

# Safety Awareness



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## Human Resources





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# Health & Safety

## **Employee Safety**

- Safe working conditions are of primary importance to Citadel Servicing Corporation.
- CSC makes every effort to comply with relevant federal and state occupational health and safety laws.
- Employees are expected to work diligently to maintain safe and healthful working conditions. Observe conscientiously all safety rules and regulations.

## **Employee Responsibilities**

- Exercise maximum care and good judgment at all times to prevent accidents and injuries.
- Report to supervisors and seek first aid for all injuries.
- Report unsafe conditions, equipment, or practices to Facilities

# Employee Safety Tips

## Slips and fall:

- Always use a ladder or step stool to retrieve anything above shoulder level.
- Never use ladder substitutes such as chairs or boxes.
- Ladders, or step stools, should be sturdy and not have any broken rungs or legs.
- Do not lean too far back in chairs. This may result in over-balancing and a fall.
- Secure electrical cords and wires away from walkways.
- Avoid excessive bending, twisting, and leaning backward while seated.
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## Filing Cabinets/Bookcases:

- Free standing 2 – drawer files cabinets are weighted so they should not tip.
- Larger files cabinets and book cases should be secured to the wall
- Always return drawers and doors to the closed position
- Never open more than one drawer, new cabinets will not allow this to occur
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## Electrical Safety:

- Avoid overloading outlets at your work station, keep cords free of aisle ways
- Moisture and electricity do not mix. Placing liquids on or around electrical equipment increases the risk of electrocution if the liquid spills and gets into the electrical equipment.
- Make sure all electrical equipment is turned off before unplugging them.

## Lifting:

- Stand close to the load and center yourself over it with your feet shoulder width apart.
- Keeping your back straight, bend your knees and squat down to the floor
- Get a good grasp on the load with both hands.
- Keeping the load close to your body use your leg muscles to stand up lifting the load off the floor.
- Your back should remain straight throughout lifting, using only the muscles in the legs to lift the load.
- Do not twist your body when moving the load. Instead take small steps with your feet turning until you are in the correct position.
- Avoid carrying large objects that may obstruct your view.

## More Safe Practices:

- Practice good housekeeping skills.
- Floors should be free of obstacles and garbage cans
- Clean up spills immediately to prevent slipping accidents.

## Employee Safety Tips, continued...

- Office equipment such as index files, lights or calculators should not be placed on the edges of a desk, filing cabinet, or table.
- Use the proper tool for the job at hand.
- Jewelry, long hair, ties and other clothing should be kept clear of the moving parts of all office machines.
- Do not cover air vents or obstruct airflow from registers. Do not place furniture, equipment, or materials in locations that will interfere with air movement around thermostats.
- Report any observed pest control problems. Never attempt to apply any pest control chemical yourself.

***\* Remember, report unsafe conditions, equipment, or practices to Facilities!***



## Ergonomics

Citadel Servicing Corporation is subject to Cal/PSHA ergonomics standards for minimizing workplace repetitive motion injuries. CSC will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training. Citadel Servicing Corporation encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines. CSC believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being and is essential to our business. We intend to provide appropriate resources to create a risk-free environment. If you have any questions about ergonomics, please contact your Supervisor, Manager or Human Resources.

# Workplace Violence

Workplace Violence is any act of violence including threats placing a person in fear, or intimidation which occurs in a place of business.

Types of Violence include:

- Verbal
- Written
- Gestures
- Hitting, shoving, or kicking
- Sexual Assault

Do not tolerate violent, threatening, harassing, intimidating, or other disruptive behavior:

- Notify someone around you of the situation so they can call Human Resources.
- Stay in a populated area.
- Speak softly and do not argue.
- Call 911 if things get out of control

## **If an Accident or Injury Occurs...**

- Remain calm.
- Alert your supervisor or manager and Human Resources **IMMEDIATELY!**
- Call 911 if necessary.
- Never move or transport an employee that has been hurt or is ill.
- If an ambulance is dispatched:
  - Human Resources determine if an employee will follow them to the hospital.
  - If the injured party is unconscious their manager will work with Human resources to determine if an employee will follow them to the hospital.
- If ambulatory transport is refused by injured/ill employee:
  - Human Resources will contact the employees' emergency contact to pick them up.

# **Emergency Information**

## **Be Prepared!**

- Learn where emergency exits are before the emergency.
- Learn where alarm pull stations and fire extinguishers are located.
- Learn who your floor warden and other safety team members are.
- Always have emergency contact information close at hand.

## **What to do in an Emergency Situation**

Some things to remember when encountering an Emergency situation here at work:

- Don't panic!
- Alert the appropriate personnel:
- Your Supervisor or Manager and Human Resources
- Evacuate if told to do so or if alarms sound
- Go to the designated safe area and check in
- Wait for the "all clear"

There are several types of emergencies situations that you may encounter while here at work:

- Fire
- Earthquake
- Elevator Emergency
- Power Failure
- Biological Threat
- Bomb Threat

# **Safety Tips for Every Emergency Situation**

There are times when certain emergencies require additional actions...

## ***Fire***

### ***If you see fire or smell smoke:***

- Remain calm!
- Confine the fire by closing doors.
- Sound the alarm by calling 911 or pull a fire alarm.
- Notify your Supervisor, Manager and Human Resources.
- If you are injured let someone know, and they will assist you to the stairwell. The Fire Department will make sure you are safely assisted out of the building.
- Follow evacuation procedures.

### ***If you are trapped inside an office:***

- Remain calm!
- Wedge cloth material along the bottom of the door to keep out smoke.
- If smoke is present, stay low to the ground.
- Close as many doors as possible between you and the fire!
- Use a telephone to notify the Fire Department of your problem and exact location.
- **NEVER** break a window!

## ***Earthquake***

- Remain calm!
- Duck and cover first, then listen for instructions.
- If you are asked to evacuate follow evacuation procedures.

## ***Elevator Emergency***

- Remain calm!
- Push the alarm button or use phone to alert emergency personnel.
- Sit or stand quietly and remember that people are working as quickly as possible to help.

## ***Power Failure***

- Remain calm!
- Sit quietly, emergency lighting will come on.
- If you are asked to evacuate follow evacuation procedures.

## **Employee Safety Tips, continued...**

### ***Bomb Threat – Telephone Bomb Threat Procedures, page 4***

- Remain calm
- Do not transfer the call, put the caller on hold, or hang up.
- Have a prearranged signal to alert your manager or HR so they may listen in.
- If possible record the call.
- Advise the caller that the detonation of the bomb may injure or kill innocent people.
- Look for caller ID
- Is the call a hoax or legitimate?

### ***Obtain as much information as possible by asking the caller:***

- Where is the bomb?
- What time is it set to go off?
- What kind of bomb is it?
- What is the method of activation – movement, mechanical, chemical?
- What is your name, address and phone number?

### ***Judge the voice:***

- Male or female
- Child? Age?
- Does the caller speak with an accent? What kind?  
Listen and try to identify any background noise

## **What to do in the Event of an Evacuation**

- Evacuate the building immediately upon hearing an Alarm on your floor. Remain calm!
- Take purses, keys, medications, and glasses with you when you evacuate your office ONLY if they are right next to you. Do not go to another location to retrieve these items.
- Close the door of your private office as you leave.
- If smoke is present, stay close to the ground.
- Form an evacuation line – single file.
- **Do not use the elevators under any circumstances.**
- Use enclosed stairwell for evacuation and keep to the right. Keep stairwell doors closed as much as possible to keep smoke out.
- When you enter the stairwell, use the handrail and stay to the right when passing responding emergency personnel.
- Take any disabled person or person needing assistance in your office to the nearest available stairwell and notify the stairwell monitor.
- Notify security or emergency personnel of the location of the disabled person so they can relay information to the Fire Department.
- If you require special assistance, please notify your Supervisor, Manager or Human Resources now so that they can be prepared to assist during an actual emergency.
- Proceed to the designated Safe Area.
- Stay clear of all fire lanes, fire hydrants, and fire department connections.

## **Safe Area**

The designated Safe Areas are the furthest most areas from the Exit Doors to edge of the parking lot. There you will group with your colleagues from CSC.

## Evacuation Don'ts

- **Do not use the elevators.**
- Once you have left your area, do not return for anything unless notified by authorities or building security or management that it is safe to do so.
- Do not take up the entire stairwell in your descent. Stay to the right side of the stairs to accommodate emergency personnel trying to go up the same stairwell.
- Do not crowd out people entering from lower floors. Be ready to merge with other people evacuating.
- Do not run or create panic.
- Do not return to the building until an "ALL CLEAR" is given by emergency personnel or building security or management.
- Do not gather in the fire lanes or loading dock area. Emergency vehicles will utilize these areas.
- Do not go to your vehicle.



# **Quick Emergency Reference Guide**

## My Emergency Contact Information

Human Resources Department.....ext: 253, 124, 247

Emergency Assistance.....911

Non-Emergency Assistance

➤ Fire Department / Paramedics.....(714) 573-6000

➤ Police Department.....(949) 724-7000

## My exact location:

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## If an accident or injury occurs:

- Remain calm.
- Alert Human Resources **IMMEDIATELY!**
- Never move or transport an employee that has been hurt or is ill.
- Call 911 if necessary.

## What to do in the Event of an Evacuation

- Evacuate the building immediately upon hearing an Alarm on your floor or an announcement over the intercom.
- Remain calm!
- Take purses, keys, medications, and glasses with you when you evacuate your office **ONLY** if they are right next to you. Do not go to another location to retrieve these items.
- Close the door of your private office as you leave.
- If smoke is present, stay close to the ground.
- Form an evacuation line – single file.
- Do not use the elevators under any circumstances.
- Use enclosed stairwell for evacuation and keep to the right. Keep stairwell doors closed as much as possible to keep smoke out.
- When you enter the stairwell, use the handrail and stay to the right when passing responding emergency personnel.
- Take any disabled person or person needing assistance in your office to the nearest available stairwell and notify the stairwell monitor.
- Notify security or emergency personnel of the location of the disabled person so they can relay information to the Fire Department.
- If you require special assistance, please notify your Supervisor, Manager or Human resources now so that they can be prepared to assist during an actual emergency.
- Proceed to the designated Safe Area assigned to you by floor or suite number.
- Stay clear of all fire lanes, fire hydrants, and fire department connections.

## Telephone Bomb Threat Worksheet

### Remember...

- Stay calm.
- **Do not transfer call.**
- **Do not place call on hold.**
- Advise caller that the detonation of the bomb may injure or kill innocent people.
- Look for Caller ID.
- Obtain as much information as possible.

### Ask the Caller...

Where is the bomb? \_\_\_\_\_

\_\_\_\_\_

What time is it set to go off? \_\_\_\_\_

\_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

\_\_\_\_\_

What is your name? \_\_\_\_\_

What is your phone number? \_\_\_\_\_

What is your address? \_\_\_\_\_

What is the method of activation?

Movement / mechanical / chemical

### Judge the Voice...

• Male      Female      Child      Age \_\_\_\_\_

• Accent:      yes / no      What Kind? \_\_\_\_\_

• Background Noise: yes / no      What Kind? \_\_\_\_\_

Notes: \_\_\_\_\_

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