **STAY THERE**, secure the door and turn off the lights.
- Remain silent.
- If the door has no lock and the door opens in, a heavy door wedge can be kept on hand and used, otherwise look for heavy furniture to barricade the door. If the door has a window, cover it.
- If the windows don't open, or you cannot break them, or you are not on a ground floor, get out of sight from the door and stay low and quiet.

If no police units are on scene, move well away from the incident and find safe cover positions (not the parking lots) and wait for the police to arrive. When police officers arrive, **KEEP hands on top of your head and do exactly what the Police tell you to do.**

**In Kitchens, Hallways or Corridors:**
- Stay low to the floor.
- Unless you are very close to an exit, don’t run through a long hall or open kitchen area to get to one as you may encounter the gunman or hostage taker.
- Exit the facility, if possible. If you cannot exit the facility, get into a room that is not already secured and secure it.
- If the door has no lock and the door opens in, a heavy door wedge can be kept on hand and used, otherwise look for heavy objects to barricade the door. If the door has a window, cover it.
- Remain silent.

**In Servery, Other Large Rooms or Auditoriums:**
- If in the servery or other similar large area and the gunmen are not present, move to and out the external exits and move toward any police unit. Drop all bags and keep your hands on your head. **Do what the police tell you to do.**

**Loading Docks and Other Open Spaces:**
- If possible, move away from the building and toward any police unit. Stay alert and, if necessary, look for appropriate cover locations. Hard cover, such as brick walls, large trees, retaining walls, parked vehicles, and any other object that may stop bullets, may be utilized as cover.

**What to Expect from Responding Police Officers**

Police officers responding to an active shooter are trained to proceed immediately to the area where the shots were last heard; their purpose being to stop the shooting as quickly as possible. The first responding officers may possibly be from different police agencies and dressed in different uniforms. They may even be in civilian clothes and wearing an external bulletproof vest. Regardless of how officers appear, remain calm. Do as the officers tell you, and do not be afraid of them. **Be prepared** and understand that until they get detailed information responding police will likely treat EVERYONE as a potential suspect. Put down any bags or packages that you are carrying and keep your hands visible at all times.

If you know where the shooter is, or know the shooter’s description, tell the officers.
The first officers to arrive will not stop to aid injured victims. Rescue teams will follow shortly after the first responding officers enter the area. They will attend to the injured and remove everyone safely from the area.

Keep in mind that once you have escaped to a safer location, the entire area is still a crime scene. Police will usually not let anyone leave until the situation is under control and witnesses have been identified. Until you have been released, remain at whatever assembly point authorities designate.

What else can you do? Prepare a plan of action for an active shooter in advance.

Determine possible escape routes and know where the nearest building exits are.

**Other Emergency Scenarios**
In the event of a unique emergency situation, (including, but not limited to) robbery, vehicle accident, hostage situation, etc.), the Management Team and the Compass Group Crisis Management Hotline (877-710-6291) shall immediately be notified of the situation. At that time, a course of action shall be determined and further instructions shall be issued to Compass Group associates.

**Additional Training**
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

**Final Thoughts**
Identifying and correcting fire hazards, knowing when and how to use a fire extinguisher and learning the evacuation procedures for your facility will help you act appropriately in an emergency. Prepare yourself by thinking about the information we discussed today. There may come a time when you will be glad you did.
4.13 Personal Protective Equipment (PPE)

NOTE: The information contained in this section refers to the hazards associated with Vending, Dining, EVS, PT, and Valet parking. All other business lines refer to Addendum 9.

- Some of the items we used in our day to day operations (such as cut-resistant gloves, slip-resistant shoes, and oven mitts used by Dining operation) also fall into the category of PPE but, since it is covered elsewhere in this manual it is not covered here.
- It is the responsibility of the unit manager, and/or the district manager to determine exactly which PPE is required at each location. Refer to the SDS or equipment manufacturers operating instructions for requirements.
- REMEMBER: If a particular PPE item is recommended by the SDS or equipment manufacturers operating instructions we are required to have it available for use.

Meeting Leader: Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.

NOTE: ALL personal protective equipment is to be provide to associate free of charge. The single exception to this rule, in all states except Puerto Rico, is footwear (i.e. slip-resistant and/or steel toed shoes) UNLESS it is job specific and not permitted to leave the facility.

Many people do not give personal protective equipment (PPE) a thought while performing their duties throughout the day. After all, safety glasses/goggles, gloves, aprons, etc. are for “industrial” chemicals and heavy equipment, and we don’t work with those, do we? No, but many of the cleaning supplies, lubricants and small power tools we do use are just as hazardous due to the complacent way many people handle them. This is why it is important to understand not only which PPE is required for a given task, but also why it is required. Below are some examples of the more common types of PPE that most units would need:

**Eye Protection**

Cover one of your eyes with your hand and you’ll get a small idea of what it would be like to be without it. To lose both eyes is much worse. Fortunately, safety goggles are very inexpensive insurance. There are many types available but the two types we are concerned with provide chemical and general-purpose impact protection:

- Chemical goggles protect the eyes from splashing or sprayed chemicals and, with few exceptions, should be available in every unit. Many of the cleaning and lubricating chemicals currently in use in our units are caustic and can cause severe eye damage and/or blindness.
- General-purpose goggles/face shields prevent eye injuries that result from small items, such as metal particles from grinding or drilling. These will be required in vending units with a maintenance department.
- Although prescription eyewear is designed with some impact resistance, eye glasses are not intended to provide the protection afforded by safety goggles and will not provide acceptable protection from chemicals. Contact lenses provide no protection and, although that seems like a common sense statement, there are people who do believe their contacts will protect their eyes.

**Face Protection**

Face protection devices will be made available to all associates, as needed.

- Face protection devices and use will be reviewed during orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.
- Individual face protection, in the form of masks and shields will be provided, as appropriate.
• Associates shall wear a safety face shield when pouring water into batteries and any other time deemed appropriate by management.
• Where applicable general use eye and face protection will be readily available for use in designated areas by employees, outside contractors and visitors.
• The protective equipment will be properly maintained. Clean and functional condition shall be required at all times.
• Healthcare associates shall wear masks when designated by Nursing through Isolation signs or whenever deemed appropriate by management.

**Dust/Mist Masks**
Use dust and mist masks as required for nuisance substances (e.g., dusts encountered during construction or cleaning activities, such as dusts from drywall, concrete, wood, fiberglass, or sweeping). NOTE: Dust/mist masks are not for use with hazardous chemicals and are not to be used in circumstances where respirators are required.

**Respirators**
Respirators require specific training and fit testing that cannot be addressed in this section. **DO NOT** use a respirator if you have not been properly trained or do not understand the situations in which its use is required. For operations that do require respirators refer to Addendum 3 for guidance.

**Chemical Resistant Gloves and Aprons**
These are made of either natural or synthetic rubber to protect the body from acids and other injurious materials. Many of the chemicals used in our kitchens today will cause a “sunburn” type of injury; you may not even realize you have been burned until much later. A majority of the injuries will be, at the most, uncomfortable, although some can be severe enough to require medical treatment.

NOTE: Do not rely on thin, plastic aprons typically worn during food preparation. These will tear easily and may also have adverse reactions with some chemicals. Relying on your clothing to protect you from a caustic chemical is unsafe. Unprotected clothing offers little protection and the cloth may soak up the chemicals and keep it in contact with your skin thus prolonging exposure and injury.

Aprons and gloves should be worn along with goggles when using chemical cleaners such as Lime Away or oven cleaners.

**Crothall EVS - Gloves and Glasses (G2)**
Whenever gloves are required, safety glasses will be worn also. Latex or neoprene gloves and safety glasses shall be worn whenever handling chemicals or performing any cleaning-related tasks, including but not limited to:
- Handling trash or soiled linen
- High dusting
- Damp wiping
- Cleaning bathroom fixtures
- Wall washing
- Dust/wet mopping
- Window cleaning
- Floor scrubbing/stripping and recoating
- Changing mop water/solution
- Filling spray bottles and buckets
- Carpet shampooing

**Steel or Reinforced Toe Shoes**
These are intended to protect the toes from damage as a result of a heavy item being dropped on them. Everyone knows how much a stubbed toe hurts; try to imagine a 10lb can of peaches or even a vending machine falling on your foot. Some of our associates who would benefit from, and should be wearing
steel-toed shoes, are vending maintenance, warehouse, vending money-room associates and anyone whose primary duties are stocking storage rooms.

**Using PPE**
More important than having PPE is ensuring its availability and use. All PPE items must be available in sufficient quantities and not locked away in a cabinet. ALL associates should use PPE to protect themselves any time they are required to. If the unit does not have enough PPE to go around, purchase more. It is very affordable insurance.

When a PPE item shows signs of wear and/or damage it must be replaced. Old, scratched goggles will eventually be in such bad shape that they could be more hazardous to use than to leave on a shelf.

**Additional training**
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

**Final Thoughts**
PPE is designed to protect you from health and safety hazards that can’t be removed from the work environment. Every year an estimated 2 million people suffer a temporary or permanently disabling work-related injury. More than one-quarter of those injuries will involve the head, eyes, hands, or feet. Don’t become a statistic. Think of how difficult it would be to learn to function with only one eye or less than ten fingers?
4.14 Preventing “Struck By” and “Striking Against” Accidents

Meeting Leader: Your presentation will be most effective if you do not read this word for word, but rather use it as an outline for your discussion. Use your personal knowledge and experience to further customize and support the information in the talk.

The “Struck By” and “Striking Against” accident categories are very common but frequently misunderstood. Even though the names imply they are different accidents, a review of the data indicates they are very similar and result in the same types of injuries. The majority of both claims can be prevented using the same tools: situational awareness and slowing down.

This discussion will describe these two accident categories, how they occur, common injury types, and tips for prevention.

**What is the difference between a “Struck By” and “Striking Against” Accident?**

Simply put, “struck by” accidents occur when someone is hit by a moving object such as a swinging door, cart, or an object that has fallen off of a shelf or rack.

Striking against accidents are just the opposite and occur when someone runs into an object such as a table, cart, or low hanging shelf.

Both accident categories result in many of the same types of injuries such as cuts, bruises, fractures, burns.

**Preventing “Struck By” and “Striking Against” Accidents**

Meeting Leader: Review the following prevention tips and give specific examples where these might be used at your site.

These types of accidents are actually quite simple to prevent and the best part is that many of them will have no costs associated with them other than the few minutes it may take to correct the problems.

Common prevention methods include the following:

- **Slow down** - Many of these accidents are simply the result of associates rushing to get a job done and moving too fast.

- **Maintain situational awareness** - All of us at one time or another has walked into a door frame, table or other object that we knew was there. Most of the time we suffer little more than the embarrassment of having “everyone” see us do it but occasionally injuries do actually occur. Usually the cause of this is while concentrating on a particular task we are simply not paying attention to our surroundings. Another cause is that many of the items in the facilities we work in can be easily moved making it possible to run into something that wasn’t here yesterday. The key is becoming familiar with your surroundings and maintaining situational awareness including the movements of others around you.

- **Keep doors/drawers closed** - Many times associates walk into an open door or something like an oven, cooler, or cabinet that was left open when they, or someone else, stepped away for a moment. Sometimes the associate that ran into the door is the same one that left it open. Filing cabinets are another common cause of this accident. A drawer is opened to retrieve a file, left open while unattended, and someone walks into it. The solution to these accidents is simple: Close the door/drawer unless you are standing in front of it.

- **A very common type of “struck by” accident involves one associate opening a door into another associate that is standing near or passing by the doorway. This could be a cooler door or the door to an office, housekeeping closet, storage area or serving area. Sometimes these doors are equipped with windows that are intended to prevent this from happening. Some units have adopted a policy in which traffic through a particular set of doors is limited to “one-way”. In areas where the doors do not have windows or one-way traffic is not possible associates should simply**
open the doors slowly. The simplest thing to do to avoid being struck by a door is to simply not stand in front of it.

- Control your carts - Some accidents are the result of a cart that one associate left in a walkway and another one walks into it. In some cases an inattentive associate pushes their cart into another associate. In a few cases the carts have been “shoved” to get it out of the way resulting in a run-away that is bound to hit someone or something. Keep walkways clear.

- Sometimes the layout of the facility is to blame. Many of the offices, kitchens, storerooms and warehouses we occupy just do not have enough room. This being the case, sometimes items protrude into the walkways. These can be pallets, can openers attached to a table, buffers, or something that is just not stored properly sticking out into the walkway.

- Use proper storage techniques - Occasionally an accident is reported in which an item actually fell from a shelf or rack striking an associate. Most of the time this has been the result of haphazard storage practices. A good rule of thumb here is - If it looks like it may fall it probably will.

- Bungee cord usage is prohibited in all operations.

- Use verbal warnings. - When coming through a door, rounding a corner, or simply walking through the kitchen, verbal warnings can alert fellow associates that you are present. Examples of simple verbal warnings are:
  - “COMING THROUGH” – When going through a door.
  - “BEHIND” – When walking behind another associate.
  - “CORNER” – When rounding a blind corner.
  - “HOT STUFF” – When carrying hot items such as soup or caustic cleaning chemicals around fellow associates.
  - “OPENING” – When a door is being opened into a common or high traffic area.
4.15 Vehicle Safety

There are several reasons to operate a vehicle, regardless of ownership, while on company business properly and safely. Not only are the lives of other drivers, and pedestrians important, but our company property or the property of others could also be damaged in a vehicle accident as well. However, the most significant asset to Compass Group is in your vehicle...you. Safe vehicle operation must be adhered to at all times. Some examples of these operations include:

- Always wear seat belts,
- The use of bungee cords is prohibited,
- Report all vehicle accidents immediately,
- Lock the vehicle when not operating it,
- Operating within proper hours of service requirements (where applicable), and
- Carrying your DOT medical card at all times if required.

Compliance

There are several regulations governing the operation of a Commercial Motor Vehicle (49 CFR) and several Compass Group policies (see Additional Training Section of this chapter). Compliance with these regulations and policies are integral to providing a safe working environment for our associates and a safe environment for the public. Non-compliance will result in progressive discipline, up to and including termination.

Documentation

Before operating a company-owned vehicle, proper training must be conducted/verified. For a Commercial Motor Vehicle Driver (Class A - C), these files must be kept in a Driver Qualification File (DQF) and all associated documentation must be updated as necessary by regulation. For these drivers, as well as all other drivers, a Vehicle Safety Pledge must be signed and filed in the drivers’ personnel file or DQF.

Policies

Below is a list of specific Compass Group policies in regards to vehicle operation/safety. These can be found on MyCompass in the DOT and Fleet Safety website. They include:

- DOT Physical Examinations
- Employment outside of the Company, DOT Drivers
- Hours of Service Policy
- Motor Vehicle Records Checks
- Use of Wireless Devices in Company Motor Vehicles
- Vehicle Markings
- Annual Vehicle Inspections
- Citations and Inspections, and
- DOT Driver Qualification Files

Additional Training

For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website. Further, DOT policies may be requested from the Corporate Safety Department for use with training.
SECTION 5 SAFE WORK PRACTICES

5.1 Office Safety
5.2 Bloodborne Pathogens
5.3 Body Mechanics
5.4 Golf Cart and Light Utility Vehicle (L.U.V.) Safety
5.5 Hand Truck Safety
5.6 Safety Minders
5.7 Job Safety Analysis (JSA)
5.8 First Aid Kits and Eyewash Stations
5.1 Office Safety

The modern office environment presents an array of potential hazards that can be avoided by taking simple precautions.

Although working in an office has always been considered relatively safe, office associates face occupational hazards that include eye strain, musculoskeletal disorders, headaches, discomfort, slips, trips and falls and manual handling injuries. Employers should ensure they are aware of the condition of the office environment, keyboard equipment, and that associates take appropriate rest breaks when using computer equipment. Below is a checklist that can be used to ensure all areas are covered.

Office Furniture and Equipment
Office furniture, equipment and electrical appliances are arranged to obtain maximum safety and use of installed utilities, such as overhead lighting, wall outlets, telephones and other services.

Desks, filing cabinets, etc. are arranged so that drawers do not open into aisles or walkways. Desk and file drawers are closed after use. Weight is distributed in file cabinets so that upper drawer contents do not create a top-heavy condition.

Cabinets, bookcases and shelves are secured to building surfaces to prevent them from falling over. Faulty desks, chairs and other office equipment must be repaired or immediately taken out of service.

Rolling chairs must be in good condition and have at least five wheels.

Adequate and sufficient lighting is provided in all working areas.

Aisles and Floors
Aisle clearance is adequate for two-way traffic and for unobstructed access to all parts of the office and building.

Office arrangement allows easy egress under emergency conditions.

Wastebaskets, briefcases or other objects are placed where they are not a tripping hazard. Floors are clear of pencils, bottles and other loose objects.

Tripping hazards from electrical cords, phone outlets or other protrusions on the floor are prevented by arrangement of furniture or other means. Floors are free of loose tiles and projections that create a tripping hazard. Carpeting is in good condition and not badly worn or torn.

Shredders
No loose fitting clothing (i.e., loose sleeves, ties, scarves, etc.).

Restrain long hair.

Electrical Equipment
Electric fans are protected with guards with openings not over one-half inch, which prevents fingers from getting inside the guard.

Cords and plugs are in good condition. Electrical cords are not run through openings in doors, walls, ceilings or under carpets.

Multi-outlet strips are not plugged into other multi-outlet strips or extension cords. Extension cords are not plugged into other extension cords.
Extension cords are not used in place of permanent wiring. If an extension cord is required for more than one shift it may be necessary to rearrange the office or to contact an electrician to have additional electrical outlets installed. Extension cords must not be placed over radiators, steam pipes, through doorways or under rugs.

Space heaters are UL-listed. Space heaters have automatic shut-offs that will actuate if the heater tips over. Space heaters are plugged directly into a wall receptacle. Space heaters are located at least 3 feet from combustible materials.

Electrical devices show no signs of overheating.

**Housekeeping**

Good housekeeping is maintained to minimize accidents.

Approved ladders are provided for reaching materials on shelves and are maintained in a safe, serviceable condition.

Paper and materials are stored properly.

Combustibles are not stored under tables, desks or shelves.

Cleaning fluids are used only in small quantities and are stored in closed containers that are kept in well-ventilated areas. If flammable, they are not used near a flame or an open heating element.

**Emergency Preparedness**

Familiarize staff with emergency signals and procedures, and emergency equipment usage in the building (i.e., fire extinguisher, fire alarm pull stations, etc.).

Emergency numbers are prominently posted.

**Computer Usage**

There are several things you need to keep in mind when you sit at your computer for most of the day:

- **Back**: Compression of the discs in the lower back is caused more by sitting than standing or walking. A certain amount of disc compression is normal, but poor posture causes significant damage to the nerves and discs in the spinal cord over a period of time. It is imperative that you sit with proper posture, maintaining the natural curves (“S”) of your spine.
- **Head**: Your head should be in the neutral position with eyes looking straight ahead. Your shoulders and back are more likely to fall out of good posture if your head drops.
- **Feet and Legs**: To evenly distribute the weight of your legs, your feet should touch the floor. You can use a footrest (block of wood or three-ring binder) to achieve this position. There should be enough space for your legs to fit comfortably under your desk. Your legs should be greater than a 90-degree angle, with knees raised slightly above hip level for good circulation. If your legs are long, you may want to lower the chair to get the proper position. The back of the knees should not come into direct contact with the edge of the chair. It is important that the tops of your legs do not come in contact with the underside of the desk.
- **Arms**: Your arms should be close to your side with elbows bent at a 90-degree angle, parallel to the floor.
- **Wrist**: Wrists should always be in a neutral position as much as possible. Make sure the keyboard is tilted to achieve the ideal position – a position that does not require extreme bending of the wrist. You may want to use a wrist rest to keep palms at the same height as the keyboard and to keep wrists from coming in contact with the hard edges.
- **Chair**: Your greatest office asset is a good, adjustable chair. Experiment with it to get the height and position set for your body. Use a lumbar support or rolled-up towel to help maintain the spinal “S” curve during seated work.
Monitor: Make sure the monitor is about 18”-24” away from you. The top of a 13-inch monitor should be at eye-level (slightly below for those who wear bifocals or trifocals). To compensate for an oversized monitor, keep the center of the viewable text at or just below eye-level. The monitor can be raised with a monitor stand to achieve the ideal height.

Keyboard: The keyboard should be adjusted so wrists remain in a neutral position. Make sure your arms hang naturally at your side. The mouse pad needs to be located next to your keyboard so the arm does not have to repeatedly extend in order to use the mouse.

Documents: To determine the best position (to the right or left of the monitor), experiment with the placement of documents. Make sure you keep the documents at the same height and distance as your line of sight to the monitor. This will eliminate the need to refocus thereby reducing head and neck movements and eye strain.

Glare: Limit eye strain by eliminating reflection and glare on the monitor. The screen should be perpendicular to light sources, such as a window. If this is not possible, use a glare screen. Tilt the monitor and adjust the contrast for better viewing.

Additional Training
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

Final Thoughts
Remember to take frequent breaks to give your static posture a rest and use other muscle groups. Deliver messages, make copies, perform other tasks or just take a moment to stretch and reposition your body.
5.2 Bloodborne Pathogens

**What are Bloodborne Pathogens?**
Bloodborne Pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens including malaria, syphilis, brucellosis, Hepatitis B (HBV), and the Human Immunodeficiency Virus (HIV).

**Definition**
"Universal Precautions" is the term used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood/body fluid is infected with a bloodborne pathogen, you should treat it as if it is. This approach is used in all situations where exposure to blood or other potentially infectious materials is possible. This also means that certain engineering and work practice controls shall always be utilized in situations where exposure may occur.

**Emergency Procedures**
In an emergency situation involving blood or other potentially infectious materials (OPIM), you should always follow universal precautions and try to minimize your exposure by wearing gloves, goggles, and other barrier devices.

If you are exposed, you should:
1. Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. *If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.*
2. Report the exposure to your supervisor as soon as possible.
3. Document the exposure. This will be kept in your personnel file so that you can document the workplace exposure to a hazardous substance.
4. You may also go to your nearest hospital or clinic to request blood testing or the Hepatitis B vaccination if you have not already received it.

**PPE, Work Practices & Engineering Controls**
It is important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens.

**Personal Protective Equipment**
The first step to take in any situation where you may be exposed to a bloodborne pathogen is to ensure you are wearing the appropriate personal protective equipment (PPE). This is a simple precaution to take in order to prevent blood or potentially infectious body fluids from coming in contact with your skin.

NOTE: An approved bloodborne pathogen cleanup/disposal kit should be available in the unit. Follow the directions and use the PPE and other supplies provided.

**Rules to follow**
- Always wear personal protective equipment in exposure situations.
- Remove and replace PPE that is torn or punctured, or has lost its ability to function as a barrier to bloodborne pathogens.
- Remove PPE before leaving the work area.
- If you work in an area with routine exposure to blood or other potentially infectious materials, the necessary PPE should be readily accessible.
Gloves
Gloves should be made of vinyl, nitrile, rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. Also, if you know you have cuts or sores on your hands, you should cover these with a bandage or similar protection as an additional precaution before donning your gloves. Remember, you should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it! When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that nobody else will come in contact with them, either.

Goggles
Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes.

Face Shields
Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

Aprons
Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Remember to follow all universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact with potentially contaminated objects whenever possible. Whenever contact with these objects or surfaces is unavoidable, wear personal protective equipment.

Hygiene Practices
Hand-washing is one of the most important (and simplest) practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores.

Hands should also be washed immediately (or as soon as feasible) after removal of gloves or other personal protective equipment. Because hand washing is so important, you should familiarize yourself with the location of the nearest hand-washing sink.

Decontamination and Sterilization
All surfaces, tools, equipment and other objects that come in contact with blood or other potentially infectious materials must be decontaminated and sterilized as soon as possible. Equipment and tools must be cleaned and decontaminated before servicing or being put back into use.

Decontamination can be accomplished by using Quaternary Disinfectant Cleaner. If you are decontaminating equipment or other objects upon which someone has been cut, use the following guide to determine how long the Quaternary Disinfectant Cleaner is to remain in-place before continuing the cleaning process:

- All other blood or other potentially infectious materials-1 minute, then clean.
- Norwalk Virus-leave on spill 10 minutes, then clean.

NOTE: Bloodborne pathogens kits usually contain a small bottle (2 to 4-ounces) of disinfectant, but this may not be a sufficient quantity and is not recommended for use on vomitus or feces. Use the proper Quaternary Disinfectant for clean-up. Refer to the manufacturer’s Safety Data Sheet (SDS) for chemical hazards, first aid treatment, and PPE required for use.
**Broken Glassware**
Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up. Glassware that has been decontaminated may be disposed of in an appropriate container.

Broken glassware must not be picked up directly with the hands. Sweep or brush the material into a dustpan.

Uncontaminated broken glassware may be disposed of in a closable, puncture-resistant container such as a cardboard box or coffee can.

By using universal precautions and following these simple engineering and work practice controls, you can protect yourself and prevent transmission of bloodborne pathogens.

**Healthcare Environments**
For those units working in the healthcare environment (Morrison Healthcare Food Service, Morrison Senior Living, Community Works, etc.), there may be specific protocols you must follow in addition to the information listed above. For Community Works, refer to the Policy and Procedures Manual. For Morrison Healthcare, contact your Sector Safety Manager. All other Healthcare operations refer to the Exposure Control Plan in Addendum 16.

**Rules to Follow**
- Never touch an improperly disposed of sharp. If one is found, work shall stop and a supervisor must be notified. The supervisor will document the occurrence and notify the charge nurse, who shall make arrangements for the sharp to be properly disposed of.
- When handling waste, all associates will hold the bag away from the body, regardless if it contains municipal waste or regulated medical waste.
- If a sharps container is filled higher than the fill line (3/4 full), the supervisor will be notified and the supervisor will notify the charge nurse. If it is the responsibility of the Compass contract to remove the sharps container, this shall be done with extra care. If it is not the responsibility of the Compass contract, do not remove the container.

**Needle Stick Prevention**
A potentially serious incident, primarily in the Healthcare environment, is a needle stick. These incidents expose our associates to the potential dangers of hepatitis (HBV) and HIV. HBV is of greater danger since the virus remains infectious much longer than HIV.

**Recordkeeping**
OSHA requires that all work-related needle stick injuries and cuts from sharp objects that are contaminated with another person's blood or other potentially infectious material be recorded on the OSHA 300 Log as an injury regardless of infection or whether the associate seeks medical treatment. Please remember that only cuts, punctures, scrapes, etc. that are from contact with contaminated objects must be recorded under this standard. The OSHA 300 log must be recorded and maintained in such a manner so as to protect the confidentiality of the injured associate (e.g., removal of personal identifiers). Cuts resulting from non-contaminated materials are only recorded if the injury meets the normal recordkeeping criteria (see section 6.3 for details).

Healthcare units must also establish and maintain a sharps injury log for recording percutaneous injuries from contaminated sharps. The Sharps Log must contain, at a minimum, information about the injury, the type and brand of device involved in the injury (if known), the department or work area where the exposure occurred, and an explanation of how the incident occurred. The sharps injury log must be recorded and maintained in such a manner so as to protect the confidentiality of the injured associate (e.g., removal of personal identifiers).
**Sharps Containers**
Many accounts contract with an outside vendor to monitor and exchange sharps containers, however there are situations where Compass Group Support Services associates are expected to do so. In those scenarios, managers and associates must be trained to properly perform the task in a safe manner. Gloves must be worn while handling the sharps container. The full container must be capped and/or sealed before being transported and stored in a secure area designated for regulated medical waste.

**Waste/Soiled Linen Handling (Healthcare)**
When handling waste, all associates will hold the bag away from their body. If an improperly disposed sharp is in the bag, holding the bag away from the body will prevent the sharp from injuring the associate.

**Training Aid**
An excellent training aid for preventing needle sticks is the Compass Group Safety Video. As discussed earlier in this manual, the video should be viewed before an associate begins working.

**Additional Training**
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

**Final Thoughts**
If the client has specific requirements regarding the use of bleach for cleaning blood or other potentially infectious materials (i.e. Norovirus clean-up), ensure the product is secured when not in use, an SDS is maintained for the product and it is used with great care to ensure proper dilution.
5.3 Body Mechanics

From time to time, each one of us makes the mistake to attempt to lift an item that is too heavy, or we bend the wrong way when lifting an item. All associates must use proper lifting techniques to avoid injury when lifting heavy or bulky objects. Associates should seek assistance when lifting objects that weigh 50 pounds or more. Use good judgment to determine if you need assistance, a dolly/hand truck, or other tool(s) to safely lift and move an object.

The back supports the weight of the entire upper body. When you lift objects or move heavy loads, your back must support even more weight. If you exceed your body's natural limits, your back cannot support both your body and the extra load. The excess, unsupported pressure is transferred to your lower back, where injury is imminent. By using the muscles in your arms and legs and exercising proper lifting techniques, you can move loads safely and protect your back from possible injury.

Follow these guidelines to help avoid back injuries:
- Avoid carrying or moving objects manually. Plan jobs and arrange work areas so that heavy items may be moved mechanically.
- Keep in good physical condition. If you are not used to lifting and vigorous exercise, do not attempt difficult lifting tasks.
- Think before you act. Use proper lifting and material handling techniques and mechanical aides such as dollies, handcarts, etc. Get help if you need it.
- If the object is too heavy or bulky, get help.
- Do not twist at the waist or bend sideways. Instead, turn the entire body beginning with your feet.
- Do not perform awkward lifts such as reaching over objects or lifting high above the head.
- Do not lift objects at arm's length.
- When moving objects, proceed with caution through doors and around corners, and be aware of other associates working in the area.
- When lifting heavy objects, follow these steps:
  1. Test the object’s weight before handling it. If it seems too heavy or bulky, get assistance.
  2. Face the object; place one foot behind the object and one foot along its side.
  3. Bend at the knees, keeping your back straight.
  4. Get a firm, balanced grip on the object. Use the palms of your hands. Wear gloves, if necessary.
  5. Keep the object as close to your body as possible. “Hug” the load in close before lifting.
  6. Lift by straightening your legs and slightly un-bending your back.

Musculoskeletal Disorders (MSD’s)
A musculoskeletal disorder is an injury/disorder involving muscles, ligaments, joints, cartilage, and/or the nervous system. The injury/disorder occurs over a period of time and is caused by several risk factors in the workplace, including repetitive motion, exertion and awkward posture. Compass Group will take the necessary steps to prevent or reduce the potential for MSD’s and ensure that all associates are aware of the effects of MSD’s caused by the exposure to risk factors. Engineering controls, administrative/work practice controls and the provision of personal protective equipment will be utilized to correct and minimize MSD’s.

Reporting Procedure - Known or Suspected Injury
If MSD signs and symptoms are not reported early, permanent disability may result. It is important that you report MSD signs and symptoms right away to avoid long-lasting problems. MSD’s and/or related signs, symptoms or hazards should be reported immediately to your supervisor.

As with any on-the-job injury, report MSD’s at once, and complete a Compass Report of Injury Packet.
**Hazard Prevention**

**Engineering Controls**

Engineering controls are the preferred method of controlling ergonomic stresses. The following engineering controls must be considered when designing a workstation or recommending corrective measures:

- Workstations must be designed to accommodate the person who actually works at the given station and not for an average or typical associate.
- Workstations must be designed so that the station can be adjusted easily to accommodate the associate assigned to the station. Equipment used at the station must be designed for that purpose.
- The workstation must also be sized to allow for the full range of movements required to safely perform assigned tasks.
- Tasks performed by the associate in the performance of his/her responsibilities must be designed to prevent extreme postures, repetitive motion, excessive force and static work.
- Tools used in the performance of assigned tasks shall be designed to prevent or reduce chronic muscle contraction; awkward finger, hand and arm positions; repetitive forceful motions; vibration; and excessive gripping, pinching or pressing with the hand and fingers.

**Administrative Controls**

The following administrative controls, when implemented, will be beneficial in the reduction of exposure duration, frequency and severity of ergonomic stresses:

- Apply a control that reduces the number of repetitive motions by an associate.
- Apply a control that reduces the force or physical exertion applied to any part of the body; and rotate associates to different tasks. Note: when rotating an associate to a different task, that new task must use a different group of muscles, tendons and nerves and proper training must be provided.

**Work Practice Controls**

An effective program for ergonomic hazard prevention and control also includes procedures for safe and proper work practices that are understood and followed by managers, supervisors and associates. It should include the following:

- Proper work techniques.
- Associate training and conditioning.
- Information on proper housekeeping.

**Personal Protective Equipment**

Personal protective equipment (PPE) such as gloves, padding, clothing or equipment shall be designed for the intended purpose. Every effort shall be made to resolve the problems using engineering and administrative controls prior to using PPE.

No personal protective equipment is to be purchased without first consulting your immediate supervisor.

*Braces, splints and back belts are not considered personal protective equipment. Such devices shall only be used only after the associate has received training in that equipment’s limitations and correct use.*

**Training**

The Unit Manager shall facilitate the training of associates covered by this policy. The curriculum of the training program shall, at a minimum, cover the following:

- Awareness of common Musculoskeletal Disorders (MSD’s) and their signs and symptoms.
- The importance of reporting MSD’s and their signs and symptoms as soon as possible, and the consequences of failing to report them early.
- How to report MSD’s and their signs and symptoms in the workplace.
- The risk factors, jobs, and work activities associated with MSD hazards.
**Training Frequency**
Training shall be provided upon employment and thereafter when a job or task changes, resulting in an exposure to new ergonomic risk factors, or when a new process is introduced which has ergonomic risk factors. It may also be necessary to retrain an associate as a result of injury.

**Additional Training**
For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.

**Workplace Ergonomics**
Musculoskeletal Disorder (MSD): Injury/disorder of muscles, ligaments, joints, cartilage, and or nervous system

**What are jobs/tasks of concern?**
- Lifting
- Unloading
- Stacking
- Typing
- Cutting
- Assembling
- Carrying
- Sorting
- Pushing
- Pulling

**What body parts are affected?**
- Arms
- Legs
- Back
- Hands
- Fingers
- Wrist
- Shoulders
- Neck

**What Risk Factors increase your chances of developing a MSD?**

**Repetition:** Repeating the same motions every few seconds, or using a device steadily for more than four hours per day.

**Awkward Posture:** Repeatedly raising or working with the hands above head, or working with back, neck wrists bent for more than two hours per day.

**Vibration:** Frequently using tools or equipment that typically has high vibration levels.
5.4 Golf Cart and Light Utility Vehicle (L.U.V.) Safety

Only trained and authorized associates may operate Golf Carts or Light Utility Vehicles (L.U.V.)

Training Responsibilities
The Unit Manager is responsible for ensuring that all associates in their operation who use or service golf carts and light utility vehicles attend the required training.

Associate Operators are responsible for operating their golf cart or light utility vehicle according to the instructions set forth in this plan.

Training Overview
The safe operation of a golf cart should be taken as seriously as the operation of registered motor vehicles. This includes strict compliance with local laws and ordinances that govern the use of golf carts. Operators of golf carts must be at least 18 years old, possess a valid driver's license. First time drivers must receive training from a qualified instructor and be accompanied by an experienced operator on a test drive before they operate the vehicle alone.

Golf cart safety training shall include, but not be limited to, the following information:
- The policies contained in this program.
- Responsibilities of those involved in the program.
- An introduction to the golf cart's controls and their function.
- Inspection procedure to follow prior to starting the golf cart.
- Proper conduct for driving the golf cart.
- Steps to take when leaving the golf cart unattended.

Golf Cart and LUV Safety Rules
When driving the vehicle:
- Operate the vehicle from the driver's seat only.
- Be sure the load is balanced and secure.
- The use of eye protection is mandatory if the equipment does not have an enclosed cab.
- Remain seated in moving vehicle and hold on to seat handles or handrails at all times to prevent falls.
- Keep arms, legs, feet and entire body inside vehicle to prevent getting them caught between the vehicle and ground or other objects.
- Drive slowly through turns when loaded, and drive slowly straight up and down slopes to prevent turning the vehicle over.
- Avoid stopping on hills when fully loaded since starting, rolling backward, or sudden stops can cause vehicle to overturn or flip over backwards.
- Reduce speed when driving in poor conditions such as wet grass or rough terrain to avoid losing control of the vehicle or turning the vehicle over.
- Do not use on public roads. This vehicle is not designed or intended for street use and is therefore not licensed or approved for use on public roads.
- Always check behind the vehicle before backing up.
- Vehicles should only be driven in specified areas.
- Horseplay will not be tolerated as it can cause a serious or fatal injury.
- Do not exceed the maximum safe occupancy (usually 2 or 4).
- Do not exceed maximum safe speeds, particularly in areas with high pedestrian traffic.
- Never drive under the influence of alcohol, drugs, or medications.
- Drive safely and follow the rules.
- Equipment must have a working signal alarm while backing up.

Before Starting
- Check for correct tire inflation.
- Inspect for fluid leaks.
- Be sure everything is properly secured and stored.
**Leaving the Vehicle Unattended**

- Engage the parking brake.
- Put the F-N-R or shift lever in the Neutral position.
- Turn the key to the "OFF" position, remove it and take it with you.

**Refueling the Vehicle**

If equipped with a gas/diesel engine:

- Do not smoke, avoid areas with open flames
- Shut off engine
- Check the fuel before starting to operate.
- Fill the fuel tank(s) as needed.
- Only use NFPA approved fuel cans.
- Ensure filler nozzle is in contact with the tank
- Wear the appropriate PPE

NOTE: Propane tanks that are used with the operation of Golf Carts or Light Utility Vehicles are designed with the components necessary for UL approval. Golf Carts or Light Utility Vehicles should not be operated with tanks that are not UL approved for machine use. Do not use tanks that are designed for gas grills as they can create dangerous operating conditions.

**Additional Training**

For additional training, refer to the applicable Compass Safety Minders and the Compass Corporate Safety website.
5.5 Hand Truck and Cart Safety

The use of hand trucks and Carts is commonplace. Many incidents can occur while using this equipment. Hand trucks and carts may be used daily and look simple, but don’t forget how to use it safely.

The following are tips to avoid injury while using hand trucks:

- Inspect the equipment to ensure that wheels, handles, and structures are working properly.
- If equipped with pneumatic tires ensure that they are properly inflated.
- Pre-stack the load so that the tongue of the hand truck slips under it without tipping. Make two trips if the load is very heavy or too high.
- Keep the center of gravity low. Heavy objects go on the bottom.
- Before moving with the load, check to see that it will not slip, shift or fall. Be sure you can control the load and see over it.
- When pushing the hand truck or cart, use your leg muscles and keep your back straight. When stopping, position yourself so you can use leg muscles to get the load back down.
- When moving, the load should be balanced so the truck does the carrying, and you only push. Never walk backwards with a hand truck or cart.
- Remember that some items, such as gas cylinders, must be strapped to the truck.
- Always move at a safe speed. Don’t try to rush...you could lose control.
- When moving catering transit carts on inclined or uneven surfaces use two people to ensure the cart remains steady.

EVS Operations

- No food/beverages or personal items should be present
- All bottles MUST be properly labeled
- Carts should not be left unattended
- Chemicals should not be left unsecured
- Push carts and equipment – don’t pull them or push one and pull another.
- Food, beverages and personal belongings are prohibited from work carts, Environmental Services closets and soiled utility rooms. These items are considered to be clean and those areas are considered to be dirty and could contaminate the items.

Additional Training

For additional training, refer to the Compass Corporate Safety website.
5.6 Safety Minders

The Safety Minders program is a quick, way to convey a specific safety message in an on-the-job classroom atmosphere.

Be creative when using Safety Minders. Use props or training aids to assist in the presentation. Creativity in training keeps the associate’s attention and further emphasizes the importance placed on safety.

Safety Minders should be implemented using the following guidelines:

- Pick a new Safety Minder every week.
- Choosing the Safety Minder for the week should be done by:
  - Evaluating recent unit accidents;
  - Reviewing company accident trends;
  - Areas of interest shown by the Safety Committee;
  - Etc.

After communicating the Safety Minder to the associates, post a copy of the Safety Minder on the bulletin board, in the break room and locations where associates clock-in.

Safety Minders should be presented using the following three specific and distinct methods:

1. **Group presentation.** During staff meetings, conduct a group class explaining the Safety Minder for the week.
2. **On-the-Job follow-up.** During the week, management staff should continually question associates what the Safety Minder for the week is, why it is important and what procedures were taught. This is the best way to reinforce training.
3. **Individual Training.** If an associate needs extra assistance in understanding the Safety Minder, one-on-one training must be given.

The following is an example of an innovative use for the Safety Minders at a food unit:

Every day during the morning line-up (10 at 10, etc.), a member of the Safety Committee presents one bullet point from the Safety Minder for the week. This is completed Monday – Thursday. On Friday, during the morning line-up, a manager asks a question from the Safety Minder for that week, and the first associate who answers correctly receives an immediate reward (candy bar, $1, etc.). To qualify for the Friday quiz, associates must have worked safely all week and not been observed breaking any safety policy. Violating a safety policy during the week eliminates the associate from participating in the Friday quiz for that week.

The Safety Minders can be found on the Compass Corporate Safety website.

Documentation for all training is essential. For the group presentation, a single sheet training record may be used. Place training documentation in a file. Individual training records should be kept in the associate’s training folder.
5.7 Job Safety Analysis (JSA)

A Job Safety Analysis (or JSA) is a safety management tool in which the risks or hazards of a specific job in the workplace are identified, and then measures to eliminate or control those hazards are determined and implemented. More specifically, a JSA is a process of systematically evaluating certain jobs, tasks, processes or procedures and eliminating or reducing the risks or hazards in order to protect our associates from injury or illness. The JSA process is documented and the JSA document is used in the workplace to help guide associates in safe job performance. The JSA document is also a living document that is adjusted as conditions warrant.

The JSA process begins with identification of the potential hazards or risks associated with a particular job. Once the hazards are understood, the consequences of those hazards are then identified, followed by control measures to eliminate or mitigate the hazards. A more detailed JSA can be performed by breaking the job into steps and identifying specific hazards and control measures for each job step, providing the associate with a documented set of safe job procedures.

The end result of a JSA is an easy to understand document that can be shared with associates as part of specific job training and at safety meetings. The JSA process can be used to help refine safe work procedures or standard operating procedures at an operation, and the JSA document can serve as a useful tool in training new associates.

Management and associates must realize that documentation will not make a job safe. Rather, everyone must understand the risks and hazards associated with each task know how to use the chosen controls in such a way as to eliminate or mitigate those risks. JSAs serve to document the decisions of this process.

The JSA can be found on the Compass Corporate Safety website or from your local Safety Manager.
5.8 First Aid Kits and Eyewash Stations

The intent of this section is to give the managers a guideline to follow in order to meet the minimum standards set by the American National Standards Institute (ANSI) pertaining to first aid supplies required in the workplace.

There are three sizes of first aid kits. A small kit should be maintained at all accounts with 10 associates or less, a medium kit for units that have 11-25 associates and a large kit for units that have 26-50 associates. Form 8.1 contains the checklist of required items.

Accounts with 51 or more associates at ONE location must purchase and maintain first aid kits that would meet the requirements stated above. For example: Account “A” has 62 associates in one large facility. One large kit and one medium kit would be required for this unit.

Accounts that have multiple locations must use the applicable kit based on each location size. Each individual location will need to have its own first aid kit that falls within the guidelines. For example: account “B” has 200 associates. There are 5 separate operating locations, 4 of which have 45 associates and the fifth has 20. In this case, the 4 large locations must each have their own large first aid kit and the smaller unit will require a medium kit.

Check the contents checklists inside the first aid kit monthly in order to ensure that all of the necessary first aid supplies are readily available in case of an emergency.

Included on the checklists is a requirement to check the expiration date on certain items in the kit (i.e., antiseptic cream or spray), as well as checking to ensure that all items in the kits are sealed as required.

Eyewash Stations

To provide accessible eye wash and, where required, body flushing stations whenever there is a risk of eye or body exposure or injury. Eyewash and body flushing station locations and use will be reviewed during departmental orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.

All operations shall have at least one plumbed eyewash station that meets the minimum OSHA requirements. The minimum requirements include the capability to flow at least .4 gallons of clean water for 15 minutes and a lateral travel distance from the exposure point of no more than 100 feet OR 10 seconds whichever is shorter. Because the variables involved in determining the location and quantity of eyewash stations necessary for a particular operation assistance can be provided by your Corporate Safety Manager. It also necessary that eyewash stations are clearly identified, have unrestricted access and are functionally tested, with documentation, monthly.

Areas of risk of exposure or injury will be identified and proper placement of stations verified with proper corrective action taken. That includes a prominently displayed safety instruction sign.

The stations will be properly maintained.

Stations shall be readily available for use by associates, outside contractors and visitors.

Eyewash Bottles

**NOTE:** Eyewash bottle stations are intended for supplemental use only and must be used in conjunction with, not as a replacement for, plumbed stations. Accessible “personal” eyewash bottles will be made available wherever there is a risk of eye or exposure or injury.

Eyewash bottle locations and use will be reviewed during orientation.

Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.
Areas of risk of exposure or injury will be identified and proper placement of bottles verified with proper corrective action taken. That includes a prominently displayed safety instruction sign.

The bottles will be properly maintained, paying close attention to expiration dates printed on the bottle and any visible tampering of the bottle cap/lid, and immediately replace as needed. Keep in mind that once the eyewash bottle has been opened (exposed to air) it cannot be reused.
5.9 Heat Illness Prevention

The information contained in this section is required by State Law in California and by Compass Group, NA policy in all other states. NOTE: As with all sections in the Compass Group, NA Safety Manual a copy of this section must be readily available for the associates review and upon request a copy provided to them.

Training Requirements
All current and, prior to assuming the position, newly promoted supervisors must be trained on the procedures for heat illness prevention, procedures. This training must include all of the elements listed in this section with particular emphasis on:

- The procedures the supervisor is to follow to implement the applicable procedures to prevent heat illness.
- The procedures the supervisor is to follow when an associate exhibits symptoms consistent with possible heat illness (contained in the table below), including emergency response procedures.

All associates must be trained on the following:

- The local environmental and personal risk factors for heat illness.
- Compass Group, NA procedures for complying with the requirements of this standard.
- The importance of frequent consumption of small quantities of water, up to 4 cups per hour, when the work environment is hot and associates are likely to be sweating more than usual in the performance of their duties.
- The different types and common signs and symptoms of heat illness (contained in the table below).
- The importance of immediately reporting to the supervisor, symptoms or signs of heat illness in themselves, or in co-workers.
- The importance of acclimatization.
- Compass Group, NA procedures for responding to symptoms of possible heat illness, including how emergency medical services will be provided should they become necessary (contained in the table below).
- Compass Group, NA procedures for contacting emergency medical services, and if necessary, for transporting associates to a point where they can be reached by an emergency medical service provider.
- Compass Group, NA procedures for ensuring that, in the event of an emergency, clear and precise directions to the work site can and will be provided as needed to emergency responders.

Heat Illness
Heat illness, if ignored or left untreated, can be potentially life threatening and affects associates working outdoors, or in extreme indoor climates, under a variety of conditions. Heat related illnesses include:

- Heat rash, also known as prickly heat, is skin irritation caused by sweat that does not evaporate from the skin. Heat rash is the most common problem in hot work environments.
- Heat cramps are caused by the loss of body salts and fluid during sweating. Low salt levels in muscles cause painful cramps. Cramps may occur during work or hours later.
- Heat exhaustion is the body’s response to loss of water and salt from heavy sweating.
- Heat stroke, the most serious form of heat-related illness, happens when the body becomes unable to regulate its core temperature. Sweating stops and the body can no longer rid itself of excess heat. NOTE: Heat stroke is a medical emergency that may result in death! Call 911 immediately.
## Heat Illness Symptoms and First Aid

<table>
<thead>
<tr>
<th>Illness</th>
<th>Symptoms</th>
<th>First Aid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heat Rash</td>
<td>• Clusters of red bumps on skin</td>
<td>• Try to work in a cooler, less humid environment when possible</td>
</tr>
<tr>
<td></td>
<td>• Often appears on neck, upper chest, folds of skin</td>
<td>• Keep the affected area dry</td>
</tr>
<tr>
<td>Heat Cramps</td>
<td>• Muscle spasms</td>
<td>• Have associate rest in shady, cool area</td>
</tr>
<tr>
<td></td>
<td>• Pain</td>
<td>• Worker should drink water or other cool beverages</td>
</tr>
<tr>
<td></td>
<td>• Usually in abdomen, arms, or legs</td>
<td>• Wait a few hours before allowing associate to return to strenuous work</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Have associate seek medical attention if cramps don’t go away</td>
</tr>
<tr>
<td>Heat Exhaustion</td>
<td>• Cool, moist skin</td>
<td>• Have associate sit or lie down in a cool, shady area</td>
</tr>
<tr>
<td></td>
<td>• Heavy sweating</td>
<td>• Give associate plenty of water or other cool beverages to drink</td>
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<tr>
<td></td>
<td>• Headache</td>
<td>• Cool associate with cold compresses/ice packs</td>
</tr>
<tr>
<td></td>
<td>• Nausea or vomiting</td>
<td>• Take to clinic or emergency room for medical evaluation or treatment if</td>
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<tr>
<td></td>
<td>• Dizziness</td>
<td>signs or symptoms worsen or do not improve within 60 minutes.</td>
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<tr>
<td></td>
<td>• Light headedness</td>
<td>• Do not return to work that day</td>
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<tr>
<td></td>
<td>• Weakness</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Thirst</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Irritability</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Fast heart beat</td>
<td></td>
</tr>
<tr>
<td>Heat Stroke</td>
<td>• Confusion</td>
<td><strong>Call 911 or local emergency number immediately</strong></td>
</tr>
<tr>
<td></td>
<td>• Fainting</td>
<td>While waiting for help:</td>
</tr>
<tr>
<td></td>
<td>• Seizures</td>
<td>• Place associate in shady, cool area</td>
</tr>
<tr>
<td></td>
<td>• Excessive sweating or red, hot, dry skin</td>
<td>• Loosen clothing, remove outer clothing</td>
</tr>
<tr>
<td></td>
<td>• Very high body temperature</td>
<td>• Fan air on associate; cold packs in armpits</td>
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<tr>
<td></td>
<td></td>
<td>• Wet associate with cool water; apply ice packs, cool compresses, or ice</td>
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<tr>
<td></td>
<td></td>
<td>if available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Provide fluids (preferably water) as soon as possible</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Stay with associate until help arrives</td>
</tr>
</tbody>
</table>

**REMEMBER:** Only use this information as a guide to help associates in need. If there are any doubts seek medical attention.

### Access to Water

The following requirements must be enforced at all affected locations:
- Potable drinking water must be readily available at no cost to the associate.
- Maintain, at all times, sufficient quantities of pure and cool potable drinking water (i.e. enough to provide at least one quart per associate per hour for the entire shift).
- Care must be taken to prevent contamination of the drinking water supplied to the associates.
- Locate the water containers as close as practicable given the working conditions and layout of the worksite.
- Keep it readily accessible and, if necessary, move it with the associates!
- Encourage the frequent drinking of water.

**Remind associates not to wait until they are thirsty to take a drink!**
Access to Shade
If the temperature does not exceed 80° Fahrenheit shade is not required unless associates request it and then it must be provided in a timely manner. When the temperature is expected to be 80° Fahrenheit or higher the following rules apply:

- Have and maintain one or more areas of shade at all times, when associates are present.
- Locate the shade as close as practical to the area where associates are working.
- Provide enough shade to accommodate the number of associates on recovery, rest periods, or normal paid or unpaid breaks if they remain on site. Associates must be able to sit in a normal posture fully in the shade without having to be in physical contact with each other.
- Shaded area must not cause exposure to another health or safety hazard.
- Access to shade must be permitted/available at all times.

NOTE: In situations where the supervisor can demonstrate that it is not safe (e.g. high winds) or feasible to provide shade, alternative cooling measures that provide equivalent protection (e.g. periodic breaks inside a nearby building).

Monitor the Weather
On-site supervisors must keep track the weather of the job site by monitoring predicted temperature highs and periodically using a thermometer. Routine checking of a local weather site using a smart phone is highly recommended. Additionally local management must determine on how weather information will be used to modify work schedules which may increasing number of water and rest breaks or, in extreme cases stopping the outdoor work early. The management must ensure that the on-site supervisor is aware of these procedures and implements them in a timely manner.

High Heat Procedures
NOTE: By law this section is required to be implemented in Compass Group, NA landscaping operations. However the information contained below could be helpful for associates in other job types that may be exposed to extreme heat conditions.

When the temperature equals exceeds 95° Fahrenheit, or is expected to, the following additional preventive measures must be implemented:

- Ensure effective and regular communication (by voice, observation, electronic or other effective means).
- Observe associates for alertness and signs and symptoms of heat illness.
- Supervisory or designee observation of 20 or fewer associates
- Mandatory “buddy system”
- Designate one or more associates to call for emergency services
- Increased drink reminder frequency.
- Mandatory pre-shift meetings on prevention.

Emergency Response Procedures
In the event that an associate, or associates, are showing signs of heat illness or there is a bonafide emergency involving heat:

- Respond to signs and symptoms of possible heat illness.
- Associates exhibiting or reporting signs or symptoms of heat illness shall be monitored and not left alone. Onsite first aid or appropriate emergency medical services shall be offered.
- Supervisors must take immediate, appropriate action.
- Ensure effective communication.
- If serious heat illness is indicated, implement emergency response procedures (e.g. contact 911)
- Contact emergency medical services and ensure that clear and precise directions to the site can be provided
Acclimatization
For associates not used to working outdoors we must take action(s) to acclimatize them to the environment. This can be accomplished by:

- Lessening the intensity of the work and/or shortening the newly hired associates' shift length for at least the first two weeks.
- Modify the work schedule or reschedule non-essential duties, during the hotter summer months.
- Be extra-vigilant with associates to more readily recognize the symptoms of possible heat illness.

Additional Considerations
Supervisors must ensure that certain personal factors are taken into consideration before assigning a task where there is the possibility of a heat-related illness occurring. These factors include:

- Age
- Weight and fitness
- Personal health issues
- Drug or alcohol use
- Prior heat-related illness

Contact your Safety Manager for further guidance.
SECTION 6 AFTER AN INJURY

6.1 After an Injury Checklist
6.2 Accident Investigations
6.3 OSHA Recordkeeping
6.4 Emergency and Crisis Situations – Guidelines & Procedures
6.1 After an Injury

*Follow the Report of Injury Packet*

It is Compass Policy that all associates must immediately report all injuries, regardless of severity, to a member of management. After an injury has taken place and the associate has notified their supervisor, it is necessary that the unit manager or supervisor follow the steps provided in the Report of Injury Packet utilizing the Report of Injury Checklist and subsequent forms. However, before the checklist is begun the unit manager or supervisor shall:

- Ensure appropriate medical attention is provided. If a doctor visit is required, the associate should be sent on the day of the injury - even if the injury appears minor.
- Offer and/or provide transportation (e.g. via taxi) to the doctor, if necessary.
- Understand the injured associate has the final say as to whether to seek medical attention.

For any severe injury where immediate medical attention is necessary or is life, limb, or eyesight threatening the associate shall be immediately taken or transported to a medical facility first. However if the injury is minor and treatment has taken place within the unit or the associate does not wish to seek medical treatment, the manager will then begin the post injury procedures lined out in the Report of Injury Packet. This includes:

- Completing the First Report of Injury Form
- Immediately reporting the incident to Gallagher Bassett or, for ND, OH, PR, WA, and WY, the appropriate State Agency (see “Contact Numbers” at the end of this section), but no later than 24 hours after the incidents occurrence.
- For non-emergency situations where the associate has elected to seek treatment have the claim intake person connect the associate to a PC365 nurse.
- The associate completing the Choice of Medical Attention Form.
- Taking the associate and witness statements.
- Completing an Accident Investigation as soon as possible (refer to Section 6.2 on proper investigations).
- Coordinate corrective action with your Corporate Safety Manager to prevent recurring or serious incidents.

If the associate does wish to seek medical attention or it is necessary they seek medical attention the Unit Manager or Supervisor shall proceed with the Report of Injury Packet process and include the Medical Treatment Forms:

- Authorization for Medical Treatment
- Prescription Authorization
- Workers Compensation Guidelines

These forms must be provided to the associate prior to seeking treatment.

Management must ensure when the associate returns from any medical attention, they provide the Medical Treatment Form from the treating physician and/or clinic. This form will outline whether the associate may return to work without restrictions, with restrictions, or is not allowed to return to work at all. If the associate does not return with a Medical Treatment Form, the manager must follow up with the doctor or clinic on the completion of the Medical Treatment Form and any restrictions that apply.

*If The Associate Is Treated and Released To Full Duty*

If the associate is clear to return to work without restrictions, management will complete the accident investigation and contact their Corporate Safety Manager for follow-up. You must also contact your Zone Human Resources Director/Manager to discuss appropriate action if necessary.

*If The Associate Is Treated and Released With Restrictions*

- Provide associate with a letter offering transitional duty work. This letter is called The Modified Duty Agreement and is located in the Report of Injury Packet. It must be filled out accordingly with the
physical restrictions provided by the treating physician. Once the associate signs the letter, he/she may return to work.

NOTE: some states require bonafide job offer letters or state specific forms for restricted/modified duty. Verify with Gallagher Bassett or your Corporate Safety Manager if a state specific form is required

- Notify the Claim Adjuster/Return to Work Coordinator of accommodations and estimated duration.
- Monitor associate’s compliance with restrictions and increase work as medical recovery allows.
- If the associate makes numerous doctor visits, they must bring back a Medical Treatment Form after each visit. A new Modified Duty Letter must be created if the restrictions change for better or worse. The manager must also notify Gallagher Bassett after each new doctor visit with the results of the visit.
- If the associate is on modified duty up to 12 weeks the unit manager must notify their Compass Safety Manager and their designated Return to Work Coordinator immediately on the next steps.
- If the associate refuses the restricted/modified duty offer contact the Gallagher Bassett claim adjustor your Corporate Safety Manager immediately.

**If The Associate Is Not Able To Return To Work Immediately**

- Review any “Red Flag” issues and communicate any concerns to the claim adjuster.
- Obtain Medical Treatment Form from associate’s physician to determine probable length of disability.
- Determine if the associate is qualified for medical leave:
  - If yes, complete the necessary paperwork and begin collecting the associate’s weekly contribution for continuation of group health benefits.
  - If no, notify the benefits department to send a COBRA notice (if the associate is enrolled in our group insurance plan).
- Follow up with claims adjuster/nurse case manager and Return to Work Coordinator for medical release for full or transitional duty and keep them informed of any information regarding the associate.
- When released with restrictions or full duty, follow the appropriate action steps beginning with the administration of the Modified Duty Agreement.
- Notify your designated Return to Work Coordinator of any change of work status.

**If The Associate Will Miss More Than Three Days Of Work**

In order to better control the out of work days for associates that are off work due to injury, the following steps should to be taken for all Compass associates who have reported an injury that results in more than three out of work days and it is anticipated that this will be a complex claim:

- The Director/Manager is to contact their respective Regional Safety Champion immediately.
- When the third day of being off of work starts, the Director/Manager is responsible to contact Human Resources regarding Family Medical Leave Act (FMLA) status.
- If required the Regional Safety Champion should set up a conference call to discuss the claim (i.e. return to work options, red flag issues, etc.). The call should include:
  - Gallagher Bassett Adjustor
  - Immediate Supervisor of the associate
  - DM, DGM, or RDO
  - RVP
  - Appropriate Compass Claims Coordinator
  - Appropriate Compass Safety Manager.

**Contact Numbers**

Workers Compensation for all states except ND, OH, PR, WA, and WY and ALL general; Liability claims contact Gallagher-Bassett (866)678-1774 (available 24/7)

**State of Washington** - For questions about filing an associate First Report of Injury or for questions about Workers’ Compensation coverage, etc., call the following office that is closest to your account/contract:

Sedgwick CMS
• Liberty Lake Office  (866) 666-8818
• Olympia Office  (866) 702-3219
• Seattle Office  (800) 579-1260
• Main Fax:  (509) 922-5833

Reports can be completed on-line using the eTeam First Report of Injury form by accessing this Sedgwick Web Site  www.sewickcms.com

Be sure to follow all eTeam instructions.

Ohio
To report an associate First Report of Injury call 1-888-268-4369. If the office is closed your call will go into Guest Service and there is an option to leave a message on the FROI line and someone will call you back. So you can call in the injury 24/7.

Please note: The only claim that should be called into this number are the claims in which claimants seek medical treatment. If no medical treatment sought, this is an "incident only" and the incident report should be faxed to 1-614-766-6888 with INCIDENT REPORT written on the cover page. Also, regardless of whether you are reporting an incident or claim, you need to make sure to include your location’s house code on the incident report.

North Dakota
For an associate First Report of Injury, call 1-800-777-5033.

Forms can be obtained on-line from the North Dakota Workforce Safety and Insurance by going to their web site at www.workforcesafety.com

Wyoming

Forms can be obtained on-line from the Wyoming Workers’ Safety and Compensation Division by going to their web site at http://doe.wyo.gov/aboutus/safetyandcompensation/Pages/default.aspx

If you have any questions about the process you can call the Wyoming Workers’ Safety and Compensation Division at 1-307-777-7441.
6.2 Accident Investigations

Why do we investigate accidents?
Simply put, to determine the circumstances surrounding an accident. An effective investigation will reveal the ‘breakdown’ in the process which led to the accident or injury. Most importantly, an investigation will provide recommendations to prevent recurrence of the same type of accident and minimize the likelihood of a similar incident in the future.

Some benefits of a proper accident investigation include:
- Improvement of methods and conditions.
- Identification of training deficiencies.
- Demonstration of management’s concern for associate safety.
- Supervisors increase their management competencies.
- Determining the “root cause” of the accident.

An investigation of all accidents, whether an injury is involved or not, is extremely important to prevent recurrences in the future.

Why should supervisors investigate?
- Supervisors have direct control over their staff and the ability to follow-up on corrective actions for incidents and accidents.
- They have daily contact with the associates working at their worksites or in their departments.
- They know the area, equipment, work processes, and individual personalities of their associates.

Find facts, not fault
Laying blame or finger pointing is not the goal of completing an accident investigation. Personal opinions (particularly regarding an injury) must be put aside and the person investigating must be unbiased and impartial.

Investigate ALL accidents, including “near misses”
Every accident should be reviewed to determine if the occurrence is developing into a trend. A “Near Miss” injury is one where an incident occurred, but the associate(s) did not receive an injury. Near misses can be a sign of a larger issue, or worse, a precursor to a more severe accident or injury. If deficiencies are identified early on, the chance for serious injury is significantly reduced.

Compass Group Accident Investigation
In order to perform accident investigations correctly, a number of steps and forms have been provided and can be found in the Report of Injury Packet. This packet not only contains proper reporting instructions and materials, but also provides the investigating manager/supervisor the tools to carry out an effective accident investigation.

The accident investigation, however is more than just filling out the forms. It is a process which takes many aspects into account. Before the paperwork can be done, the investigating manager must secure the scene. To do this the investigating manager should prevent anyone from entering the accident space, take photos of the accident scene, if possible, including any personal protective equipment which was being used and may have failed, and lastly identify the condition of the workspace which will be beneficial for working towards a root cause later on.

After the accident scene and witnesses have been secured, photos taken (if possible), and the associate either attended to by first aid or taken to clinic, the investigation process can begin.

There are 5 main pieces to be used from the Report of Injury Packet for a proper accident investigation which are:
- The Report of Injury Checklist (which provides a step by step process to follow after an injury),
- The First Report of Injury Form (where the investigator will identify and describe the injury),
- The Associate and Witness Statements (which are used to confirm the description of the incident as well as the environmental conditions just before the injury occurred.),
- The Accident Investigation Form itself (which is where the root cause can be identified and preventative measure and action plans are made).

When filling out the First Report of Injury Form, describe in detail how the accident occurred. The most critical piece of this form is Part C, Accident Details. It is important that this information be as descriptive as possible. For example, do not simply say “associate slipped and fell” when a more accurate description of the accident could be “associate was walking through the warehouse when she slipped and fell on a puddle of hydraulic fluid that had leaked from a forklift. As she fell, she attempted to stop her fall by grabbing a pallet of coke. She cut her hand on a loose nail in the pallet and bruised her knee. Approved slip-resistant shoes were not worn.”

**Associate and Witness Interviews**

If there are any witnesses to the incident, they need to be separated from the rest of the population and each other in order to keep their information undiluted through contact with anyone else at the scene. Witness investigations should take place in accordance with the information below.

**Use the following tips while interviewing the involved associate and any witnesses:**

- Conduct the interview as soon as possible after the accident. This will help ensure that the accident is fresh in everyone’s mind.
- Put the associate at ease. Remind him/her of the purpose of the interview: you want to prevent reoccurrence, not place blame. Be friendly, understanding, sympathetic and calm. Do not immediately question the associate, especially if he/she is emotionally upset or in physical pain.
- Keep it private. Keeping the interview private will do two things: it puts the associate at ease, and prevents their ideas from being influenced by others.
- Let the associate tell his/her story. Do not interrupt to ask a variety of questions, and DO NOT make judgments.
- Ask specific questions. Questions should be phrased such as: What happened? When did this happen? Where did it happen? Why did it happen? Who was involved? How was it done? Try to ask open-ended questions so that responses cannot be answered with a yes or no. Never use the word careless.
- Repeat the associates’ story back to them. By repeating the story, it will be more understandable and the associate can correct any errors or deficiencies in the story.
- Ask for suggestions to prevent future accidents of this type. Together, brainstorm with the associate and determine suggestions for corrective actions.
- Close on a positive note. Always thank the associate for their time and let them know they are helping contribute to the safety of their workplace.

**Compass Group Accident Investigation Form**

As with the First Report of Injury, all the information provided must be as accurate as possible. Part C of this form specifically caters to discovering the root cause of the injury being discussed, therefore **ALL boxes which relate to the injury must be checked.** There are three columns provided:

- Unsafe Acts,
- Unsafe Conditions,
- System Deficiencies.

There is no limit to the number of boxes per column that can be identified, however they all must have some role to play in the cause of the incident.

The last section, Part D (Analysis and Corrective Action) may very well be the most important piece of the investigation. This section can, and often does, determine the success of the entire investigation and future prevention methods and actions.

The first box states, “What could have prevented this Injury? What procedures were not followed?”
The second box asks “Describe an action plan to be taken to prevent this injury from happening again. (Include date to be completed)” Once again it is important to describe in detail what actions are being taken. The following statements are a preventative and corrective action sample for the example given above.

- Box 1. Preventative Actions: “This forklift was not supposed to be in use due to the hydraulic leak. It should have been marked as out of operation and parked in an area away from the work environment.”
- Box 2. Corrective Actions: “The keys have been locked in the unit managers’ desk until repairs can be made. The forklift has been relocated, and all associates have been reminded to clean up any spills and that approved slip-resistant shoes are required at all times.”

**Corrective Action Plan**
A thorough accident investigation culminates in the implementation of corrective actions. For every direct, indirect, and root cause of an accident, corrective actions must be put into place to eliminate the hazard from recurring. After the corrective actions have been identified:
- Determine a timeline for the corrective action to be implemented.
- Assign a specific person to implement the corrective action.
- Review the corrective actions after a set time period has elapsed since the corrective action was implemented (i.e., 30 days).

**OSHA Recordable Accidents**
All recordable incidents must be documented on the OSHA 300 Log within six days of occurrence. The log must be kept on-file at the location for inspection by OSHA officials. A summary log (OSHA 300A) must be posted at the site each year from February 1st to April 30th. Failure to comply with these requirements may result in an OSHA citation and/or fine to Compass Group. Please note that as long as the Compass Report of Injury Packet is completely and accurately filled out that the OSHA for 301 is not necessary.

**General Liability Investigations**
A general liability claim is either a property loss to any other party’s property, or a personal injury to any person other than a Compass associate.

Examples of GL claims include:
- A guest complains that they became sick from eating food in a Compass dining center. Note: immediately notify QA or the crisis hotline (during off hours) at 877-710-6291 for food related claims (such as food poisoning).
- A guest or visitor to the facility slips and falls on a wet floor that has just been mopped.

A good relationship between the Compass Manager and the client Facilities Risk Manager, Safety Director or Director of Security should be established. In the event of a potential liability issue, all individuals need to communicate the incident and share all knowledge. An adversarial relationship between these individuals and the Compass Manager will make resolution of any potential GL claim more difficult.

Upon receipt of a potential general liability claim, the client should notify the Compass Manager. If allowed, the Compass Manager should obtain a copy of the client’s incident report from the facility.

The Compass Manager should conduct his/her own investigation into the circumstances, getting statements from all parties involved. Make copies of all duty lists, training records, etc., which may be pertinent in later litigation.

The Compass Manager must call the incident in to Gallagher Bassett at 866-678-1774 within twenty-four hours of notification.

The Compass Manager should keep in touch with the client for any further developments, and keep the Gallagher Bassett adjuster informed of any new information that is obtained regarding the claim.
All records relating to potential general liability claims should be filed and kept indefinitely.

**Accident Investigation Distribution**
The completed accident investigation or general liability forms should be copied for review and sent to the appropriate members of management according to requirements set by your District Manager.
6.3 OSHA Recordkeeping

Who is required?
ALL Compass Group NA operations, including those in Puerto Rico and regardless of size, are required to keep OSHA 300 logs.

What is required?
- Record an injury/illness if the occurrence involves:
- Medical treatment beyond first aid.
- Days away from work.
- Restricted work or transfer to another job — these are cases that result in a change to one or more of the associates’ routine tasks. Please note that “restricted work” means that one or more of an associates’ NORMAL tasks must be affected.
- Death as the result of a work-related injury, deaths from natural causes, for example a heart attack or stroke NOT induced by a workplace accident, are not recordable.
- Loss of consciousness, regardless of length.
- Diagnosis of a significant injury/illness by a physician or other licensed health care professional.

REMEMBER, only record illnesses or injuries that affect associates on Compass Group NA payroll. Temporary associates, guests, and service or delivery associates would be recorded on their respective company’s logs.

What is “Beyond first aid”?
This is treatment provided by a licensed medical professional that exceeds the following:
- Using a non-prescription medication at nonprescription strength (e.g. 400mg, two tablets, of over-the-counter ibuprofen is not recordable, 800mg, four tablets, is).
- Administering tetanus immunizations (these are preventative measures)
- Cleaning, flushing or soaking wounds on the surface of the skin
- Applying bandages, gauze pads, butterfly bandages, derma bond, Steri-Strips, etc.
- Hot or cold therapy
- Non-rigid means of support, (elastic bandages, wraps, non-rigid back belts, etc.)
- Temporary immobilization devices while transporting an accident victim.
- Drilling of a fingernail or toenail to relieve pressure, or draining a blister
- Eye patches
- Removing foreign bodies from the eye using only irrigation or a cotton swab
- Removing foreign bodies from areas other than the eye by irrigation, tweezers, cotton swabs or other simple means
- Using finger guards
- Using massages
- Drinking fluids for relief of heat stress

Special Recording Criteria
Certain types of incidents have different recordkeeping requirements and include:
- ALL work-related needle stick injuries and cuts from sharp objects that are contaminated with another person's blood or other potentially infectious material. You must enter the case on the OSHA 300 Log as an injury. If there is doubt as to whether or not the needle or sharp object is contaminated with any bodily fluids or materials, the stick must be recorded.
- Musculoskeletal Disorders (MSD’s) such as carpal tunnel, tennis elbow and rotator cuff injuries are recorded in the same manner as all other injuries and illnesses. But, for recordkeeping purposes, the employer retains flexibility to determine whether an event or exposure in the work environment caused or contributed to the MSD. For example if an associate files a claim for a rotator cuff injury but you are concerned that the injury may actually be because they participate in a bowling league you would not have to record this injury.

ALL occupational exposures to TB must be recorded on the OSHA 300. To protect the associates’ privacy it must be recorded as a “respiratory condition”. 
Work Related or Not?
Injuries or illnesses are considered to be work-related if:

- An event or exposure in the work environment either caused or contributed to the resulting condition, a good rule of thumb here is if they are on the clock it’s likely recordable.
- An event or exposure in the work environment significantly aggravated a pre-existing injury or illness.

You are not required to record an injury or illness if the occurrence involves:

- Consumption of food and beverages
- Common colds and flu
- Blood donations
- Exercise programs, company sponsored or not
- Diagnosis of a Mental illnesses

Lost Workdays
For OSHA recordkeeping purposes the tracking of lost workdays is different from workers compensation:

- There is no “waiting period”, begin the count on the day after injury/illness is reported.
- Focuses on ‘days away’ or ‘days restricted or transferred’ from work, and follows calendar days, including holidays, regardless of associate’s work schedule. With a cap of 180 days
- The Count can continue into next calendar year.
- End the count on day associate is released for duty (modified or full).

Required Forms
OSHA 300 is the Log of Work-Related Injuries and Illnesses. Data is Tracked based on the calendar year NOT fiscal year. In the event of a safety inspection by an OSHA Compliance Officer or corporate safety manager you will be requested to produce a copy of the OSHA 300 log. NOTE: OSHA Compliance officers, and clients, will typically ask for the last three years logs, inform them that the operation was exempt prior to Jan1 2015 therefore logs prior to that date do not exist. Because this form will be requested it is highly recommended that on or around Jan 1 you should fill in the year, establishment name, and city and state blocks in the upper right hand corner of the 300 form.

OSHA 301 is the Individual Injury and Illness Incident Report. This must be filled out for every recordable injury or illness within 7 calendar days of the injury. NOTE: A properly, and completely, filled out First Report of Injury sent by Gallagher-Bassett after a claim is filed and the Compass Report of Injury Packets may be substituted for the 301. Print both and file a copy with the OSHA 300 log.

The last form to discuss is the 300A which is the Summary of Work-Related Injuries and Illnesses. This form summarizes information contained on Form 300 and MUST be posted, in a spot where it is visible to ALL associates but, not the general public from February 1st through April 30th of the year following the date on the log. Please note that the “Company Executive” for each location is the on-site manager/director.

Additional things to remember about the forms:
- Records MUST be kept on site for 5 years not including the current calendar year.
- They can be kept electronically but must be accessible by any member of management
- The OSHA forms will require legal sized paper if you wish to print them.

Associate Involvement
Just as with associates compensation associates must be involved with the recordkeeping process:

- Associates must know procedure for reporting injuries/illnesses to their supervisor(s).
- Company cannot discriminate against associates who report injuries/illnesses. This does NOT mean that associates cannot receive progressive counseling for actions or inactions that resulted in the injury.
• Associate representatives for example supervisors or union representatives can have access to parts of the 301 Form, or the properly filled out First report of Injury and Compass Report of Injury packets, that are relevant to workplace safety and health.

• Associates MUST, provide treatment documents to the management within 7 days of the injury. This is important as the documentation is used by management to determine if medical treatment provided went “beyond first aid”.

Associate Privacy
To protect the associates privacy their name, and any other personal information can, and should, be kept off of Form 300 for certain types of injuries/illnesses and we retain the right not to describe the nature of ‘sensitive’ injuries. For example, in a case involving exposure to an HIV positive coworker’s blood, the associates name and the description of the injury/illness would be left blank on the 300 log. Associate representatives may only view the portion of 301 Form, or report of injury forms, that does not contain personal information and associate(s) names should be removed from the 300 log before providing the data to outside agencies, including OSHA.

Filing Requirements
These forms must be kept on file and updated for 5 years. Do not send copies to OSHA, or your safety manager, unless you are specifically asked to do so as part of an annual survey and keep the records secure but allow access as described earlier.

Reporting Accidents to OSHA
Reporting accidents directly to OSHA is required by law under the following circumstances:

• All operations must report to OSHA within 8 hours any work-related fatality, this includes any that appear to be from natural causes (e.g. heart attack or stroke).

• Work-related amputations such as the loss of a fingertip, in-patient hospitalization of one or more associates, and the loss of an eye must be reported to OSHA within 24 hours of learning of the incident.

• IMPORTANT NOTE: We do not need to report an inpatient hospitalization if it was for diagnostic testing or observation only. A good rule of thumb here is if the associate remains the hospital for more than 24 hours you should contact OSHA.

• These events can be reported by calling the local OSHA Area Office, find the phone number through OSHA’s website www.osha.gov or by using the nationwide 800 number (1-800-321-6742). You may also feel free to contact your safety manager for assistance.

• Failure to report can result in monetary penalties being issued by OSHA

Need Assistance?
If you have any questions you can refer to the OSHA 300 Quick Reference Guide, available on MyCompass, or contact your Corporate Safety Manager.
6.4 Emergency and Crisis Situations – Guidelines & Procedures

Please note that this is a Compass Group, NA directive and is subject to change, therefore this information is included in this manual for reference only.

Why Plan Ahead?

The following will help you plan for a crisis by identifying a course of action. The key to effective crisis management is planning. You need to be prepared before the crisis occurs because no one can foresee if and when a crisis will happen. Crisis planning helps minimize surprise and indecision during the critical first few hours of a crisis. When the crisis strikes, it is too late to start planning.

Crisis Planning Helps You To:

- Protect associates.
- Deal effectively with a variety of crisis-related issues that may arise.
- Ensure accurate and timely release of information to all key audiences.
- Manage and control the message being sent.
- Minimize damage to the Account or company’s reputation.

Crisis planning and clear thinking during a crisis will help minimize legal or other consequences related to a crisis.

Make Sure All Associates Know How To:

1. Call for emergency aid (fire, client’s security, police, paramedics, etc.)
2. Call the Compass Crisis Management Hotline
3. Call their supervisor/manager

Be sure that all associates know how to respond to guest/client issues. If the guest/client thinks something is serious enough to bring to your attention, give it proper attention. Quite often guest/client issues become crisis or media issues because the guest/client felt the situation had not been handled to their satisfaction or that the associate or manager did not care.

Sample Crisis Situations:

- Potential outbreak of foodborne illness
- Potential outbreak of other communicable diseases (e.g. norovirus, H1N1 flu)
- Account closure due to a crisis situation
- Workplace accident involving serious injury or death
- Product tampering or contamination
- Explosion or fire in the account
- Natural disaster (fire, flood, tornado, hurricane)
- Associate strike
- Boycott or picketing
- Notification of health department or other regulatory agency enforcement action, e.g. hearing, fine, suspension of operation or closure/threat of closure
- Crime incidents either to the account, associate or guest/client (robbery, rape, kidnapping, etc.)
- IT Alerts – such as computer hacking attempt, lost or stolen computers, electronic information that may have been compromised (e.g. Point of Sale Device)
- Utilities interruption or concern, i.e. sewage back-up, contaminated water supply, power outage, Boil Water Order
- Notification of an Occupational Safety and Health Administration (OSHA) inspection.
- Catastrophic vehicle accident involving any of the following:
  - Major disruption of utilities
  - Loss or spill of hazardous materials
  - Loss of human life
  - Severe injury
  - Accidents with passenger-carrying vehicles resulting in multiple injuries
Step by Step Procedures

Should a crisis situation occur at your account/facility:

1. **STAY CALM** – call for emergency aid if needed. It is important that you think clearly and gather as many facts about the situation as quickly as possible.

2. **PRODUCT CONTAMINATION** – If product contamination is involved, identify, clearly label and isolate the suspect product. Contact Foodbuy buySmart immediately at 1-877-499-3663. If you hear about a problem from a guest, be sure to get the guest’s name, address, phone, symptoms (if any), and any other information specific to the case. Product issues are very serious because they could have company-wide consequences.

3. If an associate, guest or client is injured in any way contact Gallagher Bassett immediately at 1-866-678-1774.

4. Immediately contact your Manager, Regional Manager, the Senior Regional Manager and the National Risk Manager to alert him/her of the situation. If you are unable to reach your manager, call the Compass Group Crisis Management Hotline at 1-877-710-6291.

5. Inform all associates of the situation – Let them know what they should do regarding inquiries from the media and/or guests or clients. Be sure to leave the telephone numbers and contact information for all associates so they can always reach you. Stress confidentiality of crisis situations to all associates.

6. Be prepared for possible media inquiries – Should you receive and media calls regarding a crisis situation, refer all media calls to the Compass Group Communications Department at 1-800-357-0012, x328-4018. It is important to centralize and control the flow of information on addressing a crisis or potential crisis by funneling all media inquiries through the Communications Department. Should you find yourself in a situation where you must speak to the media, please review the section “Tips for Speaking to the Media”.

Tips for Speaking to the Media

There may be situations when the media shows up at your account/facility unexpectedly to get a comment about a crisis situation that might have occurred. You must be prepared. In a crisis situation anything you say can impact the image of our company and can have legal and other implications as well.

Speaking to the media – A few tips:

- Always behave courteously with reporters.
- **NEVER** use the phrase "NO COMMENT". If you cannot comment on a situation, say so – but also say why.
- Never ask the reporter if you can speak "off the record". There is no such thing. If you don’t want to see it in print, don’t say it.
- Never get argumentative or hostile toward reporters – it will only make the situation worse.
- Keep your message simple. Make your statements brief and concise.

If you are unaware of a situation or don’t have enough information, you can say “Please provide me all the information you have and I will have to check out this information. May I have your name and phone number so someone from our communications department can get in touch with you? What is your deadline?”

Make sure you call the Compass Communications Department. It is important to let them know who the reporter is and what the reporter is calling about so they can anticipate the call.
EMERGENCY NUMBERS
1. Call for emergency aid if needed
2. Call your supervisor and manager
3. Call the Compass Group Management Hotline at 1-877-710-6291

FIRE DEPARTMENT: ________________________________________________________

CLIENT SECURITY: ________________________________________________________

POLICE DEPARTMENT: _____________________________________________________

PARAMEDICS: _____________________________________________________________

ACCOUNT/CONTRACT MANAGER: ____________________________________________

REGIONAL MANAGER: _____________________________________________________

SENIOR REGIONAL MANAGER: _____________________________________________

CORPORATE SAFETY MANAGER: ___________________________________________
SECTION 7 CONTACT INFORMATION

7.1 Key Contacts
# 7.1 Key Contacts

<table>
<thead>
<tr>
<th>Need For Contact</th>
<th>Who To Contact</th>
<th>Where To Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>To report a work-related injury:</td>
<td>Gallagher Bassett</td>
<td>Telephone: 1-866-678-1774</td>
</tr>
<tr>
<td>For issues or questions that cannot be resolved after contacting the appropriate personnel listed below.</td>
<td>Ron Ehrhardt, VP of Operational Safety</td>
<td>Telephone: (973) 434-3057</td>
</tr>
<tr>
<td></td>
<td>Parsippany, NJ</td>
<td>Fax: (704) 295-5896</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-Mail: <a href="mailto:ron.ehrhardt@compass-usa.com">ron.ehrhardt@compass-usa.com</a></td>
</tr>
<tr>
<td>OSHA/DOT/EPA and Workplace Safety Concerns for Laundries and Facilities (CE/HTS/POM)</td>
<td>Brett Church, Director of Environmental, Health and Safety</td>
<td>Telephone: (704) 328-7377</td>
</tr>
<tr>
<td></td>
<td>Charlotte, NC</td>
<td>Fax: (980) 235-6177</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-Mail: <a href="mailto:brett.church@compass-usa.com">brett.church@compass-usa.com</a></td>
</tr>
<tr>
<td>Workplace Safety Concerns for Crothall Healthcare (EVS/PT), SSC, and Morrison Healthcare</td>
<td>Brian Varner</td>
<td>Telephone: 303-319-8106</td>
</tr>
<tr>
<td></td>
<td>VP of Risk Management Compass One Healthcare</td>
<td>Fax:</td>
</tr>
<tr>
<td></td>
<td>Denver, CO</td>
<td>E-Mail: <a href="mailto:bvarner@compass-usa.com">bvarner@compass-usa.com</a></td>
</tr>
<tr>
<td>DOT and Workplace Safety Concerns for Bon Appetit.</td>
<td>George “Skip” Ray, Corporate Safety Manager</td>
<td>Telephone: (918) 530-0276</td>
</tr>
<tr>
<td></td>
<td>Pryor, OK</td>
<td>Fax: (918) 824-1741</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-Mail: <a href="mailto:george.ray@compass-usa.com">george.ray@compass-usa.com</a></td>
</tr>
<tr>
<td>Fleet Safety and Workplace Safety Concerns for Restaurant Associates</td>
<td>Kristy Lagger</td>
<td>Telephone: (630) 864.7955</td>
</tr>
<tr>
<td></td>
<td>Corporate Safety Manager</td>
<td>Fax: (704)295-5031</td>
</tr>
<tr>
<td></td>
<td>Oswego, IL</td>
<td>E-Mail: <a href="mailto:kristy.lagger@compass-usa.com">kristy.lagger@compass-usa.com</a></td>
</tr>
<tr>
<td>Workplace Safety Concerns for Morrison Senior Living, Morrison Community Works and Bateman</td>
<td>Kenneth Mayer, Corporate Safety Manager</td>
<td>Telephone: (440) 942-2628</td>
</tr>
<tr>
<td></td>
<td>Willoughby, OH</td>
<td>Fax: (440) 942-2628</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-Mail: <a href="mailto:kenneth.mayer@compass-usa.com">kenneth.mayer@compass-usa.com</a></td>
</tr>
<tr>
<td>Workplace Safety Concerns for Chartwells Higher Education</td>
<td>Fred Berren</td>
<td>Telephone: (207) 324-0044</td>
</tr>
<tr>
<td></td>
<td>Corporate Safety Manager</td>
<td>Fax: (207) 324-0044</td>
</tr>
<tr>
<td></td>
<td>Sanford, ME</td>
<td>E-Mail: <a href="mailto:fredric.berren@compass-usa.com">fredric.berren@compass-usa.com</a></td>
</tr>
<tr>
<td>Workplace Safety Concerns for Chartwells K-12</td>
<td>George Melvage</td>
<td>Telephone: (773) 625-3215</td>
</tr>
<tr>
<td></td>
<td>Corporate Safety Manager</td>
<td>Fax: (773) 625-3217</td>
</tr>
<tr>
<td></td>
<td>Elmhurst, IL</td>
<td>E-Mail: <a href="mailto:george.melvage@compass-usa.com">george.melvage@compass-usa.com</a></td>
</tr>
<tr>
<td>Workplace Safety for Chartwells K-12</td>
<td>Jeanna Collins</td>
<td>Telephone: (281) 435-6516</td>
</tr>
<tr>
<td></td>
<td>Corporate Safety Manager</td>
<td>Fax: (980) 236-6101</td>
</tr>
<tr>
<td></td>
<td>Houston, TX</td>
<td>E-Mail: <a href="mailto:Jeanna.collins@compass-usa.com">Jeanna.collins@compass-usa.com</a></td>
</tr>
<tr>
<td>Workplace Safety Concerns for Flik International and Wolfgang Puck Catering</td>
<td>Jim Robinson</td>
<td>Telephone: (863) 210-5727</td>
</tr>
<tr>
<td></td>
<td>Corporate Safety Manager</td>
<td>E-Mail: <a href="mailto:jim.robinson@compass-usa.com">jim.robinson@compass-usa.com</a></td>
</tr>
<tr>
<td></td>
<td>Lakeland, FL</td>
<td></td>
</tr>
<tr>
<td>Workplace Safety for Eurest</td>
<td>Ruben Monroe</td>
<td>Telephone: (832) 423-4662</td>
</tr>
<tr>
<td></td>
<td>Corporate Safety Manager</td>
<td>Fax: (281) 492-6785</td>
</tr>
<tr>
<td></td>
<td>Houston, TX</td>
<td>E-Mail: <a href="mailto:ruben.monroe@compass-usa.com">ruben.monroe@compass-usa.com</a></td>
</tr>
<tr>
<td>Workplace Safety Concerns for Canteen</td>
<td>Carl Foden</td>
<td>Telephone: (909) 248-1321</td>
</tr>
<tr>
<td></td>
<td>Corporate Safety Manager</td>
<td>E-Mail: <a href="mailto:carl.foden@compass-usa.com">carl.foden@compass-usa.com</a></td>
</tr>
<tr>
<td></td>
<td>Santa Ana, CA</td>
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</tr>
<tr>
<td>Need For Contact</td>
<td>Who To Contact</td>
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</tbody>
</table>
| Workplace Safety Concerns for Morrison Healthcare | Dan Wood  
Corporate Safety Manager  
Johnstown, PA | Telephone: (814) 254-4036  
Fax: (814) 254-4239  
E-mail: daniel.wood@compass-usa.com |
| Workplace Safety Concerns for Morrison Healthcare | Amanda King  
Corporate Safety Manager  
Jacksonville, FL | Telephone: (281) 636-9728  
Fax: E-Mail: amanda.king@compass-usa.com |
| Workplace Safety Concerns for Touchpoint | Tanya Cernok  
Corporate Safety Manager  
Allentown, PA | Telephone: (610) 349-0670  
E-Mail: tanya.cernok@compass-usa.com |
| Workplace Safety Concerns for Eurest Services | Ed Alvarez  
Corporate Safety Manager  
Spring, TX | Telephone: (832) 364-7496  
E-Mail: ed.alvarez@compass-usa.com |
| Workplace Safety Concerns Laundries and Facilities | Ulysses Adams  
Corporate Safety Manager  
Baton Rouge, LA | Telephone: (225) 892-2961  
E-Mail: ulysses.adams@compass-usa.com |
| Workplace Safety Concerns for SSC | John Alaniz  
Corporate Safety Manager  
College Station, TX | Telephone: (979) 575-3879  
E-Mail: john.alaniz@compass-usa.com |
| Workplace Safety Concerns for SSC | Kurt Jenkins  
Corporate Safety Manager  
Frisco, TX | Telephone: (214) 551-8428  
E-Mail: kurt.jenkins@compass-usa.com |
| Workplace Safety Concerns for Crothall EVS/PT | Scott Cockerham  
Corporate Safety Manager  
Salt Lake City, UT | Telephone: (303) 910-2689  
Fax: (888) 896-1294  
E-Mail: scott.cockreham@compass-usa.com |
| Fleet Safety and Workplace Safety Concerns for Restaurant Associates | Kristy Lagger  
Corporate Safety Manager  
Oswego, IL | Telephone: (630) 864.7955  
Fax: (704)295-5031  
E-Mail: kristy.lagger@compass-usa.com |
| Workplace Safety Concerns for Crothall EVS/PT | Jay Springer  
Corporate Safety Manager  
Deptford, NJ | Telephone: (215)266-0656  
E-Mail: jay.springer@compass-usa.com |
| Workplace Safety Concerns for Crothall EVS/PT | Terry White  
Corporate Safety Manager  
Rio Rico, AZ | Telephone: (330) 620-3408  
Fax: (330)-836-0014  
E-Mail: terry.white@compass-usa.com |
| Oversees and acts as liaison for Gallagher Bassett claims in Zones 1, 2 and 3 ME, VT, NH, NY, MA, CT, RI, OH, PA, WV, VA, MD, NJ, DE, DC, KY, TN, AL, GA, NC, SC, FL | Eric Bailey,  
Claims Director  
Charlotte, NC | Telephone: (704) 328-1256  
E-Mail: eric.bailey@compass-usa.com |
| Oversees and acts as liaison for Gallagher Bassett claims in Zones 1, 2 and 3 ME, VT, NH, NY, MA, CT, RI, OH, PA, WV, VA, MD, NJ, DE, DC, KY, TN, AL, GA, NC, SC, FL | Gary Cason,  
Claims Manager  
Charlotte, NC | Telephone: (704) 328-1372  
E-Mail: gary.cason@compass-usa.com |
<table>
<thead>
<tr>
<th>Need For Contact</th>
<th>Who To Contact</th>
<th>Where To Contact</th>
</tr>
</thead>
</table>
| Oversees and acts as liaison for Gallagher Bassett claims in Zones 4, 6 ND,   | Ed Gilaty Claims Director Chicago, IL                                         | Telephone: (312) 335-5113  
E-Mail: egilaty@levyrestaurants.com                                           |
| SD, NE, KS, MN, IA, MO, WI, IL, MI, IN, OK, AR, TX, LA, MS                         |                                                                                |                                                                                  |
| Oversees and acts as liaison for Gallagher Bassett claims in Zones 4, 6 ND,   | LaTara Lewis Claims Manager Chicago, IL                                       | Telephone: (312) 335-5008  
E-Mail: latara.lewis@compass-usa.com                                            |
| SD, NE, KS, MN, IA, MO, WI, IL, MI, IN, OK, AR, TX, LA, MS                         |                                                                                |                                                                                  |
| Oversees and acts as liaison for Gallagher Bassett claims in Zone 5 WA, OR,     | Judy Helms Claims Director St Louis, MO                                        | Telephone: (314) 373-9519  
E-Mail: judy.helms@compass-usa.com                                              |
| MT, ID, WY, CO, NM, AZ, UT, NV, CA, AK, HI                                        |                                                                                |                                                                                  |
| Claims Manager - Zone 5 WA, OR, MT, ID, WY, CO, NM, AZ, UT, NV, CA, AK, HI        | Pertrina Amos Claims Manager Charlotte, NC                                    | Telephone: (704) 649-9268  
E-Mail: pertrina.amos@compass-usa.com                                            |
| Questions regarding insurance coverage, certificates of insurance, insurance   | Karen Mouton Director of Insurance Charlotte, NC                              | Telephone: (704) 328-7296  
E-Mail: karen.mouton@compass-usa.com                                             |
| contracts/agreements, experience mod ratings and risk management in general.     |                                                                                | Telephone: (704) 328-5750  
E-Mail: patricia.poidomani@compass-usa.com                                       |
| Questions regarding Origami, general report query requests, incentive report     | Lucy Lee Insurance Account Manager Charlotte, NC                              | Telephone: (704) 328-6331  
E-Mail: lucy.lee@compass-usa.com                                                 |
| related requests.                                                                 |                                                                                |                                                                                  |
|                                                                                 | Scott Echerd Director Strategic Initiatives                                    | Telephone: (704) 328-5229  
E-Mail: scott.echerd@compass-usa.com                                             |
SECTION 8 FORMS

These forms are available for use as necessary in your operation. Should you need additional forms, please contact your Corporate Safety Manager.

*Forms contained in Addendum Excel Workbook*

8.1 First Aid Kit Checklists
8.2 Daily Hazard Identification Checklist – Vehicle
8.3 Notice of Unsafe Work Condition
8.4 Compass Accident Investigation Forms (replaced by the "Report of Injury Packet")
8.5 Safety Bulletin Board Checklist
8.6 Safety Committee Meeting Minutes Sample Format
8.7 Compass Group Vehicle Safety Pledge
8.8 Compass Group Managers Safety Pledge
8.9 Safety Training Record (Group)
8.10 Acknowledgement of Individual Safety Training
8.11 Opening Checklist (New Dining Units)
8.12 Compass Group Safety Contact Information
8.13 Compass Group Associate Safety Pledge - Dining (English)
8.14 Compass Group Associate Safety Pledge - Dining (Spanish)
SECTION 9 ADDENDUMS

This section is reserved for any Compass Safety Addendums that may be applicable to your operation. These addendum provide additional information and requirements not contained in the main Compass Group, NA Safety Manual. Some addendums apply to specific lines of business (e.g., Patient Transport, Valet Parking, and Landscaping) while others provide additional or more stringent requirements for other business lines (e.g., Laundry, POM, HTS, etc.). If you are unsure if a particular addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

Download all applicable addendums, available on MyCompass, and post them in this section. If you are unsure which addendums may be applicable contact your safety manager, or any member of the safety team, for assistance.

NOTE: Certain addendums such as Confined Space and Lockout/Tagout will require editing and/or additional information to ensure they are 100% applicable to the specific operation. These sections are bolded below. Again please contact your safety manager for assistance.

Addendum 1  Patient Transport
Addendum 2  Valet Parking
Addendum 3  Respirator
Addendum 4  Lockout/Tagout (LOTO)
Addendum 5  Asbestos
Addendum 6  Electrical
Addendum 7  Ground Fault Circuit Interrupter (GFCI and Construction Electrical Safety)
Addendum 8  High Voltage Electrical
Addendum 9  Personal Protective Equipment (PPE)
Addendum 10  Compressed Gas
Addendum 11  Confined Space
Addendum 12  Pressure Vessels
Addendum 13  Cutting and Welding
Addendum 14  Decontamination of Tools
Addendum 15  Emergency Action Plan
Addendum 16  Exposure Control Plan
Addendum 17  Fire Prevention
Addendum 18  Loading Docks
Addendum 19  Lifts
Addendum 20  Landscaping
Addendum 21  Radiation and MRI
Addendum 22  Hot Work
Addendum 23  Ammonia Awareness
Addendum 1 Patient Transport

This addendum provides information and requirements applicable to Patient Transport operations that is not contained in the main Compass Group, NAD Safety Manual. If you are unsure if this addendum is applicable to your facility please contact your Corporate Safety Manager for guidance. For additional information, particularly in regard to Patient Safety, please consult the Patient Transportation Policy and Procedure Manual.

Radiation Safety
Exposure to radiation is a potential risk in hospitals. Most of these potential risks involve low level radiation: Gamma, Beta, and X-ray. Simple precautions will help you avoid unnecessary exposure.

Never enter a room with a radiation hazard potential, such as X-ray rooms, when an illuminated “In Use” sign is on.

“Radiation” signs are required in areas where radioactive materials are stored or in use. NEVER enter a room where a “Radiation” sign is posted. An example is patient rooms where patients have radioactive implants. Persons required to enter potential exposure areas are issued exposure badges.

MRI Safety
Special procedures must be followed in areas where there is Magnetic Resonance Imaging (MRI) equipment to prevent bodily harm or death.

The MRI unit consists of a large, powerful magnet that provides internal images of the human body. The magnetic field is always on. The magnet is so powerful that it could easily dislodge any metal object and attract it into the unit such as keys, jewelry, belt buckles, rivets in clothing, steel-toed shoes, metal underwire bras, or even a small piece of metal lodged under a person’s skin. If a metal object comes into close proximity of the MRI unit, it will become a rapidly moving projectile that can cause injury to anyone that is between the metal object and the MRI unit. If you are not sure if an object has magnetic properties, use a hand-held magnetic sensor (available in the MRI department) to scan the item.

Compliance with all MRI safety precautions is mandatory for protecting the health and safety of everyone in the area and avoiding costly repairs to the MRI unit:

- Screen all associates for embedded objects (steel workers could have microscopic magnetic particles embedded in their skin.)
- Pregnant associates should consult their physician prior to entering the MRI area.
- Orient all associates working in the MRI unit to all emergency stop buttons.
- Specialized equipment needs to be utilized in rooms with MRI units including O2 tanks. ALL EQUIPMENT MUST BE MRI-SAFE (NON-METALLIC AND NON-MAGNETIC). Use ONLY this equipment. When in doubt, do not bring any equipment into the MRI room.
- Keep doors to MRI slightly ajar (less than half way open.)

When in doubt, ASK!

Compressed Gas Oxygen (O2)
Many patients require oxygen (O2) in order to comfortably breathe while they are recovering from surgery or illness. While they are in their bed they breathe O2 from a port hookup on the wall behind their bed, either through a mask or through a tube that sits under their nose. When they need to travel away from their bed they will need a portable source of oxygen. Small O2 tanks are typically available from several sources in the hospital including O2 storage rooms or carts on some patient units. Depending on the policies at the individual hospitals, patient transporters may be responsible for bringing (full) O2 tanks and/or regulators (and a wheelie cart if needed) to patients who require them for transport. Nursing will ALWAYS be responsible for setting the regulator to the correct flow level and switching the patient’s O2 source.
IMPORTANT NOTE: oxygen tanks, even though they are metal, should be treated as very fragile objects. They are filled with compressed gas and may explode if they are dropped or handled incorrectly. Tanks should always be stored in a metal tank rack that keeps them secure, or they should be stored lying down on their side if no rack is available. A tank should never be placed on a surface from which it could roll off or fall.

If installed by the hospital, some wheelchairs will have racks that accommodate portable oxygen (O₂) tanks, and poles to carry IV bags. These devices eliminate the need to bring along an additional wheelie O₂ cart or IV pole.

Compressed gas use will be reviewed during associate orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies.

Compressed gas cylinders must be examined as soon as they are received. If there are any signs of damage or leakage, they must be moved to a safe, isolated area and returned to the supplier as soon as possible. Cylinders must never be dropped or banged against each other. Nothing should be allowed to fall on them. They must be stored upright in a safe, well-ventilated area, away from the source of heat and away from electrical wiring. They must be secured in the upright position by chain, cable, or other suitable means to keep them from tumbling.

Most cylinders are provided with a steel protective cap that screws on over the valve. These caps should remain screwed down to the last thread, except when cylinders are in use.

When cylinders are moved, special hand trucks should be used. When in transit, the cylinders should be lashed to the cradles of the trucks in as near an upright position as possible.

Storage areas must be fire-resistant, clean, free of combustible materials, and well lit. Cylinders of oxygen must never be stored near cylinders containing flammable gases. Empty cylinders must be marked “MT” and kept away from full ones. Full cylinders must be positively identified as to the gases they contain. If propane cylinders cannot be stored in a fire-resistant storage area then they must be stored outside.

Improper handling of compressed gas cylinders can produce a hazard called “rocketing.” If an accidental rupture occurs, or if a valve assembly is snapped off, a cylinder can blast its way through a concrete wall.

Occupational Safety and Health Administration standards require the employer to ensure that unloading operations are performed by reliable persons properly instructed. Associates should know the chemical and physical hazards with which they work, and must be thoroughly familiar with the types of personal protective equipment provided for their safety. They also should be instructed in first aid procedures.

**Patient Identification**

**NOTE: THE MOST IMPORTANT PATIENT SAFETY PRACTICE IS DUAL PATIENT IDENTIFICATION.**

ALWAYS verify two forms of patient identification by comparing the information on the pager with the patient’s wrist or ankle identification band and/or the hospital’s designated second form of identification on the chart, so that the correct patient receives the correct procedure or treatment. Asking the patient for their name is not enough:

- Check the patient’s name band against the patient’s chart and the pager.
- Check the patient’s date of birth (DOB) or hospital’s designated second form of patient identification.
- Confirm the information with the patient “Hello Mrs. Smith. Can you please confirm your birth date for me?”
- If the patient does not have any identification on him/her, contact the nurse.
- Patients will not be transported until they are wearing proper identification.
Cardio Pulmonary Resuscitation (CPR)
This section is not intended to take the place of professional CPR training and certification. Refer to CPR training manuals for specific CPR steps and techniques.

CPR or Cardiopulmonary Resuscitation is a way to help save a patient's life in the event that they enter cardiac arrest. CPR should be administered ONLY IN situations where medical personnel are not immediately available by associates who have been properly trained and certified. Most states have a “Good Samaritan Law” which provides protection to patient care-givers who use all means possible to save a patient's life, when needed. Certification cards should be carried at all times while at work.

ACTING FAST is the most important thing to do. In general, CPR is most effective in saving a patient's life when their heart is restarted within five minutes. This means CPR MUST start as soon as the patient’s condition is identified. Leaving the patient to summon help or delaying the treatment may result in patient’s death.

Types of CPR:
- Single Person CPR – this method is employed if the transporter is the only person around to tend to the patient. Should this method need to be employed, the transporter is responsible for all aspects of the CPR treatment.
- Two Person CPR – this method is employed during a two person transport or if another trained CPR provider comes to aid during the emergency. In two-person CPR, one person will focus on administering chest compressions while the other will focus on breathing and the patient's vital signs.

CPR should be used when ALL of the following occur:
- The patient loses consciousness
- The patient is not breathing
- The patient has no pulse

Preparing for CPR-Positioning
Proper positioning of the patient is critical. CPR is ONLY effective when the patient is flat on their back on a stable surface. Administration of CPR will only be effective if the proper height and angle can be attained over the patient.

Wheelchair Transports:
- Patients in a wheelchair need to be moved to the ground.
- Apply the wheelchair brakes and move to the side of the patient. Move the wheelchair legs and footrests out of the way.
- Slip one of your arms under the patient’s knees and the other around the patient’s back under their arms.
- Bending your knees and placing your center of gravity low to the ground, lower the patient to the ground, legs and rear end first. Be careful not to have the patient’s head strike the ground as you lay them down.

Stretcher Transports
CPR can be performed on the patient while they are on the stretcher, provided the associate can position themselves above the patient to deliver strong chest compressions.
- Position the stretcher away from obstacles that may get in the way of movement around the patient. Lock stretcher wheels to avoid slipping.
- If the stretcher is hydraulic, adjust it to a height that allows the best angle to deliver chest compressions with straight arms and maximum force.
- Lower the stretcher side rails to allow unrestricted access to the patient.
- If the head of the stretcher is inclined, lower it to place the patient in a completely horizontal position.
After the first round of CPR, call for help.

- If you are in a public area, call on passers-by to alert security. If medical personnel are present, have them call a cardiac arrest code and assist with the CPR.
- If you are in an elevator, press the alarm and emergency call button. Alert the operator to the condition.
- If you are in a remote area use a nearby phone to call the operator or security and alert them to the situation. QUICKLY return to the patient to continue treatment.

DON'T STOP! If the patient does not regain a pulse or breathing after several rounds of CPR, CONTINUE until medical personnel arrives or another individual trained in CPR comes to assist you or take your place.

NEVER make the assumption that you cannot save a patient! As a patient care-giver you have the obligation to do everything possible to save their life.

Morbidly Obese or Bariatric Surgical Patients

Morbidly obese or bariatric surgical patients can pose a challenge in regard to the safe transfer or transport to both the patient and the associate.

When transporting morbidly obese patients, take the following into consideration:

- Is appropriate equipment for the safe transport of the patient available?
- Can the patient be pushed safely or is additional assistance required? If struggling while pushing, additional assistance will be required.
- Push keeping the back straight – not bent or rounded.

How do you know if you have the proper equipment for the patient?

- Conduct an inventory and label the equipment with weight capacity.
- Label wheelchairs and stretchers with weight capacity labels in a consistent location.
- Ensure that sufficient equipment is on hand to transport morbidly obese patients.
- Request nursing assistance when switching patients to the appropriate equipment.

General Patient and Associate Safety for Transporters

Keeping patients safe during transport is of the utmost importance.

The following points ensure safety for patients and associates:

- Ask for assistance if needed. Never try a bed to stretcher transfer without assistance.
- Do not leave the hospital floor without first checking with the nurse.
- Don’t assume that the patient can ambulate on their own.
- Be alert for objects that could cause a slip. Make sure that all the brakes on the equipment are secure.
- Check that all lines are free from snags and are long enough to allow a safe patient transfer.
- Travel at a safe rate of speed and use the hallway mirrors to see around corners.
- Never leave a patient unattended.
- Make sure that Oxygen E Cylinders are full enough for use and are working correctly.
- Some patients/transport require a Nurse/Clinical Escort, depending on your client's policies. Ensure you are aware of any site specific requirements for clinical escorts during transport.
- Alert Dispatch immediately of all abnormalities.
- Do not transport patients who are receiving blood (active transfusion).
- Examine all transport equipment to ensure brakes, foot and calf rests, handrails, etc. are in proper working order prior to moving the patient to the equipment.
- Transport at safe, comfortable speeds and always inform the patient of forthcoming bumps.
- Artificial nails are prohibited and natural nails are to be kept no longer than ¼ inch above the finger tip for infection control purposes and to prevent scratches.
• Jewelry must be kept to a minimum to prevent injury to the associate and patient, if the associate would try to grab it. Hoop or earrings that extend past the earlobe and dangling bracelets are prohibited. Necklaces, if they must be worn, must be placed inside the shirt and must never dangle outside.
• Lanyards must have a break-a-way clasp to prevent choking if a patient were to grab it.
• Heavy perfume, cologne, or fragrance may interfere with the patient’s respiratory system and should not be worn.
• NEVER touch buttons on I.V. pumps.
Addendum 2 Valet Parking

This addendum provides information and requirements applicable to Valet Parking operations that is not contained in the main Compass Group, NAD Safety Manual. If you are unsure if this addendum is applicable to your facility please contact your Corporate Safety Manager for guidance.

Valet Parking Services provides the convenience of safe and timely parking and delivery of vehicles to guests, so that they may tend to business within the facility. This service may include escorting patients and/or guests out of and into vehicles in a safe, professional manner.

Valet Parking Procedures:

- Direct the guest to the assigned valet area, unless self-parking is preferred.
- Complete ticket stub form and assess vehicle exterior for prior damage. Check the vehicle’s interior for personal belongings/valuables.
- Mark ticket stub with information from the assessment and hand stub to the guest.
- Offer assistance to guests exiting vehicle including umbrella protection during inclement weather.
- Drive vehicle with utmost care at the proper speed limit at all times and observing all motor vehicle guidelines for the state. Use rear view and side mirrors and avoid parking too close to other vehicles or objects. Back into the parking space, lock the vehicle, and remove the keys upon leaving the vehicle.
- Safely jog or briskly walk (do not run) back to Valet Supervisor, placing keys/stub on the keyboard. Always use a carabiner clip so keys will not be misplaced.
- When the guest returns to pick up their vehicle, greet them and identify/verify what vehicle is his/hers/their.
- Advise the guest where to stand and wait for the vehicle and call for the vehicle or retrieve the vehicle if no one else is available.
- Always make sure that the ticket stub from the customer matches the ticket stub from the keys!
- Safely drive vehicle to customer.
- Offer the guest assistance getting into the vehicle.
- Offer umbrella protection during inclement weather.
- Always ensure that the guest’s appendages and personal belongings are clear before closing vehicle doors.
- Assist with directions, if needed.
- Promptly report unsafe equipment or any incidents immediately to Supervisor/Manager.
- Always wear seatbelts when operating vehicles regardless of the distance to be traveled.

Additional tips for Medical Facility Valet:

- Maintain cleanliness and proper storage of equipment. Clean and disinfect wheelchairs between each patient. Use appropriate disinfectant and wait time.
- Utilize universal precautions and use hand sanitizer after each patient.
- Request assistance with difficult transports to lift or transfer patients.

Report the following IMMEDIATELY to Supervisor/Manager AND Security:

- Accidents involving people and/or vehicles
- Impaired or potentially impaired drivers
- Unusual or suspicious behavior

Under no circumstances are Valet Parking Attendants, Supervisors, or Managers to perform the following:

- Attempt to enter a locked vehicle without a key (lockout tool, slim jim, etc.)
- Start a dead automobile battery using jumper cables
- Attempt to secure infant in car seat or demonstrate or explain how to utilize a car seat
Driving Dexterity Validation Test
Valet Parking Attendants must demonstrate the ability to drive both automatic and manual transmission vehicles. This skill will be validated by driving a set course designated by the Valet Parking Supervisor.

An empty parking lot will be used to set up eight to ten orange cones at interval spaces for the driver to navigate driving forward in the vehicle. Also, the driver will have to navigate driving backwards in the vehicle through the same course. The driver will also have to back the vehicle into a parking space as if parking the car. This is necessary as all valet parked cars will be backed into the parking spaces.

Passing the driving dexterity validation test is mandatory for the Valet Parking Attendant.

NOTE: All Valet Parking Attendants must pass a motor vehicle background check prior to operating any vehicle.

For additional information regarding vehicle safety, refer to 4.15 in the Compass Group Corporate Safety Manual.”
Addendum 3 Respirators

It is the intention of Compass Group, NAD to provide a respirator procedure that meets or exceeds all federal standards. Compass Group, NAD will attempt to engineer potential exposure hazards out of the work environment. If it is not possible to reduce or eliminate the hazard, or while the hazard is being eliminated, correctly chosen respirators will be utilized to help reduce potential exposures to hazardous atmospheres. This procedure applies to all Compass Group, NAD projects and operations.

General
Compass Group, NAD is not required to include in this respiratory protection program those associates whose only use of respirators involves the voluntary use of filtering face pieces (dust masks).

Definitions:
- Air-purifying respirator means a respirator with an air-purifying filter, cartridge, or canister that removes specific air contaminants by passing ambient air through the air-purifying element.
- Canister or cartridge means a container with a filter, sorbent, or catalyst, or combination of these items, which removes specific contaminants from the air passed through the container.
- Demand respirator means an atmosphere-supplying respirator that admits breathing air to the face piece only when a negative pressure is created inside the face piece by inhalation.
- Emergency situation means any occurrence such as, but not limited to, equipment failure, rupture of containers, or failure of control equipment that may or does result in an uncontrolled significant release of an airborne contaminant.
- Associate exposure means exposure to a concentration of an airborne contaminant that would occur if the associate were not using respiratory protection.
- End-of-service-life indicator (ESLI) means a system that warns the respirator user of the approach of the end of adequate respiratory protection, for example, that the sorbent is approaching saturation or is no longer effective.
- Escape-only respirator means a respirator intended to be used only for emergency exit.
- Filter or air purifying element means a component used in respirators to remove solid or liquid aerosols from the inspired air.
- Filtering face piece (dust mask) means a negative pressure particulate respirator with a filter as an integral part of the face piece or with the entire face piece composed of the filtering medium.
- Fit factor means a quantitative estimate of the fit of a particular respirator to a specific individual, and typically estimates the ratio of the concentration of a substance in ambient air to its concentration inside the respirator when worn.
- Fit test means the use of a protocol to qualitatively or quantitatively evaluate the fit of a respirator on an individual. (See also Qualitative fit test QLFT and Quantitative fit test QNFT.)
- Helmet means a rigid respiratory inlet covering that also provides head protection against impact and penetration.
- High efficiency particulate air (HEPA) filter means a filter that is at least 99.97% efficient in removing monodisperse particles of 0.3 micrometers in diameter. The equivalent NIOSH 42 CFR 84 particulate filters are the N100, R100, and P100 filters.
- Hood means a respiratory inlet covering that completely covers the head and neck and may also cover portions of the shoulders and torso.
- Immediately dangerous to life or health (IDLH) means an atmosphere that poses an immediate threat to life, would cause irreversible adverse health effects, or would impair an individual's ability to escape from a dangerous atmosphere.
- Interior structural firefighting means the physical activity of fire suppression, rescue or both, inside of buildings or enclosed structures which are involved in a fire situation beyond the incipient stage. (See 29 CFR 1910.155)
- Loose-fitting face piece means a respiratory inlet covering that is designed to form a partial seal with the face.
• Negative pressure respirator (tight fitting) means a respirator in which the air pressure inside the face piece is negative during inhalation with respect to the ambient air pressure outside the respirator.
• Oxygen deficient atmosphere means an atmosphere with an oxygen content below 19.5% by volume.
• Physician or other licensed health care professional (PLHCP) means an individual whose legally permitted scope of practice (i.e., license, registration, or certification) allows him or her to independently provide, or be delegated the responsibility to provide, some or all of the health care services required by the Respiratory Protection Procedure.
• Positive pressure respirator means a respirator in which the pressure inside the respiratory inlet covering exceeds the ambient air pressure outside the respirator.
• Powered air-purifying respirator (PAPR) means an air-purifying respirator that uses a blower to force the ambient air through air-purifying elements to the inlet covering.
• Pressure demand respirator means a positive pressure atmosphere-supplying respirator that admits breathing air to the face piece when the positive pressure is reduced inside the face piece by inhalation.
• Qualitative fit test (QLFT) means a pass/fail fit test to assess the adequacy of respirator fit that relies on the individual's response to the test agent.
• Quantitative fit test (QNFT) means an assessment of the adequacy of respirator fit by numerically measuring the amount of leakage into the respirator.
• Respiratory inlet covering means that portion of a respirator that forms the protective barrier between the user's respiratory tract and an air-purifying device or breathing air source, or both. It may be a face piece, helmet, hood, suit, or a mouthpiece respirator with nose clamp.
• Self-contained breathing apparatus (SCBA) means an atmosphere-supplying respirator for which the breathing air source is designed to be carried by the user.

Note: Compass Group, NAD does not supply SCBA equipment to its associates and its associates are prohibited from using SCBA equipment.
• Service life means the period of time that a respirator, filter or sorbent, or other respiratory equipment provides adequate protection to the wearer.
• Short Term Exposure Limit (STEL) means an exposure limit that is the maximum concentration to which workers can be exposed for a period of up to 15 minutes with no detrimental effects.
• Supplied-air respirator (SAR) or airline respirator means an atmosphere-supplying respirator for which the source of breathing air is not designed to be carried by the user.
• Threshold Limit Value (TLV) means the upper exposure limits of airborne concentrations that are accepted as safe for associates to be exposed to on a day-in, day-out basis.
• Time Weighted Average (TWA) means the maximum concentration that associates working eight hours per day, forty hours per week can be exposed to with no adverse health effects.
• Tight-fitting face piece means a respiratory inlet covering that forms a complete seal with the face.
• User seal check means an action conducted by the respirator user to determine if the respirator is properly seated to the face.

Note: Some clients have specific Respiratory Protection procedures or requirements for contractors working on their job site. Compass Group, NAD associates shall follow client requirements for Respiratory Protection as long as they meet or exceed the Crothall Respiratory Protection Procedure.

Respiratory Program Administrator
Overall responsibility for the respirator procedure is assigned to the local manager in order to ensure that specific requirements are followed. This assignment is made, however, with the understanding that individual supervisors will have to implement and enforce major portions of the procedure. It is understood that the Program Administrator will report performance problems to the appropriate manager for resolution. The person who will have responsibility for administering all the aspects of the respirator procedure will be the local maintenance manager. The responsibilities of the Program Administrator will include, but are not limited to:
• Conducting an annual written evaluation of the procedure. The procedure evaluation should be completed no later than December 31 of each year.
• Ensuring an adequate supply of respirators, cartridges, and repair/replacement parts. The Program Administrator may delegate this duty but will retain overall responsibility. The person(s) to whom this duty has been delegated is the local maintenance manager.

• Ensuring that only respirators that have been approved by the NIOSH or the MSHA are ordered and used. Under no circumstances will respirators be used that have not been approved by NIOSH/MSHA.

• Ensuring that all respirator users have been trained in the use, selection and limitations of the type of respirators they will be using prior to the first time the respirator must be used. While the duty of conducting the training may be delegated, the Program Administrator retains final responsibility for seeing that all associates are appropriately trained.

• Ensuring that all respirator users have been medically evaluated and found fit to use the type of respirators that will be required in their job. The medical evaluation must be completed prior to assigning any associate to a task that requires use of a respirator.

• Ensuring that all respirator users are fit-tested at least annually and more often if other federal requirements apply.

• Ensuring that respirators are individually issued, are cleaned and sanitized on a regular basis, and respirators are stored in a clean and accessible location. This duty may also be delegated but the Program Administrator retains final responsibility for seeing that it is done.

• Ensuring that respirators are selected based on the hazard that will be encountered. This procedure describes the basic respirators that will be used at this site and the tasks for which they will be required. In special circumstances, the Program Administrator will contact the corporate health and safety staff for guidance in selecting the correct respirator.

• Ensuring that associate exposure is monitored to assure correct respirator type is used. Exposure monitoring may be delegated to others; however, the Program Administrator has final responsibility of monitoring completion and to request assistance when necessary.

• Ensuring that the elements of the Respiratory Protection Procedure for the selection, use, cleaning/maintenance, storage and fit-testing of respirators are followed.

• Ensuring that respirator parts are not exchanged between brands of respirators.

**Medical Requirements**

Using a respirator may place a physiological burden on associates that varies with the type of respirator worn, the job and workplace conditions in which the respirator is used, and the medical status of the associate.

Accordingly, this section specifies the requirements for medical evaluation that will be implemented to determine the associate’s ability to use a respirator.

**General**

Compass Group, NAD shall provide a medical evaluation to determine the associate’s ability to use a respirator before the associate is fit tested or required to use the respirator in the workplace and annually thereafter. Compass Group, NAD may discontinue an associate’s medical evaluations when the associate is no longer required to use a respirator.

**Medical Evaluation Procedures**

Compass Group, NAD shall identify a physician or other licensed health care professional (PLHCP) to perform medical evaluations using a medical questionnaire or an initial medical examination that obtains the same information as the medical questionnaire.

**Follow-up Medical Examination**

Compass Group, NAD shall ensure that a follow-up medical examination is provided for an associate who gives a positive response to any question among questions 1 through 8 in the Medical Questionnaire in the POM Forms spreadsheet (Form 17) or whose initial medical examination demonstrates the need for a follow-up medical examination.
The follow-up medical examination shall include any medical tests, consultations, or diagnostic procedures that the PLHCP deems necessary to make a final determination.

**Administration of the Medical Questionnaire and Examinations**

The medical questionnaire and examinations shall be administered confidentially during the associate's normal working hours or at a time and place convenient to the associate. The medical questionnaire shall be administered in a manner that ensures that the associate understands its content.

Compass Group, NAD shall provide the associate with an opportunity to discuss the questionnaire and examination results with the PLHCP.

All medical questionnaires will be treated confidentially and maintained on file in the Compass Group, NAD office or at the health care providers' facility.

**Supplemental Information for the PLHCP**

The following information must be provided to the PLHCP before the PLHCP makes a recommendation concerning an associate's ability to use a respirator:

- The type and weight of the respirator to be used by the associate.
- The duration and frequency of respirator use (including use for rescue and escape).
- The expected physical work effort.
- Additional protective clothing and equipment to be worn.
- Temperature and humidity extremes that may be encountered.
- Compass Group, NAD shall provide the PLHCP with a copy of the Compass Group, NAD Respiratory Protection Procedure.

Note: When Compass Group, NAD replaces a PLHCP, Compass Group, NAD must ensure that the new PLHCP obtains this information, either by providing the documents directly to the PLHCP or having the documents transferred from the former PLHCP to the new PLHCP. However, OSHA does not expect employers to have associates medically reevaluated solely because a new PLHCP has been selected.

**Medical Determination**

In determining the associate's ability to use a respirator, Compass Group, NAD shall obtain a written recommendation regarding the associate's ability to use the respirator from the PLHCP.

The recommendation shall provide only the following information:

- Any limitations on respirator use related to the medical condition of the associate, or relating to the workplace conditions in which the respirator will be used, including whether or not the associate is medically able to use the respirator;
- The need, if any, for follow-up medical evaluations; and
- A statement that the PLHCP has provided the associate with a copy of the PLHCP's written recommendation.

**Additional Medical Evaluations**

At a minimum, Compass Group, NAD shall provide additional medical evaluations that comply with the requirements of this procedure if:

- An associate reports medical signs or symptoms that are related to ability to use a respirator;
- A PLHCP, supervisor, or the respirator Program Administrator informs Compass Group, NAD that an associate needs to be reevaluated;
- Information from the respiratory protection procedure, including observations made during fit testing and procedure evaluation, indicates a need for associate reevaluation; or
- A change occurs in workplace conditions (e.g., physical work effort, protective clothing, temperature, etc.) that may result in a substantial increase in the physiological burden placed on an associate.
Respirator Fit Testing
Before an associate may be required to use any respirator with a negative or positive pressure tight-fitting face piece, the associate must be fit tested with the same make, model, style, and size of respirator that will be used. **Because of the level of expertise and equipment necessary all fit testing must be conducted by a qualified third party vendor.** For this reason this section is limited to the necessary information and does not outline the actual fit testing procedures.

Compass Group, NAD shall ensure that associates using a tight-fitting face piece respirator pass an appropriate qualitative fit test (QLFT) or quantitative fit test (QNFT) as stated in this procedure.

Compass Group, NAD shall ensure that an associate using a tight-fitting face piece respirator is fit tested prior to initial use of the respirator, whenever a different respirator face piece (size, style, model or make) is used, and at least annually thereafter.

Compass Group, NAD shall order an additional fit test whenever the associate reports, or Compass Group, NAD PLHCP, supervisor, or Program Administrator makes visual observations of, changes in the associate's physical condition that could affect respirator fit. Such conditions include, but are not limited to, facial scarring, dental changes, cosmetic surgery, or an obvious change in body weight.

If after passing a QLFT or QNFT, the associate subsequently notifies Compass Group, NAD Program Administrator, supervisor, or PLHCP that the fit of the respirator is unacceptable, the associate shall be given a reasonable opportunity to select a different respirator face piece and to be retested.

The fit test shall be administered using an OSHA-accepted QLFT or QNFT protocol.

QLFT may only be used to fit test negative pressure air-purifying respirators that must achieve a fit factor of 100 or less. Half face air filtering respirators may be fit tested with irritant smoke while full face air filtering respirators require Portacount fit testing.

If the fit factor, as determined through an OSHA-accepted QNFT protocol, is equal to or greater than 100 for tight-fitting half face pieces, or equal to or greater than 500 for tight-fitting full face pieces, the QNFT has been passed with that respirator.

Fit testing of tight-fitting atmosphere-supplying respirators and tight-fitting powered air-purifying respirators shall be accomplished by performing quantitative or qualitative fit testing in the negative pressure mode, regardless of the mode of operation (negative or positive pressure) that is used for respiratory protection.

**Qualitative Fit Test (QLFT) Protocols**
Compass Group, NAD shall ensure that persons administering QLFT are able to prepare test solutions, calibrate equipment and perform tests properly, recognize invalid tests, and ensure that test equipment is in proper working order. For this reason it is recommended that a certified outside vendor be employed for this service.

**Quantitative Fit Test (QNFT) Protocols**
Using controlled negative pressure and appropriate instrumentation to measure the volumetric leak rate of a face piece to quantify the respirator have been demonstrated to be acceptable to OSHA.

Compass Group, NAD shall ensure that persons administering QNFT are able to calibrate equipment and perform tests properly, recognize invalid tests, calculate fit factors properly and ensure that test equipment is in proper working order.
Respirator Selection

Identification of Respiratory Hazards - Due to the many varied work locations Compass Group, NAD identification of respiratory hazards may vary from location to location. However, common respiratory hazards that may be encountered include:

- Dust
- Fumes
- Gases
- Chemical vapors
- Oxygen Deficiency (in confined space operations)

Once the specific respiratory hazard is identified then the proper respirator will be selected. To aid in the selection process the program administrator will use the following to identify the proper respirator and filters or cartridges, or contact a certified respirator supplier where appropriate:

- NIOSH Pocket Guide to Chemicals - This publication assists in determining the proper respirator based on concentration of chemicals or substances in the atmosphere.
- North Cartridge Selection Guide - This chart, ideal for mounting in key workplace locations, lists all North cartridges, filters and prefilters, the contaminants they protect against, and the appropriate face pieces with which they are NIOSH approved. Full color illustrations of each cartridge and filter make this quick reference easy to use.
- North Respirator Selection Guide - This comprehensive guide lists many common industrial respiratory hazards. The OSHA Permissible Exposure Limits (PEL), the value at which they are Immediately Dangerous to Life and Health (IDLH) and other key values are listed for each contaminant. Once the contaminants and their concentrations at the work site have been identified, this guide can be used by a safety manager or other qualified individual to aid in the identification of the North Respirators which may be suitable for protection against those contaminants.

The following factors shall be taken into account when selecting the proper respirator:

- Characteristics of Hazardous Operation or Process
- Hot operations: welding, chemical reactions, soldering, melting, molding and burning
- Liquid operations: painting, degreasing, dipping, spraying, brushing, coating, etching, cleaning, pickling, plating, mixing, galvanizing and chemical reactions or vapors
- Solid operations: pouring, mixing, separations, extraction, crushing, conveying, loading, bagging and demolition.
- Pressurized spraying: cleaning parts, applying pesticides, degreasing, sand blasting and painting
- Shaping operations: cutting, grinding, filing, milling, molding, sawing and drilling
- Confined space operations
- Nature of Hazard
- Gaseous Contaminants
- Inert gases (helium, argon, etc.), which do not metabolize in the body but displace air to produce an oxygen deficiency.
- Acid gases (SO2, H2S, HCl, etc.) which are acids or produce acids by reaction with water.
- Alkaline gases (NH3, etc.), which are alcalis or produce alcalis by reaction with water.
- Organic gases (butane, acetone, etc.), which exist as true gases or vapors from organic liquids.
- Organometallic gases (tetraethyl lead, organo-phosphates, etc.), which have metals attached to organic groups.
- Particulate contaminants
- Dusts are mechanically generated solid particulates (0.5 to 10µm)
- Fumes are solid condensation particles of small diameter (0.1 to 1.0 µm)
- Mists are liquid particulate matter (5 to 100 µm)
- Smoke is chemically generated particulates (solid and liquid) of organic origins (0.01 to 0.3 µm)
- Concentration of Contaminant - The concentration of contaminant will determine the model and type of respirator and cartridges or filters to be used. The concentration is based on a sampling of the atmosphere.
• **Respirator Design** - All respirators used must be approved by the National Institute of Occupational Safety and Health (NIOSH). NIOSH approved respirators are labeled with a NIOSH ID number. Filters are labeled with the type of hazard the respirator is approved to protect against. Respirator replacement parts are labeled with part numbers and only approved replacement parts should be used. Any modifications that do not use approved replacement parts voids the approval of the respirator.

• **Location of Hazardous Area** - (Confined Space, nearby contaminants, etc.)

• **Worker Activity** - (Extreme heat, cold, welding hood requirement, etc.)

### Types of Respirators
Air-purifying respirators can be either full-face or half masks with mechanical or chemical cartridges to filter dusts, mists, fumes, vapors or gases. They are available in three types: disposable, reusable, and disposable/reusable.

Disposable air-purifying respirators are intended to be used once or until the cartridge expires. The cartridges are permanently attached and have no replacement parts.

Reusable air-purifying respirators use both replaceable cartridges and parts. NOTE: The replaceable cartridges and parts must be from the same manufacturer to retain a NIOSH approval.

Disposable/reusable air-purifying respirators have no replaceable parts except cartridges.

Gas masks are designed for slightly higher concentrations of organic vapors, gases, dusts, mists and fumes. The volume of sorbent used as the medium is higher than a chemical cartridge.

Powered air-purifying respirators use a blower to pass the contaminated air through a filter. The purified air is then delivered into a mask or hood. They filter dusts, mists, fumes, vapors and gases, just like ordinary air-purifying respirators.

Air-purifying respirators cannot be used in oxygen-deficient atmospheres, which can result when another gas displaces the oxygen or consumption of oxygen by a chemical reaction occurs. Oxygen levels below 19.5% require either a source of supplied air or supplied-air respirator protection. Levels below 16% are considered to be unsafe and could cause death.

### Cartridge Types
To determine the proper cartridge for air-purifying respirators, either contact the Regional Safety Manager or a qualified on-site safety representative of the client. You may also consult the Material Safety Data Sheet of the substance that needs to be filtered.

All cartridges are assigned a color designating the type of contaminant they will filter:

- White: Acid gas
- Black: Organic vapors
- Green: Ammonia gas
- Yellow: Acid gas and organic vapors
- Purple: Radioactive materials
- Orange: Dust, fumes and mists
- Olive: Other gases and vapors

The medium used as the filter is usually activated carbon. The adsorption capacity of the filter is limited. Once the wearer of the respirator can detect an odor, irritation, or taste of the contaminant, the cartridge should be replaced.
In July of 1995, NIOSH published a final rule that replaced current MSHA regulations with new public health regulations. NIOSH also upgraded test requirements for the certification of particulate filters. More filters are now meeting these test requirements, giving you a greater selection to choose from.

These filters also meet the criteria set by the Centers for Disease Control (CDC) for protection against Tuberculosis. All cartridges and/or filters shall be changed at the beginning of each shift.

The nine classes of filters are broken down into three series: N, R, and P. Each series has three efficiency levels: 95%, 99%, and 99.97%. The efficiency levels are determined by testing the filter with either sodium chloride (NaCl) or Dioctylphthate (DOP) until a maximum load of 200 mg is reached. Sodium chloride is a mildly degrading material, while Dioctylphthate is highly degrading.

The difference between the three series of filters is found in their limitations and the way they are tested.

Cartridge respirators cannot provide protection in all instances. Some of their limitations include:
- They do not provide oxygen and so cannot be used in oxygen deficient atmospheres.
- They cannot be used to enter atmospheres that are Immediately Dangerous to Life or Health (IDLH)
- They should not be used to enter unknown atmospheres.
- Negative pressure respirators all leak to some degree; facial hair (or any hair) in the sealing surface of the respirator will cause greater leaks. RESPIRATOR USERS MUST NOT WEAR BEARDS, LONG MUSTACHES OR SIDE BURNS THAT WILL INTERFERE WITH RESPIRATOR SEAL.
- Weight gain or loss of 10 or more pounds, dentures or facial scars will affect the seal of the respirator to your face. If any of these conditions occur, you should recheck the fit of your respirator.
- Standard eyeglasses with attached temple bars will interfere with the seal of full face respirators. If full face protection is needed, eyeglass inserts that are filled with a prescription are available and should be used.

In order to maintain the NIOSH/MSHA approval of any respirator, mixing parts from other respirator manufacturers is prohibited. This includes airline hoses, valves, gaskets, cartridges, etc. For example, do not use North cartridges or calve gaskets with an MSA product.

**SCBA (Self Contained Breathing Apparatus)**

It is Compass Group, NAD view that its associates should never need to use SCBA or other respiratory protection required in an IDLH environment. Therefore no associate shall ever use a SCBA or other means of supplied air without the expressed and written consent of the Corporate Safety Manager.

Supplied-air respirators provide the highest level of protection against highly toxic and unknown materials. Supplied air refers to self-contained breathing apparatuses (SCBAs) and air-line respirators. SCBAs have a limited air supply that is carried by the user, allowing for good mobility and fewer restrictions than air-line respirators.

Air-line respirators have an air hose that is connected to a fresh air supply from a central source. The source can be from a compressed air cylinder or air compressor that provides at least Grade D breathing air.

Emergency Escape Breathing Apparatuses (EEBAs) provide oxygen for 5, 10 or 15 minutes depending on the unit. These are for emergency situations in which a worker must escape from environments immediately dangerous to life or health (IDLH).
**Maintenance and care of respirators**

This section requires Compass Group, NAD to provide for the cleaning and disinfecting, storage, inspection, and repair of respirators used by associates.

Cleaning and Disinfecting Requirements - Compass Group, NAD shall provide each respirator user with a respirator that is clean, sanitary, and in good working order. Compass Group, NAD shall ensure that respirators are cleaned and disinfected using the procedures in this Respiratory Protection Procedure, or procedures recommended by the respirator manufacturer, provided that such procedures are of equivalent effectiveness. The respirators shall be cleaned and disinfected at the following intervals:

- Respirators issued for the exclusive use of an associate shall be cleaned and disinfected as often as necessary to be maintained in a sanitary condition;
- Respirators used in fit testing and training shall be cleaned and disinfected after each use.

Each individual who is assigned a cartridge respirator is responsible for seeing that the respirator is cleaned, inspected and properly stored.

Cleaning Procedures

Refer to the manufacturer’s owner’s manual procedures for cleaning respirators. Remove filters, cartridges, or canisters. Disassemble face pieces by removing speaking diaphragms, demand and pressure-demand valve assemblies, hoses, or any components recommended by the manufacturer. Do not use defective parts, have them repaired or replaced by a qualified individual.

Wash components in warm water with a mild detergent or with a cleaner recommended by the manufacturer. A stiff bristle (not wire) brush may be used to facilitate the removal of dirt.

Rinse components thoroughly in clean, warm, preferably running water. Drain.

When the cleaner used does not contain a disinfecting agent, respirator components should be immersed for two minutes in commercially available cleansers of equivalent disinfectant quality. Another alternative is to use alcohol-free wipes that are intended for use with respirators.

Rinse components thoroughly in clean, warm, preferably running water. Drain. The importance of thorough rinsing cannot be overemphasized. Detergents or disinfectants that dry on face pieces may result in dermatitis. In addition, some disinfectants may cause deterioration of rubber or corrosion of metal parts if not completely removed.

Components should be hand-dried with a clean lint-free cloth or air-dried.

Reassemble face piece, replacing filters, cartridges, and canisters where necessary.

Test the respirator to ensure that all components work properly.

Respirator Inspection

Compass Group, NAD shall ensure that respirators are inspected as follows:

- All respirators used in routine situations shall be inspected by the associate before each use and during cleaning;
- A check by the associate of respirator function, tightness of connections, and the condition of the various parts including, but not limited to, the face piece, head straps, valves, connecting tube, and cartridges, canisters or filters; and
- A check of elastomeric (nose cups, adjustment straps, face seals etc.) parts for pliability and signs of deterioration.
Repairs
Compass Group, NAD shall ensure that respirators that fail an inspection or are otherwise found to be defective are immediately removed from service, and are discarded or repaired or adjusted in accordance with the following procedures:

- Repairs or adjustments to respirators are to be made only by persons appropriately trained to perform such operations and shall use only the respirator manufacturer’s NIOSH-approved parts designed for the respirator;
- Repairs shall be made according to the manufacturer's recommendations and specifications for the type and extent of repairs to be performed; and

Respirator Storage
Clean dry respirators should be stored mask down in plastic, re-sealable bags or in plastic tubs or bins. Respirators cannot be stored in tool boxes, on nails or in areas where they may become contaminated, distorted or otherwise damaged.

Training
All associates will receive respirator training during their initial health and safety training class, if required. If a new type of respirator is introduced, associates will be trained in its use prior to any assignment where use of the respirator will be required.
Training shall include:

- Why the respirator is necessary and how improper fit, usage, or maintenance can compromise the protective effect of the respirator;
- What the limitations and capabilities of the respirator are;
- How to use the respirator effectively in emergency situations, including situations in which the respirator malfunctions;
- How to inspect, put on and remove, use, and check the seals of the respirator;
- What the procedures are for maintenance and storage of the respirator;
- How to recognize medical signs and symptoms that may limit or prevent the effective use of respirators

Retraining shall be administered annually, and when the following situations occur:

- Changes in the workplace or the type of respirator render previous training obsolete;
- Inadequacies in the associate's knowledge or use of the respirator indicate that the associate has not retained the requisite understanding or skill; or
- Any other situation arises in which retraining appears necessary to ensure safe respirator use.

Voluntary Use
If an associate chooses to voluntarily wear a respirator when not required by this procedure (contaminants do not meet protection standards, odors, etc.), they will be advised of the following in their training:

- Respirators are an effective method of protection against designated hazards when properly selected and worn. Respirator use is encouraged, even when exposures are below the exposure limit, to provide an additional level of comfort and protection for workers.
- However, if a respirator is used improperly or not kept clean, the respirator itself can become a hazard to the worker. Sometimes, workers may wear respirators to avoid exposures to hazards, even if the amount of hazardous substance does not exceed the limits set by OSHA standards. If your employer provides respirators for your voluntary use, or if you provide your own respirator, you need to take certain precautions to be sure that the respirator itself does not present a hazard.

Perform the following:

- Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirators limitations.
- Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department of Health and
Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you.

- Do not wear your respirator into atmospheres containing contaminants for which your respirator is not designed to protect against.
- Keep track of your respirator so that you do not mistakenly use someone else's respirator.

**Workplace Monitoring**
Monitoring of potential associate exposures will be implemented by the corporate safety department.

**Recordkeeping**
Compass Group, NAD will retain written information regarding medical evaluations, fit testing, and the Respiratory Protection Procedure. All forms containing original signatures will be promptly forwarded to the Compass Group, NAD local manager.

**Procedure Evaluation**
Compass Group, NAD shall conduct evaluations of the workplace yearly to ensure that the provisions of the current written procedure are being effectively implemented and that it continues to be effective. This evaluation will be conducted as part of the Site Safety Inspection procedure.

Compass Group, NAD shall consult associates required to use respirators yearly to assess the associates' views on procedure effectiveness and to identify any problems. Any problems that are identified during this assessment shall be corrected. Consultation will be documented on a separate documentation form. Factors to be assessed include, but are not limited to:

- Respirator fit (including the ability to use the respirator without interfering with effective workplace performance);
- Appropriate respirator selection for the hazards to which the associate is exposed;
- Proper respirator use under the workplace conditions the associate encounters; and
- Proper respirator maintenance.
Addendum 4 Lockout/Tagout (LOTO) Procedures

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. Certain aspects of this addendum must be edited/updated to tailor it to the specific locations equipment. DO NOT attempt to use this as the local program in its unedited form. If you are unsure if this addendum is applicable to your facility or what changes need to be made please contact your Corporate Safety Manager.

This procedure establishes Compass Group, NAD requirements for the proper removal of all energy from devices whenever maintenance or servicing is done on machines or equipment, in accordance with the requirements of CFR 1910.147. Lockout/tagout (LOTO) is used to ensure that the machine or equipment is stopped and isolated from all potentially hazardous energy sources. LOTO must be performed before associates begin any servicing or maintenance where the unexpected energization, start-up of the machine or equipment or, release of stored energy could cause injury. This program applies to all work operations at Compass Group, NAD where associates must deal with lockout/tagout situations as part of their job duties.

Crothall has a zero tolerance policy regarding violation of any part of this policy. Anyone knowingly failing to fully implement any part of it will be subject to immediate termination of employment.

Authorized and Affected Associates
Authorized associates (a person who locks out or tags out machines or equipment in order to perform servicing or maintenance on that machine or equipment) subject to the requirements of this program and to be trained on their duties includes all engineers, maintenance personnel and mechanics.

Affected associates (an associate whose job requires him/her to operate or use a machine or equipment on which servicing or maintenance is being performed under lockout or tagout, or whose job requires him/her to work in an area in which such servicing or maintenance is being performed) subject to the requirements of this program and to be trained on their duties includes all Compass Group, NAD associates.

Machinery and Equipment
Examples of machinery and equipment in your facility that fall under the Control of Hazardous Energy Standard include the following:

- Ironers
- Small Piece Folders
- Dryers
- Washers
- Tunnel Washers Folders
- Conveyor Belts Shuttles
- Compressors
- Extraction Presses
- Feeders
- Electrical Panels
- Cart Dumps
- Air Handlers
- Tie Machines
- Shakers
- Fans
- Boilers
NOTE: This is NOT an all-inclusive list. Any piece of equipment with an energy source, internal or external, is covered under this policy.

Lockout is the preferred method of isolating machines or equipment from energy sources. Tagout is to be performed instead of lockout only when there is no way to lockout a machine.

Lockout/Tagout Procedures
Affected associates are notified when a machine is to be locked out according to the following method:

- Each affected associate will be verbally notified by the authorized associate that the piece of equipment will be inoperative, and is being locked/tagged out.
- The authorized associate will place a sign on the equipment stating, "EQUIPMENT IS LOCKED OUT/TAGGED OUT. DO NOT TRY TO OPERATE."

Authorized associates must have management approval to perform required maintenance on any piece of equipment.

PRIOR to any lockout tagout being performed, a written and machine specific, Lockout/Tagout Procedure MUST be developed for EACH piece of affected equipment. Completed Machine Specific Lockout-Tagout procedures should be kept in Appendix D of the Safety Manual for future reference.

Following are the general guidelines that must be followed each time a piece of energized equipment is being serviced or repaired:

- Reference the manufacture’s manual for the equipment being serviced. All utilized energy types and the methods of control must be fully understood.
- Identify all of the energy sources and their magnitude.
- Determine the proximity of adjacent equipment and whether they may have to be at zero energy state as well.
- Once the problem has been identified, appraise operations of your intent and initiate the LOTO procedure for the equipment to be maintained or serviced. ALL authorized associates who will participate in the servicing of the equipment MUST place their own, uniquely keyed locks on ALL lockout points identified.
- Where applicable, electrical disconnects shall be opened, locked and tagged.
- Electrical maintenance or service requires circuits to be checked by diagnostic test equipment to verify zero electrical energy state.
- Where circuitry contains capacitors capable of holding dangerous amounts of electrical energy, the capacitors shall be discharged.
- Where static electricity may pose a safety concern, the equipment must be grounded.
- Where feedback is a possibility the electrical circuit shall be effectively grounded.
- Where applicable, components having a gravitational or mechanical potential shall be either brought to rest or be effectively blocked off to prevent unexpected movement. This includes objects such as springs, weights, etc.
- Where applicable, hydraulic, gas, pneumatic, water, steam and chemical lines shall be valved off, locked and tagged. This includes both feed and return lines. Where applicable, residual pressure or product shall be safely bled off and the bleed valve kept open and tagged for the duration of the job.

If an authorized associate leaves, they need to make sure another authorized associate keeps or places their lock on the piece of equipment or leave their lock in place if the equipment will be down until they return.

Where the isolating devices do not have a lockable means, tags shall be securely affixed on the disconnect switch or similar non-locking type of a switch in the off or open position and one of the following techniques used:

- The removal of the isolating circuit element.
• Blocking of a controlling switch and placed a tag securely affixed to the disconnect device.

Ensure that the equipment is disconnected from all energy source(s) by:
• Checking that no personnel are exposed
• Verifying the isolation of the equipment by operating the push button or other normal operating or startup control(s) to make certain the equipment will not operate.

Return the operating control(s) to neutral or "off" position after verifying that the equipment is isolated. The machine or equipment is now locked out and servicing or maintenance may safely begin.

Perform the necessary service or maintenance on the equipment.

When the repairs have been completed, testing may be required to insure proper operation. Remove all non-essential equipment and tools. Insure no other associate is near the equipment to be tested. Remove locks and tags, energize equipment.

Test the equipment, if problems persist, lockout procedure must be re-instituted before work resumes.

Removal of a Lock and/or Tag (when associate cannot be located)
When an authorized associate who has placed locks and/or tags on isolating devices for the purposes of achieving a zero energy state on a piece of equipment cannot be located and it is imperative that the piece of equipment be put back into operation, the following conditions MUST be met:
• Management – along with another authorized associate - shall verify that the associate involved is not on property.
• When the above requirement has been meet, the manager and the authorized associate shall remove the lock and or tag.
• All associates’ near the area should be cleared of the equipment before energizing, and instructed to stay clear until all safety conditions are meet.
• Upon returning, the associate who placed the original lock on the equipment will be told the reason for the removal of their lock.

NOTE: A lock and/or tag may only be removed without following the above conditions in those instances where an immediate threat to life exists.

Supervisory Lock or Supervisory Tag
At the time of the initial de-energization of the equipment or when it is determined the work will continue into succeeding shifts, the authorized associate shall de-energize the equipment and shall verify zero energy state using the steps outlined above. The area supervisor shall place a supervisory lock and a supervisory tag on the isolating device. If the equipment cannot be locked out a supervisory tag shall be used.

The outgoing supervisor shall give the key to the incoming supervisor and provide any relevant information on the status of the equipment.

Authorized associates shall place their lock and or tag on the isolating devices for the duration of their work on the equipment.

Face-to-Face Exchange
At the time of the initial de-energization of the equipment, in order to achieve zero energy state, ALL authorized associates involved in the servicing of the equipment shall place their lock and or tag on the isolating device. Shift changes shall have the oncoming shift place their lock and/or tag on the isolating device before the outgoing shift removes their lock and/or tag in order to maintain a zero energy state.
In the event the oncoming shift discovers an unprotected isolating device for the equipment they are servicing, an authorized associate shall perform the required steps to ensure a zero energy state and verify using the required test equipment before work continues. The appropriate Machine Specific Lockout/Tagout Procedure shall be updated immediately to reflect this additional isolating device.

**Group Lockout**
When more than one associate performs servicing, the following conditions, in addition to the normal lockout procedures, are required:

- One person will be designated by management as being responsible for overseeing the lockout procedure.
- Each person shall affix their own uniquely keyed lockout or tagout device to each energy isolating point and shall notify the designated overseer before removing their lockout device when they have finished working on the equipment.
- The associate responsible for overseeing the lockout procedure shall be the last person to remove their lockout device and shall be responsible for ascertaining the exposure status of all associates before restarting the equipment.

**Contractors**
Any contractor performing work on any equipment in our facility shall take the steps necessary to ensure compliance with this program. Contractors shall only be permitted to throw electrical switches, electrical disconnects, change valve positions, etc. with the approval of the facility’s Chief Engineer (or their designated representative).

**Enforcement**
No associate shall remove another associate’s locks or tags without proper notification as stated above. All associates are required to comply with the restrictions and limitations imposed upon them during the use of lockout or tag out and are required to perform the lockout/ tag out in accordance with this policy.

No associate shall attempt to start, energize or use a piece of equipment which has been locked or tagged out.

Violation of any part of this policy is considered to be a serious offense that will result in disciplinary action up to and including termination.

**Periodic Inspection**
A periodic inspection is done, looking at the energy control procedures performed to ensure that the procedure and requirements of the standard are being followed. This inspection is performed annually.

**Training**
Training will be conducted by the Chief Mechanic Engineer and will be given before the associate’s initial involvement with any LOTO operation.

Retraining will be given to all authorized associates whenever there is a change in equipment or a change in the LOTO policy, as well as an annual refresher for all associates.

As proof of compliance, this and all other training is to be fully documented and archived in the associate’s personnel file.

**Administrative Duties**
Copies of the written program may be obtained from the General Manager or the Chief Engineer.
**Addendum 5 Asbestos**

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

**IMPORTANT NOTE:** It is the policy of Compass Group, NAD that because of EPA and OSHA requirements any work involving the removal and/or disposal of asbestos be assigned to specialized asbestos abatement projects.

This policy and procedure applies to all Compass Group, NAD personnel and any contractors involved in any area of the account/facility where asbestos has been identified as existing.

All associates who work in an area with asbestos containing material (ACM) shall be trained with this asbestos awareness program to the degree necessary to provide them with the training required by OSHA for their specific job duties. This shall be done as part of their new associate orientation.

All current associates, including any maintenance personnel, who work in an area containing identified asbestos containing materials, should attend the Asbestos Awareness Training.

The Awareness Program or refresher training is to be presented annually to all associates. Additional training is available upon request.

**Asbestos Awareness Training Program**

The asbestos awareness program addresses the potential adverse health effects due to asbestos exposure. Relevant OSHA, EPA, local and state regulations are discussed.

**Asbestos Awareness Introduction**

Asbestos, once the solution to thousands of industrial needs, is now considered a leading respiratory health hazard. It has been shown to cause various forms of cancer, including asbestosis (an emphysema-like condition) and mesothelioma (cancer of the lining of the lung and abdominal cavity).

Any person who could come into contact with asbestos containing materials in a building could be at risk. This includes associates who perform housekeeping services, custodial duties, maintenance or repair work.

This training is designed to provide you with an awareness of asbestos, its health effects and what you can do to prevent exposure. Topics covered include:

- What is asbestos
- Where asbestos is located
- Health effects of asbestos and asbestos exposures
- Asbestos relating to Hazard Communication
- Recognizing damage and deterioration
- Housekeeping requirements
- Safe work practices

Asbestos becomes a danger to you when asbestos fibers are released into the air and you breathe them in or ingest them. By following safe work practices and good housekeeping, and by reporting any damage or disturbance to asbestos containing materials, you can prevent your exposure.

**What is Asbestos?**
Asbestos is a naturally occurring mineral that is usually excavated from open-pit mines. The asbestos rock is crushed to form free fibers. The three most common types of asbestos found in today’s commercial and industrial applications include:

- **Chrysotile** - This is the most commonly used asbestos. It is highly resistant to heat and can easily be spun into cloth. It is commonly called white asbestos.
- **Amosite** - Commonly referred to as brown asbestos. Amosite is highly resistant to heat and acid. It has been used mainly in bulk form for heat insulation and molded into pipe insulation.
- **Crocidolite** - This asbestos is highly resistant to acid and is used mainly to make battery cases and acid-resistant cement pipes. It is commonly referred to as blue asbestos.

Asbestos is usually mixed with a material that binds the fibers together so they can be used in many different products. In a bonded state, asbestos poses no danger to you. There are two forms of asbestos you should be aware of: friable and non-friable.

**Friable Asbestos** - can be crumbled, pulverized or reduced to a powder by hand pressure. Because it is easily crumbled, friable asbestos is more likely to release fibers into the air. Examples include sprayed on materials used for fireproofing, insulation or soundproofing.

**Non-Friable Asbestos** - does not usually release airborne fibers unless it is subjected to cutting, sanding or grinding. Materials such as vinyl asbestos floor tile or roofing felts are considered non-friable.

**Where Asbestos is Located**
Asbestos fibers have been used for centuries for the same reasons that hold true in today’s commercial and industrial applications:

- Fibers are almost indestructible by common agents
- High heat and chemical resistance
- Good thermal and noise insulator

Common locations and uses for asbestos in public and commercial buildings have included the following:

- Added to some vinyl floor tiles to strengthen them and on the backing of some vinyl sheet flooring
- Patching compounds manufactured before 1977 for use in patching some walls and ceiling joints
- Wall and ceiling insulation
- Fluffy, friable asbestos sprayed on ceiling tiles for fireproofing protection
- Asbestos-containing material has been sprayed or troweled onto ceilings or walls as an acoustical or decorative treatment
- Insulation around pipes, heating ducts, furnaces and boilers
- Some roofing shingles, siding shingles and sheets have been manufactured with asbestos
- Sprayed on steel reinforcing beams as fireproofing
- Used for brake linings and clutch pads

**Health Effects**
In a bonded state, asbestos is not threat to you. It is only when materials that contain asbestos are damaged, disturbed or deteriorating and the asbestos fibers are released into the air that they are a danger to your health. These tiny airborne fibers are too small to be seen by the human eye. The most common risk to your health occurs when you breathe them into your lungs.

Conducting activities such as drilling, sawing, mechanical abrasion (sanding) or the installation of cables, ducts and other systems attached to the structure of the building may cause asbestos fibers to be released and become airborne. When this happens, they can become a threat to your health.

**How Exposure Occurs**
When you breathe airborne asbestos fibers into your lungs, the body traps some of the fibers in the nose and throat. Other, untrapped fibers can pass through the nose and throat, down your windpipe and into the lungs. Once there, they can become embedded in the alveoli.

Alveoli are tiny air sacs in your lungs that are surrounded by blood vessels. Each lung has between 300 and 400 million alveoli. They have a thin membrane that separates them from the blood stream. Their purpose is to pass the oxygen you inhale into the blood stream and collect the carbon dioxide from the blood so that it can be exhaled.

Once asbestos fibers enter the alveoli, they cannot be removed. Over a period of time, scar tissue forms. This scar tissue reduces the alveoli’s ability to pass oxygen into the blood stream and causes a shortness of breath, a condition called asbestosis. As the condition worsens, oxygen starvation sets in. Permanent physical disability and/or death can occur. Asbestos is also suspected to cause cancer in various organs of the digestive tract.

Other diseases caused by unprotected exposure to asbestos include lung cancer and mesothelioma, a cancer of the lining of the lungs or abdominal cavities. Symptoms of mesothelioma include shortness of breath, pain in the chest and/or abdominal pain. Symptoms of these diseases do not develop immediately, but may take up to 20 or 30 years to occur.

**Smoking**
A worker who smokes and has also been exposed to asbestos may have as much as 90 times greater risk of getting cancer than a worker who does not smoke.

**Hazard Communication**
It is important that you know whether building components may expose you to asbestos. We and the building’s owners are required to inform associates about the presence and location of asbestos containing materials (ACM) or presumed asbestos containing materials (PACM). Building owners are also required to keep records of all known information about the presence, location and quantity of ACM and PACM in the building or facility. The hazards of asbestos are communicated in three ways:

Warning signs are placed at all approaches to regulated areas (such as areas where asbestos removal work is being performed) to prevent unauthorized persons from entering.

Warning labels must be placed on all raw materials, mixtures, scrap, waste, debris and other products containing asbestos fibers, or their containers. Signs and labels must include the following information:

- **DANGER**
- **CONTAINS ASBESTOS FIBERS**
- **AVOID CREATING DUST**
- **CANCER AND LUNG DISEASE HAZARD**

Manufacturers and importers of asbestos or asbestos products are required to maintain a Safety Data Sheet (SDS) on asbestos unless the asbestos fibers have been modified by a bonding agent, coating, binder or other material and if the release of asbestos fibers does not exceed the permissible exposure limit. The SDS contains detailed safety and health information on a substance, precautions for handling, and emergency and first aid procedures.

**Damage and Deterioration**
When ACM wears down, is damaged or friable, it can be hazardous to your health. Conditions that can cause damage and deterioration leading to situations where asbestos fibers may become airborne include:

- Water damage
- Aging and degradation (of bonding agents)
- Vibration
- Impact (such as striking, cutting or penetrating)
- Air vents that blow directly onto friable material

Evidence of deterioration includes debris on horizontal surfaces, hanging material, cracks, scrapes or marks, missing or dislodged material, friable materials or dust on the floor or other surfaces, stains due to water damage or evidence of ACM in air ducts.

You should always avoid any ACM that is damaged, deteriorated or friable. Remember:
- Know where asbestos is located in your building
- If you find materials that could contain asbestos, notify your supervisor - DO NOT DISTURB IT
- If you see any asbestos containing materials that have been disturbed, report the damage immediately to the Asbestos Program Manager

**Housekeeping Requirements**
If you work around asbestos containing materials or products during your job activities, it is important that you follow these good housekeeping practices to prevent the release of asbestos fibers into the air:
- NEVER sand flooring containing asbestos
- Strip floor finishes using wet methods and low abrasion pads at speeds lower than 300 revolutions per minute (rpm)
- Only burnish and dry buff flooring that contains asbestos if the floor has enough finish so that the pad cannot contact the ACM
- Never dust, dry-sweep or use an ordinary vacuum (one without a HEPA filter) on flooring in an area that contains thermal system insulation, surfacing ACM/PACM or visibly deteriorated ACM

**Safe Work Practices**
Other precautions you should take to prevent your exposure to asbestos include the following:
- Never drill holes or hammer nails in walls or ceilings that contain asbestos
- Never hang plants or anything else from ceilings or pipes covered with asbestos materials
- Do not disturb asbestos materials when replacing light bulbs
- Never hang pictures on walls covered with asbestos materials
- Avoid damaging asbestos materials when moving furniture
- Do not let curtains, drapes or dividers damage asbestos materials
- Avoid touching or disturbing ceilings and walls covered with asbestos materials
- When removing air filters, never shake the filter. It is best not to remove the filter when dry; mist the filter with water first. Always properly dispose of filters.
Addendum 6 Electrical Shock Prevention

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

To ensure the safety and health of individuals and prevent electric shock or other injuries resulting from direct or indirect electrical contact:

- Do not operate power tools unless you have been trained and authorized to do so.
- Remove from service and repair any power tool with a cracked cord or broken plug, or that causes a minor shock during use.
- Maintain a clearance of 3 feet around electrical control panels at all times.
- Use only those extension cords and trouble lights that have been approved by the department.
- Do not use metal ladders for electrical work of any kind.
- Deactivate and secure with a padlock electrical circuits before doing any work on the circuit or equipment connected to it. (See electrical Safety- Lockout/Tagout procedure).
- Do not repair, service, or perform any work on energized electrical lines or equipment except for:
  - Testing of line voltage and current
  - Cutting of power lines presenting an immediate hazard to life
- Perform electrical safety test procedures in the manner specified in the OEM Maintenance Manual.

Associates must be aware of the electrical hazards to which they will be exposed in order to be sure that they use safe work practices.

Associates are required to be trained in safety-related work practices as well as any other procedures necessary for safety from electrical hazards. This is initially done at unit and departmental orientation and annually thereafter or if procedures change.

De-energizing electrical equipment prevents the accidental or unexpected starting of electrical equipment which can cause injury or death. Before ANY inspections or repairs are made, power should be turned off at the switch box and the switch should be padlocked in the OFF position. This is true even on so-called low-voltage circuits. The switch or controls should be securely tagged to show which equipment or circuits are being worked on.

Maintenance associates should be qualified electricians who have been instructed in lock-out and tag-out procedures. No two locks can be alike. Each key should fit only one lock, and only one key should be issued to each maintenance associate.

If more than one associate is repairing a piece of equipment, each should lock-out the switch with his or her own lock. An associate should never unlock another associate’s lock nor permit another associate to unlock his/her lock.

The maintenance worker should always be certain that he or she is not exposing other associates to danger.

If work is performed near overhead power lines, the lines must be de-energized and grounded by the owner or operator of the lines. Protective measures (such as guarding or insulating the lines) must be designed to prevent associates from contacting the lines.
Unqualified associates and mechanical equipment must stay at least 10 feet away from overhead power lines. If the voltage is over 50,000 volts, the clearance should be increased by 4 inches for each 10,000 volts.

When mechanical equipment is being operated near overhead lines, an associate standing on the ground may not contact the equipment.

Portable ladders must have non-conductive side rails if used by an associate who would be working where they might contact exposed energized circuit parts. This will protect these workers from electrical shock.

To increase their own safety, an associate must always use tools that work properly. Tools should be inspected before use, and those found questionable, removed from service and properly tagged. Tools and other equipment should be regularly maintained.

Inadequate maintenance can cause equipment to deteriorate, resulting in an unsafe condition. Tools to handle energized conductors must be designed to withstand the voltages and stresses to which they are exposed.

Splices
Conductors shall be spliced or joined with devices suitable for the use or by brazing, welding, or soldering. All splices, joints and free ends of conductors must be covered with insulation. The insulation must be equivalent to that of the conductor or with an insulating device suitable for the purpose.

Marking
Markings on electrical equipment must be provided. The marking must give voltage, wattage, and other ratings as necessary and with the manufacturer's identification. Each service, feeder, and branch circuit must be legibly marked to show its purpose unless located and arranged so that the purpose is clear. The markings must be at its disconnecting means or over current device.

Guarding
Live parts of electrical equipment operating at 50 volts or more must be guarded against accidental contact. This can be done by using approved cabinets or other forms of approved enclosures, or by location. Entrances to guarded locations containing exposed live parts shall be marked with warning signs.

Over Current Protection
Conductors and equipment must be protected by their ability to conduct current safely.

Grounding
For a grounded system:

• A grounding electrode shall be used to connect both the equipment grounding conductor and the grounded circuit conductor to the grounding electrode.
• Both the equipment grounding conductor and the grounding electrode conductor shall be connected to the grounded circuit conductor on the supply side of the service.
• The ground system could be at the disconnecting means or over current devices if the system is separately derived.
• For an underground service supplied system the equipment grounding conductor shall be connected to the grounding electrode at the service equipment.
• The path to ground from circuits, equipment, and enclosures shall be permanent and continuous.
• Exposed noncurrent carrying metal parts of fixed equipment which may become energized must be grounded:
  o if within 8 feet vertically or 5 feet horizontally of the ground or grounded metal objects if subject to associate contact
• if located in a wet or damp location and not isolated
• if in electrical contact with metal
• if in a hazardous location

• Equipment connected by cord and plug must be grounded:
  • in a hazardous location
  • if it operates at more than 150 volts to ground
  • if it is used in a damp or wet location
  • if it is used by persons:
    ▪ standing on the ground or on metal floors
    ▪ working inside metal tanks or boilers
    ▪ likely to be in wet and conductive locations.

• Specific types of cord and plug-connected equipment are to be grounded. Double insulated tools supplied by an isolating transformer at not more than 50 volts are exempted.

• Flexible Cords and Cables. Unless specifically permitted by the National Electric Code or the unit manager, flexible cords and cables may not be used:
  • For a substitute for the fixed wiring of a structure
  • Where attached to building surfaces
  • Where concealed or where run through holes in walls, ceilings, or floors
  • Where run through doorways, windows or similar openings

• Flexible cords shall be used only in continuous lengths without splice or tap. Hard service flexible cords No. 12 or larger may be repaired if properly spliced.

• Flexible cords shall be connected to devices and fittings so strain relief is provided. This must prevent pull from being directly sent to joints or terminal screws.
Addendum 7 Ground Fault Circuit Interrupter (GFCI and Construction Electrical Safety)

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

Purpose
The purpose of this plan is show Compass Group, NAD use of GFCI’s and Construction Electrical Safety.
- The Company’s compliance with OSHA electrical safety requirements necessary for the practical safeguarding of employees involved in construction work, found in Subpart K of 29 CFR 1926; and
- Establish specific written procedures to protect the health and safety of all employees.
- Establish the fact that Compass Group, NAD has a plan that requires the use of Ground Fault Circuit Interrupters.

Administrative Duties
We have designated the following competent person(s) to implement the plan: Unit Manager, Safety Representative or qualified associate that has been trained. The competent person(s) are responsible for developing and maintaining this written Electrical Safety Plan for Construction. They are qualified, by appropriate training and experience that is commensurate with the complexity of the plan, to administer and oversee our written plan and conduct the required evaluations of plan effectiveness.

The following employees have been trained and designated as qualified persons, and are authorized to perform duties in that capacity: Unit Manager, Safety Representative or a qualified associate that has been trained.

Equipment Grounding Conductor Program/ GFCI
This written program is intended to establish and implement specific procedures for an equipment grounding conductor program covering:
- all cord sets,
- receptacles which are not a part of the building or structure, and
- Equipment connected by cord and plug which are available for use or used by employees.
- One or more person shall be must be designated as defined in 1926.32 (f) to implement the program.

These requirements apply to all of Company’s construction and job sites.

This part of the written plan complies with the requirements of §1926.404(b) (1) (iii).

A written description of the program, including the specific procedures adopted by us, is available at all job sites for inspection and copying by OSHA and any affected employee.

Equipment Grounding Conductor Inspection
Each cord set, attachment cap, plug and receptacle of cord sets, and any equipment connected by cord and plug, except cord sets and receptacles which are fixed and not exposed to damage, are visually inspected by the Unit Manager, Safety Representative or a qualified associate that has been trained. External defects, such as deformed or missing pins or insulation damage, and indications of possible internal damage.
Equipment found damaged or defective is not to be used until repaired, and is to be removed from service immediately by the person finding it and handed over to Unit Manager and or Safety Representative.

**Equipment Grounding Conductor Testing**
The following tests are performed on all cord sets, receptacles which are not a part of the permanent wiring of the building or structure, and cord- and plug-connected equipment required to be grounded:
- All equipment grounding conductors are tested for continuity with multi-meter with continuity function or other approved device.
- Each receptacle and attachment cap or plug is tested by unit Manager, Safety Representative and or qualified associate that has been trained for correct attachment of the equipment grounding conductor. The equipment grounding conductor is connected to its proper terminal.

All required tests are performed:
- A daily visual inspection shall be made to determine any external defects or indicators of external damage prior to use. It includes; cord sets, attachment cap, plug and receptacle of cord sets and any other equipment connected by cord. And plug, with the exception of cord sets and receptacles which are fixed and not exposed to damage.
- Damage items will not be used until repaired.
- Before first used
- Before equipment is returned to service following any repairs.
- Before equipment is used after any incident which can be reasonably suspected to have caused damage (for example, when a cord set is run over).
- At intervals not to exceed 3 months, except that cord sets and receptacles which are fixed and not exposed to damage will be tested at intervals not exceeding 6 months.

Company does not provide or permit employees to use any equipment which has not met the requirements of this program.

**Recordkeeping**
Tests performed as required in this program are recorded. The test records:
- identify each receptacle, cord set, and cord- and plug-connected equipment that passed the test, and
- Indicate the last date it was tested or the interval for which it was tested.

Unit manager and or Safety Representative is responsible for maintaining these records.

This record is kept by means of hard copies and electronic spread sheets and is maintained until replaced by a more current record.

The record is made available on the job site for inspection by OSHA and any affected employee.

**Lockout and Tagging of Circuits Unit Manager**
This portion of the plan has been created to maintain a written copy of procedures to be followed during work on or near enough to exposed de-energized parts of conductors and electric equipment to expose employees to any electrical hazard they present. The requirements apply to all of Company’s construction job sites.

This written procedure includes procedural steps for each one of the following:
- de-energizing equipment,
- application of locks and tags,
- verification of de-energized condition, and
- Re-energizing equipment.
While any employee is exposed to contact with parts of fixed electric equipment or circuits which have been de-energized, the circuits energizing the parts will be locked out or tagged or both according to the requirements of this written program.

Conductors and parts of electric equipment that have been de-energized but have not been locked out or tagged according to these procedures will be treated as energized parts.

The requirements must be followed in the order in which they are presented.

Company maintains this written copy of procedures on file and makes it available for inspection by employees and the Assistant Secretary of Labor (the head of OSHA) and his or her authorized representatives.

De-energizing Equipment
Safe procedures for de-energizing circuits and equipment will be determined by Unit Manager, Safety Representative or a qualified associate that has also been trained before circuits or equipment are de-energized.

The circuits and equipment to be worked on will be disconnected from all electric energy sources. Control circuit devices, such as push buttons, selector switches, and interlocks, may not be used as the sole means for de-energizing circuits or equipment. Interlocks for electric equipment may not be used as a substitute for lockout and tagging procedures.

Stored electric energy which might endanger personnel will be released. Capacitors will be discharged and high capacitance elements will be short-circuited and grounded, if the stored electric energy might endanger personnel.

If the capacitors or associated equipment are handled in meeting this requirement, they will be treated as energized.

Stored non-electrical energy in devices that could re-energize electric circuit parts will be blocked or relieved to the extent that the circuit parts could not be accidentally energized by the device.

Application of Locks and Tags
A lock and a tag will be placed on each disconnecting means used to de-energize circuits and equipment on which work is to be performed. Employees can obtain these locks and tags from (enter your answer).

The lock will be attached so it prevents persons from operating the disconnecting means unless they resort to undue force or the use of tools.

Each tag will contain a statement prohibiting unauthorized operation the disconnecting means and removal of the tag.

If a lock cannot be applied or if Company can demonstrate that tagging procedures will provide a level of safety equivalent to that obtained by the use of a lock, a tag may be used without a lock.

If a tag is used without a lock, the tag will be supplemented by at least one additional safety measure that provides a level of safety equivalent to that obtained by the use of a lock. Examples of additional safety measures include the removal of an isolating circuit element, blocking of a controlling switch, or opening of an extra disconnecting device.

A lock may be placed without a tag only under the following conditions:
• Only one circuit or piece of equipment is de-energized, and
• The lockout period does not extend beyond the work shift, and
• Employees exposed to the hazards associated with re-energizing the circuit or equipment are familiar with this procedure.

Use of either of these exceptions must be approved by Unit Manager, Safety Representative or a qualified associate that has been trained.

Additional procedures for application of locks and tags include: (enter your answer)

Verification of De-energized Condition
The following requirements must be met before any circuits or equipment can be considered and worked as de-energized:

• A qualified person will operate the equipment operating controls or otherwise verify that the equipment cannot be restarted.
• A qualified person will use test equipment to test the circuit elements and electrical parts of equipment to which employees will be exposed and will verify that the circuit elements and equipment parts are de-energized. The test will also determine if any energized condition exists as a result of inadvertently induced voltage or unrelated voltage backfeed even though specific parts of the circuit have been de-energized and presumed to be safe. If the circuit to be tested is over 600 volts, nominal, the test equipment will be checked for proper operation immediately before and immediately after this test.

The following employees have been trained and designated as qualified persons, and are authorized to perform duties in that capacity: Unit Manager, Safety Representative and qualified associates that have been trained.

Re-Energizing Equipment
The following requirements will be met, in order given, before circuits or equipment are re-energized, even temporarily:

• A qualified person will conduct tests and visual inspections, as necessary, to verify that all tools, electrical jumpers, shorts, grounds, and other such devices have been removed, so that the circuits and equipment can be safely energized.
• Employees exposed to the hazards associated with re-energizing the circuit or equipment will be warned to stay clear of circuits and equipment.
• Each lock and tag will be removed by the employee who applied it or under his or her direct supervision. However, if this employee is absent from the workplace, then the lock or tag may be removed by a qualified person designated to perform this task provided that the employee who applied the lock or tag is not available at the workplace, and the employee is aware that the lock or tag has been removed before he or she resumes work at that workplace.
• There will be a visual determination that all employees are clear of the circuits and equipment.

Training
Training is provided to ensure that employees are familiar with the requirements of this plan. This training is provided to employees by the Unit Manager, Safety Representative or qualified associate that has been trained.

(Enter your answer) is responsible for conducting training.
The training program addresses the elements of this Electrical Safety Plan.

Other electrical safety practices used at our company that are included in training are: (enter your answer)

**Plan Evaluation**
The Electrical Safety Plan is evaluated and updated by the Unit Manager and or Safety Representative to ensure the continued effectiveness of the plan.

**Additional Guidance:**
- All equipment grounding conductors shall be tested for continuity and shall be electrically continuous.
- Each receptacle and attachment cap or plug shall be tested for correct attachment of the equipment grounding conductors.
- The equipment grounding conductor shall be connected to its proper terminal. (1) Before each use, (2) before equipment is returned to service following repairs, (3) before equipment is used, such as when a cord has been run over, (4) at intervals not to exceed 6 months. Procedure must be recorded to be able to identify for what it was tested. This record shall be kept by means of logs, color coding or other effective means and shall be maintained until replaced by a more current method. Records will be available for inspection by everyone involved.
- Any equipment which has not met the requirements of this program shall not be available or permitted to be used. Damaged items will not be used until repaired.
Addendum 8 Electrical Safety Program/ High Voltage

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

The purpose of this program is to inform interested persons, including associates, that Compass Group, NAD (From now on referred as the Company) is complying with the OSHA Electrical Safety Standard, Title 29 Code of Federal Regulations 1910.333, by determining that this workplace needs written procedures for preventing electric shock or other injuries resulting from direct/indirect electrical contacts to associates working on or near energized or deenergized parts. This program applies to all work operations at Company where associates may be exposed to live parts and/or those parts that have been deenergized.

Company has overall responsibility for coordinating safety and health programs in this Company. The unit manager and the Safety representative are the persons having overall responsibility for the Electrical Safety Program. The Safety representative will review and update the program, as necessary. Copies of the written program may be obtained from the unit office and or Safety office. Under this program, our associates receive instructions in the purpose and use of energy control procedures, as well as the other required elements of the Control of Hazardous Energy standard. This instruction includes the deenergizing of equipment, applying locks and tags, verifying deenergization, and equipment reenergizing.

If, after reading this program, you find that improvements can be made, please contact Company or unit manager or Safety representative. We encourage all suggestions because we are committed to creating a safe workplace for all our associates and a successful electrical safety program is an important component of our overall safety plan. We strive for clear understanding, safe work practices, and involvement in the program from every level of the company.

Hazard Analysis Report
To determine areas of Company that need to be included in the Electrical Safety Program, the unit manager and Safety representative have conducted a hazard analysis of our workplace. This analysis located in unit office or Safety office, has provided us with information identifying which departments have equipment using electricity, various types of wiring installations, and the types of associate functions that must be covered by the Electrical Safety Program. The departments/areas of our company identified as having electrically operated equipment and/or wiring installations are included in the Electrical Hazard Analysis.

Electrically operated equipment that must be deenergized before work can be done on it and where it is located includes all electrical equipment, power boxes and electrical lines and outlets.

Associates of our company who are qualified to work on, near, or with energized electric circuits and equipment are those that have been properly trained and refreshed after a year or as required.

Associates working on, near, or with energized electric circuits and equipment who have limited knowledge of electrical circuitry are not allow to enter the work area.

Training Program
Every associate at Company who faces the risk of electric shock from working on or near energized or deenergized electrical sources receives training in electrical related safety work practices pertaining to the individual's job assignment.
The goal of our electrical safety training program is to ensure that all associates understand the hazards associated with electric energy and that they are capable of performing the necessary steps to protect themselves and their co-workers.

Our electrical training program covers these basic elements:
- Lockout and tagging of conductors and parts of electrical equipment.
- Safe procedures for deenergizing circuits and equipment.
- Application of locks and tags.
- Verification that the equipment has been deenergized.
- Procedures for reenergizing the circuits or equipment.
- Other electrically related information which is necessary for associate safety.
- All work locations shall be safely accessible whenever work is to be performed.
- Associates shall be instructed to inspect each safety device, tool or piece of equipment, each time it is used and to use only those in good condition. The employer shall require the use of safety devices and safeguards where applicable.
- Only qualified electrical workers shall work on energized conductors or equipment connected to energized high voltage systems.
- Except for replacing fuses, operating switches, or other operations that do not require the associate to contact energized high-voltage conductors or energized parts of equipment, clearing trouble or in emergencies involving hazard to life or property, no such associate shall be assigned to work alone.
- Associates in training, who are qualified by experience and training, shall be permitted to work on energized conductors or equipment connected to high-voltage systems while under the supervision or instruction of a qualified electrical worker.

In our facility, all the persons working on or near energized or deenergized electric sources are considered "qualified" to work safely with electrical energy and have received the appropriate training and certification to do so. In addition to the basic training elements, our "qualified" associates are trained in the skills and techniques necessary to identify exposed live parts, determine nominal voltages, and clearance distances and corresponding voltages. This group of associates has also received additional training that includes emergency response.

The format we follow for our training program are; classroom setting, computer base and practical applications.

The procedures we follow when training new associates who will be working on or near electrical equipment or circuitry are Unit manager, Safety Representative or qualified associate that has been trained. When changes involving electrical elements occur in our company, we provide additional associate training to ensure the safety of all affected workers. In this case, we follow these procedures, whenever there is a deviation from the original training.

The unit manager, Safety Representative, associate that has been trained or a qualified outside vendor conduct the training for all associates. Every associate who participates in the Electrical Safety Program receives a certificate which they sign verifying that they have completed the course, that they understand the information presented, and that they will follow all company policies and procedures regarding electrical safety. These signed certificates of training as well as all training materials and documentation are kept by unit manager and Safety representative.

**Lockout and Tagging Program**

It is a Company policy that circuits and equipment must be disconnected from all electric energy sources before work on them begins. We use lockout and tagging devices to prevent the accidental reenergization
of this equipment. These lockout and tagging procedures are the main component of our electrical safety program. The safety procedures that make up our lockout and tagging program include these elements:

Deenergizing circuits and equipment. We disconnect the circuits and equipment to be worked on from all electric energy sources and we release stored energy that could accidentally reenergize equipment.

• **Application of locks and tags.** Only authorized associates are allowed to place a lock and tag on each disconnecting means used to deenergize our circuits or equipment before work begins. Our locks prevent unauthorized persons from reenergizing the equipment or circuits and the tags prohibit unauthorized operation of the disconnecting device.

• **Verification of deenergized condition of circuits and equipment.** Prior to work on the equipment, we require that a "qualified" associate verify that the equipment is deenergized and cannot be restarted.

• **Reenergizing circuits and equipment and other factors.** Before circuits or equipment are reenergized, we follow these steps in this order:
  - A "qualified" associate conducts tests and verifies that all tools and devices have been removed.
  - All exposed associates are warned to stay clear of circuits and equipment.
  - Authorized associates remove their own locks and tags.
  - We do a visual inspection of the area to be sure all associates are clear of the circuits and equipment.
  - During the time work is being done on any exposed conductors or exposed parts of equipment connected to high-voltage system, a qualified electrical worker or an associate in training, shall be in close proximity at each work location.
  - This qualified electrical worker or associate in training will act as; primarily as an observer for the purpose of preventing an accident, to render immediate assistance in the event of an accident. This observer will not be required in connection with work on overhead trolley distribution circuit not exceeding 1,500 volts D.C. where there is no conductor of opposite polarity less than four feet there from, or where such work is performed from suitable tower platforms or other similar structures.
  - When performing the work with live line tools, minimum clear distances shall be maintained. Conductor support tools, such as link sticks, strain carriers and insulator candles shall be permitted to be used provided that the clear insulation is at least as long as the insulator string or the minimum distance specified for the operating voltage.
  - Illumination shall be provided as needed to perform the work safely.
  - Insulating equipment designed for the voltage levels to be encountered shall be provided and associates shall be instructed to use the equipment.
  - Gloves, sleeves and blankets shall be marked to indicate compliance with the re-test schedule and shall be marked with either the date tested, or the date the next test is due.
  - Insulating equipment found to be defective or damaged shall be immediately removed from service.
  - No person, firm or corporation or agent of same, shall require or permit any associate to perform any function in proximity to energized high-voltage lines; to enter upon any land, building, or other premises and there engage in any excavation, demolition, construction, repair or other operation; or to erect, install, operate or storage in or upon such premises any tools, machinery, equipment, materials, or structures, to include scaffolding, house moving, well drilling, pile driving, or hoisting equipment, unless and until danger from accidental contact with said high-voltage lines have been effectively guarded against.
  - The erection, operation or dismantling of any boom type lifting or hoisting equipment or any part thereof, closer than the minimum clearances from energized overhead high-voltage lines set forth shall be prohibited.
  - The owner, agent or employer responsible for the operations of equipment shall post and maintain in plain view of the operator and driver on each crane, derrick, power shovel, drilling rig, hay loader, hay stacker, pile driver, or similar apparatus a durable warning sign at least 12 feet
reading. “Unlawful To Operate This Equipment Within 10 Feet of High- Lines of 50,000 Volts or Less” Voltage”

In addition to these lockout and tagging elements, we (enter your answer).

Associates that have been trained are the only persons authorized to deenergize, verify, and reenergize electric circuits and equipment in our company.

**Enforcement**

Constant awareness of and respect for electrical hazards, and compliance with all safety rules are considered conditions of employment. Supervisors and individuals in the Safety and Personnel Department reserve the right to issue disciplinary warnings to associates, up to and including termination, for failure to follow the guidelines of this program.
Addendum 9 Personal Protective Equipment

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business, for example, Laundry, POM, and HTS, and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

NOTE: All operations must refer to section 4.13 and other sections containing specific PPE information. This addendum contains additional requirements that pertain to Laundries, POM, HTS, Landscaping, and Facility Management operations.

NOTE: ALL personal protective equipment is to be provided to associates free of charge. The single exception to this rule, in all states except Puerto Rico, is footwear (i.e., slip-resistant and/or steel toed shoes) UNLESS it is job specific and not permitted to leave the facility.

Hearing Protection

Hearing protection will be available to all workers. Hearing exposure of 85DBA or above will require mandatory use of hearing protection. The employer will survey and advise the associates on all areas and application for use. Associates will be trained on the use of available hearing protection, fitting, size, type, and application.

Hearing protection use will be reviewed during departmental orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.

Areas of designated hearing protection will be identified with proper signage.

Individual hearing protection devices (ear-plugs) will be provided.

Where mandated hearing protection devices (ear-plugs) will be readily available for use by associates, outside contractors, and visitors. Protective devices will be properly worn prior to entry.

The protective equipment will be available in a clean and functional condition at all times.

Footwear Safety

Safety shoes are recommended to prevent injury to the feet from falling objects and other hazards. They should be worn particularly where heavy stock is handled. They also should be worn where there are parts-handling, shipping, and receiving operations. Associates involved in chemical spill response shall be provided and wear rubber boots as required by any applicable material safety data sheet. Rubber protective boots provide protection from hazardous chemicals.

As part of the orientation, associates will be made aware of any potential hazards to their feet. If the POM policy does not require foot protection, then it should be made clear that it is recommended. As part of the departmental orientation, associates assigned to chemical spill response duties will be issued rubber safety boots as required by the MSDS sheet. They will be instructed on the proper use, storage, and maintenance of this equipment. In the best interest of the associate, use of this protection is mandatory when responding to any chemical spill.

Eye and Face Protection
Eye and face protection devices will be available to all associates. The employer will survey and advise the associates on all areas of application for use. Associates will be trained on use, fitting, size, type and application.

Eye and face protection devices and use will be reviewed during orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.

Areas, tools and equipment requiring eye and face protection will be identified with proper signage.

Individual eye and face protection will be provided.

Associates shall wear safety goggles when using grinders, wire wheel sanding disc, scrapers, chisels, etc.

Associates shall wear safety goggles or a safety face shield when pouring and cleaning with hazardous chemicals in the work place. Avoid splashing of chemicals onto the face or eyes.

Associates shall wear safety goggles whenever there is a possibility of receiving dust particles in the eyes from particles in the air.

Wear safety goggles or face shield when doing overhead work such as filing, metal and masonry chipping and cutting, glass work, burning or welding.

Associates shall wear safety goggles whenever they are assigned to sort soiled linen.

Where applicable general use eye and face protection will be readily available for use in designated areas by associates, outside contractors and visitors.

The protective equipment will be properly maintained. Clean and functional condition shall be required at all times.

**Protective Clothing**

Where and when appropriate, protective clothing such as gloves, aprons, headgear, leggings and coveralls will be made available to associates. The employer will survey and advise the associate of all applications for use. Associates will be informed on use, fitting, size, type and application.

An assessment will be made to insure that all processes and tasks have all of the necessary protective clothing identified.

Specific areas, if any, shall be identified by signage as appropriate.

Initial and annual training will be provided to all department staff to include proper use, selection, and care of protective equipment.

Protective clothing shall be available to associates, outside contractors and visitors.

**Hearing Protection**

If Associates are exposed to noise levels with a time weighted average of 85dBA a written hearing conservation program must be developed and implemented. Contact your Corporate Safety Manager for assistance.
**Addendum 10 Compressed Gas/Air**

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business, for example, Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

Compressed gas/air use will be reviewed during departmental orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies.

Compressed gas cylinders must be examined as soon as they are received. If there are any signs of damage or leakage, they must be moved to a safe, isolated area and returned to the supplier as soon as possible. Cylinders must never be dropped or banged against each other. Nothing should be allowed to fall on them. They must be stored upright in a safe, well-ventilated area, away from the source of heat and away from electrical wiring. They must be secured in the upright position by chain, cable, or other suitable means to keep them from tumbling.

However, the requirement that cylinders be secured in an upright position applies only to cylinders on construction sites, and not to establishments where welding gases are manufactured and distributed (OSHA Instruction STD 3-8.2, March 1981).

Most cylinders are provided with a steel protective cap that screws on over the valve. Except when cylinders are in use, these caps should remain screwed down to the last thread.

When cylinders are moved, special hand trucks should be used. When in transit, the cylinders should be lashed to the cradles of the trucks in as near an upright position as possible.

Storage areas must be fire-resistant, clean, free of combustible materials, and well lighted. Cylinders of oxygen must never be stored near cylinders containing flammable gases. Empty cylinders must be marked MT and kept away from full ones. Full cylinders must be positively identified as to the gases they contain.

Improper handling of compressed gas cylinders can produce a hazard called “rocketing.” If an accidental rupture occurs, or if a valve assembly is snapped off, a cylinder can blast its way through a concrete wall.

Occupational Safety and Health Administration standards require the employer to ensure that unloading operations are performed by reliable persons properly instructed. Employees should know the chemical and physical hazards with which they work, and must be thoroughly familiar with the types of personal protective equipment provided for their safety. They also should be instructed in first aid procedures.
Addendum 11 Confined Space Entry Program

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business, for example Laundry, POM, and HTS and includes additional or more stringent requirements. Certain aspects of this addendum must be edited/updated to tailor it to the specific locations' equipment. DO NOT attempt to use this as the local program in its unedited form. If you are unsure if this addendum is applicable to your facility or what changes need to be made, please contact your Corporate Safety Manager.

The first section of this program is intended to be a guide for use by the General Manager/Chief Engineer at each facility. It should be used to assist in developing site-specific confined space entry procedures with assistance from the Compass Safety Managers. The site-specific materials MUST be placed in Appendices of this program. No confined space work is permitted until all aspects of this program are complied with.

The General Manager and Chief Engineer at each facility must maintain copies of this written program on file.

All contractors performing work requiring confined space entry must be in compliance with OSHA 1910.146. If the confined space entry will include both Crothall and contractor associates, the contractor shall comply with all aspects of this program. If the confined space entry will only include contractor associates, it is the responsibility of the contractor’s on-site supervisor to ensure compliance with OSHA 1910.146.

General Company Policy

The purpose of this program is to comply with the OSHA Confined Space Standard (1910.146). This program applies to all work operations at Compass Group, NAD where associates must enter a confined space as part of their job duties.

As an option, your facility may decide to contract-out confined space work. In this case, the contractor must provide a confined space program meeting the requirements of OSHA 1910.146 and also meet the requirements for contractors provided in this program.

Hazard Evaluation for Confined Spaces

Any area at your facility meeting all of the following criteria shall be considered to be a confined space:

- Is large enough and so configured so that an associate can bodily enter and perform assigned work; and
- Has limited or restricted means for entry or exit (for example, chemical tanks, tunnel washers, dryers, pits, storage bins, lint collectors, air handling units & ductwork, etc.); and
- Is not designed for continuous associate occupancy.

For the purposes of this program, ALL confined spaces at your facility shall be considered to be PERMIT-REQUIRED confined spaces. As such, the following procedures must be followed prior to entering any of the identified spaces, for any reason.

In order to remove a confined space from your facility's list of permit required confined spaces, contact your Compass Safety Manager to arrange for an evaluation. Until such an evaluation is performed, ALL confined spaces at your facility shall be considered as PERMIT-REQUIRED confined spaces.

The General Manager and Chief Engineer MUST develop a list of confined spaces in order for this program to be site specific. This list should be inserted as Appendix A of this program.
Preventing Unauthorized Entry
To provide a safe work environment and to prevent exposed associates from accidentally entering a confined space, we have implemented the following procedures to inform all associates of the existence, location, and danger posed by confined spaces in Compass Group, NAD facilities. To help ensure that unauthorized associates do not enter and work in confined spaces, signs reading “DANGER: PERMIT-REQUIRED CONFINED SPACE, DO NOT ENTER” shall be posted at the entrance to all confined spaces.

NOTE: Where necessary, these signs shall be posted in all applicable languages specific for each plant.

Confined Space Entry Procedures
Every facility must develop written entry procedures for EACH identified confined space. These procedures must identify the detailed, step-by-step processes involved in performing confined space entry. The following steps must be performed prior to developing an entry procedure for a confined space:

- Identify all hazards associated with the confined space.
- Section 8 of the Confined Space Entry Permit can be used as a guide for developing this section of an entry procedure.
- Identify Lockout/Tagout Procedures.
- Refer to the Machine Specific Lockout / Tagout Procedures for ALL equipment related to the confined space. As a note, existing lockout / tagout procedures may need to be modified or additional lockout / tagout procedures may need to be developed directly relating to the confined space.
- Identify necessary equipment, including PPE and communication.
- Section 14 of the Confined Space Entry Permit can be used as a guide for developing this section of an entry procedure. A Sample completed form can be found in the POM Forms Spreadsheet, Form 3.
- Identify any necessary purge/ventilation operations.
- If the confined space is a piece of equipment, refer to the operator’s manual for specific instructions.
- If the operator’s manual is not available OR if the confined space is not a piece of equipment, contact your Safety Manager for assistance.

Using the information gathered in the above steps, you can begin to develop the actual detailed entry procedures for a confined space. These written procedures must be developed and performed in the following order:

- Verify the need for a confined space entry.
- Can the work be performed without entering the confined space?
- Notify facility management of the need to enter a confined space.
- Perform identified purge operations.
- Purge operations should be performed at least TWICE.
- Apply Lockout / Tagout.
- Perform identified ventilation operations.
- Ventilation operations should be performed for at least 15 minutes prior to entry.
- Complete Entry Permit (A Sample completed Confined Space Entry Form can be found in the POM Forms Spreadsheet, Form 3).
- Complete all steps found on the Entry Permit found in the POM Forms Spreadsheet (Form 4).
- Ensure air monitoring has been completed.
- Ensure all identified PPE is issued.
- Ensure any required communication equipment is available.
- Perform entry.
- Ensure all identified PPE is in use.
- Perform work.
- Egress / Exit from Confined Space.
- Attendant ensures all associates, tools and equipment are accounted for.
- Remove any ventilation operations.
- Cancel Entry Permit.
- In accordance with the guidance in this program.
- Ensure the Entry Supervisor signs Section 16 of the Entry Permit.
- Return equipment to service.
- Remove lockout / tagout devices.

Any questions relating to this program or these procedures should be directed to your Safety Manager.

Upon completion, these entry procedures MUST be placed in an Appendix to this Addendum.

**Duties of Entry Supervisor**

The Entry Supervisor is responsible for authorizing entry and issuing entry permits for work in confined spaces. The Chief Engineer (or their designated representative) shall act as the Entry Supervisor. The procedures for preparing, issuing, and canceling entry permits include the following elements:

- Before entry begins, the Confined Space Entry Permit MUST be completed, in its entirety. A blank entry permit form can be found in the POM Forms Spreadsheet (Form 4).
- After completing the permit, the Entry Supervisor identified on the permit shall sign the completed permit to authorize entry into the confined space. NO entry is to be made into a confined space until a Permit is completed and signed by the Entry Supervisor.
- The completed permit shall be made available at the time of entry to all authorized entrants or their authorized representatives. The completed permit shall be posted at the entry portal so that the entrants can confirm that pre-entry preparations have been completed.
- The duration of the permit may not exceed (1) the time required to complete the assigned task or job identified on the permit; or (2) the end of the shift. If the confined space work requires more than one shift to complete, each subsequent shift must re-permit the confined space.

The Entry Supervisor shall terminate entry and cancel the entry permit when:
- The entry operations covered by the entry permit have been completed; or
- A condition that is not allowed under the entry permit arises in or near the confined space.

Any problems encountered during an entry operation shall be noted on the back of the permit so that appropriate revisions to the confined space program can be made.

The facility shall retain each canceled entry permit for at least one year to facilitate the review of the confined space program by the Safety Managers. This review will be conducted during routine site visits.

A list of the associates authorized to perform work associated with the confined space program can be found in Appendix C. This list also includes the work activities they are expected to perform.

**Duties of Entrants**

Those persons who have completed the training and are authorized to enter our confined spaces (Entrants) are assigned specific duties and responsibilities that they must perform when they work in a confined space. Their duties and responsibilities include:

- Know the hazards that may be faced during entry, including information on the mode, signs or symptoms, and consequences of the exposure.
- Properly use personal protective equipment.
- Communicate with the Attendant as necessary to enable the Attendant to monitor Entrant status and to enable the Attendant to alert Entrants of the need to evacuate the space.
- Alert the Attendant whenever:
- The Entrant recognizes any warning sign or symptom of exposure to a dangerous situation, or
- The Entrant detects a prohibited condition; and
• Exit from the confined space as quickly as possible whenever:
• An order to evacuate is given by the Attendant or the Entry Supervisor.
• The Entrant recognizes any warning sign or symptom of exposure to a dangerous situation.
• The Entrant detects a prohibited condition.
• An evacuation alarm is activated.

The elements covered in the training program for Entrants include points listed above.

**Duties of Attendants**
Those persons who have completed the training and have been designated as Confined Space Entry Attendants are assigned specific duties and responsibilities that they must perform in permit space job duties. Their duties and responsibilities include:

• Know the hazards that may be faced during entry, including information on the mode, signs or symptoms, and consequences of the exposure.
• Awareness of possible behavioral effects of hazard exposure on the Entrants.
• Continuously maintain an accurate count of Entrants in the confined space and ensure that the means used to identify Entrants accurately accounts for who is in the confined space.
• Remain immediately outside the confined space during entry operations until relieved by another trained Attendant.
• Communicate with Entrants as necessary to monitor Entrant status and to alert Entrants of the need to evacuate the space.
• Monitor activities inside and outside the confined space to determine if it is safe for Entrants to remain in the space and orders the Entrants to evacuate the space immediately under any of the following conditions:
  o If the Attendant detects a prohibited condition.
  o If the Attendant detects the behavioral effects of hazard exposure in an Entrant.
  o If the Attendant detects a situation outside the confined space that could endanger the Entrants.
  o If the Attendant cannot effectively and safely perform all the duties required.
• Summon rescue and other emergency services as soon as the Attendant determines that Entrants may need assistance to escape from confined space hazards.
• Take the following actions when unauthorized persons approach or enter a confined space while entry is underway:
  o Warn the unauthorized persons that they must stay away from the permit space.
  o Advise the unauthorized persons that they must exit immediately if they have entered the confined space.
  o Inform the Entrants and the Entry Supervisor if unauthorized persons have entered the space.
• Perform non-entry rescues as specified by this program’s rescue procedures.
• Perform no duties that might interfere with the Attendant’s primary duty to monitor and protect the Entrants.
• The elements covered in the training program for Confined Space Attendants includes all points listed above.

**Duties of Entry Supervisors**
Those persons who have completed the training and have been designated as Confined Space Entry Supervisors are assigned specific duties and responsibilities that they must perform in confined space job duties. Their duties and responsibilities include:

• Know the hazards that may be faced during entry, including information on the mode, signs or symptoms, and consequences of the exposure.
• Verifies, by checking that the appropriate entries have been made on the permit, that all tests specified by the entry permit have been conducted and that all procedures and equipment specified by the entry permit are in place before endorsing the permit and allowing entry to begin.
• Post the confined space entry permit at the entry portal to the confined space.
• Terminate the entry and cancels the permit.
• Verify that rescue services are available and that the means for summoning them are operable.
• Remove unauthorized individuals who enter or who attempt to enter the confined space during entry operations.
• Whenever responsibility for a confined space entry operation is transferred and at intervals dictated by the hazards and operations performed within the space, determines that entry operations remain consistent with terms of the entry permit and that acceptable entry conditions are maintained.

NOTE: In the event the originating Entry Supervisor must leave the facility for any period of time, another authorized and trained Entry Supervisor must review and sign the confined space entry permit in block 6. This is to ensure that the replacement Entry Supervisor acknowledges that they are now responsible for the confined space entry.

The elements covered in the training program for the Confined Space Entry Supervisors include the points listed above.

Training Program
Every associate at Compass Group, NAD who participates in the confined space program must be provided with annual training appropriate to the job function they will perform. This is to ensure that each designated associate acquires the understanding, knowledge and skills necessary for the safe performance of the duties assigned to them. Required training for the three levels of confined space work are as follows:
• Confined Space Entrant – Entrant Training
• Confined Space Attendant – Entrant Training, Attendant Training
• Confined Space Entry Supervisor – Entrant, Attendant and Supervisor Training

The Chief Engineer conducts the appropriate confined space training. All training related materials, documents, and signed certificates are kept in the Chief Engineer’s Office and the associate training files.

All engineering and maintenance associates will receive confined space training.

When conducting confined space training, a combination of classroom-type instruction, on-location training and video training (where available) will be used. New associates must be trained before their initial assignment of duties. When changes occur in confined space areas of your facility, all necessary associates must be re-trained immediately. If we have reason to believe that an associate has deviated from a previously trained upon procedure or that their knowledge seems inadequate, the associate must be re-trained.

Upon successful completion of Compass Group, NAD confined space training program, each participant receives a certificate which they sign verifying that they understand the material presented, and that they will follow all company policies and procedures regarding confined space entry.

Training must be performed when a new piece of equipment is introduced which may require confined space entry, or when a new procedure is introduced which changes a technique associates were trained on previously.

Confined Space Entry Permit
The confined space entry permit is a critical part of the confined space entry program. A permit MUST be completed by the Entry Supervisor PRIOR to any confined space work taking place.
The authorized duration of any confined space entry permit issued under the Compass Group, NAD program shall not exceed the end of the shift. If the confined space work requires more than one shift to complete, each subsequent shift must re-permit the confined space.

Pre-Entry Evaluation
Before allowing authorized workers to enter a confined space, the conditions in the confined space must be evaluated to determine if it is safe for entry. Any associate entering the confined space, or their authorized representative, has the opportunity to observe the pre-entry and any subsequent testing. The authorized entrant or that associate’s representative also has the option of requesting a reevaluation of the space if they feel that the initial evaluation was not adequate.

See equipment-specific confined space entry procedures in Appendix B for detailed information.

Rescue and Emergency Services
Compass Group, NAD utilizes the local fire department / rescue squad to perform rescue and emergency services in the event of a confined space incident. At NO time is any Compass Group, NAD associate to attempt a rescue that requires entry into the confined space.

Each facility is responsible for meeting with their local fire department / rescue squad in order to develop, discuss and review confined space rescue procedures. At a minimum, an annual visit should be arranged with your appropriate emergency response agency. During this visit, points to consider include the following:

- Evaluate a prospective rescuer's ability to respond to a rescue summons in a timely manner.
- Inform the rescue team of the hazards they may confront when called on to perform rescue at the site.
- Provide the rescue team with access to all confined spaces from which rescue may be necessary so they can develop appropriate rescue plans and practice rescue operations.
- Obtain a direct dial phone number for the rescue team. This is in addition to any local emergency number (such as 911).

Communication
In most cases, the method of communication used between the Attendant and the Entrant(s) will be verbal. In some cases, other methods (hand signals, two-way radios, etc.) may be necessary. This will be determined when developing equipment specific confined space entry procedures (Appendix B). Another important communication concern is the Attendants’ ability to rapidly summon the rescue team. This may require the use of a two-way radio, a mobile telephone or some other predetermined method.

NOTE: Because of our diverse workforce, it is CRITICAL that all participants involved with the confined space entry be able to communicate effectively.

Equipment
Air Monitoring / Testing - The typical Compass Group, NAD Services facility may only require confined space entry into fixed equipment such as large dryers and tunnel washers. When this equipment is
properly prepared (locked out and/or tagged out, ventilated, etc.) it is normally only necessary to use monitoring equipment to ensure adequate levels of oxygen are present. This testing or monitoring should be done prior to entry and at 15-minute intervals during the course of the confined space entry. Note: depending on the circumstances, more frequent air monitoring may be required.

Options available for meeting this requirement include:

- **Contract Out** - Your facility may contract this work out to an Industrial Hygiene (IH) firm. When using this option, one factor to consider is the 24-hour availability of the IH contractor.
- **Purchase Monitoring Equipment** – Your facility may purchase a single gas (oxygen) monitor. An example of this type of monitor is the Biosystems Toxipro (Model 13-264). When using this option, consider that this equipment has a shelf life and requires periodic testing and maintenance.

When deciding which air monitoring option will be used at your facility, cost will be a significant factor. Although the cost of contracting with an IH firm may initially seem higher, it is important to remember that purchased monitoring equipment has hidden costs associated with it (maintenance, labor time, limited shelf life / need to replace costly sensors). How frequently you will need to perform a confined space entry should be seriously considered when making this decision.

**Air Circulation** - The typical Compass Group, NAD Services facility may only require confined space entry into fixed equipment such as large dryers and tunnel washers. In order to vent this type of equipment, a minimum of a 24-inch fan or a fan capable of delivering a minimum of 1500 CFM should be used. Additionally, the following points should be considered:

- Fan(s) must be electrically powered and properly grounded.
- Fan(s) should be allowed to vent the confined space for at least 15 minutes prior to entering the confined space.
- Fan(s) should not interfere with communication, egress or rescue.
- Fan(s) should be placed to direct as much airflow as possible into / through the confined space and should be securely mounted.
- An appropriate number of fans should be used. For example, when entering a tunnel washer, fans should be used on both ends of the tunnel.

**Lighting** - If additional lighting is needed inside the confined space, it must be from a battery-powered source.

**Post-Operations Procedures**

Upon completion of work in a confined space, the following procedures will be used to close off the space and cancel the permit:

- Ensure all personnel and equipment is accounted for.
- Discuss with Entrants any procedural changes needed to further protect them if the need arises to repeat the entry.
- Note any suggestions on the back of the entry permit and sign the permit. Be sure to include the time the work was completed and the permit was canceled.
- Review-Procedures

To ensure that all associates participating in entry operations are protected from confined space hazards, the Confined Space Entry Program will be reviewed at least annually. As part of this annual process, the canceled entry permits from the past 12 months will be reviewed and the program revised, as necessary. If no confined space entry is performed during a 12-month period, no review will be performed.

**Multiple Employer Entry Procedures**

When outside employers/contractors enter a Compass Group, NAD Services facility to perform confined space work, WE coordinate entry and work operations following these procedures:
• Inform the contractor that the workplace contains confined spaces and that confined space entry is allowed only through compliance with a confined space program meeting the requirements of OSHA 1910.146.

• Advise the contractor of the elements and hazards that make the space in question a confined space.

• Inform the contractor of any precautions or procedures that your facility has implemented for the protection of associates in or near confined spaces where contractor’s personnel will be working.

• Coordinate entry operations with the contractor, when both host employer personnel and contractor personnel will be working in or near confined spaces.

• Debrief the contractor at the conclusion of the entry operations. This should be done in order to help identify any hazards confronted or created in confined spaces during entry operations.

In addition to complying with confined space requirements that apply to all employers, each contractor who is retained to perform confined space entry operations shall:

• Obtain any available information regarding confined space hazards and entry operations from the Chief Engineer.

• Coordinate all confined space entry operations with the Chief Engineer.

• If the confined space entry will include both Crothall and contractor associates, the contractor shall comply with all aspects this program.

• Inform Chief Engineer of the confined space program that the contractor will follow.

• Hold a pre-entrance meeting with the Entry Supervisors of all involved employers as well as with the Chief Engineer. In this meeting, all entry procedures and issues will be agreed upon and written into the permit.
SAMPLE CONFINED SPACE ENTRY PROCEDURE

Jensen/Senking Model P-50 Continuous Batch Washer (CBW #1)

Serial Number - __________

NOTE: The following instructions apply to the equipment item identified above only.

1. Verify the need for entry into the confined space.
   a. Can the work be performed without entering the confined space?
   b. If the reason for confined space entry is a jammed tunnel, have you attempted to clear the jam by jogging the machine and flushing water through it numerous times?

2. Notify facility management of the need to enter a confined space.
   a. All on-site management (General Manager, Production Manager, Chief Engineer, etc.) must be informed of the confined space entry.

3. Initial Lockout/Tagout (chemicals and steam).
   a. Chemicals must be turned off and locked out in the chemical room.
      i. This is accomplished by placing the master switch on the chemical control panel for CBW#1 in the off position and locking out the switch.
      ii. The valves on the feed lines at the CBW must be locked in the off position to prevent any gravity feeding of chemicals.
   b. Steam must be turned off and locked out.
      i. The steam valves are located high on the left side of the CBW approximately midway down.
      NOTE: Both the valve on the inlet side of the pressure regulator and the bypass valve must be turned off and locked out.

4. Perform identified purge operations.
   a. Manually activate both pneumatic drain valves and allow the CBW to completely drain.
   b. Close the drain valves.
   c. Refill the CBW with cool, clean water and rotate the drum for 10 minutes allowing the clear water to rinse and cool the interior walls.
   d. Manually activate both pneumatic drain valves and allow the CBW to completely drain.
   e. Repeat steps b, c, and d above at least twice to ensure adequate rinsing/cooling.
   f. Physically remove the drain valves from below compartments 5 and 14. NOTE: This will ensure that if the water valve leaks that water will not accumulate inside the CBW.

5. Final Lockout / Tagout (water, electrical, and mechanical).
   a. Water must be turned off and locked out.
      i. The water valves are located on the left side of the CBW near the back wall. NOTE: All of the water valves must be turned off and locked out.
   b. The electrical supply must be turned off and locked out. There are two electrical shut-offs that must be placed in the off position and locked out:
      i. The main power switch located on the main panel of the CBW.
      ii. Circuit breaker number 2 located in the breaker panel facing CBW #1.
   c. The CBW drum must be blocked to prevent it from rotating.
      i. This can be done by placing 2 - 2"x4" blocks of wood of the proper length on the inside of the drive chain where they will come into contact with both of the sprockets and securing them into place with at least two c-clamps.
      NOTE: The pneumatic supply to this model CBW only serves to activate the various valves. Shutting off the air supply is recommended but not required.
6. Perform ventilation operations.
   a. Position ventilation fans capable of delivering at least 1500CFM of air at each end of the CBW.
   b. Allow the fans to blow directly into the CBW for at least 15 minutes prior to testing or entry.
   NOTE: The fans must be left in place and operating for the duration of the work to be performed but must not hinder egress in the event of an emergency.

7. Air Monitoring.
   a. Check the oxygen levels after the fans have been allowed to operate.
      i. If the oxygen levels are not within the safe limits (19.5% to 23.5%) allow the fans to operate for 15 minutes more. Recheck if necessary.
      ii. If oxygen levels are within the safe limits (19.5% to 23.5%) work may begin but monitoring must be performed every 15-minutes or more frequently as required.

8. Entry Permit.
   a. Ensure that Entry Permit has been properly completed.
   b. Ensure air monitoring has been completed.
   c. Ensure all identified PPE is issued.
   d. Ensure that all participants (entrants, attendants, and supervisors) have been trained and briefed on their responsibilities.
   e. Brief all participants on all the possible hazards of this confined space:
      i. Limited oxygen supply.
      ii. Chemical residue (Peroxide/chlorine bleach, sour, alkali).
      iii. Possible temperature extremes
      iv. Engulfment in water or laundry.
      v. Entrapment by laundry.
   f. Ensure that communication methods are understood by all participants.
      i. Verbal communication between the attendant(s) and entrants(s).
      ii. Three bangs on the CBW walls will indicate an emergency, or SOS, signal between attendant(s) and entrant(s).
      iii. Radios or telephones will be used between the attendant(s) and supervisors(s).
      iv. Attendants will have a phone available to contact emergency services at ###-####.
   NOTE: It is imperative that ALL participants understand each other therefore they must be able to communicate without the aid of an interpreter.
   g. Issue required PPE to entrants:
      i. Gowns/scrubs
      ii. Eye protection.
      iii. Gloves

   a. Ensure identified PPE is in use at all times
   b. Since the attendant(s) will not be able to maintain visual contact with the entrants they must verbally check on the entrant(s) every 5-minutes.

10. Perform required work.

11. Egress/Exit from Confined Space.
   a. If the work is to be continued by another shift:
      i. All entrants exit the CBW.
      ii. The attendant(s) ensure all associates; tools and equipment are accounted for.
      iii. Cancel the entry permit.
      iv. The new supervisor must inspect the work to verify that the procedures identified in steps 3, 5, and 6 have been completed.
      v. Begin the entry process again at step 7.
b. If the work is completed:
   i. All entrants exit the CBW.
   ii. The attendant(s) ensure all associates; tools and equipment are accounted for.
   iii. Remove the ventilation fans.

12. Cancel Entry Permit.
   a. Ensure the Entry Supervisor signs Section 16 of the Entry Permit.
   b. Document any problems or deviations from this procedure on the back of the Entry Permit.
   c. File the permit as required by the Confined space program.

13. Return equipment to service.
   a. Reinstall drain valves.
   b. Remove lockout/tagout devices. NOTE: There is no particular order to be followed BUT ensure the wood blocks are removed from the chain drive prior to reapplying electrical power.
   c. Ensure proper start-up procedures are followed.
Addendum 12 Pressure Vessels

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business, for example, Laundry. POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

Unfired pressure vessels will be reviewed during departmental orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced. All portable and fixed unfired pressure vessels shall meet the Standards of the American Society of Mechanical Engineers Boiler and Pressure Vessel Code, Section VIII 1968.

Relief valves on pressure vessels should be set to the safe working pressure of the vessel.

The standards for inspection and certification are typically set forth by your state and local jurisdiction. The specific steps, tasks, and actions required to carry out this policy will result from your application of the above policy criteria to your POM. Typically this will be accomplished through the POM scheduled planned Preventive Maintenance Program. An annual inspection is recommended.

Pressure Vessel, Fired; Boilers

Boilers will be reviewed during department orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced. All boilers shall meet the standards of the code of fire pressure vessels referenced above. All facilities equipped with boilers will operate them with licensed stationary engineers where size and pressure of boilers mandate such licensing to meet code.

Boiler design and construction is covered by the Code of Fire Pressure Vessels, Section I, ASME Boiler and Pressure Vessel Code of 1968.

All boilers must be inspected on an annual basis. A recognized boiler inspection service is satisfactory evidence of acceptable installation and maintenance.

A valid boiler inspection certificate and the date of the last inspection shall be conspicuously posted.

All boilers shall be equipped with approved water column, gauge-glass, and try cocks. Gauge-glass and water columns shall be guarded to prevent breakage.

An emergency shutdown procedure recommended by the boiler manufacturer or insurance underwriter shall be carried out when such a shutdown is required.
Addendum 13 Welding, Cutting, Blazing, Soldering and Grinding

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

To limit the risk of fire and personal injury, a procedure for the approval and use of the Hot Work Permit at the POM needs to be established. This procedure includes all hot work; i.e. cutting, welding, soldering, brazing and grinding.

Welding, cutting, soldering, brazing and grinding will be reviewed during departmental orientation. Training will be repeated as often as necessary to comply with the requirements of all regulatory and accrediting agencies and when a new hazard is introduced.

Any cutting, welding, soldering, grinding, or other open flame equipment used other than in the welding area of the maintenance shop must have a signed Hot Work Permit before the work takes place. If applicable comply with the “Permit-Required Confined Space Policy”.

Prohibited Areas/Situations:
- In or near rooms or locations where flammable gases, liquids or vapors, lint dust or loose combustible stocks are present when sparks or hot metal from the welding or cutting operations may cause ignition or explosion of such material.
- On containers and equipment which contain or have contained flammable liquids, gases, or solids until these containers and equipment have been thoroughly cleaned or purged.

Fire Prevention & Protection
- A fire watcher will be provided to watch for fires, make use of portable fire extinguisher or fire hose, and perform similar fire prevention duties.
- Welding shields are to be used if hot work will take place within 35 feet of combustible materials.
- During welding operations, appropriate shields will be installed to block out welding flash where non-involved people could be injured by the welding flash.

Health Protection and Ventilation
Mechanical ventilation will be provided when welding or cutting; if there is less than 10,000 cubic feet per welder or if the overhead height is less than 15 feet.

The following criteria describes an acceptable atmospheric environment:
- First, test to make sure the oxygen content is between 19.5 and 23.5 percent.
- Test the concentration of flammable gases, which must be less than 10 percent of the lower flammable limit (LFL).
- Airborne combustible dust cannot meet or exceed its LFL.
- Toxicity:
  - List any toxic materials that could be present and their permissible exposure limits (PEL).
  - Test to make sure none of these materials has a concentration greater than its PEL.
- If the air is unsafe according to any of these tests, the hazard must be controlled before a hot work permit is issued.
- If the air becomes hazardous later on, the permit must be cancelled and everyone must leave the space.
- Evaluate for heat stress potential.
- When testing is required, enter the degree reading according to the Wet Bulb Globe Thermometer. Note F for Fahrenheit or C for Centigrade.
• Helmets or hand shields must be used for all welding or cutting.
• Goggles or other suitable eye protection must be used in all soldering, welding, cutting, brazing, and grinding operations.
• Gloves, aprons, boots, and other protective clothing shall be used as appropriate to the task.
• Other workers in the area need to either be shielded from the work by screens or wear appropriate protective goggles.

The Maintenance Technician Performing the Work Shall:
• Obtain completed and signed Hot Work Permit from General Manager.
• Satisfy yourself that all safety precautions outlined in this procure have been adhered to.
• Inspect site and prepare necessary precautions. If work area has been designated as a confined space entry permit area follow all applicable procedures.
• Perform work following all standard safety precautions and practices.
• Return hot work permit to the General Manager.
• Review area were work is to be performed. Ensure a safe work environment and that all safety precautions are met.
• Assign a fire watcher to the project.
• Issue the hot work permit to qualified technician.
• When work is completed, inspect work and work area.
• Instruct fire watcher to remain on the job site at least 30 minutes after the work has been completed to ensure no fire exists.
• Check job site within two hours after completion of work.
• Sign hot work permit and file copy in Engineering Plant Operations and Maintenance Department file.
Addendum 14 Infection Control/Decontamination of Tools

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

To comply with facility infection control policies and procedures. All staff are responsible for infection control and decontamination of tools. The Maintenance Department is responsible for ensuring that infection control policies approved by the hospital are followed. All departmental personnel will implement accepted methods of infection control.

The following procedure shall be routine whenever a hand tool or any tool comes in contact with a potentially infectious material, body fluid, blood, feces, etc. (as defined by the Compass Group, NAD infection control policy), the following procedure must be followed:

- The contaminated tools will be handled with rubber gloves and transported to the maintenance shop for cleaning.
- For cleaning, the contaminated tools will be placed in a solution of Quaternary Disinfectant and water for washing. After washing, the tools must be wiped dry.
- If the contaminated tools cannot be immersed in disinfectant solution, they are to be sprayed with a Quaternary Disinfectant solution, and wiped dry.
Addendum 15 – Emergency Action Plan (EAP)

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. Certain aspects of this addendum must be edited/updated to tailor it to the specific locations equipment. DO NOT attempt to use this as the local program in its unedited form. If you are unsure if this addendum is applicable to your facility or what changes need to be made please contact your Corporate Safety Manager.

Compass Group, NAD is dedicated to the protection of its associates from emergencies such as tornadoes and fires. When emergencies do occur, our Emergency Action Plan (EAP) is initiated. This EAP is in place to ensure associate safety from emergencies during regular hours and after hours. It provides a written document detailing and organizing the actions and procedures to be followed by associates in case of a workplace emergency.

OSHA’s Emergency Action Plan requirements, found at 29 CFR 1910.38, require Compass Group, NAD to have a written Emergency Action Plan (EAP). This plan applies to all operations in our company where associates may encounter an emergency situation.

The EAP communicates to associates the policies and procedures to follow in emergencies. This written plan is available, upon request, to associates, their designated representatives, and any OSHA officials who ask to see it.

Administrative Duties
The Manager/Director is the EAP administrator and has overall responsibility for the plan. This responsibility includes the following:

- Developing and maintaining a written Emergency Action Plan for regular and after hours work conditions;
- Notifying the proper rescue and law enforcement authorities, and the building owner/superintendent in the event of an emergency affecting the facility;
- Taking security measures to protect associates;
- Integrating the Emergency Action Plan with any existing general emergency plan covering the building or work area occupied;
- Distributing procedures for reporting emergencies, the location of safe exits, and evacuation routes to each associate;
- Conducting drills to acquaint associates with emergency procedures and to judge the effectiveness of the plan;
- Training designated associates in emergency response such as the use of fire extinguishers and the application of first aid;
- Deciding which emergency response to initiate (evacuate or not);
- Ensuring that equipment is placed and locked in storage rooms or desks for protection;
- Maintaining records and property as necessary;
- Ensuring that our facility meets all local fire codes, building codes, and regulations; and
- **Laundry's** - Ensure a copy of all SDS is mounted on the outside of the building in a watertight container (i.e. PVC pipe) for fire department use in case of an emergency.

The Manager/Director has full authority to decide to implement the EAP if he/she believes an emergency might threaten human health. The following potential emergencies might reasonably be expected at this facility and thus call for the implementation of this EAP:

- Fires,
- Hazardous chemical release,
- Natural disasters to include, but not limited to, flood, tornados, earthquakes, hurricanes, blizzards, etc.,
- Power outages.
Contacts
The following personnel, as applicable to the operation, should be thoroughly familiar with the EAP and be a point of contact for those needing further explanation of duties under this plan:

- Manager/Director
- Chief Engineer
- Plant Manager
- Supervisors
- Safety Department Personnel

These key personnel should have contact information maintained in the main office for immediate use in the event of an emergency. The Manager/Director is responsible for ensuring the phone list is current and accessible to all members of management and supervisors within the facility. In addition, all members of management must be familiar with the contact list and where it is maintained for immediate access.

Alarms
Different emergencies call for different alarms to indicate what actions associates should take. Compass Group, NAD has established an associate alarm system. Compass Group, NAD uses manual pull box alarms and public address systems, where available. We use a distinctive alarm capable of identification as a signal whether or not to evacuate for each emergency. We realize that where alarm signals have similar sounds and are used for purposes other than to signal evacuation, they can be confused with the fire alarm signal and either be ignored or cause overreaction. Therefore, we use a distinctive signal for each purpose. Fire alarms are located on each floor.

Because we use a communication system as an alarm system, all emergency messages have priority over all non-emergency messages.

We have posted emergency telephone numbers near telephones, or emergency notice boards, and other conspicuous locations for use when telephones serve as a means of reporting emergencies.

Emergency Evacuation
When associates detect an emergency that requires an evacuation, such as a fire or hazardous release, they should go to the nearest fire alarm and activate it, then exit the building. The Office Manager or Manager/Director will notify the local Fire Department.

Our emergency evacuation procedures and assignments are designed to respond to many potential emergencies that require them, including fires and hazardous chemical releases. Associates need to know what to do if they are alerted to a specific emergency. After an alarm is sounded to evacuate, associates should cease work and proceed to the nearest available exit. Once evacuated, associates are to head toward their designated exterior or safe area, where a head count will be performed, and further instructions given.

Evacuation Procedures:
- All associates and non-associates on premises should exit facility immediately using the nearest exit.
- After exiting the facility, all associates and non-associate personnel should meet at designated safe area.
- Roll call should be taken to ensure all are accounted for.
- If anyone is missing, inform emergency personnel.
- No one should re-enter the building until emergency personnel deem it is safe to re-enter.
Manager on Duty Responsibilities:

- Assess the situation to determine whether an emergency exists requiring activation of emergency procedures.
- Supervise all efforts, including evacuating associates.
- Call outside emergency services.
- Take all necessary measures to contain the hazard and prevent its spread to other nearby areas, with the assistance of emergency personnel.
- Direct the shutdown of facility operations when required.
- If the emergency is a biological agent, turn off the ventilation system in the building.
- If the emergency is a hazardous material spill, ensure that the hazardous material and any material with which it came into contact (gravel, soil, etc.), will be scraped up using shovels and/or brooms. All this combined material will be considered hazardous waste unless analysis shows otherwise. Collection, treatment, and disposal of the waste and contaminated material be completed by the emergency crew or outside contractor, as appropriate.
- Ensure that contaminated soil, liquids, or other material is placed in drums and handled as a hazardous waste.
- Ensure that the emergency crew restores all emergency equipment to full operational status.
- Assisted by other qualified persons, begin to investigate the cause of the emergency and take steps to prevent a recurrence of such or similar incidents.
- Ensure that the cause of the emergency has been investigated and eliminated and that cleanup and restoration have progressed at least to the point of not jeopardizing the health and safety of the associates, and that EPA, state, and local authorities have been notified, if required.
- Ensure that for spills or releases involving a hazardous substance at or above its reportable quantity, the following necessary information is recorded and reported:
  - Name of chemical(s) involved,
  - Whether the substance is listed under 40 CFR 302—extremely hazardous substances,
  - Estimated quantity of the released substance,
  - Time of the release and duration,
  - Medium into which the substance was released,
  - Health risks associated with the release,
  - Precautions taken to respond to the release,
  - Name and telephone numbers of persons who can be contacted for further information.

First-Aid

Management is responsible for ensuring the First-Aid cabinet is stocked and ready for use in case of an emergency. Cabinets should be located in different locations within the facility and easily accessible to all associate and non-associates.

Training

The Manager/Director is responsible for ensuring that all associates are familiar with the Emergency Action Plan. The plan should be reviewed:

- Whenever a new associate is hired,
- Whenever the associate is assigned initially to a job,
- Whenever an associate's responsibilities or designated actions under the plan change,
- Whenever new equipment, materials, or processes are introduced into the workplace,
- Whenever the layout or design or the facility changes, and
- Whenever the plan is changed.

The training includes the following:

- Employee roles and responsibilities
- Threats, hazards, and protective actions
- Notification, warning, and communications procedures
• Means for locating family members
• Emergency response procedures
• Evacuation, shelter, and accountability procedures (Conducted semi-annually).
• Location and use of common emergency equipment
• Emergency shutdown procedures
• Know at least two evacuation routes

The Manager/Director should ensure the emergency route maps are color-coded to aid associates in
determining their route assignments.

Evacuation Drills
Evacuation drills are conducted semi-annually. The goal of the drill is to ensure the effectiveness of the EAP. Any issues discovered should be corrected immediately (i.e. Fire exits that were hard to open,
Associates unfamiliar with meeting point, etc.). Once completed and all action items corrected, the
completed form should be placed in the designated file. This may be audited by the safety department for compliance.

Emergency Equipment and Support
Our company provides the following equipment and support for use by our trained personnel during emergencies:
• Personal protective equipment,
• First-aid supplies,
• Emergency response supplies (fire extinguishers, chemical foam, fire hoses, brooms, shovels,
hoses, pumps, pails, drums, spill control kits, absorbent, flashlights, blankets, coveralls)

Emergency Response Team
Each location is responsible for completing the ERT for its specific hazards and conditions.

The Manager/Director has full authority to decide to implement the EAP if he/she believes an emergency
might threaten human health. The following potential emergencies might reasonably be expected at this
facility and thus call for the implementation of this EAP:
• Fires
• Hazardous chemical release
• Natural disasters such as floods, tornados, earthquakes, hurricanes, blizzards, etc.
• Power outages

The following personnel can be contacted regarding further information about the written Emergency Action Plan or an explanation of duties under this plan:
• Manager/Director
• Chief Engineer
• Plant Manager

Key management personnel home telephone numbers are maintained in the office for immediate use in
the event of an emergency and will be distributed to the following persons to be retained in their homes
for use in communicating an emergency occurring during non-work hours:
• Soil Sort lead
• Lead Engineer
• Wash deck lead
• Finishing floor lead
General Procedures

Notification of Emergency Warning
In the event of a disaster, the warning may come from any one of the following sources: commercial radio or television, civil defense radio, plant automatic sprinkler system, in plant alarm, messenger or police.

Facility Identification and General Information

Name:
Location:
EM Coordinator:

Type of Facility:

A person receiving notification of a possible disaster or in-plant emergency should immediately notify their immediate supervisor. The type of disaster or emergency situation should then be conveyed to all associates with the use of the plant emergency system.

Emergency Control Committee
The following personnel will constitute the Emergency Control Committee. In the event of a disaster or immediate emergency, they are to report to the designated Emergency Control Center (conference room) unless the prevailing situation dictates otherwise. Committee members are:

__________________ Chairperson
__________________
__________________
__________________
__________________

Emergency Control Committee Responsibilities
- Assess nature and extent of all emergencies.
- Assume control of all emergency actions.
- Assign tasks to personnel to carry out specific actions.
- Order evacuation if deemed necessary.
- Take any other action necessary to protect life.
- Annually review plan and revise as necessary.
- Plan training exercise to test evacuation plan.
- Instruct personnel of their duties under this plan.

In any emergency situation, the ranking member of the management present shall have final authority to coordinate procedures and amend, modify or supersede any provisions of this plan in order to ensure associate safety.

Emergency Control Center
Emergency actions should be coordinated at the Emergency Control Center, which will be designated as the Conference Room. If the Conference Room is not available, report to the Plant Manager Office. If the emergency situation warrants the committee members to meet on the plant floor, it will be the Emergency Coordinator’s responsibility to notify and give the location where members are needed.
First Aid Services
Designated managers/supervisors/associates are to be certified by the American Red Cross to provide first aid. They will be available to administer First Aid in the plant or, in the event of a complete evacuation, at a safe assembly area outside the plant.

Utility Controls
All maintenance personnel will know the location and operation of the main control for shutting off the gas and electric leading into the building.

News Information
Information to any source of news media will only be released, once approved by the legal department, at the discretion of the Emergency Coordinator.

Emergency Alarms
   a. Sprinkler Alarm

   In the event of a fire, the Sprinkler Alarms System will be activated automatically. Upon activation, the flow of water will begin in the area of the fire and intermittent alarms will sound throughout the building. Upon hearing the alarm, associates should, if time permits, shut off the power to the equipment they are operating and proceed to evacuate the building utilizing the exit route designated for their particular location and proceed to the assembly site.

   b. Action
   When the alarm is activated, at least one member of the Emergency Control Committee should report to the evacuation site outside the plant. The other members should take necessary action to ensure safety of associates and notify proper agencies for any services that are needed.

   c. Plant-Wide Evacuation Alarm (Intermittent High Pitched Alarm)
   With the exception of a fire, associates should not evacuate the building unless authorized by the Emergency Control Committee. The signal/alarm for a plant-wide evacuation will be an intermittent high-pitched alarm for the fire and a messenger (member of management) for any other reason.

   d. Segmented Area Evacuation
   The signal/alarm for a segmented area evacuation will be announced by a Supervisor. A supervisor will have the authority to activate this message and give appropriate instruction to associates to ensure safety. Before leaving, Supervisors should inspect their area to ensure all associates are evacuated. Once at the assembly site, Supervisors should conduct role call and report to an Emergency Control Committee member for assistance.

Phone Listings
A listing of all emergency telephone numbers is located at the reception desk. If the emergency occurs on the day shift, the Emergency Coordinator will be responsible for contacting the appropriate agency. If the emergency occurs on the second shift, the manager in charge will be responsible for contacting the appropriate agency.

Emergency Equipment
The following equipment is provided for use by our trained personnel during emergencies:
   • Personal protective equipment
   • First-aid supplies
   • Emergency response supplies (fire extinguishers, chemical foam, fire hoses, brooms, shovels, hoses, pumps, pails, drums, spill control kits, absorbent, flashlights, blankets, coveralls)
Evacuation Sites
A map of all evacuation sites will be displayed throughout the building. The map will show the route and exit to take depending where associates are located in the plant. It will be the responsibility of Supervisors to inform associates of these evacuation routes.

Procedure for Emergency Shutdown of Equipment
An emergency shutdown will only be ordered by the Emergency Coordinator. No associate should risk any type of injury to accomplish the shutdown. However if time permits, the following personnel should perform these duties:
- Maintenance and warehouse personnel should drive forklift trucks out of aisles and exit ways.
- Maintenance should shut off gas lines and electrical supply as instructed by the Maintenance Supervisor and check all rest rooms for associates.

Weather Related Evacuation
Tornado or Hurricane
In the event of a tornado or severe weather warning, the following procedure should be put in effect by the Emergency Control Committee:
- Listen for the latest advisories on the radio.
- Post observers for outside observation.
- If necessary, initiate emergency shutdown procedures.
- Move personnel into designated safe assembly areas within the building (main restrooms or office restrooms)
- Open any door or window where possible to equalize pressure.
- After tornado passes restore calm and check for injuries.

Earthquake
An earthquake will usually occur without any type of warning. Due to this suddenness, all personnel should attempt to get into a doorway passage or under a table or desk. Any place where an associate feels safety is warranted. NO ONE SHOULD GO OUTSIDE THE BUILDING. After an earthquake has stopped, the following procedures should be initiated:
- All associates should help restore calm to fellow associates.
- Emergency Control Committee and Supervisors should check for injuries and provide First Aid as needed.
- The Maintenance Department should check for fires and shut off all gas, electric and water at main controls.
- The building should be inspected by a member of the Emergency Control Committee for damage. If major structural damage has occurred, the Emergency Control Committee should order a complete evacuation.
- The Emergency Control Committee should then notify the proper utility companies and other services needed.
- Move personnel into designated safe areas within the building.

Bomb Threat
In the event of a bomb threat, which will normally be received over the telephone, the following procedure should be followed:
- The person receiving the bomb threat should report the threat to a member of the Emergency Control Committee.
- The Emergency Control Committee shall determine the appropriate procedures to be taken among the following:
  - Commence immediate plant-wide evacuation to outside evacuation sites.
  - Contact proper law enforcement agencies.
  - Contact the fire department.
  - Do not permit re-entry until the building has been searched and declared safe by a bomb disposal unit.
• If a bomb threat is received by any other means than telephone, person receiving threat should report immediately to Supervisor or a member of the Emergency Control Committee.

Training
Review Frequency: The Manager/Director reviews the Emergency Action Plan with each of our associates at the following times:
• Initially when the plan is developed
• When a new associate is hired
• When associate is assigned initially to a job
• When associate's responsibilities or designated actions under the plan change
• When new equipment, materials or processes are introduced into the workplace
• When the layout or design of the facility changes
• When the plan is changed

Training Summary
The training includes the following about associate roles and responsibilities:
• Threats, hazards, and protective actions
• Notification, warning, and communications procedures
• Means for locating family members
• Emergency response procedures
• Evacuation, shelter, and accountability procedures
• Location and use of common emergency equipment
• Emergency shutdown procedures
• Know at least two evacuation routes

Emergency Route Maps
The Manager/Director should ensure the emergency route maps are Color-coded to aid associates in determining their route assignments.

Drills
The contents of this plan should be communicated through a presentation followed by a drill. These drills should be held at least semi-annually. Drills should be performed for fire/hazardous chemical release emergencies.

After a drill, the Manager/Director judges the effectiveness of the plan and reviews any associate input concerning the drill. Associates performing the drill may identify something that did not follow procedure or was ineffective. For example, they may discover doors that would not open, they may enter storage closets instead of exiting or they may get lost and confused. These are the types of things the Manager/Director needs to hear about after a drill. That way, they can be addressed before a real emergency.
Addendum 16 Exposure Control Plan for Bloodborne Pathogens

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. Certain aspects of this addendum must be edited/updated to tailor it to the specific locations equipment. DO NOT attempt to use this as the local program in its unedited form. If you are unsure if this addendum is applicable to your facility or what changes need to be made please contact your Corporate Safety Manager.

Compass Group, NAD is committed to providing a safe and healthful work environment for our entire staff. In pursuit of this endeavor, the following exposure control plan (ECP) is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with OSHA Standard 29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens."

Items denoted in RED are to be customized by the Unit Director/Manager per site specifications.

NOTE: The following Exposure Control Plan (ECP) was reviewed and is effective June 1, 2014 – May 31, 2015.

The ECP is a key document to assist our firm in implementing and ensuring compliance with the standard, thereby protecting our employees. This ECP includes:

- Determination of employee exposure;
- Implementation of various methods of exposure control, including:
  - Universal precautions,
  - Engineering and work practice controls,
  - Personal protective equipment, and
  - Housekeeping
- Hepatitis B vaccinations;
- Post-exposure evaluation and follow-up;
- Communication of hazards to employees and training;
- Recordkeeping; and
- Procedures for evaluating circumstances surrounding an exposure incident.

The methods of implementation for these elements of the standard are discussed in the subsequent pages of this ECP.

Administrative Duties

Each local Unit Director/Manager is responsible for implementation of the ECP. The Compass Support Services Risk Department will maintain, review, and update the ECP at least annually, and whenever necessary to include new or modified tasks and procedures. Primary contact for this ECP is your Corporate Safety Manager. Contact:

Those employees who are determined to have occupational exposure to blood or other potentially infectious materials (OPIM) must comply with the procedures and work practices outlined in this ECP.

- The local Unit Director/Manager shall maintain and provide all necessary personal protective equipment (PPE), engineering controls (e.g., sharps containers), labels, and red bags as required by the standard. The local Unit Director/Manager shall ensure that adequate supplies of the aforementioned equipment are available in sizes appropriate for their employees.
- The local Unit Director/Manager is responsible for ensuring that all medical actions required are performed and that appropriate employee health and OSHA records are maintained.
- The local Unit Director/Manager is responsible for training, documentation of training, and making the written ECP available to employees, OSHA, and NIOSH representatives.
Employee Exposure Determination

Employees in the following job classifications are determined to have an occupational exposure to blood or OPIM:

- **All** employees who work for Compass Support Services within ANY healthcare facility WILL fall under this classification in the Exposure Control Plan, and be offered all its benefits. Not inclusively, this includes all housekeepers, floor technicians, trash technicians, biomedical technicians, engineers, boiler technicians, electricians, plumbers, HVAC technicians, carpenters, cosmetic maintenance employees, grounds employees, patient transportation employees, dispatchers, supervisors, operations managers, administrative assistants, office managers, managers and directors.

- **All** Compass Support Services employees who work within a laundry facility WILL fall under this classification in the Exposure Control Plan, and be offered all its benefits. Not inclusively, this includes all soil sort employees, pack room employees, engineers, wash deck employees, finishing floor employees, seamstresses, truck drivers, production managers, supervisors, administrative assistants, managers and directors.

- **All** Compass Support Services employees who work in the bio-technical field WILL fall under this classification in the Exposure Control Plan, and be offered all its benefits.

Employees in the following job classification are determined to **NOT** have an occupational exposure to blood or OPIM:

- **All** employees who work for Compass Support Services within the Education field WILL fall under this "no exposure" classification in the Exposure Control Plan. Examples of these employees would be housekeepers, floor technicians, trash technicians, etc. who do not work in laboratory environments, housing areas, etc. An exception to this will be where the employees clean or perform maintenance in lab environments, all plumbers, or where the local Unit Director/Manager demonstrates that an employee falls under one of the classifications listed above (such as a trash technician working in the Educational field who performs work in a bio-technical area of the facility). For these exceptions, the identified employees will be considered to have an occupational exposure to blood or OPIM and be offered all the benefits of the ECP.

Methods of Implementation and Control

**Universal Precautions**

All employees will utilize universal precautions when performing jobs in which exposure to blood or OPIM is possible.

**Exposure Control Plan**

Employees covered by the bloodborne pathogens standard receive an explanation of this ECP during their initial training session. The ECP will also be reviewed in their annual refresher training. Additionally, all employees have an opportunity to review the ECP at any time during their work shifts by contacting their Unit Director/Manager. If requested, we will provide the employee with a copy of the ECP free of charge and within 15 days of the request.

The Compass Support Services Risk Department is responsible for reviewing and updating the ECP annually or more frequently if necessary to reflect any new or modified tasks and procedures that affect
occupational exposure and to reflect new or revised employee positions with occupational exposure.

The review and update of such plans will also reflect changes in technology that eliminates or reduces exposure to bloodborne pathogens.

The following table lists the engineering and work practice controls identified during solicitation in our last annual review, which took place 6/1/15:

<table>
<thead>
<tr>
<th>Engineering or work practice control</th>
<th>Employee solicited</th>
<th>Decision whether or not to implement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not touch improperly disposed of needles</td>
<td>Numerous across the country</td>
<td>Implement</td>
</tr>
<tr>
<td>Hold waste bags away from body when handling</td>
<td>Numerous across the country</td>
<td>Implement</td>
</tr>
<tr>
<td>All employees review safety video</td>
<td>Numerous across the country</td>
<td>Implement</td>
</tr>
</tbody>
</table>

**Engineering and Work Practice Controls**

Engineering and work practice controls will be used to prevent or minimize exposure to bloodborne pathogens. The specific engineering controls and work practice controls used are listed below:

- Needle stick prevention policy in Safety Manual
- Compass Support Services Safety Orientation/Refresher Training.
- Sharps disposal containers are inspected and maintained or replaced by local Unit Director/Manager, in conjunction with client representative during the current schedule the hospital has set up in their Exposure Control Plan or whenever necessary to prevent overfilling.

Compass Support Services identifies the need for changes in engineering control and work practices through: review of OSHA records, employee interviews, safety committee ideas and activities.

The Unit Directors/Managers will ensure effective implementation of these recommendations.

**Personal Protective Equipment (PPE)**

PPE is provided to our employees at no cost to them. Related training is provided by the local Unit Director/Manager in the use of the appropriate PPE for the tasks or procedures employees will perform.

The types of PPE available to employees are as follows (but not limited to): gloves, eye protection, face shields, lab coats (gowns or aprons) as well as shoe covers.

PPE is located in storage areas and may be obtained through the local Unit Director/Manager.

All employees using PPE must observe the following precautions:

- Wash hands immediately or as soon as feasible after removal of gloves or other PPE
- Remove PPE after it becomes contaminated, and before leaving the work area
- Wear appropriate gloves when it can be reasonably anticipated that there may be hand contact with blood or OPIM, and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured, contaminated, or if their ability to function as a barrier is compromised
- Utility gloves may be decontaminated for reuse if their integrity is not compromised; discard utility gloves if they show signs of cracking, peeling, tearing, puncturing, or deterioration
Never wash or decontaminate disposable gloves for reuse
• Wear appropriate face and eye protection when splashes, sprays, spatters, or droplets of blood or OPIM pose a hazard to the eyes, nose, or mouth.
• Wear long sleeve gowns when there is a potential for a blood exposure to the arms.

Housekeeping
Regulated waste is placed in containers that are closable, constructed to contain all contents and prevent leakage, appropriately labeled or color-coded (see Labels section), and closed prior to removal to prevent spillage or protrusion of contents during handling.

The procedure for handling sharps disposal containers is: only handle sharps disposal containers where Crothall Services Group is responsible for handling them. If we are responsible for handling, remove the container and place it into a biohazard bag for further disposal with other bio-hazardous waste.

Contaminated sharps shall be discarded immediately or as soon as possible in containers that are closable, puncture-resistant, leak proof on sides and bottoms, and labeled or color-coded appropriately by the appropriate personnel.

Bins and pails (e.g., wash or emesis basins) shall be cleaned and decontaminated as soon as feasible after visible contamination.

Broken glassware that may be contaminated shall be picked up using mechanical means, such as a brush and dustpan, and properly disposed of.

Laundry
This company will launder the following contaminated articles: all hospital laundry, we assume all soiled linen is contaminated and take appropriate protective action.

Laundering will be performed by ____________________________ at ________________________.

The following laundering requirements must be met:
• Wash (Break) temperature must be at 160 degrees Fahrenheit.
• The pH on the Break will be measured to insure the appropriate amount of alkali is used to affect a clean and sanitary wash.
• Bleach or a comparable substitute will be used on all loads including O.R. linen. The optimal temperature for bleach to activate is 155 degrees Fahrenheit. Bleach is a level four disinfectant.
• Final pH will be measured; the acceptable range of finished product will be 5.5 to 6.5 pH.
• The laundry’s chemical representative will perform complete washer titration (Testing of all chemical concentrations) once a month. The vendor will supply the laundry written results of the test.
• Contaminated gowns/uniforms will be laundered or replaced by the account management at no cost to the associate. It is the associate’s responsibility to communicate to management when their uniform has become or they suspect it has become contaminated. Under no circumstances should an associate remove contaminated articles (including but not limited to uniforms) from the premises or take them home to launder.

Labels
The following labeling method(s) is used in this facility:

Review the hospital’s ECP in order to ensure compliance with their labeling program.

The local Unit Director/Manager shall ensure warning labels are affixed or red bags are used as required if regulated waste or contaminated equipment is brought into the facility. Employees are to notify their supervisor if they discover regulated waste containers, refrigerators containing blood or OPIM, contaminated equipment, etc., without proper labels.

The local Unit Director/Manager should include a copy of the hospital’s ECP section on labeling for employee reference.
Hepatitis B Vaccination
The local Unit Director/Manager or the treatment facility where the Hepatitis B vaccine will be offered shall provide training to employees on Hepatitis B vaccinations, addressing the safety, benefits, efficacy, methods of administration, and availability.

The Hepatitis B vaccination series is available at no cost after training and within 10 days of initial assignment to employees identified in the exposure determination section of this plan. For management personnel who will be traveling to a training unit upon hire, it is strongly recommended that the vaccination series will be started at the parent unit, and continued upon return. If the manager will not visit the parent unit before traveling to the training unit, remember that the vaccination series must be started within 10 days of potential exposure, and the logistics of starting the series at one facility and continuing it at another is very prohibitive. Vaccination is encouraged unless:

1. Documentation exists that the employee has previously received the series,
2. Antibody testing reveals that the employee is immune, or
3. Medical evaluation shows that vaccination is contraindicated.

If an employee chooses to decline the Hepatitis B vaccination, the employee must sign a declination form (found at the end of this Plan). Employees who decline may request and obtain the vaccination at a later date at no cost. Documentation of refusal of the vaccination is kept at the local unit office.

Vaccination will be provided by ________________________ at ________________________.

Following Hepatitis B vaccinations, the health care professional’s Written Opinion will be limited to whether the employee requires the hepatitis vaccine, and whether the vaccine was administered.

Post-exposure Evaluation and Follow-Up
Should an exposure incident occur, contact a member of your management team immediately.

An immediately available and confidential medical evaluation and follow-up will be conducted by ________________________

Administration of Post-Exposure Evaluation and Follow-up
The local Unit Director/Manager ensures that health care professional(s) responsible for employee’s Hepatitis B vaccination and post-exposure evaluation and follow-up are given a copy of OSHA’s Bloodborne Pathogens Standard.

The local Unit Director/Manager ensures that the health care professional evaluating an employee after an exposure incident receives the following:

- A copy of 29 CFR 1910.1030,
- A description of the employee’s job duties relevant to the exposure incident,
- Route(s) of exposure,
- Circumstances of exposure,
- If possible, results of the source individual’s blood test, and
- Relevant employee medical records, including vaccination status.

The local Unit Director/Manager provides the employee with a copy of the evaluating health care professional’s written opinion within 15 days after completion of the evaluation.

Procedures for Evaluating the Circumstances Surrounding an Exposure Incident
The local Unit Director/Manager shall review the circumstances of all exposure incidents to determine:

- Engineering controls in use at the time,
- Work practices followed,
- A description of the device involved,
- Protective equipment or clothing being used at the time of the exposure incident (gloves, eye shields, etc.),
- Location of the incident (O.R., E.R., patient room, etc.),
Following this review, if it is determined that ECP may need amended or revised, the Compass National Director of Safety shall be notified immediately (see Administrative Duties on the first page of this ECP).

**Employee Training**

All employees who have occupational exposure to bloodborne pathogens receive training conducted by the local Unit Director/Manager, or the Infection Control personnel of the hospital.

All employees who have occupational exposure to bloodborne pathogens receive training on the epidemiology, symptoms, and transmission of bloodborne pathogen diseases. In addition, the training program covers, at a minimum, the following elements:

- A copy and explanation of the standard;
- An explanation of our ECP and how to obtain a copy;
- An explanation of methods to recognize tasks and other activities that may involve exposure to blood and OPIM, including what constitutes an exposure incident;
- An explanation of the use and limitations of methods that will prevent or reduce exposure including appropriate engineering controls, work practices, and personal protective equipment;
- An explanation of the types, uses, location, removal, handling, decontamination, and disposal of PPE;
- An explanation of the basis for PPE selection;
- Information on the Hepatitis B vaccine, including information on its efficacy, safety, method of administration, the benefits of being vaccinated, and that the vaccine will be offered free of charge;
- Information on the appropriate actions to take and persons to contact in an emergency involving blood or OPIM;
- An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available;
- Information on the post-exposure evaluation and follow-up that the employer is required to provide for the employee following an exposure incident;
- An explanation of the signs and labels and/or color coding required by the standard and used at this facility; and
- An opportunity for interactive questions and answers with the person conducting the training session.

Training materials for this facility are available at the local office.

**Recordkeeping**

*Training Records*

Records are completed for each employee to document their training. These documents will be kept for at least three years at the local office. For management personnel (supervisors and up), all documentation will be kept in their file the unit and/or the Corporate Office.

The training records shall include:

- The dates of the training sessions,
- Quiz and pledge,
- The contents or a summary of the training sessions,
- The names and qualifications of persons conducting the training, and
- The names and job titles of all persons attending the training sessions.

Employee training records are provided upon request to the employee or the employee’s authorized representative within 15 working days. Such requests should be addressed to the local Unit Director/Manager.

*Medical Records*

Medical records are maintained for each employee with occupational exposure in accordance with 29
CFR 1910.1020, "Access to Employee Exposure and Medical Records."

The local Unit Director/Manager is responsible for maintenance of the required medical records. These confidential records are kept at the local unit office for at least the duration of employment plus 30 years. The records may be kept at the Employee Health office, if desired and agreeable with the hospital. For management personnel (supervisors and up), all documentation will be kept in their file at the Corporate Office.

Employee medical records are provided upon request of the employee or to anyone having the written consent of the employee within 15 working days. Such requests should be sent to the local Unit Director/Manager.

OSHA Recordkeeping
An exposure incident is evaluated to determine if the case meets OSHA’s Recordkeeping Requirements (29 CFR 1904). The local Unit Director/Manager makes this determination and completes any relative recording activities.

OSHA Inspections
The local Unit Director/Manager will be required to assist the OSHA representative with any information or resources required to perform an inspection. Upon performing the inspection, the Unit Director/Manager will be required to contact the Director of Safety and Health immediately at 303-319-8106.

Sharps Injury Log
The local Unit Director/Manager does not need to establish and maintain a sharps injury log to record percutaneous injuries from contaminated sharps if all the information is included on the OSHA 300 log. The information is as follows:
   (1) The type and brand of the device on either the 300 or 301 form, and
   (2) Maintain the records in a way (i.e., a separate page or a quick computer printout) that segregates sharps injuries from other types of work-related injuries and illnesses, or allow sharps injuries to be easily separated. This protects the confidentiality of the injured employee.

These logs shall be maintained at the local unit for five (5) years.
Hepatitis B Vaccine Record

Please complete and submit to your department.

Housekeeping Department information

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<tr>
<th>Department</th>
<th>Principal Investigator/Supervisor</th>
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Account Name | Acct# | Phone Number | Position title |
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Hepatitis B vaccine status (Check only one)

☐ I have previously received the complete Hepatitis B vaccine series on or about these dates.

Month Day Year

☐ I request the Hepatitis B vaccine; I have been given the information on it and have had an opportunity to ask questions. I understand the risks and benefits of the Hepatitis B vaccine and that it is offered to me at no cost. I understand that complete protection requires three injections to be scheduled at 0, 1 month and 6 months.

☐ I have read and understand the following statements; and I wish to decline the Hepatitis B vaccine at this time.

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

 Appendix A to 29 CFR.1910.1030

Acknowledgement

I understand that prior to receiving or declining the Hepatitis B vaccine series, I have reviewed the department’s exposure control plan, attended and received training for the following topics: universal precautions, HIV and HBV symptoms and epidemiology, modes of HIV and HBV transmission, HBV vaccine information, the use of personal protective equipment, engineering controls, housekeeping, record keeping and post-exposure evaluations, treatment and follow-up. The information here is accurate and complete.

Employee name (please print) Employee signature Date

Employee social security number

Principal Investigator/Supervisor name (please print) Principal Investigator/Supervisor signature Date

Crothall has developed this form. Crothall Services Group promotes a safe and healthy work environment for all its managers and associates. Crothall Services Group will assist in compliance with the laws that govern environmental health and safety and provide all the necessary training. If you have questions or concerns, feel free to contact the Compass Safety Team for assistance.

Revised Feb 2006
Registro de Vacuna para la Hepatitis B

Favor de completar y entregar esta forma a su departamento.

Información del Departamento de Limpieza

<table>
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<th>Departamento</th>
<th>Investigador Primario/Supervisor</th>
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<tr>
<th>Nombre de la Cuenta</th>
<th>Cuenta</th>
<th>Num. de Tel.</th>
<th>Posición/Título</th>
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Registro para la vacuna de la Hepatitis B (Solamente seleccione una casilla)

- [ ] He completado la serie para la vacuna contra la Hepatitis B durante la siguiente fecha.

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<th>Mes</th>
<th>Día</th>
<th>Año</th>
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- [ ] Yo solicito la vacuna de la Hepatitis B; entiendo la información sobre la vacuna y he tenido la oportunidad de hacer preguntas. Entiendo los riesgos y beneficios sobre la vacuna, la cual será proveída a mí sin costo alguno. Entiendo que para una protección completa se requiere de una serie de tres inyecciones: la primera al comienzo de mi contrato, la segunda un mes más tarde, y la última a los 6 meses.

- [ ] He leído y entiendo las declaraciones siguientes; al presente, no deseo recibir la vacuna contra la Hepatitis B.

"Entiendo que debido al peligro que la sangre y otros materiales potencialmente infecciosos representan en mi trabajo, corro el riesgo de adquirir la infección del virus de la Hepatitis B (HBV). Me han dado la oportunidad para ser vacunado/a contra la Hepatitis B, sin ningún costo para mí. Sin embargo, en este momento, rehusé la vacuna. Entiendo que rehusando esta vacuna, estoy en peligro de adquirir la Hepatitis B, una enfermedad muy seria. Si en el futuro, debido al peligro que la sangre y otros materiales potencialmente infecciosos representan para mí, y deseo recibir la serie de vacuna, podré recibirlas completamente gratis."

Apéndice A to 29 CFR.1910.1030

Reconocimiento

Entiendo que antes de aceptar o rehusar la vacuna contra la Hepatitis B, he examinado el plan de control de riesgo del departamento, he asistido y recibido entrenamiento en los temas siguientes: Precauciones Universales, VIH y síntomas, HBV y epidemiología, formas de VIH y transmisión HBV, información de vacuna de HBV, el uso de equipo protector personal, controles de ingeniería, limpieza, registro, evaluaciones después de ser expuesto a los virus, tratamiento y seguimiento. La información aquí dada es exacta y completa.

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<th>Numero del Seguro Social del Empleado</th>
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<th>Investigador Primario/Supervisor</th>
<th>Firma del Investigador Primario/Supervisor</th>
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Crothall ha desarrollado esta forma. El Grupo de Servicios de Crothall promueve un ambiente de trabajo seguro y sano para todos sus gerentes y socios. El Grupo de Servicios de Crothall asistirá en la implementación de las leyes que gobiernen la salud ambiental y la seguridad y proporcionan todo el entrenamiento necesario. Si usted tiene preguntas o desea recibir mas información, póngase en contacto 1-704-328-4296.

Revisado Feb 2006
Addendum 17 Fire Prevention Plan

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business, for example, Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line, please contact your Corporate Safety Manager.

NOTE: This Addendum refers to specific procedures required in Laundry, POM, HTS, and Facility Management operations. All other Compass Group, NAD operations refer to section 4.7.

OSHA's Fire Prevention Plan regulation, found at 29 CFR 1910.39, requires Compass Group, NAD, to have a written Fire Prevention Plan (FPP). This plan applies to all operations in our company where associates may encounter a fire.

This Fire Prevention Plan (FPP) is in place at this company to control and reduce the possibility of fire and to specify the type of equipment to use in case of fire. This plan addresses the following issues:

- Major workplace fire hazards and proper handling and storage procedures for hazardous materials.
- Potential ignition sources and their control.
- The type of fire protection equipment necessary to control each major hazard.
- Procedures to control accumulations of flammable and combustible waste materials.
- Procedures for regular maintenance of safeguards installed on heat-producing equipment to prevent the accidental ignition of combustible materials.
- The name of job title of associates responsible for maintaining equipment to prevent or control sources of ignition or fires.
- The name of job title of associates responsible for the control of fuel source hazards.
- The need for a lint blow-down plan (i.e., frequency and method).

Under this plan, our associates will be informed of the plan's purpose, preferred means of reporting fires and other emergencies, types of evacuations to be used in various emergency situations, and the alarm system. The plan is closely tied to our Emergency Action Plan (Chapter 12) where procedures are described for emergency evacuation procedures and exit route assignments, procedures to account for all associates after emergency evacuation has been completed, and rescue and medical duties for those associates who perform them. Please see the Emergency Action Plan for this information.

The General Manager is the Plan Coordinator and has overall responsibility for the plan. The written plan is kept in the General Manager's Office. The General Manager will review and update the plan as necessary. Copies of this plan may be obtained from the General Manager's Office.

The FPP communicates to associates' policies and procedures to follow when fires erupt. This written plan is available, upon request, to associates, their designated representatives, and any OSHA officials who ask to see it.

If after reading this plan, you find that improvements can be made, please contact the General Manager. We encourage all suggestions because we are committed to the success of our Fire Prevention Plan. We strive for clear understanding, safe behavior, and involvement in the plan from every level of the company.

Plan Coordinator Responsibilities
Here at Compass Group, NAD, the Plan Coordinator is responsible for the following activities. He or she must:

- Update the written Fire Prevention Plan as changes in work conditions occur.
• Immediately notify the local fire or police departments, and the building owner/superintendent in the event of a fire affecting the facility.
• Integrate the FPP with the existing general emergency plan covering the building occupied.
• Distribute procedures for reporting a fire, the location of fire exits, and exit routes to each associate. This includes the floor markings designating egress routes.
• Conduct semi-annual fire drills to acquaint the associates with fire procedures, and to judge their effectiveness.
• Satisfy all local fire codes and regulations as specified.
• Train designated associates in the use of fire extinguishers.
• All fire extinguishers locations must be clearly marked with contrasting paint or signage to ensure visibility of location.
• Keep key management personnel home telephone numbers in a safe place in the facility for immediate use in the event of a fire. Distribute a copy of the list to key persons to be retained in their homes for use in communicating a fire occurring during non-work hours.
• Decide to have associates and non-associates remain in or evacuate the facility in the event of a fire.
• If evacuation is deemed necessary, the Plan Coordinator ensures that:
  • All associates are notified and evacuated and a head count is taken to confirm total evacuation of all associates.
  • When practical, equipment is placed and locked in storage rooms or desks for protection.
  • The building owner/superintendent is contacted, informed of the action taken, and asked to assist in coordinating security protection.
  • In locations where the building owner/superintendent is not available, security measures to protect associate records and property are arranged as necessary.
  • Where possible, install an alarm system linked to your local emergency services.

Fire Hazards
Fire can be represented by a simple equation: Fire = Ignition Source + Fuel + Oxygen. Without any one of these three elements, a fire cannot start. Likewise, during a fire, if you take away any one of these three elements, you can successfully put out a fire. It is our company’s intent to prevent these three elements from reacting to produce a fire.

Some of the work areas within Compass Group, NAD where fire hazards exist are (this list is not all inclusive):
• Welding
• Dryers
• Ironers
• Natural gas lines
• Fuel oil lines
• Electrical equipment
• Boilers

Fire prevention measures involving proper handling and storage of hazardous materials have been developed. Proper venting in the right vessels is of primary concern. Further measures include:
• Keeping stacks at or below 18” below sprinklers.
• Not blocking fire extinguishers, electrical panel and fuse boxes, vents, or exits.
• Separating flammables and combustibles by their properties.
• Keeping corrosives away from flammables.
• Storing flammables in approved containers.
• Reporting leaks of flammables or combustibles.
• Not eating or smoking around flammables and combustibles.
• PROPERLY disposing of unneeded flammables and combustibles.
• When transferring flammable liquids to approved containers, associates should be extra cautious and watch for spills. When a flammable is spilled, vapors begin to form immediately, creating a
fire hazard. The spill should be cleaned-up immediately using proper absorbent material or “kitty litter.”
- Oil soaked rags must be treated differently than general paper trash in office areas, and disposed of accordingly.
- Where possible, limit inventory of flammable and combustible materials to the minimum needed for processes. Further, substitute a less hazardous substance when possible.
- Fuel is used throughout the facility as an energy source for various systems or equipment. This fuel can be a significant fire hazard and must be monitored and controlled.
- Any bulk fuel storage must be in a flammable locker, or a flame-retardant bulk-fuel container.

Potential Ignition Sources
Flammable or combustible materials and other fuel sources may not ignite on their own without an external source of ignition.

Since it takes three elements - oxygen, an ignition source, and fuel - to start a fire, elimination of just one of these elements will cause the fire to go out. Heat is the major ignition source for a fire.

The following procedures are used to control known ignition sources at this company:
- Control hot surfaces around boilers, ironers, etc.
- Clean-up of areas where welding is being conducted,
- Frequent (timing of these are plant specific) lint clean-up. This can be done by blow-downs or fans, but all lint must be disposed of and kept off the floor and equipment.
- At least once a year have a consultant or vendor test all the breaker boxes within your facility with a heat sensor device to ensure there are no hot spots.

Fire Protection Equipment
Fire protection equipment, selected and purchased by the General Manager and Chief Engineer, in use at this company includes the following extinguishers:
- Class A Fires - Class A fires turn to ASHES when burned. Fires involving combustibles such as wood, paper, cloth, and most trash represent typical Class A fires. Extinguish Class A fires with water, Class K, CO2 or dry chemical extinguishers.
- Class B Fires - Class B fires can be remembered by the word BARRELS. Class B fires typically involve materials kept in barrels, like liquids, grease, gases and paints. Extinguish Class B fires with Class K, CO2 or dry chemical extinguishers.
- Class C Fires - Class C fires involve an electrical CURRENT. Motors, switches, and frayed wires are examples of items typically involved in Class C fires. Extinguish Class C fires with dry chemical extinguishers. Do not use water on an electrical fire.
- Class D Fires - Class D fires consist of combustible metals such as magnesium, potassium, titanium and zirconium. This type of fire is of little concern outside of the HTS, POM, or Laundry operations. Use only a Class D rated extinguisher for this type of fire and NEVER expose them to water and other common firefighting materials which can excite metal fires and make them worse.
- Class K or F Fires – Class K or F fires are unique to Dining Operations as they involve unsaturated cooking oils in well-insulated cooking appliances located in commercial kitchens. Use only a Class K (sometimes referred to as “kitchen”) extinguisher on this type of fire and never use water. NOTE: Class K extinguishers are liquid filled but that liquid is NOT water.
- Portable fire suppression equipment including standpipe and hose systems.
- Fixed fire suppression equipment including automatic sprinkler systems and fixed extinguishing systems.

Fire detection systems
Alarm systems may include, but are not limited to, manual pull box alarms, public address systems, radio, or telephone. Fire protection equipment and systems are indicated on the building floor plan in the Emergency Action Plan.
Maintenance of Equipment/Systems
It is our intent to assure the reliability of fire protection equipment and equipment and systems installed on heat-producing equipment to prevent the accidental ignition of combustible materials. The Engineering Department is responsible for maintaining equipment and systems installed to prevent or control sources of ignition or fires.

Our procedures for maintaining equipment/systems are as follows:
- A professional contractor will provide annual maintenance on fire extinguishers.
- The Engineering Department will do monthly visual inspections for serviceability.
- A contractor will perform inspections and maintenance on standpipe and hose system.
- Alarm systems may include, but are not limited to, manual pull box alarms, public address systems, radio, or telephone. A qualified contractor will performs the actual servicing, maintenance, and testing on this equipment as well.

Housekeeping Procedures
Our company controls accumulations of flammable and combustible waste materials and residues so that they do not contribute to a fire. We have identified the following potential hazards in our facility:
- Oils
- Grease
- Hydraulic fluid
- Fuel oil
- Potentially combustible materials in the form of rags and mops packed tightly together with food or chemical residue on them.
- Lint

The following procedures have been developed to eliminate or minimize the risk of fire due to improperly stored or disposed of materials.
- Oil soaked rags must be properly disposed of to prevent spontaneous combustion.
- Housekeeping procedures are of paramount importance. A few examples may include, but are not limited to, keeping the floors free of paper or lint, storing oily rags in specially designed containers, storing all flammables in fire cabinets when not in use, etc.
- Limiting your inventory of flammable and combustible materials to the minimum you need for your processes.
- Substitute a less hazardous substance when possible to make your facility inherently safer.
- Sweeping up combustibles before welding.
- Frequent blow downs to limit the amount of lint in the facility (weekly, or more frequently as needed).

Training
Fire Prevention Plan (FPP) - At the time of a fire, associates should know what type of evacuation is necessary and what their role is in carrying out the plan. In cases where the fire is large, total and immediate evacuation of all associates is necessary. In smaller fires, a partial evacuation of nonessential associates with a delayed evacuation of others may be necessary for continued operation. We must be sure that associates know what is expected of them during a fire to assure their safety.

Compass Group, NAD has chosen to train associates through presentation followed by a drill. We cover related FPP information at that time.

Managers and supervisors also give all their associates (divided into small groups) a thorough briefing and demonstration.

Training, conducted on initial assignment, includes:
- Fire hazards to which an associate is exposed
• What to do if associate discovers a fire
• Demonstration of alarm, if more than one type exists
• How to recognize fire exits
• Evacuation routes
• Assisting associates with disabilities
• Measures to contain fire (e.g., closing office doors, windows, etc. in immediate vicinity)
• Head count procedures (see Emergency Action Plan for details)
• Return to building after the “all-clear” signal

If the Plan Coordinator has reason to believe an associate does not have the understanding required, the associate must be retrained. The General Manager certifies in writing that the associate has received and understands the Fire Prevention Plan training.

Any associate who does not comply with this plan will be disciplined.

Fire Protection Equipment - The Plan Coordinator provides training for each associate who is required to use fire protection equipment. Associates shall not use fire protection equipment without appropriate training.

Training, before an individual is assigned responsibility to fight a fire, includes:
• Types of fires
• Types of fire prevention equipment
• Location of fire prevention equipment
• How to use fire prevention equipment
• Limitations of fire prevention equipment
• Proper care and maintenance of assigned fire prevention equipment.

Associates must demonstrate an understanding of the training and the ability to use the equipment properly before they are allowed to perform work requiring the use of the equipment.

If the Plan Coordinator has reason to believe an associate does not have the understanding or skill required, the associate must be retrained. The General Manager certifies in writing that the associate has received and understands the fire protection equipment training.
Addendum 18 Loading Docks

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

The loading dock is a familiar sight at most facilities. Whether you run a manufacturing operation or a storage warehouse, you need to get supplies in and out. This necessitates a loading dock.

As familiar as the loading dock is, few people are aware that it is the site of numerous workplace accidents and injuries. It is here that the majority of spills and leaks of chemicals occur. It is also here that workers are injured when using powered industrial trucks to load and unload vehicles.

Clearance signs to warn of clearance limits shall be provided.

Where hazardous substances may be released by spilling from a container that will expose associates to the hazards of the materials, the employer will need to implement a program to contain and control the spilled material.

Carbon Monoxide Wall Placard (Informational Marking), every workplace exposure that an associate experiences is the responsibility of the employer. The worker has the right to know what he is being exposed to. If you have tow motors, fork lifts, ceiling heaters, vehicles idling at loading docks, it is more than likely that you have carbon monoxide gas in your warehouse. Hazard communication training is required for associates that have carbon monoxide in their work area. In addition, you may post a sign to raise awareness regarding this exposure.

Where mechanical handling equipment is used, sufficient safe clearances shall be allowed for aisles, at loading docks, through doorways and wherever turns or passage must be made.

Aisles and passageways shall be kept clear and in good repairs, with no obstruction across or in aisles that could create a hazard.

Permanent aisles and passageways shall be appropriately marked.

Surface load rating plates shall be posted in a conspicuous place for the surface that they are related to.
**Addendum19 Aerial Lifts**

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

Aerial lifts, sometimes referred to as “man lifts”, have become one of the most common devices used to conduct work from elevated locations and, due mainly to the convenience of moving them, are commonly used to replace traditional scaffolding. Aerial lifts are defined as, "any vehicle-mounted device, telescoping or articulating, or both, which is used to position personnel." There are three types of aerial lifts:

- **Boom Lift** - These are sometimes referred to as “Boom-Supported Aerial Lifts and are different from scissor lifts in that they have a working platform that can be moved completely beyond the base of the machine.
- **Manually Propelled Scissor Lift** - Manually Propelled Scissor Lifts are scissor lifts which are manually moved and elevated – that is, they have no motors. They are pushed or towed in order to move them about and position them where needed and the working platform is manually elevated.
- **Self-Propelled Scissor Lift** - These types of lifts are fully mechanized. They can be driven, moved about and positioned where needed and their working platforms are elevated hydraulically.

**Indoor vs. Outdoor Scissor Lifts**

Another major difference among scissor lifts is between those that are made for indoor use and those that are made for outdoor use. Indoor scissor lifts are made to be used on smooth and level floors or ground only. Outdoor scissor lifts are meant for use on both sloped and rough ground. Rough terrain scissor lifts come equipped with additional stabilizers or outriggers which allow them to be placed on sloped or rough ground while the platform is elevated.

**OSHA Regulations**

OSHA regulates scissor lifts. More specifically, Self Propelled Elevating Platforms as mobile scaffolds rather than aerial lifts. The requirements for mobile scaffolds are covered in CFR 1926.452(w).

Personal fall protection for workers on scaffolds also applies to the Scissor Lift. OSHA states that a worker need only be protected from falling by a properly designed and maintained guardrail system.

**IMPORTANT NOTE:** If you are operating in a state with a state-specific OSHA program there may be additional requirements to those listed below. Please contact your Corporate Safety Manager for assistance.

**Safety Tips:**

- Only trained associates can operate the lift.
- By Compass Group, NAD policy no associate under the age of 18 may operate, or work from, an aerial lift of any type.
- Authorized associates must check the machine before each shift.
- Check operating and emergency controls, safety devices (such as, outriggers and guardrails), personal fall protection gear, wheels and tires. Look for possible leaks (air, hydraulic fluid, and fuel system) and loose or missing parts.
- Check where the lift will be used. Look for a level surface. Check the slope of the ground or floor. Look for hazards, such as, holes, drop-offs, bumps, debris, and overhead power lines and other obstructions. Check the ceiling height.
- Set outriggers, brakes, and wheel chocks – even if you’re working on a level slope or surface.
• A full-body harness should be worn at all times and is to be attached to the basket at the manufacturer’s recommended anchor point when operating the lift. A positioning device (belt) with a short lanyard may also be used, provided there is an anchorage inside the bucket.
• Employees shall always stand on the floor of the lift basket and shall not sit or climb on the edge, or use planks, rails or other devices for a work position.
• Always close the lift platform chains, doors, or gates.
• Do not stick anything between the folding supports – it can cause loss of limb or can cause the machine to malfunction.
• When driving the lift be aware of your surroundings.
• Do not drive with the lift platform elevated – unless the manufacturer says that’s OK.
• Do not exceed vertical or horizontal reach limits or the specified load-capacity of the lift.
• Equipment must have a working signal alarm while backing up.

Training
Management is responsible for ensuring that all associates who operate lifts receive documented training as outlined below.

The Unit Manager is responsible to document training for all lift operators at the time of hire and every three years thereafter. This documentation must be kept on-file in the unit for inspection by safety personnel or regulatory agencies.

A qualified person must train all users and the training will include, but not be limited to, instruction in the following elements:
• Any electrical, fall, and falling-object hazards.
• Procedures for dealing with hazards.
• How to operate the lift correctly (including maximum intended load and load capacity). The user must show the trainer he/she knows how to use the lift.
• Manufacturer requirements.
• Responsibilities of those involved in the program.
• Demonstrations by the trainer and practical exercises by the associate of the lift's controls and their function.
• An explanation of items to be inspected before operating the lift.
• Hazards associated with operating a lift.
• Forklift safety rules.
• Proper conduct for driving a lift.
• Steps to take when leaving a lift unattended.
• An evaluation of the driver’s performance in the workplace with the associate steering and maneuvering the lifts while observed by the trainer.

NOTE: Due to the wide variety of equipment in use by Compass Group, NAD operations we cannot provide specific information. Consult the manufacturer's operating manual(s), the contractor that services the equipment, the rental agency (if rented), your Corporate Safety Manager or any combination of the four for details or assistance.

Lift Safety Rules
It is essential that all lift operators obey the following rules:
• Only associates who have written certification from management may operate lifts.
• Each operator must inspect their vehicle before operating it and ensure that all safety equipment (brakes, Horn, etc.) is in good working order. If repairs are needed, do not operate the vehicle. Report any malfunction to your supervisor immediately and tag the vehicle as “OUT OF ORDER.”
• Look in the direction of travel at all times. Keep clear view of where you are going.
• Should an accident occur or damage be done with the lift, it must be reported immediately.
• Lifts must stop and sound horn at all intersections and when backing up.
• Pedestrians always have the right of way.
• Battery chargers must be turned off before being connected to the lift.
• Safety goggles and protective rubber gloves must be worn when performing battery maintenance.
• Battery water levels must not be overfilled.
• Lifts must be turned off with the key removed when not in use, out of sight or when the driver is 25 feet or more away.
• Look in all directions before moving and keep the lifts under control at all times.
• Be prepared for emergency stops.
• Supervisors are responsible for ensuring that operators comply with these instructions.
• The use of eye protection is mandatory if the equipment does not have an enclosed cab.

Propane tanks that are used with the operation of lifts are designed with the components necessary for UL approval. Lifts should not be operated with tanks that are not UL approved for machine use. Do not use tanks that are designed for gas grills as they can create dangerous operating conditions.

**Maintenance and Inspections**

De-energize and lock-out/tag-out the lifts before conducting any maintenance or repairs.

Each lift must be inspected as the manufacturer requires – at least every 3 months or after 150 hours of use, whichever comes first. And the owner of the lift must do a detailed yearly inspection, as required by the manufacturer.

If the lift you are using is a rented unit, do the following:
- Be sure the lift is properly inspected and serviced before rental.
- Ask for the operator and maintenance manuals and maintenance history.
- Make sure the operator controls are easy to reach and properly marked.

Personal fall arrest systems must be inspected prior to each use for mildew, wear, damage and other deterioration, and defective components shall be removed from service if their strength or function may be adversely affected.

Personal fall arrest systems that have been subjected to impact loading shall be immediately removed from service and shall not be used again for employee protection unless inspected and determined by a competent person to be undamaged and suitable for reuse.

Testing of personal fall arrest systems must be performed according to the manufacturers instructions and should only be conducted by properly trained personnel with the appropriate equipment. Due to the training and equipment required it is recommended that this be performed by an outside contractor.

**Refueling the Lift**

If equipped with a gas/diesel engine:
- Do not smoke, avoid areas with open flames
- Shut off engine
- Check the fuel before starting to operate.
- Fill the fuel tank(s) as needed.
- Only use NFPA approved fuel cans.
- Ensure filler nozzle is in contact with the tank
- Wear the appropriate PPE

NOTE: Propane tanks that are used with the operation of lifts are designed with the components necessary for UL approval. Lifts should not be operated with tanks that are not UL approved for machine use. Do not use tanks that are designed for gas grills as they can create dangerous operating conditions.
**Addendum 20 Landscaping**

This addendum provides information and requirements applicable to Landscaping operations that is not contained in the main Compass Group, NAD Safety Manual. If you are unsure if this addendum is applicable to your facility please contact your Corporate Safety Manager for guidance.

Compass Group, NAD spends considerable time, effort, and money on grounds management. From flower care, to lawn care, tree trimming, and leaf blowing, Compass Group, NAD associates are responsible for safely maintaining the grounds on campus. Gardening tools and mechanical lawn care devices, such as lawn mowers, power blowers, and chain saws, present special safety concerns for grounds maintenance personnel. Common landscaping accidents include the following:

- Cuts, lacerations, or amputations from whirling mower blades.
- Bruises or broken bones from flying projectiles.
- Burns from hot equipment parts.
- Electrical shock from faulty grounding or defective electrical cords.
- Back strain from improper equipment usage.
- Slips, trips, and falls.

Regardless of the type of landscape equipment you use, follow these basic guidelines to ensure optimum safety:

- Read the equipment owner's manual.
- Use the right equipment for the job at hand.
- Inspect the equipment before each use.
- Know how to control and stop the equipment quickly.
- Wear personal protection equipment, as necessary:
  - Eye protection.
  - Hearing protection.
  - Long pants and long sleeve shirt NOTE: Dark and brightly colored clothing may attract certain insects so light/pale colors are recommended.
  - Sturdy, close-toed shoes.
  - Work gloves.
  - High visibility safety apparel.
- Apply sunscreen to exposed areas of skin.
- Be careful to avoid fatigue and heat stress:
  - Drink plenty of water (5-7 oz. every 20 minutes).
  - Take breaks.
  - Do not operate powered equipment if you are tired, sick, or taking medication.
  - Take special precautions when working with electrical equipment. If you are using an extension cord, take care not to accidentally cut it.
  - Do not smoke around gas powered equipment. Allow hot equipment to cool before refueling.
  - Make sure that all guards are in place and in good condition.
  - Keep pedestrians and bystanders at least 30 feet away when using powered equipment.
  - Follow manufacturer's instructions prior to conducting maintenance activities on any equipment.

**Hand Tools**

Although garden hand tools tend to be safer than powered equipment, common gardening tools, such as rakes, shovels, and hoes cause thousands of injuries each year. Follow these guidelines for using garden hand tools:

- Keep hand tools in good condition. Replace split or rotten handles. Keep blades sharp.
- Buy quality tools that fit your needs and your build. For example, if you are tall, choose tools with handles that are long enough to prevent you from stooping over your work.
Never leave a rake, shovel, or hoe on the ground facing up. Foot injuries from exposed metal and head injuries from handles that pop up unexpectedly are the main hazards associated with these tools.

**Mower Safety**
Mowers are the most common type of lawn care equipment. To avoid injury with power mower equipment, you must pay close attention to your surroundings. Whether you use a riding mower or a walk-behind mower, follow these guidelines for lawn mower safety:

- Conduct a pre-mowing inspection of the lawn and remove any debris, rocks, limbs, or other items that could become a projectile. Look for concealed hazards such as holes.
- Keep hands and feet away from moving blades.
- Fill the tank with gas before beginning work. (By filling the tank initially, you can avoid having to fill the tank later when it is hot.)
- Replace loud or faulty mufflers.
- Shut off the engine before unclogging, servicing, or adjusting the mower and before removing the grass bag. For added protection, remove the ignition wire before working on the machine.
- Inspect mower to verify all guards and safety devices are in place and operating properly.

**Riding Lawn Mowers**
In addition to the general guidelines for mower safety, follow these guidelines for riding lawn mower safety:

- Before starting the engine, make sure the transmission is out of gear and the mower blade clutch is disengaged.
- Never allow extra riders on the lawn mower.
- Slow down when turning and when working on slopes. Mow up and down slopes rather than across them.
- Always look behind you before backing.
- If you hit a large rock or stump, stop the mower and inspect the blades and shaft. Replace damaged blades.
- Never leave a running lawn mower unattended. Before leaving the seat, park the mower on a flat area, disengage the mower blades, and remove the ignition key.

**Walk-Behind Mowers**
In addition to the general guidelines for mower safety, follow these guidelines for walk-behind mower safety:

- Wear sturdy shoes with good traction. Never wear open-toed shoes around walk-behind mowers.
- Do not bypass the safety device that stops the blade when the operator releases his/her grip on the handle.
- Mow across slopes rather than up and down slopes.
- Work slowly and patiently when mowing tall grass or tough weeds. Forcing the mower may cause repeated clogs and engine stalls.
- Never leave a running mower unattended. If you stop momentarily, cut the throttle to idle and make sure the mower will not roll away.

**Chain Saw Safety**
Chain saws are ideal for trimming trees and cutting fallen limbs into smaller pieces. Unfortunately, chain saws are associated with many serious injuries each year. Common chain saw hazards include the following:

- Chain cuts
- Falling trees and limbs
- Strains and sprains
- Burns
To avoid injury, you must respect chain saw hazards and handle chain saws skillfully. In addition to general lawn safety guidelines, follow these instructions for safely using chain saws:

- Stay alert while sawing. Most injuries occur below the waist when the operator is not paying attention.
- Do not use a chain saw alone. Have someone else stand nearby in case of an emergency.

Choose and inspect your chain saw carefully:

- Use the correct size chain saw for the job at hand.
- Ensure that the chain is sharp and the tension is taut.
- Ensure that smaller chain saws have a safety tip to prevent kickbacks. (Kickbacks cause one third of all chain saw injuries.)

Wear protective safety equipment as necessary:

- Hard hat
- Eye protection
- Face shield
- Hearing protection
- Gloves
- Chainsaw protective chaps
- Always operate a chain saw with two hands.

Limbs that are at shoulder height or higher present a special safety problem. Use a ladder so that the saw is at a lower and safer position relative to your body.

Never allow the tip of a running chain saw to touch the ground. This could cause a serious kickback injury.

To avoid kickback injuries, stand to the side of a running chain saw. Do not stand directly behind it.

Move brush and limbs as you work to maintain a clear operating area.

Never force a chain saw through a limb.

Never stand on a log or limb while cutting it.

**Power Blowers**

Because power leaf blowers produce air gusts up to 200 mph, you must follow all manufacturers’ safety precautions, to include:

- Always walk towards your work when using a power leaf blower. Do not back away from your work.
- Always wear hearing and eye protection when operating a blower.

**Trimming Equipment**

Follow these safety guidelines for trimming equipment such as hedge trimmers, string trimmers, grass shears, and edger’s:

- Avoid touching rocks, debris, and gravel with trimming equipment. These items could cause a serious injury if a kickback occurs.
- Make sure all screws and chains are tight. Vibrating equipment can cause screws to loosen.
- Walk towards your work. Do not back away from your work when using a trimmer.

**Refueling equipment**

If equipped with a gas/diesel engine:

- Do not smoke, avoid areas with open flames.
• Shut off engine.
• Check the fuel before starting to operate.
• Fill the fuel tank(s) as needed.
• Only use NFPA approved fuel cans.
• Ensure filler nozzle is in contact with the tank.
• Wear the appropriate PPE.
Addendum 21 Radiation/MRI Safety

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

This section serves as a companion to the Compass Group Corporate Safety.

Radiation Safety
Exposure to radiation is a potential risk in hospitals. Most of these potential risks involve low level radiation: Gamma, Beta, and X-ray. Simple precautions will help you avoid unnecessary exposure.

Never enter a room with a radiation hazard potential, such as X-ray rooms, when an illuminated "In Use" sign is on.

“Radiation” signs are required in areas where radioactive materials are stored or in use. NEVER enter a room where a "Radiation" sign is posted. An example is patient rooms where patients have radioactive implants. Persons required to enter potential exposure areas are issued exposure badges.

MRI Safety
Special procedures must be followed in areas where there is Magnetic Resonance Imaging (MRI) equipment to prevent bodily harm or death.

The MRI unit consists of a large, powerful magnet that provides internal images of the human body. The magnetic field is always on. The magnet is so powerful that it could easily dislodge any metal object and attract it into the unit such as keys, jewelry, belt buckles, rivets in clothing, steel-toed shoes, metal underwire bras, or even a small piece of metal lodged under a person's skin. If a metal object comes into close proximity of the MRI unit, it will become a rapidly moving projectile that can cause injury to anyone that is between the metal object and the MRI unit. If you are not sure if an object has magnetic properties, use a hand-held magnetic sensor (available in the MRI department) to scan the item.

Compliance with all MRI safety precautions is mandatory for protecting the health and safety of everyone in the area and avoiding costly repairs to the MRI unit:

- Screen all associates for embedded objects (steel workers could have microscopic magnetic particles embedded in their skin.)
- Pregnant associates should consult their physician prior to entering the MRI area.
- Orient all associates working in the MRI unit to all emergency stop buttons.
- Specialized equipment needs to be utilized in rooms with MRI units including O2 tanks. ALL EQUIPMENT MUST BE MRI-SAFE (NON-METALLIC AND NON-MAGNETIC). Use ONLY this equipment. When in doubt, do not bring any equipment into the MRI room.
- Keep doors to MRI slightly ajar (less than half way open.)

When in doubt, ASK!
Addendum 22 Hot Work

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information may apply to a specific line of business for example Laundry, POM, and HTS and includes additional or more stringent requirements. If you are unsure if this addendum is applicable to your facility or business line please contact your Corporate Safety Manager.

HOT WORK PERMIT
WELDING, CUTTING, SOLDERING, BRAZING AND GRINDING

PURPOSE: To limit the risk of fire and personal injury, a procedure for the approval and use of the Hot Work Permit at the facility needs to be established. This procedure includes all hot work; i.e. cutting, welding, soldering, brazing and grinding.

REFERENCES: OSHA 29CFR 1910.252(e)(2)(iii)
OSHA 29CFR 1910.251-257 Subpart Q
OSHA STD 1-14.1

POLICY: Welding, cutting, soldering, brazing and grinding will be reviewed during departmental orientation. Training will be repeated annually.

Any cutting, welding, soldering, grinding, or other open flame equipment used other than in the welding area of the maintenance shop area (where special screens are provided) must have a signed Hot Work Permit before the work takes place. If applicable comply with the “Permit-Required Confined Space Policy”.

Prohibited Areas/Situations
1. In or near rooms or locations where flammable gases, liquids or vapors, lint dust or loose combustible stocks are present when sparks or hot metal from the welding or cutting operations may cause ignition or explosion of such material.
2. On containers and equipment which contain or have contained flammable liquids, gases, or solids until these containers and equipment have been thoroughly cleaned or purged.

Fire Prevention and Protection
1. A fire watcher will be provided to watch for fires, make use of portable fire extinguisher or fire hose, and perform similar fire prevention duties.
2. Welding shields are to be used if hot work will take place within 35 feet of combustible materials.
3. During welding operations, appropriate shields will be installed to block out welding flash where non-involved people could be injured by the welding flash.

Health Protection and Ventilation
Mechanical ventilation will be provided when welding or cutting; if there is less than 10,000 cubic feet per welder or if the overhead height is less than 15 feet.

1. The following criteria describes an acceptable atmospheric environment:
   a. First, test to make sure the oxygen content is between 19.5 and 23.5 percent.
   b. Test the concentration of flammable gases, which must be less than 10 percent of the lower flammable limit (LFL).
   c. Airborne combustible dust cannot meet or exceed its LFL.
2. Toxicity:
   a. List any toxic materials that could be present and their permissible exposure limits (PEL).
   b. Test to make sure none of these materials has a concentration greater than its PEL.
   c. If the air is unsafe according to any of these tests, the hazard must be controlled before a hot work permit is issued.
   d. If the air becomes hazardous later on, the permit must be cancelled and everyone must leave the space.
3. Evaluate for heat stress potential. When testing is required, enter the degree reading according to the Wet Bulb Globe Thermometer. Note F for Fahrenheit or C for Centigrade.
Required Personal Protection

1. Helmets or hand shields must be used for all our welding or cutting.
2. Goggles or other suitable eye protection must be used in all soldering, welding, cutting, brazing, and grinding operations.
3. Gloves, aprons, boots, and other protective clothing shall be used as appropriate to the task.
4. Other workers in the area need to either be shielded from the work by screens or wear appropriate protective goggles.

Procedure

The maintenance technician performing the work shall:

1. Obtain completed and signed Hot Work Permit from Account Manager.
2. Satisfy yourself that all safety precautions outlined in this procure have been adhered to.
3. Inspect site and prepare necessary precautions. If work area has been designated as a confined space entry permit area follow all applicable procedures.
4. Perform work following all standard safety precautions and practices.
5. Return hot work permit to the Account Manager.

The account manager (or designate) shall:

1. Review area were work is to be performed. Ensure a safe work environment and that all safety precautions are met.
2. Assign a fire watcher to the project.
3. Issue the hot work permit to qualified technician.
4. When work is completed, inspect work and work area.
5. Instruct fire watcher to remain on the job site at least 30 minutes after the work has been completed to ensure no fire exists.
6. Check job site within two hours after completion of work.
7. Sign hot work permit and file copy in Engineering Plant Operations and Maintenance Department file.

SAMPLE PERMIT BELOW! Editable (Excel) version of form available on MyCompass.
### HOT WORK PERMIT

(Appplies only to Area Specified Below)

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Code</td>
</tr>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Building Designation</td>
</tr>
<tr>
<td>Floor</td>
</tr>
</tbody>
</table>

The above location has been examined. The precautions checked on the reverse of this card have been taken to prevent fire. Permission is granted for this work.

| Nature of Job |
| Technician's Name |
| Permit Expires |
| Date | Time |
| Chief Engineer's Signature |

### NECESSARY PRECAUTIONS

Before signing this card authorizing the job, the Fire Safety Supervisor / Chief Engineer should inspect the proposed work area and check below the precautions taken:

- Sprinklers are in service.
- Cutting and welding equipment is in good repair.

### Precautions within 35 ft. (10m) of work

- Floors swept clean of combustibles.
- Combustible floors wet down, covered with damp sand or fire-resistive sheets.
- Flammable liquids removed; other combustibles, if not removed, protected with fire-resistive tarpaulins or metal shields.
- Explosive atmosphere in area eliminated.
- All wall and floor openings covered.
- Fire-resistant tarpaulins suspended beneath work. Work on walls or ceilings

### Work on walls or ceilings

- Construction is noncombustible and without combustible covering or insulation.
- Combustibles moved away from other side of wall. Work on enclosed equipment

### Work on enclosed equipment

- Enclosed equipment cleaned of all combustibles.
- Containers purged of flammable liquids.
- Follow confined space entry policy if applicable.

### Fire Watch

- Fire watch will be provided during and for at least 30 minutes after work, and during any coffee or lunch breaks.
- Fire watch is supplied with suitable extinguishers, charged small hose.
- Fire watch is trained in use of this equipment and in sounding alarm.

### WATCH FOR FIRE

Cutting & Welding Recently Done Here

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>House Code</td>
</tr>
<tr>
<td>Date</td>
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| Technician's Name |
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- Fire watch is supplied with suitable extinguishers, charged small hose.
- Fire watch is trained in use of this equipment and in sounding alarm.
Addendum 23 Ammonia Awareness

This addendum provides information and requirements not contained in the main Compass Group, NAD safety manual. This information has been provided because of certain client’s requirements for awareness training on ammonia refrigeration systems. If you are unsure if this addendum is applicable to your facility please contact your Corporate Safety Manager.

Due to the wide variety of facilities Compass Group Associates work in the information below is generic in nature. Managers MUST consult with the clients’ safety team to determine exact procedures for the facility in question.

IMPORTANT NOTE: The information contained below may be used for awareness level training ONLY! Due to the hazards involved and maintenance or repairs must only be performed by properly trained, equipped, and licensed personnel.

Purpose:
To establish awareness for Associates who may due to their job responsibilities come in contact with ammonia.

Definition:
Ammonia (NH₃) is one of the most commonly produced industrial chemicals in the United States. It is used in industry and commerce, and also exists naturally in humans and in the environment. Some chemical/physical properties of ammonia are:

- At room temperature, ammonia is a colorless, highly irritating gas with a pungent, suffocating odor.
- In pure form, it is known as anhydrous ammonia and is hygroscopic (readily absorbs moisture).
- Ammonia has alkaline properties and is corrosive.
- Ammonia gas dissolves easily in water to form ammonium hydroxide, a caustic solution and weak base.
- Ammonia gas is easily compressed and forms a clear liquid under pressure.
- Ammonia is usually shipped as a compressed liquid in steel containers.
- Ammonia is not highly flammable, but containers of ammonia may explode when exposed to high heat.

Ammonia is widely used as refrigerant in industrial facilities such as:

- Meat, poultry, and fish processing facilities.
- Dairy and ice cream plants.
- Fruit juice, vegetable juice, and soft drink processing facilities.
- Cold storage warehouses.
- Other food processing facilities.
- Petrochemical facilities.

How can people be exposed to ammonia?
Most people are exposed to ammonia from breathing its gas or vapors. Since ammonia exists naturally and is also present in cleaning products, exposure may also occur from these sources.

How does ammonia act in the body?
When ammonia enters the body as a result of breathing, swallowing or skin and eye contact, it reacts with water to produce ammonium hydroxide. This chemical is very corrosive and damages cells in the body on contact.

What are the specific signs and symptoms of ammonia poisoning?
Ammonia is corrosive. The severity of health effects depends on the route of exposure, the dose and the
duration of exposure. Exposure to high concentrations of ammonia in air causes immediate burning of the eyes, nose, throat and respiratory tract and can result in blindness, lung damage or death. Inhalation of lower concentrations can cause coughing, and nose and throat irritation

Swallowing ammonia can cause burns to the mouth, throat and stomach. Skin or eye contact with concentrated ammonia can also cause irritation and burns.

What can you do if you think you may have been exposed to a large release of ammonia?
If you have been exposed to a large release of ammonia such as from a leaking refrigeration system, tanker truck rollover, or from a leaking tanker rail car, take the following steps:

- Quickly move away from the area where you think you were exposed. If the release was indoors, go outside. If you are near a release of ammonia, emergency coordinators may tell you to either evacuate the area or to "shelter in place." To "shelter in place" means to remain indoors to avoid being exposed to the chemical. While indoors, shut and lock all doors and windows; turn off air conditioners, fans and heaters; and close fireplace dampers.
- Quickly remove any clothing that may have ammonia on it. If possible, clothing that is normally removed over the head (like t-shirts and sweaters) should be cut off the body to prevent additional contact with the agent.
  - Place your clothing inside a plastic bag and seal the bag tightly.
  - Do not handle the plastic bag, and wait for instructions on proper disposal.
  - Disposing of your clothing in a sealed bag helps protect you and other people from any additional exposure.
  - Store the bagged clothing in a secure location away from people, especially children.
- Quickly wash any ammonia from your skin with large amounts of soap and water, and flush your eyes with large amounts of water.
  - Remove and dispose of contact lenses.
  - Wash eyeglasses with soap and water before wearing.
  - Do not use bleach to remove ammonia from your skin.
- If needed, seek medical attention right away.

How is ammonia poisoning treated?
To reduce the effects from exposure to ammonia, it is important to wash eyes and skin as quickly as possible with large amounts of water.

There is no antidote for ammonia poisoning, but ammonia's effects can be treated, and most victims recover. People who experience serious signs and symptoms (such as severe or constant coughing, or burns in the throat) may need hospital care.

REMEMBER: Associates MUST be aware of the clients’ contingency plans and provisions, informed where ammonia is used in the facility and, aware of any additional safety rules.