



LAMPTON-LOVE, INC.

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Date: June 2, 2008
To: All Branch Managers
From: Gene Maddox
Subject: Branch Office Monthly Safety Meeting – June 2008

Company policy requires that each branch office hold a minimum of one safety meeting each month with the documentation of the material covered and the attendance being recorded on the “Monthly Safety Meeting Minutes and Attendance Record” (see attached form). **Please detach this form, fill out and mail or fax a copy to Polly Cox. Please keep the original for your records.**

Note: ONLY the Monthly Safety Meeting Minutes and Attendance Record is to be sent in.

To assist you in complying with this requirement, the following subjects are for your Monthly Safety Meeting, for the month of June 2008. You may add topics, **but please document the following topics:**

1. News Briefs!!! (2 pages)
2. Anhydrous Ammonia & Propane Cylinders (1 page)
3. Quality Customer Relations (3 pages)

It is recommended that you thoroughly read this material prior to your meeting.

It is strongly recommended that you use the 3-ring binder to store all of your “2008 Monthly Safety Meetings”!!! This material may be referred to or used to train new employees. This manual should be kept in an area of the office that is easily accessible to all employees.

Be Smart.... Be Safe and Be Courteous!!!

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PROPANE
EXCEPTIONAL ENERGY

NEWS BRIEFS!!!

(This monthly “column” will include short newsworthy topics, which will serve as a friendly reminder to us all)

PREVENTING OSHA’S TOP 9 VIOLATIONS

OSHA is there for a reason – to protect you from serious injury. Every year OSHA publishes a list of its most frequently found violations. *Here are 2007’s top 9 violations for safety hazards and how to protect against them:*

1. **Scaffolding:** Workers sometimes climb end frames (not designed as ladders) to access a work surface. Don’t take shortcuts. Construct and use scaffolds in accordance with manufacturers’ recommendations.
2. **Hazard Communication:** Read all Material Safety Data Sheets (MSDSs) and any other instructions before using materials, equipment and tools that involve chemicals. If you can’t find information, ask your supervisor.
3. **Fall Protection:** Check and recheck fall protection. Always make sure that you’re protected from falls when you’re at levels of 6 feet and higher by properly using guardrails, safety nets, safety harnesses with lifelines and other safeguarding methods.
4. **Respiratory Protection:** Always wear respiratory protection when working in areas that are oxygen-deficient or contain harmful airborne hazards. BEFORE donning any respirator, make sure that your doctor gives you the OK, that you’re fit tested and that it’s the correct type of respirator and filter for the hazard.
5. **Lockout/Tagout:** Lockout and/or tagout all equipment before servicing or cleaning it to avoid injury or loss of life.
6. **Powered Industrial Trucks:** Industrial trucks can tip easily. Follow instructions, drive at slow speeds and don’t ride or overload forklifts.
7. **Electrical Wiring:** Make sure electrical wiring is up to code and inspected regularly for wear and tear.
8. **Ladders:** Observe basic ladder safety. Always select the proper ladder for the job and use it correctly.
9. **Machine Guarding:** Always replace machine guarding after maintaining or repairing equipment. Never remove the protection when operating the machine – it’s there for a reason.

No matter where you work or what you do, make safety your No. 1 priority on the job.

LEAD BY EXAMPLE

While safety guidelines should always be part of a new employee's orientation, there's a lot to remember and new employees (especially teens) often need to be reminded. ***Here are some easy ways to help you be a safety mentor:***



Walk the Talk. Set a good example: Abide by your employer's safety and health rules, and use all required gear and equipment properly.



Take Action. Point out hazards – both seen and unseen – and how to best stay protected from them. A new employee is in unfamiliar territory and may not recognize hazards that seem obvious to you.



Be an Adviser. New employees may be shy about asking for help. Ask them regularly if you can answer any questions.

It's everyone's responsibility to make sure that new employees are trained on safety issues. Take the lead to prevent injuries.

FOUR POINTS TO EYE SAFETY

1. **Have a safe work environment:**
 - Minimize hazards from falling or unstable debris.
 - Ensure that tools work and safety features (machine guards) are in place
 - Train workers in proper use of tools.
 - Keep unnecessary personnel away from the hazard area.
2. **Evaluate your safety hazards:**
 - Know your primary hazards.
 - Recognize hazards from nearby workers, large machinery, and falling/shifting debris.
3. **Wear the proper eye and face protection:**
 - Select the Z87 eye protection for the hazard.
 - Ensure the eye protection is in good condition.
 - Ensure the eye protection fits properly and will stay in place.
 - Eye/face protection devices should not be relied upon to provide complete protection.
4. **Prepare for eye injuries and first aid needs:**
 - Have an eyewash station, eyewash or sterile solutions on hand.

SAFETY ALERT FROM THE NATIONAL PROPANE GAS ASSOCIATION

Anhydrous ammonia and propane cylinders

Readers of this bulletin should consult the law of their individual jurisdictions for codes, standards and legal requirements applicable to them. This bulletin merely suggests methods which the reader may find useful in implementing applicable codes, standards and legal requirements. This material is not intended nor should it be construed (1) to set forth procedures which are the general custom or practice in the propane industry; (2) to establish the legal standards of care owed by propane distributors to their customers; or (3) to prevent the reader from using different methods to implement applicable codes, standards or legal requirements. The National Propane Gas Association assumes no liability for reliance on the contents of this bulletin. It is offered as a guide only to assist expert and experienced teachers and managers in training in service personnel in their organizations.



Caution! - The brass valve in a propane cylinder will be damaged if it comes in contact with anhydrous ammonia. This deterioration will lead to cracking of the valve body or its components and can ultimately result in a violent, unexpected expulsion of the valve from the cylinder, causing personal injury or death.

Background and Recommended Action

It has come to the attention of the National Propane Gas Association that propane cylinders are being used in the manufacturing of **Methamphetamines**. This drug is commonly referred to as 'crank'. Manufacturers of this illegal substance are using propane cylinders for the storage and the use of anhydrous ammonia. These cylinders have been found in many states at cylinder exchange and refilling locations as well as in hotel rooms and mobile laboratories, where the manufacturing of this illegal substance takes place.



As observed in the illustrations, a blue-green stain on any brass portion of a service valve is evidence that it may have been in contact with anhydrous ammonia*. The pungent odor of ammonia on or near the cylinder is also an indication. If you suspect that a propane cylinder contains or has contained anhydrous ammonia, exercise extreme caution and restrict access to the area.

It can be dangerous to move the cylinder due to the unknown integrity of the cylinder's service valve. If you determine that it must be moved, keep in mind that hazards due to valve expulsion can be reduced by pointing the end of the container in which the valve is placed away from yourself and others and towards the most safe direction.

Immediately contact your Fire Department, Hazardous Materials Emergency Response Unit or the nearest office of the United States Department of Justice's Drug Enforcement Administration (DEA) for information on properly disposing of the cylinder. If these respondents are not sure what to do, for assistance call **1-800-728-2482**, which is the contact number for PERS, an independent hazardous materials information resource.



*Note: Sherwood valves contain a green coated valve stem. Additionally, a green thread sealing compound is used on some valves. These valves should not be confused with those that have been exposed to anhydrous ammonia.

JUNE 2008 SAFETY MEETING

QUALITY CUSTOMER RELATIONS: Sometimes, in the propane business, we get so busy and so occupied with all our daily duties that somewhere in the shuffle we forget about the people that have made our company successful, *(Our Customers)*. In this safety meeting we will review some Quality Customer Relations that will hopefully help us maintain our existing customers and also to help us generate new customers. Two things that we should always strive to achieve when dealing with customers, Developing a Good Relationship and Professionalism.

A satisfied and happy customer is the key to a growing, profitable propane company. Developing new customers as well as maintaining present ones directly affects that growth.

1. Develop a Good Relationship

Be thoughtful and use common sense when dealing with customers. This may mean taking care of a service call quickly in the middle of a winter night or simply wiping your shoes before entering a customer's home. All employees should treat their customers as they would want to be treated.

- a) Know Your Customers and their propane needs. This allows you to provide the timely and effective service.

Double-check job orders for all pertinent information, such as account number, address, customer name, and particularly, a description of the work to be done. This assures the customer you are informed and familiar with their particular situation.

- b) Use the Right Attitude and you will build good customer relationships. Keep in mind the following suggestions:

- Scheduling. If work is being scheduled to the customer's convenience – be on time. Take time to schedule appointments at the beginning of the day. If this is not possible, try to allow enough time between jobs so you don't have to hurry through the work, possibly not doing a thorough job and missing the next appointment. It is better to schedule a job for the next day than to schedule an appointment that cannot be kept. When detained and unable to make a scheduled appointment, take time to notify the customer so the appointment can be rescheduled. The customer may not remember if you were right on time, but they will remember if you were late or did not show up at all.
- Positive Impression. Make a positive impression on the customer by treating them as if they were the company's only customer. Extra effort will reflect favorably on the company.
- Approach. Never let one bad experience affect your attitude toward other customers. When faced with a problem you cannot handle immediately notify a supervisor or manager. This shows the customer you really care and want to help.

- c) Know Your Limitations and those of your company. There are two simple guidelines you should know about staying within those limitations:
- Honesty. First, you should never try to perform a job or task if not fully trained, qualified, or authorized to do so. Tell the customer, "I'm sorry, I am not fully trained for that type of work, but I'll get someone who is to take care of it." This tells them that you are doing the best for them.
 - Integrity. Second, never promise a customer something that cannot be done, as the customer will lose respect and trust for both the company and you. Check to see if the service requested can be done. If you cannot get a quick answer, let the customer know an answer will be found and you will follow up with them.
- d) Do the Job Right the First Time and the customer will learn to trust your company and the service it provides. The single most important fact that affects the company's relationship with the customer is the way the job is performed. If a mistake is made, do not be afraid to admit it. Everyone makes mistakes. A true professional is someone who realizes that a mistake can be made and tries to avoid making it again.

2. Professionalism

- a) Personal Appearance makes a lasting impression on a customer. Being neat and orderly will form a favorable impression of you and your company. Most customers believe that those employees who look professional do professional-quality work. Appearing professional requires three things:
- Always be well groomed and neat.
 - Be sure your hair is trimmed or back out of your face.
 - Be sure that when wearing uniforms or any type of clothing, they are clean and mended.
- b) Equipment care and maintenance is very noticeable to your customer. Even though they might not know how each tool is used, they can see its condition and if it breaks down on site. Make sure the equipment needed is cleaned, serviced and repaired regularly!
- c) Vehicle Operation means the appearance of your vehicle and how you drive it. For both appearance and safety, clean and service the vehicle on a regularly scheduled basis. Also, safe and courteous driving habits are a must.

- d) Treat the Customer with Respect – regardless of the size of the job or the questions the customer may ask. Occasionally you will encounter an angry customer. Remain calm. Be as informative as possible, and don't take angry words personally. Apologize for any inconvenience and do what ever is within company policy to satisfy the customer. When your work is done, ask the customer to inspect the work area to be sure they are satisfied.
- e) Treat Customer's Property with Respect by avoiding damage to equipment, household furnishings, vehicles, grounds, etc.
- f) Clearly and Accurately Respond to Customer Questions and Concerns Regarding Safety. If you do not know the answer to a customer's question, refer the customer to someone in your company who does have the expertise to provide an accurate answer. If you believe that no one in your company is in a position to provide an accurate response to the customer, you should advise the customer to promptly consult with a qualified technician of his or her choice, such as an appliance service company.

In all instances, you should use company forms to document your safety-related contacts with the customer, including the question or concern that has been raised, along with your response. If your company does not have a special form for this purpose, use a service work order or delivery ticket.

JUNE 2008

MONTHLY SAFETY MEETING MINUTES & ATTENDANCE RECORD

Company Name: _____

City: _____ **State:** _____

Date: _____ **Time Started:** _____ **Time Finished:** _____

Instructed By: _____ **Number Attending:** _____

Subject Covered and Comments:

By my signature below, I certify that I attended and participated in this Safety Meeting and I understand the material presented.

Employee Name (Please print)	Employee Signature	License Expires*	Endorsements **	DOT Physical Expires ***
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				

* List driver's license expiration date in this column.

** Check licenses for proper endorsements and re-testing. (For example: "HazMat") List endorsements in this column.

*** List DOT physical expiration date in this column.

By my signature below, I hereby certify that the employees listed above have been trained in accordance with the applicable regulations and curriculum for this monthly safety meeting.

Instructor's Signature: _____ **Date:** _____

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