OFFICE SAFETY

Purpose

The purpose of the office safety program is to protect employees from safety hazards that may be encountered in the Arrow S Energy Operating (the company) office environment. Office personnel should know what to do in case of an emergency, be provided with a safe and efficient workstation, and have periodic safety training.

Scope

This program applies to Arrow S Energy Operating employees and consultants and contractors who work in a Arrow S Energy Operating owned or controlled office setting.

Responsibilities

Office manager will be responsible to train/orientate employees within his/her area.
Office manager will be responsible for ensuring all office equipment is in good working order and maintenance is done regularly or in accordance with contracts in place.
Employees are required to follow all duties as specified in this procedure.
Employees will be responsible for safe work practices, knowing what to do in the event of emergencies and being proactive in their work environment.

General Requirements

The leading types of disabling accidents that occur within the office are the result of falls, strains and overexertion's, falling objects, striking against objects, and being caught in or between objects.

Falls
Falls are the most common office accident, accounting for the greatest number of disabling injuries. The disabling injury rate of falls among office workers is 2 to 2.5 times higher than the rate for non-office employees. One of the most common causes of office falls is tripping over an open desk or file drawer. Bending while seated in an unstable chair and tripping over electrical cords or wires are other common hazards.

Office falls are frequently caused by slipping on wet floors or using a chair or stack of boxes in place of a ladder. Loose carpeting, objects stored in halls or walkways, and inadequate lighting are other hazards that invite accidental falls. Fortunately, all of these fall hazards are preventable.
The following checklist can help stop a fall before it happens.

- Be sure the pathway is clear before you walk.
- Close drawers completely after every use.
- Avoid excessive bending, twisting, and leaning backward while seated.
- Secure electrical cords and wires away from walkways.
- Always use a stepladder for overhead reaching- chairs should never be used as ladders.
- Clean up or report spills immediately.
- Pick up objects co-workers may have left on the floor.
- Report loose carpeting or damaged flooring.
- Never carry anything that obscures your vision.
- Wear stable shoes with non-slip soles.

If you find yourself heading for a fall, remember to roll, don't reach. By letting your body crumple and roll, you are more likely to absorb the impact and momentum of a fall without injury. Reaching out an arm or leg to break your fall may result in a broken limb instead.

Housekeeping

A clean and orderly workplace is a safe workplace. Clear, clean and organized work areas make for happier employees and contribute to a freer flow of people.

Some basic elements of good housekeeping include:

- Make sure that doors, hallways, stairs, and other exit routes are kept free of obstructions.
- Use and store cleaning materials in designated areas, away from workstations.
- Use nontoxic cleaning products.
- Keep office equipment in good working order.
- Ensure that portable heating and cooling units are safe guarded and turned off when not in use.
- Report any leaks, cracks, heating, air conditioning issues to your supervisors immediately.
- Keep work areas free of dust, lint, garbage (old food and beverage containers, and similar material).
- Do not rely on extension cords if wiring improvements are needed, take care not to overload circuits, do not leave cords running across floors and general walk ways.
- Turn off electrical equipment when not in use.
- Trash receptacles should be emptied regularly.

Ergonomics

Strains and Overexertion

Although a typical office job may not involve lifting large or especially heavy objects, it's important to follow the principles of safe lifting. Small, light loads (i.e., stacks of files, boxes of computer paper, books) can wreak havoc on your back, neck, and shoulders if you use your body incorrectly when you lift them. Backs are especially vulnerable. Most back injuries result from improper lifting.

Before you pick up a carton or load, ask yourself these questions:

- Is this too heavy for me to lift and carry alone?
- How high do I have to lift it?
- How far do I have to carry it?
- Am I trying to impress anyone by lifting this?

If you feel that the lift is beyond your ability, contact your supervisor or ask another employee to assist you.

Safe Lifting Steps:

- Take a balanced stance, feet placed shoulder-width apart. When lifting something from the floor, squat close to the load.
- Keep your back in its neutral or straight position. Tuck in your chin so your head and neck continue the straight back line.
- Grip the object with your whole hand, rather than only with your fingers.
- Draw the object close to you, holding your elbows close to your body to keep the load and your body weight centered.
- Lift by straightening your legs. Let your leg muscles, not your back muscles, do the work. Tighten your stomach muscles to help support your back.

- Maintain your neutral back position as you lift.
- Never twist when lifting. When you must turn with a load, turn your whole body, feet first.
- Never carry a load that blocks your vision.
- To set something down, use the same body mechanics designed for lifting.
- Lift from a seated position

Bending from a seated position and coming back up places tremendous strain on your back. Also, your chair could be unstable and slip out from under you. Instead, stand and move your chair out of the way. Squat and stand whenever you have to retrieve something from the floor

Back Safety

If you are doing a lot of twisting while lifting, try to rearrange the workspace to avoid this. People who have to twist under a load are more likely to suffer back injury.

- Rotate through tasks so that periods of standing alternate with moving or sitting. Ask for stools or footrests for stationary jobs.
- Store materials at knee level whenever possible instead of on the floor.
- Make shelves shallower (12-18") so one does not have to reach forward to lift the object.
- Break up loads to reduce the weight. If you must carry a heavy object some distance, consider storing it closer, have a table to rest it on, or try to use a hand truck or cart to transport it.

Struck By

Striking against objects is another cause of office injuries.
Incidents of this type include:

- Bumping into doors, desks, file cabinets, and open drawers.
- Bumping into other people while walking.
- Striking open file drawers while bending down or straightening up.
- Striking against sharp objects such as office machines, spindle files or even foil and food wrap cutting edges.
- Office supplies sliding from shelves or cabinet tops.
- Overbalanced file cabinets in which two or more drawers were opened at the same time or in which the file drawer was pulled out too far.
- Machines, such as computers or monitors that were dropped on feet.
- Doors that were opened suddenly from the other side.

Be careful in the kitchen and storage rooms and pay attention to where you are walking at all times and properly store materials in your work area, and never carry objects that prevent you from seeing ahead of you.

Caught-in or Between

The last category of leading disabling incidents occurs as a result of office workers who get their fingers or articles of clothing caught in or between objects.
Office workers may be injured as a result of:

- Fingers caught in a drawer, door, or window.
- Fingers, hair or articles of clothing and jewelry caught in office machines.
- Fingers caught under the blade of a paper cutter or scissors.

Material Storage

Improperly stored office materials can lead to objects falling on workers, poor visibility, and create a fire hazard. A good housekeeping program will reduce or eliminate hazards associated with improper storage of materials. Examples of improper storage include unstable piling, piling materials too high, and obstructing doors, aisles, fire exits and fire-fighting equipment.

The following are good storage practices:

- Boxes, papers, and other materials should not be stored on top of lockers or file cabinets because they can cause sliding problems.
- Boxes and cartons should all be of uniform size in any pile or stack. Always stack material in such a way that it will not fall over.
- Store heavy objects on lower shelves.
- Try to store materials inside cabinets, files, and lockers.
- Office equipment such as computers, monitors, index files, lights or calculators should not be placed on the edges of a desk, filing cabinet, or table.
- Aisles, corners, and passageways must remain unobstructed. There should be no stacking of materials in these areas.
- Storage areas should be designated and used only for that purpose.
- Store heavy materials so you do not have to reach across something to retrieve them.
- Fire equipment, extinguishers, fire door exits, and sprinkler heads should remain unobstructed. Materials should be at least 18 inches minimum away from sprinkler heads.

Workstation Ergonomics

Ergonomics means fitting the workplace to the workers by modifying or redesigning the job, workstation, tool or environment.

Workstation design can have a significant impact on office workers health and well-being. There are a multitude of discomforts, which can result from ergonomically incorrect computer workstation setups. The most common complaints relate to the neck, shoulders, and back. Others concern the arms and hands and occasionally the eyes. Certain common characteristics of computer workstation tasks have been identified and associated with increased risk of musculoskeletal problems. These include:

- Design of the workstation
- Nature of the task
- Repetitiveness of the job
- Degree of postural constraint
- Work pace
- Work/rest schedules
- Personal attributes of individual workers

key to comfort is in maintaining the body in a relaxed, neutral position. The ideal work position is to have the arms hanging relaxed from the shoulders. If a keyboard is used, arms should be bent at right angles at the elbow, with the hands held in a straight line with forearms and elbows close to the body. The head should be in line with the body and slightly forward.

Arranging Your Workstation to Fit You

- Adjust the height of the chair's seat such that the thighs are horizontal while the feet are flat on the floor.

- Adjust the seat pan depth such that your back is supported by the chair back rest while the back of the knee is comfortable relative to the front of the seat.
- Adjust the back rest vertically so that it supports/fits the curvature of your lower back.
- With the arms at your sides and the elbow joint approximately 90 degrees, adjust the height/position of the chair armrests to support the forearms.
- Adjust the height of the keyboard such that the fingers rest on the keyboard home row when the arm is to the side, elbow at 90 degrees, and the wrist straight.
- Place the mouse, trackball, or special keypads, next to the keyboard tray. Keep the wrist in a neutral position with the arm and hand close to the body.
- Adjust the height of the monitor such that the top of the screen is at eye level. If bifocals/trifocals are used, place the monitor at a height that allows easy viewing without tipping the head back.
- Place reference documents on a document holder close to the screen and at the same distance from the eye.

Good Work Practices

The way a task is performed and the workstation environment it is performed in can influence the risk of injury and general work productivity. Good technique can make a job easy and safe to accomplish.

Good work practices include:

- Adjusting the drapes or blinds.
- Moving the monitor away from sources of glare or direct light.
- Tipping the monitor slightly downward.
- Using diffusers on overhead lighting.
- Placing an anti-glare filter on the screen.
- Clean the monitor screen on a regular basis
- Avoid cradling the telephone between the head and shoulder. Hold the phone with your hand, use the speaker phone, or a headset.
- Keep frequently used items like the telephone, reference materials, and pens/pencils within easy reach.
- Position the monitor and keyboard directly in front of the user.
- Move between different postures regularly.
- Apply task lighting as to your needs.
- Use the minimum force necessary to strike the keyboard/ten-key keys.
- Use the minimum force necessary to activate the hole punch and stapler.
- Vary your tasks to avoid a long period of one activity.
- Take mini-breaks to rest the eyes and muscles. A break does not have to be a stop of work duties. However, it should be a different style of physical activity such as changing from keyboarding to using the telephone or filing.
- Neutralize distracting noise by using ear plugs, playing soft music, or turning on a fan.
- Maintain a comfortable workplace temperature by using layers of clothing or a fan.

Emergency Action Plans

Emergency Action Plans are designed to control emergency events and minimize the effects. Through careful pre-planning, training, and drills, employees can be safeguarded and potential for damage to Arrow S Energy Operating assets can be minimized.
An Emergency Action Plan includes

- Exit routes and accounting for employees
- Emergency evacuation and notification to emergency services
- Personal injury and property damage
- Severe Weather (floods, tornadoes, snow etc.)
- Bomb threats and facility security
- First Aid Response
- Elevator Entrapment
- Violent Disturbances

Hazard Communication Program
Each office employee must be made aware of all hazardous materials they may contact in their workplace area. Hazard communication program includes:

- Written Program
- Safety Data Sheets (SDS's), available at www.arrowsenergy.com/hse
- Specific safe handling uses and disposal
- Employee training

Electrical Safety

Today's office utilizes numerous electronic equipment; i.e., personal computers, printers, etc. A common occurrence is that some office work areas have only one or two poorly placed outlets. The result is overloaded circuits and use of extension cords. Hazards in this situation would include fire, electric shocks, trips, and falls.
Solutions Include

- Efficient workstation design
- Adding convenient outlets
- Use of fixed power strips with ground fault circuit and circuit overload interrupters in place of extension cords
- Replacing worn or broken power cords
- Never running power cords under carpet or chair pads
- Having an electrician run additional power outlets

Training

Training shall enable each employee to recognize the hazards of working in an office, office safe work practices, emergency preparedness and general policies. Office training is documented. Written certification records showing participants, training dates and signatures of attendees will be maintained by the HSE Director.