

Cast Member Safety and Health Handbook

Walt Disney Parks and Resorts





At Walt Disney Parks and Resorts, safety is a part of everything we do. In fact, our commitment to safety is as much a part of our culture as our dedication to making dreams come true for our Guests. Safety is the responsibility of everyone, from the chairman of the

board to the newest Cast Member. Our company's vision is for no one to get hurt. Please join us in making that vision a reality by keeping our fundamental safety beliefs top of mind as you approach your role each and every day.

George Kalogridis
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OUR COMMITMENT TO SAFETY

Walt Disney established the four quality standards we now know as The Four Keys Basics: safety, courtesy, show and efficiency. Of course, safety has always come first. It's at the heart of the priceless trust we've earned with Cast Members and Guests alike.

This handbook is designed to help us better understand how we can uphold that standard to provide a safe work environment for our Cast and a safe experience for our Guests. Every Cast Member is required to read this handbook carefully and use it as a reference guide. Inside you will find the basic safety principles, policies and procedures that are necessary in creating and maintaining a safe and healthy work environment.

This handbook provides a broad scope of information and is only meant as an overview. Additional on-the-job training or regulatory training may be required for specific jobs in your work area.

TABLE OF CONTENTS

Our Commitment to Safety	4	Injury Prevention	36
Safety Basics	8	Incident Reporting	38
Safety Committees	12	Slips, Trips and Falls	39
Emergency Phone Numbers	16	Working From Heights	40
Walt Disney World Contact Numbers	19	Ladder Safety	42
Disneyland Resort Contact Numbers	19	Scaffolding	44
Handling Emergencies	20	Ergonomics	44
Medical Emergencies	23	Falling Objects	47
Fire Emergencies	24	Cut Prevention	48
Severe Weather	25	Heat Stress	50
Power Failures	29	Heat Burns	55
Emergency Exits	30	Preventing Fires	56
		Water Safety	57
		Electrical Safety	58
		Vehicle Operation	60
		Pedestrian Safety	63
		Ride Access Control	64
		Lockout/Tagout	66

TABLE OF CONTENTS

Recognizing Potential Hazards	68	Working Around Industrial Equipment	92
Hazard Communication	73	Machines	94
Confined Space Entry	76	Power Tools	96
Asbestos	77	Forklifts	98
Lead	77	Aerial Platforms and Lifts	100
Radio Frequency	78	Additional Resources	102
Personal Protective Equipment	82		
Eye Protection	85		
Head Protection	86		
Hand Protection	86		
Footwear	88		
Hearing Conservation	90		
Respiratory Protection	91		
Construction Site PPE	91		



Safety Basics



Walt Disney listed The Four Keys in a specific order:

Safety, Courtesy, Show, Efficiency.

This reminds us we can only deliver on Courtesy, Show and Efficiency by doing it safely.

There are three Safety Basics:

I practice safe behaviors in everything I do.

I take action to always put safety first.

I speak up to ensure the safety of others.

I practice safe behaviors in everything I do.

- Onstage and off, make safe choices, be aware of surroundings, and know policies and procedures.
- When not at work, continue making safe choices, bring safety home and practice safe behaviors at home.
- Everyone is responsible for safety – and our safety depends upon our individual choices and actions.

I take action to always put safety first.

- It is important to surface any and all safety concerns. Demonstrating the courage to take action could make the difference between someone getting injured or not.
- Do not compromise safety for something else.
- Regardless of where you are, it's important to take action and communicate safety concerns and potential hazards.

I speak up to ensure the safety of others.

- It takes time and courage to speak up – but it is everyone's responsibility. When we don't speak up, we run the risk of injuring ourselves or someone else.
- Even after you've told someone about an unsafe situation, don't leave the area until the hazard has been marked or cleared.
- Whether it's noticing a spill that needs to be cleaned, items that may be blocking an exit or a safety hazard that needs the attention of a leader, we all have an obligation to speak up.
- Fundamentally, safety must be a personal value, genuine in delivery and founded in care for the safety of other people.



Safety Committees



SAFETY COMMITTEES

Walt Disney Parks and Resorts has a safety committee structure that engages Cast in the Disney safety culture at all levels, from front-line Cast to executive leadership. Safety committees provide a means for clear communication with consistent messages between different lines of business (LOB).

The objectives of safety committees will be to:

- Provide a mechanism to assist in the oversight and implementation of consistent safety processes.
- Provide continuous improvement in Cast and Guest safety through sharing and implementation of best practices.
- Identify, communicate and resolve safety and health concerns.
- Execute safety recognition programs.

Safety committees will be formed at the local level, leadership level and executive level as appropriate. Meeting minutes and action items will be published on area safety bulletin boards and updated monthly. Safety Committees will provide updates and feedback to leadership. Safety committees will monitor and use metrics to identify trends and develop proactive initiatives.

If you would like to serve on a safety committee in your area, contact your leader or safety services professional.





Emergency Phone Numbers

EMERGENCY PHONE NUMBERS

Safety concerns arise every day, from spilled water on the ground to extreme situations, and every day is an opportunity to take the proper steps to respond to the situation. Cast Members must take the following steps when dealing with any potential safety concerns:

If the situation is an emergency, call 911.

If a safety concern is within the scope of your role, you are encouraged to take the initiative to correct it immediately.

If you need assistance to correct the issue, inform your leader or Safety Services manager about the concern as soon as possible.

If the situation is a nonemergency beyond the scope of your role, you would like to report it anonymously or you would like to speak directly with the Safety duty manager, call the Safeline:

DLR SAFELINE:

ext. 7233 (S-A-F-E) from any Resort phone

WDW SAFELINE:

407-WDW-SAFE or 407-939-7233

You also can email the Safety duty manager directly in Outlook for DLR or WDW.

Visit [The Hub >> WDPR Safety >> How To Report A Safety Concern](#) to view a list of the Safety managers/advocates for your area.

EMERGENCY PHONE NUMBERS

Walt Disney World Resort Emergency Contact Information

Safety Services Department	407-397-6300 (8298-6300)
Safety Services Department after hours	407-WDW-SAFE
Security Communications Control Center	407-824-4777
Health Services	407-650-7005
Workers Compensation	407-397-6970
Environmental Duty Manager	407-824-7777

Disneyland Resort Emergency Contact Information

Safety Services Department	714-781-4201 (8232-4201)
Security Communications Center	714-781-4330
Emergency Preparedness Department	714-781-1893
Disneyland Fire Department	714-781-4666
Environmental Hotline	714-781-4144



Handling Emergencies

How to Handle Emergencies

If an emergency situation occurs at your location, follow these steps:

Remain calm and assess the situation.

Consider safety first – get yourself and others out of harm’s way.

If there are injuries, help injured persons and bystanders to remain calm. Ask fellow Cast Members for help if needed.

Call 911 if emergency assistance is needed.

Give the 911 operator your name and the location and nature of the emergency. Stay on the phone until directed to hang up.

Notify your leader at the first opportunity.



Do not move an injured/ill person unless it is absolutely necessary.

Do not remove any items from the scene or clean up unless you are directed to do so.

Refer all media inquiries to the Walt Disney World Media Relations Department at 407-828-3814 or after hours by contacting Walt Disney World Security Control at 407-824-4777 or the Disneyland Media Relations Department at 714-781-4500.

Medical Emergencies

It is not always clear when a medical emergency exists. An injured person can exhibit a variety of symptoms, from visible wounds to no apparent sign of distress. If you are uncertain whether a Cast Member or Guest needs medical attention, call 911 for immediate assistance. If you experience a non emergency injury or illness while working, report the concern to your leader and Cast Health Services.

If you incur a work-related injury or illness that is not an emergency, regardless of how minor, you must first notify your leader and use first-aid supplies from your area, or you can receive treatment from Health Services.

When the incident involves a potential heart-related incident or loss of consciousness, know where the nearest AED is to bring to the scene.

When an incident involves a hazardous material, a Safety Data Sheet (SDS) must be sent along with the Cast Member to Health Services. The SDS may be sent separately if its retrieval would delay medical attention.



Fire Emergencies

If you detect or suspect a fire, follow these steps:

Call 911.

Remove yourself and others from harm's way.

Notify your leader as soon as possible.

In addition to automatic sprinklers and other means of fire protection, portable fire extinguishers may also be available and ready for emergency use. Portable fire extinguishers should only be used on small, controllable fires by individuals who have been trained to use them.

Portable fire extinguishers should:

Be fully charged and maintained in ready-to-use condition at all times.

Be accessible. Be careful not to block a fire extinguisher.

If you notice that a portable fire extinguisher has been removed, tampered with or discharged, promptly notify your leader or Haines City Extinguishers at 1-800-294-3473 or 863-422-1516 if you are located at WDW, or the Disneyland Resort Fire Department at 8232-4666 if you are located at DLR.

When using a fire extinguisher, your safety comes first. You are not required to use a fire extinguisher.

Fire Emergencies (cont.)

Fire extinguisher use:

Remove the extinguisher from its storage hook.

Carry the extinguisher to the fire and use the **P.A.S.S.** technique:

- Pull the pin.
- Aim at the base of the fire.
- Squeeze the handle.
- Sweep the nozzle from side to side, blanketing the fire.

In the presence of a fire, always stay low to the ground to avoid breathing smoke, fumes and gases.



Severe Weather

Hurricanes: The Atlantic Hurricane Season is from June 1 to November 30 each year.

You should take steps to be prepared in case of a hurricane.

Before a hurricane, you should know:

- Where your closest shelter is located.
- If you have flood damage insurance.
- What to do with your pets.
Most shelters do not accept animals.
- If your vehicle is in good working condition.
- The escape routes from your home and if you have a designated meeting place.
- What to put in your emergency kit and where to find important numbers.
- If authorities tell you to evacuate, GO!



Emergency Kit Preparation

Use the checklist below to identify items commonly recommended for emergency kits. Assemble enough supplies to last for three (3) days, and store them in an easy-to-carry container.

Use this checklist to prepare your kit.

- | | |
|--|---|
| √ Three (3) gallons of water per person, per day | √ Can opener |
| √ Nonperishable food | √ Flashlight and extra batteries |
| √ One change of clothing and shoes per person | √ Cash |
| √ Blankets or sleeping bags | √ Extra set of car keys |
| √ First-aid kit | √ Insurance cards and important documents, including emergency phone numbers for friends and family |
| √ Prescription medications | √ Special items for infants, the elderly and pets |
| √ Battery-powered NOAA weather radio | |

During a hurricane:

- Seek shelter in an interior room, if available, or in a smaller room on the ground floor.
- Stay away from windows and doors, even if they are protected by shutters.
- Do not use tape on your windows; do not open or crack windows and doors.
- Text messages may go through faster than a phone call.
- Listen to your NOAA (National Oceanic and Atmospheric Administration) weather radio for live updates.

Resources:

LifeCare: LifeCare's Personal Life Resources provides expert guidance and personalized assistance to help your family prepare for and cope with hurricanes. Visit www.lifecare.com/disney, or call a specialist at 1-866-574-7229.

Employee Assistance Program: The Employee Assistance Program, administered by CIGNA Behavioral Health, provides behavioral health and counseling resources for your emotional-health needs. Call 1-800-952-6676 or visit www.cignabehavioral.com (employer ID: Disney).

Contact the Florida Emergency Information Line:
Call 1-800-342-3557 to find out information about a current hurricane.

Earthquakes:

Seismic events occur within the Southern California region. When a seismic event occurs, response teams will be deployed to evaluate the impact and determine operational capabilities. Be familiar with the appropriate response procedures following an earthquake in your location, and know the emergency evacuation routes. If an earthquake occurs, observe the following procedures.

During an earthquake – Duck, Cover and Hold

Stay calm.

If indoors, use a solid desk, table or doorway for shelter.

If outdoors, stay clear of buildings, trees and overhead lines.

Stay away from windows, shelves, storage areas or anywhere with the potential for falling objects.

Stay in one place until the shaking stops.

After an earthquake

Report immediately to your leader for further instructions.

Replace the handset on telephones.

Inspect your area to look for visible damage.

If you see visible damage, report it immediately.

When instructed to do so, evacuate Guests/Cast from your area and direct them to the safe haven location for your area.

Lightning/Tornado:

Should a lightning storm or tornado enter the area, follow your leader or duty manager's direction on when, where and how to take cover.

Power Failures

In the event of a power failure, observe the following guidelines:

Stay calm and reassure those around you.

Continue work, if possible, according to the location-specific procedures.

One Cast Member at the location should notify Security Control.

Under direction of your leadership team, begin location-specific evacuation procedures.



Emergency Exits

It is important to know where the emergency exits are before you need them. Make note of your work location's exits, and keep exits and escape routes clear and well marked. For WDW theme parks and DLR parks and resorts, follow the ABC evacuation routes below. For all other areas, please follow your local emergency evacuation plans.

There are three (3) basic concepts that all Cast Members should be aware of in the event of a building evacuation:

Area awareness

Know the layout of your building.

Be familiar with all entrances and exits.

Know where the emergency fire pull stations are located and how they work.

Know the quickest exit from your work location

Be able to quickly and safely exit the building during an emergency; it is vital to your safety.

Be aware of alternate exit routes should your primary route become inaccessible due to the emergency.

Cast Members with disabilities should coordinate with their leader upon arriving in their work area for their first day of work.

Know predetermined assembly areas

Know assembly areas so you can quickly and safely meet your group leaders and be accounted for.

Arrive at the assembly area and remain there until released by your group leader.

Knowing where all Cast Members are at all times is critical so first responders can focus on the emergency or disaster and are not looking for missing Cast Members.

Emergency Plan: Parks

Follow operational guides on evacuation for specific circumstances.

Plan A Accelerated Closure (Hard Close of All Areas)

This is the least complicated method of clearing the resort and is the equivalent of a normal park closing.

The Cast will be informed through a management trickle-down method and radio all-calls.

Guests will be informed of the early closure via the public-address paging systems and Cast interactions.

Guests will exit using normal routes through the Main Entrance.

Plan B Best Route/Backstage (Emergency Evacuation)

Certain emergency situations may result in resort leadership's ordering a Plan B evacuation for all or a portion of the resort. Cast Members will be informed through a management trickle-down method.

Cast Members will direct Guests to the nearest exit.

The method of evacuation and direction given to the Guests will be determined according to the situation.

Plan C Common Area (Safe Haven)

For California: This method of evacuation is designed for situations when buildings may be unsafe and it is not possible for Guests to immediately leave the resort property (e.g., earthquakes or tornadoes).

Guests and Cast Members will exit all structures and be directed to open areas where they will assemble.

For Florida: During an imminent danger situation, you may be directed to take cover.

Follow the direction of your leadership and/or duty manager.

Emergency Plan: Resorts

Follow operational guides on evacuation for specific circumstances.

Plan A Evacuation

Plan A evacuation is commonly known as an accelerated exit. Plan A is the least complicated method of clearing the building or resort. Cast Members will be informed by an alarm system, a management trickle-down method or radio all-calls. Guests will be informed via the Cast Members or an alarm system. Guests are directed to exit using normal egress routes through the doors in which they normally travel in and out or the nearest exit to their current location.

Plan B Evacuation

Plan B evacuation is commonly known as an emergency evacuation. Certain emergency situations may result in the resort leadership's ordering a Plan B evacuation for all or a portion of the resort. Cast Members will direct Guests to follow them to a predesignated evacuation route through the nearest emergency exits to the assembly areas.

Plan C Evacuation

Plan C evacuation is commonly known as seek cover or safe haven (shelter in place). This method of evacuation is designed for situations when severe weather or other known threats may exist outdoors and it is not possible for Guests or Cast Members to immediately leave the resort property.

Assembly Areas

An assembly area is a location where Guests and Cast Members assemble to receive further information or be advised of further action. The resort assembly areas are locations designated for either Cast Members or Guests where emergency services can be provided in the event of partial or full evacuation of the building or resort.

Cast Assembly Areas

The Cast Member assembly areas will be overseen and managed by a designated assembly coordinator or leader for each line of business. At the Cast Member assembly area, all Cast Members will be accounted for to verify they have exited the building. Cast Members will remain in the assembly area until redeployed to assist with Guest control, released from their shift by a Cast assembly area coordinator or leader, or released to return to their duties.

Guest Assembly Areas

The Guest assembly areas will be overseen and managed by a designated assembly coordinator or leader for each line of business. The Guest assembly area is the location where Guests gather to receive assistance in reuniting with other members of their party who have become separated, or if they need assistance with transportation, hotel accommodations or health issues.

Offices/Professional Services

Each office building has its own emergency evacuation plan that covers common emergencies such as severe weather, fire or workplace violence. Education and drills are conducted. Every Cast Member should know who his or her group leader is. The group leader is the person Cast Members report to after safely evacuating the building.

HANDLING EMERGENCIES

If a complete or partial evacuation of the resort becomes necessary, remember to remain calm:

Consider Safety First

Always be aware of both the onstage safe haven and back-of-house Cast assembly area closest to your work location. Be familiar with any evacuation responsibilities specific to your role at the resort.

Assess the Situation

Emergency or routine? Ask your leader if the evacuation is Plan A, B or C.

Let Someone Know

Get help and keep leaders informed. If there are safety issues or injuries involved, call 911 from any resort phone and notify your leader.

Make a Move

Evacuate Guests and Cast Members using Plan A, B or C.

For more information on emergency planning, go to

The Hub >> TWDC >> Corporate >> Global Security >> Crisis Management >> Choose Your Team.





Injury Prevention

Incident Reporting

All incidents, no matter how minor, must be reported to your leader. This is to ensure that a proper investigation is completed and appropriate actions can be planned to prevent a recurrence.

Did you know that near misses are also incidents that must be reported? A “near miss” is an incident when there is potential for injury to a Cast Member or property damage and corrective action needs to take place – but no actual injury or damage has occurred. For example, when someone slips on grease and catches himself without being injured. It is even more important to report near misses because if we report and take action, we prevent injuries from ever happening at all.



Slips, Trips and Falls

Slips, trips and falls are some of the most common work-related safety incidents. Here are some tips to prevent losing your balance, slipping on water or oil, or tripping over an obstacle in your path.

Pay attention to your surroundings.

Always keep the work area free of litter and obstacles – practice good housekeeping.

Check for hazards while walking on any surface.

Take short steps in slippery conditions.

Correct hazards when possible, or report them to a leader.

Be sure you are able to see around any objects that you are carrying.

Turn on the lights when entering a dark area.

Be sure that mats and carpets lie flat on the floor.

Keep drawers and doors closed.

Immediately clean up any spills, water and other liquids from the floor.

Use the handrail when using the stairs.

Don't run or engage in horseplay.

Don't carry oversized or overweight loads.

Only use a ladder to reach high objects – do not stand on chairs or other ladder substitutes.

Wear shoes with good tread.

Ask for help if a task is too much for one person.

Use extra caution when around water. If there is a leak, use caution signs/cones or other means to ensure passersby can see it until it is fixed.

Never text while walking.



Working from Heights

Cast Members must be protected from a fall hazard when accessing or performing work on an elevated working area or platform. An elevated working area or platform is more than 48 inches above the ground or a lower level (California: 30 inches for building structures, 48 inches for non building structures). Fall protection may consist of passive protection, such as guardrails; active fall protection, such as PPE; or administrative controls, such as designated work areas and warning lines. You must be properly trained in order to use fall protection PPE. If you are not sure, contact your leader.

DO: When a guardrail is not provided, preplan and determine what kind of fall protection equipment you will need. Using active or personal fall protection systems to prevent or safely arrest a fall requires specific training and equipment. Make sure that your tie-off points are properly rated and inspected and that you have been trained to use the fall protection system in place. A permit and rescue plan may be required.

NOTE: Consider other options such as scaffolds, ladders, aerial lifts, etc., in lieu of using active fall protection systems.

- Stay behind guardrails.
- Stay inside the bucket of a high reach or other aerial work platform.
- Stand on flooring strong enough to safely support you and any weight placed upon it.

DO NOT:

- Climb on railings to gain extra reach.*
- Use a body belt as part of a fall-arrest system.*
- Use ladders or stepstools near a guardrail or parapet.*
- Access a roof or other fall hazard area without fall protection in place.*
- Use active fall protection equipment without the proper training.*

Typical Exposures Requiring Fall Protection:

- | | |
|--|--|
| <i>Roofs, including adjacent skylights</i> | <i>Elevated ramps, walkways, and catwalks</i> |
| <i>Floor openings</i> | <i>Scissor lifts as recommended by manufacturer</i> |
| <i>Excavations</i> | <i>Scaffolding during erection and dismantling and all suspended scaffolding</i> |
| <i>Hoist areas</i> | |
| <i>Landscaping or planter berms</i> | |
| <i>Aerial work platforms</i> | |

Tools need fall protection too!



Ladder Safety

When a ladder is needed, select the correct type of ladder for the task and use it properly.

DO:

Inspect the ladder prior to use.

Keep ladder rungs clean and free of grease.

Remove buildup of dirt and mud.

When performing work on a ladder, face the ladder and do not lean backwards or sideways.

Allow only one person on the ladder at a time.

Face the ladder when climbing up or down.

Maintain three points of contact by keeping both hands and one foot, or both feet and one hand, on the ladder at all times when climbing.

When stability is questioned (e.g., unlevel surface), secure the top of the ladder.

Maintain a "four point" body contact between ladder side rails and support surfaces. Use the "belt buckle rule" and keep your belt buckle within the side rails of the ladder.

Portable ladders must extend at least three feet above the upper landing surface.

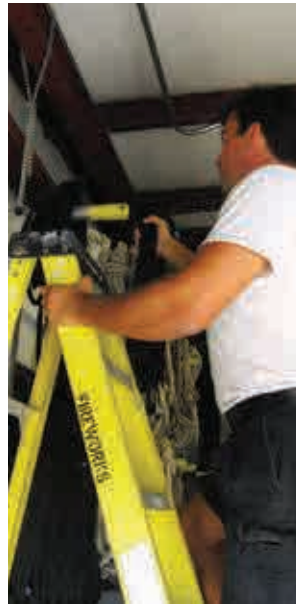
When setting up straight or extension ladders, use the 4-to-1 ratio rule: For every four feet of height, the ladder should be one foot from the base of the building or structure. Additionally, the ladder should extend a minimum of three feet above the landing.

When using a rolling ladder, lock the wheels before climbing, and use the handrails while climbing.

Use ladders only for the purpose for which they were designed.

Keep the areas around the top and bottom of ladders clear.

In slippery locations, tie down the base of the ladder with a rope. If this cannot be done, have another person hold the base of the ladder. Then, if possible, tie down the top of the ladder.



Do NOT:

Use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads or are otherwise visibly damaged. A damaged ladder should be taken out of service immediately and tagged out so no one else accidentally uses it.

Use ladders as scaffolds unless following the manufacturer's requirements.

Stand on the top two rungs of any ladder.

Stand on a ladder that wobbles or leans to the left or the right.

"Walk" a ladder by rocking it. Instead, climb down the ladder and then move it.

Use metallic ladders near overhead, exposed, energized electrical parts.

Stand on tables, chairs, boxes or other improvised climbing devices to reach high places. Use the ladder or step stool.

Place a ladder at a blind corner or doorway without blocking or roping off the area and posting warning signs that will detour traffic away from your work.

Move a rolling ladder while someone is on it.

Place ladders on barrels, boxes, loose bricks, pails, concrete blocks or other unstable bases.

Tie or fasten together two ladders to make one longer ladder, unless the ladder is equipped with an attachment that allows a connection to another.

Load ladders beyond the maximum intended load for which they were built, or beyond the manufacturer's rated capacity.

Use ladders that are tagged out or marked "out of service."

Scaffolding

A scaffold is any temporary elevated platform (supported or suspended) and its supporting structure (including points of anchorage) used for supporting workers or materials or both. Standards require that a “competent person” inspect scaffolds for defects prior to every use. In all industries everyone who works on or around scaffolding should be aware of safety requirements. You should not use scaffolding unless you have been trained to do so and the scaffolding has been erected by a qualified and competent entity.

Remember:

Each Cast Member who performs work while on a scaffold must be trained by a person qualified to recognize hazards associated with the type of scaffold being used.

Principles of Ergonomics

What is ergonomics?

Ergonomics is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and other methods to design in order to optimize human well-being and overall system performance.

Follow the tips and suggestions in the graphic below to adjust your workstation for ergonomic success.

Top of monitor at or below eye level

Monitor and keyboard centered in front of you

No glare on screen

Documents in line with keyboard and monitor

Keyboard and mouse at elbow height, with forearms parallel to floor



Arms and elbows close to body

Wrists in mid-range

Sit well-supported and occasionally change postures

Alternate tasks

Feet flat on floor or footrest



Additional Ergonomics Tips:

Alternate between sitting and standing tasks, if feasible.

Use insoles if you stand or walk a lot, and replace shoes when they show signs of wear.

If you sit for long periods, stand up and walk occasionally.

Maintain neutral positions whenever possible.

Reduce reach distances.

Avoid reaching behind the body. Avoid twisting when lifting, moving or reaching for items.

Don't be afraid to ask for help.

Push instead of pulling, if possible.

Utilize assistive devices (carts, dollies) when moving or transporting items.

Use fixtures and tools to make the job easier.

For more information, please log on to The Hub >> Safety module >> Ergonomics >> Safety in Motion®.

Injuries From Moving or Falling Objects

You are at risk from falling objects wherever there is overhead work being performed, but it is entirely preventable as long as you maintain awareness of your surroundings. Here are some tips on how to do just that:

Make sure you can see around items that you are carrying or pushing.

Push carts carefully (rather than pull) to avoid being hit by the cart.

Keep hands within the frame of the cart while pushing it.

Move slowly, and use caution when turning blind corners.

Unload one object at a time from shelves.

Keep drawers, doors and cabinets closed when not in use.

Maintain clean floor surfaces to avoid slips and falls.

Provide safeguards for machinery that generates flying objects such as splinters, metal fragments and dust.

Keep designated walkways clear.

Ensure vehicles, such as forklifts, have working horns and are equipped with warning lights or beepers.

Use mirrors and other warning devices at intersections.

Ensure work areas are well lit.

Wear appropriate personal protective equipment, such as safety glasses and face shields.

Secure loads prior to lifting.

Ensure equipment is capable and rated to lift and move loads.

Make certain that rigging is in place to protect against falling objects and materials during hoisting and stacking.

Do not walk beneath a raised or suspended load or scaffolding.

Do not kick objects out of your pathway or overstack materials.

Cut Prevention

If your role requires you to work with knives, box cutters or other sharp items, follow these guidelines to avoid cuts.

Before you begin:

Pick up a knife by its handle, and carry it with the point towards the floor.

Make sure your knife is sharp. It takes more pressure to cut with a dull knife, and it can easily slip off the item and cut you.

As you cut:

Wear appropriate protective equipment for the job at hand. If you are working in a kitchen, wear a cut-resistant glove when using a knife or slicer.

If you are using a slicer, make sure you turn it off and wait until the blade comes to a complete stop before changing food items. The slicer must be off to clean the blade. Do not clean it with the blade running.

Cleaning up:

Return knives and other cutting tools to their proper storage locations. Never place a knife in the sink.

Remove nails from packing crates before discarding them.

Cut items away from the body.

Keep your mind on the task, and do not become distracted.

Use only approved box and bag cutters that have recessed blades and automatically retract when not in use. Do not use open-blade cutters or knives to open boxes and bags.

Discard broken glass carefully. Try to bag it separately and then place it in the trash can. Use a dustpan and broom to pick up glass; never use your bare hands.





Heat Stress

Excessive heat can place abnormal stress on your body. Several risk factors that increase the potential for heat illness are elevated air temperature and/or relative humidity, radiant heat from the sun and other sources, conductive heat sources such as the ground, lack of air movement, workload severity and duration, protective clothing and personal protective equipment worn by Cast Members. Personal risk factors that may affect an individual's susceptibility to heat illness include an individual's age, degree of acclimatization, health, water consumption, alcohol consumption, caffeine consumption and use of prescription medications that affect the body's water retention or other physiological responses to heat.

The following guidelines can help you keep cool in the heat and avoid the dangerous consequences of heat illness.

Water

Drink water before you become thirsty. Thirst does not appear until you are already dehydrated. Replenish lost body fluids by drinking plenty of cool water throughout the day. Drinking a glass of water every 30 minutes and up to four cups per hour is recommended. Minimize caffeine intake. Consumption of alcohol can also result in dehydration.

Nutrition

A well-balanced diet is essential when engaging in strenuous activity. Substitute light meals for hot, heavy meals, which add heat to your body. Avoid alcohol consumption as it interferes with the body's ability to adjust to heat and contributes to dehydration.

Medications

Medications can interfere with the body's ability to respond to heat. You should discuss any medications you are taking with your physician.

Illnesses

Many long-term illnesses such as heart, lung or kidney disease can interfere with your ability to tolerate heat. Even short-term illnesses such as the flu or stomach viruses can affect your performance. Any questions you have about your tolerance to heat should be discussed with your physician.

Know Your Limits

Many heat injuries occur because people push themselves beyond their limits.

Heat Stress: Illnesses

Some of the illnesses that may result from exposure to excessive heat are:

Heat Cramps

Heat cramps often occur after strenuous exercise in heat and tend to occur in the legs or abdomen. Symptoms can include:

- Cool, moist skin
- Muscle spasms and twitching
- Fatigue
- Rapid heartbeat
- Tender muscles
- Nausea, possibly with vomiting
- Hard and lumpy muscles

Prevention

Heat cramps occur as your body loses water and electrolytes (minerals in your body) through excessive sweating, so be sure to drink plenty of fluids anytime you are outdoors.

Heat Exhaustion

If exposure to heat continues, your body will experience heat exhaustion, also known as heat prostration and heat collapse. While not usually life-threatening, this condition requires immediate medical attention and should be taken very seriously as it can lead to heat stroke. Symptoms can include:

- Dizziness or fainting
- Upset stomach or nausea, possibly with vomiting
- Headache
- Rapid heartbeat and breathing
- Blurred vision
- Mood changes such as irritability, confusion or the inability to think straight
- Fatigue and weakness
- Heavy sweating
- Pale, clammy skin

Prevention

This condition usually occurs from a combination of heat and loss of fluids. Always make sure to keep as cool as possible when outdoors (find shade, fan yourself, wear lightweight clothing), and drink plenty of fluids.

Heat Syncope

Heat syncope, which is a form of fainting, occurs after a sudden loss of blood pressure as the blood pools in the legs after a long period of standing or exercise. Symptoms can include:

- Faintness
- Lightheadedness (especially when changing positions, such as sitting or standing)
- Weak pulse
- Cool, moist skin

Prevention

Be sure to keep as hydrated and cool as possible. If standing for long periods of time outdoors, try sitting down as much as possible or at least periodically, bending the legs to keep the blood circulating.

Heat Stroke

The most dangerous heat illness is heat stroke. This is when the body can no longer cool itself down and the results often lead to death. Symptoms can include:

- Hot skin, either extremely wet or dry
- Vomiting or diarrhea
- Delirious mental state, including dementia, disorientation or hallucination
- Mental state changes, including anxiety, restlessness or confusion
- Seizures
- Rapid, shallow breathing
- Internal temperature of 105°F or higher
- Unconsciousness
- Rapid heartbeat
- Breathing difficulty

Prevention

As with other heat illness, try to keep as cool and hydrated as possible. At the earliest signs of heat stroke, seek medical help immediately. If you are unsure whether symptoms are leading to a heat stroke or not, err on the side of caution and seek emergency care.

It is important to immediately report symptoms or signs of heat illness in you or in other Cast Members. When appropriate, request emergency medical services by calling 911 on any resort phone.

Many of the effects of heat illness can be reduced or eliminated as you become acclimatized to the hot conditions. Acclimatization involves the adaptation of the body to work in the heat that occurs gradually when a person is exposed to it. Acclimatization normally peaks in most people within four to 14 days of regular work for at least two hours per day in the heat.

Heat Burns

At home and at work, we all work around or with hot objects, such as the stove, oven, iron and even hot water. We need heat to accomplish many tasks in our daily lives. By following a few simple safety precautions, we can work safely around heat or hot objects.

- Be careful when handling hot objects and liquids and when working near hot surfaces or an open flame.
- Use protective gloves or pads to handle hot objects. In kitchen areas, use silicon hot pads or gloves, heat-resistant gloves or dry cloth towels.
- Use caution when carrying hot liquids. A slip or fall can cause a burn from hot liquids, so use a cart when possible. Seal containers before transporting them.
- Always wait for ovens and other equipment to cool completely before cleaning them. Hot oil should be allowed to cool before draining a fryer.
- Be aware of others in the area who may be working with hot items. When working in tight areas, make sure others know if you are carrying hot items.
- Use burn gel for minor heat burns, and seek medical attention if necessary.
- Wear only flame-resistant clothing if your job requires you to work with energized electrical parts.
- Turn pot handles toward the back of the stove to prevent them from being knocked off or accessed by children when at home.

Preventing Fires:

All fires are preventable. It takes each one of us to lend a hand in keeping our workplaces clean and tidy to ensure a fire does not break out in our workplaces.

- Keep your work area free of flammable clutter, scrap paper and boxes.
- Store flammables, combustibles and reactive chemicals away from each other.
- When in doubt, check container labels and Material Safety Data Sheets to determine if the materials are flammable before using.
- Clean up and report all chemical and fuel spills.
- Dispose of contaminated, combustible rags and waste materials in the appropriate covered waste receptacles.
- Immediately report unusual odors that could result from a burning substance.
- Inspect the job site for at least one hour following the completion of hot work to make sure all potential ignition sources have been removed or extinguished.
- Do not use flame-producing equipment in locations near combustible surfaces and materials.
- Do not overload circuits.
- Do not use damaged electrical cords, tools or appliances.
- Do not leave an open flame source unattended.

Water Safety

Water safety is a high priority where there are lakes, lagoons, ditches, basins, flumes or open vessels. Certain areas provide protective barriers to keep workers from falling into the water (e.g., guardrails on platforms above the water). Potential dangers of working around water include:

- Drowning
- Hypothermia

Precautions you need to take include:

Practicing good jobsite housekeeping to eliminate slipping and tripping hazards. Many drownings have occurred when someone accidentally fell off a float, deck or other structure.

Wearing nonslip footwear when working near water.

Using protective gear when required, such as personal flotation devices.



Electrical Safety

Properly used, electricity is safe and convenient. If mishandled, it can cause injuries and fires and be deadly.

You can avoid electrical shocks and arc flash by following these tips:

DO...

De-energize or unplug equipment prior to performing any work. If it is determined that the equipment cannot be de-energized according to the Pre-job Briefing Checklist, use flame-resistant clothing and proper PPE to prevent electrical injuries. Stay away, keep others away and notify your leader immediately if any of the following occurs on electrically powered equipment:

- *Emits sparks and/or flashes*
- *Leaves you with a tingling sensation upon contact*
- *Makes crackling noises*
- *Has a burning smell*
- *Has a blown fuse*
- *Has tripped circuit breakers*

Use extension cords only for temporary situations, and do not place them beneath rugs, in doorways or in any other location where they can become damaged. Make sure you do not use indoor extension cords outdoors.

Only use cords that are in good condition, with no cuts, loose wires, damaged insulation or broken plugs.

Always unplug a cord from the outlet first before unplugging a cord from an extension appliance.

Use a Ground Fault Circuit Interrupter device (GFCI cord or protected circuit) when using a portable power tool or appliance, especially in wet areas or outdoors.

Test a GFCI device before using it by depressing the trip button, and then the reset button after the device has tripped.

Replace all cords or tools that have worn insulation or exposed wires.

Ensure equipment labeled for dry, indoor use is never used outside or in damp conditions.

To ensure worker safety, only use equipment that is approved to meet all OSHA standards, and use it in accordance with the manufacturer's instructions.

Do NOT...

Overload cords.

Touch electrical equipment, cords or plugs with wet hands.

Attempt to place any foreign object into an outlet.

Touch any exposed wiring or open electrical panels. Notify your leader immediately.

Connect or disconnect an extension cord from the appliance or equipment while the cord is plugged into a receptacle. Always unplug the cord from the outlet first.

Use electrical equipment in wet or damp locations unless the equipment is specially designed for it.

Make electrical repairs or alterations unless you are qualified and authorized to do so.

Overload a circuit by plugging in too many pieces of equipment.

Use indoor extension cords outdoors.

"Daisy chain" or "pigtail" extension cords or power strips.

Misuse multireceptacle boxes designed to be mounted by fitting them with a power cord and placing them on the floor.

Fabricate extension cords with Romex wire.

Modify cords or tools by removing ground prongs, face plates or insulation.

Attach an ungrounded, two-prong adaptor plug to three-prong cords and tools.

Use circuit breakers or fuses with the wrong rating for over-current protection (e.g., using a 30-amp breaker with a 15- or 20-amp receptacle). Protection will be lost because it will not trip when the system's load has been exceeded.



Vehicle Operation

Whether you are operating a company vehicle or driving yourself to work, it is important to keep safety top of mind while on the road. The following tips will help you stay safe while driving.

Rules of the Road:

Observe the rules of the road — backstage and onstage

Drive defensively.

Wear seat belts.

Obey all traffic rules and signage.

Do not speed — observe all posted speed limits.

Drive at safe speeds within posted speed limits.

Reduce speed when approaching curves, blind spots, intersections and crosswalks.

Make a complete stop at all stop signs.

Be predictable and use signals when turning or changing lanes.

Be a role model for safe driving!

Pay attention: Don't be distracted while driving

Don't text, email or access data services while you are driving. Wait until you arrive at your destination.

Use hands-free mode only, if you must use a cell phone.

Be aware of other vehicles, roadside workers, pedestrians and any other obstacles in the roadways.

Vehicles include licensed and other non licensed modes of transportation such as club cars, golf carts, monorails, personal transport vehicles, Segways, bicycles, forklifts, watercraft, trams, trains and other motorized vehicles.





Rules of the Road (cont.):

Be responsible drivers and pedestrians

When you're driving ...

Slow down as you approach crosswalks.

Always yield to pedestrians — they have the right of way.

Don't assume the pedestrian sees you — make eye contact.

When you're walking ...

Observe all signage.

Use designated crosswalks and walkways.

Cross busy onstage streets only at stops lights, and use available crossing signals.

Be aware of all moving vehicles — don't assume the driver sees you.

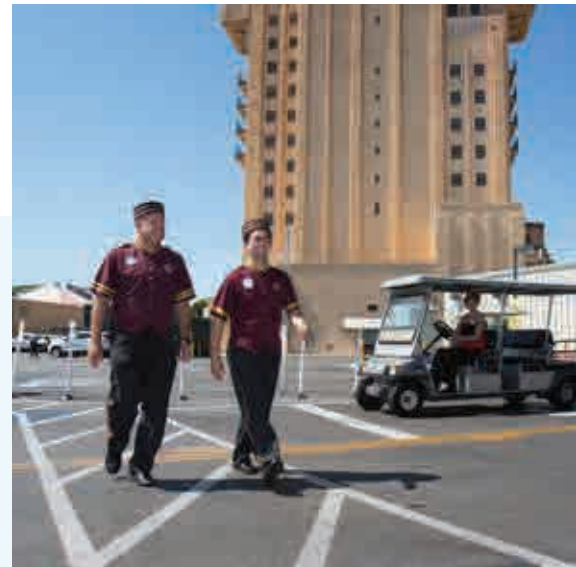
Remain aware of your surroundings, don't be distracted, don't take shortcuts! Remember: Safety begins with me!

Pedestrian Safety

The longer we work at a location, the more comfortable we get with the area where we work. As a pedestrian, it is important to be acutely aware of your surroundings and take some simple precautions to prevent a collision with a vehicle.

Here are some tips:

1. Use crosswalks and sidewalks or marked walkways where provided.
2. Look both ways before crossing the road.
3. Always make eye contact with vehicle drivers before crossing in front of them.
4. Allow large delivery or utility vehicles to maneuver before you enter the area where they operate. They have limited visibility and may not be able to see you sneaking by.
5. If you are waiting for a ride, wait in a safe area away from vehicular traffic.



Ride Access Control

Safety procedures exist in most Walt Disney Parks and Resorts attractions for the purposes of controlling vehicle motion as well as accountability. We call this process Restricted Access Control (RAC). RAC is essential to maintain a high degree of safety and system integrity.

It is important for access into attractions to be controlled at all times; therefore, RAC must be used during both operating and non operating hours.

The RAC board is the primary communication tool for RAC procedures. Attraction RAC Boards are typically located in close proximity to the tower/dispatch position. They are equipped with hasps, locks and keys.

Only individuals trained on site-specific RAC procedures can be granted access to enter restricted areas. All others must be escorted by a trained Cast Member. Whenever individuals enter the restricted area of an attraction, they must follow documented procedures. The restricted area of an attraction includes, at a minimum, the show area(s) and ride path. RAC procedures apply to all persons entering the restricted area.

Please note that RAC is a means of controlling access to restricted areas of attraction facilities. Even after properly obtaining access to a RAC area, certain work will still require adherence to Lockout/Tagout (LOTO) procedures. RAC is not a substitute for LOTO.



Lockout/Tagout:

Lockout/Tagout is a program to protect Cast Members who maintain and service equipment or work around equipment that is being serviced or maintained.

Lockout is the use of a special system to prevent power from being accidentally turned on during equipment maintenance, cleaning or repair. This includes electrical, hydraulic power, compressed air and mechanical power. Tagout is the use of a special tag to warn workers not to start the equipment.

No one, at any time, should implement Lockout/Tagout procedures unless they have been trained, which requires completion of a Lockout/Tagout class and knowledge of equipment-specific Lockout/Tagout procedures

When a Lockout/Tagout is in process:

Do NOT touch or remove a lock or tag installed by another Cast Member unless authorized by management (requires specific procedures to be followed).

Do NOT attempt to operate a machine that has been locked or tagged.

Stay clear of locked or tagged machinery until you are notified that the power is back on.

After a Lockout/Tagout, make sure all guards are back in place and all tools are removed from the machinery before operating the equipment.



Recognizing Potential Hazards



Bloodborne Pathogens

Bloodborne pathogens are organisms, such as bacteria and viruses, that live in blood and spread disease. Many diseases spread by bloodborne pathogens can be chronic or fatal. Dangerous bloodborne pathogens include HIV, Hepatitis B and Hepatitis C.

Transmission of Bloodborne Pathogens

Infection can occur when the blood of an infected person comes into contact with another person's blood. This may happen through skin punctures, mucous membranes, open sores, abrasions, etc.

Other potentially infectious materials include any body fluid that is visibly contaminated with blood or where it's hard to determine if the fluid is blood. Urine, feces, saliva, vomit and sweat are not considered infectious materials unless blood is visible. Feminine products are not considered infectious materials.



Universal Precautions to Prevent Infection

Always treat blood and body fluids as if they were infectious, and take precautions every time.

Always protect yourself with the appropriate personal protective equipment before beginning any task.

Bandage cuts, scrapes and broken skin.

Wash hands and exposed areas with soap and water immediately after exposure to bodily fluids. Lather soap on hands for 30 seconds before washing.

Discard sharp objects in the appropriate containers.

Do not eat, drink or store food in an area with potential exposure.

Do not smoke, put on makeup or handle contact lenses in an area with potential exposure.

Notify your leader as soon as possible if you think you've been exposed.

Access to Medical Records, Exposure Records and Material Safety Data Sheets

As a Cast Member, you have the right to review and copy:

- Your medical records and records of exposure to toxic substances or harmful physical agents.
- Survey reports of exposure to toxic substances or harmful physical agents.
- Material Safety Data Sheets and other information that exists regarding chemical substances within the workplace.

Hazard Communication/Globally Harmonized System (Hazcom/GHS)

The Hazard Communication (HAZCOM) program is a system designed to prevent illnesses and injuries in the workplace by informing Cast Members of the safe use and handling procedures of hazardous substances in their work area.

Four elements of Hazcom include:

Safety Data Sheets (SDS) and labels; hazard determination or assessment; written program; and training.



Safety Data Sheets (SDS):

Tell you about chemicals, including the ingredients, safety and health hazards, storage requirements and precautions.

Cast Members at the Walt Disney World Resort compile and maintain SDSs for hazardous chemicals that are present in the work area in an SDS binder and keep it in an area that is accessible by Cast Members on all shifts. DLR maintains MSDS area inventories electronically on The Hub.

Navigate to The Hub >> WDPR >> Visit WDPR Safety >> Material Safety Data Sheets >> Disneyland, Walt Disney World or Aulani (respectively) >> MSDS Online Search.



Hazard Communication Standard: Safety Data Sheets

The Hazard Communication Standard (HCS) (29 CFR 1910.1200(g)), revised in 2012, requires that the chemical manufacturer, distributor,

Sections 1 through 8 contain general information about the chemical, identification, hazards, composition, safe handling practices,

Hazard Determination or Assessment

Hazardous substances and their associated hazards are identified so that containers can be properly labeled and identified in the work area, an SDS can be obtained and be made available to all Cast Members, and appropriate training can be provided to affected Cast Members.

Written Program

Our written hazard communication program describes our procedures for labels and other forms of warning, material safety data sheets, and how employee information and training will be met.

Training

All Cast Members who work with or are potentially exposed to hazardous chemicals will receive effective information and training on hazardous substances in their work area at the time of their initial assignment and whenever a new hazard is introduced into their work area. Information and training will relate to general classes of hazardous substances to the extent appropriate and related to reasonably foreseeable exposures of the job.

Known Materials Release

A known release occurs when a material is spilled while being used by an authorized Cast Member trained in the proper handling methods for that material. If a material is released during your use and you are fully trained to do so, clean up and dispose of the material by following the appropriate cleanup procedures and SDS requirements. Make sure you use the appropriate personal protective equipment and advise your leader.

Unknown Materials Release

If you witness a hazardous materials release, or have reason to believe that one has occurred or may occur, immediately evacuate the area and warn others to stay away. If you believe the release may pose an immediate health, safety or environmental hazard, call 911.

Confined Space Entry

A confined space is one that:

1. Is large enough and so configured that an employee can bodily enter and perform assigned work.
2. Has limited or restricted means for entry or exit (for example, tanks, vessels, silos, storage bins, hoppers, vaults and pits are spaces that may have limited means of entry).
3. Is not designed for continuous employee occupancy.

A permit-required confined space is one that:

1. Contains or has a potential to contain a hazardous atmosphere.
2. Contains a material that has the potential for engulfing an entrant.
3. Has an internal configuration such that an entrant could be trapped or asphyxiated by inwardly converging walls or by a floor that slopes downward and tapers to a smaller cross-section.
4. Contains any other recognized serious safety or health hazard.

Examples include vats, vaults, pits, tanks, etc. Special safety precautions must be taken prior to entering permit-required confined spaces. Never enter a permit-required confined space unless you are trained and authorized, and take all required safety precautions. Permit-required confined spaces will be marked with a sign like this:



Asbestos

Asbestos is a mineral fiber that presents a health risk from inhalation exposures. Asbestos was used extensively in building materials to enhance certain performance characteristics of the material. When building materials that contain asbestos are physically disturbed, dangerous asbestos fibers may be released and pose a health risk to persons in the affected area. Depending on your job assignment, you may receive asbestos awareness or operations and maintenance training if you conduct housekeeping, custodial or maintenance operations in areas with asbestos-containing building materials.

If you are planning to drill, saw, conduct mechanical abrasion or installation of cables, ducts and other systems that must be attached to a building for support, never physically disturb building materials without prior review and testing/approval.

Lead

Lead is a metal that is found in many materials including coatings and paints, and it is unhealthful if it enters the body through inhalation or ingestion. Our Lead Management Program is designed to identify, assess and train Cast Members who may be occupationally exposed to lead. Cast Members who work with lead-containing materials and perform certain “trigger tasks” that may expose them to airborne lead will be enrolled in the program. Cast Members participating in the program must attend Lead Awareness training initially and annually thereafter, and may need to participate in blood-lead testing.



Radio Frequency Identification (RFID)

Radio Frequency (RF) technology is common throughout the world in everyday items like credit cards, smart phones, athletic equipment, video game controllers, expressway toll devices and much more. Walt Disney Parks and Resorts has systems and devices using RF technology that are designed, tested and manufactured to comply with Federal Communications Commission (FCC) regulations. The levels of RF energy they generate are similar to those found in many consumer devices.

How is RF technology used in Disney parks and resorts?

RF technology has been in use in Disney parks for many years, such as in ride and parade-control float systems and in laundry and costuming services. RF payment devices are being installed throughout the Walt Disney World Resort, and our resort hotels feature RF keyless door locks. We continue to expand ways to use this common technology to create new and amazing Guest experiences and enhanced Guest service.

I have an implanted pacemaker or cardioverter-defibrillator.

Do I need to take any precautions?

If you have questions about your medical device and RF technology, we encourage you to seek the guidance of the manufacturer of your device and your physician. Manufacturers of implantable pacemaker and cardioverter-defibrillators (ICDs) typically recommend that you keep your medical device 9 inches (23cm) away from RF devices, such as the readers located on Guest room doors in our resorts and touch-to-pay devices. If you suspect interference with your device is taking place, move away from the RF device so it is at least 9 inches (23cm) away from your pacemaker or ICD, and consult your physician.

RECOGNIZING POTENTIAL HAZARDS

I have a different type of medical device, such as an insulin pump, neuro-stimulator, hearing aid, etc.

What should I do?

Every device differs, so we encourage you to check directly with your device manufacturer and physician.

Can I request a transfer to another role with less RF exposure?

RF technology is common throughout the world in everyday items like credit cards, smart phones, pet identification chips, video game controllers, expressway toll devices and much more. Disney uses systems and devices with RF technology that are designed, tested and manufactured to comply with Federal Communications Commission (FCC) regulations. Cast Members with a physician's note stating that they are unable to perform specific job duties may request a workplace accommodation.

Examples of Walt Disney World Parks & Resorts tap points



In addition to the above touch points, there will be other Magic Points located at Walt Disney World Resort that have been 'themed' or made to look like an inanimate object such as a door lock, a skull, a shark's tooth, a scroll, a magic wand, etc.

Example of a "themed" tap point (the lock).



RECOGNIZING POTENTIAL HAZARDS

RF signs, such as the signs below, are used at locations that emit extreme RF energy that exceed, or are close to exceeding, the FCC exposure limits, such as cell phone towers. Cast Members will not typically encounter these areas, but they are well marked in the event you do come upon such an area.





Personal Protective Equipment



Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is only considered an alternative safety solution when engineering or administrative controls are not sufficiently effective as a control technique. PPE awareness training is included as part of site-specific Hazard Communication training. Consult the MSDS or your leader for information regarding the appropriate PPE for the chemicals in your workplace. A PPE Hazard Assessment has been completed by the Safety Services Department, the lines of business and the operating areas. This Hazard Assessment lists PPE requirements by task. The PPE Hazard Assessment is located on the Knowledge Center on the Safety module on The Hub.

The following section will help protect you from head to toe. Keeping your whole body safe and protected from harm while on the job is incredibly important. Ever wonder how many decibels a power saw generates? Read on and find out. And while you're at it, learn how to protect your hearing from such loud noises!

Eye Protection

Protecting your eyes from physical and chemical agents and radiation while on the job is vital. Eye injuries ranging from mild irritation to blindness occur in the American workplace at an estimated rate of 1,000 per day. About nine out of ten such injuries can be prevented by wearing protective eyewear.

Protective eyewear is considered an “optical instrument” and must be carefully selected, fitted and used. Do NOT rely on regular glasses or contact lenses to protect your eyes. Use the appropriate eye protection for the job. Eye protection must meet ANSI Z87.1 safety standards, be properly fitted and be kept in good condition. Common types of protective eyewear include safety glasses and safety goggles.

Common eye hazards include:

Flying particles from grinding, sawing, etching and other machine operations.

Sparks from welding and other operations.

Fumes and splashes from molten materials and chemicals.

Harmful light rays (radiation) from arc and electrical welding, acetylene torches and laser operations.

In the event that something gets in your eyes:

Know where the nearest eyewash station is located.

Flush eyes for 15 minutes with clean water if chemical contact occurs.

Obtain prompt medical attention for any eye injury or irritation.

Remember:

Always be alert to eye hazards in your work area, and follow all established safety guidelines.

Head Protection

Safety helmets (hardhats) are rigid headgear designed to protect your head from impact, flying particles and electric shock. You must wear an approved hardhat at all times when in designated construction sites, regardless of whether your particular task creates a head-impact hazard. All approved hardhats must have an ANSI Z89.1-1986 marking/label on the interior shell and must be properly adjusted to provide adequate protection. Check your hardhat for cracks before and after each use, and replace your hardhat at least every five years.

Hand Protection

Several types of gloves are available for your use depending on what is required in your area.

Disposable Gloves:

Are usually lightweight plastic and protect against mild irritants.

Are used for food handling and to protect against disease-causing germs.

Fabric Gloves:

Are usually cotton.

Improve grip when handling slippery objects.

Protect from mild heat or cold.

May be of cut-resistant construction.

Rubber Gloves:

May also be neoprene, polyvinyl or vinyl.

Protect against corrosives such as organic acids and petroleum products. Verify that the gloves you select are appropriate for the chemical you are using.

Leather Gloves:

Protect against scrapes and sparks.

May be used with an insulated liner for electrical hazards.

Metal Mesh Gloves:

Protect from incidental cuts and scratches.

Are used around cutting tools and other sharp instruments.

Thermal Gloves:

Are made of aluminized fabric or other heat-resistant material.

Insulate hands from intense heat.

Tips for Hand Safety

Use push-sticks, guards, shields and other safety devices designed to keep hands out of the machine's danger areas.

Use brushes, not hands, to wipe away debris.

Disconnect power before repairing or cleaning machinery.

Use the right personal protective equipment such as gloves, guards or barrier creams. Make sure gloves fit properly and are the right ones for the task at hand.

Use tools designed to keep wrists straight.

Wash hands thoroughly with soap and water after touching irritating substances.

Do not wear jewelry or loose clothing when working with machinery.

Do not wear gloves when operating rotating power equipment or thrust hands into hidden spaces.





Footwear

Selecting the Right Footwear

It is your responsibility to select footwear that fits properly, is suitable for your role and conforms to the costuming guidelines. Damaged or worn shoes are unacceptable.

At Walt Disney Parks and Resorts, our goal is to promote a culture where no one gets hurt. As part of our ongoing efforts to make our workplace as safe as possible, we recommend slip-resistant shoes to our Cast, Crew and Imagineers.

As a costume requirement for Cast Members working in Catering, Custodial and Food & Beverage locations, slip-resistant shoes are provided free of charge. Our onsite vendor also has slip-resistant shoes available for purchase at discounted rates to any Walt Disney World or Disneyland Cast Member.

Slip-resistant shoes are one way we can help prevent injuries associated with walking on wet or slippery surfaces. To learn more, consult with your leader or visit the WDPR Safety module on The Hub.

Cast Members who work on or visit construction sites are required to wear sturdy work boots or shoes. Steel-toed shoes are NOT required. Tennis shoes, soft soles, running shoes, casual street shoes, sandals, open-toe footwear and high heels (narrow-diameter heel greater than 1.5 inches in height) are not permitted.

Refer to the PPE Hazard Assessment for any specific footwear requirements for your role.



Hearing Conservation

There are many causes for hearing loss, including the aging process, disease, injury and exposure to loud noises for extended periods of time.

The Hearing Conservation program contains requirements for program administration, exposure monitoring, personal protective equipment, training and medical surveillance. If you have questions about noise exposure within your work area, contact your leader or the Safety Services department.

If exposed to excessive noise in your work area, wear hearing protection if trained to do so. Your leader can provide this for you.



Respiratory Protection

Cast Member Responsibility

As a Cast Member, it's your responsibility to be aware of the respiratory protection requirements for your work area. You must wear the appropriate respiratory equipment properly and maintain the equipment's condition.

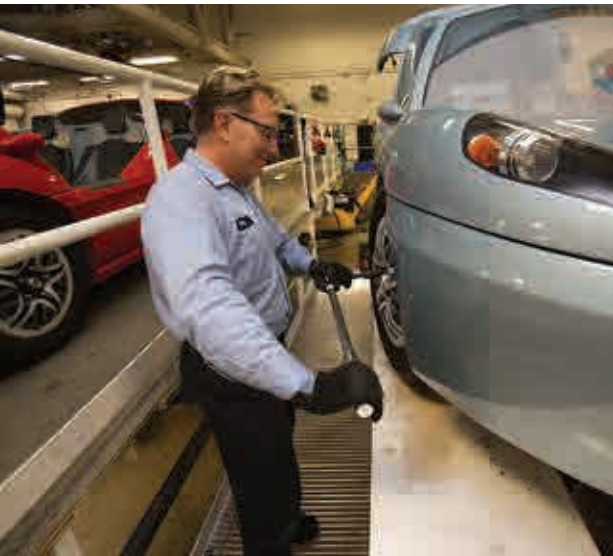
No one can work in an area requiring respiratory protection unless authorized to do so by his or her leader, and then only after undergoing the required training, medical surveillance and fit testing.

Construction Site PPE

At Walt Disney Parks and Resorts, we are always looking for new ways to create magic for our Guests. As such, we often refurbish or rehab existing facilities, or generate entirely new experiences that involve construction. Construction sites are restricted areas, and only authorized personnel may enter. Those entering must wear a minimum of a hardhat, ANSI-rated safety glasses, a reflective vest and work shoes. Additional protective equipment may be required depending on the type of work being conducted in the area.



Working Around Industrial Equipment



Walt Disney Parks and Resorts owns and operates heavy-duty industrial equipment to large-scale scaffolding. Learn how to keep yourself and others safe while working around machinery.

Machine Exposure

Have you been trained to operate the equipment?

DO:

Operate powered equipment only if you have been trained.

Know how to immediately shut off the motor before you run the equipment.

Ensure all guards are installed and secured.

Ensure that safety devices operate properly. Safety devices provided by the manufacturer **MUST** not be bypassed.

Know how to correctly operate all controls.

Wear appropriate close-fitting clothing, tie back hair longer than the shoulder, and remove dangling jewelry so it does not become entangled in the equipment.

Operate equipment when and where good visibility exists.

Shut off the motor and remove key (if equipped) when equipment is left unattended.

Inspect equipment on a regular basis (at the beginning of the shift), looking for looseness, wear, cracks or other damage.

Only allow servicing or maintenance of machinery or equipment by appropriately trained Cast Members.

When servicing or maintaining equipment where unexpected startup could be hazardous, de-energize, lock or tag out the equipment.

Place an "Out of Service" tag conspicuously on improperly working or damaged equipment, and report it to your leader immediately.

Ask your leader if you have any questions regarding the operation of the equipment or the conditions in which the equipment is to be used.

Machine Exposure (cont.)

DO NOT:

Run a gasoline or diesel engine in an enclosed space without adequate ventilation.

Refuel a fuel tank/cell in direct proximity to a hot engine and/or other source of ignition.

Permit any part of your body or clothing to be near any dangerous moving part or any hot or cold surface.

Wear gloves when operating rotating power equipment (such as band saws, band grinders and lathes).



Portable Power Tools

Basic Rules for Portable Power Tools

Even small power tools can cause serious injury on or off the job. Make sure you know how to operate the tool before you use it. Use tools only for their designed purpose, and inspect tools before each use.

Tips for Using Portable Power Tools

Make sure all nuts, bolts and other moveable parts are tightened before using the tool.

Before plugging in or unplugging tools, be sure the power switch is turned to "OFF."

When working on scaffolding, rest power tools on a flat surface, or place them in a secured bin. Falling tools are dangerous.

Use a Ground Fault Circuit Interrupter when working with power tools, especially in wet areas and outdoors.

Wear appropriate personal protective equipment. Consult the PPE Hazard Assessment or your leader for specific direction.

Properly store and care for tools.

Stop all portable fuel-powered tools before refueling, servicing or maintenance.

Ensure that electric power tools are of the approved double-insulated type or grounded.

Confirm that all power-actuated tools are tested each day before loading to check that safety devices are in proper working condition.

Ensure that all portable, power-driven circular saws are equipped with guards above and below the base plate or shoe. When the tool is withdrawn from the work, the lower guard should automatically and instantly return to the covering position.

Do NOT...

Use any tools unless you are trained to do so.

Unplug a tool by pulling on the cord.

Clean or repair a tool while the power is connected.

Wear rings, jewelry or loose clothing when operating power tools.

Handle a power tool with wet hands.

Use electric cords for hoisting or lowering tools.

Use fuel-powered tools in enclosed spaces.

Use compressed air for cleaning portable power tools.

Forklift Safety

If your job requires you to operate a forklift, receive generic and equipment-specific training and certification from Safety & Health Training prior to operating any forklift.



Forklifts can be dangerous. Stay safe by remembering these cautions:

Do...

When working around forklifts:

Work in designated areas only. Avoid shortcuts through traffic areas.

Let the forklift operator know that you're working in the area.

Be careful not to trip on the lowered forks of a stopped forklift. They may be hard to see.

Pay attention to what's going on around you. Many forklifts have very quiet motors.

Listen for horns and look for flashing lights. Stop at corners and doorways, and look both ways – just as you would on the street.

Forklifts can move fast. Stay clear when a forklift is backing up or turning.

When operating forklifts:

Know the inspection requirements, safe operating procedures and limitations of a forklift – before operating it.

Inspect the forklift before each shift. If any problem is observed, notify your leader and remove the forklift from service.

Always wear your seatbelt where provided.

Keep your hands and feet inside the cab.

Always check for pedestrians!

Utilize the horn in heavy traffic areas and when approaching blind intersections.



Aerial Platforms and Lifts

Operation: Operating an aerial work platform requires specific training. Many tasks require Cast Members to work at elevated heights. Aerial work platforms are commonly used for such tasks. Aerial work platforms include, but are not limited to:

High reach Genie-type lifts Scissor lifts Bucket trucks

Remember: If you have not been trained, don't operate an aerial work platform.



Before You Start

- | | |
|---|---|
| Receive training on the equipment and understand its limitations. | Observe external machine frame and components for obvious wear or damage. |
| Visually inspect the equipment. | Check upper and lower controls for proper operation. |
| Check engine-fluid levels. | Make sure all platform bolts are in place and secured. |
| Check for proper tire inflation and lug-nut tightness. | |

If you find any problem, notify your leader and remove the equipment from service.

Do...

- Check for obstacles, holes, ditches and soft ground.
- Make sure the equipment is on a firm, level surface.
- Check for overhead clearance and location of power lines, and maintain at least 10 feet of clearance from the energized power line.
- Wear personal protective equipment.
- Distribute the load evenly on the platform floor.
- Read all safety and operation stickers on the machine.
- Remove the key when not in use.
- Wear approved fall-protection equipment when required.
- Use outriggers, where provided.
- Charge batteries at designated location.

Do NOT...

- Allow unauthorized use of the equipment.
- Operate while batteries are being charged (electric lifts).
- Operate the equipment until the platform gates or chains are secure.
- Exceed the rated lift capacity.
- Use on soft or unlevelled surfaces.
- Clutter the platform with loose tools or supplies.
- Sit, climb or lean over guardrails, or use a guardrail as an anchorage point for personal fall-protection equipment.
- Use planks, ladders, scaffolds or any item to extend the lift's reach.
- Override any safety device.
- Operate the equipment if any part is faulty.
- Weld over exposed batteries.
- Operate within 10 feet of high-voltage wires.
- Use the equipment as a crane or hoist.
- Attempt to free the equipment by lifting it off the ground with the boom.
- Attempt to free the equipment by pushing it with the boom.



Additional Resources



Where to Go for More Resources

At Walt Disney Parks and Resorts we care about you, and we don't want anyone to get hurt. If you have any questions about safety, don't hesitate to ask your leader or Safety Services manager. There is also a wealth of information on the Safety module on The Hub, including the most recent version of this handbook.

Walt Disney Parks and Resorts has a membership to the National Safety Council, which provides great resources and information about safety at work and at home.

Go to <http://www.nsc.org> and click on member log-in. Our Member ID / Password is 653825.



Safety Commitment

Think about ways to integrate safe practices in your life. Ask yourself, “What can I do this year to build my commitment to safety?”

Here are a few ways you can show your commitment at work:

Take action to put safety first, and empower others to do the same.

Be proactive. When you see a hazard, take it upon yourself to help if you can and/or communicate it to someone who can.

Wear the required PPE (personal protective equipment) for the job, and encourage others to do the same.

Ensure that you maintain your health so you can be more alert and focused on the job.

Report near misses, and talk with your leader about safety hazards.

Practice proper ergonomics and Safety in Motion® techniques.

Make a personal pledge to not text while walking or driving.

Perform routine audits of your own workspace to check for potential hazards and help ensure a safer working environment for you and your coworkers.



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