

Analysis

This industry group is made up of diverse occupations that render services to businesses on a contract or fee basis. These include advertising, credit reporting, collection services, mailing, reproduction, pest control, building cleaning and maintenance, computer programming, news services, equipment rental, employment services and detective, guard and armored car services. The industry had the third highest number of claims in New Mexico in 2001. This group is primarily vulnerable to back injuries (65) from overexertion, lifting objects as well as other types of overexertion including pushing or pulling objects with a total of 40. Major types of accidents involve falls, both on the same level (58) and from elevation (50), being struck by objects (68), bodily reaction (49) and motor vehicle accidents with 23 claims. In addition to the back, parts of body involved include multiple body parts (from falls and motor vehicle accidents), knees (35), legs (34), ankles (32), The trunk (30), unspecified upper extremity injuries (23), feet (19), fingers (18), shoulders and wrists with 16 each and hand injuries (12). It is important to note that Janitors and Cleaners are number one on the list of Occupations with the Twenty Highest Newly Reported Indemnity Claims in New Mexico for 2001 (290). Truck Drivers were number two with 278 claims. Driver-Sales Workers were eighth with 140 claims and Maids and Housemen were eleventh with 110 claims. Guards and Police in this industry had 73 claims.

This checklist is designed to assist with accident prevention for the people who provide Business Services. Where possible, it is specific to occupational categories. In general, it can be applied across the industry and can be tailored to meet the needs of individual circumstances. Please use the information to direct attention to your areas of concern.

73/Business Services

Back Injury Prevention

YES / NO / N/A

*Employees are made aware of the dangers of lifting
Employees ask for help from others to lift heavy
Objects*

*Through training, employees know how to lift
Management has minimized lifting tasks by providing
Lifting equipment and mechanical devices*

*Repetitive motion injuries are prevented by stretch
Breaks and exercises*

*All equipment and materials are within reach of
The workers who need them*

*Custodial workers are trained in proper lifting and
Pulling/pushing methods for their specific,
Individual tasks*

*New employees are given special attention and
Supervision to ensure that lifting is done properly
If used, back support belts are worn properly and
Are used only for lifting*

Fall Prevention

*All walkways are clearly marked and illuminated
Floors are kept clean and dry*

*Mats are used during wet weather and where
It makes good sense to use them – entrances,
Under drinking fountains, in front of ice
Machines, soda machines, etc.*

*Employee footwear is adequate for the job
Tripping hazards are identified, highlighted and
Eliminated*

*Spills are cleaned up immediately
All stairs have handrails on both sides
Parking areas are well illuminated and walking
Surfaces are free of hazards
Employees know how to report hazards*

Fall Protection

YES / NO / N/A

*At elevations above six feet, employees are protected
By guardrails, safety net systems or personal fall
Arrest systems (Industry Group 7312 Outdoor
Advertising Services)
Employees use appropriate footwear for the
Walking/working surface
All ladders, locking stepladders and stools are
Checked for condition prior to use
Defective equipment is disposed of
Trained employees use the equipment properly
Special precautions are used during wet or icy
Conditions*

Bodily Reaction is a type of indemnity claim which
*Refers to body motions that cause physical
Stress or strain. An example is a shoulder strain
Injury resulting from an overextended reach. The
Industry had 49 of these claims in 2001.*

Struck by or Against Objects are types of indemnity
*Claims that are the second leading cause of death
At work in New Mexico. The industry had 68 of these
Claims in 2001 from moving, stationary, falling and
Flying objects and striking against objects.*

*Situational awareness and knowledge of our
Individual limitations are the key elements in
Preventing these injuries.*

Emergency Preparation

YES / NO / N/A

*All workers know the location of the nearest
Healthcare facility and know how to get there
911 or local emergency numbers are posted
First aid kits are adequate and accessible
Emergency evacuation plans are posted
Fire extinguishers are adequate and accessible*

Personal Protective Equipment

YES / NO / N/A

Protective equipment has been issued and is used

As needed. Examples include the following:

Hard hats/bump caps

Protective glasses, goggles or face shields

Respirators/self-contained breathing devices

Steel-toed work shoes or boots

Personal fall arrest systems

Protective clothing, gloves

Air monitors

Traffic vests

Communications capabilities

Body armor (Industry Group 7381/2 Detective, Guard

And Armored Car Services/Security Systems Services)

First-aid kits and emergency medical supplies

Hepatitis B immunizations for employees who

May be exposed to blood or body fluids as

A part of their normal duties

Hearing protection

Communications capabilities

Other equipment that may be required

To perform specific tasks

Hazardous Materials

Chemicals are stored properly

Chemical containers are clearly labeled

Chemical spill control supplies are readily

Available

The list of all chemicals is available

Material Safety Data Sheets (MSDS) are

Accessible to employees who need them

Employees can understand MSDS

Pesticides are carefully chosen and used to ensure

The lowest possible toxicity and risk for

Unwanted exposure (Industry Group 7342

Disinfecting and Pest Control Services)

Personal protective equipment is used

Fire Safety

YES / NO / N/A

All exits are unobstructed and lighted

Exit lights are lit

Fire extinguishers are provided and employees

Know how to use them

Fire extinguisher inspections are up-to-date

Fire evacuation routes are posted

Emergency procedures are posted

Stairwells are completely free of storage

Emergency telephone numbers are posted

Flammable materials are stored

Separately and properly using approved

Containers or cabinets

Sprinkler heads are unobstructed

Electrical Equipment

All switches, cover plates and outlets are

In good condition

Electrical panels are locked and accessible

All equipment is grounded

Extension cords are not used

Nothing is stored in electrical equipment

Rooms

Lockout/Tag out procedures are used by

Qualified employees and service/repair personnel

Power and Hand Tools

Only the proper tools are used for the job

Guards and safety devices are operable

And in place

Pinch and shear points are guarded

Employees are trained and knowledgeable

All power tools are grounded

No tool is stored in an overhead location

Box cutters are used and disposed of properly

All tools are inspected frequently and are well

Maintained

Employees use appropriate PPE for the job

Shop Areas

YES / NO / N/A

*Tools are in good condition
All electrical equipment is grounded
All machine guards are in place
Fire extinguishers are accessible
Flammables are properly contained
First aid kits and PPE are accessible
Spray painting booth has explosion-
Proof fixtures and is well ventilated
Smoking is prohibited*

Compressed Gases

*Storage areas are well ventilated, fireproof and dry
Cylinders are clearly labeled
Cylinders (both full and empty) are secured and
Separated by type
The valve protection cap is not removed until
The cylinder is secure and ready for use
Empty cylinders are never stored with or near
Full ones
Flammable and nonflammable gases are stored
Separately and properly
Smoking is prohibited
Employees are trained and knowledgeable*

Understanding Safety Procedures

*Workers need to understand and respond to
Safety language – signs, rules, verbal and non-verbal
Signals and emergency actions
Training should include identification of all essential
Tools and equipment that the employee needs for
The job – symbols help convey meaning
Understanding, not language, is most important
The Internet can be used as a training resource for
Many languages and safety information*

Motor Vehicle Accident Prevention

Motor vehicle accidents are the leading cause of death at work in New Mexico. Motor vehicle accidents tend to result in more serious injuries than other types of accidents – almost 30 percent of all compensable fatalities are of this type. Business Services had 23 motor vehicle accidents in 2001.

Causes

*Failure to wear seat belts
Lack of attention while driving
Excessive speed
Violations of state law and company policy
Driving under the influence
Failure to drive with regard to road conditions*

Ideas for Employers

*Develop a company policy that covers driving while at work.
Consider including the following:
The use of seat belts in company vehicles is mandatory
Only specifically authorized employees with valid and company
Verified licenses may operate company vehicles or
Personally owned vehicles on company business
Prohibit alcohol and drug use in company vehicles
Offer Defensive Driving courses to employees
Develop a vehicle safety inspection and maintenance program
Establish a safety awards program to recognize good drivers*

Ideas for Employees

*Wear seat belts and ensure your passengers do the same
Never drink and drive
Obey all traffic laws
Inspect your vehicle before driving and report defects to a
Supervisor
Do not drive the vehicle if safety problems are not corrected
Be alert to changing road conditions and drive defensively*

Employee Security at Work

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide, one of the leading causes of job-related deaths.

No one is immune from the danger presented by violence. It can strike anyone at anytime. Workers are exposed to increased risk due to the nature of the jobs involved, the occupational settings and visibility. Awareness is the key to prevention.

Ideas for Employers

Establish a workplace violence prevention program or include it in the existing safety program

Make it clear that violence will not be tolerated and that any incidents will be investigated and promptly remedied

Provide safety education for employees so that they know what to do if they witness or are subjected to violence, and how to protect themselves

Wherever possible, secure the workplace. Make it a hard target.

Consider electronic and video surveillance, extra lighting, alarm systems and minimize access through use of photo ID cards and electronic keys

Post the workers' compensation Employee Security at Work Poster

Ideas for Employees

Be aware of your environment at all times. Never enter any location where you feel unsafe. Ask to be escorted in potentially dangerous situations or at night

Learn as much as you can to recognize, avoid or diffuse violent conditions

Alert supervisors to hazards or concerns regarding your safety

Avoid traveling alone into unfamiliar locations or situations whenever possible

Always trust yourself – if it doesn't feel safe, it probably isn't

Young Workers/New Employees

In 2001, workers in their first year of employment filed a large share of the indemnity claims with 46.9 percent of the total in New Mexico. Each year this statistic hovers around 50 percent. What follows is information specifically designed to address the needs of these workers.

Five Steps For A Safer Workplace

Start your workers out right

- *Welcome them*
- *Orient them*
- *Introduce them*
- *Train them*
- *Check them out on tools and equipment*
- *Observe and assist them*

Account for all accidents

- *Keep records of NOAs, E-1s, E-6s and OSHA logs*
- *Cost out the loss to the organization*
- *Assist supervisors with accountability*
- *Evaluate safety performance*

Managers plan safety

- *Plan safety into each job*
- *Use job planning/hazard analysis tools*
- *Make sure the workers know what to do*

Hold safety meetings

- *Choose specific topics (fall prevention)*
- *Use examples (Jane hurt her back when...)*
- *Keep it brief*

Reinforce safety performance/recognize good work

Administration

YES / NO / N/A

*The Workers' Compensation Act Poster
Is available, has been filled in with the name
Of the insurance company/claims representative
As required and the Notice of Accident Forms
Accompany the poster
The organization's Annual Safety Inspection
Has been done and is documented
OSHA posters and logs are available
Department of Labor information is available*

Organization Information

Inspector Information and Date

Internet Resources

*New Mexico Occupational Health and Safety Bureau (OSHA)
<http://www.nmenv.state.nm.us/ohsb>*

*National Institute for Occupational Safety and Health
<http://www.cdc.gov/niosh/>*

*Human Factors and Ergonomics Society
<http://hfes.org/>*

*American Industrial Hygiene Association
<http://www.aiha.org/>*

*Association of Commerce and Industry of New Mexico
<http://www.aci.org/>*