



LAMPTON-LOVE, INC

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Date: December 6, 2018

To: All Branch Managers

From: Gene Maddox *gm*
Safety Director

Subject: Branch Office Monthly Safety Meeting – December 2018

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 the Monthly Safety Meeting Minutes and Attendance Record, fill it out and e-mail or fax a copy to Lynn Eldridge. Please keep the original for your records.**

NOTE: ONLY the Monthly Safety Meeting Minutes and Attendance Records 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 December 2018. You may add topics, but please document the following topics:

1. News Briefs!!! (1. DOT Medical Form Are Not Really “Expiring” 2. Driving of Vehicles)
2. Safety Meeting: (Providing Quality Customer Service)

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 the last 12 months of the Safety Meeting Minutes and Attendance Record Form!!! This material should be referred to or used to train new employees from the website. 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!!!



PROPANE
EXCEPTIONAL ENERGY

NEWS BRIEFS!!!

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

DOT Medical Form Are Not Really “Expiring”

Don’t panic: the forms used to record driver physical exams are not really expiring at the end of the month, regulators say.

Both the Medical Examination Report Form (MCSA-5875) and the medical examiner’s Certificate (MCSA-5876) have an “expiration” date in the upper right corner. That date is currently August 31, 2018.

Though it might appear ominous, there’s no need for concern, according to the Federal Motor Carrier Safety Administration (FMCSA).

The expiration date is tracked by the U.S. government for internal purposes, as part of an effort to reduce the paperwork burden on the public. All official government forms “expire” on a recurring basis – typically every 3 years – requiring agencies to periodically reevaluate their paperwork needs.

August 31 is when the FMCSA next loses its official White House approval to use the driver medical forms. In April, the agency began the bureaucratic process to get the forms reapproved, a process that was still underway in July.

Until the FMCSA gets the forms reapproved and updates the expiration date, “please continue to use the [current] forms,” the agency recently told medical examiners via email.

Though the medical forms shown in the FMCSA regulations do not include the expiration date, the date does appear on the official version used by most commercial printers.

Subpart B—Driving of Vehicles

§392.10 Railroad grade crossings; stopping required.

(a) Except as provided in paragraph (b) of this section, the driver of a commercial motor vehicle specified in paragraphs (1) through (6) of this section shall not cross a railroad track or tracks at grade unless he/she first: Stops the commercial motor vehicle within 50 feet of, and not closer than 15 feet to, the tracks; thereafter listens and looks in each direction along the tracks for an approaching train; and ascertains that no train is approaching. When it is safe to do so, the driver may drive the commercial motor vehicle across the tracks in a gear that permits the commercial motor vehicle to complete the crossing without a change of gears. The driver must not shift gears while crossing the tracks.

(1) Every bus transporting passengers,

(2) Every commercial motor vehicle transporting any quantity of a Division 2.3 chlorine.

(3) Every commercial motor vehicle which, in accordance with the regulations of the Department of Transportation, is required to be marked or placarded with one of the following classifications:

(i) Division 1.1

(ii) Division 1.2, or Division 1.3

(iii) Division 2.3 Poison gas

(iv) Division 4.3

(v) Class 7

(vi) Class 3 Flammable

(vii) Division 5.1

(viii) Division 2.2

(ix) Division 2.3 Chlorine

(x) Division 6.1 Poison

(xi) Division 2.2 Oxygen

(xii) Division 2.1

(xiii) Class 3 Combustible liquid

(xiv) Division 4.1

(xv) Division 5.1

(xvi) Division 5.2

(xvii) Class 8

(xviii) Division 1.4

(4) Every cargo tank motor vehicle, whether loaded or empty, used for the transportation of any hazardous material as defined in the Hazardous Materials Regulations of the Department of Transportation, Parts 107 through 180 of this title.

(5) Every cargo tank motor vehicle transporting a commodity which at the time of loading has a temperature above its flashpoint as determined by §173.120 of this title.

(6) Every cargo tank motor vehicle, whether loaded or empty, transporting any commodity under exemption in accordance with the provisions of Subpart B of Part 107 of this title.

(b) A stop need not be made at:

(1) A streetcar crossing, or railroad tracks used exclusively for industrial switching purposes, within a business district, as defined in §390.5 of this chapter,

(2) A railroad grade crossing when a police officer or crossing flagman directs traffic to proceed,

(3) A railroad grade crossing controlled by a functioning highway traffic signal transmitting a green indication which, under local law, permits the commercial motor vehicle to proceed across the railroad tracks without slowing or stopping.

(4) An abandoned railroad grade crossing which is marked with a sign indicating that the rail line is abandoned,

(5) An industrial or spur line railroad grade crossing marked with a sign reading "Exempt." Such "Exempt" signs shall be erected only by or with the consent of the appropriate State or local authority.

[33 FR 19732, Dec. 25, 1968, as amended at 35 FR 7801, May 21, 1970; 38 FR 1589, Jan. 16, 1973; 40 FR 44555, Sept. 29, 1975; 45 FR 46424, July 10, 1980; 47 FR 47837, Oct. 28, 1982; 59 FR 63924, Dec. 12, 1994; 60 FR 38746, 38747, July 28, 1995]

DOT Interpretations—§392.10

***Question 1:** Is §392.10(a)(4) applicable to drivers operating cargo tank vehicles that were used to transport hazardous materials for which placarding or marking was required, but are no longer required because the cargo tank has been emptied, or the quantity of the material has been reduced, or the temperature or characteristics of the material have changed?

Guidance: No, provided the cargo tank vehicle no longer displays placards or markings indicating that the vehicle is transporting hazardous materials for which placarding or marking is required, and either: (1) the vehicle has been sufficiently cleaned of residue and purged of vapors; or (2) the vehicle is refilled with a material which is not a hazardous material; or (3) the original material no longer is an elevated temperature material or otherwise is no longer considered hazardous according to the regulations.

Although §392.10(a)(4) does not distinguish between loaded and empty cargo tank vehicles, or cargo tank vehicles transporting materials or substances that are not, at the time the vehicle is being driven across the railroad grade crossing, required to be placarded or marked, the Federal Motor Carrier Safety Administration intends that the scope of the regulation be limited to those cases in which the vehicle is placarded or marked.

***Editor's Note:** This interpretation was issued after the interpretations were published in the *Federal Register* in April 1997.

§392.11 Railroad grade crossings; slowing down required.

Every commercial motor vehicle other than those listed in §392.10 shall, upon approaching a railroad grade crossing, be driven at a rate of speed which will permit said commercial motor vehicle to be stopped

before reaching the nearest rail of such crossing and shall not be driven upon or over such crossing until due caution has been taken to ascertain that the course is clear.

[33 FR 19732, Dec. 25, 1968, as amended at 60 FR 38747, July 28, 1995]

§392.12 Highway-rail crossings; safe clearance.

No driver of a commercial motor vehicle shall drive onto a highway-rail grade crossing without having sufficient space to drive completely through the crossing without stopping.

[78 FR 58923, Sept. 25, 2013]

DECEMBER 2018 SAFETY MEETING

Providing Quality Customer Service

Propane customers have different application, requirements, and knowledge. Make it a point to understand their needs and provide helpful answers and accurate information. Positive, professional interactions are key to keeping the customers you have and developing new ones. More important, quality trustworthy customer service is critical in promoting the safe use of propane.

Tips For Every Customer Encounter:

- ◆ **Be on time** – Be diligent about scheduling. Allow enough time to account for necessary work and travel between appointments. Call if you run late. It's better to schedule a job for the next day than to schedule an appointment that cannot be kept.
- ◆ **Check work orders** – Before heading to a job, check order information, such as account number, address, customer name, and a description of the work to be done. This ensures you are informed about their particular situation and ready to handle it when you arrive.
- ◆ **Develop a good relationship** – Treat your customers as you would like to be treated. Wipe your shoes before entering a customer's home, be prepared to take care of the task at hand, and show your concern about their issue – regardless of the size of the job.
- ◆ **Demonstrate integrity** – Never promise a customer something that can't be done. Verify that requested services make sense for your company to handle.
- ◆ **Build trust** – Do the job right the first time. If a mistake is made, don't be afraid to admit it. Address the issue and handle it quickly.
- ◆ **Manage angry customers the right way** – Occasionally, you may deal with an angry customer. Remain calm. Be as informative as possible, and don't take hurtful words personally. Apologize for the inconvenience and do whatever is within company policy to satisfy the customer. When your work is done, ask the customer to inspect the work area to ensure they are satisfied.

Three Essentials of Professionalism:

- ◆ **Personal appearance** – Customers will make a judgment on your trustworthiness by your personal appearance. Always be neat and well-groomed, with your hair trimmed and out of your face. Keep your uniform clean and mended.
- ◆ **Equipment care and maintenance** – Even if they don't know how each tool is used, customers notice its condition. Make sure all equipment is cleaned, serviced, and repaired regularly.
- ◆ **Vehicle operation** – For both appearance and safety, clean and service your vehicle regularly. Safe and courteous driving habits are a must.

Tips For Ongoing Interactions and Communications:

Oftentimes, customers may need follow-up support or information. This is especially true after an installation or a repair. It is important to remain patient and courteous at all times, and clearly answer any concerns the customer may have.

- ◆ Know your company policies and procedures for documenting safety-related contacts with the customer. Be sure to note the question or concern along with your response. If your company does not have a special form for this purpose, use a service work order or delivery ticket.
- ◆ If you cannot answer a customer's question accurately or completely, refer him/her to someone who can. Start with internal staff, but don't be afraid to refer to appliance service companies if you cannot handle the issue in house.

DECEMBER 2018
MONTHLY SAFETY MEETING
MINUTES & ATTENDANCE RECORD

Company Name: _____

City: _____ State: _____

Date: _____ Time Started: _____ Time Finished: _____

Instructed By: _____ Number Attending: _____

Subject Covered and Comments:

1. A. DOT Medical Forms Are Not Really "Expiring"; B. Subpart B – Driving of Vehicles _____
2. Providing Quality Customer Service _____

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.				
12.				
13.				
14.				

**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 regulation and curriculum for this monthly safety meeting.

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

Instructor's Signature: _____

Gene Maddox/Lynn Eldridge

Date: _____

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