SAFETY MANUAL

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Safety Manual Overview

At WhiteWater, our number one priority is the safety of everyone on the car wash property. This, first and foremost, applies to our team members and then extends to our customers. To keep everyone safe, we have several pieces of safety equipment, resources, and policies to ensure the highest workplace safety possible.

Before we review the individual safety resources and policies, let's review some general safety requirements for all WhiteWater team members:

- Team Members must follow all rules and exercise caution in all work activities
- Must complete all Bi-Weekly Safety Training as assigned
- Immediately report any unsafe conditions to a manager at the location and/or an Area Director
- Report on all work-related accidents and injuries, regardless of how minor they are, to the manager on duty immediately

Additionally, there may be disciplinary action taken, up to and including termination, as a result of violating any safety policy and procedure, including, but not limited to, the following:

- Not following proper safety policy or procedure
- Working under the influence of alcohol, illegal or recreational drugs (including marijuana), controlled substances, or any substance that can impair cognitive or physical functions
- Causing damage to the car wash or customer property due to team member negligence

Let's review the various safety risks, resources, and policies

Bi-Weekly Safety Training

WhiteWater Express Car Wash distributes scheduled bi-weekly safety videos for all employees on the 1st and 15th of each month. These videos are meant to be a refresher on the topics listed in this manual, and completion is required for every team member. Completing bi-weekly safety videos is mandatory for all team members and will be validated to ensure all team members complete the safety videos on time, as assigned.

Customer Safety

In addition to keeping all team members safe at the car wash, we also want to keep our customers safe. To ensure customers remain safe, we must remember the following every day.

1. Customers are only permitted to enter team member sections when accompanied by a member of the management team
2. If customers must cross traffic to reach another customer area, then a team member must stop traffic so they may cross safely
3. We must do all we can to ensure guest areas are free of safety hazards
    - Trip hazards such as air and vacuum hoses, rebar sticking out of the ground, potholes, and oil/chemical spills
4. Ensure our restrooms are maintained throughout the day
5. All directional and safety signage is clean and visible
6. All camera systems are maintained and in working order to document incidents properly
7. Fill out guest incident reports according to WhiteWater's standard operating procedure whenever necessary
8. Mat machines being operated or supervised by adults
9. Prep guns/prep brushes are to be used by team members only

Personal Protective Equipment (PPE)

Personal protective equipment, or PPE, is clothing, goggles, or other garments or equipment designed to protect the wearer's body from injury or illness. PPE protects from physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Personal protective equipment is provided at every location for team members to use anytime PPE is required. When using PPE, always inspect and test the equipment before use and only use equipment designed for the work. After use, ensure you clean, sanitize or throw away any used equipment and return it to its proper place.

The exact location of each piece of PPE equipment will differ by location, but each location has signage that indicates where the PPE is located. You can also refer to a management team member regarding its location. The following are the PPE items that are available for you to use:

Safety Glasses, Goggles & Face Shields

Eye protection can be found in safety glasses, goggles, and face shields and should be worn anytime there is a potential risk to your eyes. These items protect your eyes from getting any materials or substances in them. For example, when working with chemicals in the equipment room, there can be the potential for splashes that cause chemicals to get into your eyes. In general, anytime there is a potential for foreign objects to enter your eyes, eye protection in the form of safety glasses, goggles, or face shields should be worn.

We require eye protection when completing the following tasks: pit maintenance, wall cleaning or other tasks with the potential for chemical exposure, pressure washing, conveyor maintenance, and vacuum cleaning and maintenance.

Nitrile Gloves

Nitrile gloves protect your hands from potential hazards. Always ensure gloves fit securely before using them, and notify the manager if a pair of gloves that fit correctly is unavailable.

We require nitrile gloves when completing cleaning tasks and working with chemicals.

Cut-Resistant Gloves

Cut-resistant gloves protect your hands from potential hazards when there is a potential for nicks, cuts, or abrasions to the hands. Anytime cut-resistant gloves are required, you must check for holes, tears, or worn areas and ensure they fit securely before using them. If gloves show signs of wear or damage, they must be replaced to maintain protection. Please notify the manager if a pair of gloves that fit correctly is not available or if a pair of gloves needs to be replaced. After each use, clean the gloves according to manufacturer guidelines and store them in a dry, cool area.

We require cut-resistant gloves when completing the following tasks: picking up trash, cleaning vacuum systems, pressure washing, maintenance tasks, or working with hand or power tools

Avoid using cut-resistant gloves when working with chemicals, moving parts or machinery, or near high heat.

Waterproof Rubber Boots

Waterproof rubber boots help keep feet dry and protected and help prevent slips, trips and falls. Anytime waterproof boots are required, you must check for holes, tears, or worn areas and ensure they fit securely before using them. Boots must be replaced to maintain protection if they show signs of wear or damage. Please notify the manager if a pair of boots that fit correctly is unavailable or if a pair of boots needs replacing. After each use, clean the boots and store them in a dry, cool area.

We require waterproof rubber boots when completing pit maintenance, wall cleaning or other tasks with the potential for chemical exposure, pressure washing, and conveyor maintenance.

Rubber Aprons

Rubber PPE aprons protect against chemicals, oils, and hazardous materials. Anytime rubber aprons are required, you must check for cracks or tears and ensure a snug fit for full frontal coverage. If an apron shows signs of wear or damage it must be replaced to maintain protection. Please notify the manager if an apron is unavailable or needs to be replaced. After each use, clean with soap and water and hang in a cool, dry place away from direct sunlight.

We require a rubber apron when completing wall cleaning or other tasks with the potential for chemical exposure.

Avoid using rubber aprons around moving parts or machinery or near high heat.

Safety Cones & Delineators

Safety cones provide a visual cue for exercising caution. These can also prevent customers from entering certain areas, like a vacuum stall that is out of order. These are used to block off a particular area or to guide traffic on the car wash property.

Eye Wash Station

Many chemicals, including acids and bases, are corrosive and can easily damage team members' eyes. The severity of the damage depends on how strong the chemical is, the length of contact, and response time. **The first 10-15 seconds after exposure to a hazardous substance are critical, and delaying treatment may cause severe and/or permanent injury.** Eye wash stations provide on-the-spot decontamination, but their use may still need to be followed by additional medical attention. To prevent damage to the eyes, check the chemical's SDS to learn more about the first aid and emergency response procedures for each product and chemical.

Slips, Trips & Falls

Slips, trips, and falls are common types of accidents, and every team member at the car wash is responsible for reporting any hazards they find and following safe work practices to minimize risk. The following are some of the ways that we can avoid slips, trips, and falls at the car wash:

- Always walk, **NEVER** run
- Maintain good housekeeping by keeping all work areas clean, tidy, and free of clutter and storing all items correctly.
- Keep hoses coiled, buckets and tools in designated areas and not in walkways
- Shoes must always be tied so you do not risk tripping
- Clean up all spills, detergents, and cleaning agents immediately

Loose & Hanging Items

Any items that are loose or hanging from your person result in the potential of becoming caught in a brush or other moving equipment in the car wash. For this reason, excessive, dangling or protruding items, including jackets, necklaces, bracelets, chains, keys, lanyards, pocket knives clipped to belts or pockets, and cell phones on the outside of your clothing, are not permitted. Additionally, use caution with any watches and rings while dealing with any vehicles or working on equipment.

Emergency Stops (E-Stops)

The emergency stop, or E-stop, is used whenever an incident or other issue requires the conveyor or equipment to be stopped. E-stops throughout the tunnel will stop the conveyor and all equipment immediately. When a problem occurs in the tunnel or a customer has issues loading their vehicle, the e-stop prevents further issues. The e-stop can be used at any time it is necessary. If you're unsure about using the e-stop, remember it is better to be overly cautious than not cautious enough.

Some examples of when the E-stop is used are:

- When another employee is in danger in the tunnel
- To prevent vehicles from bumping into each other
- To prevent damage to equipment

Fire Extinguisher Safety

Fire extinguishers are located throughout the property in compliance with local ordinances. They are checked monthly by management staff and verified to be ready for use. Fire extinguishers should only be used in an emergency or case of fire. All fire extinguishers used at WhiteWater Express are ABC, meaning they can be used for multiple fire types: Ordinary (A), Flammable (B), and Electrical (C). Anytime a fire extinguisher is necessary, follow all instructions for safe and proper use.

Pull the pin

Aim at the base of the fire

Squeeze the fire extinguisher handle

Sweep the nozzle from side to side

Natural Gas

Natural gas is a colorless and odorless flammable gas, but it has a distinctive smell (like sulfur or rotten eggs) that is added for safety purposes. This addition enables gas leaks to be detected before any serious harm or injury can occur. In case of a faint indoor gas odor, steps include turning off appliances and contacting the gas company. For a strong indoor odor, quick evacuation, extinguishing ignition sources, and contacting emergency services are advised. If a strong gas odor or sound is noticed outside, individuals should leave the area, avoid creating sparks, and contact the gas company or emergency responders. Reentry into a building with a strong gas odor should only occur upon instruction from emergency personnel.

Strong Odor—Indoor

- Evacuate the building immediately. Notify others about the possible leak
- Quickly extinguish any ignition sources, such as candles, burners, or heaters
- Once away from the smell area, contact the gas company or emergency responders. Do not place the call from inside the building where the strong odor is occurring
- Do not reenter the building unless instructed to do so by emergency personnel

Faint Odor—Indoor

- Turn off all burners and gas appliances completely
- Extinguish any ignition sources, such as open flames
- Open all windows and doors to ventilate the area
- Call your gas company and report the odor

Strong Odor—Outdoor

- Leave the area where the smell or sound is occurring
- Do not do anything that could create a spark

Once away from the smell area, contact the gas company or emergency responders

Correlator

The correlator is located at the tunnel's entrance just before the conveyor and functions to ensure that the rear wheels of the vehicle line up correctly with the conveyor. Correlators comprise multiple bars or rollers that rotate as they position the vehicle. These bars and rollers may also become slippery from water and soap used in the prep area. With rotating parts and a slippery surface, correlators can become a slip hazard.

When working at the tunnel entrance, walk around, not on or over, the correlators.

Conveyor

The conveyor is the workhorse of the car wash, and it is the most critical piece of equipment in the tunnel. The conveyor is responsible for moving vehicles through the tunnel and can move several full-sized cars simultaneously. Some key safety points for the conveyor include:

- Never step on or in the conveyor track
- Never put your hands or any other body part in the conveyor
- When working on the conveyor, it is crucial to have the e-stop engaged and all members of the team aware that work or cleaning is being performed
- When working in or on the conveyor, ensure you don’t have any loose items that could get caught in, such as shoelaces, necklaces, hair, etc.
- Use any recommended PPE required for working on the conveyor

Now, let’s review some of the safety elements of some individual pieces of equipment:

UHMW (Banana Rails)

The tunnel has yellow rails and motor guards on either side of the conveyor. This material is slippery and is designed to prevent damage to rims or the lower parts of low-clearance vehicles as they move down the conveyor.

Never step or stand on the banana rail.

Chain & Rollers

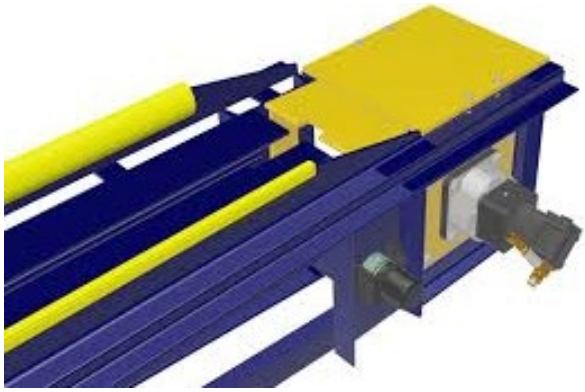
Rollers are intertwined with the chain, sit behind the rear tire, and allow the conveyor to move vehicles through the tunnel. When the conveyor is activated, it will not stop until an e-stop has been engaged. The danger in the chain and rollers comes from the potential for body parts or loosely hanging items to become stuck in a roller.

Never stand in the conveyor or atop moving rollers to ensure safety around the chain and rollers.

Take-up & Drive Sections

The take-up and drive sections are the conveyor's sections at the tunnel's entrance and exit, respectively, and these sections interact with the chain and rollers. These sections can pose slipping and tripping hazards and introduce the possibility of becoming caught in the equipment during car wash operations. When you are working around either of these sections, we should never forget the following safety points concerning the sections:

Never step on or in the roller-up door in the take-up section or the soft drop in the drive section.



Never open the roller-up door while the conveyor is operating; only open the door when an e-stop is engaged.

Pit

The pit is located underneath the conveyor and is covered with a durable grating, allowing the pit to be safely walked or stood over when the grates are installed and aligned correctly. **If grates are not put back in properly, they will become uneven and create a fall hazard.** Occasionally, grates will be removed to perform various cleaning and maintenance tasks. Anytime the grates are removed, safety cones must be placed around the perimeter of the opening.

Anytime vehicles are in the tunnel, all grates must be correctly installed and aligned.

Come-Along

A come-along should be checked for fraying or broken pieces before use. If the come-along cable or device is damaged, remove it from service. Keep all body parts away from pinch points when in use. Verify that all connections are thoroughly secure before tightening the device, and always exercise extreme caution when using the come-along, as it has many moving pieces and pinch points.

Electric Come Along

An electric come-along is powered by electricity, making it more efficient and suitable for repetitive, continuous, or heavy-lifting tasks. However, electric come-alongs have limited battery life, so a traditional come-along should be used for tasks requiring more than 45 minutes of continuous use. Additionally, the battery should always be at full capacity before the start of any project.

When using any come-along, you must follow safety guidelines, including proper load capacity, regular equipment inspections, and adherence to manufacturer recommendations.

A come-along may only be operated by team members signed off on the Come Along Development Module and Workshop.

Water Hoses & Pressure Washers

One of the most significant safety risks that can be present in the tunnel is hoses. Whether water hoses or high-pressure hoses, there are health and safety risks involved with water hoses in the tunnel during car wash operations. Hoses have the potential to become wrapped up in the moving parts of the equipment and can become an unexpected hazard, causing damage to vehicles or equipment. More importantly, it could cause serious injury to team members. **To ensure safety, we NEVER use any hoses in the tunnel while it is in operation.** During operating hours, hoses should be rolled and stored in their proper place. Cleaning tasks requiring water or high-pressure hoses should be done outside operating hours or when the car wash is closed for the day. If any tasks are completed in the tunnel using hoses, the hoses should be stored properly before we open. The hoses in the loading area are for prep and may be used during operations, but only to prepare vehicles to enter the tunnel. When these hoses are not in use, they should be appropriately stored, and the hoses should be clear of any walking paths.

Pressure Washers

The pressure washer should NEVER be used to spray yourself or others. This could cause serious injury to the person sprayed with the high-pressure water. Anytime we use a pressure washer, we must ensure that the exhaust is not pointing toward any equipment, walls, etc. **The exhaust should always be pointed towards a well-ventilated area.** The proper fuel type must also be used, as the pressure washer indicates. **Filling the pressure washer with the wrong fuel type could damage or harm team members and equipment.**

Failure to follow this policy will result in disciplinary action up to and including termination for the team member using the hose and/or pressure washer. Additionally, the manager on duty will be subject to disciplinary action, including termination.

Chemicals & Chemical Applicators

We use many different chemicals and cleaning supplies throughout the car wash. Each item has a corresponding SDS sheet, and the safety risks will be listed on the container. To quickly convey safety risks and hazards, containers for each product have symbols to identify whether the chemicals have the potential to cause physical harm or harm to the environment. The characters are distinctive, shaped like diamonds with red borders. The following are the standard symbols we see at the car wash and their corresponding character:

Explosive (Exploding Bomb)

Acute Toxicity (Skull and Crossbones)

Flammable (Flame)

Hazardous To the Environment (Dead Trees and Fish)

Oxidizing (Flame Above a Circle)

Health Hazard/Hazardous to The Ozone Layer (Exclamation Mark)

Corrosive (Corrosion of Table and Hand)

Serious Health Hazard (Cross On A Human Silhouette)

Gas Under Pressure (Gas Cylinder)

Fuel Storage

Our metal fuel storage containers, color-coded for different fuel types, are provided for safe storage. It's crucial to store all flammable liquids away from electrical and heat sources to mitigate potential hazards. We have designated containers used for each fuel type, and these are the only permissible fuel storage units at every site. No other types of fuel containers, including plastic ones, are permitted on-site. Strict adherence to using only the provided metal flammable liquid storage containers is crucial for maintaining a secure and compliant environment. There is also a strict limit of 20 total gallons (four (4) cans) of fuel on-site at any time, ensuring a controlled and safe environment.

Gasoline (Red)

Diesel (Yellow)

Kerosene (Blue)

TruFuel

Tru-Fuel is a premixed, 50/50 blend of gas and oil used in two-stroke engines, particularly in outdoor power equipment such as trimmers, weed eaters, and leaf blowers. These engines require a pre-mixed fuel where the oil is combined with gasoline in a specific ratio. To ensure that the proper ratio is used and eliminate the need for mixing fuel on-site, every location is provided with Tru-Fuel. Always check with management prior to using any equipment to confirm the appropriate fuel type. Ensuring the correct and safe utilization of fuel for each specific piece of equipment protects our team members and the equipment.

Fuel can be harmful or fatal if swallowed. NEVER ingest any fuel or attempt to siphon fuel from one container to another.

Power Tool Safety

Power tools present more hazards than hand tools due to the speed at which they operate and the potential for the user to contact the power source. To ensure the safety of all team members when power tools are used, we must use the following best practices:

- Never carry a tool by the cord or hose
- Never yank the cord or the hose to disconnect it from the receptacle
- Keep cords and hoses away from heat, oil, and sharp edges
- Disconnect tools when not using them, before servicing and cleaning them, and when changing accessories such as blades, bits, and cutters
- Be sure to keep solid footing and maintain good balance when operating power tools
- Avoid accidental starting. Do not hold your fingers on the switch button while carrying a tool

Electrical Equipment

Electrical equipment, from computers to machinery, can all be potentially hazardous and cause shock and burn injuries if improperly used or maintained. Though most general personnel don't need specialized electrical safety training, if you work around electricity, it's essential to follow electrical safety-related work practices to keep yourself and others safe. **Properly using all electrical equipment is mandatory to ensure everyone's safety in the workplace.** Let's review some best practices for electrical equipment safety:

- Team members must take care to handle electrical cords properly
- Always unplug cords by pulling on the plug head rather than the cord
- Don't press or overstretch electrical cords
- Don't fasten cords with staples
- Don't hang electrical equipment from cords
- Additionally, all cords and plugs in the workplace must be visually inspected for external defects before use. Do not use that equipment if you encounter a cord or plug with damage

Lock Out Tag Out (LOTO)

The Lock Out Tag Out kit is used when turning off energy to a piece of equipment being worked on. This is done for the safety of the technician or person working on the equipment and those who are around or use the equipment

Be sure to notify all affected parties when performing a lockout tagout. Clear communication and expectations will be essential for this

Once finished, remove your lock and tag and verify the function of the equipment

The LOTO keys should be labeled and always at the location

Motor Control Center (MCC)

The motor control center, MCC, controls the functionality of electrical equipment. The MCC powers many electric motors throughout the car wash. Extreme caution must be used when working near the MCC.

The Motor Control Center MUST be closed, locked, and only accessed by trained individuals signed off on the MCC development module and workshop.

Ladder Safety

We often use ladders in various car wash areas to perform equipment repairs, maintenance, cleaning, and other tasks. The following are some safety do's and don'ts related to ladder safety:

Do's

- Allow only one person on the ladder at a time
- Face the ladder anytime you are climbing up or down
- Always climb on the appropriate side of the ladder
- Maintain a three-point contact by keeping both hands and one foot or both feet and one hand on the ladder at all items when climbing up and down
- Always place ladders on a stable base

Don'ts

- Do not use a ladder in the tunnel when the conveyor is operating
- Do not use a ladder that wobbles or leans, has loose rungs, cracked or split side rails, missing rubber foot pads or other visible damage
- Do not stand on the top two rungs of any ladder
- Do not place ladders in a passageway or doorway without posting warning signs or cones
- Do not exceed the weight limit of the ladder
- Do not use the ladder for anything other than its intended purpose
- Do not stand on the ladder in between the conveyor track or on barrels, boxes or other unstable bases
- Do not try to "walk" a ladder by rocking it. Climb down the ladder and then move it

NEVER use a ladder unattended. ALWAYS have a partner with you to stabilize the ladder or respond in case an accident occurs.

Lifting Procedure

We must always follow appropriate lifting procedures whenever we are lifting heavy items. Proper lifting procedures ensure team member safety and help avoid serious injury caused by lifting heavy objects incorrectly. The following is the procedure that should be followed anytime we are lifting heavy items:

1. Take a moment to think about what you will do.
   - Examine the object for sharp corners, slippery spots or other potential hazards
   - Know where you will set the item down and ensure the destination and your path are free of obstructions.
   - Know your limit and do not try to exceed it. Ask for help if needed, and, if possible, divide the load to make it lighter
2. Stand close to the load with your feet spread shoulder-width apart. One foot should be slightly in front of the other for balance
3. Squat down, bend at the knees, and tuck your chin while keeping your back as vertical as possible. **NEVER** bend at the waist when lifting, as doing so could result in serious injury
4. Get a firm grasp of the object before beginning the lift.
5. Slowly begin straightening your legs, lifting slowly. Never twist your body during this step.
6. Once the lift is complete, keep the object as close to the body as possible. If the load's center of gravity moves away from your body, stress dramatically increases in the back's lumbar region.
7. If you must turn while carrying the load, turn using your feet, not your torso. To place the object below your waist level, follow the same procedures in reverse order. Remember to keep your back vertically and bend at the knees.

Heat Exhaustion & Heat Stroke

As you know, the car wash environment is fast-paced, physical, and outdoors. Many times, throughout the year, especially in the summer months, it can become very hot, and without proper precautions, there can be a risk of heat exhaustion or heat stroke. Managers can help prevent heat exhaustion and heat stroke by doing the following:

- Check on team members regularly throughout the day
- Allow team members to take breaks throughout the day
- Make sure team members are drinking plenty of water

Signs of Heat Exhaustion

The following are the signs of heat exhaustion:

Dizziness or fainting	Shallow Breathing	Nausea
Weak, Rapid Pulse	Profuse Sweating, Irritability	Vomiting
Headache	Pale, Cool, Clammy Skin	Muscle Cramps

Treatment for Heat Exhaustion

If someone is displaying signs of heat exhaustion, the following steps need to be taken immediately:

1. Have the team member drink water
2. Take the team member to lie down in an air-conditioned area
3. Apply a cold compress

Signs of Heat Stroke

The following are the signs of heat stroke:

Absence of Sweating	Strong, Rapid Pulse	Confusion
Pulsating Headache	Nausea or Vomiting	Convulsions
Hot, Red, Dry Skin	Body Temperature Above 103º	Loss of Consciousness

Treatment for Heat Stroke

If someone is displaying signs of heat stroke, the following steps need to be taken immediately:

1. **Call 911**
2. Have the team member drink water
3. Take the team member to lie down in an air-conditioned area
4. Apply a cold compress
5. Notify the manager on duty
6. Notify the Area Director and HR

Cold Stress

All team members exposed to cold environments are at risk for cold stress, which can lead to serious health problems. WhiteWater Express is committed to providing a safe workplace for team members free from hazards, including cold stress. Cold stress can be prevented by doing the following:

- Before entering cold environments, properly outfit and protect yourself from the cold by taking the following precautions:
  - Wear multiple layers of clothing. Inner and middle layers should be made of wool, silk, or synthetic materials for moisture-wicking and insulation; outer layers should be wind and waterproof and allow for some ventilation. Avoid tight or restrictive clothing
  - Wear a company-issued hat or beanie (when under 50 degrees) and insulated, waterproof gloves and boots to protect your ears, face, and hands
- Stay covered, including extremities, and never touch cold metal surfaces with your bare skin
- Take breaks in warm break rooms or environments, drink warm liquids, and stay hydrated by drinking plenty of water, especially if you drink caffeinated beverages
- Carry an extra change of clothes and change out of clothing if it becomes wet

Signs of Cold Stress

Team members must be alert to the symptoms of cold stress. If you experience these symptoms or suspect someone else has developed cold stress, report it to management immediately.

Hypothermia	Early signs may include shivering and excessive moving around to generate heat. Moderate to severe symptoms include the cessation of shivering, loss of coordination, confusion, dilated pupils, slowed pulse, and heartbeat.
Frostbite	The affected area is red with white or gray blotches in addition to blisters in severe cases. The affected area is numb but firm or hard to the touch.
Trench Foot	Feet are numb, swollen, or red; blisters may be present.

Emergency Response and Treatment

Team members who show symptoms of cold stress shall be removed from the cold environment immediately for proper treatment.

Hypothermia	Move the individual to a warm, dry area and replace wet clothes with dry layers. Wrap the individual in layers of blankets and cover their body with a tarp or garbage bag to trap water vapor; leave their face uncovered. **If medical help is more than 30 minutes away,** attempt to keep the individual warm by placing warm bottles or hot packs around their torso and giving them warm, sweetened (non-alcoholic) beverages. **If the individual is not breathing or has no pulse, call 911 immediately**. Follow the instructions for the treatment above, but do not try to give the individual any liquids. If there is no breathing or pulse after 60 seconds, trained team members may begin rescue breathing for the individual or administer a defibrillator if one is present. CPR may also be administered at the direction of the 911 operator or emergency medical responder
Frostbite	Take actions to warm the individual's body, but **DO NOT** attempt to treat or re-warm the affected area directly before getting medical help (i.e., avoid rubbing or applying coverings or water to the affected area; leave any blisters intact), and obtain medical assistance as soon as possible
Trench Foot	Remove the individual's shoes and socks, keep their feet warm and dry, and obtain medical assistance as soon as possible

Winter Weather Safety

Winter weather brings challenges and hazards that require special attention to ensure the safety of all team members and customers. From icy sidewalks to snow-covered roofs and icicles, there is also the potential for extreme cold temperatures. Let's review the precautions and proactive responses practiced during the winter months.

Ice

During the winter months, understanding how to navigate icy conditions is essential. Whether on sidewalks, roads, or parking lots, ice can lead to slips, falls, and vehicle accidents. To stay safe:

- Wear shoes or boots with slip-resistant soles to improve traction on icy surfaces
- Take shorter steps and walk at a slower pace to maintain balance on icy sidewalks or paths
- Use salt or ice melt to improve traction and melt ice on walkways and driveways. This helps create better footing

Icicles & Snow

As part of being proactive in avoiding winter-related hazards, being cautious and proactive can help prevent accidents and injuries during the colder months. Two common hazards are icicles and snow that have accumulated on top of roofs and overhangs. As temperatures fluctuate, both can begin to melt, which leads to snow or icicles falling from the roof to the ground below. Being underneath either of these when they fall could cause harm or serious injury to a person. So, to ensure team member and customer safety, let's review some key icicle and snow safety points:

Stay Clear

Avoid standing directly beneath icicles or areas where they may fall. Icicles can be heavy and pose a risk of injury if they fall.

Do Not Remove

Do not attempt to knock down icicles or remove snow from the roof, as this could cause harm or serious injury to team members and customers.

Be Aware

Be aware of your surroundings, especially during thawing and freezing periods when icicles may become unstable. Falling icicles can be unpredictable, so exercise caution in areas where they are present.

Educate Others

If you notice dangerous icicles on public or shared spaces, report them to relevant authorities or property management. Encourage others to be aware of the potential hazards associated with falling icicles.

Use cold-weather signage and safety cones to block off areas with icicles or heavy amounts of snow overhead.