



STANDARD OPERATING PROCEDURE

SOP 94-10 / August 27, 1994

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To: All Flagship FastLube Employees

Subject: **HEALTH & SAFETY MANUAL**

Flagship FastLube is in business to provide the highest quality automotive preventive maintenance service available. The most important component in meeting this goal is to ensure that SAFETY is, and remains to be, the company's and every employee's number one priority. Our goal is to have no accidents or injuries in our facilities. Safety and professionalism go hand in hand and you can't have one without the other. Any breach of safety shows a lack of professionalism and will not be tolerated. As a member of our Flagship team, employees are expected to familiarize themselves with this health & safety manual and all Standard Operating Procedures. Employees must use all of their senses at all times and always apply good common sense to everything they do. Employees are to notify their manager or supervisor immediately if any unsafe practices are observed or they are unsure of any task about to be performed.

REMEMBER, IF IT DOES NOT MAKE SENSE TO YOU OR IT SEEMS TO BE UNSAFE, DO NOT DO IT!

GENERAL SAFETY:

There are numerous safety related items and precautions at an automobile service center such as Flagship FastLube. This manual is outlined in a manner to cover each of these areas briefly although very thoroughly and to instruct employees on how to prevent injuries and accidents, and also how to respond in case of an emergency. The correct and timely response to an accident or injury is critical to ensure the effects are minimized. Remember, our goal is to eliminate all accidents.

To reach this goal, our first step is **KNOWLEDGE**. Knowledge is defined as the key element in preventing accidents, injuries and emergencies. Knowledge of our particular assigned task, knowledge of the hazards associated with each task and the knowledge of what to do in the event that there is a mistake or unexpected failure of a component or tool during the performance of the task.

In addition to this manual, each Flagship employee is required to read and become familiar with all of Flagship Standard Operating Procedures, all equipment safety precautions, and review the Automotive Oil Change Association's safety video.

EMERGENCY CONTACTS AND TELEPHONE NUMBERS:

The following is a list of the phone numbers necessary in case of an accident, injury or emergency:

FIRE / AMBULANCE / POLICE	911
WAHIAWA GENERAL HOSPITAL	621-4230
THE MEDICAL CORNER (Kapolei Occ Health)	954-4500
RICK PRICE (Chairman)	226-1840
CHRISTOPHER PRICE (President/Chief Operating Officer)	561-6208

HAZARDOUS COMMUNICATION PROGRAM:

The Hazardous Communication Program has been created for Flagship employees to refer to in case of an emergency, accident, or injury caused by any oil, chemical, or other hazardous product used in the facility. The HAZCOM Program includes a copy of the company's Safety Policy Statement, a chemical inventory, MSDS's, proper labeling instruction, and other necessary information regarding chemicals in the workplace that employees may become exposed to. All employees will be trained and drilled on the practical use of the HAZCOM Program. Managers will ensure all of their assigned employees are fully trained on this program.

☞ HAZARDOUS CHEMICALS AND MATERIAL SAFETY DATA SHEETS:

Each of the products we use at Flagship is required to have a Material Safety Data Sheet (MSDS) provided by the manufacturer. The MSDS provides critical information on the product, including chemical composition, hazards of the product, first aid procedures, handling and storage requirements, necessary PPE to utilize when handling the product, proper disposal requirements, regulatory information, and any other information and precautions we must take to ensure the health and safety of our employees when handling the product. In addition, the MSDS will contain the complete name of the product, the name and address of the manufacturer and contact telephone numbers.

Prior to entering any Flagship location, an MSDS must be obtained for all oils, chemicals, or other required products. This MSDS will be reviewed, uploaded to the website, and obtained for the necessary time after use.

Labeling is another important part of the Hazcom program. All manufacturer labels must include chemical identity, hazard warnings, and name and address of the manufacturer or importer. When transferring chemical to another container (spray bottle, bucket, portable containers, etc.), the containers must be labeled properly with the chemical identity and hazard warning. Chemicals are not to be transferred to bottles that are already labeled for other chemicals at any time (e.g. Windex cannot be put into a cleaned or rinsed Simple Green bottle).

All of this information is posted and accessible by all employees on the home page of the company website at www.flagshiphawaii.com. The expectation is that each and every employee is aware of the Hazcom program, purpose, and location, and they can access the information at any time.

FIRE! FIRE! FIRE! (Refer to SOP 96-26 Fire Prevention Procedures):

When working with internal combustion engines, the chance of fire is always imminent. You must know the location of all fire extinguishers and how to use them. All fire extinguishers at Flagship can be used for class A, B, and C fires, (A-paper and combustibles, B-flammable liquids and solids, C-electrical fires). Complete instructions for using these extinguishers are clearly posted on the side of the container. It is very easy to overlook the importance of the basic use of an extinguisher and you will not become fully aware of your lack of knowledge until the fire erupts. Study the information NOW; do not wait until there is a fire to learn how to use the extinguishers. If you have any questions, or are unsure of any of the information provided, discuss them with your supervisor or manager. Walk around the premises and bays, locate the extinguishers, and KNOW WHERE THEY ARE and how to use them.

In the event of a fire, large or small, immediately sound the alarm. The alarm is simply calling out, **"FIRE! FIRE! FIRE!"** Upon hearing this alarm, all employees will immediately cease what they are doing and respond to the emergency. Employees in the lower bay area will immediately exit the area via the exit ladders at either end of the bay. If it is determined that the fire can be extinguished successfully using the fire extinguisher, immediately remove the closest extinguisher from the bracket on the wall and extinguish the fire. There is an acronym that will help you to remember the basics of fire extinguisher operation;

P-A-S-S

P - PULL THE PIN

A- AIM EXTINGUISHER AT THE BASE OF THE FLAME

S- SQUEEZE THE TRIGGER

S- SWEEP THE EXTINGUISHER BACK AND FORTH OVER THE BASE OF THE FIRE

If you feel the fire is too large, out of control, or has the potential to become out of control, CALL THE FIRE DEPARTMENT IMMEDIATELY by dialing 911. If automobiles can be safely moved out of the upper bay areas, do so; however, never jeopardize you, your fellow workers, or our customers to protect material items. While waiting for the fire department, all non-essential employees and all customers will report to a designated area for headcount. When the fire department arrives, the manager will be the designated point person to work with and communicate any necessary information, including what happened, verification that all employees and customers are present and accounted for, and any other information that is asked for.

Electrical power will be secured at the electrical distribution box. It is important that all employees know the location and controls of all shop electrical panels. All panels should be properly and clearly labeled. In the event of an electrical fire or emergency, it is faster to throw all breakers to the OFF position. When not in use, electrical panels are to be closed and secured. If you have any questions concerning the electrical distribution, ask a manager or supervisor. The facility layout posted in each service bay details the location of each electrical distribution panel.

UNIFORMS & SAFETY:

The uniform you wear not only presents a professional and team effort appearance to our customers, but it is also a very important part of our safety program. Each employee working in the service bays has been provided with ample uniforms to ensure that a fresh, clean set is worn each workday. The shirt and trousers, while not flame resistant or porous, provide protection from routine exposure to the elements. Shirts will be tucked in at the waist and the trousers worn at waist level.

Baggy trousers or shirttails that hang free are not allowed as they can get caught in moving parts and create a trip hazard.

Each employee shall provide and wear **non-slip/oil resistant shoes** during all working hours at Flagship. **Safety glasses** are provided to each employee and will be worn at all times when working in the service bays. **Bump caps** are provided to all lower bay lube technicians and will be worn at all times while in the lower bay, and **“Hot Socks” (Kevlar sleeves)** will be worn when working in close proximity of hot exhaust systems to prevent burns.

No employee shall wear any **jewelry** while servicing or working on vehicles, or when working with any equipment in the service bay areas. Earrings, necklaces, rings, watches, bracelets, and any other exposed jewelry could potentially get caught in or fall into a moving parts or shorted out against electrical components causing serious injury or fire.

Employees with **long hair** that falls below the shoulders is required to tie hair back and above the shoulders when in the service bays. Long hair has the potential to become caught in the many moving parts of a vehicle or equipment in the shops, causing serious injury.

FACILITY CLEANLINESS AND SAFETY:

SOP 95-15; Cleaning Procedures, details cleaning procedures for all areas of Fastlube.

Cleanliness of the facility is a very important part of our service and safety. Floors must be kept clean of debris and spills. Debris creates trip and fire hazards. Spills of any liquid, especially oil, creates a very hazardous slip condition that can result in serious injury. All debris such as filter boxes, part wrappers, old air filters, and used paper towels will be immediately disposed of in proper trash containers. All spills will be wiped up immediately using paper towels or absorbent materials, and any spill of a hazardous material will be cleaned using the outlines set forth in the SPCC plan. A mop and clean water will always be present in the upper bay to assist with clean up. During rainy conditions the upper bay floor becomes wet from blowing rain and cars entering the bays. Keep the doors pulled down as much as practical to prevent rain from blowing into the bays, and mop the floors frequently to keep it as dry as possible.

WATER + OIL = VERY SLIPPERY CONDIITONS!

Never place anything on the stairs leading into the lower bay. If you find something on the stairs, remove it immediately and notify the store manager. The manager will bring the incident to everyone's attention and stress the importance of keeping the stairs clear at all times.

DRIVING CARS ONTO THE SERVICE BAYS:

If done improperly, driving cars over the open pits in our service bays can be very hazardous and cause serious injury and extensive damage to the facility and the car. Fastlube's SOP 94-04; Drive On / Off Procedures, provides detailed procedures for the correct method of driving cars onto the service bays. **Never** let a customer drive a car into the bay, and never stand in front of a moving vehicle. Only an employee of Flagship will perform this function. Always ensure that the lower bay technician is aware that a car is coming into the bay and that no one is on the walkway under the car. All Flagship technicians will read and sign SOP 94-04; Drive On / Off Procedures. If you have any questions or if you are unclear on any part of SOP 94-04, please discuss it with your manager.

TOOLS AND SAFETY:

Tools are a very important part of our business and the correct tools, in good repair are essential for

quality service and safety. A wrench that does not properly fit or that is sprung or broken can slip and cause injury to the hand, arm, or may even cause you to lose your footing and fall. If a tool is missing notify your manager immediately so the tool can either be located or replaced. The only proper place for a tool is in its designated storage or in your hand. Never leave tools lying on the frame of a car or any other component of the vehicle.

In addition to hand tools, Flagship uses several specialized tools which if not used properly can cause serious injury or death. These include automatic air driven grease guns, automatic oil dispensers, pneumatic tools and air hoses. The air driven grease guns dispense grease at a pressure of 6,000 to 10,000 lbs. per square inch. This is an extreme amount of pressure that can inject the grease into your body and your bloodstream. This is a very serious injury that can result in death. The automatic oil dispensers are also under pressure to the extent that it is possible to inject oil into your system. Air hoses used to operate pneumatic tools and to air up tires can be dangerous if not used properly. Never place your finger over an air leak in a hose or fitting. The pressure is capable of introducing air into your system and can cause serious injury or even death. NEVER POINT A GREASE GUN, OIL DISPENSER, OR AIR HOSE AT YOURSELF OR ANYONE ELSE. DOING SO WILL RESULT IN IMMEDIATE DISMISSAL.

Use only double insulated grounded electrical tools in good repair. Inspect electrical tools routinely for frayed or cracked electrical cords, damaged plugs, or cracked casings. Notify the store manager of any damaged electrical tools so they can either be repaired or replaced.

AUTOMOBILE COOLING SYSTEMS:

The cooling systems of automobiles are extremely hazardous and must be treated with a great amount of respect. The systems operate at temperatures over the boiling point and under pressure thereby creating a perfect condition for serious burns. UNDER NO CONDITION WILL THE PRESSURE CAP OF A CAR'S COOLING SYSTEM BE REMOVED WHILE THE CAR IS IN THE LUBE SERVICE BAYS. If the coolant needs to be topped off, it will be added to the non-pressurized overflow bottle.

Cooling system flushes do require that the radiator cap be removed. This procedure will be performed following the procedures outlined in SOP 94-09; Cooling System Flush Service Procedures. The coolant-recycling unit will be connected in accordance with SOP 94-09 and the pressure released accordingly. ONLY TECHNICIANS THAT HAVE BEEN THOROUGHLY TRAINED WITH PROPER DOCUMENTATION WILL BE ALLOWED TO PERFORM COOLING SYSTEM FLUSHES.

AUTOMOBILE BATTERIES AND SAFETY:

When servicing batteries, be aware of their explosive potential. Batteries give off an explosive gas so it is very important to avoid creating sparks in the area of the car's battery. Before you attempt to service a battery in any way, notify the Lower Bay Technician to keep clear of the battery area as the acid and battery corrosion can fall onto the technician causing, eye and skin irritations as well as burns. If you need to jump start a car, know the procedure involved for that particular car by reading the owner's manual.

PITS AND SAFETY:

Pits are inherently dangerous and extreme caution must be used at all times when working in their vicinity. The fall into an open pit or zip pit can result in very serious injury or death. There are signs that read "CAUTION, OPEN PIT," and signs that clearly state customers are not allowed in the service area or behind yellow lines posted at each entrance of the lube bay building. This rule is extremely important and must be strictly enforced. The pits (including zip pits) shall not be stepped over or jumped across. ALWAYS WALK AROUND THE PIT, NEVER OVER IT!! Flagship is equipped with yellow

pit covers where necessary to cover the pit opening to prevent accidental falls. These covers are for your safety as well as other's, please do not walk on them, and always replace the covers when there is no car in the bay.

LIFTING AND SAFETY:

Improper lifting is one of the greatest causes of injury in the work place. Never bend over and lift with your back. **Lift with your legs**, and never lift anything heavier than you can handle comfortably. Never carry a load up a ladder; have someone assist you. Know your limits, and get help with heavy and/or awkward items outside of your personal lifting ability.

SMOKING AND SAFETY:

Smoking is not allowed in any service bay, office, waiting room, restroom, vehicles, or any other area occupied by Flagship. The management of Flagship FastLube views smoking as a non-productive habit and has no social, economic, or safety value. Just the opposite, smoking is a fire hazard around combustible materials. There are no designated smoking breaks or smoking areas at Flagship.

HOESPLAY AND SAFETY:

Horseplay cannot be tolerated. It is very unprofessional and creates an extreme safety hazard. Horseplay includes running, jumping, "picking or poking" at fellow employees, and loud, boisterous talking and laughing. BE PROFESSIONAL, BE SAFE!

REPORTING ACCIDENTS AND INJURIES:

It is extremely important that all accidents and injuries be reported immediately to the store manager. The injury must be documented and reported to protect your rights and ensure that you receive the proper treatment and compensation as may be required. Not to report an accident or injury does a grave injustice to you, your fellow workers, and management. Our goal is to have zero accidents or injuries, but when it does happen, we must all learn from it and strive to ensure it never happens again.

YOUR RESPONSIBILITY FOR SAFETY:

You are responsible for your own safety and that of your fellow employees and customers. You are required to become familiar with this manual and all Standard Operating Procedures. To ensure you meet this objective, you will always have access to all SOP's via the company website www.flagshiphawaii.com. Additionally, employees will be trained and tested on the SOP's, with the results filed in training safety records.

FACILITY SAFETY INSPECTIONS:

Management at each shop will conduct a formal safety inspection at least monthly. The inspector will have at least one employee accompany him/her during the inspection. Any discrepancies noted on the inspection report will be corrected immediately or as soon as possible. If the problem cannot be corrected immediately, the problem area/item must be conspicuously tagged and/or taken out of service. Safety inspection records will be maintained until all discrepancies are abated or for one calendar year, whichever is longer.

SPILL PREVENTION, CONTROL AND COUNTER MEASURES:

There are numerous fluids and chemicals we work with on a daily basis in the fast lube industry, including but not limited to, motor oils, transmission fluids, brake fluids, steering fluids, greases, combustion cleaning fluid, and many others. There is always an imminent danger of spills, injury, accidents, or environmentally damaging situations when working so closely with these fluids. Due to our commitment to the environment and severity of the consequences involved if there is a spill or accident, we have the Spill Prevention, Control and Counter Measures Plan, (SPCC) in place. All employees are expected to become familiar with the location and contents of the SPCC plan and its contents. Managers will ensure all of their assigned employees are fully trained on the plan.

SUMMARY:

Safety is our primary concern and without everyone's total involvement and dedication to safety we are certain to fall short of our goal of zero accident and injuries. Everyday we must think: **SAFETY, SAFETY, SAFETY**. Watch out for yourself and your fellow workers. Also watch out for our customers, as they are often unaware of the many dangers present. Remain alert, with all your senses functioning fully and always applying "common sense" to all you do.

Ricky E Price, President

FASTLUBE, INC.