



Safety Manual

For Temporary Employees

Safety Manual for Temporary Employees
Certified Employment Group

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Commitment to Safety

Certified Employment group is committed to providing a safe workplace for all of its employees.

Certified is your employer. As such, we expect your cooperation in helping us and our clients to provide a safe and health work environment for you and your co-workers. Safety is a responsibility shared by you, Certified and the client companies to which you are assigned.

If we all work together to provide a safe workplace, we will be able to prevent or reduce the number of workplace injuries and illnesses.

Your attention to safe work practices and adherence to Certified's and clients' specific safety rules reflects your attitude about your assignments and your responsibility to help insure a safe and healthy workplace for you and your co-workers. Moreover, adherence to these rules is mandatory.

Part of your safety responsibility is to listen to and participate in any client safety training that is offered on your assignment. If you are issued Personal Protective Equipment (PPE) on assignment **you must use it!**

SAFETY COMMUNICATION

Certified will keep all employees informed of any health and safety issues via communication over the phone, in writing, and/or the internet.

You should immediately bring to our attention any safety concerns or questions that you have regarding any assignment that we send you on. We want to correct any problems as soon as possible. Contact your branch placement specialist or Certified's safety officer, Annette Arena, at (510) 420-3747 x1905.

SAFETY TRAINING

Safety training begins during your applicant orientation in our branch office. You will review, discuss and sign-off on Certified's safety rules and accident communication.

While on assignment, you must participate in any client-sponsored safety training and procedures.

Compliance with Certified's safety rules and any client-specific safety rules is mandatory. Failure to comply may result in termination from employment with Certified Employment Group.

General Safety Rules and Work Practices for Employees

Certified Employment Group believes that it is the responsibility of each employee to do all that is possible to avoid accidents – to themselves and their co-workers. The following rules and safe work practices have been established to help maintain a safe workplace.

- Report any injury, no matter how minor, to your on-site supervisor. Remember, even minor cuts or scratches may become infected unless properly cared for.
- Keep your work area clean and neat. Good housekeeping is not only a part of safety, but one of your job responsibilities.
- Know the locations of exits, fire extinguishers, and emergency and safety procedures.
- Stay clear of any accident scene. Your curiosity could seriously hamper any necessary first aid or rescue efforts.
- Cooperate with Certified and its client if you have witnessed an accident and are asked to communicate information about what you saw or heard.
- All employees are urged to make suggestions that will assist in the safe performance or work.
- No employee will knowingly be permitted or required to work with impaired ability or alertness caused by fatigue or illness if these conditions pose a safety hazard for the employee or co-workers.
- No employee will knowingly be allowed on the job site while perceived to be under the influence of drugs or alcohol. This behavior is not only a safety violation, but also a violation of Certified's drug-free workplace policy and could result in termination of employment with Certified Employment Group.
- Do not attempt to lift heavy objects by yourself (anything over 20 pounds). Ask your job supervisor to secure whatever help may be required.
- Broken chairs, loose carpeting, missing lights and other equipment needing maintenance may cause accidents. Report these situations to your supervisor immediately.
- Know the location of the first aid kit at your worksite. All first aid kits should be kept current and accessible to all employees.

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- Know the locations of all fire extinguishers at your worksite. All extinguishers should be properly stored, unobstructed and easily accessible.
- Immediately clean up any spilled food or liquid. Do not leave perishable food in desk drawers where it can decay and attract pests.
- Do not use chairs, boxes, tables or drawers for climbing.
- Do not leave valuables on unattended desks.

Safe Work Practices for the Office

The office has long been considered one of the safest places in which to work; however, all too many painful injuries result from failure to observe common safety practices. Some of these rules apply to all work environments.

The following is a list of safety practices which must be followed while on assignment through Certified.

- Close all drawers and slides as soon as you are finished using them. File drawers, desk drawers and slides left partly open can be run into, tearing clothing and causing painful contusions.
- Open only one file drawer at a time. If more than one drawer is open the file cabinet could fall over causing serious injury to you or others.
- Keep cords and wires out of traffic areas, as they present tripping hazards.
- Check the furniture and equipment in your area for sharp edges and splinters.
- Do not leave any boxes, equipment, carts or waste baskets where anyone could trip over them or where they would block exits.
- Keep aisles, exits, window sills and fire exits clear at ALL times. Store materials and equipment only in their designated locations.
- Never operate electrical appliances near water sources.

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- If you work at a computer, be sure your work station is set up ergonomically. Your chair should be adjusted to a height such that you can use the keyboard with your forearms, wrists and hands in a position that is parallel to the floor. Be sure that your screen is at a proper height and distance so that you don't strain your eyes, neck or shoulders. (See ergonomic info in the Appendix).

Computer Health and Safety Tips

If you spend four or more hours a day working on a computer, the following guidelines will make your work more pleasant and less stressful:

- Make yourself comfortable at the computer. Adjust the display screen so it's about 24 inches away from you and just below your line of sight.
- At the keyboard, keep your wrists straight and forearms parallel to the floor. Your elbows should be at right angles.
- Raise or lower your chair so that your knees are bent at right angles and your feet are flat on the floor. (See Appendix for a visual guide for setting up your workstation).
- If possible, take a break from keystroking by writing with a pen or pencil.
- Don't slouch – it makes the tension in your neck and back even worse, and you will become fatigued even faster.
- Take short breaks to shake out your hands and do a few simple stretches. (See Appendix).

Earthquake Safety

Earthquakes are inevitable in the Bay Area. It is important that you know what to do during and after an earthquake. The best precaution is to be prepared.

- Remain calm. DO NOT attempt to evacuate the building unless instructed to do so.
- Get at least 15 feet away from windows, if possible.
- Move toward the center, or core, of the building.

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**Core walls are interior walls generally surrounding restrooms, stairwells and elevators. These are structured with steel reinforced concrete, and have the advantage of increased fire, blast and fallout protection.

- Find shelter. Take cover under a sturdy desk or table. If you cannot take cover, kneel down next to a sturdy door frame and brace yourself.
- Cover your head with your arms for protection from head injury.
- Stay away from outer walls, windows, transoms, glass or temporary shelves and free-standing objects.
- Remain in the “take cover” position until the trembling of the building stops.
- Be prepared for possible earthquake aftershocks.
- Follow the instructions of the floor warden in your building.
- Do not use a landline telephone (unless to report emergency medical situations) for at least 30 minutes after the earthquake.
- Assist any injured people and administer first aid if needed.
- DO NOT attempt to move an unconscious individual; wait for medical help.

Fire Safety

Fires can flash anywhere, anytime – unpredictably. The following rules have been established so that you will know what to do in an emergency involving fire.

- Keep your work area clean! Do not give fire an easy place to start.
- Know the procedures for reporting fires, and know how to use the fire extinguisher. Be ready for emergencies.
- Know the location of all fire extinguishers and other emergency equipment in your office.
- Know your building’s disaster/evacuation plan. Always take place in fire drills so that you will be prepared in the event of a real fire.

If there is a fire in your work area:

- DON'T PANIC
- Designate one person to call 911 immediately. Pull fire alarms, if available.
- If possible, try to control the spread of the fire – **ONLY IF THESE ACTION DO NOT ENDANGER YOU** and don't interfere with your building's fire procedures:
 - Close all nearby doors to isolate the area
 - Use the hand-held extinguishers. Aim at the base of the fire to try to put it out.
 - If it is a trash can fire, put another trash can over it, or another available cover, to try to smother the fire
 - If it is an electrical fire, and it is possible to do so safely, disconnect the electrical power to the source of the fire.
 - If evacuation from the building becomes necessary, use the stairs, **NOT THE ELEVATORS**. Fire can short out the electricity, trapping you inside an inoperable elevator.

Remember: Smoke or a burning smell is also a fire situation. Smoke kills. In serious fires, most people die from smoke inhalation. If a smoky situation occurs, exit the building using the stairs. **NEVER USE THE ELEVATOR IN THE EVENT OF FIRE.**

Safe Work Practices for the Warehouse

- Observe the color coding system and the meanings of certain colors used on different warehouse signage:
 - RED** – Danger, Equipment Emergency Stop Controls, Danger
 - WHITE, GREEN, BLACK** – General Safety Information
 - YELLOW** - Caution
- If Personal Protective Equipment (PPE) is issued – **USE IT!** It is there for your safety.

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Lifting

- Don't lift loads that are too heavy or bulky (over 20 pounds) without assistance. Ask for help, and/or use mechanical lifting equipment.
- When lifting and moving objects, keep a clear line of sight. Be able to see where you are going.
- When lifting something from the floor, squat down close to it. Plant your feet firmly, using your legs and arms to bear the weight. Keep your back straight.
- As you turn, turn your whole body including your feet. Twisting your back can cause strains.
- If you are required to do a lot of lifting, stretching exercises may be helpful. Check with your doctor.

Conveyors

- Use extra caution when using conveyors. Keep hands, fingers and loose clothing clear of pinch points.
- Report damaged or missing safety guards on an overhead conveyor, or on any other machine or equipment.
- Do not stand on, ride, cross over or step on a moving conveyor belt.

Hand Trucks

- **Push**, don't pull a hand truck. It's safer and easier on your back.
- Keep your line of sight clear.
- Keep your hands on the inside of the handles for protection against crushing or scraping.
- Use the proper size hand truck or cart to move the load.
- Don't try to operate powered hand or lift trucks without proper training and permission.

Ladders

- Use the right ladder for the job at hand.

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- Move the ladder as close to your target as possible. Reaching more than an arm's length can cause the ladder to tip and possibly fall over.

Tools

- Use the right tool for the job and that it's sized for the work at hand.
- Shield sharp blades and tool points.
- Put tools away when they're not in use. Store them in the right place.
- Make sure all electric tools are properly grounded and/or double insulated, and working properly.

OFF-THE-JOB SAFETY

Preventing accidents is a full time job, whether at home, at the beach, driving a car, or at the office. If you think ahead, you can plan how to avoid the possible hazards that may confront you.

The following safety rules have been established to help you stay safe when you're not at work – at home and driving.

- Keep floors and stairways free of objects such as toys or tools. Take your time walking up and down the stairs. Most injuries in the home occur on the stairs.
- Avoid standing on chairs or boxes to access high areas. Use a ladder instead.
- To avoid a shock or electrocution, do not use appliances or tools if your hands or feet are wet. **NEVER** use a radio, heater, television or other electrical appliances or tools near a sink, tub or pool for the same reason.
- Store electrical appliances and tools in a dry place. Dampness inside equipment can damage insulation, resulting in shocks.
- Do not store oily rags in closed areas or containers. They can burst into flame without warning.
- Keep all medicines out of the reach of children. Ask your pharmacist for child-resistant caps for all prescription drugs.

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- If you drive, don't drink – if you drink, don't drive. Many deaths each year are caused by drunk drivers. If you drive drunk, you're risking your life, the life of others, and a DUI conviction. A conviction can affect your ability to obtain work.
- Drive defensively. Assume that others drivers are not paying proper attention to their driving duties. Always remember that the other driver may not be looking out for you and may not see you. Leave plenty of room between you and other drivers.

DISASTER PLAN AWARENESS

Follow the disaster plan established by the client company to which you are assigned. Participate in any client office or building fire or earthquake drills.

Be sure that you have the phone number of the Certified Branch that assigned you so that you can communicate with them in case of an area-wide disaster.

We want to know the whereabouts of all of our employees if there is a disaster.

First Aid and Urgent Care

No injury is too minor to treat. Each branch should have a well-stocked first aid kit available to all employees. The American Red Cross and other organizations offer low or no-cost classes in first aid and CPR.

The following is intended as a guide for emergencies, and is not intended to serve as definitive medical authority. Certified Employment Group is not responsible and assumes no liability for any action undertaken by any employee in utilizing the information contained in this Safety Program guide. If you do not feel comfortable administering first aid, be sure to phone 911 for help immediately in an emergency health situation.

Urgent care is first aid given in life-threatening situations. These situations include, among others, stopped breathing, choking, heart attack/stroke, heavy bleeding, poisoning and shock. If you feel prepared to do so, do your best to administer urgent first aid and contact professional emergency services via phoning 911.

If you are alone with a victim, phone 911 immediately and then try to assist the victim. **Do not leave people who need urgent care.**

Medic Alert Foundation International provides 24-hour medical emergency protection to members with special medical conditions. In an emergency, medical and emergency personnel

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look for the Medic Alert, or similar emblem worn as a bracelet or necklace and take appropriate action when necessary. Call 1-800-432-5378 for more info on Medic Alert.

Calling for help:

If the victim isn't breathing, phone 911 immediately or get someone else to call while you begin rescue breathing procedures.

If the victim is in distress, but breathing, phone 911 immediately. Stay with the victim until help arrives.

What to say:

Give your name and the phone number from which you are calling.

Give the address and any special directions on how to find the victim.

Describe the victim's condition – conscious/unconscious, breathing or not, bleeding, etc.

Describe what happened if you know, how many are injured, and what help you are able to give.

DO NOT HANG UP. Let the 911 operator end the conversation. S/he may have questions and/or special information to give you about what to do until help arrives.

Rescue Breathing

Be careful when approaching an unconscious person. S/he may be in contact with an electrical current. If that's the case, turn off the electricity **BEFORE** you touch the person.

There are many possible causes of unconsciousness. The first thing to check for is whether the victim is breathing.

- Try to awaken the person. Tap or gently shake the victim's shoulder. Talk to the person. If there's no response, check for signs of breathing. Have someone call 911 immediately.
1. Be sure the victim is lying flat on his/her back. If you have to, roll the victim over. To avoid possible neck injury, turn the head with the body as one unit.
 2. Loosen any tight clothing that is around the neck and chest.
 3. Open the airway:
 - If there's no obvious sign of head or neck injury, place one hand on the victim's forehead and apply firm, backward pressure with your palm to tilt the head back.
 - Place the fingers of your other hand under the bony part of the lower jaw near the chin and lift to bring the chin forward, thus supporting the jaw and helping to tilt the head back.

Place your ear close to the victim's mouth. Listen for breathing. Watch for chest and stomach movement for at least 5 seconds. If breathing is so faint that you are unsure, assume the victim is not breathing.

4. Give rescue breathing immediately:

Put your hand on the victim's forehead. While holding the forehead back gently pinch the nose shut with your fingers.

To open the airway, put your other hand under the victim's jaw and lift the chin until it points straight up.

Take a deep breath. Open your mouth wide and place it over the victim's open mouth. Blow air into the victim until you see his/her chest rise.

Remove your mouth from the victim's, turn your head to the side and watch the chest fall while listening for air escaping from the victim's mouth. Give another breath.

If you hear air escaping and see the chest fall, Rescue Breathing is working. Continue procedure until help arrives.

Check the victim's pulse. Repeat a single breath every 5 seconds (12 breaths per minute). Wait for chest deflation after each breath.

IF YOU DO NOT HEAR AIR ESCAPING, THE AIRWAY IS BLOCKED. (See section on choking).

Choking

The universal distress signal for choking is a hand clasped to the throat.

For a choking victim who CAN speak, cough or breathe, do NOT interfere. If the choking continues without lessening, call for emergency medical help.

For a choking victim who CANNOT speak, cough or breathe, have someone call for emergency medical help and take the following action:

For a conscious victim:

Stand behind the victim, who can be standing or sitting. Wrap your arms around his/her middle, just above the navel.

For adults, clasp your hands together in a doubled fist and press in and up in quick thrusts. Be careful not to exert pressure against the victim's rib cage with your forearms.

Repeat procedure until the victim is no longer choking or becomes unconscious.

For unconscious victim:

Place the victim on the floor or ground and give Rescue Breathing. If the victim does not start breathing and it appears that your air is not going into the victim's lungs, try giving two more breaths.

With the victim remaining on his/her back, try giving manual thrusts. To give the thrust on adults, place one of your hands on top of the other with the heel of the bottom hand in the middle of the abdomen, slightly above the rib cage. Press into the victim's abdomen with quick upward thrusts. Repeat 6 to 10 times if needed. Do not press to either side.

Clear the airway: Hold the victim's mouth open with one hand using your thumb to depress the tongue. Make a hook with the index finger of the other hand, and in a gentle sweeping motion reach into the victim's throat and feel for a swallowed foreign object which may be blocking the air passage.

- 6 to 10 abdominal thrusts
- Probe in the mouth for foreign objects
- Give two full breaths
- Repeat until successful

Electric Shock

DO NOT touch a person who has been injured by an electrical shock until you are certain that the electricity has been turned off. Shut off the power at the plug, circuit breaker or fuse box.

DO NOT approach the victim if the ground is wet. In either case, call 911 immediately.

If you can approach the victim safely, check his/her breathing. Open the person's airway. If after a few seconds the victim is not breathing, begin Rescue Breathing.

While you wait for emergency professionals to arrive, Keep the victim warm (cover with a blanket, coat, etc.) and lying down.

DO NOT give the victim anything to eat or drink until s/he is seen by a doctor.

Bleeding

The best way to control bleeding is with direct pressure over the site of the wound. Do not attempt to apply a tourniquet yourself; leave that job to a professional.

Wounds/Nosebleeds

Use a pad of sterile gauze, if available. A sanitary pad, clean handkerchief or even your bare hand will do.

Apply firm, steady direct pressure for 5 to 10 minutes. Most bleeding (not severe) will stop within a few minutes.

If bleeding is from a foot, hand, leg or arm, use gravity to help slow the flow of blood. If there are no broken bones, elevate the limb so that it's above the victim's heart.

Severe nosebleeds can often be controlled by leaning forward or lying down and applying direct pressure such as by pinching the nose with the fingers. Apply pressure for 10 minutes without interruption. The nose may also be packed with cotton to help stem the bleeding.

Head Injuries

If the victim is bleeding from the ears, it can indicate a skull fracture. Call for emergency help. Let a professional medical person attend the wound.

Take special care when trying to stop any scalp bleeding when there is a suspected skull fracture. Bleeding from the scalp can be very heavy even when the injury is not too serious.

Always suspect a neck injury when there is a serious head injury. Keep the neck and head still. Keep the airway open.

When trying to stop bleeding, don't press too hard. Be careful when applying pressure over a head wound so that bone chips from a possible skull fracture will not be pressed into the brain.

DO NOT give the victim any fluids, or drugs, even aspirin. They may mask serious symptoms.

Internal Bleeding

Warning signs of internal bleeding are: coughing or vomiting blood, passing of blood in the urine or stool, cold and clammy pale skin, rapid weak pulse or dizziness.

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Get emergency help immediately. Have the victim lie down and relax. Stay calm and keep the victim warm.

DO NOT let the victim take any medication or fluids by mouth until medical help arrives.

Broken Bones

Call for emergency help, or have someone else call for help immediately.

DO NOT move the victim unless s/he is in immediate danger of another injury.

Check for breathing, bleeding or shock. Shock symptoms include pale or bluish, cold, clammy skin; rapid, weak pulse, overall weakness, and rapid shallow breathing. Keep the victim calm and comfortable.

DO NOT try to push a protruding bone back into place. Apply a moist dressing to prevent the bone from drying out.

DO NOT try to straighten out a fracture. Let a doctor or trained EMT do that. If you must move the victim, immobilize or stabilize the break as best you can.

REPORTING AN INJURY

Certified Employment Group is your employer. If you are injured, please inform your on-site client supervisor and **CALL YOUR CERTIFIED BRANCH OFFICE** right away.

We will talk with you about your injury and fill out the required workers' compensation claim form. If we doubt that your injury is legitimate, we reserve the right to delay and investigate your claim. Workers' Compensation Fraud is a crime.

Once your claim is accepted, you will be provided with all necessary medical care. We will keep in close touch with you to monitor your condition and help you get back to work quickly.

LIGHT OR MODIFIED DUTY POLICY

Certified Employment Group advises all its temporary employees that we have a company policy requiring anyone reporting a work-related injury to accept a light or modified duty assignment if one is offered to you. Any such assignment offered will be within the scope of your treating physician's restrictions. We will work with your doctor to provide light or modified duty assignments that fit your individual situation.

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Your treating physician will be informed of our policy and we will work with him/her to assist you in your recovery process. Our goal is to get you back to full duty as soon as possible.

If you are temporarily unable to work due to a work-related injury you must check in with your branch office after each doctor's visit to update us on your condition. Additionally, Certified will be in touch with your doctor and our insurance company.

If you have any questions about any of our safety rules, what to do if you are injured, or our modified duty policy, please call your branch office.

FAILURE TO COMPLY WITH THE SAFETY STANDARDS SET FORTH BY CERTIFIED EMPLOYMENT GROUP OR OUR CLIENTS MAY RESULT IN YOUR TERMINATION FROM EMPLOYMENT. IF THERE IS ANY ASPECT OF YOUR EMPLOYMENT RESPONSIBILITY THAT YOU DON'T UNDERSTAND, CONTACT YOUR BRANCH OFFICE. YOU MAY ALSO CONTACT ANNETTE ARENA, SAFETY OFFICER, AT (510) 420-3747 X1905.

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APPENDIX

Ergonomic Information
Certified Branch Directory