



Leeds West Groups

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A MESSAGE FROM OUR CEO

At Leeds West Groups, our team members are our greatest asset, and your safety is our top priority. You are the dedicated professionals who make our company the home of champions in the automotive industry. Your passion and craftsmanship drive the excellence our customers expect, and we sincerely value your hard work.

As someone who has spent their entire career in the automotive industry, I understand firsthand the pride and discipline involved in every vehicle we work on. I've seen how daily actions, such as wearing proper protective gear, double-checking a repair, or speaking up about a concern, can make all the difference. That's why I strongly believe in the power of personal responsibility and why I know that what we do here truly matters.

We operate with a mindset of extreme ownership, taking full responsibility for our work, actions, and environment. This means we don't shift blame or wait for someone else to speak up. Each of us is responsible for safety, quality, and our role in helping the company move forward. Every interaction we have and every vehicle that leaves a Leeds West Group facility represents our work ethic and values. By embracing extreme ownership in everything we do, we cultivate a work environment where safety is an integral part of our process and culture. Through this commitment, we protect ourselves, our coworkers, customers, and the communities we serve.

Excellence is more than just a goal; it's a way of life. It's how we present ourselves and support each other. We believe that when team members take full ownership, we can continue to build an exceptional company that exemplifies leadership in everything we do.

Thank you for being part of this winning team and for your dedication to doing things the right way.

Derek Wessels
Chief Executive Officer
July 2025



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FOUNDATION & CULTURE

Introduction

Safety is at the heart of everything we do at Leeds West Groups. It's a core value that defines our culture and daily operations. We believe that true safety means protecting our team members physically, mentally, and emotionally through clear expectations, safety education, strong leadership, respectful communication, and shared accountability. Every decision we make is guided by the belief that injuries, incidents, and harmful behaviors can be prevented. We are committed to fostering a culture where safety informs every action, team members feel empowered to speak up, and everyone has the opportunity to succeed.

Purpose

This manual establishes the procedures, expectations, and cultural principles that support a safe, secure, and professional environment. It is a practical guide designed for everyday use.

HOW TO USE THIS MANUAL

Use the Table of Contents to quickly find relevant topics, such as PPE, equipment procedures, or emergency action plans. If you are viewing the manual as a PDF, press Ctrl+F to search for specific keywords. This helps you locate the guidance you need quickly and easily.

SAFETY MANUAL OBJECTIVES:

- **Practical Safety Guidance:** Provide a clear, applicable guide for safe work practices across all departments and locations.
- **Standardization:** Establish consistent, company-wide safety protocols that support a unified approach to risk management.
- **Team Member Empowerment:** Equip team members to actively identify, report, and resolve hazards in real time.
- **Regulatory Compliance:** Promote full adherence to OSHA standards, employment laws, and industry best practices.
- **Risk & Incident Reduction:** Minimize injuries, property damage, and operational disruptions through proactive measures.
- **Culture of Excellence:** Foster an environment based on care, accountability, mutual respect, and continuous improvement.

Scope

Safety is everyone's responsibility. These safety policies apply to all individuals who interact with Leeds West Groups' operations.

This manual applies to:

- **Team Members:** All Leeds West Groups team members, regardless of role, department, location, or employment type.
- **External Parties:** Customers, vendors, contractors, and visitors within operational facilities.
- **Work Environments:** Includes on-site, off-site, and remote work settings.

While Leeds West Groups promotes a safe environment for everyone, this manual is primarily intended as a guide for internal team member conduct. External parties are expected to follow posted rules and directions but are responsible for their own conduct and safety compliance.

Adhering to safety protocols is a core expectation of employment at Leeds West Groups. Team members are expected to understand and follow safety procedures relevant to their role. Failure to do so may result in corrective action, up to and including termination, in accordance with company policy and applicable law.



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Legal Compliance & Accountability

Leeds West Groups complies with all applicable local, state, and federal safety regulations, including OSHA standards. These laws are mandatory and are essential to protecting lives and ensuring operational integrity.

Why Compliance Matters:

- **Protects Lives:** Ensures the health and safety of our team, reducing the risk of injuries, illnesses, and fatalities.
- **Demonstrates Commitment:** Reflects our care for team members and customers.
- **Promotes Ethical Operations:** Ensures that our business practices are fair, legal, and aligned with industry standards.
- **Avoids Penalties:** Helps prevent regulatory fines, lawsuits, or shutdowns.

This manual also aligns with employment law. All policies must be applied in accordance with federal, state, and local regulations. Nothing in this manual is designed to, nor should it be interpreted to, limit or interfere with any individual's legal rights, including but not limited to rights under the National Labor Relations Act, anti-discrimination laws, or workplace protections provided by authorities. If any part of this manual conflicts with applicable law, the law will take precedence, and the policy will be adjusted or interpreted accordingly. [Contact HR](#) with any questions about rights or policy interpretations.

STOP WORK AUTHORITY (SWA)

Every team member has the right and responsibility to stop work immediately when unsafe conditions, behaviors, or hazards are observed. Safety comes before speed, convenience, or hierarchy.

SWA Procedures:

- **Stop Work Immediately:** Pause the task or activity as soon as a concern is identified.
- **Communicate the Concern:** Report the issue to a supervisor, Safety Coordinator, or designated team leader.
- **Do Not Resume Until Safe:** Work may only continue after a proper safety review confirms the issue has been resolved.
- **Use in Good Faith:** SWA must be used in good faith, based on genuine safety concerns. Misuse for reasons unrelated to safety may be investigated.
- **No Retaliation:** Team members are encouraged to speak up without fear of retaliation. Good faith use of SWA will never result in punishment or negative consequences.

Safety Culture & Commitment

At Leeds West Groups, we don't just talk about excellence; we live it. Our safety culture is rooted in personal responsibility, integrity, and a relentless commitment to safety. It's based on what we do every day, not just what we say, and it reflects our shared belief that protecting people is always the right choice. Unsafe shortcuts, silence, and complacency have no place at Leeds West Groups. We encourage team members to take ownership, share safety ideas, and actively contribute to building a culture where safety informs every decision we make.

OUR SAFETY PRINCIPLES

- **Show Up Safe:** Safety is a mindset and a daily commitment. Don't cut corners or compromise standards.
- **Take Extreme Ownership:** Own your actions, results, and impact. When mistakes occur, learn from them and grow.
- **Do the Right Thing:** Act ethically, lead with integrity, and make decisions that prioritize safety, even when no one is watching.
- **Respect Everyone:** Every voice matters. Communicate professionally and treat everyone with dignity, honesty, and inclusion.
- **Drive Excellence:** Take pride in doing things right the first time with skill, focus, and care.
- **Lead with Integrity:** Whether you're new or a leader, your example sets the tone. Act with consistency, humility, and heart.
- **Safety Over Speed:** We never sacrifice safety for convenience, speed, or urgency.
- **Promote Accountability:** Hold yourself and others to high standards. Address issues directly and constructively.



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- **Customer & Community Protection:** Every safe repair and every safe choice we make protects the lives of our customers and the communities they serve.
- **Speak Up:** Silence is never safer. Share concerns, report hazards, and support a culture of transparency.
- **Think Ahead:** Be proactive. Anticipate risks and act early to prevent harm.

OUR SAFETY COMMITMENTS

- **Prevention Is Key:** Most incidents are preventable through awareness, training, and preparation.
- **Safety in Every Decision:** Safety is integrated into every leadership and operational choice without exception.
- **Minimizing Risks:** We believe injuries, damage, and hazards are not acceptable or inevitable; they're preventable.
- **Whole-Person Care:** We support the mental and physical well-being of every team member with equal urgency and respect.
- **Speak-Up Culture:** We encourage open and honest conversations about concerns, mistakes, and safety improvements.
- **Integrity Through Compliance:** We uphold safety laws and ethical standards not only to meet regulatory requirements, but because doing the right thing protects lives, builds trust, and reinforces our values.
- **Continuous Improvement:** Safety is an ongoing commitment. We audit, review, train, and evolve constantly to protect our team members, customers, and facilities.

Employee Assistance Program (EAP)

To reinforce our commitment to total safety, Leeds West Groups provides access to free and confidential support services for all team members and their eligible dependents through our Employee Assistance Program (EAP). These services are available 24/7 to help with life's challenges and promote well-being both at work and at home.

Available Support Includes:

- **Mental Health Counseling:** Confidential support for anxiety, depression, stress, grief, and relationships.
- **Work-Life Resources:** Help with childcare, elder care, relocation, and other family responsibilities.
- **Substance Use Recovery:** Access to treatment options and recovery resources.
- **Legal and Financial Assistance:** Free consultations and referrals for everyday legal or financial concerns.
- **24/7 Crisis Support:** Licensed professionals available around the clock.
- **Wellness Tools:** Digital resources and self-care tools to support mental and emotional health.

At Leeds West Groups, asking for help is not a weakness; it's a strength. We care about your total well-being and encourage you to use these confidential services whenever needed. EAP access information can be found under the Safety Contacts section, on the Dayforce homepage using your Employee role under "Quick Links", or by contacting HR.

SAFETY ENFORCEMENT, REPORTING, AND VIOLATION RESPONSE

Maintaining a safe workplace depends on each team member taking personal responsibility for following safety policies and procedures. It also requires transparent, fair, and consistent enforcement when violations happen. This section outlines how we promote accountability, address safety violations, and maintain ongoing training and communication throughout the organization.

Safety Contacts

In any emergency or safety-related situation, knowing who to contact and acting quickly can make all the difference. This contact list provides essential information for emergency response, workplace injury reporting, and internal support resources. Team members are expected to use these contacts properly to report incidents, seek guidance, or respond to urgent situations. This list must remain posted and easily accessible at all work locations as part of our commitment to a safe and compliant workplace.



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QUICK REFERENCE TABLE: EMERGENCY & SAFETY CONTACTS

Situation/Reason for Contact	Who to Contact	Contact Information
EMERGENCY SITUATIONS <ul style="list-style-type: none">• Life-Threatening Emergency or Serious Injury	Emergency Services (Police/Fire/EMS)	911
WORKPLACE INJURIES <ul style="list-style-type: none">• 24/7 Workplace Injury Triage and Care Coordination (Non-Emergency).	Medcor Nurse Triage Line	1-815-846-2380
ALL CONCERNs <ul style="list-style-type: none">• Shop-Level Reporting or Safety Concerns.	Direct Supervisor / Store Manager	Speak directly with your immediate supervisor or Store Manager. They are the first point of contact for onsite safety.
OSHA & JOB SAFETY SUPPORT <ul style="list-style-type: none">• Reporting Safety Incidents, Near-Misses, Hazards, Chemical Spills, Environmental Risks, OSHA Inspections, or Audit Findings.	Risk Management Department	Risk@leedswest.com
EQUIPMENT & FACILITY SUPPORT <ul style="list-style-type: none">• Equipment Malfunctions, Hazards, or Facility Needs	Facilities Department	Facilities@leedswest.com
TECHNICAL SUPPORT <ul style="list-style-type: none">• Cybersecurity Incidents, Data Breaches, Phishing Alerts, or Tech Support.	IT Department	IT@leedswest.com
POISON RESPONSE <ul style="list-style-type: none">• 24/7 Chemical Exposure or Poisoning Support	U.S. Poison Control Center	1-800-222-1222 / www.poison.org
EMPLOYEE SUPPORT <ul style="list-style-type: none">• Employee Relations, Workplace Injury or Illness Reporting, Policy or Conduct Violation, or Accommodation Requests.	Human Resources (HR) Department	https://leedswestgroups.happyfox.com/new/ + Select "Report a Concern (Anonymously) for anonymous reporting.
MENTAL HEALTH CRISIS SUPPORT <ul style="list-style-type: none">• 24/7 Mental Health or Emotional Crisis Support	Suicide & Crisis Lifeline	988 / www.988lifeline.org
24/7 EMPLOYEE ASSISTANCE PROGRAMS (EAP) <ul style="list-style-type: none">• Cigna EAP: Cigna Participants Only• The Standard EAP: All Team Members	<ul style="list-style-type: none">• Cigna EAP Services• The Standard EAP Services	<ul style="list-style-type: none">• 1-800-538-3543 / www.mycigna.com• 1-888-293-6948 / www.workhealthlife.com/standard3

Safety Roles and Responsibilities

A strong safety culture begins with clearly defined roles and open communication. Each team member plays a vital role in maintaining safety standards, and when everyone understands their responsibilities and is held accountable, we create a safer, more productive workplace.

Team members are encouraged to report any unsafe conditions or practices to their supervisor. Supervisors will promptly communicate these concerns to the Safety Coordinator, who will respond and take appropriate action without delay.

The Safety Coordinator plays a key leadership role in reinforcing our safety culture, ensuring regulatory compliance, and supporting continuous improvement. By fulfilling these responsibilities, the Safety Coordinator helps reduce risk, protect team members, and uphold a culture built on trust, care, and accountability.



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SAFETY COORDINATORS

- **Safety Coordinator:** James Gould, Vice President of Inventory & Asset Management
- **Assistant Safety Coordinator:** Lydia Plourde, Vice President of Human Resources (HR)

SAFETY COORDINATOR KEY RESPONSIBILITIES INCLUDE:

- **Program Leadership & Policy Review:** Develop, implement, periodically review, and continuously improve safety programs that align with best practices and regulatory standards.
- **Leadership by Example:** Model safety-first behaviors, communicate safety as a core value, and set the tone for a culture of accountability and care.
- **Operational Integration:** Champion safety in daily operations by helping teams embed safe practices into routine tasks, workflows, and decision-making.
- **Resource Support:** Provide resources, training, and tools that support effective safety practices and foster continuous improvement across teams.
- **Training Oversight:** Manage safety training schedules, ensure timely completion of onboarding and recurring trainings, and identify ongoing training needs.
- **Audits & Inspections:** Oversee regular safety audits, inspections, and incident investigations to identify hazards, enforce compliance, and implement corrective actions.
- **Performance Tracking:** Maintain accurate records of safety metrics, training completions, incidents, and trends to inform proactive safety decisions.
- **Regulatory Compliance:** Stay current on OSHA, local, state, and federal safety regulations. Communicate changes and ensure company-wide adherence.
- **Risk Mitigation:** Proactively identify hazards, assess risks, and recommend process improvements to reduce the frequency and severity of accidents or illnesses.
- **Safety Reporting:** Ensure timely and thorough reporting and documentation of all safety-related incidents, near-misses, and policy violations.
- **Hazard Analysis:** Facilitate the development, documentation, and routine review of Job Hazard Analyses (JHAs) to support task-specific safety planning.
- **Annual Program Evaluation:** Lead an annual evaluation of the company's overall safety program to ensure effectiveness, regulatory compliance, and alignment with continuous improvement goals.

SUPERVISOR KEY RESPONSIBILITIES INCLUDE:

- **Leading by Example:** Demonstrate a strong, consistent commitment to safety in all decisions, actions, and communication.
- **Onboarding and Orientation:** Train new team members on safety protocols, expectations, and the consequences of non-compliance.
- **Ongoing Training and Support:** Provide continuous training to ensure team members remain informed about current safety practices, standards, and expectations.
- **Enforcing Standards:** Enforce all safety policies, promptly address violations, and provide coaching for improvement.
- **Reporting and Escalation:** Identify and report safety risks, incidents, and concerns promptly.
- **Incident Documentation:** Maintain accurate records of incidents, near-misses, audits, corrective action, and safety training.
- **Participation in Safety Initiatives:** Engage in audits and safety improvement efforts.

TEAM MEMBER KEY RESPONSIBILITIES INCLUDE:

- **Active Safety Participation:** Contribute to a safe, respectful workplace by staying engaged and promoting safe practices.
- **Training Completion:** Complete all required training before beginning tasks and participate in ongoing safety education.
- **Understanding and Following Safety Rules:** Read, understand, and comply with all safety policies, procedures, and regulatory requirements provided during onboarding and throughout employment.



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- **Safe Work Practices:** Consistently follow safety signage, [PPE requirements](#), and equipment protocols.
- **Shared Safety Responsibility:** Take ownership of personal safety while actively supporting the safety of others. Speak up about unsafe conditions or behaviors and make safety-first decisions.
- **Cooperation and Participation:** Cooperate fully in safety audits, investigations, and company safety initiatives.
- **Ask Questions:** Seek guidance and clarification if unsure about safety procedures, equipment, or policies.
- **Stay Informed:** Remain familiar with company safety policies, updates, and state-specific regulations.
- **Report Promptly:** Immediately report unsafe conditions, policy violations, hazards, injuries, near-misses, or equipment concerns using the proper channels. Escalate unresolved issues to a Safety Coordinator.
- **Commitment to Quality:** Perform all tasks with care, precision, and attention to detail to ensure safety and high-quality service.

Safety Training & Education Program

Our comprehensive Safety Training and Education Program ensures that everyone receives the necessary training to work safely and respond effectively to potential hazards. This program is designed to meet the diverse needs of our team through structured, role-specific, and ongoing education. Team members are encouraged to ask questions and request additional training whenever they are unsure so that they can work confidently and safely.

OUR SAFETY TRAINING & EDUCATION PROGRAM INCLUDES:

- **New Hire Orientation:** Company values, general safety expectations, and procedures.
- **Job-Specific Training:** [PPE](#) use, hazard controls, equipment safety, and emergency protocols.
- **Toolbox Talks & Safety Huddles:** Regular, short safety meetings held at the start of shifts or before high-risk tasks to reinforce key safety messages, discuss recent incidents, and promote team engagement.
- **Periodic Refreshers:** Scheduled updates based on roles, incidents, or regulatory changes.
- **Post-Incident Retraining:** Customized support and training following safety incidents or audit findings.
- **Supervisor & Leadership Safety Development:** Focused training for supervisors and leaders to reinforce their roles in coaching, correcting unsafe behaviors, and ensuring compliance.

Continuous Improvement & Audit

We believe that safety is a constantly changing and developing practice. We are dedicated to continually enhancing our safety programs, protocols, and workplace conditions. Regular internal audits, reviews, and training assessments are crucial for identifying areas that need improvement and ensuring we meet or surpass industry standards and government regulations. By focusing on ongoing improvement, we stay ahead of potential hazards and foster a safer, more efficient environment for all team members.

OUR CONTINUOUS IMPROVEMENT PROCESS INCLUDES:

- **Team Member Feedback:** We actively seek team member input through observations, suggestions, and concerns. Feedback is reviewed, and actionable ideas are implemented to strengthen safety and accountability.
- **Safety Audits & Inspections:** Regular audits evaluate compliance, equipment conditions, and safety practices. Findings are reviewed with leadership, and corrective action plans are created and followed through.
- **Training Effectiveness Reviews:** Training programs are reviewed periodically to ensure content remains relevant, effective, and aligned with evolving regulations and best practices.
- **Industry Benchmarking:** Risk and HR monitor OSHA updates, regulatory changes, and safety trends to keep our practices current and competitive.
- **Performance Metrics & Safety KPIs:** We track and analyze Key Performance Indicators (KPIs) such as incident rates, near-misses, training completion, and audit scores to identify trends and adjust priorities as needed.



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- **Post-Incident Investigations:** After any incident, our teams conduct thorough investigations to assess response, identify root causes, and implement preventive improvements based on findings.

Safety Communication, Incident Reporting, and Escalation

A safe and compliant workplace starts with timely, transparent, and effective communication. Every team member must help identify, report, and resolve safety issues. Prompt communication supports safety, reduces liability, and ensures legal compliance.

WHAT TO REPORT

- **Unsafe Conduct or Conditions:** Any behavior, practice, or condition that could compromise safety.
- **PPE Issues:** Missing, defective, damaged, or misused personal protective equipment.
- **Equipment Failures:** Malfunctioning, damaged, or unsafe tools and equipment.
- **Injuries, Illnesses, or Occupational Exposure:** Any work-related injury, illness, or exposure to bloodborne pathogens, chemicals, or other health hazards, even if symptoms are delayed or minor.
- **Chemical or Environmental Hazards:** Spills, leaks, improper storage, ventilation issues, or misuse of hazardous materials.
- **Near-Miss Events:** Incidents that could have caused harm but did not.
- **Policy or Regulatory Violations:** Violations of OSHA, safety protocols, or company policies.
- **Facility Hazards:** Unsafe flooring, stairs, walkways, lighting, HVAC, electrical hazards, or any condition that creates a risk in the physical workplace.
- **Vehicle or System Hazards:** Problems involving lifts, hoists, brakes, vehicle movement, compressed air, or flammable/pressurized substances.
- **Cybersecurity Concerns:** Phishing attempts, data loss, compromised accounts, suspicious system activity, or lost/stolen devices.
- **Security Breaches or Property Concerns:** Unauthorized access, vandalism, theft, surveillance issues, or breaches of restricted areas.
- **Workplace Violence, Harassment, or Threats:** Physical altercations, threats, bullying, harassment (including sexual or discriminatory), or intimidation.
- **Retaliation:** Any retaliation for reporting issues or unethical behavior impacting safety, integrity, or compliance.
- **Other Concerns:** Any situation that may affect the health, safety, security, or regulatory compliance of team members, customers, or facilities.

GENERAL REPORTING STANDARDS AND RESPONSIBILITIES

- **Timely Reporting:** Report all incidents or concerns immediately.
- **Use Chain of Command:** Report to your supervisor first. If unavailable, escalate to another manager or HR.
- **Provide Detailed Information:** Include specific facts and context.
- **Documentation:** Use written statements, photos, or witness accounts when possible.

RESPECT FOR REPORTING AND NO RETALIATION

- **Reporting Integrity:** Intentionally discouraging reporting, ignoring safety issues, or retaliating against a reporting party is a serious violation of conduct standards.
- **No Retaliation:** Retaliation against team members who report concerns or participate in investigations is strictly prohibited.
- **Investigations:** Reports are reviewed promptly, and investigations are conducted in a timely, confidential, and respectful manner. Team members will be notified of outcomes or actions where appropriate.
- **Additional Support:** For support navigating difficult concerns, team members may also contact the [Employee Assistance Program \(EAP\)](#), which provides confidential guidance and resources.



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KEY REPORTING CONTACTS

- **Emergency Services:** Call 911 for life-threatening situations.
- **Immediate Supervisor:** First point of contact for all non-emergency concerns.
- **Escalate When Needed:** [Contact HR, Risk, IT, or Facilities](#) based on the issue.
 - **Facilities Department:** Report equipment, building safety, or environmental concerns to facilities@leedswest.com.
 - **Risk Management:** Report hazard escalations, OSHA issues, or unresolved safety risks to risk@leedswest.com.
 - **Human Resources (HR):** Contact HR at <https://leedswestgroups.happyfox.com/new/> for employee relations, support resources, conduct and policy violations, or other employee issues or concerns.
 - **IT:** Report technical issues, cybersecurity or systems breaches or concerns to IT@leedswest.com.
- **Medcor Triage:** Call 1-815-846-2380 for injury triage and care direction.
- **Anonymous Reporting:** Visit <https://leedswestgroups.happyfox.com/new/> and select the Report a Concern (Anonymously) ticket category to report confidential concerns.

SAFETY DATA SHEETS (SDS) ACCESS

Safety Data Sheets (SDS) are readily accessible to all team members through the Operations SOP folder in Microsoft Teams. These sheets provide important information on chemical safety, handling, storage, and emergency procedures. All team members are trained in how to access SDSs and may request printed copies if needed. SDSs are maintained for all hazardous substances used in our operations, in compliance with OSHA's Hazard Communication Standard.

Consequences For Violations

We are committed to maintaining a safe, ethical, and legally compliant workplace for all team members. Safety is mandatory. Every team member is accountable for maintaining a safe and professional work environment. Violations of safety, conduct, and operational standards, as well as safety regulations and company policies, may result in corrective action, up to and including termination of employment.

GENERAL ENFORCEMENT GUIDELINES FOR SUPERVISORS

- **Lead by Example:** Supervisors and leaders are held to a higher standard and may face additional consequences for failing to enforce safety protocols or report unsafe conditions or conduct.
- **Immediate Action:** Supervisors are expected to address violations promptly. Delaying or ignoring safety issues can increase risk and may be viewed as implicit approval of unsafe conduct.
- **Equal Accountability:** All team members, regardless of title or tenure, are held to the same safety and conduct standards. Leadership status does not excuse violations.
- **Coaching First:** Coaching is suitable when a team member's actions show misunderstanding, lack of awareness, or a one-time mistake; it is not appropriate for willful disregard or repeated behavior. Use your judgment and consult HR if unsure.
- **Emotional Intelligence:** Respond with professionalism, empathy, and a growth mindset. Recognize improvement and reinforce progress to support long-term safety habits.
- **Follow-Through:** Ensure corrective actions are implemented and sustained through follow-up and continuous accountability.
- **Documentation:** All corrective actions, including coaching conversations and verbal warnings, must be documented and submitted to HR, even if no formal write-up occurs. Consistent documentation ensures fair enforcement and legal compliance.

CORRECTIVE ACTION FRAMEWORK

Corrective Action	Description
Verbal Coaching	For minor or first-time violations that result in no harm or risk.
Written Warning	For repeated or moderate violations or safety concerns.



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Final Warning/Suspension	For serious violations or ongoing noncompliance.
Termination	For severe misconduct, unsafe behavior, or violations that jeopardize safety or company integrity.

SCOPE OF VIOLATIONS

These violations may warrant progressive corrective action unless the severity or context escalates the consequences. Violations are evaluated based on context, severity, and intent. This list provides examples but is not exhaustive.

- **Compliance:** Failing to follow safety procedures, OSHA, state, or local safety regulations, or legal requirements.
- **State-Specific Violations:** Violating signage, documentation, or right-to-repair laws in specific jurisdictions.
- **Improper PPE or Practices:** Failing to use required [PPE](#), using tools unsafely, or violating equipment safety protocols.
- **Failure to Report:** Not reporting injuries, incidents, hazards, or near misses promptly.
- **Hazardous Materials Handling:** Mishandling or improper disposal of flammable or regulated waste.
- **Audit or Investigation Obstruction:** Failing to cooperate or providing false or misleading information during inspections, investigations, or safety reviews.
- **Unprofessional Behavior:** Engaging in horseplay, reckless behavior or actions, harassment, or intimidation.

TERMINATION GUIDELINES

Leeds West Groups generally applies progressive discipline for most safety violations. However, the company reserves the right to bypass progressive steps and proceed directly to suspension or termination in cases of severe, willful, or dangerous violations that compromise the health or safety of any individual or the company's operations.

Examples include, but are not limited to:

- **Repeat or Willful Violations:** Ongoing disregard for safety, compliance, or lawful requirements.
- **Tampering with Safety Systems:** Disabling, bypassing, or sabotaging safety guards, warning devices, lockout/tagout systems, tools, or safety technology.
- **Fraud & Falsification of Records:** Falsifying, manipulating, or creating fraudulent claims or records.
- **Theft or Misuse of Company Property:** Including unauthorized use of tools, vehicles, systems, or funds.
- **Confidentiality Violations:** Unauthorized use or abuse of customer or company data.
- **False Accusations:** Maliciously reporting false claims against another individual.
- **Harassment and Violence:** Physical harm, threats, or unlawful harassment.
- **Malicious Misconduct:** Acts that threaten operations, reputation, or health and safety.
- **Deliberate Training Noncompliance:** Repeated noncompliance, refusal to participate, or deliberate disregard for required safety training obligations.

BONUS ELIGIBILITY & REDUCTION

- **Impact on Bonus:** Safety violations, including but not limited to preventable workplace injuries, damage claims, or violations of documented safety protocols, may result in reductions or forfeiture of bonuses in accordance with the guidelines of applicable bonus programs and relevant state laws.
- **Performance Alignment:** Bonuses are intended to reward strong operational performance and consistent, safe, and compliant behavior.
- **Fair Enforcement:** Discretion will be applied reasonably, and all adjustments will be made in accordance with applicable wage and labor regulations.



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REPORTING RESPONSIBILITY

If you witness or experience a safety, conduct, policy, ethical, or legal violation or incident in the workplace or the scope of your employment with Leeds West Groups, you are expected to report it to your supervisor or HR promptly. All reports will be handled confidentially, thoroughly, and without retaliation or retribution.

DOCUMENTATION & RECORDKEEPING

All corrective action records will be sent to HR and filed in the team members' personnel file, in accordance with company policy and compliance standards. Corrective action records are retained in accordance with company recordkeeping policy and applicable state and federal retention requirements.

OSHA/EXTERNAL SAFETY AUDITS & INSPECTIONS

OSHA inspections are handled with professionalism, preparedness, and full cooperation. This procedure outlines how Leeds West Groups manages OSHA visits, ensures compliance, and addresses any findings to strengthen our safety culture and minimize risk.

PREPARATION PROCEDURES

- **Safety Records:** Maintain up-to-date, organized, and accessible safety training logs, inspection reports, and incident records.
- **Safety Data Sheets (SDS):** Keep all SDS sheets, safety signage, and emergency procedures current and accessible.
- **Internal Audits:** Conduct regular internal safety audits to identify and resolve issues proactively.

DURING THE OSHA VISIT

- **Initial Interaction:** Greet the inspector respectfully and notify store leadership and the [Risk Department](#) immediately.
- **Verify Credentials:** Confirm the inspector's credentials and determine the scope of the inspection (e.g., complaint, scheduled, random).
- **Accompany the Inspector:** A Store Manager or leadership team member must accompany the inspector at all times. Take notes, document reviewed areas, and maintain a professional demeanor.
- **Response to Questions:** Do not speculate or admit fault. Refer all inquiries to the Safety Coordinator.

VIOLATIONS & CITATIONS

- **Immediate Notification:** Report any citations or concerns to the [Risk Department](#) immediately. Provide all supporting documentation.
- **Root Cause Investigation:** Work with the [Risk Department](#) to investigate the violation and implement corrective actions.
- **Compliance Deadlines:** Complete all corrective measures within OSHA's specified timeframes. Document each step taken.
- **Follow-up Reporting:** Submit any required documentation to OSHA to confirm resolution and restored compliance.
- **Internal Debrief and Learning:** Following the resolution of any OSHA visit or citation, leadership should conduct a brief internal debrief to share lessons learned, reinforce successful practices, and apply improvements across other locations.

GENERAL WORKPLACE HEALTH & SAFETY STANDARDS

All team members are expected to act in ways that promote safety, reflect professionalism, and support our culture and values of respect and accountability.



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General Health Standards

Maintaining a clean and healthy work environment is crucial for the safety and well-being of our team members, the confidence of our customers, and efficient operations. All team members are expected to uphold high standards of personal hygiene, prevent the spread of illness, and maintain cleanliness in shared spaces.

ILLNESS PREVENTION & REPORTING

- **Do Not Work While Contagious:** Team members must stay home if they experience symptoms of a contagious illness. Coming to work while infectious puts coworkers and customers at risk and undermines our commitment to a safe and healthy workplace.
- **Report Illness Promptly:** Notify your supervisor as soon as possible and follow the call-in procedure if you are unwell.
- **Recognize Common Symptoms:** Stay home if you have a fever, cough, sore throat, runny nose, vomiting, diarrhea, respiratory difficulty, or unexplained fatigue.
- **Medical Clearance:** A healthcare provider's clearance may be required before returning to work, depending on the nature of the illness.
- **Public Health Guidance:** Leeds West Groups follows CDC, OSHA, and health department guidelines for symptom monitoring, quarantine requirements, and return-to-work clearance when needed.

PERSONAL HYGIENE & HANDWASHING

- **Proper Hygiene:** Proper hygiene is essential for preventing the spread of germs and illness.
- **Wash Hands Frequently:** Use soap and water for at least 20 seconds, especially after using the restroom, sneezing, touching shared tools, after dusty work, or before eating.
- **Use Sanitizer When Needed:** If soap and water are unavailable, use an alcohol-based hand sanitizer.
- **Avoid Touching Your Face:** Refrain from touching your eyes, nose, or mouth with unwashed hands.
- **Maintain Cleanliness:** Bathe regularly and wear clean clothing, especially when working near others.

WORKPLACE CLEANLINESS

- **Disinfect High-Touch Surfaces:** Clean tools, equipment, and shared surfaces regularly with company-approved disinfectants.
- **Keep Spaces Tidy:** Maintain order and cleanliness in offices, shops, break rooms, and personal workstations.

RESPIRATORY ETIQUETTE

- **Cover Coughs and Sneezes:** Use a tissue or the inside of your elbow to help prevent the spread of airborne illnesses.
- **Dispose of Tissues Properly:** Discard used tissues in appropriate receptacles and sanitize your hands immediately.
- **Avoid Close Contact:** If you are experiencing mild symptoms but have been cleared to work, avoid close contact with others.

FOOD & DRINK RESTRICTIONS

- **Avoid Consumption in Unsafe Areas:** Do not eat or drink in shop bays, near chemicals, around tools or equipment, in customer vehicles, or while performing work tasks to prevent contamination and ensure workplace safety.
- **Use Designated Areas:** Food and beverages may only be consumed in designated break areas or away from work zones.
- **Store Food Safely:** Keep all food and drinks away from chemicals, cleaning supplies, and tools. Refrigerators used for food must not contain hazardous materials or substances.
- **Label Personal Items:** Clearly label all personal food and drink items stored in shared refrigerators.
- **Only Spill-Proof Containers Permitted:** Only spill-proof or securely closed-lid beverage containers are allowed, and only in designated break areas. Open containers such as cups, cans, or uncovered drinks are strictly prohibited in all work areas.



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Smoking & Vaping

Leeds West Groups maintains a smoke- and tobacco-free environment. Smoking or using any tobacco products, including but not limited to cigarettes, electronic smoking devices or e-cigarettes, pipes, hookahs, cigars, snuff, or chewing tobacco, is not allowed anywhere in the building or vehicles owned, leased, or rented by the Company or a customer. Except in designated smoking areas, non-smokers' right to breathe clean air takes precedence over the right to smoke. All signage must be followed and posted rules must be respected. **For reporting procedures, refer to the [Reporting & Escalation](#) section of this manual for step-by-step instructions.**

DESIGNATED OUTDOOR SMOKING AREA REQUIREMENTS

- **Location:** Must be more than 25 feet from building entrances, windows, and air intakes.
- **Safety:** Areas must be clear of flammable materials and unenclosed.
- **Disposal:** Approved waste receptacles must be used.

Drug, Alcohol, And Impairment

Safety, focus, and sound judgment are essential on the job. Any impairment that affects performance or safety is strictly prohibited. **For reporting procedures, refer to the [Reporting & Escalation](#) section of this manual for step-by-step instructions.**

PROHIBITED CONDUCT INCLUDES:

- **Prohibited Substances on Premises:** Use, possession, sale, transfer, or distribution of illegal drugs or alcohol on company property or time.
- **Impairment at Work:** Reporting to work under the influence of alcohol or any substance that impairs physical or mental function is strictly prohibited. Use of such substances during work hours or in any context that affects safe job performance is not permitted.
- **Cannabis:** Use of cannabis that results in impairment during work hours is prohibited, regardless of its legal status in your state. Team members must report to work unimpaired and remain fit for duty throughout their shift.
- **Prescription or Recreational Drug Use:** Using prescription, over-the-counter, or recreational drugs that impair your physical or mental ability to perform job duties safely.
- **Drug & Alcohol Testing Refusal:** Refusing to comply with post-incident, random, or reasonable suspicion drug or alcohol testing violates company policy. Refusal may be considered a violation of company policy and subject to corrective action.
- **Test Tampering:** Falsifying or interfering with drug or alcohol test procedures or results.

SUPERVISOR RESPONSIBILITIES

- Monitor team members for signs of impairment.
- Document and report observations clearly and factually.
- Coordinate testing procedures per policy and support a respectful process.
- Protect confidentiality and offer resources as appropriate.

TESTING & ENFORCEMENT

Team members may be subject to drug and alcohol testing under the following circumstances:

- Post-incident or injury.
- Following a vehicle accident, property, or equipment damage.
- Based on observed behavior or reasonable suspicion, such as slurred speech, impaired coordination, odor of alcohol or cannabis, erratic behavior, or unsafe decision-making.
- As required by law, regulation, company policy, or insurance policy.



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REPORTING & SUPPORT

- **Medication Disclosure:** Inform your supervisor or HR if you're using substances that may impair safety.
- **Reporting Concerns:** Immediately report any suspected impairment to your supervisor or HR.
- **Support for Substance Use:** If you're struggling with substance use, you are not alone. Confidential support is available through our [Employee Assistance Program \(EAP\)](#). Team members are encouraged to seek support early and without fear of judgment.
- **Confidentiality:** All health-related disclosures, testing results, and requests for assistance will be handled with strict confidentiality, in accordance with applicable laws and company policy.

Conflict De-Escalation & Resolution Safety

All team members are expected to handle conflict calmly, respectfully, and with a focus on safety and professionalism. Conflict resolution is a critical part of maintaining a safe, secure, and productive workplace. **For emergency response procedures, refer immediately to the [Emergency Action Plan](#) section of this manual for step-by-step procedures.**

CUSTOMER OR VISITOR CONFLICT DE-ESCALATION & SAFETY PROCEDURES

- **Remain Calm:** Speak clearly, calmly, and respectfully. Do not raise your voice or respond emotionally. De-escalation should be the priority.
- **Use Non-Threatening Body Language:** Maintain an open posture. Avoid crossing arms or standing over others.
- **Listen Actively:** Make eye contact, acknowledge concerns, and use paraphrasing to show understanding.
- **Avoid Assigning Blame:** Focus on resolving the issue rather than identifying fault.
- **Use Calming Language:** Reassure the individual with phrases like:
 - "I understand your concern and want to help."
 - "Let's work together to find a solution."
- **Create Space if Needed:** Step back or relocate to a quieter area to reduce tension.
- **Involve a Supervisor Promptly:** Escalate calmly to a supervisor if resolution is not progressing.
- **Limit Bystander Involvement:** When appropriate, redirect other customers or team members away from the area.

INTERNAL TEAM MEMBER CONFLICT RESOLUTION

- **Attempt Direct Resolution:** Team members are expected to handle disagreements directly, respectfully, and constructively, with the person involved using clear, professional, and solution-focused communication. Focus on the issue, not the individual.
- **Use Professional Language:** Avoid accusatory statements. Remain calm and open to other perspectives.
- **Stay Solution-Oriented:** Work together to identify improvements and move forward productively.

If Resolution Is Not Reached:

- **Report the Concern:** Notify your supervisor or HR if the conflict escalates or involves misconduct, policy violations, or safety concerns.
- **Escalate When Necessary:** If your supervisor is unavailable, involved in the issue, or if it concerns harassment, discrimination, retaliation, threats of violence, or confidentiality issues, escalate the matter directly to HR.

Harassment, Discrimination & Hostile Work Environment

We are committed to fostering a safe, inclusive, and respectful work environment for all team members. Harassment, discrimination, and any hostile behavior are not tolerated in our culture and violate both our values and the law. Everyone has the right to feel safe to perform their best work, without fear, bias, or mistreatment. We take pride in creating a workplace based on empathy, fairness, and inclusion. Therefore, any conduct, whether verbal, physical, visual, written, or digital, that creates a hostile,



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intimidating, offensive, or abusive environment or unfairly influences employment decisions is strictly forbidden. **For reporting procedures, refer to the [Reporting & Escalation](#) section of this manual for step-by-step instructions.**

PROHIBITED CONDUCT INCLUDES (BUT IS NOT LIMITED TO):

- **Harassment or Discrimination:** Any mistreatment based on race, color, national origin, religion, sex, gender, gender identity or expression, age, marital status, disability, veteran status, sexual orientation, or any other protected class under federal, state, or local law.
- **Sexual Harassment:** Unwelcome sexual advances, suggestive comments, physical contact, or behavior that creates a sexually charged or offensive work environment.
- **Verbal Harassment:** Verbal abuse, slurs, jokes, or repeated demeaning comments directed at an individual or group.
- **Bullying and Intimidation:** Deliberate exclusion, persistent criticism, humiliation, spreading false information, or sabotage of others' work or reputation.
- **Retaliation:** Any adverse action taken against individuals who report concerns, participate in investigations, or oppose inappropriate conduct.
- **Digital Misconduct:** Harassment or bullying through digital communications, such as inappropriate messages, social media posts, or online content that affects the workplace.
- **Visual Harassment:** Displaying or circulating offensive images, posters, gestures, or written materials within the workplace.
- **Subtle Bias or Microaggressions:** Repeated subtle comments or actions that demean, stereotype, or marginalize others based on protected characteristics.
- **Quid Pro Quo Harassment:** Conditioning promotions, benefits, or continued employment on submission to unwelcome behavior or sexual advances.
- **Sexual Activity:** Engaging in any sexual conduct, whether consensual or not, during work hours or work-related events.
- **Exchange of Favors:** Soliciting or offering services, promotions, or discounts in exchange for sexual favors.
- **Romantic Relationships:** Although not outright prohibited, romantic relationships between team members must not interfere with workplace conduct, create conflicts of interest, or violate this policy. Team members in supervisory or influential positions must not engage in romantic or sexual relationships with anyone whose job status they can affect.
- **Bystander Complicity:** When safe and appropriate, team members, especially those in leadership, are expected to report or intervene when witnessing harassment or unsafe behavior. No one is expected to place themselves in harm's way.

Workplace Violence & Threat Prevention

Leeds West Group is committed to providing a safe, respectful, and secure workplace free from any form of violence or threats. Workplace violence includes physical acts, verbal threats, intimidation, harassment, or any behavior that creates fear or harm. This policy outlines our proactive approach to preventing violence and protecting our team members, customers, and property. **For emergency response procedures related to violent incidents, refer immediately to the [Emergency Action Plan](#) section of this manual for step-by-step procedures.**

ZERO-TOLERANCE

Leeds West Groups has zero tolerance for violence, threats, or weapons in the workplace. Violations of this policy will result in immediate investigation and may lead to termination of employment and law enforcement involvement, where appropriate.

PROHIBITED CONDUCT INCLUDES, BUT IS NOT LIMITED TO:

- **Physical Aggression:** Pushing, grabbing, hitting, kicking, or shoving.
- **Threatening Behavior:** Verbal or written threats of harm, intimidating gestures, or stalking that causes fear or distress.
- **Weapons and Dangerous Objects:** Possessing, using, or threatening to use firearms, knives, explosives, or other weapons on company property, in company vehicles, or at company events, except as specifically authorized by applicable local, state, or federal laws.



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- **Intimidation or Coercion:** Using one's role, presence, or actions to instill fear or manipulate others.
- **Property Damage:** Vandalizing or destroying company or personal property.
- **Aggressive Horseplay:** Rough play or pranks that could result in injury or escalate into conflict.
- **Instigating or Escalating Conflict:** Encouraging retaliatory behavior or inflaming tensions.
- **Misuse of Communication Systems:** Using email, voicemail, or online platforms to harass, intimidate, or threaten others.
- **Verbal Abuse:** Shouting, name-calling, slurs, or profanity that incite conflict or create an unsafe environment.
- **Stalking or Surveillance:** Repeated unwanted following, communication, or monitoring that causes fear or intimidation.
- **Failure to Report Threats:** Withholding knowledge of threats or violent behavior that could endanger workplace safety.

THREAT RECOGNITION & REPORTING

- **Emergency Response:** For emergency actions, refer to the [Emergency Action Plan](#) section of this manual.
- **Report Concerns Immediately:** If a team member observes threatening behavior, notify a supervisor and HR as soon as it is safe to do so. All threats or acts of violence, no matter how minor, must be reported immediately and will be investigated.

PREVENTION AND SUPPORT

- **Situational Awareness:** Remain alert to signs of stress, aggression, or unusual behavior.
- **Early Intervention:** Report concerning behaviors promptly to help prevent escalation.
- **Third-Party or Domestic Threats:** Notify HR or supervisors immediately if aware of credible threats from external individuals, such as former employees or domestic partners.
- **Promote a Safe Culture:** Keep restricted areas secured, demonstrate professionalism, and remain calm during stress or conflict.
- **Training:** Participate in violence prevention and de-escalation training and prevention initiatives.
- **Support Resources:** Team members impacted by threats or violence are encouraged to seek assistance through [Employee Assistance Programs \(EAP\)](#), counseling services, or HR support.

TEAM & SHOP IMAGE STANDARDS

Maintaining a clean, organized, and professional image is crucial for workplace safety at Leeds West Group. A well-groomed team and a tidy, hazard-free facility help prevent accidents, support safe operations, and show a trustworthy and capable environment to every customer. These standards apply to all team members and locations. By upholding these expectations, we reduce risks, foster team pride, and promote a culture where safety, service, and professionalism are connected. Supervisors are responsible for ensuring consistent adherence to image and cleanliness standards. Repeated failure to meet these expectations may lead to corrective action according to our conduct policies.

Professional Conduct & Brand Representation

Team members represent Leeds West Groups at all times, especially when wearing company-branded clothing, attending work-related events, engaging in online activities, or traveling for business. Whether in person, online, or off-site, team members must uphold our values of professionalism, safety, and respect to maintain the trust of our customers, partners, and communities.

EXPECTATIONS FOR BRAND REPRESENTATION IN PUBLIC

- **Company Representation:** When wearing company-issued clothing or accessories, team members must demonstrate professionalism, integrity, and alignment with our values.
- **Professional Appearance:** Branded clothing must be clean, well-maintained, and in good condition. Soiled, damaged, or inappropriate apparel negatively affects our reputation and may pose safety risks.
- **Public Behavior:** Offensive, unsafe, or inappropriate behavior, whether in person or online, is strictly prohibited when visibly representing the company.



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- **Appropriate Use:** Company-issued apparel is for work-related or company-approved use only. They should not be worn in personal settings that may conflict with the company's image, reputation, or values.
- **Media Inquiries and Public Statements:** Team members are not authorized to make public statements or respond to media inquiries on behalf of the company without prior written approval from Leadership or Marketing. All media requests should be directed to the Marketing department at marketing@leedswest.com.
- **Public Conflict Avoidance:** Avoid any public confrontation or controversial display while wearing company apparel or representing the company in any capacity. Maintain calm, respectful, and professional behavior at all times.

CONDUCT EXPECTATIONS DURING WORK TRAVEL, OFF-SITE EVENTS, AND REMOTE REPRESENTATION

- **Professional Conduct:** Team members are expected to act respectfully, safely, and professionally during all work-related travel, virtual meetings, off-site training, and customer interactions.
- **Alcohol Use:** Alcohol may only be consumed at company-approved events where it is served by the sponsor. Consumption must be moderate and not interfere with safety, professionalism, or judgment.
- **Prohibited Conduct:** Horseplay, harassment, unsafe behavior, and any conduct that could cause harm to a person, property, the company's reputation, or liability is prohibited at all work functions and locations.
- **Incident Reporting:** Immediately report any injuries, safety concerns, or inappropriate conduct that occurs off-site to your supervisor or HR.
- **Emergency Awareness:** Identify emergency exits, safety protocols, and security features as soon as you arrive at any off-site location.
- **Stair Safety:** Maintain three points of contact (two feet and one hand) when using stairs.
- **Vehicle Operation:** When operating company vehicles, obey all traffic laws and safety policies. Distracted or impaired driving is strictly prohibited.
- **Confidentiality:** Secure all company and customer information during travel or off-site engagements. Safeguard laptops, documents, and verbal communications from unauthorized access or exposure.

DIGITAL CONDUCT & SOCIAL MEDIA RESPONSIBILITY

Team members must use discretion, professionalism, and sound judgment when engaging in online activity. Any conduct that compromises safety, confidentiality, or the company's reputation is prohibited, regardless of whether the activity occurs during work hours or personal time.

Online Conduct Expectations:

- **Use of Social Media:** Maintain a clear boundary between personal online activity and company-related matters. Avoid posting anything that violates confidentiality, contains offensive content, or compromises safety. Nothing in this policy restricts legally protected communication about working conditions.
- **Report, Do Not Post:** Workplace incidents, concerns, or customer issues must be reported to a supervisor or HR. Do not share or comment on them through social media or other public platforms.
- **Respect for Privacy:** Do not post or share names, photos, or information about team members, customers, or internal operations without proper approval. Always obtain consent before recording others. Unauthorized recording may violate privacy laws or company policy, especially in changing areas, restrooms, or private areas.
- **Ask Before Sharing:** Always check with your supervisor or HR before posting anything that may reference the company, customers, or work-related activities.

Prohibited Online Conduct:

- **Unauthorized Sharing:** Posting or circulating images, videos, or details related to team members, customer vehicles, internal processes, or workplace incidents without approval.



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- **Recording Without Approval:** Filming, live-streaming, or creating video content on company property or during work hours without express authorization.
- **Inappropriate Statements:** Making public comments, jokes, or statements, even outside work, that reflect poorly on the company, violate policy, or damage trust.
- **Unprofessional Behavior:** Participating in any online activity that could harm the company's reputation, jeopardize workplace safety, or compromise confidentiality.

Team Member Image Standards

PERSONAL HYGIENE & GROOMING STANDARDS

- **Cleanliness:** Team members must maintain good personal hygiene, including daily bathing, oral care, and wearing clean clothing.
- **Fragrance:** Avoid excessive use of scented products. Fragrances must not distract others or cause sensitivity in confined workspaces.
- **Clothing:** Change soiled, damaged, or contaminated clothing immediately to support a clean and safe work environment.
- **Hair & Facial Hair:** Hair must be clean, neat, and professional. Long hair must be securely tied back or contained to prevent entanglement with tools, equipment, or moving parts. Facial hair must be groomed and must not interfere with [PPE](#) or pose a safety hazard.
- **Makeup:** Makeup should be neutral and professional in appearance, without distracting or excessive styling.
- **Jewelry & Accessories:** Jewelry must not interfere with job safety. In shop environments, dangling earrings, necklaces, or large rings may be restricted to prevent injury or electrical risk. Team members may request exceptions for religious or medical reasons.
- **Tattoos:** Tattoos must be appropriate and non-offensive. Tattoos with inappropriate or offensive language, graphics, or symbols must be covered while on duty.
- **Non-Compliance and Safety Risk:** Any grooming or hygiene issue that presents a safety hazard (e.g., unsecured hair, unsafe footwear, or loose clothing) may result in corrective action.

DRESS CODE REQUIREMENTS (ROLE-SPECIFIC)

All dress code standards are designed to promote safety, professionalism, and brand consistency. Requirements vary by role, job function, and work environment. All dress code expectations will be enforced consistently and respectfully. Concerns about fairness or clarity should be brought to a supervisor or HR.

In-Shop Dress Code (All roles):

- **Company Issued Uniforms & Authorized Attire Only:**
 - **Technicians (all levels):** Must wear company-issued uniforms with shirts and pants appropriate for shop use and safety.
 - **Sales & Management:** Must wear company-approved branded attire or professional black pants, consistent with brand standards.
- **Fit and Condition:** Uniforms must fit properly (neither oversized nor overly tight), be clean, undamaged, and presentable. Team members are responsible for requesting uniform replacements when items become damaged, worn out, or no longer fit properly. Supervisors should ensure prompt processing of uniform exchanges.
- **Daily Presentation:** Team members are expected to start each shift in clean uniforms, make a reasonable effort to maintain a presentable appearance throughout their shift, and utilize laundry services as scheduled.
- **Professional Presentation:** Shirts must be tucked in. Belts must not scratch vehicles or pose a safety risk. Name tags are required on the left chest, unless an alternative position is medically necessary, for sales and management team members.



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- **PPE Compliance:** All required personal protective equipment must be worn and maintained according to task-specific safety procedures.
- **Headwear & Outerwear:** Only approved, company-branded outerwear or hats are allowed. Sales and management may not wear hats.
- **Footwear:** All shop team members must wear black or dark brown, closed-toe, steel-toe boots that are ANSI Z41 compliant, oil-resistant, and slip-resistant. Athletic, open-toed, or casual footwear is prohibited. Team members who need footwear accommodations due to medical conditions should [contact HR](#) to discuss safe alternatives in accordance with ADA guidelines.

Operations Leadership Dress Code (Directors and Vice Presidents of Operations):

- **Company-Branded Attire:** Must wear branded company shirts or outerwear and professional slacks during all work-related business, including daily operations, travel, and company events. Attire must reflect a leadership-appropriate, polished appearance.
- **Footwear:** Footwear must be black or dark brown, closed-toe, clean, and professional in appearance.
- **Headwear & Shorts:** Hats, caps, and shorts are not permitted during business hours or while representing the company.
- **Formal Attire Exceptions:** Senior management may request elevated business attire for meetings, events, or presentations.

Corporate Office Dress Code (All roles):

- **Tops:** Collared shirts, blouses, polos, and clean business casual tops.
- **Bottoms:** Slacks, tailored pants, dark jeans, or modest skirts and dresses.
- **Footwear:** Clean, closed-toe shoes. Dress sandals may be permitted with manager approval.
- **Layering:** Blazers, cardigans, or company-branded outerwear are allowed if neat and professional.
- **Remote Work Expectations:** Business casual attire is required for all virtual meetings.
- **Formal Attire Exceptions:** Senior management may request elevated business attire for meetings, events, or presentations.

Prohibited Attire (All roles)

Unauthorized attire is strictly prohibited, as it can compromise safety, professionalism, and the company's brand standards. All team members working in Leeds West Group automotive facilities are required to wear company-issued uniforms in accordance with established uniform and appearance standards. Team members may be asked to leave and change if they arrive wearing attire that violates this policy. Repeated violations may result in corrective action.

The following items are not permitted:

- **Graphic or Inappropriate T-Shirts:** T-shirts with large graphics, offensive language, controversial symbols, or unapproved branding.
- **Casual or leisurewear:** Sweatshirts, crop tops, tank tops, pajamas, or other casual clothing not appropriate for a professional setting.
- **Leggings:** Leggings worn as standalone pants are not permitted unless worn under a dress or skirt that meets coverage standards.
- **Unsafe or Unprofessional Footwear:** Flip-flops, slippers, open-toed shoes, or any footwear that lacks structure or poses a safety risk.
- **Headwear Indoors:** Hats, caps, or hoods may not be worn indoors unless required for religious or medical reasons or approved to wear based on role-specific dress code standards.
- **Inappropriate Fit or Style:** Clothing that is excessively tight, sheer, revealing, distressed, or otherwise deemed unprofessional.



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ACCOMMODATIONS

Team members who require a dress code or grooming accommodation due to a sincerely held religious belief, disability, or other legally protected reason should [contact HR](#). Requests will be reviewed and reasonably accommodated in accordance with applicable laws.

Shop Image Standards

A clean, organized, and professional facility supports safety, productivity, and customer trust. This policy defines daily and weekly standards for maintaining the appearance and cleanliness of all shop areas. Store managers conduct daily audits, and all employees share responsibility for maintaining a workspace that is clean, safe, and ready for customers.

MANAGER RESPONSIBILITIES

- Assign Cleaning Duties:** Assign and rotate deep cleaning duties weekly based on operational needs.
- Monitor & Verify:** Confirm completion and address any missed or substandard tasks promptly.
- Enforce Compliance:** Document repeated non-compliance and coordinate retraining or corrective action with HR when needed.

DAILY HOUSEKEEPING EXPECTATIONS

Area	Task	When
Exterior Property	<ul style="list-style-type: none">Walk the property to remove trash and debris.Sweep walkways; remove snow, ice, water, leaves.Check signage and decals (clean, visible, undamaged).Ensure fire lanes and parking areas are unobstructed.Verify exterior lighting is functional.	<p>Open & Close</p> <p>Open & Close</p> <p>Open & Close</p> <p>Open & Close</p> <p>Close</p>
Lobby & Waiting Area	<ul style="list-style-type: none">Keep clean; remove clutter or personal items.Display only current and approved marketing materials.Remove handwritten, outdated, or unauthorized signage.Wipe down all surfaces, check for dust or crumbs.Organize reading materials, if applicable.Ensure only company-approved TV/digital content is displayed.Maintain a volume suitable for customer interactions.	<p>Open & Close</p> <p>Open</p> <p>Open</p> <p>Open & Close</p> <p>Open</p> <p>Open</p> <p>As Needed</p>
Restrooms	<ul style="list-style-type: none">Clean and inspect for proper stocking (soap, paper towels, toilet paper) and absence of odor.Update and post cleaning log.Report facility issues (plumbing, damage, persistent odors).	<p>Open & Close</p> <p>Open</p> <p>Open & Close</p>
Counters & Work Areas	<ul style="list-style-type: none">Keep clear of clutter, food, and personal items.Sanitize high-touch surfaces and electronics.Ensure printed materials are neat and current.	<p>Open & Close</p> <p>Open</p> <p>Open</p>
Audio & Music	<ul style="list-style-type: none">Ensure that music is family-friendly, inoffensive, and played at a low volume that supports clear conversation. No content with profanity, violence, drug or sexual references, or discriminatory language.	<p>Open</p>
Breakroom & Staff Areas	<ul style="list-style-type: none">Trash emptied, surfaces clear of food/dishes.Fridge checked for old food (weekly AM task).	<p>Close</p> <p>Open</p>
Shop Floor	<ul style="list-style-type: none">Sweep floors (start, mid, end of shift).Clean up spills promptly and properly.Check floor drains, fluid containment, and trash disposal.	<p>Open & Close</p> <p>Open & Close</p> <p>Open & Close</p>
Tools & Equipment	<ul style="list-style-type: none">Tools returned and stored properly.Toolboxes are clean and organized.	<p>Close</p> <p>Close</p>



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Emergency Access	<ul style="list-style-type: none">Walkways and exits are unobstructed.Safety and fire equipment are clearly visible.	Open & Close Open & Close
Building Security	<ul style="list-style-type: none">Alarm disarmed (open)/armed (close).Doors locked/unlocked as needed.Ensure employee entrances are secured.Lights on (open)/off (close).Ensure the thermostat is set appropriately.Report any issues to a Supervisor or Facilities.	Open/Close Open/Close Close Open/Close Open/Close As Needed

PERSONAL PROTECTIVE EQUIPMENT (PPE) & SAFETY MEASURES

This section details the necessary protective equipment, hazard mitigation procedures, and safety expectations for all our work locations. These standards align with OSHA regulations and industry best practices to reduce risks, ensure safety compliance, and safeguard all team members. Every team member has an active role in upholding these standards.

Service Animals in the Workplace & Customer Areas

Leeds West Group complies with the Americans with Disabilities Act (ADA) and supports equal access for individuals with disabilities, including those who use service animals.

CUSTOMERS

- Service Animal Access:** Service animals are allowed in customer-facing areas, including the lobby and waiting room.
- Restricted Areas:** Service animals are not permitted in shop areas due to hazards such as chemicals, moving vehicles, and equipment that could endanger the animal.
- Alternative Options:** Management will offer alternate arrangements to meet both accessibility and safety needs.

TEAM MEMBERS

- Accommodation Process:** Team members requiring service animals must submit a request to HR.
- Safety Assessment:** HR will evaluate safety risks or impacts the service animal may pose in operational areas.
- Restricted Areas:** Service animals may be restricted from hazardous zones such as service bays. HR will work with the team member to determine alternate accommodations if needed.

UNAUTHORIZED ANIMALS

- Emotional support animals, unauthorized pets, and non-service animals are not permitted on company property.

Personal Headphones & Devices

To protect team member safety and maintain clear communication in high-risk work environments, personal electronic device use is restricted. The following guidelines ensure that devices do not create dangerous distractions or interfere with situational awareness on the shop floor.

PROHIBITED CONDUCT INCLUDES:

- Personal Headphones and Listening Devices:** Personal listening devices (e.g., earbuds, Bluetooth headsets) are strictly prohibited in the shop. These devices create communication barriers and increase safety risks.
- Use of Personal Phones or Devices During Work Hours:** Personal phones may only be used during breaks or with supervisor approval. Phones must be silenced and stowed during work hours. Devices must not interfere with situational awareness or communication.

Personal Protective Equipment (PPE) Requirements

All team members must wear PPE appropriate to their duties and hazard exposure. Proper PPE use is critical for safety, injury prevention, and compliance with OSHA regulations. Supervisors must enforce PPE standards and ensure availability, while team members are responsible for using PPE correctly at all times. **Always refer to the manufacturer's [Safety Data Sheet \(SDS\)](#) for each specific product used.**

GENERAL PPE GUIDELINES

- **Mandatory Use:** PPE must be worn consistently and correctly based on job-specific hazards.
- **Inspect Before Use:** PPE must be checked for damage, wear, or missing parts before each use.
- **Do Not Use Damaged PPE:** Compromised PPE must not be used under any circumstances.
- **Report Issues Immediately:** Notify your supervisor if PPE is damaged or needs replacement.
- **Clean & Store Properly:** PPE must be cleaned and stored per the manufacturer's instructions.
- **Supervisor Responsibilities:** Supervisors must ensure PPE is available and in good condition.
- **Team Member Responsibilities:** Team members must use PPE correctly and report hazards, damage, or PPE needs to maintain their personal safety and the safety of others.
- **Visitor PPE:** All visitors entering operational areas must wear company-issued PPE appropriate to their access level and activity.
- **Accommodation Requests:** Team members who require PPE accommodations for religious, medical, or other reasons should [contact HR](#) to request an approved adjustment. Supervisors must consult with HR before granting, denying, or modifying any PPE-related accommodation request.

QUICK REFERENCE TABLE: MANDATORY PPE BY TASK TYPE

Task	Required PPE
General Shop Work	<ul style="list-style-type: none"> • Safety Glasses: ANSI Z87.1 rated- Foot Protection: Steel/composite-toe boots • Hand Protection: Mechanic or nitrile gloves (task dependent)
Chemical Handling (e.g., brake cleaner, solvents, degreasers)	<ul style="list-style-type: none"> • Eye Protection: Chemical splash goggles • Hand Protection: Nitrile or neoprene gloves • Body Protection: Chemical-resistant apron
Battery Service	<ul style="list-style-type: none"> • Eye Protection: Chemical goggles and face shield • Hand Protection: Acid-resistant rubber gloves • Body Protection: Apron or smock
Grinding, Cutting, Wire Brushing	<ul style="list-style-type: none"> • Face Protection: Full face shield over safety glasses • Hand Protection: Cut-resistant gloves • Hearing Protection: Ear plugs or muffs
Welding (MIG, TIG, Spot)	<ul style="list-style-type: none"> • Eye/Face Protection: Welding helmet with appropriate shade lens (per ANSI Z87.1) • Hand Protection: Flame-resistant gloves- Body Protection: Welding apron, sleeves, and flame-retardant clothing
Tire Work, Lifting, Kneeling	<ul style="list-style-type: none"> • Eye Protection: Safety glasses • Foot Protection: Steel/composite-toe boots • Hand Protection: Work gloves • Optional: Knee pads
Brake Jobs	<ul style="list-style-type: none"> • Eye Protection: Safety glasses • Hand Protection: Disposable gloves • Body Protection: Coveralls or disposable suit if high dust exposure

Refer to the [Mandatory PPE By Chemical](#) quick reference table for detailed PPE requirements by chemical type.

EYE PROTECTION

- **Safety Glasses:** ANSI Z87.1-compliant safety glasses must be worn at all times in shop areas to protect against flying debris, impact, or particles.
- **Goggles:** Must be worn when handling corrosive or irritating substances (e.g., battery acid, brake fluid, degreasers).
- **Face Shields:** Must be worn over safety glasses or goggles during grinding, cutting, battery servicing, or any task with risk of splatter or high-velocity impact.
- **Welding Helmets:** Must meet ANSI Z87.1 with appropriate lens shade for arc welding. Face and eye protection must extend to prevent UV and infrared light exposure.

HAND PROTECTION

- **General Maintenance Gloves:** Required when handling tools, equipment, or vehicle parts to prevent cuts, burns, and abrasions.
- **Chemical-Resistant Gloves:** Nitrile, neoprene, or rubber gloves must be worn when handling hazardous liquids, including solvents, coolants, cleaners, and battery acid.
- **Cut-Resistant Gloves:** Required during sharp-edge work (e.g., glass cleanup, bodywork, or metal fabrication).
- **Heat-Resistant Gloves:** Required when handling hot parts such as rotors, exhausts, or turbo components.
- **Disposable Gloves:** Must be used for tasks requiring contamination prevention. Dispose of single-use gloves immediately after exposure.

FOOT PROTECTION

- **Required Footwear:** ANSI Z41-compliant steel-toe or composite-toe boots with oil-resistant, slip-resistant soles are mandatory for all shop-exposed team members.
- **Prohibited Footwear:** Open-toe shoes, athletic sneakers, or non-compliant footwear are not allowed in shop areas under any circumstances.

HEARING PROTECTION

- **When Required:** Hearing protection must be worn when noise levels exceed 85 dB, such as when using grinders, impact tools, or air compressors.
- **Acceptable Types:** Includes disposable foam earplugs or over-the-ear earmuffs rated for the noise hazard present.
- **Storage & Reuse:** Reusable hearing protection must be kept clean and replaced when degraded or damaged.

WELDING & HOT WORK PROTECTION

- **Welding Helmets & Face Shields:** Must meet ANSI Z87.1 and provide the correct level of shade and arc protection.
- **Welding Gloves:** Flame and heat-resistant gloves must be worn when performing welding or cutting.
- **Flame-Resistant Clothing:** Required for hot work and must comply with NFPA 2112 or ASTM F1506 standards.
- **Protective Curtains:** Use welding curtains or screens to protect surrounding team members and flammable materials.

BODY PROTECTION & CLOTHING

- **Flame-Resistant Outerwear:** Must be worn during welding, grinding, or when handling flammable liquids.
- **Coveralls or Aprons:** Required for fluid handling, battery work, or work involving corrosive or staining materials.
- **Contaminated Clothing:** Must be changed immediately. Never take contaminated clothing home; use approved laundering services.

ADDITIONAL PPE CONSIDERATIONS

- **Knee Pads:** Must be used during prolonged kneeling tasks, such as tire or brake installation, to prevent injury and reduce strain.



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- **Barrier Creams:** Recommended for tasks involving repeated glove use or contact with irritants to help prevent dermatitis.
- **Fall Protection:** Required when working at heights over 4 feet (e.g., ladder use, mezzanines). Use harnesses and anchor points as required.
- **Battery Handling PPE:** Use chemical-resistant gloves, goggles, and aprons when servicing batteries or cleaning up acid spills.

Task-Specific Safety Protocols

Automotive repair tasks pose a wide range of hazards that require specific safety precautions. The following protocols are designed to protect team members, ensure equipment longevity, and maintain compliance with OSHA and company policies. All team members must follow these safety procedures precisely during daily operations. **For serious injuries or medical incidents, refer immediately to the [Workplace Injury & Illness Reporting](#) or [Emergency Response](#) sections of this manual for step-by-step procedures.**

GENERAL EQUIPMENT & TOOL SAFETY RULES:

- **Authorized Use:** Only trained and authorized team members may operate or service tools, machinery, and equipment.
- **Intended Purpose:** Always operate tools and equipment according to training and manufacturer guidelines.
- **Equipment Inspection:** Inspect all tools and equipment for visible wear, damage, or malfunction before use. Do not operate damaged tools. Tag and report them immediately.
- **Maintenance Compliance:** Follow preventive maintenance schedules and report any overdue or missed service intervals. Never use tools that have not passed inspection.

BATTERY AND ELECTRICAL SAFETY (INCLUDING EV/HEV):

- **Treat All Systems as Energized:** Always treat electrical systems as energized unless verified otherwise.
- **EV/Hybrid Training Requirement:** Only trained and certified team members may work on hybrid or electric vehicle high-voltage systems.
- **De-Energize Safely:** Follow OEM-specific shutdown procedures before working on high-voltage systems.
- **Safe Handling:** Wear required [PPE](#) and inspect for battery damage. Avoid contact with high-voltage cables or exposed terminals.
- **Ventilation & Spill Response:** Work in well-ventilated areas and neutralize acid spills using baking soda. Dispose of hazardous materials properly.
- **Charging Safety:** Follow all OEM instructions when jump-starting or charging batteries. Avoid sparks and open flames.
- **EV/Hybrid Safety:** Do not touch orange cables or high-voltage components unless deactivated and authorized. Use proper warning tags.
- **Storage & Disposal:** Store used and new batteries in approved, labeled, upright containers in a cool, dry location. Used batteries must never be stored on their sides or near heat sources. Recycle through authorized vendors only.
- **Immediate Notification:** If untrained personnel encounter a suspected high-voltage issue or damaged EV/HEV system, they must not touch the vehicle and must immediately notify a supervisor or Safety Coordinator.

VEHICLE LIFTS, HOISTS & JACKS:

- **Pre-Use Inspection:** Check for fluid leaks, worn parts, or faulty safety locks before using any lift or jack.
- **Safety Mechanisms:** Never bypass or disable safety locks, limit switches, or jack stands. Always use jack stands when working under elevated vehicles.
- **Hydraulic Caution:** Do not rely solely on hydraulic pressure. Lower lifts onto mechanical safety locks before working underneath.
- **Footing Awareness:** Never jump onto or off of lift platforms or hoists to avoid slips, falls, or mechanical strain.

SAFE LIFTING TECHNIQUES:

- **Pre-Lift Assessment:** Plan the lift by determining the weight and identifying a clear path before attempting to move any object.
- **Weight Limit:** Do not lift items over 50 pounds alone. Use mechanical lifting aids or seek help from a team member.
- **Proper Form:** Bend your knees and keep your back straight. Use your legs to lift, and keep the item close to your body.
- **Avoid Twisting:** Move your feet to change direction. Twisting while lifting increases risk of back injuries.

MACHINE GUARDING:

- **Tampering Prohibited:** Never remove, bypass, disable, or tamper with machine guards or safety shields on equipment or tools.
- **Report Issues:** Notify your supervisor immediately if a guard is missing or malfunctioning so equipment can be taken out of service.

GRINDERS & GRINDING WHEELS:

- **Ring Test Before Use:** Perform a ring test to check grinding wheels for internal cracks before mounting.
- **Guarding Standards:** Ensure tongue guards are within 1/4 inch and tool rests within 1/8 inch of the grinding wheel.
- **Safe Operation:** Do not stand directly in front of a grinding wheel at startup. Grind only on designated surfaces.

WELDING & CUTTING SAFETY:

- **Wear Required PPE:** Always wear the required PPE
- **Fire Prevention:** Remove flammable materials from the work area and keep a fire extinguisher within reach.
- **Hot Work Permit:** Secure a hot work permit from a store manager or designated Safety Coordinator before beginning any grinding, welding, or torch cutting.

FLAMMABLE LIQUIDS:

- **Proper Storage:** Store flammable liquids in OSHA-approved containers and keep them inside designated flammable storage cabinets.
- **Ignition Control:** Maintain a 25-foot clearance between flammable liquids and ignition sources, including tools that generate sparks.
- **Waste Disposal:** Dispose of used rags or flammable waste in metal containers with self-closing lids as required by OSHA.

COMPRESSED GAS CYLINDERS:

- **Secure Storage:** Store cylinders upright and secure them with chains or straps. Replace caps when not in use.
- **Separation Standards:** Keep oxygen cylinders at least 25 feet from fuel gases or separate with a fire-rated barrier.
- **Valve Safety:** Never grease valves or fittings. Use manufacturer-approved regulators and flashback arrestors.
- **Inspection:** Cylinders with missing identification, leaks, or damage must not be used. Tag and report immediately.

TIRE HANDLING & INFLATION:

- **Use Tire Cages:** Inflate multi-piece or split-rim assemblies inside approved tire cages.
- **Inflation Protocol:** Do not exceed 40 PSI when seating tire beads. Stand to the side, not in front, during inflation.

ERGONOMIC INJURY PREVENTION

- **Neutral Working Height:** Adjust lifts and use stools when possible to work at waist level to reduce repetitive strain.
- **Alternate Tasks:** Vary job duties to avoid overuse of the same muscle groups. Prevent fatigue by rotating tasks regularly.
- **Tool Reach:** Position tools and frequently used items within easy reach to avoid excessive stretching or awkward posture.
- **Ergonomic Tools:** Use tools with cushioned handles and reduced vibration to minimize fatigue and repetitive strain injuries.



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- **Minimize Force:** Use consistent, controlled pressure. Avoid jerking or overexertion during tool operation.
- **Wrist Alignment:** Maintain a straight wrist when using hand tools to reduce tendon stress.
- **Take Breaks:** Take 30-60 second micro-breaks every 30-60 minutes to reduce fatigue.
- **Early Discomfort Reporting:** Report any symptoms of muscle fatigue or discomfort to your supervisor immediately to prevent worsening injury.
- **Stay Hydrated:** Drink water throughout the shift to support muscle function, mental clarity, and physical endurance.

WORKSTATION ERGONOMICS & REPETITIVE MOTION (INCLUDING CORPORATE ROLES):

- **Stretch Regularly:** Perform light stretches throughout the day, particularly when performing static or repetitive tasks.
- **Proper Posture:** Maintain neutral posture when seated or standing. Keep feet flat, back supported, elbows at your sides, and monitor at eye level.
- **Digital Strain Prevention:** Use the 20-20-20 rule: Every 20 minutes, look 20 feet away for 20 seconds to reduce eye strain. Adjust screen settings and lighting to minimize glare.
- **Adjust Workspaces:** Use ergonomic equipment such as chairs, footrests, monitor risers, and keyboard trays to maintain proper alignment.

Slip, Trip, and Fall Prevention

Slips, trips, and falls are among the most common causes of workplace injuries and are nearly always preventable. This section outlines proactive safety practices every team member must follow to help maintain a clean, hazard-free environment and reduce the risk of accidents in all areas of the facility.

PREVENTION PRACTICES:

- **Clean Spills:** Promptly clean up spills and leaks or notify a supervisor for proper cleanup. Use caution signs for wet or hazardous areas.
- **Keep Walkways Clear:** Maintain clear walkways, aisles, and exits at all times. Tools, cords, parts, and equipment must never be left in foot traffic areas.
- **Proper Storage of Tools and Materials:** Return tools and parts to their designated storage locations when not in use. Do not leave items lying on the floor where they can become trip hazards.
- **Adequate Lighting:** Work areas, stairways, and hallways must be well-lit. Report any dim or burnt-out lighting to your supervisor for prompt repair.
- **Use of Handrails:** When navigating stairs or elevated surfaces, always use the handrails to maintain balance and stability.
- **Slip-Resistant Footwear:** Always wear slip-resistant footwear, especially in areas where floors may be wet or slippery.
- **Ladder Safety:** Use only company-approved ladders in good condition. Maintain three points of contact, place ladders on stable surfaces, and never exceed load ratings.
- **Report Uneven Surfaces:** Immediately report loose flooring, cracked concrete, broken tiles, or other surface hazards to a supervisor or Facilities for repair.
- **Mark Temporary Hazards:** Use signage, cones, or barricades to highlight areas under maintenance or surfaces that may be wet, icy, or obstructed.
- **Regular Safety Inspections:** Supervisors must conduct regular safety inspections to identify and correct slip, trip, and fall hazards throughout the shop, office, and customer areas.
- **Emergency Protocols:** In the event of a slip, trip, or fall incident, team members should follow the appropriate injury reporting and first aid protocols to ensure that any injuries are promptly addressed and documented.



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Vehicle & Driving Safety

Leeds West Groups is dedicated to the safe handling, movement, and operation of all vehicles, including both customer-owned and company-owned vehicles. These procedures support our goal to protect people, vehicles, property, and the company's reputation, and compliance with applicable laws and safety regulations. **For injury reporting, refer to the [Workplace Injury & Illness Reporting](#) section of this manual for step-by-step procedures.**

DRIVER AUTHORIZATION REQUIREMENTS

- **Authorized Team Members Only:** Only team members who are officially approved as authorized drivers may operate customer or company vehicles.
- **License and MVR Standards:** All drivers must maintain a valid driver's license and meet minimum Motor Vehicle Record (MVR) standards. Driving privileges may be suspended or revoked based on MVR reviews.
- **Employment Requirements:** Driving-related positions require successful MVR screening and maintenance of an acceptable driving status. Periodic reviews may be conducted to ensure continued eligibility.
- **Updates and Notification:** Team members must notify their supervisor or HR immediately if their license status changes or is suspended, or revoked.

VEHICLE USE RESTRICTIONS

- **No Personal Use:** Company and customer vehicles are for approved business use only. Personal use is prohibited.
- **Passenger Guidelines:** Only authorized team members or individuals with prior approval may ride in company or customer vehicles. Unauthorized passengers are not allowed.
- **Restricted Access:** Team members without driving authorization may not sit in, move, or otherwise access vehicles.

SAFE DRIVING EXPECTATIONS

- **Obey All Laws:** Drivers must follow posted speed limits, traffic signs, and traffic laws both on and off company property.
- **Maximum Site Speed:** Drive at or below 5 mph in parking lots, bays, or any company property to prevent collisions or injuries.
- **Situational Awareness:** Watch for pedestrians, other vehicles, and hazards when operating vehicles in and around the facility.
- **Seat Belt Requirement:** Seat belts must be worn by all occupants before the vehicle is in motion.
- **Key Removal and Engine Shutoff:** Never leave a vehicle running or with keys inside while unattended. Keys must be stored in approved locations.
- **Three-Point Entry:** Always use three points of contact (two hands and one foot, or two feet and one hand) when entering or exiting vehicles to prevent falls or strains.

SPOTTER PROTOCOLS

- **Mandatory Use:** A spotter must be used when reversing inside service bays or maneuvering near pedestrian or customer areas. Always sound the horn before reversing.
- **Shared Responsibility:** Both the driver and spotter must inspect the surrounding area for hazards before moving the vehicle.
- **Communication Standards:** Maintain visual contact and use hand signals and clear two-way communication. Do not move unless directed by the spotter.
- **Stop If Uncertain:** Stop immediately if visibility or communication is lost, if concerns arise, or if instructed to stop.
- **Use of Support Tools:** Backup cameras and mirrors may be used as supplemental aids but do not replace the requirement for a spotter. The driver remains responsible for the safe operation of the vehicle.



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TEST DRIVE AND MANEUVERING PROCEDURES

- **Pre-Drive Safety Check:** Inspect tires, brakes, lights, steering, and dashboard alerts before operating any vehicle. Do not drive vehicles with unresolved mechanical concerns or critical warning lights.
- **Approved Routes:** Follow designated test drive routes unless directed otherwise by management.
- **Passenger Restrictions:** Customers, children, pets, or unauthorized individuals may not be transported during test drives.
- **Prompt Reporting:** Immediately report any mechanical issues, safety concerns, or near-miss incidents to a supervisor.
- **Equipment Removal:** Ensure all tools, scanners, and equipment are removed from the vehicle before driving.

TRANSPORTING CUSTOMERS

- **No Use of Personal Vehicles:** Team members may not transport customers in their personal vehicles for any reason.
- **Customer Vehicles:** Transporting customers in a customer's vehicle is prohibited unless expressly approved for legitimate business purposes.
- **Third-Party Transportation:** Customers are responsible for arranging their own transportation (e.g., taxi, ride-share).

DISTRACTED AND IMPAIRED DRIVING PREVENTION

- **Device Use:** Handheld device use while driving is prohibited. Use hands-free only when necessary and safe.
- **Prepare in Advance:** Adjust GPS, mirrors, climate, and music before moving the vehicle.
- **No Distractions:** Eating, grooming, reading, or multitasking while driving is not permitted.
- **Impaired Driving:** Never operate a vehicle under the influence of alcohol, drugs, or impairing medication.
- **Fatigue Reporting:** Inform a supervisor if you are too tired to drive safely.

WEATHER-RELATED DRIVING

- **Adjust Driving:** Reduce speed and increase following distance during poor weather.
- **Use Lights:** Headlights must be used in low visibility conditions.
- **Limit Driving in Severe Weather:** Avoid non-essential driving during storms or hazardous conditions.

SAFE FUELING PROTOCOLS

- **Shut Off Engine:** Turn off the vehicle before refueling.
- **No Ignition Sources:** Never smoke or use open flames near fuel.
- **Prevent Spills:** Stop fueling when the nozzle clicks. Do not overfill.
- **Secure Fuel Cap:** Always tighten the fuel cap after fueling.
- **Report Spills:** Clean up minor spills immediately. Report larger spills to a supervisor.

VEHICLE ACCIDENT & INCIDENT PROCEDURES

- **Incident Applicability:** These emergency protocols and incident response procedures apply to all incidents involving company-owned or customer vehicles, ensuring consistent safety and accountability.
- **Immediate Safety Action:** Stop the vehicle, assess the situation, and turn on the hazard lights. Move to a safe area if possible.
- **Emergency Services:** Call 911 for injuries or severe damage.
- **Secure the Scene:** Do not leave the scene of the accident unless it's unsafe to stay (e.g., risk of fire or further accidents). Take note of the exact location of the incident, including nearby landmarks, road conditions, weather, and traffic patterns.
- **Report the Incident:** Report the incident to a supervisor and the [Risk Department](#) as soon as it is safe to do so. If injury occurs, follow injury care and reporting procedures.
 - Provide them with the facts of the accident, including:
 - Time, date, and location of the accident



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- Description of what occurred.
- Any other parties involved (e.g., other vehicles, pedestrians)
- Whether there were any injuries or damage to property
- **Documentation:** Take clear and detailed photos of any damage to the vehicle or other property involved, gather contact details of others involved (e.g., drivers, witnesses, etc.), and complete an incident report within 24 hours.
- **Do Not Admit Fault:** Share only facts with law enforcement and authorized company personnel. Let the company, law enforcement, and insurers determine who is responsible.
- **Post-Incident Review:** Participate in investigation, retraining, or corrective action if required.

ADDITIONAL SAFETY MEASURES

- **Vehicle Shutdown and Key Security:** Always turn off the engine and remove keys when exiting vehicles. Store keys securely.
- **Wheel Chocks and Parking Brake:** On inclines or unstable surfaces, use wheel chocks and apply the parking brake.
- **Battery Safety:** Disconnect the battery before starting electrical work unless instructed otherwise.
- **Cargo Restraint:** All tools, equipment, or parts must be secured before driving.
- **Passenger Safety:** Passengers must sit in designated seats with proper restraints. No riding in cargo areas.
- **Vehicle Lighting:** Use headlights when operating vehicles in low-light or indoor areas.
- **Citations and Fines:** Team members are personally responsible for any traffic citations, parking tickets, or related fines incurred while driving. Payroll deductions may occur only with written authorization and where permitted by law.
- **Unauthorized Use Liability:** Any damage resulting from unauthorized vehicle use may result in financial responsibility, subject to applicable law and written agreement.
- **Vehicle Cleanliness and Care:** Use protective seat and mat covers when applicable. Treat all vehicles with respect and care.
- **Ask Questions:** When in doubt, stop and ask your supervisor before proceeding with any task involving vehicle movement.

CHEMICAL & ENVIRONMENTAL HAZARDS

This section outlines mandatory procedures for identifying, handling, and responding to chemical and environmental hazards at Leeds West Group facilities. All team members must follow these protocols to maintain a safe, legally compliant workplace and reduce the risk of exposure, injury, or operational disruption. Refer to the [PPE & Safety Measures](#) section for detailed equipment requirements by hazard type. Always refer to the manufacturer's [Safety Data Sheet \(SDS\)](#) for each specific product used.

Universal PPE Principle

To protect against chemical and environmental hazards, all team members must:

- **PPE Use:** Wear the appropriate personal protective equipment (PPE) for each task as outlined in Safety Data Sheets (SDS) or procedure-specific requirements.
- **Inspection Requirement:** Inspect PPE for damage before use and replace damaged items immediately.
- **Contamination Protocol:** Never reuse contaminated PPE or substitute unapproved alternatives.

QUICK REFERENCE TABLE: MANDATORY PPE BY CHEMICAL

Chemical Type	Required PPE
Brake Cleaner (Solvents)	<ul style="list-style-type: none">• Eye Protection: ANSI-rated chemical splash goggles• Hand Protection: Nitrile or chemical-resistant gloves• Respiratory Protection: Use with local exhaust; half-mask respirator if ventilation is inadequate• Body Protection: Long sleeves to prevent skin contact
Degreasers	<ul style="list-style-type: none">• Eye Protection: Safety goggles

	<ul style="list-style-type: none"> Hand Protection: Nitrile gloves Body Protection: Apron or sleeves if splashing is possible
Battery Acid (Sulfuric Acid)	<ul style="list-style-type: none"> Eye Protection: Chemical splash goggles and face shield Hand Protection: Acid-resistant gloves (e.g., neoprene) Respiratory Protection: Use in well-ventilated areas Body Protection: Apron, closed-toe shoes, long sleeves
Antifreeze (Ethylene Glycol)	<ul style="list-style-type: none"> Eye Protection: Safety glasses Hand Protection: Nitrile or neoprene gloves Body Protection: Avoid skin contact
Gasoline/Diesel Fuel	<ul style="list-style-type: none"> Eye Protection: Safety glasses with side shields Hand Protection: Nitrile gloves Respiratory Protection: Use in well-ventilated areas Fire Protection: No open flames, use grounding procedures
Welding Fumes (e.g., during exhaust work)	<ul style="list-style-type: none"> Eye Protection: Welding helmet with correct filter shade Respiratory Protection: Use local exhaust ventilation Body Protection: Welding gloves, flame-resistant clothing
Shop Cleaning Chemicals (e.g., floor cleaners, bleach mixtures)	<ul style="list-style-type: none"> Eye Protection: Safety goggles Hand Protection: Rubber or nitrile gloves Ventilation: Use with local exhaust or open areas
Compressed Gases (e.g., refrigerants, propane)	<ul style="list-style-type: none"> Eye Protection: Safety goggles Respiratory Protection: Only if there's a leak or confined space risk Handling Precautions: Use with proper cylinder handling, grounding, and storage procedures

Chemical Labeling, Handling & Hazard Communication (HAZCOM)

Leeds West Group complies with OSHA's Hazard Communication Standard (29 CFR 1910.1200), ensuring all team members are informed about chemical hazards in the workplace. This section outlines how hazardous chemicals must be labeled, stored, and used, and the rights and responsibilities of team members. **For emergency spill or exposure response procedures, refer immediately to the [Emergency Action Plan](#) section of this manual for step-by-step procedures.**

SDS ACCESS & HAZARD AWARENESS

- Right to Know:** All team members have the right to know about hazardous substances they may be exposed to on the job.
- SDS Location:** Safety Data Sheets (SDS) for all chemicals are available at all times in digitally in Teams.
- Pre-Use Review:** Team members must review the SDS and chemical label before using any substance.
- Missing SDS:** If an SDS is missing or outdated, notify a supervisor immediately. Do not proceed with use.

REQUIRED LABELING & CONTAINER USE

- Proper Labeling:** All chemical containers must be labeled with product name, manufacturer, hazard pictograms, and signal words (e.g., Danger, Warning).
- Transfer Restrictions:** Never transfer chemicals into unmarked, reused, or food-grade containers.
- Unlabeled Containers:** Never use or store a chemical in an unlabeled or damaged container. Report and replace immediately.
- Label Compliance:** Do not remove, cover, or ignore manufacturer labels or safety warnings.

SAFE CHEMICAL HANDLING PROTOCOLS

- Training Required:** Team members must complete hazard communication and chemical handling training before using any chemical.

- **Use Only What's Needed:** Use the minimum quantity necessary. Do not mix chemicals unless explicitly instructed by the manufacturer.
- **Ventilation:** Work only in well-ventilated areas when using hazardous substances. Use local exhaust or respirators if required by the SDS.
- **PPE Use:** Always wear the PPE specified in the SDS for that product.
- **Unsafe Conditions:** Immediately report leaks, spills, or damaged containers to a supervisor.

STORAGE & INVENTORY REQUIREMENTS

- **Designated Storage:** Store chemicals in OSHA-compliant, clearly labeled, ventilated storage cabinets away from food, heat, or ignition sources.
- **Incompatible Substances:** Keep incompatible substances separated (e.g., acids vs. bases, oxidizers vs. flammables).
- **Sealed Containers:** Ensure containers are tightly closed and upright to prevent leakage.
- **Inventory Management:** Locations must maintain and review a current chemical inventory at least twice per year.

PROHIBITED PRACTICES

- **Unauthorized Use:** Never use any chemical without proper training or supervisor approval.
- **Improper Disposal:** Do not dispose of chemicals in sinks, drains, or trash unless instructed. Follow environmental and hazardous waste guidelines.
- **Personal Storage:** Personal or unapproved substances (e.g., cleaners, oils, sprays) are not allowed in the shop.
- **Unmarked or Illegible Labels:** Report immediately. Do not use the product.

TEAM MEMBER RESPONSIBILITIES

- **Stop Work Authority:** If a label, [SDS](#), or [PPE](#) requirement is missing or unclear, team members must stop work and notify a supervisor under the [Stop Work Authority](#) policy.
- **Annual Refresher Training:** Required to maintain chemical safety knowledge and hazard recognition skills.
- **Report Exposures:** Any suspected exposure to hazardous chemicals must be reported to a supervisor and documented per the [Workplace Injury Reporting](#) protocol.

QUICK REFERENCE TABLE: HAZCOM PICTOGRAM SYMBOLS

Pictogram	Symbol	Hazard Class	Examples of Hazards
	Health Hazard	Carcinogen, Mutagenicity, Reproductive Toxicity, Respiratory Sensitizer, Target Organ Toxicity, Aspiration Toxicity	Benzene, Formaldehyde
	Flame	Flammables, Pyrophorics, Self-Heating, Emits Flammable Gas, Self-Reactives, Organic Peroxides	Gasoline, Acetone, Paint Thinner
	Exclamation Mark	Irritant (Skin & Eye), Skin Sensitizer, Acute Toxicity (Harmful), Narcotic Effects, Respiratory Tract Irritant	Cleaning Products, Solvents

	Gas Cylinder	Gases Under Pressure	Compressed Air, Propane, Refrigerants
	Corrosion	Skin Corrosion/Burns, Eye Damage, Corrosive to Metals	Battery Acid, Bleach, Drain Cleaner
	Exploding Bomb	Explosives, Self-Reactives, Organic Peroxides	Fireworks, Peroxide Solutions
	Flame Over Circle	Oxidizers	Hydrogen Peroxide, Nitrates
	Environment (non-mandatory under OSHA)	Aquatic Toxicity	Pesticides, Motor Oil, Antifreeze
	Skull & Crossbones	Acute Toxicity (Fatal or Toxic)	Cyanide, Arsenic, Strong Pesticides

First Aid & Eye Wash Station

Leeds West Group provides and maintains OSHA-compliant first aid kits and emergency eyewash stations. These are required at all locations and must remain accessible at all times. **For serious injuries or medical incidents, refer immediately to the [Workplace Injury](#) or [Medical Emergency Response](#) sections of this manual for step-by-step procedures.**

GENERAL REQUIREMENTS

- Accessibility:** First aid kits and eyewash stations must be located within a 10-second reach of chemical hazards.
- Signage:** All stations must be clearly marked with ANSI Z535-compliant signage.
- Incident Documentation:** All incidents involving first aid or eyewash use must be promptly reported and documented.

FIRST AID KITS

- Required Contents:** Kits must meet the ANSI Z308.1-2021 standard and contain supplies for minor cuts, burns, sprains, and eye irritation.
- Inspection and Restocking:** Managers must inspect kits monthly and restock any missing or expired supplies.
- Prohibited Contents:** Do not store personal medications, home remedies, or unapproved items in the kit.

EYE WASH STATIONS

- Water Flow:** Eye wash stations must provide a continuous, hands-free 15-minute flow of clean, tepid water.
- Immediate Use:** Flush eyes immediately for the full 15 minutes after exposure.
- Weekly Testing:** Stations must be tested and inspected weekly with results documented.

Lockout/Tagout (LOTO) Procedures

Lockout/Tagout (LOTO) is a critical safety procedure used to prevent unexpected startup or energy release from machinery and electrical systems during maintenance or repair. All team members must follow OSHA 29 CFR 1910.147 requirements when servicing equipment.

- **Authorized Personnel Only:** Only trained and authorized team members may perform LOTO.
- **Energy Isolation:** Identify and isolate all energy sources—electrical, mechanical, hydraulic, pneumatic, or thermal—before servicing.
- **Lock Application:** Each team member must apply their personal lock and tag. Tags must read “Do Not Operate.”
- **Stored Energy Release:** Safely discharge stored energy in pressurized systems or springs before work begins.
- **Verification Requirement:** Confirm isolation by attempting to operate the machine. Return all controls to the off position.
- **Communication Requirement:** Notify all affected team members of the lockout.

RE-ENERGIZATION REQUIREMENTS

- **Final Inspection:** Inspect area, tools, and safeguards before re-energizing equipment.
- **Authorized Lock Removal:** Only the person who applied the lock may remove it. If unavailable, follow documented removal procedures.
- **Restoring Power:** Energize equipment only after all checks are complete and the area is secure.

LOTO COMPLIANCE STANDARDS

- **Tampering Prohibition:** Never bypass or disable a LOTO device.
- **Standardized Devices:** Use company-approved locks and tags.
- **Instruction Posting:** Lockout instructions must be posted near isolation points.
- **Training and Audits:** LOTO training is required for all authorized users and reviewed during regular audits.

Bloodborne Pathogens & Biohazard Safety

Exposure to blood or bodily fluids is rare but possible when assisting injured individuals or inspecting contaminated vehicles. This section outlines required procedures for minimizing the risk of exposure to bloodborne pathogens (BBPs), in accordance with OSHA 29 CFR 1910.1030. **For workplace injuries or biohazard spill response, refer immediately to the [Workplace Injury](#) or [Medical Emergency Response](#) sections of this manual for step-by-step procedures.**

SAFETY PROTOCOLS:

- **Universal Precaution:** Treat all bodily fluids as contaminated.
- **Authorized Response Only:** Only trained team members may clean or handle biohazards.
- **Exposure Scenarios:** Be alert when providing first aid, inspecting vehicles, or cleaning spills.
- **Protective Equipment:** Use gloves, eye protection, and other [PPE](#) during any BBP response.

Occupational Dermatitis

Skin irritation and rashes are preventable with proper hygiene and [PPE](#).

- **Common Irritants:** Motor oil, solvents, antifreeze, and cleaning products.
- **Preventive PPE:** Wear gloves, coveralls, and sleeves when handling chemicals.
- **Hygiene Practices:** Wash hands and skin thoroughly after chemical contact, even with gloves.



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- **Skin Care:** Use barrier creams before work and moisturizing lotion after.
- **Contaminated Clothing:** Change immediately and use designated laundry services.
- **Training:** Required on chemical exposure risks, skin care, and hygiene practices.

FIRE PREVENTION & ELECTRICAL SAFETY

Fire and electrical hazards pose serious risks in automotive repair facilities due to the presence of flammable materials, energized equipment, and hot work activities. This section outlines mandatory procedures to prevent fires, reduce electrical risks, and support a safe, legally compliant workplace. **For emergency fire response, refer to the [Emergency Fire or Smoke Response](#) or [Battery Fire or Thermal Incident](#) sections of this manual for step-by-step procedures.**

Fire Prevention

STORAGE AND HANDLING OF FLAMMABLES

- **Approved Cabinets:** Flammable liquids must be stored in OSHA-compliant, labeled, fire-rated safety cabinets.
- **Safe Distancing:** Keep flammables at least 25 feet from ignition sources, including heat-producing equipment and open flames.
- **Proper Containers:** Use grounded, approved safety containers with flame arresters for storage or transfer.
- **Minimal Quantities:** Keep only the minimum necessary amounts of flammable liquids at workstations.

WORK AREA CONTROLS

- **Unobstructed Access:** Exits, aisles, fire extinguishers, and alarm pull stations must remain accessible at all times.
- **Oily Rag Disposal:** Dispose of oily rags and solvent-soaked materials in approved, self-closing metal safety bins to prevent spontaneous combustion.
- **Spill Response:** Clean up flammable liquid spills immediately using appropriate absorbents and disposal procedures.
- **Fire Shielding:** Use fire-resistant curtains or blankets during welding, grinding, or other hot work processes.
- **Hot Work Permit:** Welding, cutting, and similar hot work must follow a documented hot work permit process, including inspection and fire watch if required.

HOUSEKEEPING REQUIREMENTS

- **Daily Cleanup:** Remove flammable waste, debris, and packaging materials from the shop floor daily.
- **No Obstruction of Fire Systems:** Do not hang or store items near sprinklers, detectors, alarms, or extinguishers.
- **Paper Waste Management:** Promptly dispose of cardboard, plastic wrap, and paper materials—especially near electrical equipment or heat sources.

BATTERY FIRE PRECAUTIONS

- **Storage:** Store lithium-ion batteries away from heat sources, flammable liquids, and charging stations.
- **Inspection:** Do not use or charge damaged batteries. Report any signs of swelling, leaking, or overheating immediately.
- **Charging Protocol:** Only charge batteries in designated, monitored areas.

Electrical Safety

GENERAL ELECTRICAL REQUIREMENTS

- **Daily Inspections:** Inspect cords, plugs, and power tools for damage before use. Tag and remove defective equipment from service immediately.
- **Trip Prevention:** Avoid running cords across aisles or walkways. Use cord covers when temporary placement is required.
- **Circuit Safety:** Do not overload outlets. Use only heavy-duty power strips with overload protection.



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- **Approved Equipment:** Use grounded, shop-rated extension cords and power tools designed for commercial environments.
- **Moisture Precautions:** Never use electrical equipment in damp or wet areas. Dry the space or relocate tools before proceeding.

GROUND FAULT CIRCUIT INTERRUPTERS (GFCIS)

- **Wet Area Use:** GFCI protection is required near wash bays, sinks, or any wet conditions.
- **Monthly Testing:** Test GFCI outlets monthly using the built-in test/reset buttons. Report malfunctions to a supervisor immediately.

LOCKOUT/TAGOUT (LOTO) FOR ELECTRICAL EQUIPMENT

- **Follow LOTO Protocols:** All electrically powered equipment must be de-energized, locked out, and tagged before any servicing or repair.
- **Authorized Personnel Only:** Only trained and authorized team members may perform electrical LOTO tasks.
- **Clear Instructions:** All electrical equipment requiring LOTO must have posted instructions and be included in LOTO safety audits.

ELECTRICAL PANEL & SHUTOFF ACCESS

- **Maintain Clearance:** Keep a minimum of 36 inches of clearance in front of all electrical panels and emergency shutoffs.
- **Know Emergency Controls:** All team members must know the location of the main power shutoff and how to report electrical malfunctions.
- **Qualified Access Only:** Only licensed electricians or trained, authorized personnel may open panels or modify electrical wiring. Supervisor approval alone is not sufficient.

ELECTRICAL PPE REQUIREMENTS

- **Use Proper Tools:** Only insulated, electrically rated tools may be used for electrical tasks.
- **Arc-Flash Protection:** Wear flame-resistant clothing, arc-rated face shields, and rubber insulating gloves when performing high-voltage work or where arc-flash hazards exist.
- **PPE Condition:** All electrical PPE must be inspected before each use, properly rated, and free of damage.

REPORTING RESPONSIBILITIES

- **Report Hazards Immediately:** Notify your supervisor and the [Risk Department](#) if you see exposed wires, malfunctioning equipment, overheating devices, or damaged outlets.
- **Tampering Prohibited:** Disabling or bypassing fire alarms, smoke detectors, LOTO devices, or electrical safety systems is strictly prohibited and may result in disciplinary action, up to and including termination.

EMERGENCY ACTION PLAN

Emergencies can escalate quickly and put lives, property, and operations at risk. This plan provides actionable procedures for a range of emergency scenarios to protect team members and customers, minimize harm, and ensure compliance with OSHA and local emergency preparedness regulations. All team members must be familiar with this plan and prepared to respond calmly, quickly, and safely.

EMERGENCY PREPAREDNESS GOALS

- **Protect Lives:** Prioritize team members and customer safety above all else during emergencies.
- **Minimize Harm:** Limit the severity of injuries, exposure, and operational disruption.
- **Ensure Clarity:** Provide every team member with clear steps to follow in common emergency situations.

- **Maintain Compliance:** Meet OSHA and local emergency preparedness requirements.

General Team Member Responsibilities

Unless explicitly authorized and properly trained, team members must not perform high-risk or specialized emergency tasks. The following restrictions and responsibilities are in place to protect team members and ensure an effective emergency response:

UNAUTHORIZED RESPONSE ACTIVITIES

- **Biohazard and Spill Cleanup Prohibition:** Do not attempt to clean blood, chemical spills, battery leaks, or other hazardous substances unless you have received specific training and [PPE](#) for that task.
- **Medical Aid Limitations:** Do not administer CPR or use AEDs unless currently certified in those procedures.
- **Firefighting Limitations:** Do not attempt to suppress fires, especially electrical or lithium battery fires, unless you are trained in the appropriate method and have been authorized to do so.

REQUIRED TEAM MEMBER ACTIONS

- **Evacuation and Notification Compliance:** Follow evacuation routes and instructions, containment procedures, and emergency communication protocols.
- **Immediate Incident Reporting:** Notify your supervisor and the Safety Coordinators as soon as possible when an emergency, injury, spill, exposure, or other hazardous situation occurs, but no later than one business day after. Complete all incident reporting and documentation as required by the [HR or Risk Department](#).
- **Personal Safety Priority:** Prioritize your own safety. Do not put yourself or others at risk by entering dangerous areas, reentering a facility after evacuation, or attempting unauthorized rescue or mitigation tasks.

Medical Emergency Response Procedure

- **Call 911 immediately:** Contact emergency services immediately for life-threatening conditions (e.g., unconsciousness, difficulty breathing, severe bleeding, etc.).
- **Stay with the Person:** Keep them calm, comfortable, and safe until emergency personnel arrive.
- **Wear PPE:** Wear proper PPE when assisting with injuries or biohazardous materials.
- **Assist Emergency Responders:** Guide emergency personnel to the scene and provide relevant information.

Emergency Fire or Smoke Response Procedure

- **Evacuate Immediately:** If a fire or smoke is present, exit the building using the nearest safe exit. Do not use elevators.
- **Activate the Alarm:** Pull the nearest fire alarm if available and safe to do so.
- **Call 911:** Once outside and safe, report the fire to emergency services.
- **Close Doors Behind You:** Contain the fire by closing doors as you evacuate.
- **Use Extinguishers Only If Trained:** Only use fire extinguishers if you are properly trained and the fire is small and manageable. Do not take personal risks. Never use water on electrical or grease fires. Only use a Class C or dry chemical extinguisher if available.
 - Use the **PASS method** when operating fire extinguishers:
 - Pull the pin.
 - Aim at the base of the fire.
 - Squeeze the handle.
 - Sweep side to side
- **Report to Assembly Area:** Go to the designated outdoor meeting location.
- **Account for Team Members:** Supervisors must take headcounts and report missing individuals to emergency responders.
- **Do Not Re-Enter:** Stay outside until cleared by emergency personnel.

Battery Fire or Thermal Incident Procedure

- **Evacuate the Area:** If a battery is overheating, swelling, leaking, smoking, or sparking, move everyone away from the hazard.
- **Do Not Use Water:** For lithium-ion or high-voltage batteries, water may worsen the reaction.
- **Use Class D Extinguisher If Trained:** Only trained team members using Class D extinguishers may attempt suppression. All other team members must evacuate and keep a safe distance until emergency responders arrive.
- **Call 911:** Contact Emergency Services if the fire spreads or cannot be contained. Always prioritize safety over property.

Bloodborne Pathogens & Biohazard Response Procedure

- **Avoid Direct Contact:** Do not touch blood, bodily fluids, or contaminated materials without proper [PPE](#).
- **Wear Appropriate PPE:** Use gloves, face shields, gowns, or eye protection as needed.
- **Proper Disposal:** Dispose of contaminated materials in labeled biohazard bags or sharps containers. Do not throw in regular trash.
- **Hand Hygiene:** Wash hands thoroughly with soap and water after any potential contact. Use hand sanitizer if soap and water are not immediately available. [Refer to the Injury & Illness Reporting Procedure for more details.](#)

Hazardous Materials Spills or Exposure Response Procedure

- **Evacuate the Area:** Move to a safe distance to avoid exposure.
- **Check the SDS:** [Access the Safety Data Sheet](#) for the spilled material to determine safe cleanup or response measures.
- **Isolate the Hazard:** Secure the area to prevent unauthorized personnel from entering.
- **Treat Exposure:** [Use eyewash stations](#) or emergency showers as instructed in the SDS.
- **Safe Disposal:** Contain and dispose of hazardous materials per the SDS and local regulations.

Workplace Violence or Active Shooter Response Procedures

- **Recognize the Signs Early:**
 - **Warning Signs:** Report threats, intimidation, weapons, or suspicious behavior to a supervisor or HR immediately when safe.
 - **Trust Instincts:** If something feels wrong, take action to protect yourself and others.
- **Run > Hide > Fight Protocol:**
 - **Run (Evacuate):** Evacuate if safe. Help others escape. Leave belongings behind.
 - **Hide (Shelter-in-Place):** Lock or barricade doors, silence phones, and stay quiet and out of view.
 - **Fight (Defend Yourself as a Last Resort):** Only as a last resort, disrupt or defend against the attacker if your life is in immediate danger.
- **Emergency Response:**
 - **Call 911:** When safe, report the location, suspect description, injuries, and weapon(s).
 - **Alert Others:** Warn coworkers if it does not increase your own risk.
 - **Stay Put:** Remain at the scene after the incident until cleared by law enforcement.
- **After the Incident:**
 - **Cooperate Fully:** Follow directions from emergency responders and leadership. Complete required incident reports.
 - **Access Support:** [Contact HR](#) or the [Employee Assistance Program \(EAP\)](#) for counseling or support services.

Severe Weather & Natural Disaster Response Procedure

Severe weather and natural disasters can occur unexpectedly, posing serious risks to the safety of team members, customers, and property. These procedures provide clear guidance on how to prepare for, respond to, and recover from various



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severe weather events and natural disasters to help ensure everyone's safety. Always follow official weather alerts, warnings, and evacuation orders from local authorities in all weather situations.

SNOWSTORMS & EXTREME COLD

- **Follow Weather Alerts:** Stay updated on local weather conditions.
- **Ensure Heating & Ventilation:** Verify heating systems are functioning correctly in customer-facing areas and repair bays.
- **Clear Snow & Ice:** Clear walkways and entrances promptly to prevent accidents.
- **Dress For Safety:** Wear layered, insulated clothing to protect against the elements.
- **Take Regular Breaks:** Take breaks in warm areas and watch for frostbite or hypothermia. Seek immediate medical attention if symptoms appear.

EXTREME HEAT & HEAT ILLNESS

- **Hydrate Regularly:** Drink at least one quart of water per hour during hot conditions.
- **Cool Off Properly:** Take breaks in shaded or air-conditioned areas to prevent overheating.
- **Monitoring:** Supervisors and team members must watch for signs of heat stress (dizziness, nausea, headache, confusion).
- **Respond immediately:** Move anyone showing symptoms to a cool area, loosen tight clothing, and apply cold compresses or cool water to help reduce body temperature.
- **Call 911 for Heat Stroke:** If the person is confused, unresponsive, or seizing, call emergency services immediately.
- **Offer Fluids Only if Alert:** Give small sips of water only if the person is conscious and not vomiting.
- **Never Leave the Person Alone:** Stay with them and continue cooling until help arrives or they recover.
- **Acclimatization:** New team members or those returning after time off must gradually adjust to high-heat work.
- **Immediate Reporting:** Report suspected or confirmed cases of heat illness to a supervisor and document with HR.
- **Monitor Equipment:** Make sure ventilation and cooling systems are functioning correctly, especially in high-heat environments.

TORNADOES & SEVERE WIND

- **Emergency Communication:** Stay alert to tornado warnings via NOAA weather radios, phone alerts, or other official channels.
- **Seek Shelter:** Move to the most protected interior space away from windows.
- **Protect Yourself:** Crouch down, protect your head, or use sturdy materials to shield yourself if impact is imminent.
- **Stay Informed:** Remain in shelter until the all-clear is given.

FLOODING

- **Elevate Equipment:** Elevate equipment where possible to avoid damage and maintain proper storage conditions.
- **Evacuation Routes:** Identify and use safe evacuation routes.
- **Suspend Operations:** Suspend operations if water creates unsafe conditions.

HURRICANES

- **Monitor Alerts:** Keep an eye on NOAA weather alerts.
- **Secure Facility:** Secure windows, doors, and outdoor equipment.
- **Shut Down Electrical Systems:** If instructed, shut down electrical systems safely and securely.

EARTHQUAKES

- **Drop, Cover, and Hold On:** Drop, Cover, and Hold On during shaking.
- **Avoid Hazardous Areas:** Move away from windows or overhead objects.



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- **Evacuate Safely:** Evacuate cautiously after the shaking stops.
- **Aftershock Preparedness:** Stay alert for aftershocks.

UTILITY FAILURES

- **Power Outages:** Use flashlights during power outages. Do not use open flames. Report power outages immediately to the [Facilities Department](#) for resolution.
- **Gas Leaks:** Evacuate immediately if gas is suspected. Once safe, contact emergency services (e.g., fire department) immediately. Then notify your supervisor and the [Facilities Department](#).

INJURY REPORTING & RETURN TO WORK PROGRAM

Protecting the health, recovery, and long-term well-being of our team members is a top priority. Prompt and transparent communication about injuries is crucial for ensuring OSHA compliance, facilitating workers' compensation processing, and maintaining safe operations. By following these procedures, we protect our people, support compliance, and maintain a safe and productive workplace for everyone.

Workplace Injury & Illness Reporting & Claims Management

Timely and accurate injury reporting protects team members, ensures proper care, maintains compliance with OSHA, and helps prevent future incidents.

WORK-RELATED INJURY REPORTING PROCEDURES

- **Stop Work Immediately:** Prioritize safety and prevent further injury. **If life-threatening, call 911 immediately.**
- **Notify Your Supervisor:** Report the injury or incident to your supervisor as soon as possible. Report all injuries and incidents on the same day, regardless of severity or symptoms. This includes contacting and reporting the incident to Medcor.
- **Contact Medcor (Non-Emergency):** Call 1-815-846-2380 to speak with a licensed nurse for care guidance and clinic referral if needed.
- **Designated Medical Provider Notification (CO Only):** Supervisors will provide injured employees with the Designated Provider List Notification Letter, ensuring it is signed and dated by the employee. A signed copy must be retained in the personnel file.
- **Follow Medical Direction (if needed):** Attend all appointments. Bring your job description, workers' compensation details, and a completed Return-to-Work form to each appointment.
- **Complete Required Forms:** Supervisors will initiate a Workers' Compensation Incident Report. Team members must sign and provide a written statement if requested.
- **Notify HR:** Supervisors must notify HR within 24 hours to begin case monitoring and return-to-work coordination.
- **First Report of Injury:** HR will ensure the First Report of Injury (FROI) is submitted to the workers' compensation carrier.
- **Regulatory Agency Notification:** HR or the Safety Coordinator will notify OSHA or the applicable state OSHA agency within required timelines for serious work-related incidents (e.g., fatalities, hospitalizations, amputations, loss of an eye). Timelines may vary by jurisdiction.
- **Submit Return-to-Work Documents:** After each medical visit, submit a Return-to-Work Authorization Form signed by the provider. Generic notes (e.g., "can work") are not accepted. HR must approve documentation before returning to work.
- **Medical Status Reports:** Following each medical appointment, HR or supervisors will obtain and retain copies of medical provider status reports outlining work restrictions, recovery status, and treatment recommendations.
- **Follow All Medical Instructions:** Adhere to all restrictions and attend follow-up appointments. Report any condition changes to HR.
- **Weekly Check-In:** For team members unable to work due to injury, supervisors or HR will maintain weekly communication to discuss recovery progress, answer questions, provide updates, and facilitate return-to-work planning.



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- **Failure to Report Timely:** Delayed or incomplete reporting may result in delayed benefits, OSHA violations, and corrective action, up to and including termination. This applies to both team members and supervisors responsible for timely reporting, documenting, and escalating injury claims.

Return to Work Program

Leeds West Group is committed to helping team members return to work safely and productively after injury or illness. We offer structured transitional duty assignments aligned with medical restrictions.

MODIFIED DUTY ASSIGNMENTS

- **Based on Medical Clearance:** Assignments are made based on written restrictions from a licensed provider.
- **Reviewed Regularly:** Assignments will be reassessed every 30 days and may continue for up to six months.
- **Safe and Productive Work:** Duties will be meaningful and in alignment with restrictions.
- **Required Participation:** Declining modified duty without a documented medical reason may impact workers' compensation eligibility and result in corrective action, in accordance with applicable law.

EXTERNAL TRANSITIONAL DUTY ASSIGNMENTS

- **Placement with Partners:** If no in-house roles are available, team members may be placed with external nonprofit or community partners.
- **Same Expectations Apply:** Team members must meet all conduct and safety expectations.
- **Mandatory Training Assignments:** Team members may be assigned required safety or job-readiness training courses to complete as part of their transitional duty assignment.

TEAM MEMBER RESPONSIBILITIES DURING RECOVERY

- **Stay in Communication:** Maintain contact with your supervisor and HR.
- **Submit Documentation:** Provide all required forms and attend medical appointments.
- **Cooperate with Case Managers:** Engage in recovery, treatment, and return-to-work planning.
- **Follow Conduct Standards:** Open claims do not exempt team members from workplace conduct expectations.

EXTENDED OR PERMANENT RESTRICTIONS

- **Medical Leave Evaluation:** HR will assess eligibility for FMLA or applicable leave.
- **ADA Interactive Process:** HR will engage in the interactive process to evaluate if reasonable accommodations or alternative roles are available.
- **No Permanent Light Duty Guarantee:** Permanent light duty is not offered. All cases are reviewed individually.

Medical & Exposure Records Access

Team members may request access to their injury, illness, or exposure records in writing to HR. Records will be provided within OSHA timelines and maintained per OSHA, HIPAA, and legal requirements.

OSHA Recordkeeping & Log Access

Leeds West Group maintains all required injury and illness records in accordance with OSHA's recordkeeping standard (29 CFR 1904). Accurate documentation and timely reporting help us identify trends, maintain compliance, and promote a safe workplace.

- **Log Maintenance:** OSHA 300, 301, and 300A logs are maintained by the HR Department.
- **Annual Posting:** The OSHA 300A Summary is posted at each location from February 1 through April 30, as required.
- **Record Access:** Team members may request to view logs by submitting a written request to HR or the Safety Coordinator.



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- **Incident Documentation:** All work-related injuries must be documented promptly and accurately to ensure compliance and proper care.

Non-Work-Related Injuries

Team members must notify their supervisor or HR if they experience a non-work-related injury, illness, or condition that may limit their ability to perform job duties safely.

REPORTING PROCEDURES

- **Immediate Notification:** Inform your supervisor or HR if you experience an injury, surgery, or condition that impacts your ability to perform essential duties.
- **Define Restrictions:** Restrictions may include limitations related to lifting, mobility, vision, or coordination.
- **Submit Medical Clearance:** Provide a doctor's note outlining any restrictions. Notes must specify the limitations (e.g., "no lifting over 10 lbs. for 3 weeks").
- **Modified Duty Review:** Temporary reassignment may be provided based on operational needs and the documented restrictions.
- **Fitness-for-Duty:** The company may request a doctor's clearance before returning to or continuing physical tasks.
- **Safety First:** Failure to report may result in reinjury or corrective action.

CYBERSECURITY, TECHNOLOGY & PROPERTY SAFETY

Protecting our people, data, and property is essential to maintaining a safe, trustworthy, and professional workplace. All technology, tools, and property, physical or digital, must be used responsibly, safely, and in accordance with company policies and applicable laws. This section outlines the controls used to prevent unauthorized access, secure technology, and minimize risks to physical and digital assets.

Visitor and Non-Team Member Access Control

Controlling access to company facilities protects team members, proprietary information, and operational assets. All visitors must follow safety protocols and remain under appropriate supervision during their visit.

- **Authorization and Escort:** Visitors, customers, and non-team members may only access public or approved areas (e.g., lobbies and waiting areas) without prior approval. Entry into shop bays, service areas, or other restricted areas requires management authorization and continuous escort by a team member.
- **Safety Briefing and PPE:** Visitors entering restricted shop areas must receive a safety briefing and wear any required personal protective equipment (PPE).
- **Children and Pets:** Children and animals are strictly prohibited from shop and service areas due to safety concerns.
- **Emergency Awareness:** Visitors must be informed of emergency exits, evacuation routes, and basic response procedures.
- **Conduct Expectations:** All visitors are expected to follow company safety rules. Any noncompliance may result in removal from the premises.
- **Media and Photos:** Photography, filming, or posting company content publicly is not allowed without written approval from leadership.

Personal Use of the Shop Facilities and Tools

Team members may be granted the privilege of working on personal vehicles at company facilities. This privilege must be exercised responsibly, safely, and with prior approval.

- **Safety Expectations:** Team members are expected to always adhere to all safety standards and expectations, including when performing personal work.



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- **Approval Documentation:** Supervisors must document all personal vehicle work approvals, including the date, scope of work, and parts used. Records should be retained for 30 days and made available to Risk or HR upon request.
- **Off-the-Clock Work Requirement:** Team members must clock out before starting personal work. No compensation is permitted.
- **Availability for Work:** Team members must remain available to clock in if operational needs arise, and personal work must not interfere with business operations.

SUPERVISOR OVERSIGHT REQUIREMENTS

- **Advance Approval:** Obtain written approval from a Store Manager or supervisor. Approval may be denied based on safety, business needs, or past misuse.
- **On-Site Supervision:** A Store Manager must be present during all personal work.
- **Inspection Authority:** Supervisors may inspect or halt personal work at any time.

PARTS, MATERIALS, AND USE LIMITATIONS

- **Private Purchases Only:** All parts, fluids, and supplies must be purchased privately.
- **No Use of Company Inventory:** Shop inventory, vendor accounts, or tools may not be used.
- **No Off-Site Borrowing:** Equipment or tools may not be taken off company property.
- **Hours of Use:** Personal work is permitted only during regular business hours. After-hours use is prohibited.

LIABILITY AND CLEAN-UP REQUIREMENTS

- **Personal Responsibility:** Team members assume full liability for any injury or damage related to personal work. Leeds West Group is not responsible for incidents.
- **Clean-Up Standards:** Work areas must be fully cleaned and restored immediately after use.

PROHIBITED ACTIVITIES

- Performing personal work while clocked in.
- Using company/customer parts or supplies for personal repairs.
- Conducting personal work without approval or required supervision.
- Allowing non-team members to assist in the shop.
- Performing personal work after hours.
- Using the shop for paid “side jobs” or moonlighting.
- Leaving personal vehicles in shop bays beyond approved timeframes.

INCIDENT REPORTING DURING PERSONAL WORK

- **Report Immediately:** Notify your supervisor and the [Risk Department](#) of any injury, equipment failure, or near-miss during personal work.

Physical Security and Facility Protection

- **Controlled Access:** Keep all exterior doors closed and locked. Do not allow unauthorized entry.
- **Key and Credential Safety:** Never share keys, fobs, or access credentials. Report lost or stolen items immediately.
- **Clear Emergency Exits:** Keep all emergency exits unobstructed and clearly marked.
- **Restricted Areas:** Only authorized personnel may access secure areas such as data closets or alarm panels.

AFTER-HOURS SECURITY

- **Authorized Access Only:** Only team members with written authorization may enter after hours.
- **Lockdown Requirements:** Secure all tools, vehicles, and entry points before leaving. Arm the alarm system.



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- **Suspicious Activity:** Report forced entry or unusual activity immediately to a supervisor or Risk.

Surveillance and Monitoring

Video surveillance enhances safety, supports investigations, and helps deter policy violations. Systems are managed in accordance with privacy and legal requirements.

VIDEO SURVEILLANCE GUIDELINES

- **Camera Placement:** Cameras may be installed in public or operational areas only. No surveillance in restrooms or private spaces.
- **Required Signage:** Clear signage will notify all individuals of surveillance use.
- **Footage Access:** Only authorized personnel in Leadership, HR, or IT may access recordings for operational, legal, or investigative purposes.
- **Data Retention:** Footage is retained for at least 30 days or longer if under review.
- **Tampering:** Unauthorized access to or interference with surveillance equipment or recordings is strictly prohibited.

Company Technology Use and Cybersecurity

Team members must safeguard digital assets and use technology responsibly to maintain compliance and reduce risks.

- **Acceptable Use:** Company systems are for work use only. Personal use is prohibited unless approved.
- **Password Security:** Use strong passwords. Do not share, write down, or reuse passwords.
- **Device Security:** Lock unattended devices. Secure all hardware when not in use. Never leave company devices in unlocked vehicles.
- **Phishing Awareness:** Do not click unknown links or attachments. Report suspicious emails immediately to IT.
- **Data Privacy:** Access only the systems required for your role. Do not store company data on personal devices.
- **Remote Access:** Only use company-approved VPNs. Avoid unsecured public Wi-Fi.
- **Monitoring Disclosure:** Company systems may be monitored. There is no expectation of privacy when using company-owned systems.
- **Do Not Modify Equipment:** Contact IT for all repairs or support. Do not bypass system settings.
- **Cybersecurity Training:** Complete all cybersecurity training assignments.
- **Incident Reporting:** Report all suspected breaches, unauthorized access, or lost/stolen devices immediately to IT.

Company and Personal Property Responsibilities

Team members are expected to care for company property and manage personal belongings responsibly to support a safe, organized work environment.

RETURNING COMPANY PROPERTY

- **Return Requirements:** All uniforms, badges, keys, tools, technology, documents, and other company-issued equipment must be returned promptly upon request or separation from employment.
- **Condition of Items:** Returned property must be clean, functional, and free of excessive wear. Replacement costs may apply for missing or damaged items, in accordance with applicable laws.

BRINGING PERSONAL ITEMS TO WORK

- **Limit Personal Items:** Only bring personal items necessary for your workday. Avoid bringing valuables or items that could create hazards.
- **Secure Storage:** Store personal belongings in lockers, toolboxes, or other designated areas.
- **Liability Disclaimer:** Leeds West Group is not responsible for lost, stolen, or damaged personal belongings.
- **Incident Reporting:** Report any theft, loss, or damage of personal items to a supervisor promptly.



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PERSONAL TOOLBOXES AND TOOLS

- **Tool Condition:** All personal tools must be clean, well-maintained, and used only as intended by the manufacturer. Do not use any tool with frayed cords, exposed wires, or structural damage.
- **Proper Storage:** Personal toolboxes must comply with fire and safety standards and remain locked when not in use.
- **Inspection Rights:** Company leadership may inspect personal tools and storage to ensure safety and policy compliance.
- **Unsafe Tools:** Unsafe or unauthorized tools must be removed immediately.

Property Damage Reporting

All damage, near misses, or safety incidents must be reported to your supervisor within 24 hours. Failure to report on time may result in corrective action regardless of severity.

TIER 1 - MINOR INFRACTIONS:

- **Examples:** Minor scratches, small dents, or cosmetic issues.
- **Mandatory Reporting To:** [Risk Department](#), Director of Operations
- **Appropriate Corrective Action:** Verbal warning. Discuss the issue with the responsible party, emphasizing the importance of attention to detail.
- **Additional training:** Provide relevant training to prevent similar issues in the future.

TIER 2 - MODERATE INFRACTIONS:

- **Examples:** Damages requiring additional repair work, but not extensive.
- **Mandatory Reporting To:** [Risk Department](#), Director of Operations, Vice President of Operations
- **Appropriate Corrective Action:** Written warning. Document the issue formally, outlining expectations moving forward.
- **Pay Deduction:** Depending on the severity, consider a partial deduction from the responsible party's pay to cover repair costs.

TIER 3 - MAJOR INFRACTIONS:

- **Examples:** Severe damage requiring extensive repair, affecting the overall quality of the service provided. Oil Outs, Wheel Off, Backing Claim, Accident, Failure to Secure Customer Vehicle
- **Mandatory Reporting To:** [Risk Department](#), Director of Operations, Vice President of Operations, CEO
- **Appropriate Corrective Action:** Suspension. Suspend the individual from handling repairs until they have completed retraining.
- **Full Restitution:** The responsible party might be required to cover the full cost of repairs and undergo additional training.
- **Bonus Reduction:** Potential loss of Bonus in accordance with the bonus program.

TIER 4 - REPEATED OFFENSES:

- **Examples:** Persistent negligence leading to multiple claims.
- **Mandatory Reporting To:** [Risk Department](#), Director of Operations, Vice President of Operations, CEO
- **Appropriate Corrective Action:** If, despite previous interventions, the behavior persists, termination of employment may be necessary to protect the business and maintain quality standards.
- **Bonus Reduction:** Potential loss of Bonus in accordance with the bonus program.



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ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING OF THE LEEDS WEST GROUPS SAFETY MANUAL

At Leeds West Groups, safety is a shared responsibility and a core value. Every team member plays a vital role in protecting themselves, their coworkers, and the communities we serve.

By signing below, I acknowledge and affirm the following:

RECEIPT AND RESPONSIBILITY

- I have received and reviewed the Leeds West Groups Team Member Safety Manual.
- I understand it outlines the safety expectations, policies, and procedures required to maintain a safe, respectful, and compliant workplace.
- I understand that it may be updated, and I am responsible for reviewing future revisions as communicated.
- I understand this manual does not constitute an employment contract and that my employment is at-will unless otherwise stated in writing.
- I have had the chance to ask questions about the content and learn how to seek further clarification when necessary.

SAFETY COMMITMENT

- I agree to follow all safety protocols, use Stop Work Authority when needed, use required PPE, and report hazards, injuries, near-misses, and unsafe conditions or behaviors immediately.
- I understand that safety compliance is mandatory, it is a condition of employment, and that team members are protected from retaliation when reporting concerns in good faith.
- I agree to fully participate in and complete all ongoing safety education and required training to fulfill my role safely and maintain a safe workplace.
- I understand that shortcuts, complacency, and silence compromise safety and will not be tolerated.
- I agree to fully cooperate in all safety-related investigations, internal and external audits, incident reviews, and improvement initiatives conducted by management, regulatory bodies, or authorized third parties.
- I commit to exemplifying Leeds West Groups' dedication to safety and operational excellence in everything I do.

ENFORCEMENT & ACCOUNTABILITY

- I understand that violations of safety policy may result in corrective action, up to and including termination, and that progressive discipline is not required in cases of serious or willful violations.
- I understand that supervisors and leaders are held to a higher standard and expected to model and enforce safety protocols.
- I agree to fully cooperate with any safety investigations, audits, or reviews.

ACKNOWLEDGEMENT

- I understand that this signed form will be retained in my personnel file and may be referenced in the event of a safety-related matter.
- I am signing this document voluntarily and understand its importance in supporting a safe, professional, and accountable work environment.

Team Member Name (Printed)

Team Member Signature

Date