

Safety First Be Alert... Don't get Hurt!

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ARVATO "SOLUTION GROUP"

- Pleasant Prairie, WI November 22, 2016

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Objectives

Gain an understanding of Arvato's commitment to safe.
Become familiar with major safety rules.
To serve as an introduction to workplace safety policies.

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Safe Attire

- ◇ Closed shoes must be worn on production floor. No high heels are allowed on the production floor
- ◇ Hair longer than 4" or below the top of the shoulder, must be tied back once you are outside the Client Services walkway. If it is along pony tail it must be worn up, not left loose. OSHA considers this PPE under 1910.147 and includes long beards.
- ◇ Jewelry should not be worn when working around machinery. This includes loose necklaces, dangling earrings, and watches.
- ◇ Loose clothing can get caught in machines.
- ◇ No scarves are allowed to be worn past the Client Services walkway.

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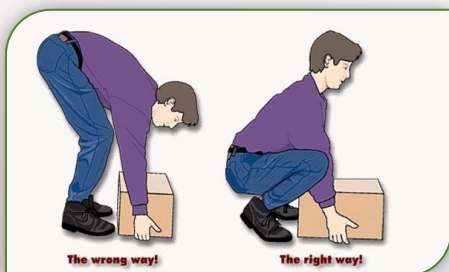
Basic Lifting Techniques

◇ Never:

- ◇ Use your back muscles to lift
- ◇ Try to lift an item that is too heavy or awkward
- ◇ Twist or jerk your body while lifting or carrying an object
- ◇ Attempt team lifting without proper coordination

◇ Always:

- ◇ Tuck in your chin, keep your back as straight as possible
- ◇ Feet should be flat on the floor, shoulder width apart while lifting
- ◇ Lift with your leg muscles
- ◇ Turn and rotate your feet
- ◇ Ask for help with heavy and awkward items
- ◇ When possible, use mechanical equipment to move heavy items.



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Personal Protective Equipment (PPE)

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◇ Harness and tether for all man up equipment

◇ Safety glasses for working with strapping, compressed air or dusty environments



◇ Authorized knives.

DO NOT BRING IN ANY OTHER KNIFES! They will be confiscated.

◇ Other PPE may be required based on the situation

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Safety Data Sheets (SDS)

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Chemical identity

Physical and chemical characteristics

Physical and health hazard

Primary routes of entry

Emergency First Aid Procedures

Date of Preparation

Personal Protective Equipment Needed (if any)

Spill and leak clean up



Labeling information

Exposure Limits

Whether it is a Carcinogen

Precautions for Safe handling/ Use

Recommended engineering controls

Name, address, and Phone # of manufacturer

Signs and symptoms of exposure

NO attempt should be made to clean up spilled material without consulting the appropriate SDS sheet first.

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Accessing Haz-Com Documents



Workers may find a complete chemical inventory and corresponding SDS Sheets in the following locations:

- ◇ The Safety Bulletin Board on the Client Services Walkway
- ◇ The Maintenance Clerk's Cubical
- ◇ On the G drive under Safety in the SDS file



A written copy of the Hazardous Communication program may be found in the Arvato's Safety Manual of which copies are located on Safety Bulletin Board, the maintenance clerk's cubical and on the shelf next to the Safety Coordinator's desk

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Haz-Com: Types of Hazards



Health



Can range from mild skin irritation upon exposure to substances that cause severe burns or serious health issues upon contact.

The SDS will detail special health hazards and how to safely handle chemicals to avoid exposure.

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Haz-Com: Types of Hazards

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Physical

Substances that are flammable, explosive, or reactive to other chemicals or materials are physical hazards.

The SDS will detail special physical hazards and how to safely handle chemicals and any special firefighting information.

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Labeling Requirements

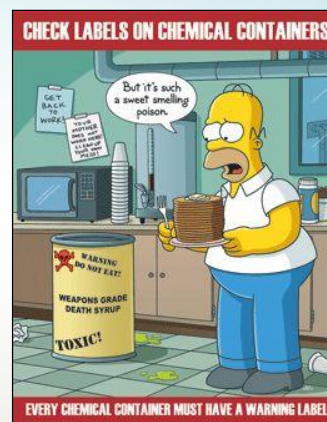
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Labels must be keyed to SDS's

Labels must contain:

- ◇ The identity of the hazardous chemical
- ◇ Appropriate hazard warnings
- ◇ The name of the chemical manufacturer

Ensure that labels do not come off, become smudged or unreadable



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Labeling Requirements

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Labels warn of potential dangers

Labels are not intended to be the sole source of information

Labels serve as an immediate warning

Used for secondary containers

(when a chemical is placed in another container other than the one provided by the manufacturer)

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Labeling Requirements

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Be able to quickly identify the general hazard of any chemical

NFPA system identifies these types of hazards

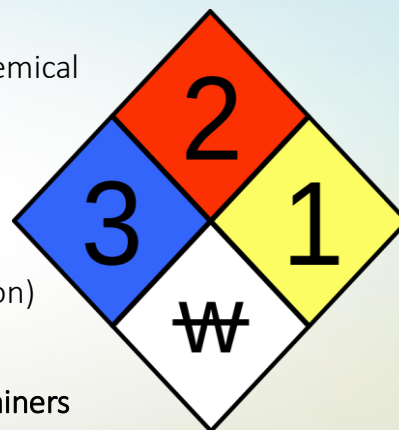
Health (blue)

Flammability (red)

Reactivity (yellow)

Special (white) W (sulfuric acid, sodium)

OX (Nitrogen, Helium, Neon, Argon, Krypton)



This facility uses this system for labeling secondary containers

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Chemical Control



Chemicals in this facility are strictly controlled.

DO NOT BRING CHEMICALS INTO THIS FACILITY!

This includes but not limited to: insect repellent, air fresheners, or cleaning products

Chemicals of all types must be stored in designated locations. Chemicals left out increase both the risk of exposure to other employees within the facility and contaminating our customers' products.

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Chemical Control



In the event of a chemical (hazardous material) spill:

Notify Security and your immediate team lead or supervisor. Try to tell them as information as possible (location of spill, how much was spilled, etc)

Keep all personnel (and yourself) away from the spill

Identify any product that may have been contaminated by the spill

For any damaged customer product, any items leaking liquid, or any electronics that may contain batteries, as a hazardous spill until it can be determined if hazardous materials are involved.

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New Chemical Requests



Any new chemicals which are not listed on the Chemical Inventory list, must be approved by the Safety or Haz Mat Coordinator.

Any new chemical requests must be made by submitting a chemical request form along with the Safety Data Sheet if possible

Chemical Request Forms may be obtained from the Safety or Haz Mat Coordinator. They are also on the Shared Drive (G) if you have access

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Protective Measures



Engineering controls

Avoid hazards by workplace design.
(Isolate areas where hazmat is used or stored)

Work practices

Avoid hazards by behavior and procedures
(Limit who will be using hazmat)

Personal protective equipment

Avoid hazards by protecting the worker



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Personal Protective Equipment (PPE)

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Use Safety Glasses when using air hoses or working with chemicals



Use seat belts or other safety equipment when driving a forklift

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Vehicle Certifications

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To drive **ANY** powered equipment, you must have completed the **Arvato Vehicle Certification Program** and be issued an **Equipment Operator ID**

The letters on your ID stand for the type of equipment that you are authorized to operate:

O Order Picker
R Reach Truck
S Sit Down Forklift
T Turret Truck
W Walkie Rider
3 = Tricycle

C Cherry Picker/Boom Lift
X = Scissor Lift
U Utility Cart
F Floor Sweeper
B Battery Changer



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Vehicle Certifications

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Drivers of forklifts must fill out the daily pre-shift for each vehicle they use through out the day completely.

If a driver is involved in an incident, the incident must be reported to Security and Management.

Do not move the vehicle or clean up until Security has been notified.

Drivers are only allowed to drive vehicles that they are certified on.

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Pedestrian Forklift Safety

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Be aware of your surroundings at all times

Do not walk with headphones on, you can't always hear the forklift

Phones are distraction, step to the side when using your phone

Do not walk beside a forklift when it is moving

Do not walk over/under forks

Do not let a forklift trap you and a fixed object



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Fire Extinguishers

Fire Extinguishers are located throughout the building are marked with a red fire extinguisher sign

Building support beams with fire extinguishers installed are painted red for easy identification

If you need to use a fire extinguisher, remember PASS:

- Pull the pin
- Aim the nozzle at the base of the fire
- Squeeze the trigger (handle)
- Sweep the nozzle from side to side

Any incident requiring the discharge of a fire extinguisher MUST be reported to Security!

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Lock-Out/Tag-Out

Authorized Personnel

Only Maintenance Personnel are trained and authorized to Lock-Out/Tag-Out

Affected Personnel

Personnel that operate machinery that is locked/tagged out or is scheduled to be, must be notified

Other Personnel

Any personnel that work in the area of the locked/tagged out equipment must be notified



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Accident/Injury Reporting



All accidents involving powered equipment and all injuries must be promptly reported to:

- Your Supervisor
- The Security Department

What you should never do after an accident happens

- Move an power equipment involved
- An injured person if they cannot move themselves

Leave the accident scene intact so that pictures may be taken!

Declination of Medical Treatment form

- Only signifies a refusal at the time of injury

- If at any time you wish to receive treatment, notify your supervisor, and Security department so that treatment may be provided

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Emergency Exits



Each set of the ten dock doors has an emergency exit in the dock area and the trucker's cages are emergency exits.

The is an emergency exit in each corner of the building

There are other emergency doors on each wall of the building

In the event of an evacuation, always use the nearest emergency exit unless emergency personnel or Security directs you to another exit



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Evacuation Plan



All employees, associates, vendors and contractors are required to evacuate the building in the event of fire alarm sounding and reporting to an evacuation point across the truck access road to the parking lot's NE Corner, SE Corner and the NW Corner to the signed evacuation points.

Upon hearing a fire alarm, personnel should head towards the nearest exit for evacuation.

No employee is allowed to re-enter the building until the all clear is given by a member of Security, Management or the Fire Department.

No one is allowed to go their vehicle during an evacuation. Security will investigate any departure from this policy.

Supervisors and team leads from each department will account for their employees and report to Security their findings.



Parking Lots



Parking Lot speed is 10 mph

You must parked in a designated space and **NOT** in any of the following or the pedestrian walkways:

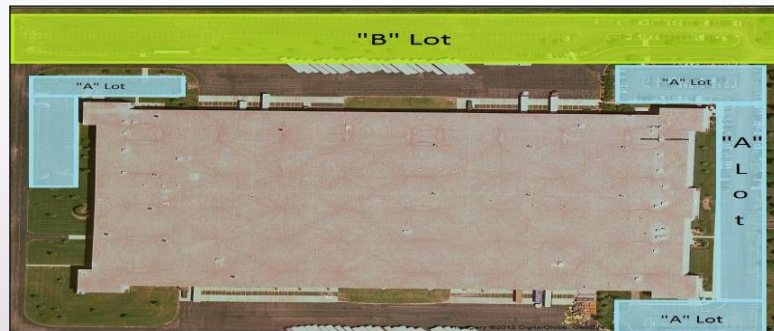


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Winter Parking Rules

Whenever there is a significant snowfall, you maybe required to park in a certain lot (A or B) to help the snowplowing effort.

Winter parking is in effect whenever the orange strobe at the main entrance (above the NE corner of the building) is lit



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Jewelry and Scarves

Jewelry should be kept to a minimum or inside your shirt. Over size earrings can get caught in or on machinery. Scarves are not allowed as they can get caught in machinery and tighten.



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Hair

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As hair may get caught in machinery just like jewelry and clothing, OSHA requires any hair longer than 4" be pony tailed. This means if you can put it in pony tail, it should be in one. If it is a long pony tail it must be kept up and not loose as it may be caught in equipment when you bend over. Long beards must also be pony tailed or in a beard net. CFR 1910.147

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Shoes

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Per the arvato handbook, all shoes must be enclosed and substantial when walking on the warehouse floor. There are no open toe/heel or high heels past the Client Services Walkway! Examples of what not to wear are sandals, crocs, slippers, etc.



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Workplace Violence



Workplace violence is violence or the threat of violence against a worker. It can occur at or outside of the workplace and range from threats to verbal abuse to actually physical assault.

Arvato is committed to promoting a safe and healthy workplace for its employees. It is the policy of Arvato that workplace violence *in any form* will **NOT BE TOLERATED**.

An employee who believes that they have been the target of workplace violence, must report it immediately to Security, Human Resources, their supervisor or any other member of management.

EVERY witness to a threat of violence or a violent action is responsible for reporting the incident to Security, Human Resources, their supervisor or any other member of management.

All WPV incidents will be investigated and remedied as promptly as possible. Any violation will result in corrective action, up to and including termination of employment. Local authorities maybe involved if the situation warrants it.

Employees are required to report restraining orders and orders of protection to the Security Department when those orders affect the workplace. Arvato will make every effort to keep this information confidential. However, from time to time, this information may be shared with appropriate staff members.

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Workplace Violence



Forms of WPV

Intimidation through direct or veiled threats

Throwing objects in the workplace regardless of the type that is thrown and whether or not a person is the target of the object

Physically touching another person in an intimidating, malicious or harassing manner. This includes hitting slapping, poking, kicking, pinching, grabbing and pushing.

Physical and verbal intimidation including obscene gestures, shouting and fist shaking.

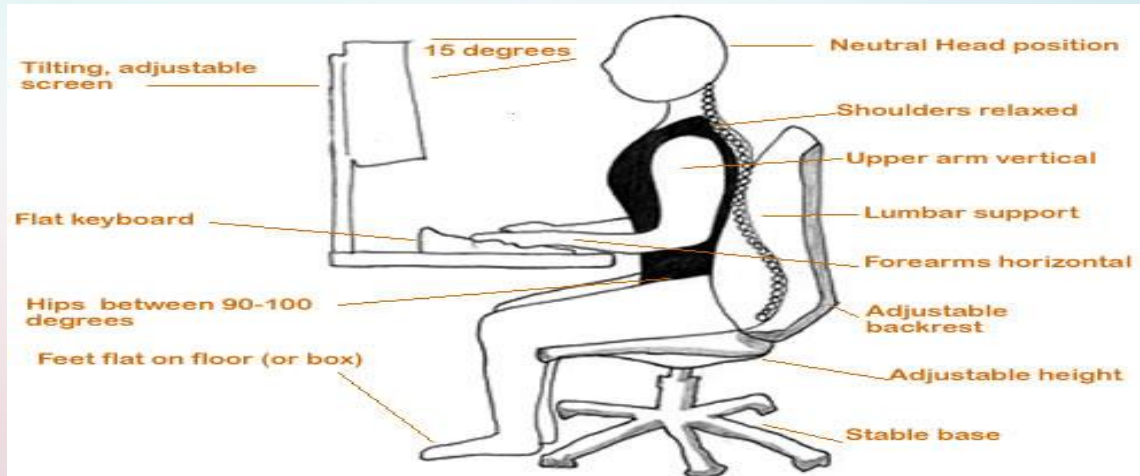
Acts of terrorism are a form of WPV. This includes but not limited to: sabotage, verbal or written threats against the company including bomb threats and all acts of deliberate acts of destruction

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Office Safety

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Ideal conditions



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Office Safety

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Proper lifting techniques are important even in an office setting

Do not *daisy chain* power strips and/or extension cords into each other

Never leave drawers pulled of desks or file cabinets

Space heaters are not allowed in the facility.



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Safety Committee



Meets once a month

Committee members come from various departments. All associates are welcome with their supervisor's prior approval.

Familiarize yourself with a committee member and feel free to discuss any safety issues you want brought up a meeting.

Committee members and others occasionally do a walk through of departments to look for any safety hazards.

If you see a safety hazard, please report them to a member of management or the safety coordinator.

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Cleanliness



Workspaces

Work areas should be kept neat and efficient. Supplies should be arranged neatly with housekeeping maintained at all times.

Lockers

To ensure that no food or drink is kept in personal lockers, Security or members of management will conduct a monthly random inspection for open food and drinks.

Pest Management

To help keep this facility a pest-free, clean environment, report any sightings of pests to Security. This includes insects, rodents or birds.

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Scheduled Cleaning



All cleaning tasks have a written procedure.

Personnel assigned to cleaning tasks will have documented training for those tasks.

Training will include equipment, chemical handling, PPE, cleaning methods and any additional precautions.

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General Security Topics



Smoking Policy

Designated **outside** smoking areas

No smoking inside building at any time

This includes E-cigarettes and any other tobacco products

Personal Property

Keep personal property to a minimum

Do not bring in items similar to customer's products

Security is not responsible for personal property

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Badge Access



All employees, vendors, contractors and visitors are required to display their badges at all times.

Electronic badges are needed to swipe on the In/Out readers at the building's entrance and exit.

If you are required to access special areas of the building, Management must authorize these areas on your badge

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Entrance and Exit Searches



Any body and their possessions that have entering the building may be searched upon entrance and exit. This may include visual, metal detector, X-ray or a random electronic selection system.

Place all items on the table beside the metal detector.

Always stay in a single file line and wait until the Security officer asks to before walking thru the metal detector.

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Exit Search Procedure



Place belongings in bin for X-ray machine for viewing by Security

Walk thru Metal detector when instructed by Security Guard

If no alarm sounds, push the Randomizer Button for Search out

Remove items from X-ray conveyor

When needing to be searched, place items on table as directed by Security Officer for wand procedure.

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Exit Search Tips



Do not wear excess amounts of metal

Remove belts

Put jackets thru X-ray machine

Keep items to a minimum

Empty pockets completely

Over-size clothing is a safety risk. Do not wear baggy clothing.

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Security Policy



HRW-005 Security Policy

"It is the policy of Arvato Bertelsmann LLC to assure that assets/product do not leave our facility without proper authorization. To accomplish this objective, Arvato Bertelsmann LLC requires that a "Consent to Search" be granted by you as a condition of entry into our facilities. This consent to search requires that you voluntarily submit all containers/property for inspection while you are on our premises. X-Ray equipment, metal detectors and other devices/methods may be used to perform these inspections. If you are carrying items that are personal and/or confidential in nature, please remove them before entering the facility. If you have a medical condition that could be aggravated by the use of metal detection or X-Ray equipment, you should notify the security officer on duty and agree to open all containers/property for detailed inspection/removal. Failure to comply with this request or comply with the requirements at any time during your visit will result in the immediate termination of visitation permission. You will be escorted to the security desk for further investigation."

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Prohibited Items



DVDs, CDs, USB drives, flash memory cards, game discs, cameras, cell phones (unless designated personnel), tablets, laptops (unless designated personnel). Any recorded media will be confiscated until it can be verified .

If it looks like a Customer's product, do not bring it in or wear it!

No weapons are allowed (guns, blades, blunt instruments). Only maintenance is allowed to bring tools into the facility. Any that are found will be confiscated.

Purses should be kept in your car or locker. All personal items are subject to search.

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Product Theft



Arvato prosecutes **ALL** cases of theft to the fullest extent of the law.

We ask for your help in identifying potential theft from our facilities. Arvato has a Crime Busters theft prevention program. If you have knowledge of suspected theft, please call 828-658-6565 to report. We offer a reward for up to \$5000. Calls can be made anonymously to the same number.



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