1. **General Information**

This Contractor Handbook is intended to provide information to Contractors and their employees regarding plant specific work rules and corporate guidelines. The Contractor representative is responsible for communicating the information contained within to each of his/her employees and sub-contractors working under their direction. These policies and guidelines are applicable to all work performed by a Contractor or vendor in, or on the grounds of, the American Greetings facility.

The Contractor, and its employees, while performing any and all work at the American Greetings facility, shall comply with all local, state, and federal safety requirements as well as American Greetings policies and standards. Failure to do so may result in the termination of the contract.

Questions regarding on-site environmental, health and safety shall be directed to the Project Manager.

1. **Confidentiality/Non-Disclosure**

All information relating to the business of American Greetings and that of any associated company, which is not public knowledge, is confidential and is to be treated as such.

It is a condition of the contract (implied or written) between the Contractor and AG that the Contractor will be held responsible for any unauthorized disclosure made by any of its employees or agents and shall take all reasonable precautions to prevent such disclosures.

1. **Qualifications and Training Documentation**

Contractor employees must be adequately trained and qualified to perform assigned work.

Specific documentation of training and/or qualifications is required to be available on site for the following activities:

Asbestos Abatement,

Powered Industrial Truck operation,

Aerial lift operation,

Crane and hoist operation,

Permit Required Confined Space entry,

Use of special tools (e.g. powder actuated tools),

High Voltage electrical work (>480 volts)

1. **Safety Briefings/Meetings**

Prior to the commencement of any work activity on AG property or equipment, a representative of the Contractor is required to attend a pre-work safety meeting with the Project Manager. The purpose of this meeting is to ensure that safety precautions are established, communicated, and understood by all Contractor employees. This meeting will include a review and sign-off of the Contractor Orientation Checklist.

For work that continues for more than 1 week, the Contractor shall conduct a weekly toolbox safety meeting with its employees. The AG Project Manager or EHS Coordinator may participate or request documentation of this weekly.

1. **Contractor Responsibilities**

All Contractor employees working on AG property must sign in at the beginning of each workday and shall sign out at the end of the workday.

The Contractor will comply with all local, state, and federal safety requirements and American Greetings policies. Failure to do so will result in the termination of the contract.

The Contractor representative is responsible for reviewing the applicable plant-specific policies and procedures with the AG Project Manager. The “Contractor Orientation Checklist” shall be used to document this review.

The Contractor representative is responsible for informing all crewmembers and/or subcontractor employees of the applicable plant-specific policies and procedures.

1. **Use and Management of Subcontractors**

The primary or general Contractor is responsible for subcontractor compliance with the local, state, and federal safety standards as well as the standards set forth by American Greetings.

Contractor shall immediately remove any subcontractor employee from the jobsite who is not operating in compliance with applicable standards.

1. **Smoke and Drug Free Work Place**

Smoking, the use of electronic cigarettes and other forms of tobacco is prohibited inside American Greetings buildings. Contractor employees may use tobacco products in personal vehicles.

The consumption or possession of alcohol on American Greetings property is strictly prohibited.

The use or possession of illegal drugs and/or controlled substances is strictly prohibited.

Prescription medication must only be used if prescribed by a licensed physician, taken in the manner prescribed, and if such use does not constitute a safety hazard.

1. **Weapons policy**

Weapons of any kind are prohibited from being brought onto AG property.

Firearms, ammunition or any explosive device (other than powder actuated tools) are prohibited on AG property.

1. **Harassment Policy**

Harassment of any kind will not be tolerated.

Contractor employees who violate this policy shall be removed from American Greetings property and shall not be permitted to return to work at any American Greetings facility.

Violations of this policy can result in termination of contract.

1. **Non-Solicitation/Distribution Policy**

Vendor representatives are not to distribute any sales, union, or any other materials without approval from the American Greetings Human Resources Manager.

1. **Mobile Device and two-way radio use**

American Greetings locations may prohibit the use of cell phones and/or 2-way radios within the facility. Contractors should check with the AG Project Manager to determine if cell phone or 2-way radio use is permitted.

Where permitted, cell phones or 2-way radios may not be used while walking through the facility. When using a cell phone or 2-way radio, find a safe area and remain in that area until the conversation is concluded.

Cell phone or 2-way radio use is prohibited while driving a powered industrial truck or other vehicle on company premises.

Photographs and video recording of the facility or operations is prohibited without AG Project Manager approval.

1. **Emergency Procedures**

Specific emergency procedures may vary between AG facilities, therefore the Contractor and AG Project Manager must review plant-specific emergency procedures prior to commencing work.

Emergency services such as police, fire, or EMS can be summoned by dialing 911. Some internal phones may require you to dial 9 before 9-1-1 to obtain an outside line. Review facility specific communication procedures with the AG Project Manager.

General Requirements: Fire

When a fire alarm sounds:

* 1. Safety stop work immediately
  2. Lower any suspended loads
  3. Shut off and secure equipment
  4. Clear aisle ways of tools, equipment and materials
  5. Evacuate your work area via the nearest exit.
  6. All Contractor personnel should report to the area designated evacuation coordinator.
  7. Remain in the assembly area until the ‘all clear’ is given.

General Requirements: Severe Weather:

1. Safely stop all work.
2. Clear aisle ways of tools, equipment and materials (or otherwise secure equipment as time permits)
3. Proceed to the nearest storm shelter.
4. Remain in the storm shelter until verbally told that it is safe to exit.
5. **Incident/Injury Reporting**

All incidents including; injuries, work-related illness, property damage, and/or near misses shall be immediately reported to the AG Project Manager.

All verbal reports shall be followed by a written report submitted to the AG Project Manager within 24 hours of the event. The Contractors may submit the written report on their own form or on an AG incident form

A Contractor representative shall participate in the resulting incident investigation.

1. **Staffing for Hazardous Work Activities or other Unique Work Conditions**

At minimum, two (2) employees must work together at all times when a significant hazard is present. This includes, but is not limited to, such activities as:

Hot Work

Elevated work or working above 6’ from surfaces

Confined space entry

Work in isolated area of the plant or grounds, including roofs and HVAC rooms

Work on energized electrical systems

2nd or 3rd Shift Work: If a Contractor is required to perform work on 2nd or 3rd shift, a designated AG contact person must be with them at all times or alternative procedures implemented for the purpose of emergency response and building security. Contractor shall promptly notify AG of such work.

1. **OSHA required inspections/checks**

The Contractor is responsible for completing periodic inspections as required by OSHA standards, including but not limited to:

Ladder inspections

Forklift, crane, aerial lift inspections

Inspection of tools

Inspection of fall protection device

Scaffold inspections

Personal Protection Equipment (PPE), including respiratory protection

The AG Project Manager will periodically request documentation of required inspections/checks.

1. **Fire Protection (Fire Extinguishers)** New section, pulled from Contractor Responsibility section

The Contractor shall ensure that suitable fire extinguishers are available for those associated hazards created within their immediate work area.

The Contractor is responsible for ensuring that all fire protection equipment brought onto AG property has been serviced and maintained according to OSHA and NFPA standards.

The Contractor shall ensure that all Contractor employees are trained in the use of fire extinguishers.

All AG fire protection equipment shall remain in its assigned location unless moved by an AG associate.

Contractor shall ensure fire extinguishers and other emergency equipment is not blocked or obstructed.

Contractors shall notify the AG Project Manager immediately upon the activation or use of fire protection equipment to combat a fire.

1. **Procedures for work that could impair building fire protection or alarm systems**

If a Contractor must disable the fire protection or alarm system to complete work, the AG Project Manager shall be notified at least 24 hours prior to commencing the work.

Work shall not commence until the Project Manager ensures proper Impairment Procedures have been instituted.

The Project Manager shall be notified when the work is complete so the system may be reactivated.

1. **On-site Parking Lot Vehicle Requirements**

Only necessary vehicles shall be permitted on AG property.

Contractors may park anywhere in the employee parking lot, except for spaces marked ‘Reserved’, ‘Visitors’ or ‘Handicapped Parking’.

If the Contractor must park near a worksite which is along the access road or grass areas, the AG Project Manager will identify appropriate parking areas.

Contractor vehicles and equipment shall not be parked in a manner that blocks exits or impedes a rapid evacuation from the building.

Contractors are not permitted to operate any vehicle owned by American Greetings without prior consent of the AG Project Manager.

Contractor vehicles are subject to search at any time while on American Greetings property.

1. **Pedestrian Safety** New Section, moved from PIT Section

Designated pedestrian walkways shall be used. Where there is no pedestrian walkway, the main drive aisles should be used. When in a drive aisle, keep to the right.

Pedestrian walkways or drive aisles shall not be blocked with equipment or personnel. Caution tape or cones shall be placed if the area is blocked during work operations.

Contractor employee shall not take short cuts through storage areas, between pallet racks, or anywhere that product is being stored. These areas create blind spots and are not intended for unauthorized pedestrian traffic.

Contractor employees should not approach within 6 ft. of a powered industrial truck unless they have the Operator’s attention.

Pedestrians must remain 6 ft. from a raised load on a powered industrial truck.

1. **Personal Protective Equipment**

The Contractor shall provide Personal Protective Equipment appropriate for the work being performed. At a minimum, PPE shall be used in accordance with applicable OSHA standards, which includes:

Eye protection: where there is a potential for flying particles or minor chemical splash. Chemical goggles shall be used when handling chemicals that present a severe eye hazard

Face Shields: shall be used for heavy grinding/cutting, use of chemicals where there is high risk of splashing.

Hearing protection: any work involving exposure to decibel levels at or above 90 db. Where Contractor work involves high noise levels due to equipment be used or operation being performed, the contractor is responsible for alerting the Project Manager.

Foot protection: steel toe work shoes shall be used when handling tools, equipment, or supplies that present a risk of foot injury.

Hand protection: hand protection shall be appropriate for the work being performed.

Head protection: Hard hats will are required where work involves the potential for head impact hazards (falling objects, material handling, etc.).

Contractor employees raised in an aerial lift platform shall wear hard hats. Contractor employees working within a 10 ft. diameter of aerial lift operations shall use hard hats.

Respiratory protection: Respiratory protection shall be provided by the contractor when their employees are exposed to substances exceeding the PEL. Contractor employees shall be properly trained, fit tested and enrolled in a medical monitoring program as required by OSHA standards.

Hair, clothing, and jewelry must secured or contained in a manner that prevents an entanglement hazard. The specific procedures may vary between plants. The Contractor and AG Project manager must review plant-specific requirements prior to commencing work.

1. **Use of Ladders and Scaffolds**

No work may be carried out at a height over 6’ until all precautions have been taken to ensure the work can be performed safely including protection of persons and property immediately below the work area.

All ladders and scaffolds shall be erected, inspected, and used in conformance with applicable OSHA regulations.

All ladders and scaffolds must be inspected prior to use and periodically during use.

Straight ladders used to access elevated work levels must extend at least 3’ above the surface of the top level and shall be suitably tied off.

Warning signs and barricades should be used when ladders are used near doorways and alternate exits shall be kept clear and communicated to affected personnel.

All scaffolding shall be erected and used in accordance with OSHA regulations. Scaffolding must have handrails. Scaffolding with wheels shall not be used unless the wheels are in the locked position. Warning signs or barricades should be used with all scaffolding operations.

1. **Hot Work**

Hot work shall not be initiated without the knowledge of the AG Project Manager, Maintenance Manager or designated representative.

Prior to commencement of any Hot Work, an appropriately documented permit must be obtained and posted. The Maintenance Dept. or EHS representative will issue permits. A copy of the Contractor’s completed and closed permit shall be given to the Project Manager for the project file.

A permit shall be required for the following tasks;

Operations involving open flame

Heat production

Operations generating sparks

Brazing

Cutting

Grinding

Soldering

Welding

Opening of Class 1, Div. 1 electrical boxes

Fire watches shall be established during all Hot Work operations.

1. **Elevated Work, including Roofs**

Approved fall protection, including full body harness and lanyards shall be used for all work when the potential exists for a fall to another level 6 feet or more below. This includes work from tanks, roofs, pits, etc. Waist belts are prohibited.

All fall protection devices shall be inspected before use

Work within 6’ of a roof edge requires the use of suitable fall protection devices

Work in proximity to the 6’ zone from the roof edge requires barriers be erected at the 6’ mark along the length of the work area.

Tie-off/anchor points used for attachment of personal fall arrest equipment shall be independent of any anchorage being used to support or suspend platforms and shall be designed and installed to meet applicable regulatory standards.

Contractors must erect suitable barriers and post warning signs around the perimeter of any opening in the facility’s floor, roofs, or walls that create a potential trip or fall hazard during construction. In addition, such openings must be covered with a suitable construction material (e.g., steel plate) at the end of each workday.

1. **Machine Lockout/Tagout Requirements**

Prior to commencement of work on any system (i.e., existing and new) that could result in injury due to the sudden release of energy; the system must be placed in a "Zero Energy State" and locked and tagged out.

Energy sources include the following:

Pneumatic

Hydraulic

Steam

Chemical lines

Electrical

Spring and gravity sources

Contractors shall follow the AG facility’s Lock Out/Tag Out procedures for specific equipment. These procedures can be obtained from the AG Project Manager.

Contractors shall supply their own lockout/tagout equipment. Each Contractor employee must be under the protection of his/her own lock. Crew/Gang lockout boxes may be used for this purpose.

If a machine must be energized for adjustments or testing, the work area must be barricaded (caution tape is acceptable) and all non-essential personnel must be removed from the area. The lock out/tagout exemption (minor servicing) procedures must be followed as noted below:

Close/replace all guards that are not essential to the adjustments or testing.

The contract employee starting the machine shall warn all nearby personnel that the machine will be started / stopped intermittently.

The person starting the machine must check the work area prior to starting the machine to ensure all personnel and tools are clear.

Two forms of energy control must be used to avoid accidently activation of the equipment.

1. **Confined Space Work**

Work in a confined space shall not be performed without the approval of the AG Project Manager and Plant EHS representative.

It is the responsibility of the Contractor to issue a confined space permit using their confined space permit program. The EHS representative must approve of the Contractor’s Confined Space Program and permit prior to commencement of work.

Entry into a confined space shall not be completed without a confined space entry permit. The contractor shall execute the permit and ensure all permit conditions must be met in order to enter, or remain in, a confined space.

A copy of the Contractor’s completed and closed permit shall be given to the Project Manager for the project file.

1. **Use of Powered Industrial Trucks (Forklifts)**

American Greetings-owned powered industrial trucks shall not be used by Contractor personnel without authorization from AG Project Manager.

Contractor employees operating powered industrial trucks must be trained and authorized to operate the specific equipment. Documentation of Contractor employee qualifications must be readily available while on American Greetings property.

Forklift operation shall be conducted in accordance with OSHA regulations and the following American Greetings standards:

* + - Powered Industrial Truck Operators shall yield to pedestrians.
    - Whenever approaching any intersection the Power Truck Operator must slow down and sound the horn.
    - Operators shall bring their vehicle to a full stop at all ‘Stop’ signs.
    - At ‘blind’ intersections the Operator shall slow down and sound the horn before proceeding into the intersection.
    - Powered Industrial Trucks shall be inspected by the Operator at the beginning of each shift. Such inspection must be appropriately documented per OSHA standards.
    - Operators shall not eat, carry, or drink while driving a powered industrial truck.
    - Personnel shall not be raised or lowered on the forks of a forklift/powered industrial truck unless an approved cage is secured to the lift truck. The industrial truck data plate must list the cage information.
    - When a powered industrial truck must enter a trailer, the two (2) wheels of the trailer shall be chocked or the dock lock engaged. When trailers are not secured by a dock lock or wheel chocks then a warning shall be posted at the door prohibiting entry by a powered industrial truck.

1. **Aerial Lifts, including Scissor Lifts, “Cherry Pickers”, and Telescopic and Articulating Boom Lifts**

All operators of aerial lifts must be trained to safely operate the equipment. Proof of qualification shall be available while on American Greetings property.

Aerial lifts shall be operated in accordance with OSHA regulations and the following American Greetings standards:

* + - Employees working in the lift platform shall wear hard hats if the lift is elevated.

Hardhats are not required if the lift is being used outside a structure and no overhead hazards are present. The Project Manager and EHS representative must approve the variance before work commences.

* + - Contractor employees working within a 10 ft. diameter of aerial lift operations shall use hard hats.
    - A spotter shall be employed whenever a lift is traveling in horizontal motion.
    - A safety harness with a lanyard is required when using a boom-type lift.
    - Tying off fall protection lanyards to an adjacent pole, structure, or equipment while working from an aerial work platform is prohibited.
    - Employees shall not exit an elevated aerial work platform to an adjacent elevated surface.
    - Orange traffic cones or caution tape shall be erected around the work area at a distance of 10 ft. on all exposed sides of the aerial lift during elevated work. Warning signs shall be posted around the perimeter limiting personnel access.

1. **Hand Tools (including portable power tools)**

The Contractor is responsible for providing and maintaining the safe condition of hand and portable power tools.

Tools shall be used for their intended purpose only.

Appropriate personal protective equipment must be used while using portable power tools and hand tools.

All hand and portable power tools shall be inspected before use. Damaged or malfunctioning equipment shall not be used.

Electrically operated tools used in wet environments must be plugged into a Ground Fault Circuit Interrupter.

Electrically operated tools shall be UL listed.

All grinders, circular saws or other similar equipment shall be equipped with appropriate safety guards.

1. **Electrical Work Practices**

Electrical work shall be performed in accordance with OSHA, NFPA, and NEC standards.

Only Contractor employees who have been properly trained and authorize to work on electrical equipment shall do so. Certification of training shall be available on the work site.

Where applicable, NFPA 70E (Electrical Safe Work Practices) shall be followed. Required personal protective equipment shall be supplied by the contractor.

Where work is being performed on exposed energized electrical equipment suitable barricades shall be established to prevent unauthorized entry into the work area.

1. **Requirements for Chemicals provided by the Contractor**

Before any chemical can be brought onto AG property, the Contractor must obtain the appropriate approval from the facility’s EHS representative in conjunction with the AG Project Manager.

Safety Data Sheets for chemicals to be used by the Contractor shall be made available to the facility’s EHS representative or AG Project Manager prior to commencement of work activities.

The Contractor is responsible for notifying, prior to work, any potential exposure AG associates may incur due to work being performed.

All chemical containers shall be appropriately labeled in accordance with current OSHA regulations.

The Contractor shall ensure that their employees are trained on the respective hazards and provided appropriate Personal Protective Equipment (PPE) based upon the hazards identified through a hazard assessment of the chemical.

Flammable Liquids:

All flammable liquids brought on-site must be clearly marked, identified and stores within an approved safety can or container.

The EHS representative or authorized alternate must approve storage of flammable materials on-site.

1. **Hazardous Chemicals used in AG operations in proximity to Contractor work activity**

The AG Project Manager is responsible for notifying the Contractor of any chemical hazards associated with AG operations in the work area.

The AG Project Manager is responsible for providing SDS's to the Contractor representative as needed.

1. **Silica Dust Generation:**

Work that creates silica dust, including cutting and grinding concrete or similar compounds shall:

Dust exposures shall be controlled by providing containment for the work area. Proper signage shall be posted.

Engineering controls, including wet-methods and localized exhaust ventilation shall be used.

Vacuums with high-efficiency particulate air (HEPA) filters shall be used for clean-up. Dry brushing/sweeping is prohibited.

Contractors shall ensure the OSHA PELs are not exceeded. If the PEL is exceeded, the Contractor shall take precautions as required by OSHA regulations.

1. **Waste Disposal:**

All wastes generated by the contractor are the responsibility of the contractor to dispose and/or arrange for disposal, unless otherwise provided for in the project.

Any activity that might generate hazardous waste shall be detailed and reviewed with the project manager PRIOR to start of the project.

Waste handling, labeling, and disposals shall follow all rules, regulations, and policies for the facility and local/state/federal regulations where the work is being performed.

Only approved waste streams can be disposed of AG waste containers or trash bins.

Documentation of waste disposals (hazardous or non-hazardous, including Certificates for recycled materials) shall be provided to the Project Manager.