

21 RETAIL/SERVICE LOGISTICS FACILITIES

QUIZ 1 (20 POINTS TOTAL)

True/False (6 points)

1. In the distribution industry, the greatest risk for accident and injury involves outside vendors or drivers who visit the facility.
 - a. true
 - b. false

2. In the distribution industry, forklift operators and pallet jack operators must be trained and certified.
 - a. true
 - b. false

3. Senior management should provide leadership for safety activities and assume overall responsibility for the safety management process.
 - a. true
 - b. false

4. In employment-related workplace violence, revenge is the primary motivation.
 - a. true
 - b. false

5. Those with a mobile workplace are at a low risk for workplace violence.
 - a. true
 - b. false

6. It acceptable to loan power tools to contractors or clients.
 - a. true
 - b. false

Multiple Choice (6 points)

7. In cases where a particular hazard is not addressed by any OSHA standard, the _____ may be cited.
 - a. OSHA Non-Standard
 - b. General Duty Clause
 - c. The Framework Directive
 - d. ANSI

8. Employers are required to prepare and maintain two forms for OSHA record keeping. One form is the OSHA 300 log, which serves as the log and summary of occupational illnesses and injuries. A second form, the _____ form, provides detailed information on each of the cases recorded on the OSHA 300 log.
 - a. OSHA 300-B
 - b. OSHA 301
 - c. OSHA Injury Details
 - d. OSHA Specifics

9. Every flight of stairs having _____ or more risers should have a standard railing on all open sides.
 - a. 2
 - b. 3
 - c. 4
 - d. 5

10. Fixed stairways should have a minimum width of _____ inches.
 - a. 16
 - b. 22
 - c. 36
 - d. 38

11. Which of the following is not covered by OSHA lockout/tagout standards?
 - a. dough mixers
 - b. deli slicers
 - c. wire buffers
 - d. hand saws

12. All storage and material should be kept at least _____ feet from all major electrical equipment.
 - a. 2
 - b. 3
 - c. 12
 - d. 15

Short Answer (7 points)

13. Why is the service industry at risk for a high incidence of work-related injuries?

Short Essay (1 point)

20. You are the part-owner of a small manufacturing facility, and it is time for the monthly maintenance inspection of all machinery. What lockout/tagout procedures does OSHA require you to follow to safeguard your employees from hazardous energy while performing servicing or maintenance on machines and equipment?

QUIZ 2 (20 POINTS TOTAL)

True/False (6 points)

1. Each state has its own workers' compensation and general liability laws.
 - a. true
 - b. false

2. Criminals are usually deterred by surveillance cameras.
 - a. true
 - b. false

3. Companies can use the principles of TQM to reduce their risk of losses and to enhance productivity.
 - a. true
 - b. false

4. If a company is not serviced by 9-1-1 emergency, it is accepted to simply post emergency numbers by company telephones in order to fulfill the OSHA regulations.
 - a. true
 - b. false

5. At least 4 means of egress remote from each other are required for every building or structure.
 - a. true
 - b. false

6. The use of a lock and hasp on exit doors is permitted by OSHA standards.
 - a. true
 - b. false

Multiple Choice (6 points)

7. Which of the following situations would warrant OSHA to enact the General Duty Clause?
- a. slippery walking surfaces
 - b. faulty machine guardrails
 - c. unsafe power tools
 - d. cumulative trauma disorders

8. Which standard states the following?: Where the eyes or body of any person may be exposed to injurious corrosive materials, suitable facilities for quick drenching or flushing of the eyes and body shall be provided within the work area for immediate emergency use.
 - a. HAZCOM
 - b. Means of Egress
 - c. Medical Service and First Aid
 - d. Occupational Health and Environmental Control

9. Electrical equipment operating at _____ volts or more shall be guarded against unintentional contact.
 - a. 10
 - b. 25
 - c. 50
 - d. 100

10. _____ is by far the area which has the greatest risk for injuries and property damage in both the retail and the distribution industries.
 - a. racking
 - b. materials handling
 - c. chemical management
 - d. body positioning

11. In addition to an emergency preparedness plan, a company should develop a plan that addresses recovery procedures that will facilitate a return to normal business operations as soon as possible. This is known as a _____.
 - a. business continuity plan
 - b. safe standards plan
 - c. business procedures plan
 - d. none of the above

12. Increasingly, retail and distribution industries are beginning to formulate employment-related violence plans that provide specific training to address the following issue:
 - a. terminated employees
 - b. downsized employees
 - c. domestic disputes between employees
 - d. none of the above

Short Answer (7 points)

13. What elements has OSHA case law established as necessary in order to prove a violation of the General Duty Clause?

Short Essay (1 point)

20. Because of an increase in accidents involving their delivery drivers, the Fleetwood Moving and Storage Company has decided to review its fleet safety program. What do you think management should include in this program?