

Safety Rules

Miscellaneous Retail Stores

SIC CODE 5999



Disclaimer:

The information contained in this publication was obtained from sources believed to be reliable. The State Auto Insurance Companies make no representations or guarantee as to the correctness or sufficiency of any information contained herein, nor a guarantee of results based upon the use of this information and disclaims all warranties expressed or implied regarding merchantability, fitness for use and fitness for a particular purpose. State Auto does not warrant that reliance upon this document will prevent accident and losses or satisfy federal, state and local codes, ordinances and regulations. You assume the entire risk as to the use of this information. Further, this document does not amend, or otherwise affect the terms, conditions or coverage of any insurance policy issued by the State Auto Insurance Companies.

Section VII.

SAFETY RULES, POLICIES, AND PROCEDURES

The safety rules contained on these pages have been prepared for your guidance and protection in your daily work. Employees are to study these rules carefully, review them often and observe these precautions and good common sense in carrying out their duties.

Safety Rules, Policies, and Procedures Index

ALL EMPLOYEES	
Lifting Procedures	2
DELIVERY PERSONNEL	
Fueling Vehicles	2
Driving Rules	2
OFFICE PERSONNEL	
Cashiers	3
General Office Safety	3
Step Stools	
STOCK PERSONNEL	
General Stockroom Rules	3
Housekeeping	4
Unpacking Merchandise	
Stocking Shelves	4
Trash Compactor and Baler Operations	4
Ladders and Step Ladders	5
Hand Truck Operations	5
Carts	6
Hand Tools	
Electrical Powered Tools	

ALL EMPLOYEES

Lifting Procedures

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

DELIVERY PERSONNEL

Fueling Vehicles

- 1. Turn the vehicle off before fueling.
- 2. Do not smoke while fueling a vehicle.
- 3. Wash hands with soap and water if you spill gasoline on your hands.

Driving Rules

- 1. Shut all doors and fasten your seat belt before moving the vehicle.
- 2. Obey all traffic patterns and signs at all times.
- 3. Maintain a three point contact using both hands and one foot or both feet and one hand when climbing into and out of vehicles.

OFFICE PERSONNEL - Management, Front Desk Personnel, Layaway, Returns

Cashiers

- 1. Use a closed fist or the back of your hand to close cash register drawers.
- 2. Do not allow merchandise to accumulate on the floor behind the counter.

General Office Safety

- 1. Close drawers and doors immediately after use.
- 2. Open one file cabinet drawer at a time.
- 3. Put heavy files in the bottom drawers of file cabinets.
- 4. Use the handle when closing doors, drawers and files.
- 5. Store sharp objects, such as pens, pencils, letter openers or scissors in drawers or with the points down in a container.
- 6. Do not tilt the chair you are sitting in on its back two legs.
- 7. Use a cord cover or tape the cord down when running electrical or other cords across aisles, between desks or across entrances/exits.
- 8. Do not connect multiple electrical devices into a single outlet.
- 9. Keep doors in hallways fully open or fully closed.
- 10. Use a staple remover, not your fingers, for removing staples.

Step Stools

- 1. Allow only one person on the step stool at a time.
- 2. Face the step stool when climbing up or down.
- 3. When performing work from a step stool, face the step stool and do not lean backward or sideways from the step stool.
- 4. Do not place a step stool on boxes, books, or other unstable bases.
- 5. Do not stand on the top step of the step stool.

STOCK PERSONNEL - Sales Personnel, Stockroom Personnel, Baler Operators

General Stockroom Rules

- 1. Obey all safety and danger signs posted in the workplace.
- 2. Follow the safe handling instructions listed on the label of the container or listed on the corresponding Material Safety Data Sheet when handling each chemical stored in the stockroom.
- 3. Do not smoke while handling chemicals labeled "Flammable".
- 4. Do not handle or load any containers of chemicals if their containers are cracked or leaking.

STOCK PERSONNEL - Sales Personnel, Stockroom Personnel, Baler Operators

Housekeeping

- 1. Do not place material such as boxes or trash in walkways and passageways.
- 2. Do not try to kick objects out of pathways. Push or carry them out of the way.
- 3. Mop up water around drinking fountains and drink dispensing machines.
- 4. Do not store or leave items on stairways.
- 5. Do not block or obstruct stairwells, exits or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
- 6. Straighten or remove rugs and mats that do not lie flat on the floor.
- 7. Use caution signs/cones to barricade slippery areas such as freshly mopped floors.

Unpacking Merchandise

- 1. Use long handled snips when cutting strapping bands away from a shipping container.
- 2. Wear safety glasses when cutting strapping bands, uncrating materials and driving nails.
- 3. Stand to the side of the strapping band when cutting it.
- 4. Store case cutters, exacto knives or other tools with cutting edges in sheaths when they are not in use.
- 5. When cutting shrink wrap with a blade, always cut away from you and your co-workers.
- 6. Visually inspect for sharp objects or other hazards before reaching into a container such as a garbage can, box, bag or sink.
- 7. Remove or bend nails and staples from crates before unpacking.

Stocking Shelves

- 1. When manually stocking shelves, position the materials to be shelved slightly in front of you, so you do not have to twist when lifting and stacking materials.
- 2. Place heavier loads on the lower or middle shelves.
- 3. Remove one object at a time from shelves.
- 4. Place items on shelves so that they lie flat and do not lean against each other.
- 5. Do not let items overhang from shelves into walkways.

Trash Compactor and Baler Operations

- 1. Do not climb in the compactor or baler for any reason.
- 2. Do not operate a compactor or baler with the door open.
- 3. Keep compactor doors closed and the chute clear of debris when the compactor is not in use.
- 4. Do not throw chemicals labeled "Flammable" into the compactor.
- 5. If you experience a problem with the compactor or baler, follow posted instructions to disconnect the power and tag the equipment "Out of Service".

STOCK PERSONNEL - Sales Personnel, Stockroom Personnel, Baler Operators

Ladders and Step Ladders

- 1. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads, or other visible damage.
- 2. Do not place a ladder in a passageway or doorway without posting warning signs or cones that detour pedestrian traffic away from the ladder. Lock the doorway which you are blocking and post the sign "Detour".
- 3. Allow only one person on the ladder at a time.
- 4. Face the ladder when climbing up or down.
- 5. Maintain a three-point contact by keeping both hands and one foot or both feet and one hand on the ladder at all times when climbing up or down.
- 6. When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder.
- 7. Do not stand on the top two rungs of any ladder.
- 8. Do not stand on a ladder that wobbles, or that leans to the left or right.
- 9. Do not move a rolling ladder while someone is on it.
- 10. Do not carry items in your hands while climbing up or down a ladder.
- 11. Do not try to "walk" a ladder by rocking it. Climb down the ladder, and then move it.

Hand Truck Operations

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

STOCK PERSONNEL - Sales Personnel, Stockroom Personnel, Baler Operators

Carts

- 1. Push carts, rather than pull, to avoid being run over.
- 2. Do not exceed the rated load capacity noted on the manufacturer's label on the cart.
- 3. Use a spotter to help guide carts around corners and through narrow aisles.
- 4. Do not stand on a cart or float or use it as a work platform.

Hand Tools

- 1. Keep the blade of all cutting tools sharp.
- 2. Carry all sharp tools in a sheath or holster.
- 3. Tag worn, damaged or defective tools "Out of Service" and do not use them.
- 4. Do not use a tool if its handle has splinters, burrs, cracks or splits, or if the head of the tool is loose.
- 5. When handing a tool to another person, direct sharp points and cutting edges away from yourself and the other person.
- 6. When using knives, box cutters or other cutting tools, cut in a direction away from your body.
- 7. Do not perform "make-shift" repairs to tools.
- 8. Do not throw tools from one location to another, from one employee to another or from a ladder.

Electrical Powered Tools

- 1. Keep power cords away from the path of vacuum cleaners, floor polishers, knives and box cutters.
- 2. Do not use cords that have splices, exposed wires, or cracked or frayed ends.
- 3. Do not carry plugged in equipment or appliances with your finger on the switch.
- 4. Do not carry equipment or appliances by the cord.
- 5. Disconnect the appliance from the outlet by pulling on the plug, not the cord.
- 6. Turn the power switch of appliances to "off" before plugging or unplugging them.
- 7. Do not handle or operate electrical appliances when your hands are wet or when you are standing on wet floors.
- 8. Do not remove the ground prong from electrical cords.
- 9. Do not use an adapter such as a cheater plug that eliminates the ground.
- 10. Do not connect multiple electrical tools into a single outlet.
- 11. Do not run extension cords through doorways, through holes in ceilings, walls or floors.
- 12. Do not drag, step on or place objects on a cord.