



The holiday season is upon us! Thanksgiving, Christmas, and New Years Eve are three of the busiest, most challenging, and hopefully most enjoyable times of year in the retail grocery business. And while we all welcome the holidays, let's also remember that increases in customer traffic, sales volume, and the possibility of inclement weather pose additional challenges as we work to make our store as safe as possible for ourselves and our customers. Please take a few minutes to review the items below. By keeping these simple guidelines in the forefront of our minds throughout the holidays and beyond, we are sure to make this holiday season safer, more rewarding, and more enjoyable.

- **Safe Lifting** – Lifting related injuries are among the most frequent (and by far the most costly) occupational injuries in the grocery business. Know what you're capable of lifting, and don't try to lift loads that exceed your lifting capability. Don't hesitate to ask for assistance when you're lifting large or awkward loads. Remember that lifts should be done using your legs and arms, NOT your back!
- **Slips, Trips and Falls** – Are the second most costly occupational injuries in the grocery business. These injuries can be greatly reduced by taking a few minutes to clean work areas throughout the work shift. Also, look for items that don't belong on the sales floor as you travel through the store. Things such as paper, plastic, boxes, spilled food, etc. are all common causes of slips, trips, and falls. If you see a hazard, clean it up!
- **Cuts** – Are generally not very costly, but the high frequency of cuts can have a significant impact on our bottom line. Proper use of box cutters include cutting away from the body, making sure that blades are sharp, using Safety-Cutters if possible, and using general common sense when cutting. Also, deli employees should always wear cut-resistant gloves while cleaning the slicer to prevent unnecessary accidents.
- **Machine Guarding** – There is absolutely no excuse for an injury that results from an un-guarded or otherwise unsafe machine. Make sure tenderizer guards, band saw guards, slicer guards, etc. are being used. By bypassing these guards, we are putting all department employees that operate the equipment in danger.
- **Crime** – Armed robbery is more frequent during these holiday months than any other time during the year. In the event of an armed robbery, never resist - do exactly what the robber tells you to do. Do not chase a robber from the store, call the police immediately after the robbery occurs and lock the doors until they arrive. Remember that once the robber enters the store, our only priority is to protect the lives of the people in the store. No amount of money is worth the risk of injury or death.
- **Customer Safety** – We are here to provide a service to our customers at an unparalleled level. To do that, we must ensure that our customers are provided with a completely safe shopping environment. We must look for hazards that exist in all areas that our customers travel through. This includes entryways and exits, sales floor area, check out lanes, and parking lots. If you notice something that could lead to a customer accident, point it out and see if you can correct the hazard yourself. If you cannot correct it yourself, report it to your supervisor or store manager.
- **The Philosophy of Safety** – Too often, we only discuss the financial aspects of safe/unsafe behavior; how injuries affect production, the indirect costs associated with accidents, and increases in workers' compensation premiums. But at the heart of all this discussion is our desire for each of us to return home healthy at the end of each workday.
- **Employee Involvement** – Creating a total safety atmosphere is not an easy task. We must all spend the extra time and go the extra mile to find and correct workplace hazards. Feedback from all departments is critical in shaping a positive, thorough safety culture in our business.