

21 RETAIL/SERVICE FACILITIES LOGISTICS

ANSWERS—QUIZ 1

1. a
2. a
3. a
4. a
5. b
6. b
7. b
8. b
9. c
10. b
11. d
12. b
13. The service industry is at risk for a high incidence of work-related injuries because many jobs are physically demanding and many positions are filled by inexperienced employees.
14. Student may mention any three of the following OSHA regulations that address specific safety issues within the service community:
 - occupational safety and health standards
 - general safety and health provisions
 - walking/working surfaces
 - means of egress
 - powered platforms, manlifts, and vehicle-mounted work platforms
 - occupational health and environmental control
 - hazardous materials
 - personal protective equipment
 - general environmental controls
 - medical and first aid
 - materials handling and storage
 - machinery and machine guarding
 - hand and portable powered tools and other hand-held equipment
 - special industries
 - electrical
15. The notice must be posted in each store or work area in a conspicuous space where other postings are kept for employees to read. The notice can be obtained from the nearest Department of Labor.
16. Student may mention three of the following environmental designs recommended as a deterrent to robbery:
 - time-controlled drop safes
 - carrying small amounts of cash
 - posting signs that limited cash is available
 - implementing cashless transactions
 - physical separation of workers from customers
 - making high-risk areas visible to others
 - increasing external lighting
 - controlling the number of entrances and exits, escape routes, and hiding places
 - use of security devices
17. Student must mention three of the following administrative controls recommended as a deterrent to robbery:
 - staffing plans and work practices that prohibit unsupervised movement
 - increasing the number of staff on duty
 - using security guards or receptionists to screen persons entering
 - using photo I.D. badges
 - controlling access to work areas
 - establishing policies and procedures for reporting and assessing threats to employees
 - training employees on recognition of potential for violence and methods for defusing violent situations
 - using security devices
18. A theft prevention policy should include techniques used by shoplifters, how to detect a potential shoplifter, methods of surveillance; and how to apprehend a shoplifter.
19. Student may mention the following factors that may increase a worker's risk for a workplace assault, as reported by the NIOSH:
 - contact with the public
 - exchange of money
 - delivery of passengers, goods, or services
 - having a mobile workplace
 - working with unstable or volatile persons in health care, social services, or criminal justice settings
 - working alone or in small numbers
 - working late at night or during early morning hours
 - working in high-crime areas

- guarding valuable property or possessions
 - working in community-based settings
20. Student should write an essay that proves an understanding of lockout/tagout procedures, and may mention the following:
- Develop a control program to prevent the unintentional start-up of machinery or equipment being repaired or serviced.
 - Use locks when equipment can be locked out.
 - Ensure that new equipment and overhauled equipment can accommodate locks.
 - When lockout procedures cannot be employed, tagout procedures should be in place.
 - Tagout procedures require that all switches, valves, levers, and so on be tagged to instruct all parties not to open or operate such controls until the tag is removed.
 - Identify and implement specific procedures for the control of hazardous energy, including preparation for shutdown, equipment isolation, lockout/tagout application, release of stored energy, and verification of isolation.
 - Institute procedures for release of lockout/tagout, including machine inspection, notification, and safe positioning of employees and removal of the lockout/tagout device.
 - Obtain standardized locks and tags that identify the employee using them.
 - Conduct inspections of energy control procedures at least annually.
 - Train employees in the specific energy control procedures and provide refresher training as part of the annual inspection of control procedures.
 - Adopt procedures to ensure safety when equipment must be tested during servicing.
9. c
10. b
11. a
12. c
13. The elements OSHA case law has established as necessary in order to prove a violation of the General Duty Clause include the following:
- The employer failed to keep the workplace free of a hazard to which employees of that employer were exposed.
 - The hazard was recognized by the employer.
 - The hazard was causing or was likely to cause death or serious physical harm.
 - There was a feasible and useful method to correct the hazard.
14. The requirements for maintenance and workmanship of exits are as follows: (1) Doors, ramps, passages, signs, and all other components of the exit shall be of substantial and reliable construction. (2) All exits shall be continuously maintained free of all obstructions or impediments. (3) Any device or alarm installed to restrict the improper use of an exit shall be so designed and installed that it cannot, even in cases of failure, impede or prevent emergency use of such exit. This prohibits the use of a lock and hasp on exit doors and sets requirements for push-bar alarm systems. Companies that handle large quantities of materials and have limited storage space are likely to violate these standards.
15. The main requirements of the hazard communication standard (HAZCOM) are written hazard communication program; labels and other forms of warning on containers of chemicals; Material Safety Data Sheets collected and available to employees; information and training provided for potentially exposed employees; and documents of training for all trained employees.
16. Near proximity is defined by OSHA as the ability to respond and start to administer first aid within 3 to 4 minutes in areas where unintended life-threatening injury or illness can be expected. In areas where a life-threatening injury is an unlikely outcome a longer response time is acceptable.
17. An employer must determine if a reasonable accommodation can be made so that a person with disabili-

ANSWERS—QUIZ 2

1. a
2. b
3. a
4. a
5. b
6. b
7. d
8. c

ties can perform the essential functions of the job. If the employer's efforts meet the specifications set by the Americans with Disabilities Act and the individual still cannot perform the work, the employer is justified in turning down the applicant.

18. Student may state any of the following:

- natural disasters
- violence in the workplace
- product recalls
- product tampering
- power failures
- chemical release spills
- fires in the workplace or on the grounds
- security for facilities and inventory

19. The four basic activities of a good ergonomics are (1) identify the problem, (2) study the physical demands of the high-priority jobs, (3) formulate a written action plan, and (4) maintain the effort.

20. Student might mention the following: (1) driver selection application review, (2) motor vehicle reports, (3) driving test, (4) documented orientation and training, (5) follow-up training, (6) incident reporting, and (7) vehicle inspections.

ANSWERS—CASE STUDY

1. Correct answers might include a discussion of the following: housekeeping, floor loading protection, stairway railings and guards, fixed stairways, dockboards, portable ladders, fixed ladders, aisles and passageways, general condition of floors, open-sided floors, railings, and toeboards.

2. Some of the other types of emergencies/incidents for which Cola Cola should develop a contingency plan are as follows:

- fires in the workplace or on the grounds
- security for facilities and inventory
- chemical release spills
- natural disasters other than tornadoes, including earthquakes, hurricanes, floods, etc.
- product recalls/tampering
- power failures
- bomb threats
- riots/strikes

3. The following recovery procedures should be consid-

ered mandatory for all emergencies:

- definition of responsibilities of those involved in the recovery
- computer backups to allow for the continuance of operations
- guide for successful recovery of operations after an emergency
- procedures to ensure continued review and update of the emergency preparedness
- business continuity plans