

Chick-fil-A Unit No. 01507 Heat-Related Illness Program

Protection from heat-related illness and the safety and well-being of its employees is important to Chick-fil-A Unit No. 01507 (“Unit No. 01507”). Unit No. 01507 has prepared the following procedures pursuant to the Heat Illness Prevention Standard, Title 8, California Code of Regulations, Section 3395. It is the policy of Unit No. 01507 that all employees are required to receive annual training for heat-related illness. Training and instruction of employees shall include the following topics:

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- Purpose
- Administration and Implementation
- Environmental and Personal Risk Factors for Heat Illness
- Procedures and Training Requirements
- The Importance of Acclimatization
- Frequent Consumption of Small Amounts of Drinking Water
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Introduction

The Heat-Related Illness Program is an important part of Unit No. 01507’s Safety Program and the effectiveness of the Heat-Related Illness Program depends upon the support, cooperation, and participation of every employee. Employees are expected to perform their work and conduct themselves in a safe manner, observe all safety rules, policies and procedures, and work cooperatively for the continued success of the Safety Program.

Purpose

Unit No. 01507 provides Outside Order Takers (“employees”) who are standing in the parking lot at the drive-thru taking orders for customer sales during peak times of the day. Employees rotate at least every two hours, however more frequently as needed during these peak times which occur from 11:00 am to 3:00 pm and again from 5:00 pm to 8:00 pm daily or in some cases the Directors, Supervisors or Operator may, at their discretion, elect not to have Outside Order Takers due to high heat temperatures. Unit No. 01507 also has employees who periodically dress as a Chick-fil-A mascot (“mascot”) during promotional events.

The purpose of the Heat-Related Illness Program is to establish a written program that provides for and supports the methods to inform employees about Heat-Related Illness and its potential harmful effects and appropriate control measures. The Heat-Related Illness Program describes the training and safety procedures that Unit No. 01507 employees shall follow.

Administration and Implementation

The individual with principal authority and responsibility for administering Unit No. 01507's Heat-Related Illness Program is the Operator. The Operator shall:

- Establish the written Heat-Related Illness Program
- Assure employees have access to the Heat-Related Illness Program
- Over-see annual training for employees
- Review and update the Heat-Related Illness Program at least annually

Directors and Supervisors shall know and understand Unit No. 01507's Heat-Related Illness Program, policies and procedures and are responsible for implementing them.

Environmental and Personal Risk Factors for Heat Illness

Environmental risk factors for heat-related illness are work conditions that create the potential for heat-related illness. Factors to consider are air temperature, humidity, radiant heat from the sun or other sources, conductive heat sources such as the ground, air movement, workload and duration, personal protective clothing and personal protective equipment worn by employees.

Personal risk factors for heat-related illness are factors such as employee's age, health, degree of acclimatization, and any use of prescription medications that may affect the body's water retention or physiological response to heat.

Procedures and Training Requirements

The Directors, Supervisors and/or Operator shall provide training to all employees when they are hired and annually thereafter. The training shall cover, but is not limited to the Cal/OSHA Heat Illness Standard and Unit No. 01507's written Heat-Related Illness Prevention Program.

The Importance of Acclimatization

Acclimatization is defined as the temporary adaptation of the body to work in the heat that occurs gradually when a person is exposed to it. Acclimatization peaks in most people within four to fourteen days of regular work for at least two hours per day when working in the heat, (Title 8, California Code of Regulations, Section 3395 (b)).

Procedures for Acclimatization include but are not limited to:

- a. The Directors, Supervisors and/or Operator shall monitor the weather as described in section, "Access to shade" of this written program and in particular be on the lookout for a sudden heat wave, or an increase in temperature to which employees have not been exposed to for several weeks or longer.
- b. For new employees, employees who have been out sick, employees who have been on vacation or employees who have been newly assigned as an Outside Order Taker, the Directors, Supervisors and/or Operator will shorten the employee's time outside and put the employee with a buddy (Buddy System) during a four- day to 14 day breaking-in period, depending on the amount of time for the employee to become acclimated.
- c. The Directors, Supervisors and/or Operator shall observe employees who are working in hot weather and be extra vigilant and alert for the presence of heat-related symptoms.

Frequent Consumption of Small Amounts of Drinking Water

Each employee who is working in hot weather needs to drink at least 4 eight ounce cups of water per hour, in order to replace water loss due to perspiration. Unit No. 01507 provides a water container and cups for employees working in hot weather; employees assigned to work in hot weather shall be responsible to fill the water container with fresh, pure, cool potable water and refill the container as needed. Drinking water shall be located as close as practicable to the area employees are working.

Procedures for providing drinking water include but are not limited to the following:

- a. Any employee assigned as an Outside Order Taker or mascot shall be responsible for filling or refilling the drinking water container.
- b. The employee being relieved shall check the water level of the container at the hour of being relieved to ensure at least 4 eight ounce cups of fresh, pure, cool potable water is available for the next employee replacement.
- c. The water container shall be kept in clean sanitary condition.
- d. When the temperature is expected to equal or exceed 80 degrees Fahrenheit, the Directors, Supervisors and/or Operator shall remind employees the importance of drinking water, and taking a preventative cool-down rest period of no less than five minutes at a time when they feel the need to do so, and the signs and symptoms of heat illness.

Access to Shade

Shade is required to be available but not necessarily present when the temperature remains below 80 degrees Fahrenheit. When the temperature equals or exceeds 80 degrees Fahrenheit, shade is required to be present, as described further in this section.

Procedures for Access to Shade include but are not limited to the following:

- a. The Directors, Supervisors and/or Operator shall be responsible for checking the extended weather forecast in order to anticipate periods of high heat. At least one week in advance (or with as many days in advance as possible), the Directors, Supervisors and/or Operator shall go on the internet, (www.nws.noaa.gov or www.weather.com/outlook/weatherbystate/california), call the National Weather Service (CALIFORNIA Dial-A-Forecast), or check the Weather Channel TV Network to view the extended weather forecast.
- b. When shade is unavailable such as natural (trees) or man-made structures, employees shall be responsible for bringing a shade structure, such as an industrial umbrella or canopy, to the area of work and ensuring that the shade structure is opened and placed as close as practical to the area where work is being performed, when the temperature equals or exceeds 80 degrees Fahrenheit.
- c. The amount of shade present shall be enough to fully accommodate all employees working outside at any time, so that they can sit in a normal, comfortable posture fully in the shade. Employees are encouraged to take preventive cool-down rest periods in the shade whenever possible for a period of no less than five minutes at a time when they feel the need to do so in order to prevent overheating. Such access to shade shall be permitted at all times.
- d. Due to the type of activity being performed by Outside Order Takers, it is not always possible to take a preventive cool-down rest period as previously described. In which case, if an employee requests a cool-down rest period to prevent overheating or exhibits symptoms or common signs of heat illness, the employee must notify the Directors, Supervisors or Operator through the head set provided so that a replacement can relieve that said employee immediately. The Directors, Supervisors and/or Operator shall then care for the employee as described in section, "Handling a Sick Employee" of this written program.

Mascot

- a. The mascot shall always have an employee ("handler") who walks along side and stays with the mascot at all times.
- b. The Handler shall assure that the mascot takes a preventative cool-down rest period fully in the shade, drinking fresh, pure, cool potable water at least every thirty minutes for a period of no less than five minutes at a time.

- c. The mascot shall take the costume off when taking a preventative cool-down rest period.
- d. The mascot shall wear a cold vest during hot weather conditions.
- e. The mascot has a fan inside the head for staying cool. The fan is periodically checked to assure it is working properly.

Symptoms or Common Signs of Heat Illness

a. **Heat Cramps**

The most common form of a heat-related illness is heat cramps. Heat cramps are painful spasms of the muscles resulting from heat and dehydration. The muscles being used to perform work are usually more susceptible to these cramps.

b. **Heat Rash**

Another common form of a heat-related illness is heat rash. Heat rash occurs in hot and humid environments where sweat is not easily removed from the skin by evaporation. The rash will generally appear in the chest and neck area, also in the creases of the elbow.

c. **Heat Exhaustion**

A more severe form of heat-related illness is heat exhaustion. Although partly due to exhaustion and feeling like exhaustion, as the name implies, heat exhaustion is also a result of excessive heat and dehydration. The symptoms of heat exhaustion include paleness, dizziness, nausea, vomiting, fainting, and a moderately increased body temperature.

d. **Heat Stroke**

Heat Stroke is the most severe form of heat-related illness and is caused by failure of the body's internal ability to regulate its core temperature. Perspiration may stop and the body can no longer rid itself of excess heat. Symptoms include mental confusion, loss of consciousness, convulsions, hot dry skin which may be red or blushed and a body temperature of 106 degrees Fahrenheit or higher.

Procedures for Responding to Heat Illness Symptoms

a. **Heat Cramps**

Employees who experience heat cramps should stop work activity and rest. The employee should drink small amounts of cool water and rest in a shaded location. Gently stretch and massage the cramped muscle. If the employee has no other symptoms of heat-related illness, the employee may resume work activity after the cramps have stopped. If the cramps do not stop the employee should notify the Directors, Supervisors or Operator.

b. **Heat Rash**

Heat rash should be kept dry and out of direct sun light. If the heat rash worsens or is irritating, the employee should notify the Directors, Supervisors or Operator.

c. **Heat Exhaustion**

If an employee experiences heat exhaustion, the employee must be moved to a cooler, location of this establishment and placed in a comfortable position. If the employee is awake and alert, give a half cup (4 ounces) of cool water every 15 minutes. Water should not be consumed too quickly. Do not provide liquids containing alcohol or caffeine, as they can make conditions worse. Remove or loosen tight clothing and apply cool, wet cloths such as towels or wet sheets to the head and upper body region. If the employee refuses water, vomits or loses consciousness, immediately call 911.

d. **Heat Stroke**

Heat stroke can be life threatening if not treated quickly. Immediately call 911 then move the employee to a cooler, location of this establishment. Employees with symptoms of heat stroke must have their body temperature reduced quickly. Wrap wet sheets or towels around the body and fan the employee. If ice or ice packs are available, place in a towel and insert into armpits, base of the skull, wrists, ankles and chest. Then continue to cool the body until emergency medical services arrive.

Handling a Sick Employee

When an employee displays possible signs or symptoms of heat illness, the Operator, Directors and/or Supervisors will check the sick employee and determine whether resting in the air conditioned building and drinking cool water will suffice. If this does not suffice, it shall be decided if the employee should be taken to a medical provider or if emergency service providers need to be called by dialing 911. Do not leave a sick employee alone or allow the sick employee to leave, as he or she can take a turn for the worse.

Emergency service providers shall immediately be called by dialing 911 if an employee loses consciousness, incoherent speech or convulses. While the ambulance is in route, initiate first aid (cool the worker: remove excess layers of clothing, place ice pack in the armpits and joint area and fan the victim). Do not leave a sick employee alone or allow the sick employee to leave, as he or she can take a turn for the worse.

Procedures for Contacting Emergency Medical Services

If emergency medical services are needed, dial 911. The address of the establishment with cross street will accelerate response time. When calling emergency service providers be prepared to communicate the signs and symptoms of the victim.

Procedures for Emergency Response include but are not limited to:

- a. When an employee is showing symptoms of possible heat illness, immediate steps shall be taken to keep the affected employee cool and comfortable as previously described. If it has been determined emergency responders are to be called, the Directors, Supervisors or Operator shall call 911.

Addendum Indoor Heat-Related Illness

Purpose

The purpose of this section applies to California Code of Regulations, Title 8, Section 3396, more specifically, but not limited to, indoor heat in the kitchen area known as back of the house. When the air conditioning (“HVAC system”) is working and the temperature is below 82 degrees Fahrenheit, the temperature is not a heat illness hazard; however, if the temperature reaches 82 degrees Fahrenheit or higher, this may become a heat illness hazard for employees. This Indoor Heat-Related Illness addendum is in conjunction with everything described and may be referred to in the previous sections of this Heat-Related Illness Program.

Definitions

- “Dry bulb temperature” means temperature measured with a dry thermometer.
- “Heat index” means a measure of heat stress developed by the National Weather Service (“NWS”) for outdoor environments that takes into account the dry bulb temperature and the relative humidity. For purposes of this section, heat index refers to conditions in indoor work areas.
- “Preventative cool-down rest” means a rest taken in a cool-down area to prevent overheating.
- “Radiant heat” means sources of radiant heat such as the sun, hot objects, hot liquids, hot surfaces and fire.
- “Relative humidity” means the amount of moisture in the air relative to the amount that would be present if the air were saturated.
- “Temperature” means the dry bulb temperature in degrees Fahrenheit obtainable by using a thermometer freely exposed to the air without considering humidity or radiant heat, to measure the temperature in the immediate area where employees are located.

In-Door Temperature Procedures

In the event the temperature reaches 82 degrees Fahrenheit or higher, employees have access to fresh, cool potable water, including ice, free of charge; however, employees have access to water at all times regardless of the temperature. Employees may request a preventative cool-down rest period (separate from their normal break time) in a cool-down area where the temperature is maintained below 82 degrees Fahrenheit. If employees cool-down outside, it must be out of direct sunlight, shielded from any radiant heat sources, and a large enough area to accommodate the number of employees on rest breaks.

In the event the HVAC system stops working or is not working sufficiently and the temperature reaches 87 degrees Fahrenheit or higher, if feasible cooling fans and/or portable air conditioning must be brought in as soon as possible to bring the temperature down below 87 degrees Fahrenheit until the HVAC system is fixed or replaced.

If the temperature remains at 87 degrees Fahrenheit or higher and cooling fans and/or portable air conditioning cannot be brought in immediately or is infeasible, employees working in the back of the house or any area affected will be rotated out at least every hour and allowed time to cool down in a cool-down area such as the front of the house (dining area) where the temperature is maintained less than 82 degrees Fahrenheit (unless it is infeasible) or outside in a shaded area.

At 87 degrees Fahrenheit Management will record the temperature or heat index, whichever is greater; including the date, time and specific location of all measurements. Management will identify and evaluate all other environmental risk factors for heat illness and take necessary steps that are feasible to mitigate the risk factors. Measurements will be taken again when they are reasonably expected to be ten (10) degrees or more above the previous measurements where employees work and at times during the work shift when employee exposures are expected to be the greatest.

Records

Records will be retained for twelve (12) months or until the next measurements are taken, whichever is later. Records are available to employees upon request.

Cool-Down Rest Periods and Drinking Water

If the temperature equals or exceeds 82 degrees Fahrenheit, Management will remind employees the importance of drinking water, and taking a preventative cool-down rest period when they feel the need to do so, and the signs and symptoms of heat illness; see section Symptoms or Common Signs of Heat Illness.

Employees are encouraged to take cool-down rest periods and may request a cool-down rest period when they feel the need to do so to prevent overheating and must report to management any signs of possible heat-related illness. Management will monitor employees taking cool-down rest periods for symptoms of heat-related illness. The employee may not go back to work if symptoms persist and do not improve; see section Handling a Sick Employee. If the symptoms worsen or if emergency medical services are needed, refer to section Procedures for Contacting Emergency Medical Services.