SAFETY
PLAYBOOK
TODAY’S PRESENTERS

• Jennifer Artino – Heinen’s, Inc.
• Jennifer Horstmann – Schnuck Markets, Inc.
• John Slager – Kroger Company
Playbook

Emergencies
- Emergency Evacuation
- Fire Prevention
- Fuel Spills

Measures and Metrics
- Measures and Metrics
- Executive Reports

Claims Management-Work Comp
- Medical Triage Service
- Injury Reporting and Investigation
- Return-to-Work Program Guidelines
- TPA - RTW Unit Procedures

Claims Management-General Liability
- Customer Injury Claims
- Product Claims
- Pharmacy Claims
- Litigated Claims & Legal Procedures

Business Resilience
- Business Continuity Plans
- Business Resilience
- Pandemic Planning

OSHA Compliance
- Blood-borne Pathogen Exposure Control
- Hazard Communication
- Lock-Out/Tag-Out
- OSHA Inspection Guidelines
- OSHA Recordkeeping
- OSHA and Store Associate Training Requirements
- OSHA Requirements Training Tracker
- Personal Protective Equipment Requirements
- Powered Industrial Truck/Forklift Safety

Hazardous Materials Hazmat
- Containment Center Set up
- Document Retention Guidelines
- Handling Procedures
- Store Closure Procedures
- Universal Waste Lamp Disposal
- Propane Cylinder Safety
Leadership Engagement
Recognition of Safety
Leadership Awards

Injury Repeater Counseling
Safety Cultural Assessment

Accident Prevention and Awareness
Kick off Safety and Awareness Events

Safe Work Methods

Safety Training - New Hire
- Cut Resistant Gloves
- Slip Resistant Shoes

Customer Slips and Fall
- Floor sweeps
- Mats
- Cones
- Spill Clean up Kits

DSD Vendor Safety
DSD Carbonated Beverage Backroom
The Key to Prevention Revealed Today!
Core Value

The Kroger Co. will provide a safe and healthy environment for the protection of its most vital resources, our associates and customers. The safety of associates and customers shall be of the greatest value to all levels of management and supervision, ranking equal to service, sales and profit, productivity, quality, costs, and sanitation.

The Company's basic philosophy is that all personal injuries can and must be prevented. All associates at every level are responsible for their own safety and for the safety of those with whom they work. There will be no place in the organization for an unsafe associate.

The Company will maintain a vigorous safety culture at each location and allocate the resources necessary to assure a safe and healthful environment. We will continually evaluate and improve until our safety performance becomes the Standard for Excellence. We will meet our goals through the continuous education, training, and involvement of every Kroger associate, encouraging the promotion of safe work practices among all.

Recognizing that our associates and customers are the Company's most important assets, we will develop a culture that reduces accidents to zero.

Rodney McMullen
CEO

Mike Ellis
President and COO
The purpose of the Spotlight on Safety is for each division to tell a brief story about the excellent job they are doing relating to safety. Focus on:

- Leadership
- Engagement
- Innovation
- Improvement and Results

.............that contribute to your continued success.

In support of those efforts for the past period, tell us what’s new and exciting and what you have been doing to affect positive change!

**Spotlight Publication**

A Spotlight News publication will be sent and published each period containing all division spotlights submitted.
Division Leadership Award

Leadership  Engagement

Improvement  Results  Innovation
District Leadership Award

Congratulations! District 1

From: Division Safety Manager  
Corp. Risk Management

To: District Manager – District 1

Subject: Congratulations!

In recognition of a sustained or reduction in your Injury Rate over 8 consecutive periods, District 1 is the recipient of the “Safety Sustainability Award.” We want to congratulate you and your district leadership team for a job well done.

District 1 has a sustained or reduced Incident rate in Workers Compensation and General Liability for the last 8 consecutive periods and your District Rank is in the top 25% when compared to all districts. Nicely done!

The efforts put forth by you and your team is very much appreciated and we wish you continued success on your journey toward zero accidents. Please accept this obelisk in appreciation for your outstanding leadership. Be sure to share it with your team.

Keep up the great work!

Division Safety Manager  
Corp. Risk Management
INJURY REPEATER PROGRAM

Objective:

To engage and educate potential “at risk” associates in a proactive and positive manner while developing a formal action plan to ensure their safety.
ACTION STEPS

• Interactive coaching
• Documented process
• Review success
THE PROCESS

- Investigate all injuries
- Reports are accurate, complete and timely
- Root cause & corrective action implemented
- Develop an action plan

Complete an Accident Investigation
THE PROCESS

2 or more Injuries in 2 years

No

Yes
WHO AND WHEN

Required Participants
- District Manager
- Manager
- Associate
- Safety Specialist

Optional Participants
- Safety Coordinator
- HR
- RM Director, Safety Manager, or Supervisor
**ROLES**

**District Managers / Store Managers**
- Own the process
- Conduct the meeting
- Establish an action plan
- **Associate**
  - Participates
- **Safety Specialist**
  - Assist and provide injury trend and technical support
MEETING STRUCTURE

- Problem-solving not disciplinary

- Documents Needed
  - Associate Incident Report
  - Safety Improvement Process (SIP) Form
  - Associates Training Records
  - No Medical Records

Safety Awareness Meeting
STEPS TO A SUCCESSFUL MEETING

• Preparation
• Clear Expectations
• Understanding the Meeting Elements
• Know your Responsibilities (takeaways)
MEETING ELEMENTS

• Facts based
• Include and discuss associate ideas
• Set expectations
• Agree upon an action plan and next steps
• Offer support
SAFETY IMPROVEMENT PLAN (SIP) FORM

- Include injury history
- Provide a copy to associate
- Discuss the injury history with the associate
- Look for trends, root causes and solutions
- Agreed-upon solutions in writing
- Be clear - Possible discipline if not followed
Manager & Safety Specialist

- Completes Action Plan
- Coach Associate
- Observe them working safely
- Recognize their effort
- Observe them working unsafely
- Coach and model safe work behavior

Associate

- Completes associate Action Plan items
- Continues to work safely
- Seeks assistance from Manager on other safety related issues
WITHIN 30 DAYS

1st FOLLOW UP MEETING

- Discuss Action Plan and SIP
- Modify as needed
- In 90 days - set date for 2nd meeting
• If action plan is not complete or has open action items, continue to meet with the associate as needed

• If all actions are completed, process is closed. Expectations still hold!

• Documentation is required on the SIP Form
BENEFITS

• Identifies at risk associates
• Provides additional training
• Identifies possible job relocation
• Reduces injury frequency
Safety Cultural Assessment

• Store Managers are identified as **Safety Leads**

• Keys to Success:
  – Ownership
  – Communication
  – Education/Training
  – Utilize resources
  – Know your numbers
  – Get into action
  – Accountability
Safety Leads

TASKS:

– Store Safety Focus walks
– Communication in every division meeting
– Action plan follow up
– Knowledge sharing on division safety page
– Safety Leadership Program
Analytics

**Weekly Event Report:**
- Captures stores and facilities injury data
- Requires action plans

**Safety/Risk Dashboard:**
- Provides quick and easy access to claims data
- Centralized location for knowledge

**Safety Climate Survey focus:**
- Associate’s safety mindset
- Store management leadership
- Company’s commitment to safety
Safety Kick-Off

Event Planning Steps

1. Choose a Safety Topic
2. Choose Dates and Times
3. Choose a Theme
4. Get Creative!
Start the Year off Right
Make Safety a Big Deal!
Memphis Safety Awareness Event

Knocking Safety Out of the Park

September 28th – October 4th
Daily Events

**Sunday** - **Opening Day:** Departments choose their team name

**Monday** - **Play Ball:** Uniform up with PPE

**Tuesday** - **Dugout Day:** Department inspection take place

**Wednesday** - **Batter up!** Spill response locations reviewed

**Thursday** - **7th Inning Stretch:** Stretch and lift to avoid strains

**Friday** - **Bottom of the 9th:** Spill clean up demonstrations

**Saturday** - **Everyone wins!** We all celebrate our successful event
## Safety Awareness Event

### Take me Out to the Ballgame

<table>
<thead>
<tr>
<th>Department</th>
<th>Team Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front End</td>
<td>“Regulators”</td>
</tr>
<tr>
<td>Produce/Floral</td>
<td>“Enforcers”</td>
</tr>
<tr>
<td>Meat/Seafood</td>
<td>“Choppers”</td>
</tr>
<tr>
<td>Grocery</td>
<td>“Stockers”</td>
</tr>
<tr>
<td>Drug/GM</td>
<td>“Cleaners”</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>“Pharmers”</td>
</tr>
<tr>
<td>Fuel</td>
<td>“Fumes”</td>
</tr>
<tr>
<td>Deli/Bakery</td>
<td>“Fryers”</td>
</tr>
</tbody>
</table>
Cut Resistant Glove Stations
Cut Resistant Gloves

- Gloves need to be worn while:
  - Cleaning the slicer
  - Working with a knife
- Glove needs to fit correctly
- Plastic glove needs to be worn on top of the cut resistant glove
- Glove needs to be cleaned at the end of each shift or when dirty
Cut Resistant Gloves

• Gloves are cleaned through the wash, rinse and sanitize system and hung to dry over night
  – If gloves are cleaned in the washing machine they will not last as long and will not be sanitized

• Associates are responsible for the care and condition of their gloves

• All associates need to sign the Cut-Resistant Glove Agreement included in your packet:
  – Please send to payroll
Two Types of Gloves

• **Slicer Gloves** (Heavy Grade Kevlar)
  – Used while cleaning the slicer
  – Worn on both hands
  – Gloves placed in the department for all associates to use

• **Knife Gloves** (Low Grade Kevlar)
  – Used while working with a knife
    • Do not use while cleaning a slicer
  – Worn only on hand opposite the knife
  – Associates are responsible for their own gloves
Why Two Different Gloves?

• The Heavy Grade Kevlar glove does not give the user the dexterity needed while working with a knife.

• The Low Grade Kevlar glove will not withstand a slicer blade.
Replacement Gloves

- Gloves will be replaced by Heinen’s when worn or damaged due to work activities.

- If gloves are lost or damaged outside of work, the associate will be responsible for the cost of replacement.
Appropriate Fit

- Comfort, Dexterity, Touch, ...
  ... Sensitivity, and Productivity
- Snugly, but not too tight
- Fingers all the way to the end of the glove.
- Fingers should be slightly short at first.
- The glove will stretch when first worn
Remember

Cut Resistant Gloves:

- Are not puncture proof
  AND
- Never use while working with a moving blade

Option
Slip Resistant Shoes

• **Dress Standards** - part of the uniform

• **Program Stipend** - $29.99 on one pair per year

• **Four options** to fit everyone’s needs

• Continue to **work with associates** to ensure their comfort
Shoe Options

• **Shoes for Crews** – affordable in a variety of styles
  – Ordered by the office cashier
  – Returns and exchanges handled at store
  – Cost above $29.99 can be paid at the register

• **SR Max** -
Shoe Options

• **Shoe Covers**
  – If an associate has special needs due to a medical condition
  – Requires doctor’s note stating they cannot wear shoes or need to wear special shoes

• **Redwings**
  – Requires doctor’s note stating they require special footwear and cannot wear shoe covers
  – Can order online or in store
  – Must be slip-resistant
Customer Slips and Falls

Countermeasures

• Mats
• Cones
• Spill Clean up Kits
• Floor Sweeps
MAT Program

Leafy Green Rack

Produce

Grapes

Corn & Soft Fruit
Floral

• Floral case with open flower buckets

• Displays where water is present

• Behind floral counters
Meat and Seafood

Entrance to store from prep area

Oyster barrel display when ice or water is present
Deli and Bakery

Entrance to the store from prep area’s

Drink dispenser when ice or water is present

Olive Bar

Chicken Warmer
Front End/Customer Service

Front Entrance

Water Fountain

Customer Service Counter

Bagged Ice Cases
Let’s Talk Cones
Pocket Spill Kits
Locations
**DSD Vender Safety Requirements**

- U-Boats and Carts
- Pallet/Power Jacks
- Straddle Stackers
- Compactors and Dumpsters
- Stockroom Storage
- Empty Pallet Storage
- Step Stools and Ladders
- Floor Conditions
- Spill Cleanup
- Displays / Shippers
- Stocking

### Back-Room Equipment:

**U-boat Carts:**
- Vendors can use a U-boat cart to transport their product and are responsible to maintain control of the cart while on the sales floor.
- Vendors should not over-load a U-boat cart or stack product above the height of the end caps.
- Never stand on or use a U-boat cart as a step stool.

**Pallet Jacks / Power Jacks / Straddle Stackers:**
- All vendor associates who operate a powered pallet jack, straddle stacker, or forklift must be trained and certified.
- Vendors should not use Powered Equipment to operate a Power Industrial Truck (PIT) i.e., power jack, straddle stacker, or forklift.
- Non-powered pallet jacks are available for vendors to transport and move their product. Consult with the store manager if they allow pallet jacks on the sales floor during regular business hours.
- Vendors are responsible to monitor pallet jacks and empty pallets when on the sales floor.

**Compactors / Dumpsters:**
- Vendors are expected to maintain a clean work space and clean-up all dinner work debris.
  - Cardboard can be placed into a compactor.
  - Shrink wrap placed into the recycling bin / compactor.
- Vendors are not permitted to place trash or damaged product into the trash dumpster / compactor without requesting and receiving permission from the store's DSD Breakdown / Inventory Control Manager.
Enforcement
Our Toughest Challenge!

*What do you do?*
*Take action, of course*
*Behavior at Point of Execution*

*It’s up to our leaders to take action in order to change behavior…!*

**Increasing Your Odds**
*Preplan your talk*
*Quick and on topic*
*Focus on Behavior*
*Explain the impact*
*Set expectations*
*Positive Reinforcement*

**Predetermined Strategy**

*Failure to address unsafe behavior has a compounding effect...*
*Business takes a back seat to safety...*
*...so do personal relationships*
Case Study

DSD Carbonated Beverage

Indianapolis

DISTRICT 2
Pallets are Staged
Pallets are approached to be moved

Meet: Kelly Kane
Pallets are Bumped
Associate try's to upright with hands
Pallet of Water Bottles Collapse
Associate is buried
Fatality due to Brain Injury

Associate was working a double stacked skid of water and the water shifted. The associate went to try to push it and all the water tumbled onto her. Associate has a head injury and all her ribs are broken. She has bleeding on the brain and they do not think she will make it. Hospital is unsure how long she went without oxygen.
We Looked at it all!

- Stretch Wrapping
- In-Rack
- PIT
- DSD Carbonated beverage
- Alcohol Beer/ Wine
- Cans, Bottles/2 liter-20oz-16oz-12oz
- Single Stack / Double Stack/Half Pallets
- Overstock
- Merchandising
- Mass End Displays
- Shelf stock
- Overhead Storage
The Lab...Bottled Water
The lab...DSD Carbonated Beverage

Engineering Studies
Partnered with Coke and Pepsi
We pushed to Failure
Our findings: Bottled Water Never Double Stacked
DSD Beverage Stacking and Storing

Tier 2

12 Feet High
Stretch Wrapped

Tier 1

Double Stacked
General Merchandise Standards
Pallet Height and Product Integration
Large Displays

Dummy Packaging
Avoid
Shelf Facing and Displays
Prevention Revealed
EXECUTIVES
ASSOCIATES
Executing to Perfection equals...

RESULTS

SAFETY IS...LEADERSHIP
Execute with Leadership