**Sample safety manual**

***Convenience store***

**Introduction**

This manual contains safety policies designed to control risks associated with operations **(Insert company name)** and provide our employees with the safest possible work environment. While this safety manual is intended to be comprehensive, it is impossible to cover every scenario; therefore, have questions regarding a specific task, contact your supervisor, who can provide guidance.

The best ambassadors of our safety program are those performing the jobs daily. If you observe a safety issue or have a suggestion that could improve the safety measures outlined in this document, please speak with your supervisor. It takes the dedicated effort of the entire team to prevent workplace incidents.

Incidents are the result of unsafe conditions, acts, or practices. Many incidents are caused by unsafe equipment, tools used in an unsafe manner, or failure to follow safe work practices. Therefore, implementing a comprehensive safety program is important to maintaining a safe work environment for all employees. To ensure a safe work environment, it is imperative that we strictly enforce our policy. Violations of safety policies and procedures could result in disciplinary action and termination. If you have questions and need additional information regarding the contents of this manual, you should speak with your supervisor or their predetermined designee immediately.

**Safety policy statement**

Providing a safe work environment for **(Insert company name)** staff is of the utmost importance. Our safety policy aims to guide how to avoid risks associated with the jobs performed by our employees. It is impossible to provide guidelines for every situation; therefore, we depend on you, our staff, to make safe choices in your daily work. Our success depends on everyone performing their job in the safest possible manner.

**Safety is a team effort.**

With any great team, each member must know their role and how to perform it well to achieve success. The same is true for safety teams.

**Management’s responsibilities:**

Providing a safe work environment and adequate supervision of operations, which includes as applicable:

* Providing a safe work environment and adequate supervision
* Provisioning of tools and equipment
* Providing proper safety equipment and clothing
* Training and on-site safety direction
* Inspecting work areas and operations periodically
* Ensuring prompt action is taken when unsafe conditions or actions are identified
* Ensuring all incidents are reported and appropriately investigated
* Reviewing incident reports to verify proper corrective action is taken

**Supervisor’s responsibilities:**

* Promoting safety awareness and leading by example
* Ensuring employees are trained on safe work practices related to their assigned job tasks
* Ensuring safety equipment and protective devices are provided and properly used
* Conducting frequent safety inspections of all work areas and operations to improve and eliminate unsafe conditions
* Taking prompt, corrective action when unsafe conditions or unsafe actions are observed
* Investigating and reporting to manage all incidents involving personnel or property
* Reviewing new equipment to identify potential risks
* Educating employees on the disciplinary policy as it relates to the safety policy; taking appropriate action when merited
* Arranging transportation and accompanying the injured employee to the medical facility
* Facilitating paperwork and answering questions of both the treating physician and injured employee

**Employee’s responsibilities:**

* Following the safety policy and procedures
* Reporting unsafe conditions and practices to management immediately
* Keeping work areas clean and orderly always
* Operating equipment only if authorized and instructed on safe work procedures
* Reporting all incidents to management immediately and complete an incident report as soon as possible

**What to do if an incident occurs**

While every effort is made to avoid incidents, it is important to know what to do if one should occur. Acting quickly and getting the injured employee the treatment, they need as soon as possible can help prevent further injury.

* Report all incidents, no matter how minor, immediately to management
* Prompt reporting ensures the employee receives proper treatment if it is required and ensures appropriate corrective action is taken to avoid future injuries
* Perform first-aid and CPR only if you are trained
* Follow established Bloodborne Pathogens procedures
* The supervisor should do arranging transportation and accompany the injured employee to the medical facility
* Facilitating paperwork and answering questions of both the treating physician and injured employee should be done by the supervisor
* Incident Report forms must be completed by the supervisor and injured employee as soon as possible; route as directed on the form

**Emergency action plans**

Emergencies such as fire, severe weather, bomb threat, etc., require swift and immediate action by our employees to ensure the safety of everyone. In the event of an emergency, our staff should be prepared for the following:

Supervisors, management, or designee for their respective areas will:

* Direct actions of personnel
* Know the location of fire extinguishers
* Know who is first-aid and CPR trained
* Identify individuals who need special assistance during evacuations and decide to ensure their safety
* Familiarize employees with evacuation route
* Ensure the building is transparent and account for personnel after building evacuation

**Fire evacuation:**

* Turn off nearby equipment and walk to the nearest exit when the fire alarm sounds and if it is safe to do so
* Assemble away from the building at the designated assembly area
* Remain outside until the all-clear is given by responding fire personnel
* The supervisor or their designee will account for all individuals

**Severe weather:**

* Stay inside the building
* Proceed to the appropriate designated shelter when directed

**Bomb threat:**

* Bomb threats must always be taken seriously
* Document as much information as possible
* Report the incident immediately to the supervisor
* The supervisor or the authorities will determine if the situation warrants evacuation; if called for, follow the procedures used for a fire evacuation

**Recordkeeping**

Documentation is a critical component for maintaining a safe working environment. The following records are retained in personnel files:

* Employee training records
* Certifications
* Incident reports
* Hazard identification and corrective actions
* Signed acknowledgments
* Equipment inspections and certifications

**Violence in the workplace**

The policy of **(Insert company name)** that violence or the threat of violence, even joking, is not appropriate and subject to disciplinary procedures, including termination.

Employees are to immediately report any acts or threats of violence to their supervisor. Report the behavior or threats made, give facts of where and when the event occurred, what was said, and any witnesses.

Anyone who observes a weapon on the premises must immediately report it to the supervisor.

**Biological exposure control plan**

Within the scope of your job, you may encounter blood or other bodily fluids that risk transmitting blood and airborne diseases. Always wear personal protective equipment (PPE) if it is necessary for you to be in contact with blood or other body fluids. For more information on biological exposures, visit www.CompSourceMutual.com.

**Ergonomics**

**(Insert company name)** has an Ergonomics Program to educate and train employees on the basic principles of ergonomics and proper body mechanics. The program includes written guidelines to prevent musculoskeletal injuries caused by exertion, repetitive motion, or sustained posture; these include back injuries, sprains, strains, carpal tunnel syndrome, or other cumulative trauma disorders.

Depending on the physical demands of a particular job, changes in the layout of your workstation or procedures may need to be changed to minimize the risk of a cumulative trauma injury. It is essential to request an ergonomic evaluation if you believe your workstation or procedures need to be changed. Once the ergonomic evaluation is complete, modifications identified should be implemented. Employees must follow the recommendations and modifications to help prevent a cumulative trauma injury.

**General policies for all operations**

* Employees should safely perform their job tasks, speak with your supervisor if you have any questions regarding safe work practices
* Illness or extreme fatigue may impact your ability to perform your job safely; it is the employee’s responsibility to monitor their well-being and ensure they are physically able to perform their job tasks safely
* Horseplay of any kind is strictly forbidden, and employees who willfully engage in horseplay are subject to disciplinary procedures, up to and including termination
* Clean and orderly work areas prevent injuries; take time each day to keep your work area clear of unnecessary materials, tools, and equipment
* All exits and stairways should be clean and free of obstructions
* Use only approved, grounded electrical extension cords
* Extension cords are to be unplugged, coiled, and stored in their designated locations when not in use
* Dispose of extension cords that show wear and tear immediately
* Follow proper lifting techniques and seek assistance when necessary
* Ensure all equipment (dolly, etc.) is in good condition before use
* Visually check equipment and machinery before use and ensure the work area is clear
* Never leave machines or equipment running while unattended
* Loose clothing, long hair, and jewelry should not be worn by employees working around or near moving machinery or equipment
* Use of a personal music device in the work area, including vehicles, is at the discretion of the immediate supervisor
* Smoking is strictly prohibited

**Slip, trip, and fall prevention**

* Footwear should be flat, slip-resistant with a closed toe and heel
* Floors should be kept clean and dry; use designated wet floor signage whenever necessary
* Mops, brooms, boxes, and other articles should be stored appropriately and cleared from passageways
* Use a step stool or ladder when reaching overhead
* Do not stand on boxes, chairs, desks, tables, or other elevated surfaces

**Working at height**

Climbing ladders to place stock on high shelves and any other work tasks that involve working at height can lead to bruising, fractures, and back injuries.

You are responsible for lowering the risks of working at height by providing suitable equipment and education on using that equipment properly. Store frequently used items in an accessible area—working at height should be avoided at all costs.

**Ladders**

* Inspect ladders before every use
* Chairs, boxes, or other elevated surfaces should not be used as ladders
* Maintain 3-point contact (two hands, one foot or both feet, one hand) when ascending or descending ladders; always face the ladder
* When using a step ladder, do not climb higher than the second step from the top
* When using an extension ladder, do not climb higher than the third rung from the top

**Extreme temperature conditions**

**(Insert company name)** operations may expose employees to extreme temperatures. Employees are responsible for monitoring their physical condition both on and off the job and notifying the supervisor of any condition that may impact their ability to tolerate extreme temperatures. For more information on safely working in extreme temperatures, visit www.CompSourceMutual.com.

**Hazard communication**

The company's chemical substances and mixtures must be evaluated and approved before use. The associated risks with products should be communicated to employees before use and can be found by reviewing the product Safety Data Sheet (SDS). Cleaning is essential, especially in convenience stores that see a lot of foot traffic every day. But when your employees use cleaning chemicals, they risk skin irritation or eye damage. Even the vapors from chemicals such as bleach are dangerous. Annual training on proper hazard communication is provided with additional training as new products are introduced in the work environment. For more information on hazard communication, visit [www.CompSourceMutual.com](http://www.CompSourceMutual.com).

**Power tool and electrical equipment**

Never use any portable power tools or equipment without checking for proper safeguard operation and electrical continuity. Questionable items should be inspected and tested by qualified personnel. Always report defects or minor shocks on any piece of equipment. Any electrical equipment or cord without a ground prong intact shall not be used.

Ground fault circuit interrupters (GFCIs) shall be used in all wet locations. Electrical cords should be protected from damage by cooking oils or wear and not left in aisles where they may create a tripping hazard. Never run an electrical cord through a doorway.

The threat of electrical shock from faulty equipment or incorrect installation can happen anywhere. When conducting your risk assessments, look for any defective electrical equipment. Show your employees where the fuse box is located and how to turn off the electricity in an emergency.

**Personal protective equipment (PPE)**

**Foot and hand protection:**

Footwear must be suitable for the type of work you perform and the environment in which you work. It is recommended that all employees follow the footwear guidelines listed under the slip trip and fall prevention section of this safety manual.

Hand protection should be selected based on the assigned tasks’ risk. However, in operations where hand protection may cause or contribute to an injury, other methods of hand protection should be used. Consult your supervisor regarding the proper hand protection and use.

**Outerwear protection:**

The clothing worn to work should not only be appropriate for the type of work you perform but safe for the environment in which you work. Shorts and tank top shirts should not be worn. Clothing should be cotton or other natural fiber, and if clothing or gear becomes contaminated, it should be replaced immediately.

**Site security**

**Building security**

The company has implemented security measures that include:

* Lockedrear entry doors with emergency exit bars
* Rear door peephole to verify a person’s identity before allowing them entry
* Exterior lighting around the perimeter of the building
* Trash receptacles and employee parking areas should be in public view
* If possible, take the trash out and receive product deliveries from the main entrance to minimize the use of rear entries
* Report any dim or broken exterior light bulbs to your supervisor
* When closing, always leave in pairs at a minimum and leave from the entrance that is more open to public view

**Robbery**

Specific procedures will be followed during a robbery:

* Attempt to cooperate with the robber’s demands, including providing money, info, or merchandise as requested. No attempt should be made to physically confront the person(s) who are making the demands
* Full cooperation may ensure that no physical injury will occur to the employee who is attempting to comply with the robber’s demands
* After the robber has departed the scene, the employee should activate alarm devices, notify the local police department, and contact the shift supervisor, if they were not available at the time of the event
* Security video will not be disturbed until the supervisor has arrived on the scene
* An incident report form will be utilized to document the event

**Cooking operations**

* Employees shall be thoroughly familiar with the safe operation of any machinery they use.
* All guards must be in place before operating the equipment. All guards must be in place before and while operating deli slicer-type equipment.
* Keep electrical equipment unplugged and in the off position when not in use.
* All electric outlets that have the potential for contact with water should be of (ground fault circuit interrupter) GFCI type.
* Do not turn the thermostat on the deep fryer above 375 degrees F; this causes oil to boil over when the product is placed in the fryer.
* Always follow MSDS guidelines when cleaning equipment with chemicals.
* Tools and cooking utensils are to be used only for their purpose. They will be inspected before use and replaced as required.
* Do not leave tools or utensils in work areas or other areas where they pose a potential risk of injury, where they may fall and strike someone.
* Never leave tools such as equipment lying around where they may be tripped over or interfere with other work.

**Avoiding burns**

* Remove lids from steaming pots or kettles carefully. The edge of the lid farthest away from the body should be raised first to allow steam to escape before lifting the lid.
* Use dry potholders in moving hot cooking pans and have a place to put them before moving from the stove to the oven.
* Pot handles do not extend into the passage area around stoves and worktables.

**Avoiding cuts**

* Knives should not be placed in the sink.
* Use knives carefully and place them in the space provided for them when not in use. Knives should be kept sharp to reduce the force required to cut.
* When using a knife, always cut away from the body.
* Safety gloves must be used when cleaning or dismantling the slicer.
* Never place hands or utensils in a food mixer while the mixer is operating.
* Handle opened cans with care.
* Broken glass should not be placed in a wastebasket but a separate container for disposal.

**Material handling and storage**

Employees shall evaluate the object(s) to be lifted before attempting the lift. Get help or divide the load and always utilize proper body mechanics when lifting.

Lifting aids such as dollies and carts should be used to move heavy or oversized objects whenever possible. When moving materials on carts or dollies, push rather than pull whenever possible.

Clear the path to be traveled with the item(s) before lifting.

Leather or cotton gloves will provide some protection when handling rough objects.

Wear appropriate non-slip close-toed footwear anytime lifting material is necessary. Ask for help or make additional trips if necessary.

Materials should be stocked with heavier items on lower to mid-levels.

**Fuel tank gauging**

* Never smoke during tank gauging.
* Always wear rubber gloves while checking the levels of the tanks.
* Be alert to onsite traffic.

**Compressed gas storage**

* No smoking is allowed in the vicinity of the propane rack storage.
* Propane gas cylinders must be kept in secured racks.
* Gas cylinders must never be dropped or mistreated.

**Forklift truck**

Due to the risks associated with working on and around forklift trucks, the company has implemented a Forklift Truck Operation Program that includes the following requirements:

Only authorized and certified personnel shall operate lift trucks.

Operators are responsible for attentive driving and personal awareness of their surroundings and possible changes in the work area. Seatbelts shall be worn by the forklift operator while operating the equipment.

Additional requirements involving forklift operations are included in *Forklift Operations.*

**Motor vehicle operation**

In recognition of the high risks associated with motor vehicle operation, the company has implemented the following requirements:

All employees who drive company vehicles must have a valid Oklahoma driver’s license, operator, commercial, or chauffeur’s license as required for the equipment being operated.

Only company employees can operate or ride in company-owned equipment and vehicles.

The driver does not use cell phones while the vehicle is in motion.

Employees are required to obey all Oklahoma traffic regulations. Costs for violations of traffic laws are the responsibility of the employee. Employees convicted of two or more moving traffic violations within 12 months will not be allowed to operate company vehicles.

Employees must report all vehicle accidents required by city and state accident reporting procedures. Employees involved in vehicle collisions will report the incident to their supervisor or designee immediately after contacting the local law enforcement agency.

Additional requirements involving motor vehicle operations are included in the *Company Driver Program.*

**Safety Policy/Procedure acknowledgment**

I acknowledge I have received and read the Company's Safety Policy/Procedures by my signature below. I have been given an adequate opportunity to ask questions and receive clarification on any area of the policy/procedures. I agree to abide by the provisions outlined in the (Company’s Name) Safety Policy/Procedure and understand that failure to do so may result in disciplinary action, including termination of my employment.

I have received training by the company for the duties associated with my job. I understand these duties' potential hazards and physical requirements and the necessary precautions to control these hazards.

I have been informed and understand I am to report to my supervisor any incident and injury occurring while performing my job duties, or if in their absence, the next available senior company representative. An Incident Investigation Report must be completed and signed immediately, as is reasonable under the injury circumstances, by me after my injury.

I have been informed and understand I am to immediately report any unsafe acts and conditions discovered during the performance of my job duties.

Employee's signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_