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## **APPENDICIES**

- Appendix I     **Blood Borne Pathogens Policy – Lab 1403.08**
- Appendix II    **NH Department of Labor Reference Documents**
- *Chapter Lab 1400 Administrative Rules for Safety and Health of Employees*
  - *Safety Policy Guidance*
- Appendix III   **Hazard Communication Program – Lab 1403.61 & RSA 277-A**
- Appendix IV    **Worker’s Right to Know Act – RSA 277-A**
- Appendix V     **Occupational Health Provider Information**
- Appendix VI    **Forms**
- Form 1     *Notice of Accidental Injury or Occupational Disease*
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  - Form 11 –   *Lockout/Tagout Annual Inspection Form*
  - Form 12 –   *Safety and Wellness Committee Recommendation*
  - Form 13 –   *Workplace Violence Incident Reporting Form\*
  - Form 14 –   *Safety Manual Acknowledgement Form*

## **STATEMENT OF PURPOSE**

The purpose of this written Safety Program is to promote safe and healthful working conditions for all Town of Merrimack employees. It is intended to provide managers, supervisors, and employees with a clear and firm understanding of the Town of Merrimack's concern for protecting employees from job-related injuries and illnesses; preventing accidents and incidents; planning for emergencies and emergency medical procedures; identifying and controlling physical, chemical and biological hazards in the workplace; communicating potential hazards to employees; and maintaining a sanitary environment.

This Safety Manual is to be used in conjunction with each department's standard operating procedures and as an instructional tool for the Town-wide Safety Program.



## SECTION A - RESPONSIBILITIES FOR SAFETY ADMINISTRATION

### All Employees

As members of the organization, employees are expected to exhibit safe behaviors at all times and are required, as a condition of employment, to exercise active concern in the course of their work to prevent injuries to themselves and to their fellow workers. This includes the following:

- A. Create and maintain a safe working environment in all aspects of employment.
- B. Exhibit active concern for fellow employees and the workplace.
- C. Take immediate action to correct unsafe acts and conditions and apprise your supervisor of actions taken.
- D. Understand and observe all personnel and work rules, policies, and procedures.
- E. Wear required personal protective equipment, including seat belts.
- F. Operate only machines and equipment that you formally have been trained to operate.
- G. Follow all accident and/or incident reporting procedures. All employees will be responsible for implementing the provisions of this manual within their respective jurisdictions. The responsibilities listed are the minimum and should not be construed to limit individual initiative to create and implement more comprehensive procedures to control losses and enhance workplace safety.

If you have a safety concern, please feel free to discuss it with your immediate supervisor or your department head. You also may contact the Human Resources Department for additional assistance if you are not comfortable discussing the issue within your department. Do not hesitate to ask questions or offer any suggestion that might improve safety.

### Management

After officially adopting the program, the Town Manager is ultimately responsible for the smooth operation of the program through overall support, direction, and commitment. *Active* involvement in the program will ensure a safety commitment that everyone will be more inclined to follow. Department heads will oversee the program and help provide required resources such as funding for proper equipment, training and materials; personnel; and time to review and respond to inspection/recommendation/investigation reports, and to participate in training programs.

The Town Manager will respond in writing to recommendations made by the Joint Loss Management Committee and will ensure adequate training for members of the Joint Loss Management Committee to carry out their responsibilities, including workplace hazard identification and accident/injury investigation.

### **Supervisory Personnel**

Supervisors are leaders, and they play an essential role in the success of the process. They have the authority and share the responsibility for several aspects, including the following:

- A. Ensure that all employees within their area of responsibility understand and comply with this manual and observe all work rules.
- B. Ensure that all employees within their area of responsibility understand all personnel policies, procedures and disciplinary consequences as they relate to the safety process.
- C. Exhibit leadership, provide guidance, and set the tone for safe behavior.
- D. Educate employees, within their area of responsibility, in the correct methods for performing each task, the nature of the hazards involved, the necessary precautions to be taken, and the use of appropriate protective and emergency equipment.
- E. Be actively concerned for the safety and health of their staff. Supervisors and their designees are accountable for the positive, successful performance of their employees, as well as examining accidents and incidents which occur.
- F. Regularly meet with staff to discuss plans and ideas to bring about additional loss-prevention measures. A review of accidents and incidents which may have occurred, as well as positive actions can also be conducted at this time.
- G. In conjunction with the Joint Loss Management Committee, schedule and/or conduct work-place inspections and investigations to identify and correct unsafe equipment, conditions, or actions.
- H. Include an evaluation of an employee's safety behavior in each formal performance appraisal. An employee's safety behavior record may highlight both specific performance adequacies and inadequacies.

**SECTION B - JOINT LOSS MANAGEMENT COMMITTEE - RSA 281-A:64, III & Lab  
603.02**

**Purpose**

The Joint Loss Management Committee serves as an advisory group to the Town Manager. The goal of this committee is to bring workers and management together in a cooperative effort to promote workplace safety. It has the potential to significantly improve workplace safety and productivity, to enhance employee relations, morale and health, to provide significant financial savings in Worker’s Compensation Insurance premiums, and to help control property damage.

**Membership**

In order to comply with **New Hampshire Department of Labor Rules Chapter 600, Part Lab. 603.02**, the Town will have the following minimum number of persons from each employee group as members of the Committee.

|                      |   |
|----------------------|---|
| AFSCME 2986          | 1 |
| AFSCME 3657          | 1 |
| IAFF 2904            | 1 |
| Library              | 1 |
| NEPBA 112            | 1 |
| NEPBA 12             | 1 |
| Non-union Employee   | 3 |
| Non-union Management | 3 |
| Teamsters            | 1 |

The Committee shall select a Chairperson for a two-year term, and this position shall be rotated between management and employees.

**Procedures**

- A. The Joint Loss Management Committee will review *Employee/Supervisor’s Incident and Near Miss Investigation Reports* for those incidents and accidents that occurred during the preceding month. This review will be informational in nature in order to develop recommendations for the prevention of similar incidents in the future and to encourage safety in the workplace.
- B. All Town departments are responsible for the completion of the *Employee/Supervisor’s Incident and Near Miss Investigation Report* for each incident that occurs.
- C. Reports will be submitted to the Human Resources Coordinator and will be provided to the Town Joint Loss Management Committee prior to the next meeting. Unsatisfactory and/or incomplete reports will be returned to the submitting departments for revision or completion.



- D. Departments filing reports for incidents occurring during the preceding month may be required to have a department representative in attendance at the succeeding month's meeting. Each department representative will briefly present the incident(s) that occurred and respond to questions from the Committee.
- E. In the event that a report is not approved by the Joint Loss Management Committee, a copy of that report will be sent back to the department head with a list of recommendations. The re-submitted report will then be reviewed by the Committee at its next meeting.
- F. Following their meeting, the Joint Loss Committee Secretary will return all copies of the Reports to Human Resources for secure filing.

#### **Meeting Schedule and the Recording of Meetings**

- A. This committee normally meets monthly, but no less than quarterly.
- B. Joint Loss Management Committee meetings shall include annual safety inspections of all town-owned facilities.
- C. Discrepancies shall be recorded and forwarded to the appropriate department head for corrective action.

**SECTION C - HANDLING OF EMERGENCIES – Lab 602.01(d)**

Judgment is a key factor in the handling of an emergency. Employees are expected to exercise their best judgment based on circumstances. Naturally, the first thing to do when an accident occurs is to ensure that proper medical treatment is provided.

The following is a list of guidelines to follow; however, if there is any question whatsoever about the seriousness of an injury, call for help!

**A. The first employee who witnesses an emergency should call 9-1-1**

**B. Ensure that the victim and others are in no danger of receiving further injury**

1. If possible, stop the source of the injury or emergency
2. Each facility site shall maintain egress maps including designated evacuation gathering points, and conduct annual evacuation drills.
  - a. The most senior supervisor on site during an evacuation shall ensure a roll-call is taken.

**C. See to it that first aid is provided by a qualified individual**

1. Each department should make available first aid training for as many employees as possible utilizing the Fire Department or Parks and Recreation Department certification programs. A list of trained employees shall be maintained by each department.
2. First aid kits should be maintained at all work sites.
3. Non-emergency personal injury shall be referred to the Town's occupational health provider (see Appendix V, *Occupational Health Provider Information*).
4. Fire Department personnel shall provide primary response to all emergencies involving fire, serious personal injury, and hazardous material spills.
  - a. In the event of large scale emergencies, the Emergency Operations Center shall be established per the Emergency Management Plan.

**D. Notify your supervisor**

**E. Follow reporting and investigation requirements**, as outlined in Section D of this safety manual, *Accident and Incident Reporting*

**F. Post-emergency** - Contact your Employee Assistance Plan (EAP) if you would like counseling referral services, crisis assistance, legal and financial consultations, and care resources. Your EAP is available 24 hours a day, 365 days a year, for you and your eligible household members.



**SECTION D – ACCIDENT REPORTING - Lab 602.01(d) & Lab 1403.04**

**Definitions**

The U.S. Department of Labor, National Safety Council, and Occupational Safety and Health Administration define the following terms:

ACCIDENT – An undesired event that results in personal injury or property damage.

INCIDENT – An unplanned, undesired event that adversely affects completion of a task.

NEAR MISS – Incidents where no property was damaged and no personal injury sustained, but where, given a slight shift in time or position, damage and/or injury easily could have occurred.

Any accident involving injury or property damage (town or private) must be reported immediately, or as soon as practically possible after the accident— to the immediate supervisor of the employee involved. All accidents shall be investigated.

Near misses shall be reported and subsequently investigated if the Town Manager, his/her designee, or the Joint Loss Management Committee requests further information.

Incidents shall be investigated by the affected department(s) as necessary for use as a management or training aid. Any incident deemed likely to result in a liability to the Town shall be reported.

For the purpose of making the reporting of accidents, incidents, and near misses as easy as possible, they have been grouped into four categories:

1. Accidents Causing Personal Injury (Non-Motor Vehicle)
2. Exposure to Infectious or Contagious Disease
3. Accidents Causing Property Damage
4. Motor Vehicle Accidents/Incidents

**Reporting**

**Lab 1403.04 - Reporting Death and Serious Injury.** Lab 1403.04 requires that death of any person in the workplace must be reported by the employer to the New Hampshire Department of Labor (NH DOL) within 8 hours of its occurrence and that serious injury of any person in the workplace (amputation, loss or fracture of any body part, head injury, or internal injury that necessitate immediate hospitalization) must be reported by the employer to the NH DOL within 24 hours.

All workplace deaths and serious injuries must be reported up the chain of command to the department head or supervisor in charge immediately.

In order for the Town to comply with the reporting requirements, the Department Head, or the supervisor in charge, upon becoming aware of a serious injury or death must immediately notify the Human Resources Coordinator or designee in person or by phone at (603) 423-8506 or (603) 424-2331 (during business hours) or (603) 345-3934 (if non-business hours) to report the death or serious injury and provide the name of the employee, cause and location of the incident, the place where the injured person is receiving medical care the place where the body of the deceased person was sent, and any other relevant information available.

Upon notification by the department head or supervisor in charge, the Human Resources Coordinator or designee shall make a prompt determination on whether the incident is reportable and if so, shall notify the Town Manager and report the death or serious injury to the NH DOL.

Reports must be made electronically or telephonically, and will identify the cause and location of the incident, the place where the injured person is receiving medical care or the place where the body of the deceased person was sent, and any other relevant information requested by the Commissioner or designee. The NH DOL will investigate the incident and may issue a report and recommendations.

In the event that the Department Head or supervisor in charge is unable to contact the Human Resources Coordinator, they shall leave a detailed voice message, then contact the Town Manager and the Department of Labor to provide the required information directly.

New Hampshire Department of Labor (DOL) can be contacted by telephone at 603-271-0127 or 603-271-6850, or electronically at [safety@dol.nh.gov](mailto:safety@dol.nh.gov)

**A. Accidents Causing Personal Injury (Non-Motor Vehicle)**

1. Accidents that cause personal injury to a Town employee or to a third party on Town property, or due to Town operations, will be fully investigated and the proper forms, submitted.
2. If the accident does not reflect immediate injury but, in the best judgment of the employee, complications are likely to occur in the future, it will be fully investigated; and all forms must be submitted.
3. The **employee** must:

- a. Inform his/her supervisor immediately after the accident or injury has occurred.
  - b. Complete the *Notice of Accidental Injury or Occupational Disease* (Appendix VI, Form 1), required by the New Hampshire Department of Labor.
    - I. This must be completed within twenty-four (24) hours of the injury, signed by the department head, and submitted to the Human Resources Coordinator.
    - II. The Human Resources Coordinator must submit this report to the town's insurance provider and the New Hampshire Department of Labor within five (5) working days.
  - c. Complete the employee section of the *Employee/Supervisor's Accident/Incident Investigation Report* (Appendix VI, Form 3)
  - d. In the event that a Town employee witnesses an injury to a non-Town employee due to Town operations, the Town employee must report the event to his/her supervisor.
4. The **supervisor** must:
- a. Fully complete the *Employer's First Report of Occupational Injury or Disease* (Appendix VI, Form 2).

This form is then submitted immediately to the Human Resources Coordinator so that it can be sent to the Town's insurance carrier and the New Hampshire Department of Labor within five (5) working days of the reported injury.

- b. Complete the supervisor's section of the *Employee/Supervisor's Accident/Incident Investigation Report* (Appendix VI, Form 3) within twenty-four (24) hours of the initial report as accurately and specifically as possible. The purpose of this form is to answer *who, what, when, why where, and how*, as well as how to prevent it from happening again. Consideration will be given to:
  - I. While the supervisor in charge of the affected area or activity typically conducts the investigation, employee or Joint Loss Management Committee involvement can be beneficial to create a safety culture.
  - II. Supervisors and committee members should receive accident investigation training.
  - III. Facts should be distinguished from opinion.
  - IV. Interviews should be conducted with all personnel involved.
  - V. Several contributing factors are likely to be revealed.
  - VI. Several preventive actions may be recommended as a result.
  - VII. Avoid placing sole blame on injured employees, or generalities that don't identify all possible causes, preventions, and controls.
  - VIII. Recommended preventive actions should list ways to "foolproof" the condition or activity, irrespective of cost or engineering at this stage.
  - IX. Include photographs or sketches of the scene.

- c. Forward the investigation report for review by the department head and the Human Resources Coordinator.
- d. If the employee will be unable to work beyond 3 calendar days, due to occupational injury or disease, notify the Human Resources Coordinator. The Human Resources Coordinator shall complete the *Employer's Supplemental Report of Injury* (Appendix VI, Form 4) from the New Hampshire Department of Labor.
- e. Upon the injured employee's return to work and the absence was four (4) calendar days or longer, notify the Human Resources Coordinator who will complete the *Employer's Supplemental Report of Injury* (Appendix VI, Form 4). **Note that this is the same form that is used in section 4.d above.**
- f. When an employee has reported witnessing a non-Town employee receive an injury due to Town operations, inform the Finance Department and Human Resources and complete an *Employee/Supervisor's Incident/Near Miss Investigation Report* (Appendix VI, Form 3).
- g. Make sure that any forms required by your department's standard operating procedures, in addition to those mentioned in this section, are completed and distributed accordingly.

See *Chart 2, Injury*, of this section.

#### **B. Exposure to Infectious or Contagious Disease**

**NOTE:** Merely being in close proximity to an infected person or item does not necessarily result in an exposure. If unsure, check with the Town Health Officer to determine if an exposure occurred.

1. The **employee** will:
  - a. If employee is an Emergency Response/Public Safety worker, complete the *Emergency Response/Public Safety Worker Incident Report* (Appendix VI, Form 5) after exposure to someone or something which has the potential to infect that employee with a communicable disease (e.g. HIV or Hepatitis B).
  - b. Complete the *Notice of Accidental Injury or Occupational Disease* (Appendix VI, Form 1) of the New Hampshire Department of Labor.

This must be completed immediately, signed by the department head, and submitted to the Human Resources Coordinator for submittal to the insurance carrier and the New Hampshire Department of Labor within five (5) working days of the initial report.

2. The **supervisor** will:

- a. Complete the *Employer's First Report of Injury or Occupational Disease* (Appendix VI, Form 2).
- b. If employee is unable, complete the *Emergency Response/Public Safety Worker Incident Report* (Appendix VI, Form 5)

This form is then submitted immediately to the Human Resources Coordinator for submittal to the Town's insurance carrier and the New Hampshire Department of Labor within five (5) working days of the reported injury.

**C. Accidents Causing Property Damage**

1. The **employee** will immediately report incident to supervisor and complete the employee section of the *Employee/Supervisor's Accident/Incident Investigation Report*.

2. The **supervisor** will:

- a. Complete the supervisor's section of the *Supervisor's Accident/Incident Investigation Report* (Appendix VI, Form 3) within twenty-four (24) hours of the initial report. This will be approved by the department head and submitted to the Human Resources Coordinator and Finance Director/Assistant Town Manager.
- b. Make sure that any forms that are required by a department Standard Operating Procedure, in addition to those mentioned in this section regarding accident and incident reporting, are completed and distributed accordingly

See *Chart 3, Property Damage*, of this section.



#### **D. Motor Vehicle Accidents/Incidents**

**IN TOWN:** Radio or call your department to report the incident; request Police, Ambulance (if needed), and notify your supervisor.

**OUT OF TOWN:** Report accident to local or state police. Contact the Equipment Maintenance Division of the Public Works Department (423-8552) and your supervisor for instruction if vehicle is inoperable. If no answer, notify Merrimack Police and ask them to contact the Highway Operations Manager.

1. The **employee** will immediately report incident to supervisor. Due to the potential for claims against the Town, all motor vehicle accidents—no matter how small—must be reported using the appropriate Town form(s).
2. The **employee operator** will:
  - a. Complete the *Driver's Emergency Accident Report Kit* (Appendix VI, Form 6), which should be located in the glove compartment of all Town vehicles. This will be completed within twenty-four (24) hours of the accident and submitted to his/her supervisor.
  - b. Complete the *Notice of Accidental Injury or Occupational Disease Form* (Appendix VI, Form 1) if injury occurred as a result of the accident. As referenced in Item A., *Accidents Causing Personal Injury*, of this Section, this form will be signed by the department head and submitted immediately to Human Resources.
  - c. Complete the employee section of the *Employee/Supervisor's Accident/Incident Investigation Report* (Appendix VI, Form 3)
  - d. Ensure that their vehicle is restocked with another Driver's Emergency Accident Report Kit. If vehicle is being serviced by the Equipment Maintenance Division of Public Works, the form will automatically be restocked by Equipment Maintenance personnel. If the vehicle is serviced by a vendor, the employee operator will request another *Driver's Emergency Accident Report Kit from Equipment Maintenance*.
3. The **supervisor** will:
  - a. Complete the supervisor section of the *Supervisor's Accident/Incident Investigation Report* (Appendix VI, Form 3) within twenty-four (24) hours' notice of the accident, attach to it the *Driver's Emergency Accident Report Kit* that was completed by the employee, have it approved by the department head, and send it to the Human Resources Coordinator.
  - b. Follow procedures in Item A., *Accidents Causing Personal Injury*, of this Section for the filing of appropriate forms if an injury resulted from the accident.

- c. Take appropriate action for Commercial Driver's License (CDL) cardholders per the personnel policy manual and Federal Motor Carrier Safety Administration rules.
  - d. **Notify Public Works Director, Finance Department and Human Resources Coordinator of the accident.**
4. The **Police Department** will:
- a. Investigate all motor vehicle accidents where there is personal injury and/or property damage of \$1,000.00 or more. The investigating officer will complete a *New Hampshire Uniform Police Traffic Accident Report Form* for any accidents that meet the above requirements and that occur within Town limits.
5. The **Finance Department** will:
- a. Notify our property liability insurance carrier when any Town vehicle has been involved in a motor vehicle accident.

See *Chart 4, Motor Vehicle Accidents*, of this section.

**CHART 1**

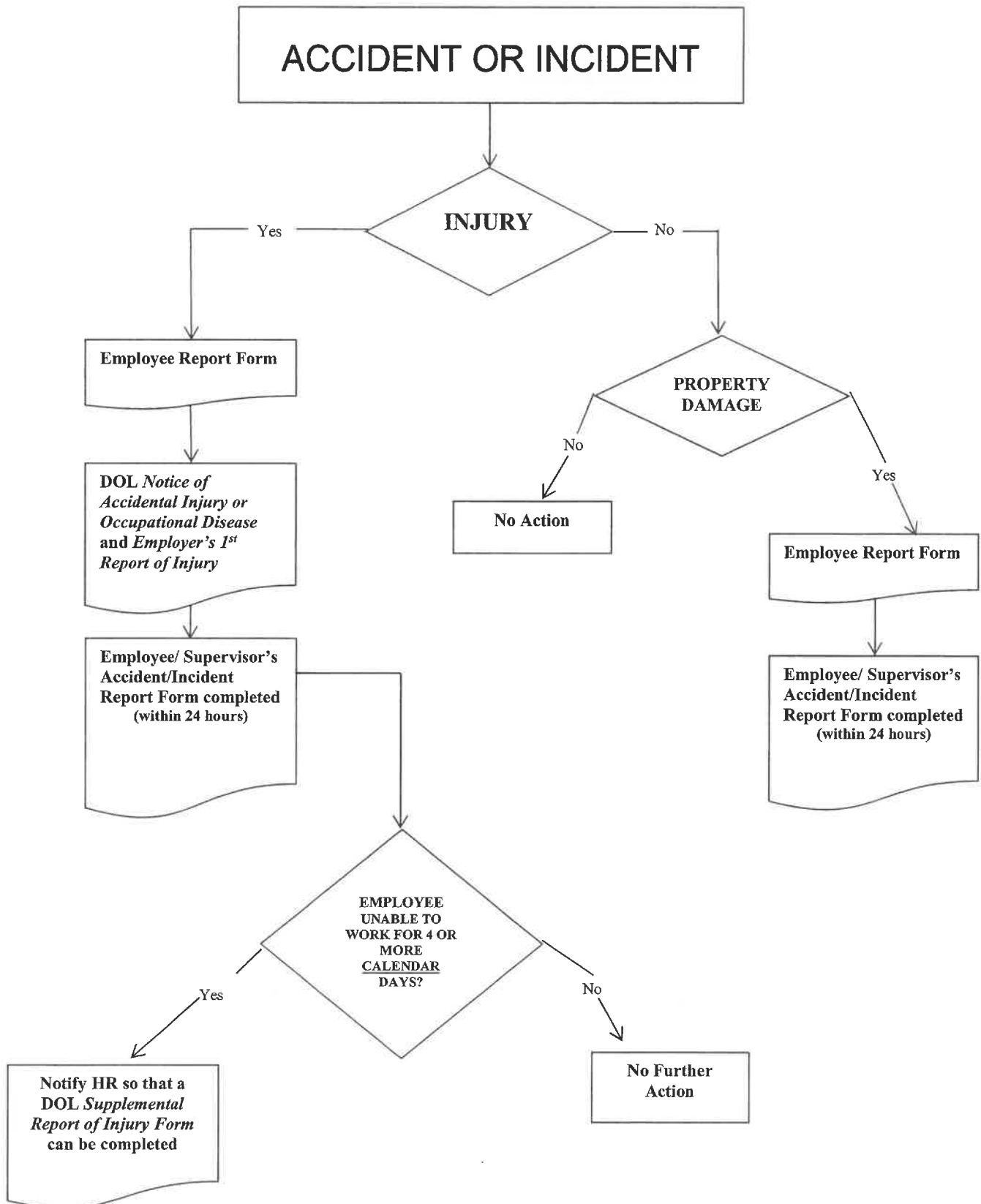
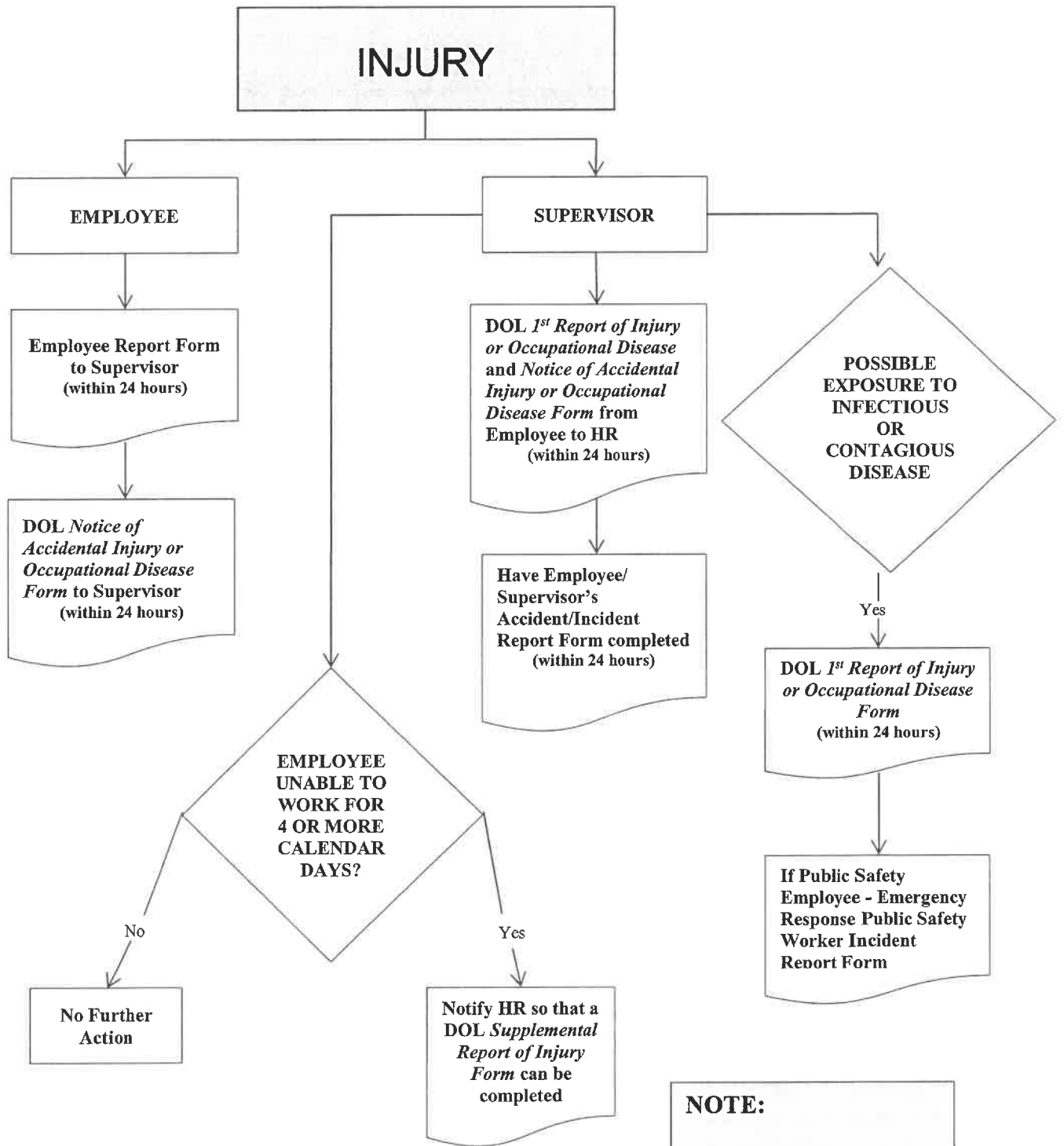
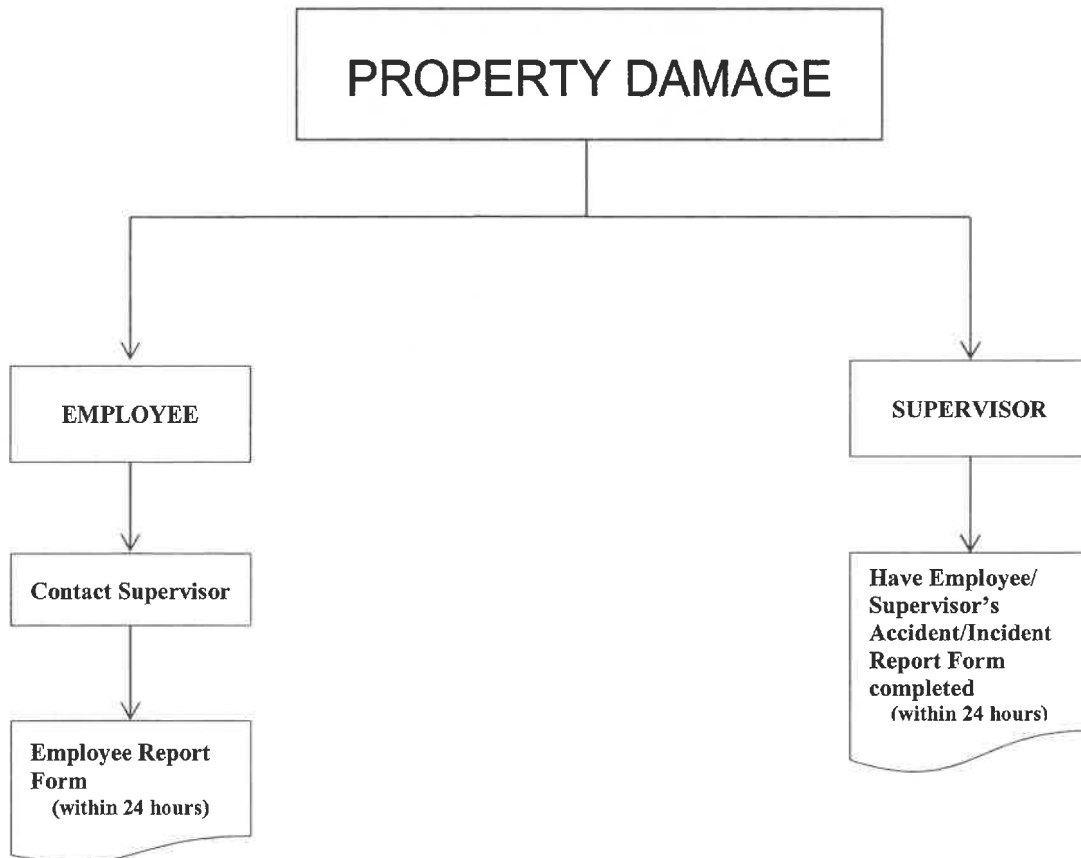


CHART 2



**NOTE:**  
In some departments, many of these forms will be filled out by someone other than the supervisor.

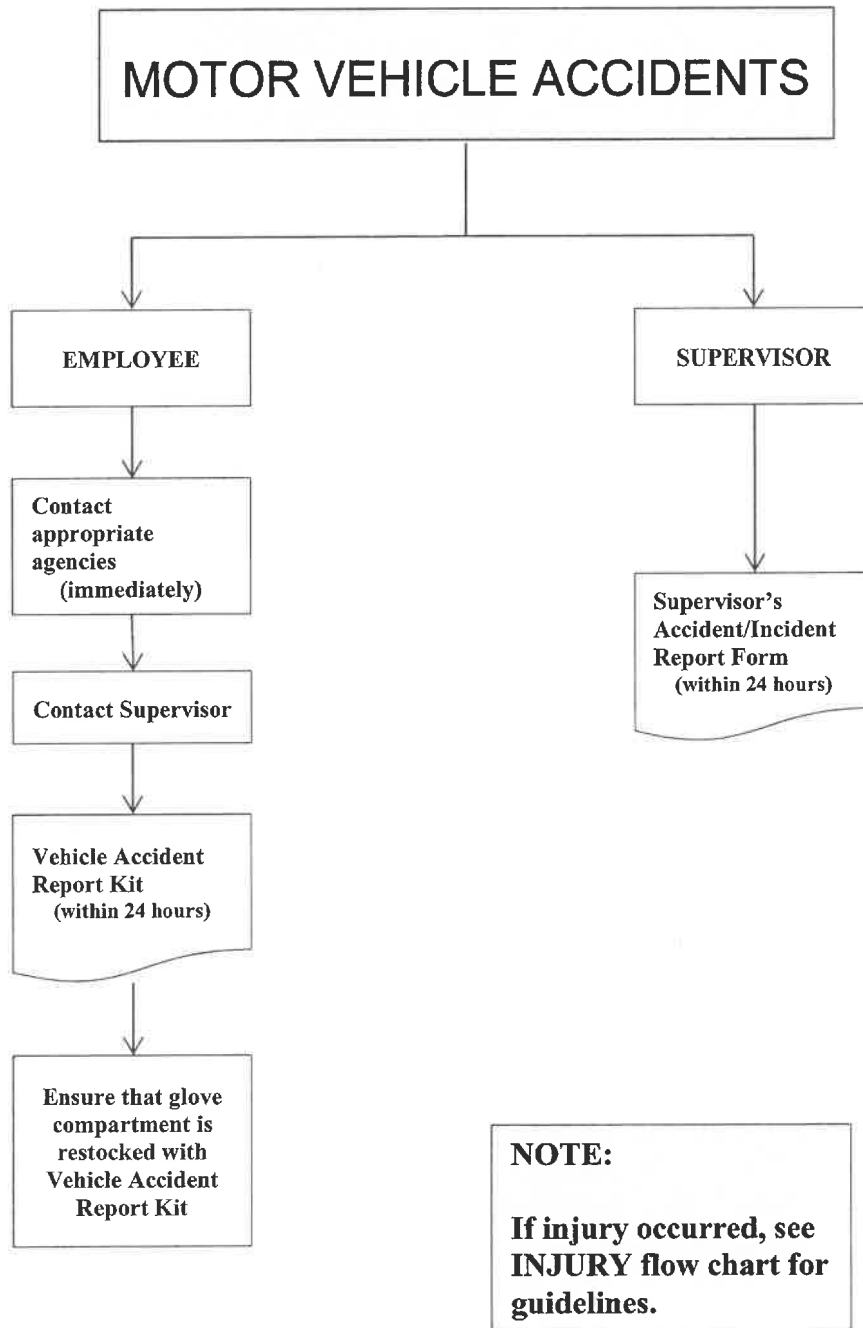
CHART 3



**If a loss occurred to a non-Town employee on Town property or as a result of something involving a Town employee or service, do not make any statements indicating compensation and direct complaints or questions to the Finance Department. The Town's insurance carrier will determine liability.**

**NOTE:**  
**If a personal injury occurred or damage is a result of a motor vehicle collision, see appropriate flow charts.**

**CHART 4**





## SECTION E - GUIDELINES FOR CONDUCTING INVESTIGATIONS - Lab 602.01(d)

Accidents do not “just happen”, they have root causes which need to be identified to determine:

1. What happened
2. Why it happened, and
3. How to prevent it from happening again

Thoroughly gathering and examining information about the accident or incident and its cause(s) will help:

- Prevent future accidents;
- Identify and correct/eliminate unsafe conditions, acts or procedures;
- Reduce costs and down time; and
- Assist in the processing of Worker’s Compensation claims.

All accidents, including those occurring to volunteers or citizens, should be investigated by the supervisor who has knowledge of work processes, procedures, and persons in the workplace environment where the incident occurred. Incidents and near misses may not cause injury or damage, but should be investigated if deemed necessary as a training aid or to prevent future accidents.

When an employee is injured or causes any damage, the employee should immediately contact a supervisor in order to correctly relay the necessary information for proper documentation. The employee's statement provides a basis for determining the facts of the incident.

### Investigative Process

After acquiring necessary medical aid for injured persons, supervisors should follow these steps for investigating accidents. This list should be used only as a guide and may not be all-inclusive for every department.

- A. Investigate the scene as soon as practicable after the accident/incident noting conditions and the location of equipment, physical objects, and witnesses. Make notes, take pictures, and draw sketches as needed.
- B. Interview witnesses soon after the accident so the facts will be fresh in their minds. Be certain they understand that no blame is being placed and that you are simply trying to gather facts to prevent a recurrence.
- C. Interview the involved parties when the timing is right.
  1. Keep in mind their physical and emotional condition.
  2. Ask them to describe what happened. Use open-ended questions to obtain detail.
  3. Do not fix blame or find fault; just get the facts.



4. Ask the employee his or her opinion about how the accident could be prevented in the future.
- D. Take steps or make recommendations to prevent similar occurrences.
1. Expressions such as "employee was careless" have no place in a factual report.
- E. Complete supervisor's section of the *Employee/Supervisor's Incident/Near Miss Investigation Report* (Appendix VI, Form 3).
- F. If the police were called, attach a copy of the police report to the Supervisor's section of the *Employee/Supervisor's Incident/Near Miss Investigation Report* (Appendix VI, Form 3). This is most common for vehicle accidents.
- G. Most accidents occur because of a combination of an unsafe act and an unsafe physical condition. Look for both and draw a conclusion about why the unsafe act was committed or why the condition existed.
- H. Once an accident occurs, immediate action must be taken to prevent a recurrence. Indicate what needs to be done and who is going to do it.
- I. During the accident investigation, many questions must be answered. Because of the infinite number of accident-producing situations, contributing factors, and causes, it is impossible to list all questions that may apply to all investigations.

### **Suggested Questions**

The following questions are generally applicable and will be considered in most accident investigations. Typically, these questions should ask about the situation: who, what, when, where, why, and how.

- A. What was the injured person(s) doing at the time of the accident? Were they performing assigned tasks? Assisting other people?
- B. What were other persons doing at the time of the accident?
- C. Was the proper equipment being used for the task? What was the condition of the equipment? Was it being worn or used properly?
- D. Is the process, operation, or task new?
- E. Were people properly supervised and trained?
- F. What was the location of the accident? What was the physical condition of the area when the accident occurred?
- G. What permanent action could have prevented the accident or minimized its effects?
- H. What action is now being recommended?

## SECTION F – WORKPLACE INSPECTIONS – Lab 603.03(g), 2

All employees have the responsibility to note physical and operational hazards and conditions in the workplace. As outlined in *Section A, Responsibilities for Safety Administration*, employees are expected to take action to correct these observed conditions and actions.

In addition to this continual vigilance by employees, the Joint Loss Management Committee is responsible for conducting periodic inspections and reporting any findings, with suggested control measures, to the person most able to take action on the recommendations.

### **Frequency**

Formal inspections of the work area, processes, and equipment are to be conducted regularly but, at a minimum annually. Keep in mind that all employees are expected to constantly be alert for unsafe acts and conditions and take necessary corrective action.

### **Guidelines for Correcting Unsatisfactory Conditions**

- A. First and foremost, take the necessary action(s) to prevent an injury! For example, remove the tool from service, post a warning sign, etc.
- B. Take appropriate steps to permanently correct the hazard. Report all action taken to the appropriate people.
- C. If you are not able to correct the problem, take steps to prevent an injury from occurring. Then report the problem and your recommended solution to the person who can make corrections.

### **Recordkeeping Guidelines**

- A. Document the inspection. At a minimum, include in the record:
  1. Inspection date;
  2. Name of person(s) who conducted the inspection;
  3. Location/piece of equipment inspected;
  4. List of findings, both positive and negative;
  5. Any action taken; and
  6. List of recommendations for further action.
- B. File the inspection reports with the minutes of the Joint Loss Management Committee meeting.



**SECTION G - SAFETY EDUCATION AND TRAINING – RSA 281-A:64, III & Lab  
603.04(c)**

Safety education and training raises the employee's level of safety awareness and also provides the Town with an opportunity to demonstrate its concern for the welfare of employees.

**Types of Training**

- A. Introductory. All new or transferred employees will be told of their responsibilities under the safety program and be given a copy of the work rules. Training of new employees shall be documented in the respective personnel files.
- B. Specific (On-the-Job). Employees will be instructed by the supervisor in the proper method of performing each job, the hazards associated with it, the required personal protective equipment, and any necessary emergency procedures. This will be done as required by the work rules, when changes in the job occur, or whenever deemed necessary by the supervisor.
- C. Follow-Up. When the supervisor identifies the need, follow-up training will be conducted. At a minimum, this training will be provided to all employees after an accident or incident or when the job or procedures have changed.

**Recordkeeping Guidelines**

- A. Introductory training will be documented in the employee's training file.
- B. Documentation of training provided for specific tasks (for example, proper shoring techniques) is strongly recommended, using *Safety Training Attendance Record*, (Appendix VI, Form 7). It should consist of a brief description of the training, the date, the instructor's name, and a list of those attending. The supervisor should send these forms, and notations made to Human Resources for filing in respective personnel files.



## SECTION H - PERSONAL PROTECTIVE EQUIPMENT (PPE) – Lab 1403.43

This section addresses the hazards that can exist in a workplace environment, such as: sharp edges, falling objects, flying sparks, drugs, chemicals, noise and other potentially dangerous situations. Personal Protective Equipment (PPE) is defined as equipment worn to minimize exposure to a variety of hazards. Examples can be hard hats, gloves, eye and foot protection, respirators, and even full body suits.

If special clothing, safety equipment, or uniforms are required for the conduct of your job, the Town either will provide them or will share the cost of obtaining the items needed. Your supervisor can provide information about these requirements and about the Town's share of the cost. If provided by the Town, items must be used only for business purposes.

A. The **department head and/or supervisor** should be responsible for:

1. Performing a "hazard assessment" of the work place to identify and control physical and health hazards. Use the *Personal Protective Equipment Hazard Assessment* (Appendix VI, Form 10).
  - a. After the hazard assessment is complete, the employer should research the types of PPE available specific to the type of hazard. Taking the fit and comfort of PPE into consideration should be of concern, as employees will be more apt to wear the PPE if it fits and is comfortable.
2. Identifying and providing appropriate PPE for employees.
3. Training employees in the use and care of the PPE.
4. Maintaining PPE, including replacing worn or damaged PPE.
5. Periodically reviewing, updating and evaluating the effectiveness of the PPE program.

B. Coinciding with the above mentioned, employees generally should:

1. Properly wear PPE.
2. Attend training sessions on PPE.
3. Care for, clean, and maintain PPE.
4. Inform a supervisor of the need to repair or replace PPE.

## **Types of PPE**

A. **Eye Protection.** Examples of potential injuries to the face or eye include:

1. Dust, dirt, metal or wood chips entering the eye from activities such as chipping, grinding, sawing, hammering, the use of power tools or even strong wind.
2. Chemical splashes from corrosive substances, hot liquids, or other hazardous solutions.
3. Objects swinging into the eye or face, such as tree limbs, chains, tools, or ropes.
4. Radiant energy from welding.
5. Fumes or contact with the eyes after exposure to dangerous drugs or chemicals.

***Types of PPE:*** Safety glasses, goggles, welding shields, laser safety goggles, face shields.

B. **Head Protection.** Head injuries can be fatal or impair an employee for life. Examples of potential injuries include:

1. Objects falling from above.
2. Bumping up against a fixed object.
3. Any possibility of accidental head contact with electrical hazards.

***Types of PPE:*** Hardhat, helmet, full face mask

C. **Foot and Leg Protection.** Examples of potential injuries include:

1. Rolling objects, such as barrels or tools.
2. Sharp piercing objects such as spikes or nails.
3. Any exposure of molten metal with the potential of splashing.
4. Working on hot, wet or slippery surfaces.
5. Working when electrical hazards are present.

***Types of PPE:*** Chainsaw chaps, Metatarsal guards, toe guards, combination foot and shin guards, safety shoes, electrically conductive shoes, electrical hazard, safety-toe shoes, foundry shoes.

D. **Hand and Arm Protection.** Examples of potential injuries include:

1. Skin absorption of harmful substances.
2. Chemical or thermal burns.
3. Electrical dangers.
4. Bruises.
5. Abrasions.
6. Cuts.
7. Punctures.
8. Fractures.
9. Amputations.

***Types of PPE:*** There are many types, and it all depends on the nature of the hazard and the operation involved. There is a wide variety and selection available so, after assessing the hazard, the proper glove should be selected specific to the hazard being addressed. Once acquired, PPE should be distributed to the precise work locations for immediate use.

E. Body Protection. Examples of potential injuries include:

1. Temperature extremes.
2. Molten metal and hot liquid splashes.
3. Potential impacts from tools, machinery and materials.
4. Hazardous chemicals.
5. Welding radiation

***Types of PPE:*** Foul weather coats, welding jackets, long sleeved shirts, aprons.

F. Noise Exposure – Lab 1403.41. The proper use of hearing protection is a challenging process, as employee exposure depends on several factors, including:

1. Loudness of noise, measured in decibels (dB).
2. Duration of exposure to noise.
3. Movement between work areas with ranging noise levels.
4. Multiple noises from one or more sources.



- a. If employees are exposed to occupational noise at or above 85 dB averaged over an eight-hour period, a hearing conservation program that includes regular testing of employees' hearing by qualified professionals is required.
- b. Refer to Lab 1403.41 for guidelines on use of PPE

***Types of PPE:*** Single-use ear plugs, pre-formed or molded earplugs, earmuffs.

G. Respiratory Protection. Lab 1403.50 Examples of potential injuries include:

1. Toxic, carcinogenic, or irritant vapors.
2. Gases.
3. Dusts.
4. Mists.
5. Fumes.
6. Fibers.

***Types of PPE:*** Face masks, supplied air hoods, air-purifying respirators.

## SECTION I - SAFETY RULES AND REGULATIONS – Lab 1400

The Town of Merrimack complies with Chapter Lab 1400 SAFETY RULES AND REGULATION pursuant to RSA 281-A and RSA 277. Please see Lab 1400 in Appendix III of this document as well as specific departmental safety policies and procedures.

This section outlines specific safety procedures that are grouped by like work environments and are applicable throughout the Town. It is not intended to be all-inclusive, but may be used as a guide in addition to each department's standard operating procedures.

### **Confined Space Entry – Lab 1403.14**

Many workplaces contain spaces that are considered to be “confined” because their configurations hinder the activities of any employees who must enter into, work in, and exit from them. In many instances, employees who work in confined spaces also face increased risk of exposure to serious physical injury from hazards such as entrapment, engulfment, and hazardous atmospheric conditions. Confinement itself may pose entrapment hazards, and work in confined spaces may keep employees closer to hazards, such as asphyxiating atmosphere, than they would be otherwise. For example, confinement, limited access, and restricted airflow can result in hazardous conditions that would not arise in an open workplace.

No one (employee or not) shall be allowed to enter a confined space, as defined above, on Town property or due to Town operations without having the proper training and proper equipment in place in accordance with their department procedures.

The following definitions apply:

- a. *Confined space*: An area with a limited or restricted means of entry or exit that is large enough for an employee to enter and perform assigned work, and that is not designed for continuous occupancy by the employee. These spaces may include, but are not limited to, underground vaults, tanks, storage bins, pits and diked areas, vessels, and silos.
- b. *Permit-required confined space* (also known as a *permit space*): An area that meets the definition of a confined space and has one or more of these characteristics that pose health or safety hazards, thereby requiring a permit for entry: (1) contains or has the potential to contain a hazardous atmosphere; (2) contains a material that has the potential for engulfing an entrant; (3) has an internal configuration that might cause an entrant to be trapped or asphyxiated by inwardly converging walls or by a floor that slopes downward and tapers to a smaller cross section; and/or (4) contains any other recognized serious safety or health hazards.

### **Ergonomics – Lab 1403.18**

Ergonomics is the art and science of designing the workplace to fit the worker. The goal of ergonomics is to allow work to be done without undue physical stress, thereby reducing injuries and cumulative-trauma disease.

The human body can endure considerable discomfort and stress and can perform many awkward and unnatural movements for a limited period of time. However, when awkward conditions or motions are continued for prolonged periods, the physiological limitations of the employee can be exceeded. To ensure a high level of performance, work systems must be tailored to human capabilities and limitations.

- A. Each job has its own set of actions and its own level of stress. The amount of physical stress is determined by several factors. Three of these factors are especially significant:
  - 1. The amount of weight handled;
  - 2. The force needed to perform the job task;
  - 3. The degree of repetition.
- B. Physical or mental stress can result from a poorly-designed workplace. A workplace (or workstation) is defined as the place in which the employee spends most of his or her time while performing the duties of the job. The workplace of a police officer may be a patrol car. The workplaces of computer operators are the desks, chairs, and computer equipment they use. If a workplace does not properly fit the person, stress or injury-causing stress can result.

The following questions should give an idea of what might cause physical stress in a given job:

- 1. Does the employee sit or stand on the job? Does the job require both sitting and standing?
- 2. Is the employee stationary while doing the job? Or does the employee move about?
- 3. Does the job require a great deal of strength or power?
- 4. Can any necessary reaching be done comfortably by most employees? (Or must the employee work for long periods of time at a too-low desk, for example).
- 5. Are job tasks extremely repetitive?
- 6. Does the employee have any control over the pace of the job?
- 7. Is the work environment uncomfortable for the employee? Poorly lighted? Too cold? Too hot? Too humid? Is there proper ventilation?

Any of the above conditions, or combination of conditions, could be the cause of physical stress to employees. Many of these conditions can be relieved by redesigning the job to fit the employee and by training the employee to notice and alter the stress-causing conditions.

- C. If you notice undue stresses from or problems with your workstations and cannot resolve the situation on your own, your supervisor may be able to help you with solutions. The Joint Loss Management Committee, in conjunction with the Town's insurance carrier,

will schedule a work-site evaluation (if requested) to help find solutions. See *Ergonomics Evaluation Form* (Appendix VI, Form 9).

### **Excavating and Trenching –Lab 1403.19**

#### A. Definitions

1. *Excavation*: Any man-made cut, cavity, trench, or depression in an earth surface that is formed by earth removal.
2. *Trench*: A narrow excavation (in relation to its length) made below the surface of the ground. In general, the depth of a trench is greater than its width, and the width (measured at the bottom) is not greater than 15 ft (4.6 m). If a form or other structure installed or constructed in an excavation reduces the distance between the form and the side of the excavation to 15 ft (4.6 m) or less (measured at the bottom of the excavation), the excavation is also considered to be a trench.
3. *Competent Person*: An individual who is capable of identifying existing and predictable hazards or working conditions that are hazardous, unsanitary, or dangerous to employees, and who has authorization to take prompt corrective measures to eliminate or control these hazards and conditions.

#### B. Trenching and Excavation Standards

1. *Surface encumbrances*. All surface encumbrances that are located so as to create a hazard to employees will be removed or supported, as necessary, to safeguard employees.
2. *Underground Installations*
  - a. The estimated location of utility installations, such as sewer, telephone, fuel, electric, water lines, or any other underground installations that reasonably may be expected to be encountered during excavation work, will be determined prior to opening an excavation.
  - b. Utility companies or owners will be contacted within established or customary local response times, advised of the proposed work, and asked to establish the location of the utility underground installations prior to the start of actual excavation. When utility companies or owners cannot respond to a request to locate underground utility installations within 24 hours (unless a longer period is required by state or local law) or cannot establish the exact location of these installations, the Town may proceed, provided it does so with caution and provided detection equipment or other acceptable means to locate utility installations are used.
  - c. When excavation operations approach the estimated location of underground installations, the exact location of the installations will be determined by safe and acceptable means.

- d. While the excavation is open, underground installations will be protected, supported, or removed as necessary to safeguard employees.

### 3. *Access and Egress*

#### a. *Structural Ramps*

- 1) Structural ramps that are used solely by employees as a means of access or egress from excavations will be designed by a competent person. Structural ramps used for access or egress of equipment will be designed by a competent person qualified in structural design and will be constructed in accordance with the design.
- 2) Ramps and runways constructed of two or more structural members will have the structural members connected together to prevent displacement.
- 3) Structural members used for ramps and runways will be of uniform thickness.
- 4) Cleats or other appropriate means used to connect runway structural members will be attached to the bottom of the runway or will be attached in a manner to prevent tripping.
- 5) Structural ramps used in lieu of steps will be provided with cleats or other surface treatments on the top surface to prevent slipping.

- b. *Means of Egress from Trench Excavations.* A stairway, ladder, ramp, or other safe means of egress will be located in trench excavations that are 4 feet or more in depth so as to require no more than 25 feet of lateral travel for employees.

- c. *Exposure to Vehicular Traffic.* Employees exposed to public vehicular traffic will be provided with, and will wear, warning vests or other suitable garments marked with or made of reflectorized or high-visibility material.

- d. *Exposure to Falling Loads.* No employee will be permitted underneath loads handled by lifting or digging equipment. Employees will be required to stand away from any vehicle being loaded or unloaded to avoid being struck by any spillage or falling materials. Operators may remain in the cabs of vehicles being loaded or unloaded when the vehicles are equipped to provide adequate protection for the operator during loading and unloading operations.

- e. *Warning System for Mobile Equipment.* When mobile equipment is operated adjacent to an excavation, or when such equipment is required to approach the edge of an excavation, and the operator does not have a clear and direct view of the edge of the excavation, a warning system will be utilized, such as barricades, hand or mechanical signals, or stop logs. If possible, the grade should be away from the excavation.

## **Lifting and Handling Operations**

The purpose of this section is to provide guidelines as to the proper techniques for moving materials either in hurried emergency situations or in more controlled situations. While it is understood that in an emergency situation there are certain materials that must be moved quickly, there are certain techniques and procedures that can always be followed which can significantly reduce your chances of an injury while lifting, pulling, or pushing:

- A. Assess the object you are about to lift. Check for shifting weights and objects and have a clear understanding of how you intend to lift the object. If the object is heavy, get someone to help you lift. Think before you lift!
- B. Bend at your knees, not your waist. Bend down with your knees, and straddle the load you are about to lift. Avoid bending at the waist, and keep your back straight.
- C. Tuck your pelvis under, and firm-up your stomach muscles just before you lift. Tightening the stomach muscles helps support your back.
- D. Hug the object you are lifting close to your body. Unnecessary and potentially dangerous amounts of stress and strain are placed on your back when objects are held away from your body.
- E. Lift with your leg muscles. Once you have a firm grip on the object, rise in a smooth steady motion, and let the leg muscles do most of the work.
- F. Never twist your body while lifting. Keep your body facing the load and move your feet to adjust your position.
- G. Make sure your walkway is clear. Review your walking path, and remove unnecessary objects; they are accidents-waiting-to-happen.
- H. Know where you will put the load down. Looking for a place to put a heavy object down when it's already in your arms is asking for trouble.
- I. Use the appropriate footwear when lifting. Your footwear should help you maintain your balance and footing.
- J. Use mechanical help or the assistance of a co-worker when necessary. There is no point in straining your back. Get help!
- K. Get a firm grip on the item to be lifted.
- L. Lift gradually. Don't jerk upward.
- M. Push, don't pull. If it is necessary to move a heavy object along the floor, push it. You can push twice the weight you can pull.
- N. Remember, when putting the object down, bend the legs. Do not bend over at the waist.

## **Lockout/Tagout – Lab 1403.35**

All employees need to be protected from accidental or unexpected activation of mechanical and/or electrical equipment. Therefore, any individual engaging in the maintenance, repairing, cleaning, servicing, or adjusting of any machinery or equipment will abide by the following procedures.

Lockout is a first mean of protection; warning tags only supplement the use of locks. Tags (such as “Do not start,” “Do not operate”) alone may be used only when the application of a lock is not practically feasible and with approval of the appropriate supervisor.

### **A. Definitions**

1. *Lockout*: The practice of using keyed or combination security devices (“locks”) to prevent the unwanted activation of mechanical or electrical equipment.
2. *Tagout*: The practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed.
3. *Hazardous Motion*: Movement of equipment under mechanical stress or gravity that may abruptly release and cause injury. Hazardous motion may result even after power sources are disconnected. Examples are coiled springs, raised hydraulic equipment, and any sources of potential energy that may cause injury.
4. *Energy Control Procedures*: Proper use of lockout/tagout equipment to ensure safe work practices.

### **B. Responsibilities**

#### **1. Department/division heads will:**

- a. Ensure that all appropriate personnel are competent to follow lockout/tagout procedures.
- b. Provide training to employees affected by lockout/tagout procedures. Provide re-training when job, equipment, new hazard arises or if supervisor feels a knowledge refresher is advisable for safety of employees.
- c. Inspect energy control procedures and practices at least annually to ensure that general and specific lockout/tagout procedures are being followed.
  - 1) Inspections must be carried out by persons other than those employees directly utilizing energy control procedures.
  - 2) Inspections will include a review between the inspector and each authorized employee, concerning that employee’s responsibilities under the energy control procedure being inspected.

- 3) Certify that periodic inspections have been performed (Appendix VI, Form 11).
  - d. Maintain a list of equipment, machinery, and operations that require the use of lockout/tagout procedures. The file will include the location, description, power source, and primary hazards of equipment/machinery, a list of the primary operators/maintenance personnel, and a list of lockout/tagout equipment that is used and maintained on site.
  - e. Ensure that each supervisor adheres to procedures.
2. **Supervisors will:**
- a. Ensure that each employee or contractor engaging in work requiring lockout/tagout of energy sources understands and adheres to adopted procedures.
  - b. Assure that employees have received training in energy control procedures prior to operating the machinery or equipment.
  - c. Provide and maintain necessary equipment and resources, including accident prevention signs, tags, padlocks, seals, and/or other similarly effective means.
3. **Employees will:**
- a. Adhere to specific procedures as outlined in this document for all tasks that require the use of lockout/tagout procedures as defined.
  - b. Maintain lockout/tagout supplies in maintenance vehicles.

## C. Specific Procedures

### 1. Preparation for Lockout/Tagout

- a. Make a survey to locate and identify all isolating devices to be certain which switch(es), valve(s), or other energy isolating devices apply to the equipment to be locked or tagged. More than one energy source (electrical, mechanical, stored energy, or others) may be involved.

### 2. Sequence of Lockout or Tagout System Procedure

- a. Notify all affected employees that servicing or maintenance is required on a machine or equipment and that the machine or equipment must be shut down and locked out to perform the servicing or maintenance.
- b. If the machine or equipment is operating, shut it down by the normal stopping procedure (depress stop button, open toggle switch, etc.).
- c. Operate the switch, valve, or other energy isolating device(s) so that the equipment is isolated from its energy source(s). Stored energy (such as that in springs, elevated machine members, rotating flywheels, hydraulic systems, and



air, gas, steam, or water pressure, etc.) must be dissipated or restrained by methods such as repositioning, blocking, bleeding down, etc.

- d. Lockout/Tagout the energy isolating devices with assigned individual lock(s) or tag(s).
  - e. After ensuring that no personnel are exposed, and as a check on having disconnected the energy sources, operate the push button or other normal operating controls to make certain the equipment will not operate. **CAUTION:** Return operating control(s) to neutral or off position after the test.
  - f. The equipment is now locked out and tagged out.
3. Restoring Equipment to Service
- a. When the servicing or maintenance is completed and the machine or equipment is ready to return to normal operating condition, the following steps will be taken.
  - b. Check the machine or equipment and the immediate area around the machine to ensure that nonessential items have been removed and that the machine or equipment components are operationally intact.
  - c. Check the work area to ensure that all employees have been safely positioned or removed from the area.
  - d. Verify that the controls are in neutral.
  - e. Remove the lockout devices and reenergize the machine or equipment. **NOTE:** The removal of some forms of blocking may require re-energizing the machine before safe removal.
  - f. Notify affected employees that the servicing or maintenance is completed and the machine or equipment is ready for used.

### **Motor Vehicle Rules and Regulations**

The purchase, maintenance, and upkeep of motor vehicles and equipment constitute a large expenditure in Town government. While these vehicles are essential in providing necessary services to our constituents, accidents involving them can extract a huge additional toll on the organization in terms of injury, suffering, and property damage.

It is the firm belief of the Town that most motor vehicle accidents are avoidable. By adopting a defensive driving attitude, each employee will accept the highest degree of responsibility for avoiding accidents, rather than passively surrendering to adverse situations.

The following is a list of rules to be followed by all employees.

- A. An employee will not drive or operate a Town-owned vehicle unless assigned or granted permission to do so.

- B. It is against Town policy for any person to operate any motor vehicle owned by this government for any purpose other than official business.
- C. Drivers must have in their possession a proper, valid operator's license when operating vehicles. Drivers must comply with all Town and State laws governing the operation of vehicles. This will include checks for safety equipment as laws and policies require.
- D. Vehicles are to be driven in a manner such as to create a favorable impression to the public. Drivers will exercise special precautions when:
  - a. Children are playing on the roadway, alley, or near the curb;
  - b. Passing schools or playgrounds;
  - c. Approaching persons on bicycles;
  - d. Driving during inclement weather.
- E. A licensed operator is expected to stay informed of current regulations and to periodically review publications concerning equipment operation. "Rules of the Road" for motor vehicle operators should be read and understood.
- F. Any vehicle with improper working parts (such as steering mechanism, brakes, lights, or horn) should not be driven and should be reported to the proper person.
- G. Seat belts will be worn at all times. Refer to *Seatbelt Policy* (Personnel Policy Manual).
- H. If a vehicle is involved in an accident, the driver's first duty is to stop the vehicle. The police must be called. See *Section D, Accident Reporting, Motor Vehicle Accidents/Incidents*.
- I. All drivers will devote their full attention to their driving. Many vehicle accidents can be attributed to driver distraction. Keep your mind on your driving.
- J. Drivers must use proper signals when slowing down, stopping, or making a turn.
- K. Always give the pedestrian the right-of-way.
- L. All drivers must give the right-of-way to emergency vehicles.
- M. Hazard warning lights on trucks, cars, and equipment should be used only as emergency or work conditions require. Hazard warning lights are not to be used as an excuse to gain the right-of-way or to break traffic rules. Their purpose is for the protection of the employees and work areas and as a warning device for pedestrians and vehicular traffic.
- N. Keep windshields and door windows clean for good visibility.
- O. Rearview vision is extremely important. Be certain you have a complete picture of all objects behind your vehicle before moving in reverse.

- P. Do not leave the vehicle unattended with the motor running, except emergency vehicles according to standard operating procedures. Place the transmission in gear (or park for automatic transmissions), set the emergency brake, shut off the ignition switch, and remove the key.
- Q. All municipal vehicles should be locked when not in use.
- R. Always use hand holds when entering or exiting heavy equipment. Face the cab when exiting from it. Step, do not jump, when getting off or out of any vehicle or piece of equipment.
- S. Before initial use of any vehicle each day, the driver will walk around and inspect the vehicle for damage, inoperable lights, loose hardware, under-inflated tires, clear ice and snow from all windows and lights in winter months, or any other condition which may create an unsafe situation.
- T. Except in authorized emergencies, posted speed limits will be strictly obeyed.
- U. During periods of limited visibility or any time windshield wipers are in use, vehicle headlights will be turned on.
- V. Operating town vehicles or equipment under the influence of alcohol and drugs is prohibited. See *Alcohol and Drug Use in the Workplace Policy* (Personnel Policy Manual).

### **Office Safety**

Office work is more dangerous than is commonly supposed, and many accidents occur during ordinary office routines.

- A. Every employee will be responsible to see that his or her own desk and work area is clean and orderly. Good housekeeping is the key to a safe office environment.
- B. Keep an eye open for loose or threadbare floor coverings. Report damaged carpet, loose floor tiles, etc., to your supervisor.
- C. Be extra cautious when you come up to a door which can be opened in your direction. Take it easy when pushing open such a door, and slow down when coming to a "blind" corner.
- D. Make sure walkways between furniture are clear and floors are clean and dry. Keep electrical cords out of aisles or properly covered.
- E. All file, desk, and table drawers will be kept closed when not in use. As soon as you leave them, close them. Never open more than one file drawer at a time.
- F. Never overload file cabinets. If unfamiliar with file cabinets, test the drawers and be careful not to pull them out to full extension. Keep heavier loads in bottom drawers.

- G. Office tables, desks, and chairs must be maintained in good condition and free from sharp corners, projecting edges, wobbly legs, etc.
- H. Tilting chairs can be hazardous when improperly used and care should be taken to assure that they are in good working condition.
- I. Never use chairs, desks, or other office furniture as a makeshift ladder. Always use a step ladder. Don't overreach and risk losing your balance.
- J. The use of message spindles is a violation of Town policy as they can frequently cause puncture wounds to hands and arms.
- K. Keep the blades of paper cutters closed when not in use.
- L. Scissors, paper cutters, and similar office devices can easily cause minor but painful injuries. Report such injuries at once to your supervisor and take precaution to avoid infection.
- M. Keep your hands clear of computer printers, 3-D printers, and other office equipment when in use.
- N. Avoid paper cuts by using a sponge or other wetting devices for envelopes. Use rubber finger guards when working with stacks of paper.
- O. Keep paper clips, thumb tacks, and pins in places where they can't injure you. Keep razor blades and utility blades covered.
- P. Be sure all electrical equipment is grounded and the cord is in good condition. If a machine gives you a shock or starts smoking, unplug it and report the defective device immediately to your supervisor, who will in turn report it to the Public Works Director/Designee.
- Q. Do not plug appliances (refrigerators, microwaves, coffee makers, etc.), copy machines, or space heaters into power strips or extension cords, and do not use any multi-plug wall outlet extenders of any kind.
- R. Smoking is not permitted in Town buildings or in public access paths. This includes all rooms and offices within the building. Refer to the **Smoking Policy** (Personnel Policy Manual).
- S. First-aid kits will be readily available and fully stocked for their prompt use.
- T. Chairs, desks, and work stations will be properly adjusted to reduce fatigue and the possibility of injury due to poor fitting work areas. See *Ergonomics* in this section above.

### **Prevention of Slips, Trips, and Falls**

The purpose of this policy is to reduce and/or eliminate the incidence of employee and citizen slip-, trip-, and fall-related events and injuries.

Slips, trips, and falls are among the leading causes of injury and lost work time to employees and to members of the public visiting municipal properties. Accidents often occur from a lack of due diligence to report and address existing conditions that can contribute to these types of events. Therefore, the Town of Merrimack and its employees will take a proactive approach to managing the risks associated with slip-, trip-, and fall-related conditions.

Employees will always follow correct safety protocol for their working conditions, including wearing the appropriate footwear and protective devices warranted by the situation. Sidewalks, parking lots, stairs, and other areas that employees and the public frequently use will be properly maintained to ensure that no tripping points, ice/snow build-up, or other hazardous conditions exist that could contribute to a slip, a trip or a fall. Interior hallways, stairs, floors, and other areas of foot travel will be clear of obstructions such as boxes, power cords, frayed carpeting, or weather matting. Proper signage will be used to indicate wet floors or other hazardous conditions that could contribute to a slip, a trip or a fall.

Employees are encouraged to monitor, report and whenever reasonably possible help to correct conditions that have caused, or are likely to cause, a slip-, trip-, or fall-related event.

Unsafe conditions are to be reported to your immediate supervisor or department head for corrective action. If the conditions present an immediate threat to the safety of employees or the public, the employee will take the necessary steps to prevent injuries until the appropriate personnel arrive.

All slip-, trip- and fall-related incidents/injuries will be documented and individually reviewed by the appropriate supervisor and the Joint Loss Management Committee. Slips, trips and falls will be kept in a centralized file or spreadsheet in Human Resources to monitor results, to identify emerging trends, and to maintain documentation for potential claims.

### **Record Keeping - Lab 1403.49**

Human Resources shall:

- A. Keep an annual log of all workplace injuries and illnesses, for which an employer's first report of injury is submitted to the department of labor, shall be kept at the place of employment and made available to a safety inspector upon request;
- B. The log shall include, at a minimum, the following information:
  1. Date of injury;
  2. Name of employee;
  3. Occupation of employee;

4. Description of the injury or illness;
5. Whether lost time was involved; and
6. The date employee returned to work.

### **Shop Safety**

- A. No unauthorized persons will be in the actual work areas.
- B. Restricted access will be maintained to specific areas of the shop while welding or painting is in progress.
- C. Replace, repair, or remove from service worn or damaged shop equipment.
- D. All hazardous, flammable, and waste materials will be properly stored and labeled.
- E. No liquid materials will be stored near floor drains, unless either the drain or the material is properly isolated.
- F. Emergency procedures and telephone numbers will be posted in an area readily accessible to all employees.
- G. An easily accessible first-aid kit will be available.
- H. Clear access to all properly charged fire extinguishers will be maintained at all times.
- I. Practice good housekeeping to minimize the potential for accidents; for example, clean up spills immediately.
- J. Use exhaust hoses when idling vehicles.
- K. Machine guards will be in place and secured on all machines that are in use.
- L. No equipment safety features will be disabled or overridden.
- M. All personal protective equipment will be worn according to each department's procedures and training.
- N. Safety Data Sheets (SDS) will be located in an area where all employees can view them, in accordance with the *Worker's Right to Know Act* (Appendix IV).
- O. Proper disposal methods of all materials will be included in the SDS files.

### **Use of Hazardous Materials/Toxic Substances - Lab 1403.61**

- A. All personnel using a hazardous substance must be made aware of the potential hazards associated with it.
- B. Material Safety Data Sheets will be located in an accessible area near the use of the toxic substance. See *Worker's Right to Know Act* (Appendix IV).
- C. Do not walk into or touch spilled material.
- D. Avoid inhalation of fumes, smoke, and vapors even if no hazardous materials are known to be involved. Do not assume that gases or vapors are harmless because of lack of a smell. Odorless gases or vapors may be harmful.
- E. Dust fans and/or other ventilation equipment will be used in accordance with training and policies.
- F. Never use gasoline, other fuel, or solvents for cleaning, degreasing, or any use other than that intended by the manufacturer.
- G. Precautions will be taken to prevent the ignition of flammable vapors. Sources of ignition include, but are not limited to, open flames, lighting, smoking, cutting, welding, heat-producing chemical reactions, radiant heat, and electrical devices.
- H. All materials and rags contaminated by toxic or hazardous materials will be disposed of in the prescribed manner as approved by the Public Works Department-Solid Waste Division.

### **Use of Power Tools**

- A. All personal protective equipment will be used as per training and when instructed to do so.
- B. All machine guards will be kept in place when recommended by the manufacturer. Safety features will not be disabled or overridden.
- C. No unauthorized persons will use power tools.
- D. Ground all tools unless double-insulated. If a tool is equipped with a three-prong plug, it will be plugged into a three-hole electrical outlet. Never remove the third prong from the plug.
- E. Keep all work areas clean. Cluttered areas invite accidents.
- F. Avoid dangerous environments, such as damp or wet locations and dimly lit areas.
- G. Keep onlookers a safe distance away from the work area.
- H. Don't force tools. Let them work at the pace for which they were designed.

- I. Wear proper apparel. Remove loose clothing or jewelry items that could become caught in moving parts. Secure hair out of the way of eyes and equipment.
- J. Don't abuse the cord. A cord should be kept away from heat, oil, and sharp edges.
- K. Safety glasses or shields and respiratory protection will be used with tools when necessary.
- L. Secure your work. Clamps or a vise are safer than using your hand, and their use frees both hands to operate tools.
- M. Don't overreach. Keep proper footing and balance at all times.
- N. Tools should be disconnected before servicing or when changing accessories such as blades, bits, cutters, etc.
- O. Know your power tool. Learn its applications and limitations. In other words, use the tool only for the job for which it was designed to be used.

### **Work Zone Traffic Control – Lab 1403.62 & 1403.22**

Safety is a concern for both the public traveling through the temporary traffic control zone and the workers performing tasks within the work site. Work areas present temporary and constantly changing conditions that are unexpected by the traveler. These work area conditions almost always present situations that are more confusing for the driver, creating an even higher degree of vulnerability for the personnel on or near the roadway.

- A. Traffic control will be practiced when working on or in the proximity of a street or road. When possible, traffic should be detoured around a construction site in the travel lane. If traffic must be limited to one lane, personnel with flags or STOP/SLOW paddles will be used to direct traffic and adequate signs, cones, and/or barricades will be used to warn oncoming traffic to the site.
- B. If street construction or repair work is to be performed, preparations must be made to assure vehicle and pedestrian safety before such work is allowed to begin.
- C. Where traffic must be periodically stopped or obstructed by workers or equipment in the traveled portion of a roadway, signs, signals and/or barricades will be used. Flag persons may be utilized for heavy traffic locations, for high hazard areas, or for large construction zones.
- D. All workers in or near the roadway will wear ANSI Class 2 or 3 reflective clothing or cross straps on their clothing while at the work site. Flashlights must also be used at night.
- E. In the event that a road must be partially or entirely blocked off for any duration of time, Police dispatch will be informed prior to closure.



- F. Hard hats will be worn at all times in any excavation or in any tree work areas.
- G. All personal protective equipment will be worn in the prescribed manner.

Below are key elements of traffic control management that should be considered in any procedure for assuring worker safety. These various traffic control techniques must be applied by qualified persons with sound judgment and common sense.

- A. Training. All workers should be trained in how to work next to traffic in a way that minimizes their vulnerability. In addition, workers with specific traffic control responsibilities should be trained in traffic control techniques, device usage, and placement.
- B. Worker Clothing. Workers exposed to traffic should be attired in bright, highly visible clothing similar to that of flaggers.
- C. Barriers. Barriers should be placed along the work space depending on such factors as lateral clearance of workers from adjacent traffic, speed of traffic, duration of operations, time of day, and volume of traffic.
- D. Speed Reduction. In highly vulnerable situations, consideration should be given to reducing the speed of traffic through regulatory speed zoning, funneling, use of police, lane reduction, or flaggers.
- E. Lighting. For nighttime work, lighting the work area and approaches may allow the driver better comprehension of the requirements being imposed. Care should be taken to ensure that the lighting does not cause blinding.
- F. Special Devices. Judicious use of special warning and control devices may be helpful for certain difficult work area situations. These include rumble strips, changeable message signs, hazard identification beacons, flags, and warning lights. Misuse and overuse of special devices/techniques can lessen their effectiveness greatly.
- G. Public Information. Improved driver performance may be realized through a well-prepared and complete public relations effort that covers the nature of the work, the time and duration of its execution, and its anticipated effects upon traffic and possible alternate routes and modes of travel. Such programs have been found to result in a significant drop in traffic; that reduces the possible number of conflicts and may allow a temporary lane closing for additional buffer area.
- H. Road Closure. If alternate routes are available to handle detoured traffic, the road may be closed temporarily during times of greatest worker hazard which, in addition to offering maximum worker safety, may facilitate project completion more quickly and, thus, further reduce worker vulnerability.
- I. Use of Police. In highly vulnerable work situations, particularly those of relatively short duration, stationing police units heightens the awareness of passing traffic and likely will cause a reduction in travel speed.

## SECTION J – WORKPLACE VIOLENCE PROTECTION

It is everyone's business to prevent violence in the workplace. Violence threatens the safety of personnel and, often, of the public, while negatively affecting employee morale and productivity. Therefore, violence of any sort will not be tolerated.

If you are not in immediate danger, you should report the incident immediately to your supervisor, your department head, or the Human Resources Coordinator as soon as possible and complete the Workplace Violence Incident Report (Form 13 of this Safety Policy). If you are in immediate danger, call 911 immediately. The incident will be investigated promptly, thoroughly, and impartially. Confidentiality will be maintained to the extent it is consistent with a thorough investigation.

“Violence” refers to a range of inappropriate behaviors that includes, but is not limited to:

- A. Attempting or actually harming another person physically, including, but not limited to shoving or pushing.
- B. Intimidating, coercing, or committing acts motivated by or related to harassment.
- C. Carrying, possessing, or using unauthorized weapons.
- D. Intentionally damaging employer property or property of another employee, through vandalism, arson, sabotage, or other methods.
- E. Behaving aggressively or hostilely when such behavior creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- F. Threatening or talking about engaging in those activities.

Ignoring threats and violence can result in more serious incidents to co-workers and/or to the public. Violence often follows established threat patterns and behavioral changes that are easily observed and reasonably predictable. Violence can be prevented or reduced by responding to threats effectively.

If you think you have an anger management problem that is affecting your job performance, you are encouraged to seek assistance through the Employee Assistance Program (see the Human Resources Coordinator or visit the Employee Portal for information on the *Employee Assistance Program*) or another appropriate agency.

Violation of this policy by any employee will be subject to discipline, up to and including termination of employment.

*These rules may be updated periodically and may be amended as necessary.*



**SECTION K- DISCIPLINARY ACTION – Lab 602.01(b)**

Employees who fail to comply with components of the safety program, as outlined in this Manual, may be subject to disciplinary action as referenced in the Town of Merrimack *Personnel Policy Manual* and/or collective bargaining agreements.



## SECTION L - EXPLANATION OF INSURANCE COVERAGE

The Town of Merrimack's worker's compensation coverage currently is handled by the New Hampshire Public Risk Management Exchange (Primex). This not-for-profit risk pool serves over 445 municipalities, schools, counties, village districts, and other public entities in our state.

Founded in 1979, this highly innovative and cost-effective program has set the standard for public entity pooled workers' compensation programs in New Hampshire and nationally. Each member becomes stronger when it effectively manages its risk and thus the pool as a whole becomes stronger.

Primex employees handle all of the Town's claims. In-person field investigators and face-to-face contact with injured workers is a Primex tradition. The program provides the assistance that injured employees need to get healthy, back to work, and back to a normal life as soon as possible.

Primex solidifies its coverages with innovative and tangible education and training programs, as well as extensive resources.

### **Payment of Medical Bills**

Medical bills resulting from personal injury or illness incurred while on Town time should be submitted either to the Town's workers compensation insurance carrier, Primex, or to the Human Resources Coordinator for submission to Primex. Primex can be reached by phone at (800) 698-2364 or by mail at:

Primex  
Bow Brook Place  
46 Donovan Street  
Concord, NH 03301

If you have any questions or need assistance in contacting Primex, please see the Human Resources Coordinator. If you have any questions on what may or may not be covered, contact Human Resources.

If an injury occurred to a non-Town employee on Town property or as a result of something involving a Town employee, please remember not to say anything such as, "The Town will pay for your medical bills," or anything else suggesting compensation. The Town's insurance carrier will have to determine the Town liability in such cases. Please direct all inquiries to the Finance Department.



**SECTION M – SAFETY POLICY DISTRIBUTION AND ACKNOWLEDGEMENT –  
Lab 602.01(e)**

Upon approval of this Manual by the Town Council, each Town employee will be provided free access to a physical copy of this Manual in their department/division and will be required read the manual and sign the *Town of Merrimack Safety Policy Acknowledgement Form*.  
(Appendix VI, Form 14)

For those who wish to access the Manual online, it will be available on the Town's Intranet. Printed copies will also be available in the Town Manager/Human Resources Office upon request.









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