

PRODUCT
SAFETY
GUIDE



awake

WINDOW & DOOR CO.



ABOUT SAFETY

Awake's glass paneled windows and doors are large and extremely heavy objects, often weighing thousands of pounds. Due to their sheer size and weight, serious injuries including death and significant property damage are among the inherent risks associated with the loading, offloading, and storage processes. To mitigate such risks, it is critical that Dealer implement and ensure compliance with adequate safety training and practices, including, but not limited to, those outlined below.



PRODUCT LOADING

If products are picked up at Awake's facility by Dealer (referred to as "Will Call"), it is Dealer's responsibility to provide (1) an adequate number of trained workers physically capable of handling large and heavy glass fenestrations; and (2) appropriate safety equipment. All workers are required to follow all applicable safety regulations, including Occupational Safety and Health Administration ("OSHA") requirements, in addition to the following safety guidelines:

- At least three (3) experienced, trained, and physically capable workers are required to load units onto the delivery truck or trailer. For larger orders (exceeding 50 units) additional workers are required
- Workers shall ensure the area surrounding the delivery dock, truck, and inside the trailer are clear of any debris, obstructions, or other trip hazards
- Workers shall use safe lifting and handling techniques, including, but not limited to:
 - Using ergonomic bending and lifting techniques;
 - Refraining from exceeding personal limitations;
 - Avoiding unnecessary physical stress and strain;
 - Following all manufacturer safety instructions, warnings, and guidelines, when using or operating equipment, machinery and while placing or removing units from storage racks;
 - Heeding fire safety precautions; and
 - Using proper personal protective equipment ("PPE"), including:
 - Clean protective gloves and other forearm protection;
 - Eye and ear protection;
 - Steel-toed safety boots or shoes; and

- Weight-lifting belts
- Workers shall also utilize safe loading procedures, including:
 - Loading one unit at a time;
 - Ensuring each unit is properly restrained by using ties, straps, and clamps and are stacked with an appropriately angled lean to improve stability during transport and offloading; and
 - If products are stacked inside the delivery truck:
 - Ensuring heavier units are not stacked on top of lighter units; and
 - Ensuring at least one (1) physically capable worker supports the stacked units to make sure they stay in a stable arrangement while at least two (2) additional physically capable workers add additional units to the stack.

DELIVERY SITE

Awake representatives will contact Dealer to schedule the delivery date and location. It is the Dealer's responsibility to ensure:

1. Adequate access to the delivery site by delivery vehicles, including:
 - Sufficient driveway access and parking space to ensure the vehicle will not need to block traffic or extend out into the road (at least 12 ft. wide, 13 ½ ft. high, and 75 ft. long is needed);
 - Necessary codes for gated communities;
 - Alternative routes (in the event the main route includes private or governmental restrictions prohibiting access by delivery vehicles); and
 - A cleared space, free of construction debris and other obstructions, around the delivery truck to safely accept the delivery.
2. Adequate workers to accept delivery:
 - No less than two (2) physically able and trained professionals available at the agreed upon delivery date/time for every fifty (50) units delivered; and
 - Proper equipment to safely offload, store, and install product as described below.

Delivery truck drivers are not permitted to assist in product off-loading, nor will they rearrange or re-secure products during the off-loading process.

If Dealer fails to provide an adequate delivery site, workers, or equipment, Awake may refuse to make delivery and shall not be responsible for any damages or inconvenience caused by any resulting delays.



PRODUCT OFFLOADING & TRANSPORTING

It is Dealer's responsibility to create and implement safety protocols and procedures that are compliant with all applicable safety regulations, including, but not limited to, Occupational Safety and Health Administration ("OSHA"). In addition, safety protocols for offloading Awake's products should include:

1. Training programs to reduce the risk of personal injuries, including training on:
 - Proper lifting, bending, and other ergonomically sound practices;
 - How to identify and remedy potential hazards in the environment or delivery site;
 - Work site communication and clear delineation of responsibilities;
 - Fire safety;
 - Monitoring and supervision to ensure training is implemented at the delivery site; and
 - Regular safety meetings to identify observed risks and assess any work site injuries to update or adjust safety procedures accordingly.

2. Proper use of personal protective equipment ("PPE"), including:
 - Clean protective gloves and other forearm protection;
 - Eye and ear protection;
 - Steel-toed safety boots or shoes; and
 - Weight-lifting belts.

3. Proper use of machinery, equipment, tools, and storage racks, including:
 - Following all manufacturers' safety instructions for use of all equipment and machinery;
 - Using wheel brakes and other vehicle restraint devices;
 - Using glass cups or clamps to improve handling and grip when lifting glass;
 - Using hand trucks, dollies and/or pallet jacks or carts;
 - Using straps or bands to re-secure remaining glass units as each unit is offloaded;

- Ensuring workers on foot are not in the delivery truck while a forklift is in use; and
 - Ensuring vehicles, machinery and equipment are maintained in a safe operating condition.
4. Proper procedures for assessing potential hazards before the offloading operation begins, including:
 - Ensuring the delivery truck is stable and not moving before offloading commences; and
 - Ensuring individual units and multiple units strapped together are still leaning at appropriate angles and are secured by straps or bands to prevent them from tipping or falling over when offloading commences and individual units are removed.
 5. Proper offloading procedures, including:
 - Utilizing at least two trained workers to safely unpackage each unit (including removing straps or bands);
 - Ensuring no one stands under or near unsecured units;
 - Ensuring individual units are removed one stack at a time, with the unit on the top of the stack removed first;
 - Re-securing all units remaining in the stack by ties, straps and clamps ensure that they remain in a stable arrangement and prevent them from falling over as units are removed
 - Ensuring no untrained personnel enter the delivery truck and are clear of the path of travel
 - Ensuring no personnel remain on the delivery truck or near the wheels when it is being moved
 6. Proper procedures for transporting products, including:
 - Assessment of delivery route to ensure sufficient clearance to move products around walls, racks, equipment, and other obstructions without damage the product or the property
 - Assessment of unloading surfaces to ensure they are level and capable of securely withstanding the weight of the load
 - Using hydraulic ramps as appropriate
 - Ensuring no workers are downhill of a moving load
 7. Proper procedures for ensuring safety protocols are followed on site.



PRODUCT STORAGE

Awake's products should be installed as soon as practicable to minimize the risk of damage during storage. However, if products must be stored, the following procedures are recommended:

1. Only store products in a dry location that is not exposed to climatic conditions, including precipitation, flooding, extreme heat, humidity, pests or rodents.
2. Ensure that the storage location is free from debris or hazardous materials that could cause fires or explosions.
3. Ensure the weight, size and shape of the units stored on racks and frames does not exceed the manufacturers' recommended weight capacities.
4. Ensure all product units are securely stacked at appropriate angles and strapped or banded to prevent units from tipping or falling.
5. Ensure products are thoroughly cleaned as dirt or debris that accumulates during storage can damage product finishes. See Awake's Care & Maintenance Guide, available at www.awakewdc.com, for more details.



GET IN TOUCH

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