STATE LOGISTICS RESPONSE CENTER (SLRC)

Activation and Safety Protocols
# ANNEX 11 - STATE LOGISTICS RESPONSE CENTER ACTIVATION PROTOCOLS

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</table>
I. Introduction

Disasters come in all sizes and forms, yet they all have one thing in common, they disrupt lives and destroy property. In order to meet the immediate needs of the victims of disasters, the State has established the State Logistics Response Center (SLRC) in Orlando, FL. This facility is centrally located to provide a quick and expedient response and assist in disaster recovery.

II. Mission and Purpose

The purpose of the State Logistics Response Center is to store approximately one to one and a half days supply of water and other commodities to assist the citizens of the State to recover from an emergency event; order necessary commodities and equipment; supply logistical staging; manage and coordinate logistical response efforts; and to centrally locate emergency support vehicles and equipment.

III. Assumptions

- The State Logistics Response Center will begin operation when the State Emergency Operations Center (SEOC) goes to level 2 and become’s fully functional when the State Emergency Response Team goes to level 1 activation.

- The State Logistics Response Center will remain in operation until all resources used in the recovery phase of the disaster are recovered.

- In declared emergencies, the State Logistics Response Center operations will be considered a Category B expense under the Public Assistance Program. Documentation of all expenses will be kept in order to seek proper reimbursement from the Federal Emergency Management Agency (Public Assistance).

Once operational the State Logistics Response Center will be responsible for the following:

- Establish State Logistical Staging Areas
- Maintain inventory of all products and equipment used in response to event
- Track vehicle and equipment movement throughout the event, using the Resource Management Tools
- Determine priority of shipment of commodities
- Replenish depleted supplies
- Supervise all Staging areas, base camps and Mobilization Areas
- Conduct daily conference calls with Staging areas and the State Emergency Operations Center
- Establish joint prime power teams with FEMA and State Contract personnel
- Establish joint Water, Ice, Food and Transportation team with FEMA, State Emergency Response Team and Prime Contract Vendors
- Conduct primary warehouse operations for the response
• Supervise the issuance, installation and recovery of generators for critical or live saving infrastructure.
• Conduct recovery operations on all equipment issued during response and recovery phase.
• Assist in establishing Mobile Disaster Recovery Centers
• Assist in establishing a Joint Field Office

1. Concept of Operations

The concept of operations for the Logistics Response Center is for this facility to be the first field site opened and the last one closed for all notice and no notice events, with the possible exception of the Joint Field Office, which could remain open months after an event.

Once the response and recovery operations are complete the facility will be returned as much as possible, to its pre-activation level. The Vendor Managed Water Inventory will be brought back to 300 trucks either by stocking water ordered and not used for the event, or by purchasing the additional trucks under the current water contract.

The facilities manager will have the building cleaned inside and out, prior to deactivation, all equipment and infrastructure that incurred damaged during the activation repaired or replaced.

2. Activation Protocols:

This annex will outline the basic activation protocols to follow upon activation of the State Logistics Response Center. This annex covers a notice and no-notice natural or man made event.

The State Logistics Response Center currently has a staff of two, a Facilities Manager and an Internet Technician. These individuals are responsible for ensuring that the facility is ready to use at any time. They ensure that the proper maintenance and serviceability requirements are performed on the physical facility; electronic equipment; vehicles; material handling equipment; communications systems – both voice and data; and that safety inspections are conducted.

A. Notice Events:

1. When the State Emergency Operations Center goes to elevated level 3 or level 2 activation, and with the approval of the SERT Chief, as a minimum the following positions within the Division of Emergency Management will deploy to the State Logistics Response Center:

   a. The Deputy Logistics Chief, who will assume overall command and control of all field logistics, to include the operation of the State Logistics Response Center; One person from the Finance Section; One person from the Logistics Section, Procurement Branch; and One person from ESF 14 to deal with potential media interest. This will normally take place at E-96 hours.

   b. The Florida Recovery Office Incident Management Team will immediately deploy to the State Logistics Response Center and function as the management team for a minimum of 96 hours or until such time as they are re-deployed to conduct recovery operations.
c. The Florida Recovery Office will supply personnel to work in the Logistics Operations Center for a minimum of 96 hours or until such time as they are re-deployed to conduct recovery operations.

2. The Incident Management Team will verify that all task listed in appendix 1 are imitated and will monitor until completion.

3. Purchasing and finance will also complete an agreement with the Orange County Convention Center to use a portion of their facility as a Mobilization Area (MOBAREA). A request for the activation of a MOBAREA Incident Management Team will be submitted as well.

4. If it has been determined that the potential exist for Florida to be impacted by a major storm, then the SLRC staff will review current threat information and make recommendations to the SERT Chief, Operations Chief, and Logistics Chief for potential Logistical Staging Area Sites, at least 72 hours pre impact.

5. Once the Logistical Staging Area Plan is approved, then Staging Area teams will be requested through the Division of Forestry and the Florida Army National Guard. A request will go to the procurement branch to secure Staging Area Sites, from the approved Staging Area list. At this time all equipment and services will be requested through EM Constellations, to the procurement branch. (See Attachment 1 for list of equipment and services to be requested.)

6. After it has been determined that Florida is going to impacted by a major storm and the State Emergency Operations Center has gone to a full level 1 activation, the State Logistics Response Center would request additional augmentation from the State Emergency Response Team, as follows:

   a. Three (3) additional Finance Personnel
   b. Three (3) additional personnel from Logistics, Procurement Branch
   c. Emergency Support Function (ESF) 6 personnel, at least two (2)
   d. Emergency Support Function (ESF) 8 personnel, at least two (2)
   e. Emergency Support Function (ESF) 14 personnel, at least one (1).
   f. Emergency Support Function (ESF) 5 personnel, at least one (1), to assist in doing Incident Action Plan (IAP).

7. All of our prime vendors will need to have at least two representatives present at the State Logistics Response Center, in order to have a presence for both shifts.

8. FEMA logistics personnel will be requested to assist the Response Center Staff in coordinating the transfer of property currently at the State Logistics Response Center, and for property and commodities that they will be bringing into the State in support of our response efforts.

9. The State Logistics Response Center facilities manager upon notice of activation of the facility will take the necessary steps to ensure that the facility is fully functional when the team arrives. His/her primary duties during the activation of the facility are to ensure that all systems and equipment are working properly, and if not, to take the necessary actions to have them repaired. He/she will also serve as the deputy to the director of the State Logistics Response Center. (See
Attachment 2 for the minimum list of duties, for pre activation, during activation, and post activation.)

10. Once activated all Logistical Staging Area Teams will stage at the State Logistics Response Center. They will check in, receive their mission, inventory their equipment caches, sign for equipment and vehicles, and receive their initial safety briefings and any additional training or instructions necessary to complete their missions.

11. The Logistics Management Team for the State Logistics Response Center will be on a 14 day rotation. A new Logistics Management Team will be requested on day 10 of currents teams’ activation, with the intent of team reporting on day 12, so that there will be at least 1 day to transition with the old team. (While every effort will be made to rotate these teams on a 14 day rotation schedule, it could be as long as 21 days.) The Deputy Logistics Chief and the Facilities Manager will not be on the rotation schedule; however, every effort will be made to allow them at least 2 days off in every 30 days of activation. Each prime vendor will determine the activation length of their personnel, however they will be encouraged to either adopt the 12 day schedule or provide time off for their personnel.

12. Once the response phase is completed, and the determination is made to close the Logistical Staging Areas, all equipment and commodities will be returned to the State Logistical Response Center. All current Staging Area Incident Management Teams will de-mobilize from the State Logistics Response Center. At this point the State Logistics Response Center will transition to the recovery phase. All equipment and commodities will be picked up and returned to the Center. The Center will support any Disaster Recovery Centers that are open, as well as, the Joint Field Office. The staff at the Logistics Response Center will be downsized to meet the needs of the recovery operations.

B. No Notice Events

1. The same procedures will take place as with the notice event, with the following exceptions:

2. Upon approval of the State Emergency Response Team Chief, all designated personnel will immediately depart for the State Emergency Operations Center. The size of the event and type of activation will determine number of personnel from the State Emergency Response Team that activates, but at a minimum the following positions will activate:
   
   a. Deputy Logistics Chief
   b. One person from Logistics Procurement Branch
   c. One person from Finance Section
   d. One person from ESF’s 14, 5, 6, and 8.

3. The Logistics Management Team from the Florida Recovery Office will be activated to manage the State Logistics Response Center. The size of this team will be dependant on the type and size of event.
4. Prime Vendors are requested to send representatives to the State Logistics Response Center; the number will be determined by the type and size of the event.

3. Receiving Trucks

Trucks will be processed on the east side of the building, where the electric gate is located. All trucks and trailers that arrive without a 3D/2D barcode will receive a barcode upon arrival and then will be scanned in. Drivers will check in with the vendor that they are hauling for and will be directed either to a parking area, loading dock or given a mission to deliver their load to some other location.

4. Departing Trucks

Truck drivers will be given a copy of the EM Constellation Mission, a detailed map of where they are to deliver their load and a POC name and number in case they run into trouble. Each truck if it does not already have one affixed to it, it will be equipped with a GPS Tracking device and a bar code prior to departure. The truck will be scanned out at the exit gate.

5. Reporting Personnel

All personnel arriving to work at the SLRC will check in with the Plans Chief or his/her representative to ensure accountability. All personnel working at the SLRC will be issued a FLDEM, SLRC badge that will allow them to gain access to the facility. All personnel to include truck drivers that are transit arrivals will be given a temporary badge by the security officer. All personnel will check in and out through the security desk each day.

All arriving personnel who are in need of a hotel room will check with the IMT Logistics Section. Transit personnel can utilize the bunk room at the State Logistics Response Center.

A catering service will be established once the SLRC goes to level I activation and all personnel working at the SLRC will consume their meals there, to include the truck drivers and all contract vendors on site.

A shower trailer will be brought in for the truck drivers to use; there are showers in the men and women’s restroom for transit personnel, other than truck drivers.

6. Staff Parking

All personnel working at the SLRC will park in the designated parking places in the front of the offices and on the east side in front of the gate. **Personnel working at the SLRC will only be allowed to park in designated parking places.** If overflow parking becomes necessary, then alternate parking will be coordinated at either the Millennia Mall, Florida Mall or the Orange County Convention Center. A shuttle service from the alternate parking lots to the SLRC will be established.
## Attachment 1 to Annex 11

**STATE OF FLORIDA**

State Emergency Response Team

Unified Logistics Operations

Time Phased, Force and Deployment Data Listing (TPFDDL)

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<table>
<thead>
<tr>
<th>DISASTERS</th>
<th>INITIATION TIME / + HRS</th>
<th>ACTION or RESOURCE</th>
<th>NIMS TYPING</th>
<th>PRIMARY ESF SUPPORT AGENCY</th>
<th>ASSET CLASS</th>
<th>TRIGGER POINT</th>
<th>DTG COMPLETED</th>
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<tbody>
<tr>
<td>X</td>
<td>E-48</td>
<td>Secure LSA Sites</td>
<td>I</td>
<td>Log/Procurement</td>
<td>7</td>
<td>APP SERT</td>
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<tr>
<td>X</td>
<td>E-48</td>
<td>Order type II DoF or FLNG LSA Team</td>
<td>II</td>
<td>Log/Procurement</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Order Type I LSA Equipment Package</td>
<td>I</td>
<td>Log/Procurement</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Order Catering Service for LSA</td>
<td>I</td>
<td>Log/Procurement</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Request Law enforcement for site Survey</td>
<td>I</td>
<td>Log/Procurement</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Request shuttle trucks</td>
<td>I</td>
<td>Log/Procurement</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Request Golf Carts</td>
<td>I</td>
<td>Log/Procurement</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Request Security for Convoy Escort</td>
<td>I</td>
<td>Log/Procurement</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Verify LSA Caches</td>
<td>I</td>
<td>Log/Procurement</td>
<td>7</td>
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<td></td>
</tr>
<tr>
<td>X</td>
<td>E-48</td>
<td>Request Variable Message Boards</td>
<td>I</td>
<td>Log/Procurement</td>
<td>7</td>
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<td>X</td>
<td>E-48</td>
<td>Request Traffic Cones</td>
<td>I</td>
<td>Log/Procurement</td>
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<tr>
<td>X</td>
<td>E-48</td>
<td>Request San Pac</td>
<td>I</td>
<td>Log/Procurement</td>
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<td>X</td>
<td>E-48</td>
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<td>X</td>
<td>E-48</td>
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<td>As of</td>
<td>Task Description</td>
<td>Timeframe</td>
<td>Responsible Party</td>
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<td></td>
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<tr>
<td>E-24</td>
<td>Conduct Conference Call With Teams</td>
<td>I</td>
<td>Deputy Log Ch</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>E-0</td>
<td>Conduct Team Briefing</td>
<td>I</td>
<td>Deputy Log Ch</td>
<td></td>
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<tr>
<td>E+5</td>
<td>Deploy Team to LSA</td>
<td>I</td>
<td>Deputy Log Ch</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E+5</td>
<td>Deploy LSA Caches</td>
<td>I</td>
<td>LSA Team</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E+5</td>
<td>Deploy LSA Alert Trailer</td>
<td>I</td>
<td>LSA Team</td>
<td>7</td>
<td></td>
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Attachment 2 to Annex 11 of the
Florida Division of Emergency Management Logistics Plan

Duties to be performed by the State Logistics Response Center Facilities Manager, prior to, during and after a major activation.

BEFORE:

Once the facilities manager is notified that the State Logistics Response Center is going to be activated the following task should take place:

01. Request site security from the Orange County Sheriffs Office through EM Constellations.

02. Conduct a complete systems check of all static computers, VTC’s, and radio’s.

03. Request additional fork lifts from Yale, 20 ea. Triple mast and 10 ea. Quad Mast lifts, through EM Constellations.

04. Request warehouse crew, 20 laborers/fork lift operators for day shift and 20 laborers/fork lift operators for night shift, with a supervisor for each shift, through EM Constellation.

05. Request administrative help, 4 personnel to work information desk and Kinko’s center, two per shift, request through EM Constellation.

06. Notify Maintenance Company of activation and have them schedule daily service.

07. Request additional propane tanks for forklifts, through EM Constellation.

08. Take pictures of the facility inside and out, to document any damage done during the activation.

09. Conduct a comprehensive Safety Inspection of the facility.

DURING:

01. Assist the State Logistics Response Center Director in training personnel working at facility on equipment and software.

02. Perform daily inspections of facilities to ensure that infrastructure is functioning properly, and is being cleaned and maintained to DEM standards.

03. Arrange to have repairs made as necessary to the building and infrastructure.
04. Be available to assist with problems working equipment or systems.

05. Assist Director in carrying out the mission of the response center.

06. Work with the IMT Logistics section to spot the catering service, shower units, and san-pacs.

07. Assist with setting up alternate parking for staff and to develop a shuttle service.

08. Primary lead in making ID badges, will need to train admin staff to assist.

09. Set up Video Conferencing for meetings, train staff to be able to accomplish this as well.

10. Support response efforts.

11. Report ANY safety issues, violations or accident immediately to the SLRC Manager or Incident Commander

**AFTER:**

01. Conduct a walk through of the State Logistics Response Center, inside and out and make note of any needed repairs. Pictures will be taken of the facility inside and out.

02. Have cleaning service conduct an extensive cleaning of the building, strip and wax floors; clean windows inside and out; shampoo all carpets; conduct same type cleaning in all out buildings.

03. Conduct inventory and functional test on all equipment.

04. Ensure that the building is ready for use, for the next event.
### Actions to Take to Activate State Logistics Response Center

<table>
<thead>
<tr>
<th>TIME</th>
<th>ACTION</th>
<th>RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-5</td>
<td>Activate SLRC Facilities Manager</td>
<td>Log Section</td>
</tr>
<tr>
<td>A-5</td>
<td>Activate FDEM SLRC Team</td>
<td>Log Section</td>
</tr>
<tr>
<td>A-5</td>
<td>Request Warehouse workers</td>
<td>Log Section</td>
</tr>
<tr>
<td>A-5</td>
<td>Process TAR for FDEM Team</td>
<td>Finance</td>
</tr>
<tr>
<td>A-5</td>
<td>Secure Rental Vehicles</td>
<td>Finance</td>
</tr>
<tr>
<td>A-5</td>
<td>Make hotel reservations</td>
<td>Finance</td>
</tr>
<tr>
<td>A-5</td>
<td>Activate trucking contracts</td>
<td>Log/fianance</td>
</tr>
<tr>
<td>A-5</td>
<td>Request additional Fork Lifts</td>
<td>Log Section</td>
</tr>
<tr>
<td>A-5</td>
<td>Request SLRC Logistics Management Team</td>
<td>Log Section</td>
</tr>
<tr>
<td>A</td>
<td>Request SLRC security</td>
<td>Log Section</td>
</tr>
<tr>
<td>A</td>
<td>Request Catering service for SLRC</td>
<td>Log Section</td>
</tr>
<tr>
<td>A</td>
<td>Activate Orange County Convention Center for Truck Staging Area</td>
<td>Log Section</td>
</tr>
<tr>
<td>A</td>
<td>Activate additional purchasing and finance personnel from FDEM</td>
<td>Finance</td>
</tr>
<tr>
<td>A</td>
<td>Conduct comprehensive safety inspection of facility and grounds.</td>
<td>Log Section</td>
</tr>
</tbody>
</table>
Attachment 4 to Annex 11, State Logistics Response Center Organization Chart
Attachment 5 to Annex 11, Positions Needed to Operate the State Logistics Response Center at Level 1

Positions that need to be filled at the State Logistics Response Center:

Incident Commander: 1
Deputy Commander: 1
Operations Chief – Day - 1
Operations Chief – Night - 1
Plans Chief – Day - 1
Plans Chief – Night - 1
Logistics Chief - 1
Finance/Admin Chief: 1
Mission Assignment Supervisor – 1 Day
Mission Assignment Supervisor – 1 Night
LSA Support Desk – Day – 1
LSA Support Desk – Night – 1
Movement Control Center Manager – 1
Movement Control Center Desk – 1 – Day
Movement Control Center Desk – 1 – Night
Inventory Management Desk – 1 – Day
Inventory Management Desk – 1 – Night
Copy Center – 2 – Day
Copy Center – 1 – Night
Gate Security – 2 – Day
Gate Security – 2 – Night

Warehouse Manager – 1 – Day

Warehouse Manager – 1 – Night

Truck Check In /SLRC/ - 4 Day

Truck check in /SLRC/ - 3 Night

Truck Check out /SLRC/ 4 Day

Truck Check out/SLRC/ 4 night

Warehouse workers – 20 Daytime

Warehouse workers – 15 night

Staging Area – SLRC – 5 Day

Staging Area – SLRC – 5 Night

Staging Area at Orange County Convention Center

Check in personnel – 4 Day

Check in personnel – 4 Night

Check out personnel – 4 Day

Check out personnel – 4 Night

Staging area Manager – 1 Day

Staging Area manager – 1 Night

Staging personnel – 10 Day

Staging personnel – 10 Night
## General Warehouse Safety Activation Inspection

**Event Activation** _________________  **Date Inspected** ___________  **Date Completed** ___________

<table>
<thead>
<tr>
<th>Checklist</th>
<th>Needs to be Addressed</th>
<th>Completed</th>
<th>Not Applicable</th>
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<tbody>
<tr>
<td>Has a Safety Officer been assigned to this operation?</td>
<td></td>
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<tr>
<td>Has a Medical Officer / Responder been assigned to the operation?</td>
<td></td>
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<tr>
<td>Are First Aid Stations properly stocked?</td>
<td></td>
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<tr>
<td>Are &quot;Spill Containment&quot; Centers properly stocked with supplies</td>
<td></td>
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<tr>
<td>Are exposed or open loading dock doors chained off, roped off, or otherwise blocked?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Are any other areas where employees could fall four feet or more chained off, roped off, or otherwise blocked?</td>
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<tr>
<td>Are employees familiar with the location for fire extinguishers, hose reels and sprinkler system?</td>
<td></td>
<td></td>
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<tr>
<td>Are all fire exits properly marked and clear of any obstructions?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Are floors and aisles clear of clutter, electrical cords, hoses, spills, and any other hazards that could cause employees to slip, trip, or fall?</td>
<td></td>
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<tr>
<td>Do the established job task time expectations allow time for safe work practices?</td>
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<tr>
<td>Are employees who perform physical work allowed adequate periodic rest breaks to avoid dangerous fatigue levels? Are break areas stocked with bottled water and ice?</td>
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<td>Are employees properly trained in forklift and other MHE operations?</td>
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<td>Has all MHE been inspected and tested for proper operation?</td>
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<td>Are Traffic Managers staged to direct and spot trucks?</td>
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<td>Are newly – hired employees provided general ergonomics training to protect them as they lift and move objects as well as task-specific training?</td>
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<td>Is the warehouse well ventilated?</td>
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<td>Have employees been trained on how to avoid heat stress in hot, humid environments?</td>
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<td>Have employees been trained on how to work in cold environments?</td>
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<td>Are forklift LP Gas tanks properly secured?</td>
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<td>Does the warehouse have lockout/tagout procedures in place where needed?</td>
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SAFETY RULES FOR OPERATION OF FORKLIFT TRUCKS

Anyone using the forklift trucks must be certified in their operation through the Facilities Management training program. Non-certified personnel are not to operate this equipment under any circumstances.

The National Safety Council “Forklift Truck Operators Training Course” is to be used as the primary source of reference for use of forklift trucks.

These procedures have been prepared to provide a basic source of reference and a means of uniformity for use of forklift trucks. When a question arises that cannot be suitably answered by reference to these operating procedures, it is suggested the Operator’s manual be consulted or the matter be discussed with the supervisor.

PHYSICAL QUALIFICATIONS FOR OPERATORS

- No physical or mental condition that would jeopardize the safe operation of the truck (dizzy spells, medication, bad back, etc.)

- Good vision, of at least 20/40, corrected if necessary; depth perception of at least 90 percent of normal. Wearing vision protection is recommended at all times.

- Normal hearing, preferably without need of a hearing aid.

- Normal reflexes and reaction time.

- No use of illegal substances; no excessive use of alcohol.

- Ability to understand and read instructions, signs, etc.

PRE-SHIFT INSPECTION

A pre-shift inspection of the forklift truck is required before the equipment is used. The following items must be checked before operating the equipment:

- Fuel level and gauge.
- Oil level.
- Hydraulic oil level.
- Powershift oil level.
- Battery water level.
- Visual inspection of battery for corrosion and loose terminals.
- Coolant water level.
- Visual inspection of the fan belt.
- Brakes for proper operation – both service and parking.
- Lights – head, tail, turn, and warning.
- Horn.
- Hoist mechanism: chain bearings, nuts, and cotters. Lube as required. Also check the forks for cracks, heel wear, tip wear, and alignment.
• Steering.
• Hydraulic controls.
• Tires: remove foreign material and check inflation.
• Visual inspection for oil, fuel, and exhaust leaks.

At the end of the usage, all the above items must be checked again. In addition, the operator must place all controls in neutral and set the parking brake. During the winter, the engine heater must be plugged in if the unit is so equipped.

The "Operators Daily Report” must be filled out during both the pre-use and post-use inspections and turned in to Transportation Services, along with the keys to the equipment, at the end of use.

**LIFT TRUCK OPERATION**

Only certified personnel may operate the forklift trucks. You must show both your driver license and a valid Facilities Management Certified Operator’s card at Transportation Services to get the keys to the equipment. No certified operator may check the equipment out and then turn it over to a non-certified operator. This action will result in revocation of certification and possible disciplinary action.

• **Leaving the truck:** Whenever the operator leaves the truck, the forks or attachment must be fully lowered, the controls set in neutral, and the parking brake set. If the operator goes 25 feet or more away from the truck, or is out of sight of the truck, the engine must be shut off, and the operator must have the key in his or her possession.

• **Visibility:** The operator must always have a clear view of the path in the direction of travel. If the load being carried blocks forward view, the driver must travel with the load trailing.

Spotters will be used whenever the operator is moving loads above floor grade onto rack shelving. Visual hand signals as well as voice communications will be coordinated between the forklift operator and the spotter.

• **Load handling:** Only stable and safely arranged loads within the rated capacity of the truck should be handled. Operators are not to pick up and move loads that are too heavy. If, upon attempting to lift the load, the rear wheels of the truck begin to rise, set the load down immediately and obtain proper equipment to lift a load of that size.

When picking up a load, center the load evenly on the forks, and engage loads squarely until the load rests against the vertical portion of the forks or load backrest. Check the fork length. Forks must be at least 2/3 the length of the load. Carefully tilt the mast backward just enough to stabilize the load. Forks on a lift truck are adjustable; spread them to fit the load. Normally, the wider the better.

Loads can be of many sizes and descriptions. Many lift truck applications handle loads on pallets. Pallets are loaded with boxes, bags, packages, or other small objects. All loads should be made stable by either interlocking the objects, or strapping or shrink-wrapping the load, to prevent individual objects from falling off the pallet.

Long loads, such as carpet rolls, reduce the stability of a lift truck. Long, wide, or high loads require more room, so watch the clearance. The load may be very secure until something is run into that
shifts the truck’s center of gravity. This creates the potential for a lateral overturn. Lifting long loads that extend directly in front changes the weight center of the truck and reduces the lifting capacity of the truck. When right angle stacking or moving with a raised load to clear low objects, move very slowly and avoid sharp turns. When raising a load, use extra caution. An elevated load must not be tilted forward except when the load is in the correct position to be deposited. When stacking, use only enough backward tilt to stabilize the load.

- **Operating surfaces:** Operate the forklift trucks only on improved surfaces if possible. If operating off of improved surfaces, make sure the surface will support the weight of the vehicle and not create unstable conditions before entering the area.

On grades, ramps, slopes, and inclines, travel straight up and down. Never turn on ramps, slopes, inclines, or severe grades; wait until you are back on a level surface. Never try to cross a ramp, slope, incline, or severe grade perpendicular to the fall line. This creates the potential for a lateral overturn. Without a load, travel up or down with the forks pointing downgrade.

- **Pedestrians:** The operator of the forklift truck is responsible for operating in a safe manner; this includes avoiding all pedestrians in the work area. Always face the direction of travel. Pedestrians use the same roadway, so sound the horn at intersections and blind spots.

Watch for people in the work area because they may not watch for the forklift, even if there are warning lights and/or alarms. If it is determined that they may not see the lift truck, do not move until eye contact is made. Make people stand back, even if the lift truck is stopped. Pedestrians may not understand that the lift truck has rear steering and there are visibility restrictions. If the view is blocked because of the load, travel backwards. If the lift truck must move forward, make sure that people are out of the way and move the lift truck slowly. Use a spotter to help you. If the spotter or a clear path of travel is not visible, don’t move the lift truck.

Watch for employees working in the same area. Don’t let anyone walk under raised forks or load. If given a load to handle and someone is required to hold or position the load while the lift truck is moving – **STOP**. There is something wrong. If unable to handle the load alone, change the load or the equipment. Otherwise, someone will eventually be hurt badly. Don’t take this risk. Find a better way to move the load.

- **Personnel and moving platforms:** The lift truck is never to be moved or repositioned with a platform elevated or with personnel on the platform. Always lower the platform and have all personnel dismount before moving or repositioning the truck. The only way to raise personnel to a work site is with the appropriate platform. Never allow anyone to use the upright or mast of the truck as a ladder.

Before using a platform, always ensure that it is securely stacked to the fork/backrest mechanism and secured with a safety chain before the truck is moved. Make sure that no part of the platform interferes with the operation of the carriage or upright assembly. Also, be certain that there are no mechanical problems which might cause the upright to bind. Raise and lower the platform alone, to test its operation, before allowing any person on it.
When a work platform is raised and lowered, watch for slack chains, or any stationary object, which could cause the forks, rails, or platform to hang up or drop. Keep the upright in a vertical, untilted position while the platform is raised. Stay with the truck during the entire time the platform is raised. Do not allow anyone to climb on the upright or walk under the raised platform. Never allow anyone to ride on the platform while the lift truck is being moved.

**LIFT TRUCK TIPOVER**

Lift trucks can be tipped over if not operated properly. Observe the following procedures to lessen the possibility of a tipover:

- Slow down before turning. Go into and out of turns slowly, using a slow rotation of the steering wheel.

- Drive with the forks or attachments lowered and tilted back only enough to stabilize the load. Raising a load high moves the center of gravity and lowers the capacity. Keep your loads down, with the masts vertical or tilted back only enough to stabilize the load. If a heavy load is tilted too far forward or back while it is raised, the truck can tip over.

- Check capacities – don’t overload the truck.

- Don’t move unstable loads.

- Move long, high, or wide loads slowly and carefully.

- Check your overhead clearance. Keep the truck at least 10 feet from any overhead electrical wires. Watch for overhead obstructions like pipes and low doors. If they are hit while moving, a lift truck can tip over.

- Don’t forget that the lift truck has rear steering. A turn into a soft shoulder or off a curb can tip a truck over. Watch the steering end of the lift truck and keep the steering wheels on the road.

- Turning too sharply with the folks raised can tip over the lift truck, even at slow speeds and with no load. Take the time necessary, slow down, and operate safely.

- There may be times when the truck is operated empty for long runs at close to its top speed. Slow way down before turning. Lift trucks are rear-end heavy because of the counterweight used to offset loads. An empty lift truck can turn over just like a loaded truck.

**Stunt Driving and horseplay:**

Stunt driving and horseplay are never permitted. Forklift trucks are very heavy and inherently unstable. Safe driving must be taken seriously. Any person observed driving in an unsafe manner will have their operator certification revoked and disciplinary action may be recommended.
SLRC FORKLIFT SAFETY INSPECTION CHECKLIST

☐ Is the employee properly trained in the use of the type of industrial truck they operate?

☐ Are only trained personnel allowed to operate industrial trucks?

☐ Is substantial overhead protective equipment provided on high lift rider equipment?

☐ Are the required lift trucks operating rules posted and enforced?

☐ Is directional lighting provided on each industrial truck that operates in an area with less than 2 foot candles per square foot of general lighting?

☐ Does each industrial truck have warning horn, whistle, gong, or other device that can be clearly heard above normal noise in the areas where it is operated?

☐ Are the brakes on each industrial truck capable of bringing the vehicle to a complete and safe stop when fully loaded?

☐ Does the parking brake of the industrial truck prevent the vehicle from moving when unattended?

☐ Are industrial trucks that operate where flammable gasses, vapors, combustible dust, or ignitable fibers may be present approved for such locations?

☐ Are motorized hand and hand/rider trucks designed so that the brakes are applied and power to the drive motor shuts off when the operator releases his or her grip on the device that controls the truck’s travel?

☐ Are industrial trucks with internal combustion engines that are operated in buildings or enclosed areas carefully checked to ensure that such operations do not cause harmful concentrations of dangerous gases or fumes?

☐ Are safe distances maintained from the edges of elevated ramps and platforms?

☐ Are employees prohibited from standing or passing under elevated portions of trucks, whether loaded or empty?

☐ Are unauthorized employees prohibited from riding on trucks?

☐ Are operators prohibited from driving up to anyone standing in front of a fixed object?

☐ Are arms and legs kept inside the running lines of the truck?

☐ Are loads handled only within the rated capacity of the truck?

☐ Are trucks in need of repair removed from service immediately?
FORKLIFT HAND SIGNAL

- Raise the Tines
- Lower the Tines
- Move Tines in Direction Finger Points
- Tilt Mast Forward
- Tilt Mast Back
- Dog Everything

STOP
SAFETY TIPS FOR FORKLIFT DRIVERS

PREPARATION - Daily checks

OPERATION - always:

Mast:
- Check for damage and binding.

Lift chains:
- Check for damaged seams, links, and links.

Overhead guard:
- Check for damage and security.

Seat:
- Check for damage and security.

Cockpit:
- Check for damaged controls.

Reach channels:
- Check for excessive wear and dirt.

Operating controls:
- Follow manufacturer's instructions, keep controls level, avoid overloading, and monitor any non-standard attachments.

Wheels:
- Check for damage and binding.

Cockpit:
- Check for damaged controls.

FLUIDS:
- Check hydraulic, fuel, and oil levels.

Garbage plate:
- Check stop and look for damage.

Chains:
- Check for damage.

Safety point:
- Position check usage, secure controls, horn, and parking brakes.

Battery:
- Check for damaged controls.

SAFETY POINT:
- Property of State Logistics Response Center.
1. **General Statement**

This procedure is adopted by the Division of Emergency Management (Division) to familiarize Division personnel with the functions, capabilities, assignment, use, and maintenance of the Segways. These units are primarily used for inventory, security, and warehouse duties.

2. **Supersession**

New Policy

3. **Procedure**

A. **Operation**

   i. All personnel will undergo Segway Training prior to use. This will constitute viewing of the factory Segway Safety Video followed by supervised instruction by FDEM SLRC personnel.

   ii. Segways will only be operated by authorized Division trained personnel.

   iii. Users will secure their Segway whenever they are away from them. This includes removal of the wireless key from the unit.

   iv. No one may operate a Segway if the SLRC Manager determines that it is unsafe to operate it within the warehouse area.

   v. All Segways will be kept in a secured area when not in use.

B. **Segway Log**

A Segway log will be maintained for pertinent information regarding Segway repairs, parts removed, damage, etc. The SLRC Manager will note any repairs made in the log.

C. **Inspection**

   i. Every three months, the SLRC Manager will ensure each unit is inspected.
ii. The SLRC Manager will prepare and keep on file a record indicating that each Segway has been inspected.

D. Maintenance and Repairs
The SLRC Manager is responsible for the upkeep of Segways, to include notifying his or her supervisor of repairs and service needed. Monthly routine maintenance shall include:
   i. Checking of tire air pressure
   ii. Checking status of batteries
   iii. Overall inspection of frame, wheels, connections, moving parts and safety features.
   iv. Test drive of each unit in both Training and Non-Training mode.

E. Maintenance Files
The SLRC Manager will maintain maintenance files, which must contain:
   i. City number, model, and serial number of the Segway.
   ii. Date of purchase and purchase price.
   iii. Description of the Segway and accessories.
   iv. Maintenance contract date of purchase and expiration.
   v. Repair slips, purchase orders, and any invoices.

F. Damage reports
The SLRC Manager will maintain a file on each Segway including:
   i. City and manufacturer serial numbers
   ii. Description and accessories
   iii. All repair records including copies of all purchase orders, repair slips, and invoices.
   iv. Maintenance contracts
   v. Damage reports

G. Cleaning
   i. Segways can only be cleaned with a damp cloth. No water should be sprayed on the Segway. Sprayed water can damage electrical components and internal bearings.
SLRC FACILITY ORIENTATION

FRONT ENTRY
OVERALL SITE PLAN
LOGISTICS OPERATIONS CENTER
LOBBY and DRIVER SUPPORT AREA
FIRST FLOOR – ADMINISTRATIVE SUPPORT, MAIL AND COPY CENTER
FIRST FLOOR – GROUND SUPPORT EQUIPMENT and SERVICES AREA
SECOND FLOOR – INCIDENT MANAGEMENT TEAM AREA
SECOND FLOOR – VIDEO CONFERENCE and MEETING / TRAINING AREA
WAREHOUSE “B” STAGING AREA
MAINTENANCE SHOP AREA
TYPICAL COMMODITY STORAGE AREA (WAREHOUSE “B”)
SCO OFFICE AREA (TYPICAL)
BILLETING AREA
MATERIAL HANDLING and ELECTRIC SUPPORT VEHICLES