

TAILWAGGERS EMPLOYEE SAFETY MANUAL

Safety Handbook Important Notice

Date **December 5, 2013**
To: **All Employees**
From: **Todd Warner, President**
Subject: **Our Safety Handbook**

We have just published our Safety Handbook

The idea is to make sure that we all work together in an environment that supports our business and keeps everyone safe.

This is a very important document.

There is a lot of information here and it is relevant to your job.

The information in this document supersedes previous documents and verbal instructions. Please review it thoroughly.

Attached is a Receipt & Acknowledgment for this Handbook. Please sign and return it to your supervisor/manager ASAP.

Thank you very much for your cooperation.

Receipt & Acknowledgment of Tailwaggers' Safety Handbook

Please read the following statements, sign below and return to your manager.

I Understand & Acknowledge Tailwaggers' Safety Policies & Procedures

I have received and read a copy of the Tailwaggers' Safety Handbook.

I understand that the information in this document supersedes previous documents and verbal instructions.

I understand further that the policies and procedures described in this document are subject to change at the sole discretion of Tailwaggers at any time.

Safety Practices

I also acknowledge that I have read and understand all of the Safety Practices contained in this Handbook and I agree to abide by these policies. If I have not complied with the procedures and policies as described, I agree to hold Tailwaggers harmless for injuries that I may sustain as a result of such actions.

I also agree to immediately report, in writing, any discrepancies in practices or conditions directly to my immediate supervisor/manager.

Employee's Printed Name

Position

Employee's Signature

Date

Safety Program

Written Plan

Every employer should have a written Safety plan. This is our plan. Please read it carefully. While no plan can guarantee an accident free work place, following the safety procedures set forth in this manual will significantly reduce the risk of danger to you and your co-workers. Thank you for all our safety.

Introduction to Our Program

State and federal law, as well as our company policy, make the safety of our employees the first consideration in operating our business. Safety in our business must be a part of every operation, and every employee's responsibility at all levels. It is the intent of Tailwaggers to comply with all laws concerning the operation of the business and the safety of our employees and the public. To do this, we must constantly be aware of conditions in all work areas that can produce or lead to injuries. No employee is required to work at a job known to be unsafe or dangerous to their health. Your cooperation in detecting hazards, reporting dangerous conditions and controlling workplace hazards is a condition of employment. Inform your supervisor immediately of any situation beyond your ability or authority to correct. Employees will not be disciplined or suffer any retaliation for reporting a safety violation in good faith.

Safety First Priority

The personal safety of each employee is of primary importance. Prevention of occupationally-induced injuries is of such consequence that it will be given precedence over operating productivity. A little common sense and caution can prevent most accidents from occurring.

Individual Cooperation Necessary

Tailwaggers maintains a safety program conforming to the best practices of our field. To be successful, such a program must embody proper attitudes towards injury prevention on the part of supervisors and employees. It requires the cooperation in all safety matters, not only of the employer and employee, but between the employee and all co-workers. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved. Safety is no accident; think safety and the job will be safer.

Safety Program Goals

The objective of Tailwaggers is a safety program that will reduce the number of injuries to an absolute minimum, not merely in keeping with, but surpassing the best experience of similar operations by others. Our goal is zero accidents and injuries.

Safety Policy Statement

It is the policy of Tailwaggers that accident prevention shall be considered of primary importance in all phases of operation and administration. It is the intention of Tailwaggers to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all employees. The prevention of accidents is an objective affecting all levels of our company and its operations. It is the duty of each employee to accept and follow established safety regulations and procedures. Every effort will be made to provide adequate training to employees. However, if an employee is ever in doubt about how to do a job or task safely, it is his or her duty to ask a qualified person for assistance. Employees are expected to assist management in accident prevention activities. Unsafe conditions must be reported immediately. Fellow employees that need help should be assisted. Everyone is responsible for the housekeeping duties that pertain to their jobs. Every injury that occurs on the job, even a slight cut or strain, must be reported to management as soon as possible. Under no circumstances, except emergency trips to the hospital, should an employee leave the work site without reporting an injury. When you have an accident, everyone is hurt. Please work safely. Safety is everyone's business.

Safety Rules for All Employees

It is the policy of Tailwaggers that everything possible will be done to protect you from accidents and injuries while on the job. Safety is a cooperative undertaking requiring an ever-present safety consciousness on the part of every employee. If an employee is injured, positive action must be taken promptly to see that the employee receives adequate treatment. No one likes to see a fellow employee injured by an accident. Therefore, all operations must be planned to prevent accidents. To carry out this policy, the following rules will apply:

1. All employees shall follow the safe practices and rules contained in this manual and such other rules and practices communicated on the job. All employees shall report all unsafe conditions or practices to the manager on duty;
2. Good housekeeping must be practiced at all times in the work area. Clean up all waste and eliminate any dangers in the work area;
3. Suitable clothing and footwear must be worn at all times;
4. Do not wear shoes with thin or torn soles;
5. All employees will participate in a safety meeting;
6. Anyone under the influence of intoxicating liquor or drugs, including prescription drugs which might impair motor skills and judgment, shall not be allowed on the job;

7. Horseplay, scuffling, and other acts which tend to have an adverse influence on safety or well-being of other employees are prohibited;
8. Work shall be well planned and supervised to avoid injuries in the handling of heavy materials;
9. No one shall be permitted to work while the employee's ability or alertness is so impaired by fatigue, illness, or other causes that it might expose the employee or others to injury;
10. There will be no consumption of liquor or beer on the job;
11. When lifting heavy objects, use the large muscles of the leg instead of the smaller muscles of the back;
12. Do not throw things, especially material and equipment. Dispose of all waste properly and carefully. Bend all exposed nails so they do not hurt anyone removing the waste; and
13. All employees shall be required to watch mandatory safety videos.

Safety Training

Training is one of the most important elements of any injury prevention program. Such training is designed to enable employees to learn their jobs properly, bring new ideas to the workplace, reinforce existing safety policies and put the injury prevention program into action. Training is required for both supervision and employees alike. The content of each training session will vary, but to start we will have safety videos for each employees and managers to view. These viewing will be mandatory and you will be required to sign a log indicating you have viewed the material. Here is a list of the videos

Fire Extinguisher Safety

Proper Lifting Techniques: Keeping Your Workplace Safe

Slips, Trips and Falls

First Aid in All First Aid Situations

In addition, Safety posters (Fire Safety, First Aid and Proper Lifting will be posted for all employees to review.

Accident Prevention Policy Posting

Each employee has a personal responsibility to prevent accidents. You have a responsibility to your family, to your fellow workers and to the Company. You will be expected to observe safe practice rules and instructions relating to the efficient handling of your work. Your responsibilities include the following:

- Incorporate safety into every job procedure. No job is done efficiently unless it has been done safely;
- Know and obey safe practice rules;
- Know that disciplinary action may result from a violation of the safety rules;
- Report all injuries immediately, no matter how slight the injury may be;

- Caution fellow workers when they perform unsafe acts;
- Don't take chances;
- Ask questions when there is any doubt concerning safety;
- Don't tamper with anything you do not understand; and
- Report all unsafe conditions or equipment to your supervisor immediately.

Accident Prevention Policy Posting

A copy of this manual will be posted in the work area. In addition, there will be other safety posters posted for review. It is the policy of Tailwaggers to provide a safe and clean workplace and to maintain sound operating practices. Concentrated efforts shall produce safe working conditions and result in efficient, productive operations. Accident prevention is the responsibility of all of us. Employees are responsible for performing their jobs in a safe manner. The observance of safe and clean work practices, coupled with ongoing compliance of all established safety standards and codes, will reduce accidents and make our Company a better place to work.

Employee Safety Suggestions

Safety suggestions from employees are welcomed and encouraged. To make a safety suggestion, complete the Safety Suggestion Form and provide it to your manager. The suggestion will be reviewed by the management and responses to suggestions will be discussed with the individual.

FIRE PREVENTION POLICY

Introduction

Policy and planning for fire safety at Tailwaggers takes into account the safety of employees and the protection of property. These ends are met by:

Having Fire Alarm systems; and

Availability of suitable hand extinguishers and local hose lines for use before firefighters arrive.

This section covers the fire safety responsibilities of employees and managers and sets forth the fire safety rules and procedures.

Here are the basics for fire prevention:

- Call 911;
- Be aware and report any conditions or hazards that could cause a fire in the store;
- Keep all walkways and fire doors clear and accessible;
- Clear any cardboard or paper products away from hot surfaces or heating equipment;
- Smoking is prohibited in the store;
- Report any vandalism in or around the store to Store Management;
- Fire extinguishers should be recharged and inspected regularly. A tag should be affixed to each extinguisher indicating the date it was recharged; and
- No material should be stored within 3 feet of an electrical panel, outlet or fire suppression device.

Fire Extinguisher basics:

- Operate only after instruction has been provided;
- If the fire is small and containable, it may be possible to put the fire out using a fire extinguisher;
- Remember the word PASS if you need to, and who has been trained to use a fire extinguisher;
- PASS:
 - Pull the pin
 - Aim the nozzle at the base of the fire
 - Squeeze the handle
 - Sweep from side to side keeping the nozzle pointed at the base of the fire

Procedure for Fire Summary:

- Use fire extinguishers, if it is safe to do so;
- Announce evacuation procedures;

- Call 911; and
- Call emergency contacts.

What to do in the event of a fire:

Prior to fighting any fire with a portable fire extinguisher you must perform a risk assessment that evaluates the fire size, the fire fighters evacuation path and the atmosphere in the vicinity of the fire.

To extinguish a fire with a portable fire extinguisher, a person must have immediate access to the extinguisher, know how to actuate the unit, and know how to apply the agent effectively.

Characteristics of a fire that can be put out with an extinguisher:

- Remember that your first priority is your personal safety. Don't put yourself at risk;
- If the fire is limited to the original material (for instance a trash basket) and has not spread to other materials;
- Fire has not depleted oxygen in the room and so breathing devices are not necessary;
- No toxic fumes;
- Heat is being generated but the room temperature in the room only slightly increased;
- Visibility is still good and no protective eye wear is necessary; and
- There is a clear evacuation path as you put out the fire.

Characteristics of a Fire that SHOULD NOT be combated with a fire extinguisher:

- Remember that your first priority is your personal safety. Don't put yourself at risk;
- Fire involves flammable solvents, has spread more than 60 square feet, is partially hidden behind a wall or ceiling or cannot be reached from a standing position;
- Due to smoke and products of combustion, the fire cannot be fought without respiratory equipment;
- The radiated heat is easily felt in exposed skin making it difficult to approach within 10-15 feet of the fire or the effective range of the fire extinguisher;
- One must crawl on the floor due to heat or smoke. Smoke is quickly filling the room, decreasing visibility; and
- The fire is not contained, and fire, heat, or smoke may block the evacuation path.

Evacuation Process:

- Manager or if one is unavailable then an employee will announce an evacuation of the premises three times. Sample announcement: "May I have your attention please. An emergency in the store makes it necessary to evacuate the store immediately. Please move to the nearest emergency exit. Please take any merchandise you have purchased with you.";

- Please calmly assist customers out of the store in an orderly fashion;
- Go to the predetermined assembly area. This is the area across the street at the sidewalk by Gelson's Market;
- A Manager or if one is not available then an employee will check all areas to make sure everyone has evacuated, if it is safe to do so;
- A Manager or if one is not available then an employee will verify the work schedule to make sure all employees are outside the building;
- The Manager or if one is not available then an employee on duty will meet the firefighters and direct them to the fire location; and
- Protect money/merchandise only if it does not threaten anyone's safety. If possible close and lock the cash registers.

Once the Fire is Out:

- The fire department will alert the Manager or if one is not available then an employee of the premises can be opened;
- Manager or if one is not available then an employee will assess the impact on the operations; and
- If it is safe to do so, Employees may be asked to return to work to assist in clean up.

BACK SAFETY: PROPER LIFTING

Stocking, unloading trailers, and moving merchandise can cause pain in your back. Use the following techniques to prevent back injury.

Stretch and loosen up your muscles before starting an activity;

When lifting or moving boxes, utilize the following steps:

- Get as close to the load as possible;
- Place your feet about a shoulder-width apart, and place one foot slightly ahead for balance;
- Bend your knees over your forward leg, keeping your back straight;
- Always squat with your legs and avoid forward bending;
- Get a firm grip on the load, using your palms, and let your legs do the lifting;
- Legs are the largest muscle in your body, so use them to lift;
- Exhale as you lift; that will relax your back muscles;
- Keep the load close to your body;
- Plan your path of travel; and
- Lower the load with your legs and release.

Another technique is to use the bridging technique. It can be used when reaching across a counter or table surface. Place one hand on a stable surface while using the other hand to lift or move an object;

- If the load is too heavy, ask another Associate for assistance;
- If the load is too heavy for a 2-person lift, consider removing a few items from the container;
- moving them separately; and
- Use the cart to move heavy items

NOTE: If lifting stacked materials, materials should be carefully piled and stable. Piles should not be stacked as to impair your vision or unbalance the load. Materials should not be stacked on any object (i.e. floor, scaffold) until the strength of the supporting members have been checked.

Training

The Company shall provide video training on proper lifting techniques. In addition, there is a lifting technique poster that will be posted near all mandatory postings.

PREVENTION OF SLIPS, TRIPS AND FALLS

Slips, trips and falls are one of the leading causes of accidents in the workplace. Here are some tips in preventing such accidents:

- Slips occur when there is too little friction or traction between your feet and the walking surface;
- The most common causes of slips are wet surfaces, spills, worn shoe soles, and inclement weather conditions;
- During inclement weather such as rain, mats should be positioned at door thresholds leading into the store;
- Damaged mats should be reported to Store Management;
- Disposable, plastic umbrella bags should be positioned at each door leading into the store from the outside during inclement weather;
- Keep merchandise off the floor to prevent trips and falls;
- Look out for damaged fixtures and displays. Report to Store Management if any repairs are needed;
- Report torn carpet or damaged tile to Store Management;
- Know the proper procedures to clean up a spill;
- Turn lights on when entering the store or dark room;
- Close all file drawers and cabinet doors; and
- Don't stand on table or chair with wheels

There are many areas within a store. Below are a few things to keep in mind while working on the sales floor.

- Make sure the entrance area is clean and orderly;
- Make sure mats are laying flat and are not damaged;
- Aisles should be clear and accessible at all times;
- Fire exits should be clear and accessible at all times;
- Display racks and shelves should be full and sturdy;
- All lights should be in good working order;
- Electrical outlets should have safety covers;
- Ceiling signs should be securely attached to the ceiling grid;
- Storage rooms should be clean and accessible;
- Fire extinguishers should be hung properly;
- Know where the first aid kit is located in the store; and
- Know how to access the janitor's closet or storage area.

Slips Poster and Video

The company has provided a poster which offers preventive steps employees can take to prevent slip and fall accidents. In addition, there is video that employees will be required to

watch for training purposes.

KNIVES AND BOXCUTTERS

Box cutters are common tools for retail workers. Safe work habits will decrease your chances of losing time from work... or losing a finger.

Using knives and box cutters

- Use the right tool for the job, and make sure it is sharp;
- Always cut away from your body;
- Always store sharps separately from other tools and utensils;
- Use a flat surface to cut on;
- Never use a knife for anything other than cutting;
- Hold the knife in your stronger hand; and
- To clean the knife, direct the edge away from you and wipe with the cloth on the dull edge of the blade.

LADDER SAFETY

In retail many falls are due to improper use of a ladder. Stepladders are in almost every workplace, so most people treat them as a safe convenience rather than a potential hazard. Every year, hundreds of workers are injured when using stepladders that are either placed or used inappropriately, injuries occur when the worker falls from the ladder, the ladder tips over or collapse or fingers are caught when folding up the ladder.

Here are the safety procedures for proper ladder use:

- Manufactured ladders must comply with OSHA, ANSI, manufacturer and job specifications;
- Ladders with broken or missing rungs and/or broken or split side rails should not be used;
- All portable ladders should be equipped with non-skid safety feet and should be placed on a stable base. All access areas should be kept clear;
- Place the ladder on a firm level service. Make sure it is fully opened, with the spreaders locked in place. Never use a stepladder folded up and leaning against a surface;
- Keep your center of gravity between the side rails, especially if you are carrying materials. Do not lean to one side;
- Never carry heavy, bulky, or awkward objects that may make going up or down the ladder unsafe;
- Keep your fingers out of the pinch points when you are folding the ladder up;
- The six foot fall protection procedure applies when working from a ladder. All ladders should be secured with a rope or other substantial device;
- Wood ladders should not be painted except for an identification mark;
- Ladders should be maintained free of lines, ropes, hoses, wires, cables, oil, grease, and debris. No objects should be left on ladders;
- Single portable ladders over 30 feet in length should not be used;
- Side rails should extend 36 inches above the landings. All ladders in use should be tied, blocked, or otherwise secured to prevent accidental displacement;
- Never stand or sit on the top two steps of a ladder;
- Never climb or work from the back of a ladder;
- Never work with another person on the same ladder; and
- Always keep your belt buckle between the rails of the ladder. Don't overreach.

FIRST AID and MEDICAL EMERGENCYS

In the event of a serious medical emergency (death or hospitalization of employees or customers):

- (a) Determine the extent of the injury or seriousness of the illness;
- (b) Call 911 if needed or if requested;
- (c) Have someone meet the ambulance or emergency responders and direct them to the injured party;
- (d) DO NOT move the patient unless he/she is in imminent danger at the present location;
- (e) Keep individual calm and comfortable until help arrives (for instance lying down, covered and warm);
- (f) First aid or medical treatment should not be applied unless the responder is certified in First aid/CPR or is a "Good Samaritan" under California guidelines. In California, no person who in good faith, and not for compensation, renders emergency medical or nonmedical care at the scene of an emergency shall be liable for any civil damages resulting from any act or omission. The scene of an emergency shall not include emergency departments and other places where medical care is usually offered. This subdivision applies only to the medical, law enforcement, and emergency personnel specified in this chapter. Except for those persons specified in subdivision no person who in good faith, and not for compensation, renders emergency medical or nonmedical care or assistance at the scene of an emergency shall be liable for civil damages resulting from any act or omission other than an act or omission constituting gross negligence or willful or wanton misconduct. So what this means is if you assist someone in an emergency and are volunteering and not compensated you will not be liable unless you are acting in a grossly negligent way or with wanton misconduct;
- (g) Call your emergency contacts; and
- (h) Any situation involving blood or bodily fluids, wait until emergency responders arrive.

First Aid Kits

The Company has a First Aid Kit in each store location. In it you will find a well stocked First Aid Kit. We ask that each employee familiarize themselves with its location and advise management when supplies are low. These First Aid Kits are for minor injuries such as cuts, abrasions, minor eye irritations, burns, sprains, and splinters. We also have OTC for headaches and stomach ailments.

Poster and Training Videos

The company has a First Aid poster in the area where other mandatory posters are kept. In addition, the Company has a First Aid training video which all employees will be required to watch.

WORK PLACE VIOLENCE

Policy

Nothing is more important to the Company than the safety and well being of its employees. Threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on Company property will not be tolerated. Violations of this policy will lead to disciplinary action, which may include dismissal, arrest, and prosecution.

Any person who makes substantial threats, exhibits threatening behavior, engages in violent acts, or brings a weapon onto Company property shall be removed from the premises as quickly as safety permits and shall remain off premises pending the outcome of an investigation. The Company will initiate an appropriate response, including but not limited to suspension, reassignment of duties, termination of employment and/or business relationship, and/or criminal prosecution of the person(s) involved.

No existing policy, practice, or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing.

All Company personnel are responsible for notifying their supervisor or the management representative(s) designated below of any threats that they have witnessed, received, or has been told that another person has witnessed or received. Even without an actual threat, personnel should also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job related or might be carried out on at a Company site. Employees are responsible for making this report regardless of the relationship between the individual initiating the threat or threatening behavior and the person(s) receiving the threat, including domestic problems which they fear may result in violent acts against them or a coworker.

All individuals who apply for or obtain a protective or restraining order which lists the Company locations as protected areas must provide a copy of the petition used to obtain the order, as well as a copy of the protective or restraining order which was granted, to their immediate supervisor.

The Company understands the sensitivity of the information requested and has developed confidentiality procedures that recognize and respect the privacy of the reporting employee(s).

If a violent attack or shooting occurs:

- (a) Call 911;
- (b) Do not attempt to apprehend or detain the attacker;
- (c) If it can be safely accomplished, evacuate the area;
- (d) Do not do anything to jeopardize your safety or the safety of others; and

- (e) Carefully note the physical description of the attacker.

After the attacker has left the premises:

- (a) Call 911;
- (b) Call your emergency contacts;
- (c) Provide first aid if qualified;
- (d) Write down description of the attacker, vehicle and license plate number
- (e) Take actions to secure the scene;
- (f) Keep emergency contacts informed of progress; and
- (g) Document the event

SHOPLIFTING OR ROBBERY

The main concern in the event of theft or robbery is your safety, and that of your co-workers and customers. Money and merchandise taken during a robbery can be replaced; people can't be.

The chances of shoplifting increase when you work alone. If you think someone is shoplifting, contact security or someone professionally trained to deal with the situation. Never approach or try to apprehend a shoplifter, especially if you are working alone. After the shoplifter leaves, write down as much information about the incident as possible. This should include the shoplifter's height, weight, hair and skin color and clothing. If a vehicle is involved, write down the make, color, approximate year, and license plate number.

Preventing robbery

The best way to prevent injury resulting from robbery is to prevent the robbery from happening in the first place. Here are some tips to help protect you.

Make the store attractive to deter robbers

- Keep the store clean, tidy, and well lit;
- When there are no customers at your sales counter or checkout, keep busy by doing tasks such as cleaning, dusting, or sweeping;
- Stay away from the sales counter when there are no customers in the store; and
- Keep the cash register fund to a minimum — ask customers for exact change or the smallest bills possible.

Stay alert

- Be aware of cars parked across the street or off to one side of the lot;
- Look for anyone who may be watching the store or loitering in or around it;
- If you are concerned about a person or vehicle, do not hesitate to contact your supervisor or the appropriate authorities;
- Know the locations of phones or available help outside the premises;
- Connect with potential customers;
- Give a friendly greeting to everyone who enters the store;
- When a shopper is nearby, act in a friendly manner, and briefly look directly into their eyes; and
- Ask people alone in the aisle if they would like any help.

If a robbery occurs

The following tips may be helpful:

- **Keep it short** — The longer a robbery takes the more nervous the robber becomes;
- **Stay calm** — Handle the entire situation as if you were making a sale to a customer;
- **Obey the robber's orders** — Let the robber know you intend to cooperate. Hand over cash and merchandise and do exactly as the robber says;
- **If you are not sure what the robber is telling you, ask;**
- **Tell the robber about any possible surprises** — Tell the robber before reaching for anything or moving in any way. Tell the robber if another employee is in the back room so the robber will not be startled;
- **Don't try to stop the robber** — Trying to fight with a robber is foolhardy, not heroic. If you don't see a weapon, always assume the robber has one;
- **Don't chase or follow the robber** — This will only invite violence, and it may confuse the police as to who is involved with the robbery;
- **Write down information immediately** — As soon as the robber has left, make notes about their appearance, mannerisms, and specific features, as well as the time and the direction they took when they left; and
- **Call the police or appropriate authorities** — Dial 911 or your local emergency number.

WORKING ALONE

Working alone or in isolation means to work in circumstances where help would not be readily available to you in case of emergency, injury, or illness. To determine whether or not assistance is “readily available,” ask the following questions:

- (a) Are other people in the vicinity?
- (b) Are those people aware of your need for assistance?
- (c) Are they willing to provide assistance?
- (d) Are they able to provide assistance in a timely manner?

Safety tips

- (a) Have emergency numbers handy
- (b) Give a friendly greeting to everyone entering the store
- (c) Do high risk tasks such as emptying the trash when another employee is on duty with you
- (d) Make sure the store is well lit

WHAT TO DO DURING AN EARTHQUAKE

The basic rule is to duck, cover, and hold. Follow these guidelines:

- Get under a table or desk if you can and stay there until the shaking stops;
- Grab a table leg or other solid object and hold on until the shaking stops;
- Stay away from objects that might fall on you;
- Keep well away from glass windows — they might shatter; and
- If you are in a car, stop the vehicle as soon as possible, preferably in an area away from bridges, trees, and power lines. Stay in the vehicle.

Evacuation

The only reasons for leaving a building due to earthquake are as follows:

- The building is on fire;
- There is structural damage to the building (for example, newly cracked or buckling walls); and
- There is a gas leak.

If you must evacuate, follow these guidelines:

- Follow the evacuation procedure for your building;
- Don't panic;
- Stay clear of the outside of the building — windows may shatter, raining glass down on the ground below;
- Go to the pre-planned assembly point (across the street on the sidewalk outside of Gelson's); and
- Follow your workplace procedure for returning to work once the earthquake is over.

What to do after the earthquake

- Check for fire or fire hazards;
- If phone is working only use if an emergency; and
- Be careful as items in the store may have shifted during the earthquake or shelving may have become unstable.

ANIMAL EVACUATION PROCEDURES

All animals visiting the Tailwaggers store must have a leash on it. This is for the safety of the people visiting the store as well as for the animal's safety. In the event of an emergency the owner can safely escort the animal out of the location safely because it has a leash on it.

For the Tailwashers location, there will be leashes and back up carrying cases available in the Tailwaggers grooming room to be used in the event of an emergency. The procedure for such evacuation shall be as follows:

1. The manager and if one is not there an employee, must take the appointment book to check to see how many animals there are on the premises.
2. All employees shall take either a leash or carrying case and use them to get the animal out of the premises and to the designated place where everyone is to meet (across the street on the sidewalk outside of Gelson's Market).
3. Manager or employees shall verify that all animals that were on the schedule have been evacuated.

INCIDENT REPORTING

Accidents can happen at any time no matter how many safety protocols are in place. In the event that a customer or employee is injured on the job, we ask that a manager on duty and if one is unavailable then an employee fill out an incident report. This is very important because it records what happened close to the time of the incident for accuracy. This report will allow the company to gather the pertinent information in case there are any issues that may arise. It is important that either the manager or the employee notify Todd Warner of the incident and provide him with a copy of the report so that he may check the security cameras to see if the incident was caught on tape. It also provides the Company with information on how to try and avoid it from happening again. So, please review the report and ask management if you have any questions on how to fill it out.

Since the company is a pet-friendly establishment that allows animals on the premises, there could be a situation where an animal bites a person or another animal. In the event of an animal bite, a manager or if one is not available, an employee shall write up an Incident Report.

EMERGENCY CONTACT INFORMATION

Todd Warner: (323) 359-5559 (cell)
(323) 464-5559 (land line)

Kris Boling: (323) 384-8040

Monji Mohammad: (415)613-5565