

SAFETY MINDSET

HEAT ILLNESS PREVENTION PLAN

Contents

- Responsibility
- Water Provided for Hydration
- Access to Shade and Cooling Rest Areas
- Acclimating to Hot Weather
- High Heat Procedures
- Hydration and Cooling Strategies
- Symptoms and Signs of Heat Illness
- Heat Illness Emergency Medical Response
- Helping Sick Team Members
- Heat Illness Training & Prevention
- Monitoring Weather & Defining Risk
- Summary

Responsibility

Following the Heat Illness Prevention Plan (HIPP) is every Flyers Team Members' (TMs)' responsibility. Each of us is responsible to watch for the signs and symptoms of heat illness, to speak up when you recognize a risk of heat illness and to understanding the HIPP in full. Managers and Supervisor are responsible for implementing this HIPP, training TM's on the importance and execution of the procedures outlined herein and holding TMs accountable to these plan procedures.

Heat Illness is a very serious safety risk, a risk that is often only identified once it is has done some damage. Heat Illness can cause severe dehydration, organ damage, stroke and even death. Please exercise great responsibility in this matter.

The following HIPP standards will apply anytime temperatures meet or exceed 80° F (26.7° C).

Water Provided for Hydration

Potable water is essential to staying hydrated and preventing heat illnesses. Flyers will provide fresh, pure and suitably cool water at all facility locations where Team Members (TMs) are working. TMs who do not access a Flyers facility on a daily basis will provide sufficient drinking water to meet their needs during each work day. All TMs, including those working outside of Flyers locations, such as driver managers, maintenance and sales personnel, must have access to drinking water at all times.

- Flyers Facilities. Each Flyers work location shall have fresh, relatively cool and potable water available to team members, by means of either a drinking water dispenser, a drinking fountain or a faucet (not located in a restroom). Certain job functions, such as warehouse work, are somewhat removed from standard plumbing fixtures. In these work locations, Flyers will provide water containers with fresh, cool, potable water in sufficient quantities for each employee to consume one quart of drinking water per hour. The container will be clearly marked and located in a convenient, shaded location with sufficient disposable cups. The container, dispenser, storage space for cups and/or sink itself will be cleaned regularly to assure the drinking water is clean. Ice may be added to the water, provided the ice is made of potable water. The dipping or pouring of drinking water from containers, such as from barrels, pails or tanks, is prohibited.
 - Responsibility to verify and manage sufficient water quality and quantity rests with the facility manager.
- TMs Working Outside Flyers Facilities. Each TM is expected to maintain a fresh, relatively cool and potable drinking water reserve in their vehicle or remote working location. This may include a water jug or cooler and/or bottled water for a minimum of 1 quart per hour per employee. That is, if two Flyers TMs are driving between water access locations, each TM must have access to a minimum of one quart of water per hour for the duration of the trip. If the trip is planned to take two hours, each TM shall have a minimum of two quarts of water.
 - Responsibility to verify and manage sufficient water quantity and quality rests with the senior Flyers TM present.

Access to Shade and Cooling Rest Areas

TM access to shaded and air-conditioned rest areas is important to help reduce the potential of heat illnesses throughout the year, particularly when temperatures exceed 80° F (26.7° C).

- In addition to access to cool, fresh potable drinking water, Flyers TMs will be provided shaded rest areas or break rooms whenever they are most practical. Ideally, these rest areas will be indoors within Flyers' air-conditioned facilities.
 - TMs working inside & outside at Flyers locations, such as warehouse operators, will have access to indoor rest areas and designated outside shaded areas.
 - TMs who travel between Flyers' vendor and customer locations are welcome to use off-site shaded rest areas during break times or for the purposes of cooling down as needed. (At vendor or customer locations, Flyers TMs are expected to be polite, respectful and compliant with facility rules.) Vehicles are not considered shade or rest areas, unless the vehicle is air conditioned. As an important reminder, never sleep in a vehicle with the motor running in the event of carbon monoxide gas leaks.

Acclimating to Hot Weather

Your body needs to adapt when temperatures rise. This is called Acclimatization. You are at greater risk of heat illness if you are not acclimated to working in the heat.

- New TMs, or those who have been newly assigned to a position with the potential of high heat exposure, will be trained on the HIPP and the importance of acclimatization. They will be closely observed by a supervisor during their first 2 weeks in the position and frequently checked-in with regarding their safety.
- An effort will be made for those TMs newly exposed to the heat and/or during a heat wave (see high heat procedures), to work at a less demanding pace during the hottest periods of the day allowing for more frequent rest breaks and water.
- During a heat wave, all TMs will be encouraged by their supervisors to pay great attention to their need to acclimate to a sudden increase in temperature.

High Heat Procedures

A Heat Wave is a period of time when: a) the temperature is 90° F or higher for a period of 5 days or more, or b) the temperature rises by 10° in 5 days or less, to any temperature over 80°. During a heat wave, additional precautions will be taken to prevent and identify heat illnesses.

Supervisors or a designated responsible person will reach out to TMs who may be at risk of high heat exposure, to notify them of the heat wave and implement high heat procedures.

Designated TMs responsible for Emergency Response practices will be notified of the high heat procedures being implemented and prepared to respond.

Procedures:

- The Heat Index will be posted and referenced/shared during this time.

- All water provisions and cooling/rest procedures will be required.
- Supervisors will diligently observe TMs, check-in with TMs, and look to identify signs & symptoms of heat illness.
- TMs will be encouraged to exercise the courage to care, by reporting signs of heat illness to supervisors, for themselves or others.

Hydration and Cooling Strategies

Heat illness is a common and potentially serious event. The best methods of prevention to prepared and follow through with a hydration and cooling program throughout your work day.

- Pay attention to weather conditions. In conditions above 80° F or 26.7° C, the potential for heat illness increases. Higher humidity will compound temperature effects.
- Plan your most strenuous work during cooler times of the day. You will need to take frequent hydration and cooling breaks.
- Limit your direct sunlight exposure. Work smarter, not hotter.
- Drink plenty of fresh, cool water. Hydrate early in the day and often throughout the day. You should drink approximately a quart of water per hour throughout the day. Cool water is the most refreshing and can help reduce your core body temperature.
- Wear a broad-brimmed hat and comfortably fitting clothing whenever possible.
- Eat cool foods during your breaks, as opposed to hot meals.
- Use cooling towels, bandannas and ice-packs to help you stay cooler.
- Stay alert to the symptoms of heat illness in yourself and with others.

Symptoms and Signs of Heat Illness

Recognizing the indications of heat illness for yourself and with others is crucial. As soon as you become aware of a potential heat illness situation, take immediate action. A heat illness justifies the use of Stop-Work Authority, requiring immediate attention. It is better to err on the side of caution than to continue working when there is a question or concern about heat illness.

Types of heat illness:

Heat stroke is the most serious. This happens when the body stops regulating its core temperature. Sweating stops and the body can no longer rid itself of excess heat. Signs include: **confusion, loss of consciousness and seizures**. Heat stroke is a medical emergency. Call 911 immediately.

Heat exhaustion and/or **Heat Cramps** are caused by a loss of water and salt. Signs include: **headache, nausea, dizziness, weakness, irritability, thirst and heavy sweating or sometimes painful cramps**. Tired muscles used for performing the work are usually the ones most affected by cramps.

Symptoms and signs of heat illness:

- Reduced Alertness, Disorientation and/or Fatigue.
- Extreme Sweating or a Lack of Perspiration and High Body Temperature.
- Red or Pale Face.

- Staggered Walking, Irrational and/or Unusual Behavior.
- Slurred or Incoherent Speech.
- Insatiable Thirst.
- Unconsciousness, Vomiting and/or Convulsions.
- Person Does Not Look OK.

Symptoms may progress very quickly from mild to serious and life threatening.

Heat Illness Emergency Requiring Medical Assistance

Dealing with emergencies of any kind are stressful events, requiring immediate and correct action. You will need to be as clear-minded, thoughtful and forthright as possible. A person suffering from a heat illness may not recognize they need help. You will have to act on that person's behalf to help them.

- Get Help. Call for assistance from a manager, supervisor or fellow TMs. If a person is unconscious or unresponsive, seek professional Emergency Medical Response (EMR) immediately by dialing 911 on the phone. Immediately provide your location and type of emergency and quickly make sure EMR can access your location. Every minute counts. If you are unsure about the seriousness of the situation, call 911. You will never be criticized for erring on the side of safety.
- CPR / First Aid. Determine if someone around you is qualified to perform CPR to resuscitate the person or to perform first aid. That qualified person will be the leader of the emergency response until professional medical assistance arrives. That person may assign others to assist as required. Do not attempt to perform CPR or use an AED if you are not trained and qualified to do so.
- Provide other assistance as you are able. If the person is showing extreme heat illness symptoms, like unconsciousness, convulsions or vomiting, try to protect that person from further injury. Try to get the person to lay flat on the ground, preferably out of direct sunlight or high temperature environments. Attempt to cool the person with wet towels, perhaps loosening constrictive clothing. If a person is vomiting, attempt to position the person on their side to prevent a choking hazard. Never leave the person unattended.

Helping Sick Team Members

If a person is unconscious, having or has had convulsions or vomiting, seek emergency response and call 911. Other conditions, though serious, may not require medical assistance if treated promptly. If the person does not feel better in a few minutes, seek medical assistance.

For a person who shows signs of heat illness and is conscious, give them water and help them cool-off. Help the person get out of direct sunlight, preferably in a cool or air-conditioned environment. Providing a wet towel to wipe down the person's face, neck and hands will help cool and refresh the person. Loosening tight or restrictive clothing may help.

The person should start to feel and look better in a few minutes. If the person does not respond positively, seek medical attention. Again, never leave a person alone when they are showing signs of heat illness.

Heat Illness Training & Prevention

Creating and facilitating a safe work environment is an essential duty of every manager, supervisor and TM. CPR and First Aid training programs should be held at each Flyers bulk plants and headquarters facilities at least bi-annually. The spirit this training is to create a culture of heat illness awareness and prevention among Flyers' managers, supervisors and TMs. This will require constant attention and reminders throughout the hotter months of the year.

- Manager will take these steps to implement the HIPP.
- Managers and supervisors will identify and maintain cooling stations within all Flyers' facilities. These will be available to any TM who may be suffering from symptoms of heat illness. At a minimum, these areas will have cool potable water, access to shade and air-conditioning whenever possible.
- Managers and supervisors will identify designated outdoor shaded areas for outside workers. Morning, mid-day and afternoon shaded areas may be necessary, depending on the Flyers facility layout. TMs will be encouraged to seek shade whenever possible throughout their work day. Outside workers will have access to the indoor cooling stations for breaks or whenever it is necessary to maintain worker safety.
- Managers and supervisors will ensure that TMs are aware of designated shade areas, cooling stations and where water can be drawn for daily consumption.
- Managers and supervisors will post heat illness bulletins provided by Flyers in key areas throughout Flyers' facilities.
- Managers and supervisors will provide special reminders to TMs working outside or in hot environments to drink water throughout the day and to take regular cooling breaks as needed. This is particularly important during high temperature weather events.
- Managers and supervisors will ensure all provisions and standards outlined in the HIPP are upheld and may designate a responsible person to monitor, communicate and uphold these standards, with the appropriate training.
- Managers will receive reports of suspected heat illnesses, document these reports and act immediately to assess the hazard and provide instruction (see *Helping a Sick Team Member*) or EMR (see *Heat Illness Emergency Medical Response*) directive if needed.
- Managers and supervisors will provide TMs heat illness training at least once a year, preferably before hot summer months. Heat illness reminders will be part of all Flyers safety meetings during warm and hot seasons of the year.

TM Training must include:

- Heat Index comprehension and the added burden of personal risk factors, exertion, clothing and PPE.
- The clear description of the Heat Illness Prevention Plan standards listed above.

- The TMs' rights to exercise these standards without retaliation.
- Access to First Aid supplies.
- Cooling and hydration strategies.
- The concept of acclimatization
- Heat illness types, symptoms and treatments.
- Immediate reporting of suspected heat illness.
- Heat illness emergency medical response (EMR) procedures.

Manager, Supervisor and Designated Responsible Person training must include:

- All of the TM training required above.
- All of the steps to implement the HIPP outlined above.
- The procedures of receiving, documenting, and responding immediately to a report of heat illness, including EMR procedures.
- How to monitor weather reports (*see Monitoring Weather & Defining Risk below*)

Monitoring Weather, Defining Risk

As noted above, regular training and reminders about heat illness awareness and prevention are critical to keep people safe. When seasonal temperatures increase, so must Flyers management increase communications to TMs to hydrate and stay cool.

Managers, supervisors and designated responsible persons must be checking the weather report by 9am or before temperatures reach 80° F in the day, whichever is first. If the temperature may reach 80° F, the Manager/supervisor/designated responsible person will know that all HIPP (and High Heat Procedures if necessary) standards apply.

In addition to HIPP standards and High Heat Procedures, during heat spells in excess of 90° to 100° F, heat illness alerts must be communicated to TMs daily. When temperatures exceed 100° F, Flyers facility managers and supervisors must communicate High Temperature Alerts to TMs who work outside. In conditions exceeding 105° F, TMs will be advised to check-in with their managers or supervisors during the heat of the day with condition reports.

Summary

Working in hot temperatures can be dangerous, especially if you do not drink sufficient water throughout the day (4 cups per hour) and take regular cooling breaks. Everyone is personally responsible for staying hydrated throughout the day. As well, heat illness prevention is a shared responsibility among all TMs. Do your part to keep yourself and your fellow team members hydrated, cool and safe. At Flyers, no situation, need or task trumps safety or safe operations.

Flyers Energy LLC

May 2020

Developed by Flyers Energy Transportation and Human Resources; for the use of Flyers Energy LLC and subsidiaries