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# Safety & Security

## CHAPTER 1: STORE APPEARANCE & MAINTENANCE STANDARDS

### Overview

#### Introduction

XXX Company is committed to providing a safe and secure work environment for our Employees and our Customers.

With awareness and commitment of all Employees, the majority of accidents and injuries can be prevented. The safer and more secure the workplace is, the more efficient and profitable we will be.

#### Disclaimer

The approaches in the discussion that follows are recommendations, not regulations. There are no reporting requirements to XXX Company National, nor will following these recommendations ensure compliance with any Federal, State, or Local codes or regulations that might apply to your business.

XXX Company National cannot be held liable for any missing, incorrect, or outdated safety, health, and security information. Nor can XXX Company National be held responsible for any future safety, health, and security violations.

We have provided the content in this document as a baseline for use by our Franchisees and their Employees. The Franchisee agrees to have the appropriate attorney, and/or city and state organization as appropriate, review this document to correct, modify, eliminate, or add specific content for your business operation as required in your city and state.

#### Safety, Health, & Security Practices Help Avoid Trouble

A store that has accidents or injuries can expect a “domino effect” of troubles that could include any or all of the following:

- Increased stress for Customers, Employees, and their families; and for you.
- Fewer Employees to do work.
- Increased insurance rates.
- Decreased profits.



## CHAPTER 2: SAFE PRACTICES WHILE YOU WORK

### Overview

#### Introduction

Employees are responsible for knowing the work practices that will keep them safe while doing their work, and when assisting other Employees with their work.

#### Types of Safe Work Practices

The safe practices that Employees need to know while they work can be categorized and cross-referenced in many ways. The basic categories cover areas such as these:

- Using things (tool, supplies, equipment).
- Stacking and storing things safely.
- Wearing clothing and protective equipment to prevent injury.
- Using the body to prevent injury.

#### Importance of Safe Work Practices

Safe work practices are important because they prevent accidents and injuries to people and to property.

**Example:** Proper use and maintenance of equipment and tools will help prolong the life of tools and equipment, reduce the cost of repairs, and ensure the safety of Employees and Customers.

### General Work-Safety Policies

#### Policy

Relative to safety, the store has these general policies about work practices. Employees must:

- Dress and practice personal hygiene in a manner that promotes safety and does not hinder it.
- Use furniture, equipment, tools, and supplies for their intended purposes only.
- Maintain equipment, tools, and supplies in a safe and orderly fashion.
- Report immediately any furniture, equipment, tools, or supplies that are broken or damaged, and that present a real or potential safety hazard.



## Emergency Preparedness & Evacuation Plans

### In Case of Emergency

Employees must know the emergency procedures for your store, and be able to act in case of an emergency.

#### Examples


- Calling 911 from your store's phone system and from their cell phones or other mobile devices.
- Being prepared to guide Customers to safety.
- Finding the store's emergency and safety equipment, and using it appropriately.

### Basic Emergency Supplies

A few basic emergency supplies should always be on hand in the store:

- First aid kit.
- Flashlights (at the sales counter, office, warehouse area, and other areas as appropriate). Periodically check and/or replace the batteries.
- Local Emergency Contact phone numbers posted in several convenient locations.

### Emergency Preparedness

 For a detailed step-by-step guide to emergency planning, response, and recovery for companies of all sizes, you can download the Emergency Management Guide for Business & Industry at:

<http://www.cdc.gov/niosh/topics/prepared/pdfs/bizindst.pdf>

### Evacuation Procedures

All of the recommended procedures in the following mention evacuation of the store as a possible step. Every store should have an evacuation plan that includes:

- Specifying which exits to use in various places within the building.
- Designating staff to assist those in need (such as disabled or injured people).
- How to communicate the evacuation order and follow-up directions throughout the building (keeping in mind possible power outages, etc.).

- A designated meeting point after evacuation.
- A communication and staffing plan for use at the meeting point.

**Critical Step:** The communication and staffing plan should be validated before use, and reviewed and exercised periodically.

## At-a-Glance: Safety Considerations for Specific Emergencies

### Introduction

To ensure the safety of Employees and Customers in emergency situations, the Franchisee and Manager should develop a specific plan, communicate the plan, and review and practice the plan on a regular basis.

It is critical that in an emergency, all Employees must know the answers to two questions:

- What is my role?
- Where should I go?

The answers to these two questions will vary depending on the type of emergency.

### Power Failure

Consider the following in the event of a power failure:

- Immediately lock the front and back doors, and place a sign on the door explaining why the store is closed during regular business hours.
- If there are Customers in the store when the power goes out, use manual procedures to complete any sales as quickly as possible.

**Reference:** For more information on the manual procedures to complete a sale, see the standard operating procedures for the Sales Process.

- Contact the local utility company (if you can) to determine when service will be restored.
- Secure all cash registers and lock the doors to all offices.
- Shut down any equipment that could be damaged when power is restored.
- Evacuate the building, if the safety of Customers and Employees is threatened.
- Check to ensure that everyone has evacuated.



## In Case of Fire

If a fire occurs:

- Sound the alarm and evacuate the building.
- Upon hearing the fire alarm, stop work and proceed to the nearest clear exit.

Do **not** attempt to respond to a fire or other emergency unless you are trained to do so.

## Inspection & Maintenance Schedule for Fire Prevention & Protection Equipment

### Responsibility & Schedule

The Manager is responsible for ensuring that fire protection equipment is inspected and maintained on a regular schedule, as recommended below.

Frequency	Purpose
<b>Portable Fire Extinguishers</b>	
Monthly	Visual inspection to ensure that the extinguisher is charged, not damaged, properly hung, and is accessible (not blocked).
Annually and after each use	Service by trained personnel (as required by OSHA Standard 29 CFR 1910.157).
<b>Standpipe &amp; Hose Systems</b>	
Annually and after each use	Visual inspection to ensure that equipment is in place, available for use, and in serviceable condition.
<b>Sprinkler Systems</b>	
Monthly	Visual inspection of main riser(s) and water control valves to ensure that they are open, operable, and accessible.
Monthly or Quarterly	Test of P.I.V. valves and water flow alarm by a trained technician.
Annual	Main drain flow test by a trained technician.
Bi-annual (twice a year)	Flow test by opening of inspector test valve(s) by a trained technician.
Every 3 months, or more frequently with high sales volumes	Hood cleanings.
Every 6 months, and after each use	Servicing of fixed hood extinguishing systems by a qualified technician.

## CHAPTER 5: WORKPLACE VIOLENCE OR ROBBERY

### Overview

#### Introduction

In many retail businesses, front-line Employees are at risk from violent incidents on a daily basis. There are several reasons for this. In most operations, the public has free and easy access to the store, and Employees frequently need to deal with people they don't know. In addition, retail businesses typically keep cash on hand.

#### Reminder: Employee Safety Comes First

It is critical that Employees understand that their safety is the first priority. When an emergency situation or potentially violent incident occurs, in the heat of the moment, an Employee might try to reduce the loss for the business and put themselves at risk.

There is no expectation for Employees to be heroes. Money and merchandise can always be replaced; people can't.

#### Reducing the Risk

Given the daily risks that many retailers face, Franchisees should have specific plans for their stores to help protect Employees and to minimize the potential for violence or robbery.

You can reduce the risks through a combination of controls, including:

- Physical Controls
- Procedural Controls

#### Physical Controls

Physical controls might include providing:

- Clear sightlines both inside and outside the store.
- Good lighting.
- Security cameras.
- Barriers such as wider counters.

