

**THE UOSH  
SAFETY LINE  
NOVEMBER  
2010**

Utah Occupational Health and Safety Division (UOSH)  
160 East 300  
South Salt Lake  
City, UT 84111

**Compliance**  
801-530-6901

**Consultation Program**  
801-530-6855

**Utah Labor Commission**  
801-530-6800

**Work related fatalities, serious injuries, and imminent danger situations are to be reported to UOSH within 8 hours of the injury. Report seven days a week by calling 801-530-6901.**

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# Workplace Violence Prevention

Nationally, in 2009, 788 workers were fatally injured as a result of an assault or violent act in the workplace. This represents a 3 percent reduction from 2008. In 2005, the Bureau of Labor Statistics (BLS) conducted a special survey of Workplace Violence Prevention, on behalf of the National Institute for Occupational Safety and Health (NIOSH). The survey, released in October 2006, revealed that more than 380,000 private and public establishments experienced a workplace violence incident within the previous 12 months. In addition, more than one-third of the establishments surveyed commented that the workplace violence incident had a negative impact on employees. Assaults and violent acts occur in many industries. Industries that reported worker fatalities from assaults and violent acts in 2009 included service-providing businesses such as barber-shops, fast-food restaurants, retail trade, food service, drinking places, and goods producing manufacturing facilities.

A number of factors may increase a worker's risk of being assaulted while working. Some of these risks include: contact with the public; exchanging money for goods or services; delivery of passengers (i.e. taxi cabs, public transportation, etc.); delivering goods or services (i.e. pizza delivery, drivers, traveling sales and service workers); working late at night or in the early morning; working in high crime areas; working alone or in small numbers; and working with unstable or volatile individuals in the healthcare, social services, or criminal justice settings.

The Occupational Safety and Health Act of 1970 (OSH Act of 1970) requires employers to ensure that their employees are safe from recognized safety and health hazards, which includes assaults and acts of violence while working. UOSH has the ability to issue citations to employers that do not provide adequate protection for their employees from assaults and violent acts. While these occupational safety and health hazards are slightly more difficult to predict and control than some workplace hazards, there are precautionary measures employers can take to avoid violent workplace incidents.

According to NIOSH, workplace violence prevention strategies should include a combination of environmental designs, administrative controls, and behavioral strategies. Environmental designs are most useful in workplace settings where cash is exchanged for goods and services. Employers in the retail industry can implement cash-handling policies and procedures such as using locked drop safes and carrying small amounts of cash, as well as posting notices that limited cash is kept on-site. These measures may deter potential acts of violence and assault. Staffing plans and work practices are a form of administrative controls. Work practices and staffing patterns during the opening and closing of business establishments, and during money drops and pickups, should be carefully reviewed for the increased risk of assault they pose to workers. Staffing patterns and work practices may include scheduling multiple employees to cover early morning and closing shifts. Young workers are especially vulnerable. Behavioral strategies for

workplace violence prevention suggest training employees in nonviolent response and conflict resolution. These behavioral strategies may reduce the risk that volatile situations and conflicts will escalate to physical violence. Also critical is training that addresses hazards associated with specific tasks or work-sites, and relevant prevention strategies. Training should not be regarded as the sole prevention strategy, but as a component in a comprehensive approach to reducing workplace violence. Training should emphasize the appropriate use and maintenance of protective equipment, adherence to administrative controls, and increased knowledge and awareness of the risk of workplace violence. Employers should encourage employees to report any threat of violence immediately. Ignoring threats of physical violence or failing to take them seriously can have deadly consequences.

Combining all three strategies—environmental designs, administrative controls, and behavioral strategies, have the potential to prevent acts of violence and assault in the workplace. Any successful occupational safety and health program also requires a commitment by management and active employee involvement. Ultimately, when addressing workplace violence or any other occupational safety or health concern, prevention is the goal. For more information about workplace violence and prevention strategies, be sure to visit NIOSH online at [www.cdc.gov/niosh/topics/violence/](http://www.cdc.gov/niosh/topics/violence/).

# Health and Wellness Tips for Holiday shopping

This holiday season, don't let the spirit of giving jeopardize your safety. Thieves or pickpockets are out more than any other time of year during the holiday season. People are rushing around, busy, trying to get everything done and not paying attention to safety. Here are some tips on how to safely celebrate the holiday season.

## Be extremely careful using ATM machines

- Use them in populated places and pay attention to what's going on around you.
- Try to go during the daylight hours.
- If you must go at night, pick a machine that is well lit and visible to passing traffic.
- If anyone is lurking near the machine, pass it up and find another.

## At the Mall

- Try to shop when the mall is less crowded -- during the weekday, or at night when malls stay open late for holiday shoppers. Avoid the weekend rush, when it's easy to lose children among crowds.
- Don't dangle your handbag from your shoulder. You are creating a perfect setup for a purse-snatcher. Instead, keep your purse tucked tightly under your arm, or better yet, don't even carry a purse. Wear a fanny pack facing the front instead. Besides allowing your hands to be free to hold onto or carry your child, you'll eliminate the possibility of leaving your purse behind or having it stolen.
- If you use pockets, place your checkbook, cash, or credit cards in your front pockets. Only bring one or two credit cards and a limited amount of cash with you.
- Spread your money around in different pockets.
- Avoid carrying your checkbook, cash, and credit cards all together in one wallet, because a thief who gets the whole package together can cash checks with your identification and run up a large credit card bill in a short amount of time. Keep your keys separate, too.
- Don't "flash" large rolls of money in public. You never know who's watching!
- Check to see you've been given back your card once you've paid for what you bought.
- Watch your credit card slip being filled out - and make sure it's not passed through the machine more than once. Ask for your carbons.
- Destroy the carbons, but keep your credit card receipts and check them against monthly bills.
- Make a list of your major credit cards, their account numbers and the phone numbers to call if cards are lost. Keep this list at home.
- If you're not sure a shopping bag will be available, take one of your own to the mall.
- Consolidate as many packages as possible, or make several trips to your car to deposit packages in the trunk. Don't allow yourself to become so burdened down with packages that you become a tempting target.
- Avoid carrying large, heavy packages that block your vision and make you a target for purse-snatchers.
- Keep an eye on your child. It's okay to let children look around and have fun while they shop, but they also need to understand that it's important to stay near their parents.
- Bring a babysitter, friend or older child to help watch your youngest, especially when waiting in long lines.
- Teach your son or daughter what to do in the event you get separated. The best option is to instruct your child to look for a security guard or police officer, or go to the customer service desk where people are trained to help.

## In the Parking Lot

- Always park where there is plenty of light, not only around your car, but also from your car to the mall or store entrance.
- Once your car is parked, familiarize yourself with its location so you can find it without delay.
- Don't hesitate to ask for a security escort if you feel unsafe.
- Use the trunk of your car to keep your packages out of sight.
- Keep your car locked at all times.
- When walking through parking lots, be sure that you are aware of your surroundings. Walk with authority. Don't look like a victim!
- Have your keys in your hand before you go to your car.

# OSHA<sup>®</sup> FactSheet

## Crowd Management Safety Guidelines for Retailers

Crowd-related injuries during special retail sales and promotional events have increased during recent years. In 2008, a worker died at the opening of a "Black Friday" sale. Under the *Occupational Safety and Health Act of 1970*, employers are responsible for providing their workers with safe and healthy workplaces. The Occupational Safety and Health Administration (OSHA) encourages employers to adopt effective safety and health management systems to identify and eliminate work-related hazards, including those caused by large crowds at retail sales events.

OSHA has prepared these guidelines to help employers and store owners avoid injuries during the holiday shopping season, or other events where large crowds may gather. Crowd management planning should begin in advance of events that are likely to draw large crowds, and crowd management, pre-event setup, and emergency situation management should be part of event planning. OSHA recommends that employers planning a large shopping event adopt a plan that includes the following elements.

### Planning

- Where large crowds are expected, have trained security or crowd management personnel or police officers on site.
- Create a detailed staffing plan that designates a location for each worker. Based on the size of the crowd expected, determine the number of workers that are needed in various locations to ensure the safety of the event (e.g., near the door entrance and throughout the store).
- Ensure that workers are properly trained to manage the event.
- Contact local fire and police agencies to determine if the event site meets all public safety requirements, and ensure that all permits and licenses are obtained and that local emergency services, including the local police, fire department and hospital, are aware of the event.
- Designate a worker to contact local emergency responders if necessary.
- Provide legible and visible signs that describe entrance locations, store opening times, and other important information such as the location of major sale items.

- Prepare an emergency plan that addresses potential dangers facing workers, including overcrowding, crowd crushing, being struck by the crowd, violent acts and fire. Share emergency plan with all local public safety agencies.
- Train workers in crowd management procedures and the emergency plan. Provide them with an opportunity to practice the special event plan. Include local public safety agencies if appropriate.

### Pre-Event Setup:

- Set up barricades or rope lines for crowd management well in advance of customers arriving at the store.
- Make sure that barricades are set up so that the customers' line does not start right at the entrance to the store. This will allow for orderly crowd management entry and make it possible to divide crowds into small groups for the purpose of controlling entrance.
- Ensure that barricade lines have an adequate number of breaks and turns at regular intervals to reduce the risk of customers pushing from the rear and possibly crushing others, including workers.
- Designate workers to explain approach and entrance procedures to the arriving public, and direct them to lines or entrances.
- Make sure that outside personnel have radios or some other way to communicate with personnel inside the store and emergency responders.
- Consider using mechanisms such as numbered wristbands or tickets to provide the earlier arriving customers with first access to sale items.
- Consider using Internet lottery for "hot" items.
- Locate shopping carts and other potential obstacles or projectiles inside the store and away from the entrance, not in the parking lot.
- If appropriate, provide public amenities including toilets, washbasins, water and shelter.
- Communicate updated information to customers waiting in line. Distribute pamphlets showing the location of entrances, exits and location of special sales items within the store.

- Shortly before opening, remind waiting crowds of the entrance process (i.e., limiting entry to small groups, redemption of numbered tickets, etc.).

### During the Sales Event:

- Make sure that all employees and crowd control personnel are aware that the doors are about to open.
- Staff entrances with uniformed guards, police or other authorized personnel.
- Use a public address system or bullhorns to manage the entering crowd and to communicate information or problems.
- Position security or crowd managers to the sides of entering (or exiting) public, not in the center of their path.
- Provide crowd and entry management measures at all entrances, including the ones not being used. If possible, use more than one entrance.
- When the store reaches maximum occupancy, do not allow additional customers to enter until the occupancy level drops.
- Provide a safe entrance for people with disabilities.

### Emergency Situations:

- Do not restrict egress, and do not block or lock exit doors.
- Know in advance who to call for emergency medical response.
- Keep first-aid kits and Automated External Defibrillators (AEDs) available, and have personnel trained in using AEDs and CPR onsite.
- Instruct employees, in the event of an emergency, to follow instructions from authorized first responders, regardless of company rules.

**This is one in a series of informational fact sheets highlighting OSHA programs, policies or standards. It does not impose any new compliance requirements. For a comprehensive list of compliance requirements of OSHA standards or regulations, refer to Title 29 of the Code of Federal Regulations. This information will be made available to sensory-impaired individuals upon request. The voice phone is (202) 693-1999; teletypewriter (TTY) number: (877) 889-5627.**

## Jib Boom Pin Replacement Bulletin From Genie Industries

### Recall notice from Genie Industries for 65 and 85 foot aerial lifts.

Genie Industries has received reports of a fractured pin in the jib assembly of one of the machines listed below. Although only one of the pins in this assembly was fractured, Genie has determined that all potentially affected pins must be replaced. **If the affected pin fractures, the platform can fall.**

### Models and Serial Numbers Affected:

S-45: from 2432 to 15722  
 S-65: from 654 to 21018 including S6003-1  
 S-65TX: from 17768 to 20468  
 S-85: from 1 to 8417

S-105: from 1 to 847  
 S-125: from 101 to 2799

### Action to be taken:

1. Locate and discard all pins in inventory with the following part numbers. Contact Genie's warranty department to receive credit for these pins.

Genie P/N 30187 (Pivot Pin, 3.2 cm x 13.3 cm)

Genie P/N 34239 (Pivot Pin, 3.2 cm x 20.00 cm)

Genie P/N 34241 (Pivot Pin, 3.2 cm x 17.8 cm)

Genie P/N 34266 (Pivot Pin, 3.2 cm x 24.2 cm)

Note: All of the old pins above can be identified from the new pins by the absence of a "bump" on both ends.

2. Locate all machines within the model and the serial number ranges listed  
 3. Completely fill out the kit Parts Order Form and return to Genie's Parts Department to receive the Pin Kit for your machine at no cost.  
 4. Upon receipt of the kit, replace the pins on your machine using the installation instructions included in the parts kit.

**Replacement of the pins must take place at the next quarterly service interval or within 120 days from receipt of parts, whichever occurs first.**

## Safety Compliance Corner

**Question:** As an employer how can I prevent the likelihood of a workplace violence incident from occurring?

**Answer:** Assess the likelihood of experiencing workplace violence, as many industries and types of work are prone or vulnerable to workplace violence (e.g. convenience stores, nursing or residential care facilities, financial institutions, etc.).

- Ensure that security measures are in place, to protect workers, especially when employees work alone and during evening hours. Security measures can include security staff/guards, keycard entry to building (s), panic buttons, closed circuit cameras, and physical separation of workers from customers, clients, visitors, etc.
- When possible, increase the number of staff on duty, in situations where individuals are required to work alone.
- Establish a policy in which employees feel comfortable reporting received threats, violent incidents, or vocalizing when they fear they or others may be in danger.
- Implement training, including training on how to defuse a violent or volatile situation and proper use of security devices. Additionally, training on non-violent response and conflict resolution should be implemented, as well as site-specific and task-specific training, so that employees are aware of the risks associated with their jobs.
- Investigate all near miss incidents to determine causality, as well as to conduct root cause analysis.
- Foster a culture of workplace safety and health, and hold yourself accountable to ensure that your employees understand, and follow, all written safety and health policies, rules, procedures, and regulations.

# OSHA<sup>®</sup> FactSheet

## Subpart CC – Cranes and Derricks in Construction: Assembly/Disassembly

This fact sheet explains the assembly and disassembly requirements of subpart CC – Cranes and Derricks in Construction, as specified in 29 CFR 1926.1403-1926.1406 and 92.1412.

These provisions are effective November 8, 2010.

### Procedures

Under this standard, employers must comply with all manufacturer prohibitions regarding assembly and disassembly. However, the standard generally allows employers to choose between the manufacturer's procedures or their own (see exception below for synthetic slings procedures). Employer procedures must be developed by a "qualified person" and must satisfy a number of specified requirements, such as providing adequate support and stability for all parts of the equipment, and positioning employees involved to minimize exposure to any unintended movement or collapse.

### Assembly/Disassembly responsibilities

- The rule requires the work to be directed by an A/D (Assembly/Disassembly) director. The A/D director must meet the criteria for both a "competent person" and a qualified person," which are defined terms in this rule, or must be a "competent person" assisted by a "qualified person."
- The A/D director must understand the applicable procedures.
- The A/D director must review the procedures immediately prior to beginning work unless he or she understands the procedures and has used them before for that equipment type and configuration.
- The A/D director must ensure that each member of the crew understands his or her tasks, the hazards of the tasks, and any hazardous positions or locations to avoid.
- The A/D director must verify all capacities of any equipment used, including rigging, lifting lugs, etc.
- The A/D director must also address

hazards associated with the operation, including 12 specified areas of concern: site and ground conditions, blocking material, proper location of blocking, verifying assist crane loads, boom & jib pick points, center of gravity, stability upon pin removal, snagging, struck by counterweights, boom hoist brake failure, loss of backward stability, and wind speed and weather.

### Inspection

- Upon completion of assembly, but before use, the equipment must be inspected by a "qualified person" to ensure that it is configured in accordance with the manufacturer equipment criteria. If these criteria are unavailable, the employer's qualified person," with the assistance of a registered professional engineer if necessary, must develop the appropriate configuration criteria and ensure that these criteria are met.

### General requirements

- A crew member who moves out of the operator's view to a location where the crew member could be injured by movement of the equipment (or load) MUST inform the operator before going to that location. The operator must not move the equipment until that crew member informs the operator that he or she has relocated to a safe position.
- Employees must never be under the boom or jib when pins (or similar devices) are being removed, unless it is required by site constraints and the A/D director has implemented procedures that minimize the risk of unintended movement and the duration and extent of exposure under the boom.
- Component weights must be readily available for all components to be assembled.
- All rigging must be done by a "qualified rigger."
- Pins may not be removed during disassembly when the pendants are in tension.
- Booms supported only by cantilevering must not exceed manufacturer limitations or RPE limitations, as applicable.

• Component selection and equipment configuration that affects the capacity or safe operation of the equipment must be in accordance with manufacturer requirements and limits or RPE requirements and limits, as applicable.

### Synthetic slings

- The employer must follow manufacturer procedures when using synthetic slings during assembly or disassembly rigging (even when the employer has developed its own A/D procedure as an alternative to the manufacturer's other procedures.)
- Synthetic slings must be protected from abrasive, sharp or acute edges, and configurations that might reduce the sling's rated capacity.

### Outriggers and stabilizers

When outriggers or stabilizers are used or are necessary in light of the load to be handled and the operating radius:

- Outriggers and stabilizers must be fully extended or, if permitted by manufacturer procedures, deployed as specified in the load chart.
- Outriggers must be set to remove equipment weight from the wheels, except for locomotive cranes.
- Outrigger floats, if used, must be attached to the outriggers; stabilizer floats, if used, must be attached to the stabilizers.
- Each outrigger or stabilizer must be visible to the operator or to a signal person during extension and setting.
- Outrigger and stabilizer blocking must be placed under the float/pad of the jack or, if there is no jack, under the outer bearing surface of the outrigger or stabilizer beam. Blocking must also be sufficient to sustain the loads and maintain stability and must be properly placed.

### Tower cranes

- Tower cranes are subject to additional requirements for erecting, climbing and dismantling, including a pre-erection inspection (29 CFR 1926.1435).