

Best-In-Class Thoughts

"The tragedy of life is often not in our failure, but rather in our complacency; not in our doing too much, but rather in our doing too little; not in our living above our ability, but rather in our living below our capacities."

– Benjamin E. Mays

"We don't want to turn the safety net into a hammock that lulls able-bodied people into complacency and dependence."

– Paul Ryan



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Note from Greg Reynolds

Water Recovery, LLC (WRI) is a Centralized Wastewater Treatment (CWT) plant specializing in non-hazardous wastewater treatment and used oil recycling. Located in downtown Jacksonville, Florida, the WRI plant employs the latest CWT technologies to include an onsite laboratory, multiple high-volume pumps for offloading trucks and several aboveground storage and treatment tanks.

Because WRI is an industrial production environment, our employees engage in many repetitive tasks, such as unloading trucks. Repetitive tasks can lull experienced employees into a quiet sense of false security, which is when the temptation to take procedural or personal protective equipment (PPE) short cuts can kill. Complacency is an all day every day enemy of safety at WRI.

Let me appeal to each of you to not become complacent about the work place hazards you engage every day. In my career, my eyesight has twice been saved ONLY because I was wearing my eye protection. On one occasion I was struck in the face by a sudden fire; I can see today because I was wearing my safety glasses in the lab. Years later, while transferring a chemical from one tank to another alone in a basement on a Sunday morning, the line split and I was sprayed directly in the face. This chemical would have caused instant and irreversible blindness if I wasn't wearing chemical goggles and a face shield. In each of these settings I was completing tasks I had done many times before without any incident. It would have been easy and human nature to take a shortcut on PPE. Please WEAR your eye protection always, and help your workplace brothers and sisters to do the same.

Vehicle Compliance Kits

In November, each Resource Center will be receiving new Vehicle Permit Binders and Commercial Motor Vehicle (CMV)/Hazmat Compliance Kits for vehicles involved in permit-required transportation operations such as the transportation of hazardous materials, biomedical waste, etc. The objective is to provide MER employees with easy access to critical transportation regulations and best practice information while they're on the road. Make sure your kits include the items listed to the right.

CMV/Hazmat Kits

- CSA Handbook
- Emergency Response Guidebook
- Federal Motor Carrier Safety Regulations Pocketbook
- Hazardous Materials Compliance Pocketbook
- Hazmat Handbook
- Hours-of-Service Handbook

Vehicle Permit Binders

- Vehicle Registrations, State and Annual Inspections
- Federal Permits/Licenses
- State Permits/Licenses
- Spill Response Plan
- Hazmat Transportation Security Plan
- Applicable permit-specific plans

These four states...

- ☐ **RUSHING**
- ☐ **FRUSTRATION**
- ☐ **FATIGUE**
- ☐ **COMPLACENCY**

can cause or contribute to these critical errors....

- ☐ **EYES NOT ON TASK**
- ☐ **MIND NOT ON TASK**
- ☐ **LINE-OF-FIRE**
- ☐ **BALANCE/ TRACTION/ GRIP**

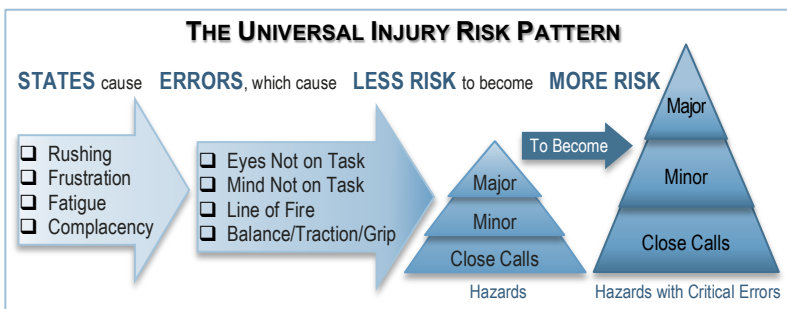
...which increase the risk of injury.

Rushing, frustration, fatigue and complacency are the four common mental states that lead to critical errors resulting in workplace accidents. Complacency, however, is perhaps the biggest challenge to overcome because unlike the rest of the mental states, it stems from being unaware. We are accustomed to things being a certain way, and unless the obvious comes right out and hits us, we can be oblivious to it all. This state of mind affects many things including safety, productivity and quality.

Here is an example: Aoccdnrig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttatr in waht oredr the ltteers in a wrod are, the olny iprmoetnt tihng is taht the frist and lsat ltteer be at the right pclae. The rset can be a toatl mses and you can stll raed it wouthit porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe.

You probably didn't have much trouble reading that paragraph. Maybe it took you back at first, but then you were able to zip right through the text and understand the content. This is an example of how complacency works with our mind. We are used to words starting with certain letters and being a certain length so we assume we know the word.

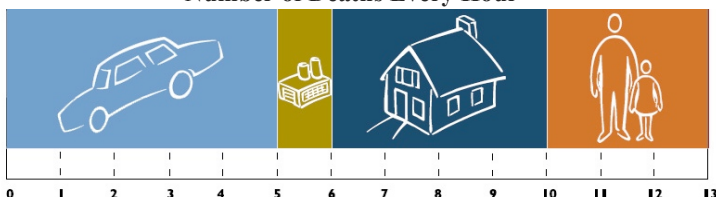
Complacency while reading may not be a big deal; however, when it comes to safety on the job, complacency can literally be a killer. Each moment we are working with hazardous energy, whether it be a forklift, automobile, power tools, electricity or even walking from one end of a facility to the other, we must stay focused on the task at hand. Allowing "autopilot" to take over on the job is extremely dangerous; all too often we don't realize how complacent we are until it's too late.



Why Are We Complacent About Workplace Safety?

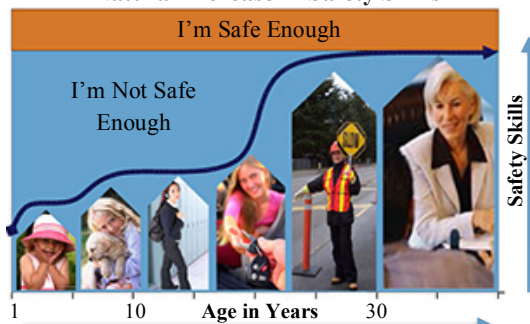
1.) Statistically the workplace is the "safest place in our lives" - much safer than where we live spend our leisure time or drive. Annually, over 35,000 people die in home accidents in the U.S. and Canada compared to less than 6,000 accidental fatalities in all of the workplaces, mines, factories and refineries put together.

Number of Deaths Every Hour



Natural Increase in Safety Skills

2.) As adults, our injury frequency rate has dropped dramatically from our child-hood so it is natural for us to feel that we are "safe enough."



3.) Since we feel we are "safe enough" everywhere, we are likely to feel complacent about the risks in the workplace.

How Do We Reduce Complacency in the Workplace?

CRITICAL ERROR REDUCTION TECHNIQUES (CERT)

1. Self-trigger on your state of mind (or amount of hazardous energy) so you don't make a critical error.

We can tell when we are rushing, fatigued or frustrated. Knowing our state of mind before we make a critical error can make us focus, which can prevent us from making it in the first place.

2. Look at others for patterns that increase the risk of injury.

It is difficult to self-trigger on complacency. The best way to fight complacency is to look at others to observe how dangerous a task or a hazard can be; this focuses our minds when we are exposed.

3. Analyze close calls and small errors (to prevent agonizing over big ones).

We need to learn from all our mistakes, not just the ones that cost us in terms of consequence, but from the "free lessons" as well. This is why reporting Good Catches (near misses) is so important.

4. Work on habits

At the end of the day, unless we can reprogram our brains to learn new habits, the principles will not be of much use to us.

tinyurl.com/oshasafetyconference
safetytoolboxtopics.com/Behavioral-Safety/complacency.html

Eye on Aging Workforce

It's no secret that the American workforce is aging. In fact, the U.S. Bureau of Labor Statistics reports that one in five people in the workplace are over the age of 55. The U.S. Census Bureau also suggests that by 2016, one-third of the total U.S. workforce will be age 50 or older and the number of those workers will increase to 115 million by 2020.

Older workers offer years of experience and wisdom providing critical mentorship to younger workers and newly assigned employees. However, aging can take a toll on employees in the workplace, especially in industrial environments. As people age, they can begin to experience reduced visual capacity that can impact their health and safety in the workplace. According to the American Optometric Association (AOA), adults over 40 are at risk for the development of eye and vision problems, which can make working safely a real challenge.

The Workplace and Vision Impairment

While all of the effects of aging are important to consider when discussing the risks associated with an aging workforce, the impact of diminished vision cannot be understated.

5 Fitness Myths – Exercising and Aging

Myth 1: *There's no point to exercising. I'm going to get old anyway.*

Fact: Exercise and strength training help you look and feel younger, stay active longer and lower risk of conditions such as Alzheimer's and dementia, heart disease, diabetes, colon cancer, high blood pressure, and obesity.

Myth 2: *Older people shouldn't exercise. They should save their strength and rest.*

Fact: Research shows sedentary lifestyle is unhealthy for adults over 50. Inactivity often causes loss of ability to do things on their own and can lead to more doctor and hospital visits.

Myth 3: *Exercise puts me at risk of falling.*

Fact: Regular exercise to build strength and stamina prevents loss of bone mass and improves balance, actually reducing your risk of falling.

Myth 4: *It's too late. I'm too old to start exercising.*

Fact: You're never too old to exercise! If you've never exercised before, or it's been a while, start with light walking and other gentle activities.

Myth 5: *I'm disabled. I can't exercise sitting down.*

Fact: Chair-bound people can lift light weights, stretch and do chair aerobics to improve range of motion, muscle tone, and cardiovascular health.

helpguide.org/articles/exercise-fitness/exercise-and-fitness-as-you-age.htm

Seeing clearly is essential to safe work practices and performance. Several common eye conditions experienced by aging workers can have a significant impact on worker health and safety:

- Presbyopia – Lens of the eye loses its ability to focus (difficult to see objects up close)
- Cataracts – Cloudy areas in a portion of eye
- Glaucoma – Increased pressure within eyeball, causing gradual loss of sight

Vision Protection Solutions

It's critical that managers and employees work together to minimize the work-related consequences of any chronic health conditions or the risk of an occupational injury. While some physical hazards can be eliminated through safety engineering or administrative controls, PPE compliance and safe work practices provide workers of all ages a last line of defense against eye injuries. Unfortunately, data shows many workers who sustain eye injuries were not wearing the PPE that was issued to protect them, with discomfort often cited as a critical factor influencing non-compliance. According to the American Academy of Ophthalmology, nearly 90 percent of eye injuries are preventable if appropriate PPE is worn.

<http://tinyurl.com/oshonline>



"What we are looking for is somebody about twenty-five with forty years' experience"

MER Safety Glasses Options

1) Prescription Safety Glasses –

MER works with LensCrafters to provide our employees prescription safety glasses; a valid prescription is required. Remember, safety glasses must have Z87.1 inscribed on the frame to note that they meet ANSI standards. Regular prescription glasses with side shields are not acceptable.

2) Respirator Inserts – For

employees required to wear a full-face respirator, MER provides a lens insert to be used with the LensCrafters program to add prescription lenses.

3) Over-the-Glasses (OTG)

Safety Glasses – These glasses are designed to go over regular prescription glasses.

4) Bifocal Safety Glasses – For

those who require reading glasses on the job, MER can provide bi-focal safety glasses upon request.

5) Standard Eye Protection –

Basic Safety Glasses, Chemical and Dust Goggles, and Face Shields. Others available upon request.

Contact your Supervisor or the Health and Safety Team for more information.



Values

Professionalism

Integrity

Mutual Respect

Discipline



WRI's Environmental Stewardship

In addition to ensuring continuous safe performance and quality customer service, WRI places extra emphasis on remaining a local industry leader of environmental stewardship. In fact, WRI is a multiple recipient of the Jacksonville Electrical Authority (JEA) Environmental Stewardship Award, and in 2008, was the single recipient of the coveted JEA Environmental Platinum Award.

WRI strives to not just meet, but exceed stringent EPA and Client standards for the Centralized Wastewater Treatment industry; with a team committed to environmental, health and safety compliance, WRI continues to be successful in this pursuit as demonstrated by its consistent environmental and safety implementations. WRI's most recent initiative is the exciting addition of a liquid natural gas (LNG) powered tractor.

So, what's the benefit of LNG you ask? Environmentally speaking, LNG produces up to 90% lower emissions than gasoline or diesel making it the cleanest internal combustible fuel for the environment; LNG burns almost completely, leaving only a small amount of carbon dioxide and water behind. To put it into perspective, replacing one traditional diesel-fueled 18-wheeler with an LNG engine is the carbon footprint reduction equivalent of removing 324 automobiles from the road.

In addition to the environmental savings, LNG is non-toxic, non-corrosive and has a higher ignition temperature making it less flammable than gasoline or diesel. Plus, it offers a 30%-40% cost savings over diesel fuel, and since LNG burns cleaner inside the engine, it also results in fewer oil changes and less maintenance making the new WRI truck a great investment. Although the new LNG system requires additional training for safe fueling and operation, WRI believes it is well worth the long-term benefits and is pleased to take this step forward in their environmental stewardship program.



Q3 Driver Awards

We are pleased to announce the 3rd quarter winners of the MER Driver Recognition Program. As a token of our appreciation, employees will be awarded a \$250 gift card for a job well done.

Employee Development Corner

MER Regulations: The MER Family of Companies is governed by several regulatory agencies at the federal, state and county levels. Most employees know that we must comply with EPA, DOT and OSHA regulations, but there are many lesser known rules and regulations that apply to us as well such as: Trauma Scene Waste Management Practitioner in California, Accidental Discharge and Sludge Control Plans in Florida, and Onsite Sewage Treatment in South Carolina. In order to educate employees about these less common regulations and permitting requirements, a webinar specific to MER's transportation requirements will be held Nov. 13th.

Ebola Update: MER recently updated our Bloodborne Pathogen (BBP) Policy to include known or suspected Ebola response and cleanup procedures, as well as required training.

Computer Training: Microsoft Office offers free 15-minute webinars to help navigate Outlook, Excel, Word and PowerPoint. Check them out at: <http://office.microsoft.com/en-us/training/>

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Safety Brief

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