Town of Matthews
Town Wide Safety Manual

January 2003

Revised and Updated: November 2006

Table of Contents

<u>Programs, Policies, and Standard Operating Procedures:</u>

NOTE: Addition SOP's will be distributed at the Department Level

PURPOSE

The Town of Matthews Safety Guidelines and OSHA Compliance Reference Manual is a general reference for all Department Heads, Supervisors, and employees regarding protection from hazards that can result in work related injuries and illnesses. It is intended to inform and educate employees in the prevention of accidents resulting in efficient utilization of taxpayer's dollars to provide services to members of our communities. A successful safety program must not only provide for the safety of employees but also offer protection of the visiting public by preventing unsafe acts or condition within the Town of Matthews facilities.

The following pages contain only highlights of the Safety and Health Regulation for General Industry under North Carolinas' Occupational and Safety and Health Act (OSHA) and other regulatory groups. It is not intended as a complete manual of Safety and Health, but should be used as a reference guide for the identification of common hazards found in the Town of Matthews operations. Failure to include all OSHA safety and health standards does not give license to ignore such standards.

For a specific standard applicable to your department or job task, contact your Departmental Safety and Health Administrator or the Town Safety & Risk Management Coordinator.

SCOPE

All departments under the authority of the Town of Matthews Board of Town Commissioner, these guidelines apply to all full time, part time employees and volunteers.

AUTHORITY

The Division of Occupational Safety and Health administers and enforces the 1973 Occupational Safety and Health Act of North Carolina, a broadly inclusive law that applies to most private sector employment in the State and to all agencies of state and local government. In addition to enforcing state OSHA safety and health standards, the North Carolina program offers free services to the 180,000 private and public employers under its jurisdiction through its Consultative Services Bureau, and educational and engineering assistance through its Education, Training and Technical Assistance bureau. By making full use of these non-enforcement services, employers may bring their establishments into full compliance with OSHA standards. Employers may contact the bureaus to receive free aid, including technical assistance or on-site visits. The North Carolina Occupational Safety and Health standards parallel the federal OSHA standards. Serious violations of OSHA standards can result in monetary fines; dates by which the violation must be abated accompany the citations.

Revised October 2006

OSHA SAFETY AWARDS PROGRAM

www.nclabor.com/osha/consult/safaward

The North Carolina Department of Labor Safety Awards Program recognizes private and public firms throughout North Carolina, which achieve and maintain good safety records. The program is designed to stimulate interest in accident prevention and to promote safety in the workplace by providing and incentive to employers and employees to maintain a safe and healthful workplace.

ASSISTANCE FROM OSHA

Community College Safety and Health Workshops are sponsored by:

The North Carolina Department of Labor & the Small Business Center Network of the North Carolina Community College System both know how difficult it can be for employers in our stat to comply with the many regulations imposed on businesses. They also know that safe workplaces help reduce the cost of doing business. Because of these things, the Departments have teamed up to offer workshops to help develop good safety and health programs and comply with OSHA requirements.

The local workshops are designed to either help businesses get up to speed or fine tune existing safety and health programs. Employers, mangers, and employees are encouraged to attend. Those who attend will learn the basics of compliance, how to start the safety process, and how to assess their businesses continuing requirements.

Both General Industry and Construction 10-hour workshops are offered, as well as 90-minute session on a variety of safety and health topics. These workshops/sessions are offered through the Small Business Centers at the North Carolina Community Colleges across the state. All classes are filled on a first come/first served basis. In most cases, there is no charge for this training. However, the community college may charge a nominal fee to cover registration costs.

Assistance form OSHA

90 Minute sessions Topics	
Understand OSHA and the Inspection Process	OSHA Posting and record keeping Requirements
Forklift Safety	Hazard Communication: Worker Right-To-Know and Hazardous Chemicals Right-To-Know Act: Community Right-To-Know
Common Electrical Hazards	Lock Out/Tag Out
all Protection for General Industry (Slips, Trips & Falls)	Machine Guarding
Bloodborne Pathogens	Tuberculosis
Hearing Conservation	Respiratory Protection
Personal Protective Equipment (PPE)	Confined Space
Safety and Health Programs and Committees	OSHA Training Requirements For General Industry
zardous Waste Operation & Emergency Response (HAZWOPER)	Electrical Hazards in Construction
Protection in Construction	Excavation and Trenching safety
Scaffolding	Other OSH topics by request or directives

For information about the scheduled classes or to request a specific topic, please contact the Director of the Small Business Center at the Community College in your area.

For general outreach information, please contact:

Betty Copeland
E-mail: betty.copeland@nclabor.com
Phone: 919-807-2872
Fax: 919-807-2888
Website: www.dol.state.nc.us/osha/etta/outreach/outreachprocedure

North Carolina Department of Labor
Education, Training and Technical Assistance Bureau
4 West Edenton Street
Raleigh, NC 27601-1092

EMPLOYEE ASSISTANCE

A procedure is established to ensure open communication between all levels of employment to foster a safe and healthful workplace. There shall be neither reprisals nor sanctions taken against any employee for bringing management's attention to a safety and health problem. If after discussing a safety concern with you supervisor, you feel the need to obtain additional assistance, contact your Department Director, Director of Personnel or the Safety & Risk Management Coordinator.

APPLICATION OF GUIDELINES

Each employee shall carefully review those safety guidelines applying to their departments operations and their assigned duties.

If an employee is assigned a task, which the employee considers hazardous and for which he/she feels they are not properly trained or protected; the employee shall inform the supervisor before commencing work.

Due to the wide diversity of Town operations, as well as the variation in departmental organizational structures, it is fully realized that certain terminology and specific procedures for all situations may not be contained in this manual.

Department Heads, therefore, are required to formulate and implement safety and procedures specific to their operations. The guidelines set forth in this manual are the minimum requirements that apply to most employees within the Town of Matthews Government.

Safety & Risk Management Coordinator has the responsibility, tools and resources to assist you in developing and implementing specific Department safety and health programs and procedures.

When a hazard or violation has been identified, whether through self-inspection; completion of Risk Management surveys; a consultant's visit; or state and local officials' visits, it is the Departments responsibility to correct the condition and provide a response to Safety & Risk Management Coordinator.

Safety & Risk Management Coordinator will assist you in finding the acceptable method of eliminating or controlling the hazard in accordance with approved OSHA regulations.

PURCHASING

To ensure that materials or equipment purchased by Town employees are in conformance with NC Department of Labor, Division of Occupational Safety and Health, and Town of Matthews requirements, the following procedures should be followed:

1. Purchase orders, purchase contracts, or requests for bids shall contain the following statement:

The (*Service, Articles)* covered by this (*Purchase Order, Contract or Request for Bid)* must equal or exceed State of North Carolina safety requirements and regulations.

2. A request for orders of hazardous chemicals or hazardous materials will have the following statement:

On or before the shipment of a hazardous chemical or material, an MSDS will be sent to the Safety & Risk Management Coordinator.

An original MSDS shall be sent to the respective department for filing in the MSDS book.

3. Safety & Risk Management Coordinator should be contacted whenever there is doubt as to whether a contemplated purchase, design, or work order conforms to safety regulations and requirements.

4. Whenever possible, anyone with responsibility for equipment purchases should use safety and ergonomics as criteria in the selection of equipment or the upgrading of old equipment.

HAZARD INDENTIFICATION, ASSESSMENT AND CONTROL

Hazard identification and elimination is not only an inherent responsibility of supervision in providing a safe workplace for employees, but also requires employee involvement. As such, hazard evaluation and control shall be an ongoing concern for all. It is the responsibility of everyone (management, supervisors and all employees) to identify report and correct all possible hazards. Reports should be made to the Department Director, Supervisor, or Safety & Risk Mgmt. Coordinator for appropriate action and follow up.

EMERGENCY EVACUATION PLAN

Obtain and know your departments specific Emergency Evacuation Plan for your workplace for fire, chemical release, severe weather, bomb threat, ECT.

The following general rules and actions should be learned before an emergency and followed in the event of an emergency.

Before an Emergency:

1. Obtain your department Emergency Evacuation Plan for you supervisor
2. Learn how to contact emergency services.
3. Locate local fire alarms or other emergency alarms systems and learn how to operate them.
4. Learn the location of all exits, (exit stairs) from your work area, and determine a primary and alternate exit route.
5. Know you designated meeting area outside the building for you accountability and that of your co-workers.

When an Emergency Occurs:

1. Immediately respond by following department plans for the appropriate emergency response.
2. Follow your department plan for the assistance of persons with disabilities.
3. If a fire alarm sounds, always immediately evacuate the building.
4. Do Not Run. Do not use elevators. Use stairwells in multi-story buildings.
5. Report to your designated meeting area outside the building immediately.
6. If you have a visitor, escort them to your designated meeting area.
7. Do not re-enter the building after an emergency evacuation until you have been instructed to do so by management.

OSHA STANDARDS

STANDARDS COMPLIANCE

It is Department Heads responsibility to comply with all applicable federal, state, county and local standards and ordinances.

RECORDKEEPING AND REPORTING INJURIES

OSHA 29 CFR Part 1910.1904 requires the recording and posting of employee injuries on prescribed forms. Posing of the Summary of Injuries and Illnesses shall be form February 1 until March 1 for incidents from the prior calendar

year. This summary is available for review or copies. Copies are available for each location upon request from the office of the Safety & Risk Management Coordinator.

JOB HAZARD ANALYSIS

1. It is the responsibility of the department supervisor to annually perform a written Job Hazard Analysis to identify hazards and to determine the proper engineering controls, safety equipment and Personal Protective Equipment required to minimize the risk of hazardous job task.

2. Procedures for Job hazard Analysis/Risk Assessment are as follows:

   a) List the sequence of job steps in which the job is broken down. Into basic steps, describe what is to be done in logical sequence.
   b) Search for and list the potential hazards of each step that may cause an injury. The objective is to identify as many hazards as possible.

3. Decide on a recommended action or procedure to protect the employee form the hazards. When the risks and potential hazards associated with each step are identified and their causes understood, the methods of eliminating them should be outlined.

There are four basic methods by which this can be accomplished:

Substitution-Eliminated the hazardous process or operation and provides a substitute action

Isolate the process or operation to eliminate or minimize the hazard

Provide appropriate engineering controls to minimize or eliminate hazards

Personal Protection-Provide and enforce use of personal protective equipment to reduce the possibility of injury or illness

The information collected form all of the above steps are used to create specific department safety policies and procedures. The policies and procedures assist supervisors in instructing employees how to perform their job safely.

The Safety & Risk Management Coordinator can provide tools and assistance in conducting the Job Hazard Analysis

First Aid

First Aid is the immediate emergency treatment provided for injury or sudden illness before professional medical care is available

Never minimize the seriousness of an injury or illness. If in doubt, seek medical attention.

In the event of an emergency, immediately call for emergency services.

DO NOT ATTEMPT TO RENDER FIRST AID UNLESS YOU HAVE RECEIVED TRAINING, OTHERWISE INJURIES MAY BE AGGRAVATED.
Fist Aid Kits should be available and maintained for treatment of minor cuts and scratches.

First Aid Kits:

1. Departments shall determine the contents of first aid kits based upon the departments operations and professional medical advice when appropriate.

2. Departments should dispense only medicines, etc. that are medically necessary for administering first aid.

3. The availability of first aid kits is not a substitute for obtaining medical treatment. Routine administration of first aid for other that minor cuts and scratches must be performed by certified (by the American Red Cross of NC Office of Emergency Medical Services) or licensed medical personnel.

4. The first aid provider to protect against infectious disease must us universal precautions. (See Bloodborne pathological Standard).

HAZARD COMMUNICATIONS STANDARD (RIGHT –TO-KNOW)

OSHA 29 CFR Part 1910.1200 Hazard Communication (Right-To-Know)

If employees are exposed to or work with hazardous chemicals at the job site, this program is required. Important elements of the program are written programs require to include a master listing of chemicals; maintaining material safety data sheets on each chemical; and training of employees of the program, the chemicals exposed to, and material safety data sheets.

Definition of Hazardous Chemicals
As identified in the Hazards Communication Standard, chemicals with one or more of the following hazardous properties are subject to the Standard:

Physical Hazards: combustible, flammable, explosive, reactive, pressurized (compressed gases).

Health Hazards: Toxic, carcinogenic corrosive, irritant, or sensitize.

Labels and Other Forms of Warning

Chemical manufacturers, importers, or distributors are required to ensure that each container for hazardous chemicals are labeled with the identity of the hazardous chemical(s), appropriate hazardous warnings, and the name and address of the chemical manufacture, importer or other responsible party.

Town departments are to ensure that chemicals they receive are labeled with the identity of the hazardous chemical(s) and appropriate hazard warnings.

A current inventory of all hazardous chemicals present in the workplace is to be maintained. The inventory should be kept with the Material Safety Data Sheet (MSDS) file.

Material Safety Data Sheets (MSDS)

Chemical manufacturers are required to send a Material Safety Data Sheet (MSDS) with the initial shipment of a chemical. The MSDS contains detailed information about physical and chemical properties of the chemical, the physical and health hazards, safe-handling precautions, spill clean-up procedures, and emergency and first aid procedures.

Town departments are to maintain all MSDS received and make them readily available to their employees in a file or notebook. If an MSDS for a chemical is not received, the chemical manufacturer or distributor should be contacted to obtain the MSDS.

Refer to your department's copy of the Town of Matthews written Hazard Communication Program for program specifics.

BLOODBORNE PATHOGENS STANDARD

OSHA 29 CFR 1910.1030 Occupational Exposures to Bloodborne Pathogens Standard requires employees to determine who has occupational exposure and to establish methods to reduce workplace exposure to Bloodborne pathogens.

Employees who have occupational exposure to human blood, body fluids, pathogens, or body parts are required to receive training in work practices, methods of exposure and universal precautions.

To comply with the standard, each department with this exposure must develop and maintain an Exposure Control Plan. The information in the Exposure Control Plan will help to ensure limited occupational exposure to blood and other potentially infectious materials.

The employer must make the Hepatitis B Vaccination series available, at no cost to all employees who may have occupational exposure.

The most important element is strict adherence to the specified practices and procedures and use of personal protective equipment (PPE)

Employees shall:

Observe Universal Precautions set forth by the CDC (Center of Disease Control) to prevent contact with blood or any other potential infectious materials

Refer to the Town of Matthews Exposure Control Plan for Additional information.

ELECTICAL LOCKOUT / TAGOUT COTROL OF HAZARDOUS ENERGY

OSHA 29 CFR 1910.147 the Control of Hazardous Energy (Lockout/Tagout) Standard covers the servicing and maintenance of machines and equipment for which the unexpected energization or start-up could cause injury to employees.

According to OSHA Standard, an energy source is an electrical mechanical, hydraulic, pneumatic, chemical, thermal, or other energy.

The lockout/Tagout rule requires the employer to establish a written Energy Control Program.

Refer to you Departments Energy Control Program for specifics.

CONFINED SPACE STANDARD

OSHA 29 CFR 1910.146 is the confined Space Standard.

If employees enter a confined space that contains or has the potential to contain an atmospheric or physical hazard, this program is required. Primary elements of the program are identification of applicable confined spaces, testing/monitoring, control, or elimination of hazards, protective equipment, entry authorization, attendants, training and rescue. Appendix Attached.

The Town of Matthews will ensure that all potential confined spaces within the Town facility are evaluated and listed.

The Town of Matthews Departments will review and evaluate this standard practice instruction on an annual basis, or when changes occur to 29CFR 1910.146, requiring prompt revision of this document, or when facility operational changes occur that require a revision of this document.

Departments will establish confined space operational procedures through the se of the Confined Space Written Document. Refer to your departments confined space policy.

After facility evaluation, spaces that meet the following criteria will be designated as confined space.

It is large enough and so configured that an employee can enter and perform assigned tasks.

Has limited or restricted means for entry or exit (for example, tanks, vessels, silos, storage bins, hoppers, vaults, and pits are spaces that may have limited means of entry).

Is not designed for continuous employee occupancy.

Contains or has a potential to contain a hazardous atmosphere.

Has an internal configuration such that an entrant could be trapped or asphyxiated by inwardly converging walls or by a floor that slopes downward and tapers to a smaller cross-section.

RESPIRATORS STANDARD

OSHA 29 CFR Part 1910.134 respirator Protection Standard

If employees are exposed to hazardous/toxic chemical, paint, other gases, vapors, fumes, dusts, or mists above the permissible exposure limit, and/or when respirators are worn by employees, this program is required. Program elements are written program for the selection, maintenance, care, and use of respirators, fit testing, training and employee evaluation for use.

Respirator Medical Program:

Employees shall not be assigned tasks requiring use of respirators unless it has been determined that they are physically able to perform the work and use the equipment. The employee may be required to have a physical at Town designated facility to determine if the employee is able to wear a respirator.

Respirators shall be worn when working with chemicals or products that pose health hazards when inhaled or ingested in the form of dust, vapors or mists. Each affected department shall have a written Respirator Protection Program.

Requirements for minimal acceptable program are specified in OSHA 1910/134(b)(1).

Contact the Safety and Risk Management Coordinator for assistance in compliance.

PERSONAL PROTECTIVE EUQIPMENT (PPE) STANDARD

OSHA 1910.132 requires employers to provide and employees to use and maintain Personal Protective Equipment for eyes, head, and extremities, protective clothing, respiratory devices and protective shields and barriers wherever it is necessary by reason of hazards capable of causing injury.
Your department may have specific requirements; therefore, contact your supervisor to determine the equipment needed to perform you job safely.

Your supervisors annual Job Hazard Analysis will be used to identify required Personal Protective Equipment.

Head Protection is required to protect employee's head where there is a danger of head injury for impact, falling or flying objects. Class A hard hats are required for construction and general industry where there is no exposure to electrical shock or burns. Class B hard hats are required when additional protection is required to protect the head against high voltage.

Reference: ANSI-Z-89.1-1986.

Ear Protection shall be used as required to protect employees from noise when engineering controls cannot reduce noise to acceptable levels.

Eye and Face Protection as required for the hazard exposure (which shall be identified by your supervisor) shall be used as required to protect employee from eye and face hazards such as optical radiation, glare, chemical splash, flying fragment, objects, large chips, particles, sand, dirt, ect.

Respirator Protective Equipment must be used as part of a comprehensive respirator program when required to protect employees for airborne contaminants which, when measured, are above the Threshold Limit Value in OSHA Standards.

Foot Protection (Safety Shoes) are required to protect employees working in areas where there is a danger of foot injuries due to falling or rolling objects, piercing the sole or where protection is needed against electrical or chemical hazards.

Protective footwear shall comply with ANSI-Z-71-2005 American National Standard for Personal Protection Protective Footwear.

Hand Protection as required by established standards to protect employees from physical, biological, chemical, radiation or electrical hazards.

Gloves used for electrical protection must be marked as to class of equipment and whether or not that are ozone-resistant and shall meet ASTM D-120-87.

Fall Protection (safety harness, lifelines and lanyards) are required to protect employees from falling while working at heights of six (6) feet or more not protected by standard guardrails of safety nets or as required when working in confined spaces.

TRENCHING AND EXCAVATIONS STANDARD

29 CFR 1926 SUBPART P

Excavation work shall follow Occupational Safety and Health Standards and Department of Transportation Regulations. Refer to your department's excavation policy & procedures.

SAFETY AND LOSS CONROL

PURPOSE

In general, safety and loss control programs are instituted to identify, analyze, and eliminate hazards, which may result in personal injury to employees, public liability or loss or damage to property and equipment.

Workplace Injuries and Illnesses
If you have an accident or it you are injured on the job, you should immediately notify you supervisor.

If your injury requires medical treatment, follow the Town procedures regarding medical treatment. With reference to occupational disease, an employee must give notice to the employer when they are first informed by a competent medical authority of the nature and work related causes of the illness.

If you have questions about coverage or benefits under Workers Compensation, you should contact the Safety & Risk Management Coordinator who administers the Workers Compensation Program at (704) 847-4411.

Reporting Unsafe Conditions
All Town of Matthews employees shall keep alert for unsafe conditions. If an unsafe condition is identified, it is to be reported to a supervisor. The supervisor shall evaluate the risk of personal injury, public liability, and damage to property or equipment, and initiate steps for correction of the unsafe condition.

If a supervisor is not available and the problem is not corrected in a timely manner, the employee shall follow departmental chain of command to make sure that appropriate management personnel are informed of the problem. Any employee may call the Safety & Risk Management Coordinator to report the unsafe condition if adequate and timely corrective action has not been taken.

Elimination of Unsafe Condition
One of the most effective means of preventing accidents is the elimination of the unsafe conditions (engineering controls).

The important factor in eliminating unsafe conditions is doing so before an accident or incident occurs. Near miss occurrences need to be investigated and corrected, as they are a warning of a condition that may eventually lead to an accident. A near miss occurrence is an example of an incident resulting in neither an injury nor property damage. However, a near miss occurrence has the potential to inflict injury or property damage if its cause is not corrected. Educating and training the workforce in the proper use of equipment and materials, awareness of their surroundings and understanding their role in safety will aid in eliminating these occurrences.

Job Safety Training
No one should assume a newly hired, newly assigned, or reassigned employee knows all the required safe job procedures. They must receive continuous training.

Supervisors shall ensure all employees under their control are competently trained and capable of carrying out assigned tasks in a safe manner.

Training and education cannot be overemphasized as a means of learning a healthful and safe approach to employee work effort.

Knowledge of the safety rules and how and when to function under the rules, supplemented by compliance, is essential to safety.

Employees scheduled for any safety and health training will attend such training.

New employees will be provide orientation training and will be furnished information and literature covering the Town safety and policies, rules and procedures. This orientation training must be provided prior to the employee's exposure to the work environment.

Individual job/task training, to include the applicable regulations/standards for their job, will be provided to all employees. Included in this training are: the recognition, avoidance, and prevention of unsafe conditions, areas and activities that require personal protection equipment, and how to use protective equipment (such as respirators, etc.).

(Monthly/quarterly) ongoing training sessions will be conducted to provide information and training on new equipment, new procedures, new chemicals, refresher/remedial training in specific areas, or meet annual requirements. Such training may be held in conjunction with the safety briefing/meetings addressed elsewhere in this program.

Various individual Workers Safety programs specify that training be provided to employees.

Supervisors will ensure their employees are scheduled and provided this training as required. Examples include fire extinguisher training confined space entry, respirator care and use, hazard communication, lockout/Tagout procedures, industrial truck/forklift operation and electrical work to name a few. The Safety & Risk Management Coordinator can assist you in making this determination.

Supervisors should review their employees training requirements and include training time frames or schedules in planning their work. Training outlines/guidelines should also be developed to ensure all areas/items are covering this training.

Departments will maintain training records in a master log indicating the name of the employee trained, date of training and an outline of the training topic covered.

The Safety and Risk Mgmt. Coordinator can provide or arrange training assistance in these areas, upon request.

See Exhibit 1 – Required OSHA Training Schedule

SAFETY INSPECTIONS

Every employee is responsible for maintaining a safe working environment and reporting unsafe conditions to their supervisor.

Self-inspections of work areas and detailed inspections of equipment and review of employee operating procedures should be performed by the supervisor on a regular basis.

The objectives of a safety program are to:

1. Maintain a safe work environment through awareness training, hazard recognition and hazard control or elimination.

2. Ensure that employees are following proper safety procedures while working.

3. Determine which operations meet or fail to meet acceptable safety standards.

4. Inspections should be documented and all unsafe conditions, procedures, and practices corrected.

5. Inspection reports will identify the hazard and specify the length of time to correct violations or hazards. Corrective action will be the responsibility of the Department Director.

In addition to self-inspections, the Town Safety and Risk Mgmt. Coordinator, the commercial insurance loss control specialists, local fire department, County Fire Marshall and the Department of Labor (OSHA) may inspect the Town operational activities.

Inspection reports shall be responded to in writing detailing corrective measures to be implemented and date of correction.

All supervisors and employees are required to cooperate with these inspection representatives.

Copy of responses should be sent to the Safety and Risk Mgmt. Coordinator.

Departments should contact Safety and Risk Mgmt. Coordinator for assistance at any time, especially when OSHA Compliance Officers visit in order to receive assistance in responding and avoiding further enforcement action.

FUNDAMENTALS OF ACCIDENT/INCIDENT PREVENTION

Accidents/Incidents Are Preventable

Many people believe that accidents are the inevitable result of unchangeable circumstances, fate or a matter of bad luck.

It must be emphasized that accidents do not happen without cause, and the identification, isolation and control of these causes are the underlying principles of all accident/incident loss prevention techniques.

To better understand the circumstances that give rise to the causes of accidents and incidents, it is helpful to consider the sources (potential, existing and a combination of sources).

The sources can be reduced to four major elements. Briefly they are:

1. People – What someone does or fails to do.

2. Equipment – Safeguarding, maintenance and operator training.

3. Material – Hot objects, toxic substances, heavy objects, irregular shaped and/or sharp objects and materials.

4. Environmental – Lighting, noise, atmospheric conditions and the safety culture.

Two basic causes of accidents and incidents are:

1. Personal factors-Lack of knowledge, training or skill, improper motivation, physical or mental problems.

2. Job factors-Inadequate work standards, inadequate design or maintenance, normal wear and tear and abnormal usage.

According to the National Safety Council, 88% of all accidents are the result of unsafe acts of people.

Approximately 10% of all accidents are caused by unsafe equipment or unsafe surroundings.

The other 2% of all accidents are caused by “acts of nature”. Therefore, elimination of unsafe acts of people will be the main thrust of any effective safety program.

Control Of Accident/Incident

There are three main methods utilized to control accident/incident causes. They are engineering, education and training, and enforcement. These three methods, sometimes referred to as the **“Three E’s”** of safety, are outlined below:

1. Engineering-Causes of accidents, or unsafe conditions, can sometimes be eliminated through the application of engineering controls. Design of machine guards, automobile brakes, traffic signals, pressure relief valves, and handrails are examples of safety engineering at work.

2. Education and Training-Safety education is an effective tool in the prevention of human accident causes. Through adequate instruction, personnel gain useful knowledge and develop safe attitudes.

3. Enforcement-Accidents can often be prevented through adequate safety engineering and education. Enforcement must be immediate with positive and negative reinforcement effectively distributed through a standard operating procedure.

GENERAL SAFETY GUIDELINES

The following general safety guidelines apply to all personnel. These guidelines do not prohibit departments and supervisors from promulgating more stringent or specific rules and regulations relevant to their particular operation. Each and every employee has an obligation to perform his/her duties in a safe and efficient manner and to report any and all unsafe acts or situations to his/her supervisor immediately.

In addition to these general safety rules, all state, local and federal rules and regulations apply.

Office Safety

All employees shall observe the following guidelines:

1. Good housekeeping practices shall be observed and practiced in every office.

2. If you observe spilled liquids or objects on the floor, arrange for cleanup or pick up immediately to prevent a slip or fall.

3. All defective equipment or furniture should be immediately reported to supervisor and removed from the space.

4. An open desk drawer or cabinet is a hazard. Keep drawers and cabinet doors closed.

5. Chairs should be used for sitting only. Do not lean back to the extent that the front legs are lifted off the floor.

6. Do not climb up on chairs or use chairs as a stepladder.

7. In a four-drawer fill cabinet; open only one drawer at a time. When possible, load heavy items in the lower drawers. Always fill a cabinet from the lower drawers to the upper drawers to maintain the lowest possible center of gravity in the cabinet.

8. Electrical, telephone and other cords, furniture and equipment shall be located out of the passageways and walkways where they would create a tripping hazard or impair egress during an emergency.

9. Extension cords are for temporary power. Use only approved strip type extension cords. If power is needed for a longer period, request an electrical outlet by installed in the area.

10. Check that electrical wires and plugs are in good condition, with no frayed or worn areas.

11. Electrical equipment with a ground prong requires a three-prong receptacle. Do not remove the ground prong on three prong plugs.

12. Check that floor surfaces are in good condition. Report slippery areas, weak sub flooring, torn carpets or other damaged floor surfaces.

Falls

Fall can be prevented by:

1. Always use handrails when using stairs.

2. Use caution when walking on surfaces that contain ice, snow, rock, oil, water or other adverse or unstable materials or conditions.

3. Immediately clean up spills.

4. Prevent fall hazards by keeping stairs, walkways, aisles and walk areas clear of boxes, loose materials, wires and other objects.

5. Select shoes for comfort and safety that are compatible with your work environment.

6. Do not stand or climb on a desk, chair or other unstable surface to place or retrieve an object. Use a ladder.

Motor Vehicles

Refer to the Town Vehicle Use Policy and/or Request Defensive Driving Training from the Safety & Risk Mgmt. Coordinator.

Electrical Safety

1. Follow required lockout/tagout procedures, as necessary, when working on electrical devices or wiring.

2. Hand tools, electrical cords and outlets will be inspected periodically to check for reversed polarity, grounding terminals and devices.

3. Ground fault circuit interrupter (GFCI) will be inspected periodically to check for reversed polarity, grounding terminals and devices.

4. Only authorized and qualified persons shall make repairs to or work on electrical equipment.

5. All electrical equipment shall be grounded or double insulated.

6. Know where and how to shut down the electrical power in the event of an emergency.

7. Unapproved space heaters are prohibited. (See Space Heater Policy)

ERGONOMICS

The Federal OSHA Standards requiring written plans for identifying and controlling Cumulative Trauma Disorders (CTDs) has not been adopted at this time. North Carolina has also not adopted this standard, however, awareness, control and prevention of CTDs falls under the **GENERAL DUTY CLAUSE** of the OSHA standards and thus should be considered in evaluating workplace safety.

Ergonomics is the study of human work. It identifies the physical and mental capabilities and limitations of a worker as they interact with tools, equipment, their workstation and their working environment.

Ergonomic principles should be practiced in order to minimize the risk of developing any work related Cumulative Trauma Disorders (CTDs). CTDs can occur in any working environment. They are the result of repetitive movements and unnatural positions of the body. The body should maintain a natural or neutral position at all times.

An evaluation of the work area or work methods can be conducted and should:

1. Identify tasks that require the body to move or stay stationary in unnatural positions and those that require repetitive motions.
2. Analyze the tasks and determine if modifications can be made.
3. If possible, modify the way the tasks are performed.
4. Modifications of the workstation or work practice are made to relieve the body of strain and stress. Costly and extensive modifications may not always be necessary. Contact the Safety & Risk Mgmt Coordinator if you are concerned about the ERGONOMIC effect of any particular task for an evaluation or the hazard.

FIRE PREVENTION

One of the most costly and destructive causes for loss of life and property that the Town could experience would be from a major fire. All facilities or parts thereof used by Town employees shall have a current written Emergency Evacuation

Plan that will provide for the safe evacuation of all persons in the event of an emergency of any kind.

This plan should be put into action, evaluated and updated as necessary or at least annually.

You have a personal responsibility in the prevention of fires. Familiarize yourself with the location of fire equipment in the area where you work and the proper method of turning in a fire alarm. If you are trained and able to use portable equipment (such as fire extinguishers), you can be of assistance in controlling most fires.

Reporting Fires

All employees should report fires immediately to 911 and follow the procedures outlined in your Emergency Evacuation Plan. Note: that from many office buildings, it is required to dial "9" to get an outside line. Therefore, you may have to know the location of the exits and the location and correct operation of the nearest fire extinguisher.

Portable Fire Extinguishers

A competent person shall inspect all portable fire extinguishers each month. The inspector shall include inspection date and inspectors' initials recorded on the extinguisher's inspection log tag.

Access to fire extinguishers must be kept clear at all times.

A fire extinguisher shall be used only on a small fire.

Most portable fire extinguishers are classified:

- "A" for fires involving combustibles materials such as wood or paper
- "B" for flammable liquids
- "C" for electrical wiring and equipment
- "ABC" for combination fires

Signs should be visible indicating the location of fire extinguishers.

Have the used fire extinguishers replaced or recharged as soon as possible after each use.

Extinguishers are to be placed in accordance with the hazard associated with the workplace.
Obey all rules, regulations and signs for fire safety such as those controlling smoking, open flames and other sources of ignition and those controlling the storage, handling and use of flammable liquids or other hazardous materials.

Practice good housekeeping and fire prevention.

Flammable liquids shall be handled and stored in approved safety containers equipped with flame arrestors and spring actuated caps.

Do not store acids and bases or oxidizers and reducers in the same cabinet due to the possibility of extremely violent reaction between the two.

Automatic Sprinklers

Materials shall not be piled within eighteen (18) inches of sprinkler heads.

There shall not be any storage above the sprinkler protection. Do not store materials above the suspended ceiling.

Sprinkler heads must be in good condition, with no accumulation of dirt, dust or grease and free from paint.

Fire/Smoke Alarm Systems

All fire/smoke alarms must be operable, in good condition, protected from physical damage, maintained, and tested bimonthly. In the event an alarm sounds, employees shall follow the Emergency Evacuation Plan to immediately evacuate the building.

Fire Doors

A fire door is a special door designed to contain the spread of fire and smoke within a building. Some models of fire doors will operate automatically in case of fire. Do not prop self-closing fire doors. Keep self-closing fire doors closed, but not locked.

Check that nothing blocks or will prevent full closure of a fire door. Also, check that nothing will prevent operating the fire door.

Egress

Doors, stairs, passages and aisles will be maintained free of obstructions, hoses, tools and materials. There must be full access to those areas in case of fire or other emergencies. Exit signs must be visible from all areas or there must be signs indicating the direction to an exit.

Signs

In general, signs must be free of burrs, splinters, or sharp projections and will be placed so that the sign itself does not constitute a hazard. Danger signs indicate immediate danger and that special precaution is necessary. Caution signs warn against potential hazards or unsafe practices. Safety signs are used for instructive purposes.

Tags

Tags are used to provide messages and act as a means of preventing accidental injury or illness. Tags are not to be construed as a complete warning method but should be used only until a positive means can be employed to eliminate a hazard.

Danger tags are used where the hazard presents a threat of death or serious injury.

Caution tags should be used where a non-immediate or potential hazard or unsafe practice presents a lesser threat of injury.

Warning tags are used where the hazard is between serious and potential.

Biological tags identify substances, equipment or parts that are contaminated with hazardous biological agents.

Color Codes

The safety color code for the identification of hazards can be broken down to the following:

Red	Fire Protection Danger Emergency stop buttons or electrical switches Emergency equipment
Orange	Basic color for designating dangerous parts of machinery or energized equipment that can cut, crush, shock or otherwise injure.
Yellow	Caution for marking physical hazards such as striking against, stumbling, tripping, falling and caught-in-between (pinch area).
Green	Basic color for designating safety and the location of first aid equipment, safety eye wash stations and bottles, and safety deluge showers.
Black/White	For the designation of traffic and housekeeping markings.

ENVIRONMENTAL SAFETY

Indoor Air Quality

Indoor air contaminants can originate within the building or be drawn in from outdoors. If contaminant sources are not controlled, indoor air quality problems can arise, even if the heating, ventilation and air conditioning system is properly designed and well maintained.

The Town of Matthews strives to design and maintain its facilities in such a way that a safe and healthy environment is provided for its employees.

Safety & Risk Mgmt. Coordinator shall be advised as soon as possible before leasing, buying or renovating activities result in an occupancy change to ensure an assessment of indoor air quality requirements has been made.

Asbestos

Asbestos is the generic name for a group of minerals that occur naturally in the soil like gold, iron, etc. It has a wide variety of uses in different industries, but it is also known to be a health hazard when small, sharp fibers become airborne and inhaled. Some diseases may not appear until 20 to 40 years after exposure. Some asbestos-related are asbestosis, mesothelioma and lung cancer.

Under Section 112 of the Clean Air Act, the Environmental Protection Department (EPA) established National Emissions Standards for Hazardous Air Pollutants (NESHAP) to protect the public. On March 31, 1971, the EPA identified asbestos as a hazardous pollutant, and on April 6, 1973, the EPA first promulgated the Asbestos NESHAP in 40 CFR Part 61. This was revised in 1990 and amended.

The Safety & Risk Mgmt. Coordinator should be notified in advance of scheduled demolition or renovation activities.

Safety & Risk Mgmt. Coordinator shall be contacted before purchasing or leasing real estate to arrange an insurance and safety inspection.

Annual re-inspections are conducted to assess the condition of the asbestos containing materials.

Friable category I and II asbestos shall be removed by a certified asbestos contractor and an asbestos consultant prior to demolition or renovation activities. Non friable ACM that becomes friable during the project, and contaminated waste and material that cannot be decontaminated, should be treated as Regulated Asbestos Containing Material (RACM) by keeping it wet and disposed of in a landfill that operates in accordance with 40 CFR Part 61.150 and Part 61.154 or Part 61.1