



LAMPTON-LOVE, INC.

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**Date:** October 1, 2007  
**To:** All Branch Managers  
**From:** Gene Maddox  
**Subject:** Branch Office Monthly Safety Meeting – October 2007

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 it 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 October 2007. You may add topics, **but please document the following topics:**

1. Brief News Briefs!!! (2 pages)
2. Marketing – Why Customers Deal with You (2 pages)
3. Successful Safety Leadership (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 "2007 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

## BRIEF NEWS BRIEFS!!!

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

**SAFETY CORNER:** Always read your Material Safety Data Sheets (MSDS) before using chemicals. MSDS’s offer important health hazard-related information, such as using sensitizers – chemicals that cause little or no reaction after the first exposure but will cause a reaction over time – or avoiding reactions caused by mixing certain chemicals. They also contain emergency and first aid instructions, and preventive measures to take when using any chemical.

**MOLD MATTERS:** When present in larger quantities, environmental mold can cause adverse health effects. *To prevent mold growth in your work area:*

- ❖ **Remove** excess moisture with a wet-dry vacuum or a high-powered industrial fan.
- ❖ **Clean** wet materials and surfaces with a bleach-and-water solution.
- ❖ **Dispose** of all porous materials that have been wet for more than 48 hours.
- ❖ **Discard** all water-damaged materials – rags, boxes, paper stacks,

For more information, visit the OSHA Web-site at [www.osha.gov](http://www.osha.gov)

**BACTERIA, ANYONE?** Ever wonder why you shouldn’t thaw frozen foods on the counter? Cell walls are broken down when food is frozen, so if you defrost foods at a warm temperature, the surviving bacteria will multiply very quickly. **Best bet:** Thaw foods in the refrigerator or microwave immediately before cooking

**DISASTER PREPAREDNESS CHECKLIST:** Will you be ready if a disaster strikes in your area? From floods to fires, if you find yourself in an emergency situation you may not have much time to act. **Prepare yourself and your loved ones ahead of time with the following checklist:**

- ❖ **Know your area’s evacuation route.** If instructed, leave immediately and follow the route; don’t take shortcuts.
- ❖ **Develop an emergency plan** that includes a place for family members to meet in case of disaster, ways to contact one another, a home evacuation plan, “safe” spots in your home and emergency numbers.
- ❖ **Keep at least a half tank of gas in your car at all times.** In the event of an emergency, gas stations could be closed.
- ❖ **Consider purchasing flood insurance** if you live in a flood-prone area. Your regular homeowner’s policy **DOES NOT** cover flood damage.
- ❖ **Create a disaster supply or emergency survival kit** containing non-perishable food, water and supplies (batteries, medications, and flashlights) for at least three days. Store the kit in a designated place and make sure family members know where it is. **Tip:** Keep an emergency kit in your car and at your workplace.
- ❖ **Consult resources periodically** to stay aware of current recommendations and sample planning materials. Contact the Federal Emergency Management Agency (FEMA) for its guide *Are You Ready? An In-depth Guide to Citizen Preparedness (IS-22)* by visiting the FEMA web site at [www.fema.gov](http://www.fema.gov) or call the FEMA publications warehouse (800-480-2520). Locate your nearest Red Cross chapter through [www.redcross.org](http://www.redcross.org) or by calling 800-REDCROSS.

**CAFFEINE UPS AND DOWNS:** That cup of coffee or tea can help you feel more alert and energetic. But can you get too much caffeine? Most people can drink two or three cups of brewed coffee a day, about 200 to 300mg of caffeine, without suffering harmful effects. But doubling those amounts can affect your health and cause problems ranging from restlessness, anxiety, irritability and insomnia to muscle tremors, headaches, stomach problems and abnormal heart rhythms.

If caffeine has been bothering you – for example, if you find your sleep is regularly interrupted – it's time to evaluate your caffeine habit and adjust accordingly.

**Here's How:**

- ❖ **Tally** how much caffeine you're consuming each day. Check food labels. You may be getting more than you think.
- ❖ **Cut Back** gradually to avoid withdrawal headaches and sluggishness. Try having one less caffeinated coffee, tea or soda each day.
- ❖ **Replace** coffee with tea, which contains about half the caffeine, or regular tea with herbal varieties, which contain no caffeine. Or try decaffeinated versions of coffee, tea or soda.
- ❖ **Steep** tea for a shorter amount of time for less caffeine by the cup.

**The bottom line: Caffeine can be part of a healthy diet. Just remember to consume it in moderation.**

**SERIOUS VIOLATIONS IN GENERAL INDUSTRY:** OSHA released the list of most frequently cited serious violations for fiscal year 2006. Please use this list and inspect your facility to be sure that the workplace is in compliance with standards mentioned below.

| <b><u>Standard &amp; Subpart</u></b> | <b><u>General Industry</u></b>                                          | <b><u>Number of Violations</u></b> |
|--------------------------------------|-------------------------------------------------------------------------|------------------------------------|
| 1910.2121(a)(1)-O                    | Machine Guards – General                                                | 1,418                              |
| 1910.1200(e)(1)-Z                    | Hazard Communications – Written Program                                 | 1,155                              |
| 1910.212(a)(3)(iii)-O                | Point of Operation                                                      | 733                                |
| 1910.23(c)(1)-D                      | Open-Sided Floors                                                       | 689                                |
| 1910.1200(h)(1)-Z                    | Hazard Communications – Information & Training                          | 645                                |
| 1910.151(c)-K                        | Eye & Body Flushing Facilities                                          | 589                                |
| 1910.147(c)(1)-J                     | Lockout/Tagout Program                                                  | 572                                |
| 1910.215(B)(9)-O                     | Grinders – Tongue Guards                                                | 564                                |
| 1910.147(c)(4)(i)-J                  | Lockout/Tagout Procedures                                               | 556                                |
| 1910.305(B)(1)-S                     | Conductors Entering Cabinets / Boxes / Fittings Protected from Abrasion | 522                                |

# **MARKETING – WHY CUSTOMERS DEAL WITH YOU**

## **INTRODUCTION:**

Have you ever sat down and figured out why you deal with the companies you do, the stores you shop in, the restaurants you eat in? At the same time, have you ever wondered why you keep returning to some of them and give others a wide berth? Flip that over and ask yourself why people do or do not deal with you and your company.

It's every company's dream, including yours, to have these magical answers. Uncounted fortunes are spent trying to figure them out.

There are, of course, the obvious solutions; you are conveniently located; you may have a product or service that no one else provides; and you offer value. But is it that simple? Perhaps not.

## **TOPICAL INFORMATION:**

Most of us and the companies we lead or work for do not have a "product or service that no one else provides". To your customers (potential and otherwise), your products and services may look an awful lot like your competitors. We may all think and believe that we offer something very special but the customers may differ. Speaker Jerry Fritz got it right. He said, "You'll never have a product or price advantage again. They can be easily duplicated, but a strong customer service culture can't be copied." Every bank I've ever come across, for example, thinks that some of its products and services are unique. When you parse the offerings though, they look an awful lot like other banks' services.

Because this is so important, as leaders we need to help our employees understand why customers walk through our front door, call us up, or visit our websites. I believe there are two reasons why people come to us namely; the business need and the human need. Let's take a quick look at each.

The business need is quite straightforward. Your customers want to receive timely and orderly service and to receive help. It's that simple. That's why, as a minimum, your employees need to know their stuff. They need to thoroughly understand your products and services. That's non-negotiable. Unfortunately for most companies, because they don't have the 'market cornered', this alone will not sustain them. Simply put, customers have a choice of product and service providers.

Because clients have such a choice, the human need becomes so important. Think for a moment, if you will what you want and need when dealing with a service provider. Yes, you need the business points I've mentioned, but you probably want much more. You probably want to be made welcome, to feel comfortable, to be understood, to feel important, appreciated, respected, and above all, recognized and remembered.

**Discussion:**

Whether your products and services are perceived as similar to others in the marketplace or not, as leaders we need to ensure that all employees have the right skills to treat customers the way they demand to be treated. It's your job. After all, customers will accept nothing less.

Discuss the skills your employees need in order to treat your customers the right way. Are everyone's skills as sharp as they could be? How can those skills be improved on?

**CLOSING:**

As owners, managers, and employees of a company that offers products and services to the public, you are expected to treat them with the utmost respect. And, as the professional, you are expected to provide a high level of knowledge to the consumer. When your company gets this right, the industry benefits as a whole.

The safety meeting for this month is an article taken from Jay Johnston's "**The Safety Leader**". The article illustrates that we are all Safety Leaders, and by all of us being safe in our everyday duties is what makes a successful company. **Remember, Safety can not be talked about today and forgotten about tomorrow; safety has to be practiced everyday.**

## **SUCCESSFUL SAFETY LEADERSHIP**

### **Wisdom Shared:**

Show me a company where the owners care about employee and customer safety and I'll show you a successfully company. And if you ask those owners what key factors, attributes or associations they credit for their success they will consistently say: *"I owe it to our employees who implement our strategies and vigilantly stand guard as leaders one and all."*

In other words, these people are successful because they know that it takes the entire group of employees to achieve their goals.

### **We are all Safety Leaders.**

Have you ever been to a sales meeting where the speaker ask who in the group is in sales? Usually half the group raises their hands – but those who may work in the office or in accounting or some other service or function job, usually keep their hands down because they don't see sales as part of their job.

The speaker will then go on to point out that we are all in sales and that every job has the opportunity to interact with customers, vendors, suppliers, and the public.

### **That same philosophy applies to safety leadership.**

We are all safety leaders in the sense that some how or other our jobs relate to keeping the company and it's customers safe.

If you are in accounting, you may be in charge of financial safety. If you are part of the office staff, you may be advising customers, scheduling delivery or work orders and those effects related directly to safety.

### **A true safety leader encourages successful safety leadership.**

### **Leadership "Buy In" when it comes to safety.**

Without Leadership Buy In bad things are bound to happen.

We all know leaders who are transparent when it comes to their attitude about employee safety. They crack the whip and insist on results with little regard for proper procedure.

I've had first hand experience with a manager who made an employee wash his bulk truck in front of other employees to show what happens when an unsafe order is refused.

Rather than focus on the situation, I'd like to focus on leadership attitude when it comes to safety. *This manager obviously did not care about his employee or the equipment or potential injuries to the public. His budget numbers dictated his attitude.*

It's an ironic fact.

**Here this manager thinks he's saving the company money, but it's pennies against the loss of millions of dollars and that is a bad bet.**

Before a leader can delegate safety authority – they first must buy into the concept of value when it comes to doing the right thing, following the right procedure and “owning the dog” when it comes to accident prevention.

**When Leadership buys into safety they set the stage for good thing to happen.**

### **Establishing and Enforcing Disciplinary Guidelines.**

Disciplinary guidelines are usually not enforced because they often don't exist.

*When an employee has an auto accident or personal injury it is most often mental error that will show up on the loss runs and impact the bottom line.*

If you are lucky, it will be a small situation where the damage is limited. But if you are unlucky and draw that red bead, against all odds, that auto accident could cost \$500,000 or more. Any personal injury of an employee could become a knee or back or neck problem that will raise your insurance rates for three years.

Last fall an operations manager challenged me on my assertion that all accidents are preventable. His example was a police chase where the suspect took a corner wide and hit a parked bulk truck. I said “OK you got me on that one”. But that is usually not the case.

When our trucks are running down the road, or even parked in some situations, drivers must be ever vigilant of their surroundings and anticipate an accident before it happens. *For example, a bulk truck parked on the shoulder may be stopped with the flasher on, but that doesn't mean the driver can open the door into traffic without looking.*

### **Actions and Accidents must have Consequences and Resolve.**

Each company should have its own policy on discipline regarding driving records, accidents, near misses and personal injuries.

### **Workers Compensation should not be a resource for forgetfulness.**

If company guidelines say employees should wear personal protection equipment, lift a proper way or take care when climbing down from a truck – that is exactly what should occur. There is only one explanation for most employee injuries and that is failure to focus, pay attention and be careful.

Most of the time when I hurt myself banging around up at my cabin, I wasn't paying attention. The same is true on the job every day.

**We have all seen the spoiled child testing the limits and establishing the boundaries on his mother in the super market: "Bobby put that down" "I mean it this time Bobby" "Don't make me have to tell your Father".**

Bobby has trained Mom well.

The problem, of course, is that Mom doesn't want to get Bobby upset and appeases him to achieve peace. **Sound Familiar?**

***Do you have employees who hold your company safety record hostage due to their limited view of the world?***

Guidelines have to be guidelines, rules have to be rules and the consequences for not adhering to those rules must be firm and focused.

**A true safety leader enforces guidelines and rules for the sake of the bottom line.**

### **Specific Job Training.**

After a serious accident a plaintiff's attorney is going to ask for all records pertaining to the training of any employee related to service or delivery.

You must then document that the employee has been adequately trained to do the job.

My advice is train and documentation right now, before a serious incident. After the fact – it may be too late.

# OCTOBER 2007

## MONTHLY SAFETY MEETING

### MINUTES & ATTENDANCE RECORD

Company Name: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Date: \_\_\_\_\_ Time Started: \_\_\_\_\_ Time Finished: \_\_\_\_\_

Instructed By: \_\_\_\_\_ Number Attending: \_\_\_\_\_

**Subject Covered and Comments:**

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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: \_\_\_\_\_

**Mail or fax this sheet only to:** Lampton-Love Inc.  
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