

## 25 CONTRACTOR AND CUSTOMER SAFETY

### ANSWERS—QUIZ 1

1. a
2. a
3. b
4. a
5. a
6. b
7. d
8. d
9. a
10. a
11. d
12. They should cover such items as new contractor employees, documentation of training given, summary of injuries and lost workdays, safety meetings conducted, and number of attendees.
13. Job safety inspections should be conducted by contractor or subcontractor managers, safety personnel, and supervisors.
14. Contributory negligence bars any financial recovery by an injured party if the victim contributed to the original incident in any way.
15. A hold-harmless clause in a contract agreeing that one party will assume all liabilities, losses, or expenses involved with an incident.
16. Some plastics have a higher impact resistance than glass. As a result some workers may find it harder to break plastic if they need to escape from an area.
17. The four basic criteria used to designate a high-rise structure are (1) the size of the building makes personnel evacuation impossible or impractical; (2) part or most of the building is beyond the reach of fire department aerial equipment; (3) any fire within the building must be attacked from within because of the building's height; (4) the building has the potential for "stack effect."
18. They are members of the public who like to watch construction projects. After consulting with local authorities and insurance representatives about regulations, some contractors build safe observation areas for them.
19. EMR stands for experience modification rate. It is used by the insurance industry to determine equitable premiums to charge companies for workers' compen-

sation insurance. It takes into consideration average incident losses for a type of work and amount of payroll and predicts the dollar amount of expected losses due to work-related injuries and illnesses that an employer will pay over a set period of time. Generally, the lower a firm's rates, the better its safety record.

20. Handrails should be designed so that employees and patrons can grasp them firmly and slide their hands along them without encountering any obstructions. When designing handrails, keep in mind that a simple round profile allows the fingers to curl around the rail, "locking" the hand in place. The recommended maximum diameter for a typical handrail is two inches. A handrail should be in a lighter color and kept clean. People seem more inclined to use light-colored railing than dark railing that looks dirty and greasy. A handrail should be continuous, extending from the top to the bottom of the staircase so that it may be grasped before stepping on the first step or leaving the last step. It should not extend into a passageway.

### ANSWERS—QUIZ 2

1. a
2. b
3. b
4. b
5. a
6. c
7. a
8. b
9. a
10. b
11. d
12. By recognizing the individuality of workers and respecting their experience, ideas, and feelings, a supervisor can enhance a contractor's adherence to safety practices.
13. Contractor safety practices and policies, experience modification rates (EMR) for workers' compensation insurance, and OSHA incidence rates for recordable injuries and illnesses are three sources of objective information on the safety performance of an outside contractor.
14. The plan should cover safety inspections, enforce-

ment, staffing, permits required, testing for substance abuse, basic safety training, and incident reporting and investigation.

15. Comparative negligence requires a court to limit the recovery of an injured party based upon how much their own action contributed to the original incident.
16. An alternative is to keep straight lanes short and to provide sharp curves that force drivers to reduce their speed.
17. It should provide the safest vehicle, maintaining the vehicle in proper working order, and operating it with a trained, professional driver.
18. Either a lightweight, strong pole with blunt ends at least 12 ft (3.7 m) long or a ring buoy with a long throwing rope is a basic piece of life saving equipment that should be available at a pool.
19. Bumpers prevent drivers from driving forward through facing stalls and proceeding in the wrong direction down one-way aisles. They break up the huge expanse of an open parking lot that drivers may be tempted to cut across, endangering pedestrians and other drivers. They also block cars from rolling down inclines or running through walkway areas. In terms of disadvantages, bumpers may require maintenance and may interfere with drainage or snow removal. They may reduce the flexibility of traffic flow and cause pedestrians to trip and fall.
20. Falls can occur many different ways for many different reasons. The primary mechanical causes of falls on floors are unobserved, misplaced, or poorly designed moveable equipment, fixtures, or displays; poor housekeeping; and defective equipment. The condition of a person's shoes or the type of soles or heels can be major factors in falls. Inadequate illumination can also lead to falls. Light values at floor level should be uniform with no glare or shadows and there should not be great contrasts in light levels between the floor and windows, for example. Personal factors might include age, illness, emotional disturbances, fatigue, lack of familiarity with the environment, and poor vision.

als and standards related to the proposed work. It should provide a detailed outline of its safety responsibilities, those of H.G.'s management, and those of H.G.'s workers. It should discuss any special hazards that may exist in the outbuildings and provide a list of hazardous materials and relevant MSDSs. Cornelia also needs to address training requirements and orientations for H.G. workers as well as a schedule for reviewing safety auditing and performance after the first few days on the job.

2. In addition to the inspections and weekly safety reviews that are already included in its safety monitoring program for contractors, Cornelia can require safety progress reports and summaries of the steps taken to correct problems. Progress reports can cover new contractor employees, document any training, summarize injuries and lost workdays, and note any safety meetings that were conducted and the number of attendees. A monitoring program may include a chemical screening program that is at least as strict as Cornelia's, as well as an annual evaluation, if applicable. In some cases, contractors may be audited to ensure they are complying with safety obligations. Finally, Cornelia should investigate any injury or illness that occurs at the facility, share the results with the contractor, and keep detailed files in the event of third-party litigation.

## ANSWERS—CASE STUDY

1. During its safety orientation with H.G. Electrix, Cornelia Manufacturing should address safety requirements at its facilities, including safety manu-