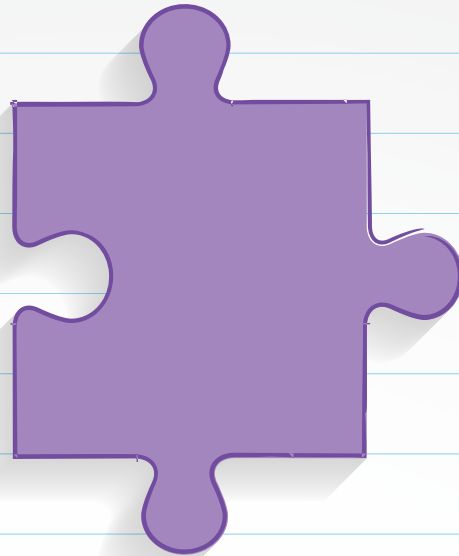


PIECING TOGETHER YOUR WAREHOUSE

START AT THE TOP

While everyone is responsible for their individual safe behaviour, the company's leadership team must own, lead, and participate in safety management. It's not enough for leaderships to merely support safety; they must exhibit behaviour that clearly demonstrates to all associates that safety is critical to the success of the organization.

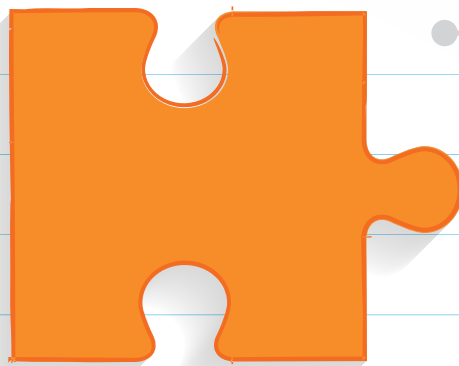


ASSES RISKS

Identify individual job activities, the potential hazards associated with each activity, and their existing controls. Then assign a risk rating to each activity by using a numeric formula that considers the probability of loss, the severity of loss, and the frequency of each activity. The risk rating will determine if additional controls are needed.

TRAINING IS PARAMOUNT

From the first day of the employee's tenure with a company, training is key to a safer warehouse. Educate all staff on safety related practises, requirements and responsibilities. Once the organisation's vision and safety requirements are explained, the groundwork has been laid for continuous training.

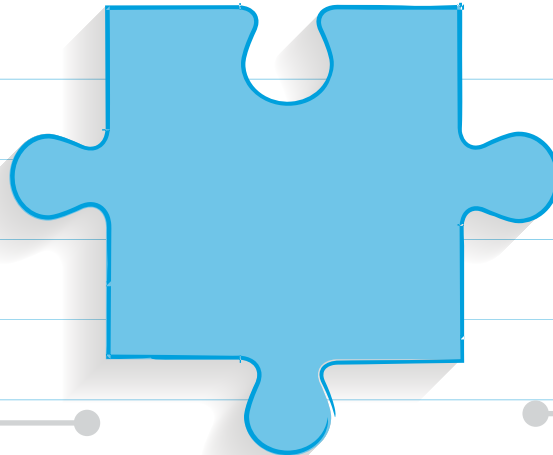


PERFORM SITE ASSESSMENTS

A group of health and safety professionals should work together with site management to seek out unsafe conditions and hazards, and create action plans to bring risk within acceptable levels before employees are injured or property is damaged.

OBSERVE ASSOCIATES IN ACTION

After associates receive basic safety training, reinforcing workplace safety behaviour is ongoing. Managers should observe during the first few days of training and be prepared to offer immediate and meaningful feedback. Good managers point out the positives of safe behaviour, and coach areas that need improvement, often on an ongoing basis.

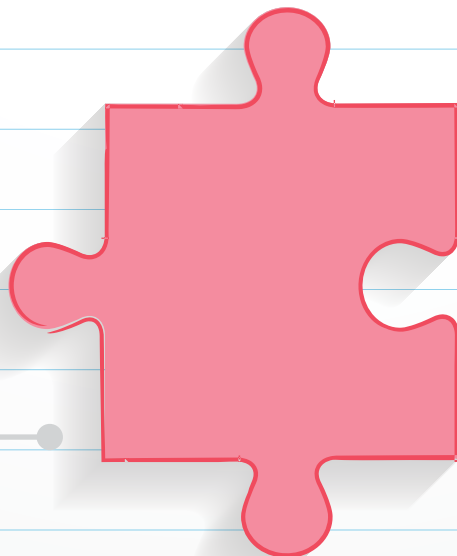


INVESTIGATE INCIDENTS

After an accident, identify immediate and upstream root causes, and implement better controls to prevent a repeat occurrence

GET EMPLOYEES INVOLVED

Create cross-functional, in-house safety teams that meet at least monthly to focus on preventing accidents and injuries by identifying hazards and unsafe conditions in the warehouse. Teams should include warehouse workers, forklift drivers, supervisors, vendors and customer liaisons.

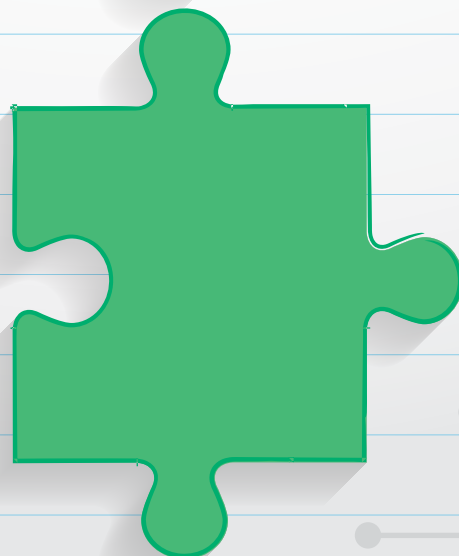


COMMUNICATE

Frequent and consistent communication between all levels of management and associates regarding safety processes, performance and expectations is critical to building an effective safety culture and successful safety performance.

WORK SCHEDULES TO MATCH DUTIES

It is important for employees to be safe, and for employers to create a reasonable workday and safe workplace to facilitate their duties. To avoid unsafe behaviours caused by fatigue, consider implementing ergonomic shift for temporary or part time employees; adding a shift; and providing adequate rest and beverage breaks, especially in hot and humid conditions.



GATHER MEANINGFUL AND TIMELY METRICS

Create metrics that reflect the presence of safety (leading indicators), not just the absence of safety. Metrics must also be designed based on their intended audience. For example, metrics for safety managers will need to be very detailed and facilitate analysis of correlations and to be very detailed and facilitate analysis of correlations and trends. Metrics for operating managers need to be at a higher level and help identify deficiencies the team can address.