

Present Scenario, ask question.

If they get 75% of the answer, it is correct, coach from there.

Scenario:

Employee comes to you and reports they have cut their hand with a pocket knife and just need a bandaid.

Q: What do you do?

A:

- Call Silver Triage,
 - Fill out incident report,
 - complete root cause,
 - discipline employee for using a pocket knife
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Scenario:

While driving a forklift, pallet breaks apart, and a 55 gallon drum of hydraulic fluid falls from 10ft in the air and smashes open on the ground.

Q: What do you do?

A:

- Call Regional EHS/LP partner to report.
 - Clean up spill per SDS(or put oil dri down to soak up, but followup: used oil dri is disposed how? Via safety kleen)
 - Fill out chemical spill incident report
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Scenario:

Upon approaching building, front door is smashed open.

Q: What do you do?

A:

- Call police before entering building. Wait for them to clear building before entering
- Call Area manager & Regional EHS/LP partner to report
- Take inventory of any missing/stolen items
- Fill out theft report on incident reporting app
- Call to have door repaired

Scenario:

Employee is observed wearing all PPE while processing battery cores.

Q: What do you do?

A: Thank them. Fill out safety observation on incident reporting app

Scenario:

Employee informs you that while walking across the warehouse, the forklift cut across the aisle in front of them, nearly hitting them (without sounding its horn)

Q: What do you do?

A:

- Address forklift safety with employee on forklift
 - Fill out Near Miss Report on incident reporting app
 - Conduct root cause, and put a mirror up at corner
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Scenario:

The local fire marshal shows up at your front door unannounced and informs you they need to do an inspection.

Q: What do you do?

A:

- Inspect their credentials
- Collect a business card
- Escort them to the closest office/breakroom
- Inform them you need to make a call.
- Call Regional EHS/LP Partner, or SOMEONE in the safety department
- Escort them around the building: if they note something note it, if they photograph something, photograph it. If you can correct it right away, correct it.
- Fill out Regulatory Visit report in incident reporting app.

Scenario

Delivery driver calls into branch to inform them that they were driving down the road when the car in front of them stopped suddenly and they were unable to stop before they hit the rear end of the car.

Q: What steps are you to take?

A:

- Ask driver if they are ok?
 - Ask driver if occupants in other car are ok?
 - Inform driver they need to photograph the scene, the other car, the fleetpride vehicle.
 - Contact Katie Ward for a drug test – *unless banned by state law*
 - Fill out accident report in incident reporting app
 - Don't let them complete any other deliveries until drug test comes back clear.
 - Document on Delivery driver acknowledgement form for an "at fault incident": *if they can't stop in time, it is their fault regardless if police cite them.*
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Scenario:

Forklift is offloading a pallet of chain from 6ft level of racking, then it backs into a rack, scraping paint, no bend, dent or ding to racking.

Q: What do you do?

A:

- Address with forklift driver.
 - Fill out forklift incident report on incident reporting app.
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Scenario:

Employee walks into your office, with a slight limp, and tells you of how while walking past a pallet of brake drums (approx. weight 75 lbs), which are nested together, to tell you one of the brake drums fell (approx. 4 ft) from the stack and struck their ankle.

Q: What do you do?

A:

- Have employee call silver triage
 - Have employee write a full detailed report; including location, exact travel
 - Call Regional EHS/LP partner
 - Recreate scene with employee
 - Photograph scene
 - Fill out incident report
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Scenario

Employee is working in warehouse, operating a hand pallet jack, a pallet of brake shoes cracks sending a 2 ft stack of brake shoes tumbling to the floor. No other employees are near the scene. Upon closer inspection, the pallet was splintered in multiple locations.

Q: What do you do?

A: Review all pallets in topstock to ensure there aren't any other damaged pallets in use where they can break apart and hurt someone.

Scenario

Tuesday morning an employee comes to you holding their back, complaining about it hurting from Thursday at work when they state they moved 2 brake drums (approx. 85 lbs a piece) alone, by hand.

Q: What are your next steps?

A:

- Have the employee call Silver Triage
 - Have employee write a statement of exactly what happened, where, what parts(include part number)
 - Fill out Employee injury report on incident reporting app
 - Document employee in Workday for failure to report in a timely manner.
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Scenario:

Customer pulls up to back door so a part can be loaded onto their vehicle. While getting out of their vehicle, the customer trips over wheel chock and hits their head, splitting it open and it starts bleeding. An ambulance is called for the customer, due to their head bleeding: The ambulance transports the customer to nearest hospital.

Q: What needs to happen?

A:

- Call EHS/LP Partner to report a customer was transported by ambulance: be prepared to answer with customer name, and such
- Collect Witness statements from all employees who witnessed the event
- Photograph the area: chock, wide shot (photograph even if you have cameras at location)
- Enter Incident Report