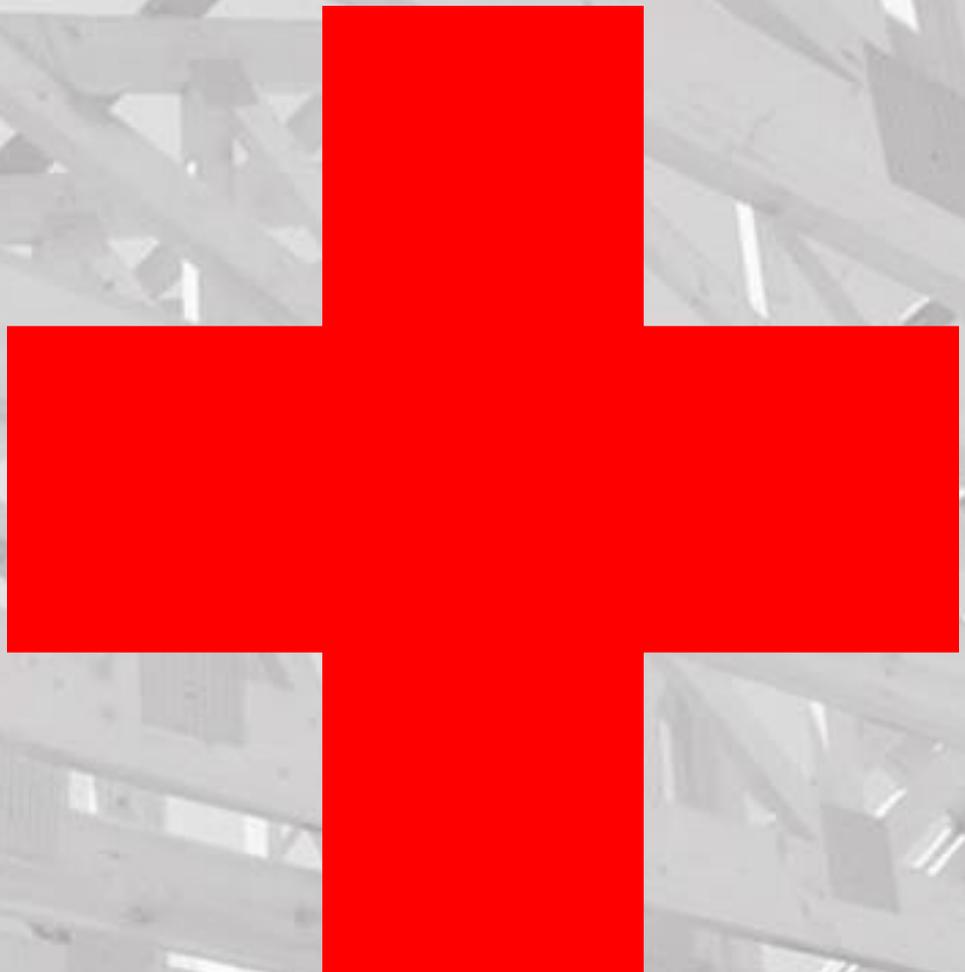


EMERGENCY HANDBOOK



In case of an emergency; fatality on the job, a work-related hospitalization, amputation, or loss of an eye or an OSHA visit
Immediately contact the following in this order:

If no answer, send a text message and immediately move to the next contact.

| Call Order | Midwest | Northeast | Southeast | South Central | West | Corporate |
|-------------------------|------------------------------------|-----------------------------------|-----------|-----------------------------------|-------------------------------|-----------------------------|
| Regional Safety Manager | Ian Andrews (612) 719-1112 | Jeremy Lawrence (812) 557-4130 | | Richard Laraway (210) 365-7251 | | Scott Moe (469) 286-9141 |
| 2 | Paul Gammelgaard (612) 366-6247 | | | | | |
| 3 | Scott Moe (469) 286-9141 | | | | Kyle Drawdy (352) 581-3980 | |

Legal Disclaimer

The US LBM Emergency Handbook is meant to reflect best practices in emergency events. It is not a replacement for your eyes, ears, or brain.



STOP

THINK

ACT!

Always respond to emergencies in a way that is safe for you, and will not create more harm to yourself or others. The Handbook cannot possibly anticipate every kind of emergency situation. Use your judgment and training, and consult this handbook when safe to do so.

Only take action that does not threaten your personal safety, or the safety of others, and that you are qualified to do. This Handbook is meant as a guide, and not as medical or legal advice.

What's in this Handbook?

| | | |
|---|--|----|
|  | Active Shooter | 4 |
|  | Auto or Railroad Accident. | 6 |
|  | Bomb Threat | 7 |
|  | Building Collapse | 8 |
|  | Confidential Business Information Breach | 10 |
|  | Crimes (excluding Fraud) | 11 |
|  | Computer Security Threat | 12 |
|  | Death | 13 |
|  | Earthquake | 14 |
|  | Emergency Evacuation | 16 |
|  | Fire | 17 |
|  | Flood or Leak | 20 |
|  | Fraud | 22 |
|  | Government Site Visits | 23 |
|  | Hazardous Substance Release or Spill | 30 |
|  | Hurricane | 31 |
|  | Injury or Other Medical Emergency | 32 |
|  | Legal Papers Received | 36 |
|  | Manufactured Products Incident | 37 |
|  | Tornado | 38 |
|  | Workplace Violence | 39 |



Active Shooter



Steps ALL Associates Should Follow:

1. As soon as it is safe to do so, **call 9-1-1**.
2. **RUN** if you are able to escape.
3. **HIDE** if you cannot escape.
4. **FIGHT** if you cannot escape or hide.
5. Follow directions of all law enforcement officials involved.

Additional Manager Procedures:



- RUN – HIDE – FIGHT (see above)
- Confirm call to 9-1-1 was made; if necessary, make the call yourself.
- When safe, account for all associates and guests.
- Call your Division President and Your Regional Safety Manager. If you get no response, call your Regional Vice President. **DO NOT STOP** calling until you have talked to someone.
- Work with your Regional Safety Manager to complete OSHA/Workers Comp reporting.
- Report incident to emergency@uslbm.com.

Things to Remember . . .



Do not discuss the accident with anyone at the scene, except the police.

Cooperate fully with all law enforcement officials involved, both during and after the event.

Refer all media inquiries to your Division President or the US LBM Communications Director.



Active Shooter

RUN



If a safe path is available, **RUN:**

- Do not hesitate; get out
- Leave your belongings
- Prevent others from entering the area
- Call 911 when you are safe

HIDE



If you can't get out safely, **HIDE:**

- Stay out of the shooter's view and be quiet.
- Silence your phone
- Lock / barricade doors
- Call 911 if it is safe to do so

FIGHT



As a last resort, **FIGHT:**

- Fight with full commitment
- Be physically aggressive
- Use improvised weapons
- Fight to incapacitate the shooter



Auto or Railroad Accident

**TAKE
ACTION**

Steps ALL Associates Should Follow:

1. Immediately call 9-1-1 and, if necessary, seek appropriate medical attention.
2. Take photos of damage, vehicles, and surrounding area.
3. Follow all applicable DOT protocols, and collect the following information:
 - names and addresses of drivers, witnesses and emergency personnel
 - license number of other drivers
 - insurance company names and policy numbers of other vehicles
 - make, model, and year of other vehicles
 - date and time of accident
 - overall road and weather conditions
4. Provide other drivers your name, address, license number, and insurance information.
5. Immediately alert your manager, and provide accident report, photos, and written description of the accident.

Additional Manager Procedures:



- Make sure above steps were followed, and confirm call to 9-1-1 was made; if necessary, make the call yourself.
- Ensure appropriate first aid was administered.
- Follow all applicable DOT protocols, and take statements of all involved associates.
- All incidents must be reported through; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Work with your Regional Safety Manager and the US LBM National Fleet Manager to ensure appropriate DOT, OSHA, and worker's compensation reporting is immediately completed. Remember, strict legal timelines apply to reporting in many cases, so this step should happen as quickly as possible following any accident.

Things to Remember . . .



Do not discuss the accident with anyone at the scene, except the police.

Do not accept any responsibility for the accident.

Do not argue with anyone.

Refer all media inquiries to your Division President or the US LBM Communications Director.



BOMB
THREAT

Bomb Threat

**TAKE
ACTION**

Steps ALL Associates Should Follow:



If a bomb threat is received by **PHONE**:

1. Have someone else **call 9-1-1** to report the threatening call.
2. If you are able, record the call.
3. Remain calm and do not hang up.
4. Listen carefully, and ask caller about the bomb and its location.
5. When the call is terminated, report to your manager.
6. Evacuate the area if safety at risk, and report to your manager.



If a suspicious package is received by **MAIL**:

1. Immediately **call 9-1-1**.
2. Do NOT handle or open suspicious item.
3. Evacuate the area if safety at risk, and report to your manager.



If a bomb threat is received by **E-MAIL**:

1. Immediately **call 9-1-1**.
2. Do not delete the message, and report to your manager.
3. Evacuate the area if safety at risk, and report to your manager.

Additional Manager Procedures:



- Maintain the evacuation area, and do not allow re-entry.
- Confirm call to 9-1-1 was made; if necessary, make the call yourself.
- When safe, account for all associates and guests.
- Call your Division President and your Regional Safety Manager. If you get no response, call your Regional Vice President. DO NOT STOP calling until you have talked to someone.
- Work with your Regional Safety Manager to complete OSHA/Workers Comp reporting.
- Report incident to emergency@uslbn.com.

Things to Remember . . .



Do not discuss the accident with anyone at the scene, except the police.
Cooperate fully with all law enforcement officials involved, both during and after the event.
Refer all media inquiries to your Division President or the US LBM Communications Director.

Building Collapse

Steps ALL Associates Should Follow:



1. If possible, evacuate the area and surrounding structures.
2. If you can't get out, drop to the floor and take cover under a sturdy desk, table or other item.
3. If necessary, **call 9-1-1**
4. Account for all associates and guests, and do not re-enter structure.
5. Alert your manager.

Additional Manager Procedures:



- Maintain the evacuation area, and do not allow re-entry.
- Confirm call to 9-1-1 was made; if necessary, make the call yourself.
- When safe, account for all associates and guests.
- Without re-entering the site, take photos of the scene.
- Obtain contact information from all witnesses and first responders.
- Call your Division President and your Regional Safety Manager. If you get no response, call your Regional Vice President. DO NOT STOP calling until you have talked to someone.
- Work with your Regional Safety Manager to complete OSHA/Workers Comp reporting.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbm.com

Things to Remember . . .



Do not discuss the accident with anyone at the scene, except the police and first responders.
Refer all media inquiries to your Division President or the US LBM Communications Director.



Building Collapse Best Practices. . .

1. Focus on Prevention

Perform regular and comprehensive inspections of the structure. Reduce likelihood of collapse by ensuring structure is in good condition, and free of snow/ice buildup. Report leaks, cracks or signs of stress to your manager or your Regional Safety Manager.

2. Be Ready

There will generally be little or no warning that a collapse is imminent. Plan now by familiarizing yourself with your building's emergency evacuation procedures and identify the nearest exits.

3. Exit Immediately

If you can, get out of the building, as quickly as possible. Do not hesitate to go out a window if that is the nearest exit. Avoid elevators and think twice before using the stairs if the building is shaking violently.

4. Take Cover

If you are unable to exit the building, take cover under a desk, table or other item. The larger and sturdier the furniture, the better it is for you. If the roof caves in, the furniture will make a void. Most of the time, it creates a triangle area.

5. Remain Calm

If you panic, your judgment may be clouded and you will not be able to make the right decisions at such a critical moment. If you're in an airtight pocket and start shouting for help, you might consume the remaining oxygen and suffocate to death.

6. Assess the Situation

Once the dust has settled, try to figure out where you are in the building before you do anything. There might be water flooding in from a broken pipeline. One of the most dangerous situations you could be in is when there is live electricity.

7. Make Your Move

Sometimes it is better to wait for rescue units. Moving small rubble might cause a cave-in. If you really have to, do so with caution. If you still have your mobile phone with you, it will definitely help.



Confidential Business Information Breach

Steps ALL Associates Should Follow:



1. Immediately alert your manager, US LBM General Counsel, and Chief Information Officer.

Additional Manager Procedures:



- Assure any breach is properly reported by email to the US LBM General Counsel, and Chief Information Officer.

Things to Remember . . .



Confidential business information includes customer information, pricing, trade secrets, processes, technology, business operations and strategies, production, marketing, sales, shipments, purchases, transfers, inventories, amount or source of income, profits, and losses.

Never share confidential business information with anyone outside of the company.

Report immediately, if any of the following occurs:

- You believe company information was shared with a competitor, even if you think it might have just been an accident, or you are not 100% sure.
- You believe a competitor may be receiving information from our company or associates.
- You accidentally shared information with a competitor or other outside party.
- You believe a competitor may have gained access to confidential information about your company.



Crimes

Steps ALL Associates Should Follow:

**TAKE
ACTION**

1. If necessary, **call 9-1-1**.
2. Alert your manager.
3. Only speak to authorities and your manager.
4. Follow your managers directions.

NOTE: If you wish to remain anonymous, report the matter to the Ethics Reporting Line by phone at 844-605-7396 or online at uslbm.ethicspoints.com.

Additional Manager Procedures:



- If appropriate, confirm call to 9-1-1 was made; if necessary, make the call yourself.
- Notify your Division President.
- Notify the US LBM General Counsel.
- Report incident to emergency@uslbm.com, providing all details and documents.



Be Prepared

Be Aware

Be Ready

Things to Remember . . .



US LBM does not retaliate for reporting suspected crime or fraudulent activity, no matter what.

Do not attempt to physically intervene when a crime is being committed.

Fraud requires different reporting procedures – see the “Fraud” section in this Handbook.

Refer all media inquiries to your Division President or the US LBM Communications Director.



Computer Security Threat

Steps ALL Associates Should Follow:



1. Immediately stop using the computer.
2. Alert your manager.
3. Immediately call the US LBM IT Service Desk at #(844) 543-8500 to report the threat.

Additional Manager Procedures:



- Assure that IT contact has been made; follow guidance from the US LBM IT Department.
- Report incident to emergency@uslbm.com.



Things to Remember . . .



- Make passwords at least 12 characters long, include numbers, symbols, and capital letters.
- Do not share your password with anyone and change it every 90-days.
- Do not share, open or download suspicious emails or attachments.
- Report suspicious emails or attachments to your manager.



Death

Steps ALL Associates Should Follow:



1. Immediately **call 9-1-1**.
2. Evacuate the area as necessary.
3. Alert your manager.

Additional Manager Procedures:



- Confirm call to 9-1-1 was made; if necessary, make the call yourself.
- Call your Division President and your Regional Safety Manager. If you get no response, call your Regional Vice President. **DO NOT STOP** calling until you have talked to someone.
- Document the scene with notes, photos and any other helpful information.
- Get the identification and contact information for all first responders.
- Work with your Regional Safety Manager to ensure an OSHA report is made within the required 8 hour time period.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbm.com

Things to Remember . . .



Remain calm.

Do not discuss the accident with anyone at the scene, except the police, your manager, Division President, and the US LBM Safety, Legal, and Risk Management teams.

Refer all media inquiries to your Division President or the US LBM Communications Director.



Earthquake

Steps ALL Associates Should Follow:



1. Shelter in place.
2. Drop to the floor.
3. Cover under a sturdy desk, table, or other item.
4. Hold on to the object you're sheltering under. Even if it moves, keep holding on.
5. Evacuate immediately after shaking stops if the building structure is impacted.

Additional Manager Procedures:



- Ensure alarm is sounded.
- When safe, assess for injuries and, if necessary, call 9-1-1.
- If necessary, evacuate area and do not allow re-entry. Account for all associates and guests.
- Assess for structural and property damage (only if safe to do so).
- Call your Division President and your Regional Safety Manager. If you get no response, call your Regional Vice President. DO NOT STOP calling until you have talked to someone.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbm.com.

Things to Remember . . .



Always stay indoors until the shaking stops.

Stay away from all windows.

Be alert to potential building collapse.



Earthquake

DROP!

Drop to the floor.



COVER!

Take cover under a sturdy desk or table.



HOLD ON!

Hold on to it firmly. Be prepared to move with it until the shaking stops.



After earthquake is over, carefully evacuate the building as natural gas or hazardous materials could be leaking and not be readily apparent to you.



Emergency Evacuation

**TAKE
ACTION**

Steps ALL Associates Should Follow:

1. Stay Calm. Do not rush or panic.
2. If necessary, **call 9-1-1**.
3. Safely stop your work.
4. Go to the nearest exit.
5. Proceed to the designated emergency evacuation assembly area.
6. Wait for instructions from emergency responders.
7. Do not re-enter the building or work area until you have been instructed to do so.

Additional Manager Procedures:



- Ensure alarm is sounded.
- If appropriate, confirm call to 9-1-1 was made; if necessary, make the call yourself.
- If necessary, evacuate area and do not allow re-entry.
- Account for all associates and guests.
- After evacuation, assess for structural and property damage.
- If necessary, call your Division President and your Regional Safety Manager.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbm.com

Things to Remember . . .



Be careful when evacuating so you do not accidentally injure yourself or others.

Do not re-renter evacuated areas for any reason until you've been instructed it is safe to do so.



FIRE

Fire

**TAKE
ACTION**

Steps ALL Associate Should Follow for a **SMALL FIRE**:

1. Immediately **call 9-1-1** and find the nearest fire alarm pull station and pull the alarm.
2. Evacuate all people from the area of the fire.
3. If fire is small and not spreading, grab the nearest fire extinguisher and use the P.A.S.S. method.
4. Ensure you have an exit and can get out fast if you can't control the fire.
5. Never endanger yourself or others trying to extinguish a fire.
6. If you try to extinguish the fire and it doesn't immediately die down, or if smoke becomes a problem, drop the extinguisher and leave the area.

Steps ALL Associates Should Follow for a **LARGE FIRE**:

1. Immediately **call 9-1-1** and find the nearest fire alarm pull station and pull the alarm.
2. Crawl if there is smoke.
3. Feel doors before opening.
4. Go to nearest exit and proceed to designated emergency evacuation assembly area.

Additional Manager Procedures:



- Ensure alarm is sounded.
- If appropriate, confirm call to 9-1-1 was made; if necessary, make the call yourself.
- If necessary, evacuate area and account for all associates and guests.
- Assess for structural and property damage.
- If necessary, call your Division President and your Regional Safety Manager. **DO NOT STOP** calling until you have talked to someone.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbm.com.

Things to Remember . . .



R.A.C.E. and P.A.S.S.

If your clothing should catch fire, Stop, Drop and Roll.



FIRE

Fire

R. **Rescue/Remove** anyone from immediate danger to a safe area

A. **Assess** the situation and pull the nearest fire alarm

C. **Confine** the fire by closing all doors/windows

E. **Extinguish** the fire or evacuate the area

In Case of Fire:

Rescue

Alarm

Confine

Extinguish / Evacuate



To use Fire Extinguisher:

Pull Pin

Aim Hose

Squeeze Handle

Sweep From Side to Side



P. **Pull** the pin

A. **Aim** nozzle at base of fire

S. **Squeeze** handle

S. **Sweep** nozzle side to side



Fire

What should you do if your clothes catch fire?



1. STOP!

Stop where you are.

2. DROP!

Drop to the ground.

3. ROLL!

Cover your face with hands, and roll until the fire is out.



Flood or Leak



Steps ALL Associates Should Follow for a **SMALL** flood or leak?

1. If necessary, **call 9-1-1**.
2. Attempt to locate source and stop the flow of water.
3. Do not cross or touch water that may be near a source of electricity
4. Turn off and disconnect all electrical appliances and equipment.
5. If possible, move equipment and products off the floor to reduce property damage.
6. Try to restrict the flow of water.
7. Immediately alert your manager.
8. If appropriate, clean, drain and remove water.

Steps ALL Associates Should Follow for a **LARGE** flood or leak?

1. Immediately **call 9-1-1**.
2. Evacuate – if possible. If not – shelter-in-place at highest possible point.
3. Avoid any walls that show signs of water stress.

Additional Manager Procedures:



- If appropriate, ensure Call to 9-1-1 was made; if necessary, make the call yourself.
- If necessary, evacuate area and account for all associates and guests.
- Call your Division President and your Regional Safety Manager.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbm.com
- Following any location evacuation:
 - Inspect for structural and electrical damage from outside to determine if safe to enter.
 - Check for fire hazards and gas leaks.
 - If mold is present, wear a respirator that can filter spores.

Things to Remember . . .



Be careful when walking through standing water, just 6-inches can knock you down.

When trying to clean up from a leak or flood, NEVER mix bleach and ammonia.





Flood or Leak

YOUR GOAL FOR PROTECTION

Flood-related injuries and deaths are often the result of individuals trapped in floodwaters. The best way to stay safe is to leave areas that flood and avoid floodwaters.

PERSONAL PROTECTION

EVACUATE

To avoid being trapped when floodwaters threaten your area, the best action is to evacuate before flooding starts. Know and follow the directions from local officials for community evacuation or seek high ground for localized flooding. If you do not evacuate before the flooding occurs or you are trapped by flash flooding, do not enter flooded areas or moving water either on foot or in a vehicle, including areas that appear to have only inches of water.

PROPERTY PROTECTION

ELEVATE, WATERPROOF, AND CLEAR DEBRIS

Your goal now, before a flood occurs, is to reduce the risk of damage to structures from flooding. This means elevating critical utilities, such as electrical panels, switches, sockets, wiring, appliances, and heating systems. Clear debris from gutters and downspouts. Anchor any fuel tanks. Move important documents to a safe place.

EMERGENCY NOTIFICATIONS

The National Weather Service (NWS), part of the National Oceanic and Atmospheric Administration (NOAA), issues flood alerts when weather conditions make flooding more likely.

FLOOD WATCH

Flooding in your area is possible. You should leave or be prepared to move to higher ground immediately upon short notice. Tune in to NOAA Weather Radio All Hazards, local radio, and/or television stations for information and monitor alert notifications.

FLOOD WARNING

Flooding is occurring or is about to occur soon. If advised to evacuate, do so immediately.

Fraud

Steps ALL Associates Should Follow:

**TAKE
ACTION**

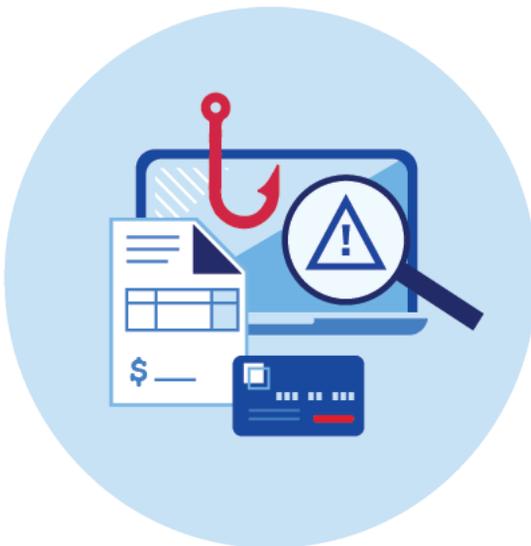
1. All associates and managers **MUST** report fraud to the US LBM General Counsel.

NOTE: If you wish to remain anonymous, report the matter to the Ethics Reporting Line 24/7 by phone at 844-605-7396 or online at uslbm.ethicspoint.com.

Additional Manager Procedures:



- If you receive a report of fraud, gather all information about the report and submit it to the US LBM General Counsel.
- DO NOT** investigate the matter on your own – wait for further direction from the US LBM General Counsel.



Things to Remember . . .



US LBM does not retaliate for reporting suspected fraudulent activity, no matter what.
Remember that **ALL** fraud must be reported, no matter how small.



Government Site Visits

Steps ALL Associates should follow during any Government Agency Visit:



1. Stay calm and be polite.
2. Direct the visitor to a comfortable, private room.
3. Report immediately to your manager. If you cannot find your manager, find any other manager to report to.
4. If you cannot find a manager, follow the below manager procedures the best you can.

Additional Manager Procedures:



- If the visitor is from OSHA or ICE, follow the checklists found on the next few pages of this Handbook.
- If the visitor is not from OSHA or ICE, do the following:
 - Stay calm and greet the authorities.
 - Never get any attitude toward, argue with, or be disrespectful to any Government Agent.
 - After the visit has concluded, report incident to emergency@uslbn.com.

Things to Remember . . .



Any governmental representative is required to provide you their name and credentials.

US LBM always cooperates with law enforcement officials.



What should you do when OSHA visits?

1. Identification

Ask for and review the credentials of the OSHA representative (usually called an “OSHA Compliance Officer” or “CO”). Get a business card, and if they don’t have one, get their name, email, phone number, and district office address.

2. Purpose of Investigation

Ask the OSHA representative to tell you the purpose of the inspection (complaint, accident/fatality, programmed, imminent danger, etc.) Get as much information as you can, and take notes.

3. Escort the OSHA Rep to a Holding Spot

Guide the OSHA representative to a conference room or other private office and let them know you will be right back shortly, and that you need a couple minutes to reach out to your designated company representative before closing the door.

4. Reach Out

Use the contact listing on Page 2 of this document; Call, text “OSHA is here” and move through the listing until you can speak with someone .

5. Follow Instructions

Follow any guidance given. In addition, take a moment to read through the following chart before going back to reconnect with the OSHA representative.



Summary of an OSHA Visit

Every OSHA visit will include three phases: the **opening conference**, the **walkthrough**, and the **closing conference**. Please see below for details and guidance on each step:

| | |
|---------------------------|--|
| Opening Conference | <ul style="list-style-type: none">• Have the opening conference in a private office or room where operations are not observable.• Get as much information about the reason for the visit as you can, and take detailed notes.• Get a copy of the OSHA rep’s contact information or business card• Ask for the scope of the investigation, and take notes. This will be important in next steps. |
| Walkthrough | <ul style="list-style-type: none">• Stay with the OSHA rep at all times.• Make sure the OSHA rep only visits areas that are included in the investigation scope, and make sure you take the most direct route to get to those locations. Do not walk through operations or other areas unnecessarily.• Be polite; do not argue, although you may point out that there is no hazard, or no employee exposure to any hazard, or that the standard does not apply.• Be careful what you say to the OSHA rep; it may be considered an admission.• Document Requests: if the OSHA rep asks for documents, do not produce them on the spot. You do not have to provide work or safety rules or other materials to the OSHA rep immediately. For 300 logs, you have 4 hours, and for any other types of documents the OSHA rep asks for, politely inform the representative that we require a written request for all document requests, and that we’ll cooperate fully once we receive the request.• Be the OSHA rep’s “shadow” – take the same photographs and measurements. Take extensive notes of what the OSHA rep observes, persons spoken to, and what is said.• If the OSHA rep asks to interview associates, they may do so as long as the employee is not a manager. For any managers OSHA wishes to interview, let the representative know they’ll need to schedule a time that the Company can also have a representative present.• Do not permit demonstrations of your equipment or interruption of the work of associates. |



| | |
|----------------------------|--|
| Walkthrough Cont'd. | <ul style="list-style-type: none"> • Do not plug in, power up, or turn on any equipment that is not already in use when the OSHA representative arrives. • Do not permit the OSHA representative to enter areas that are marked “private” or areas that are outside the scope of the investigation (which you will have learned in the opening conference) • For simple possible violations (lighting, blocked exits, etc.), try to abate on the spot with the OSHA rep where possible. |
| Closing Conference | <ul style="list-style-type: none"> • Have the closing conference in a private office or room where operations are not observable. • Remain polite and professional • Limit your participation to seeking information from the OSHA rep rather than providing information to them. • Take detailed notes during the closing conference • Ask the OSHA rep to share specifically why they believe an apparent violation exists: what is the hazard, where is the exposure, etc. • Try to determine exactly what the OSHA rep believes is required for abatement. • Do not agree or admit to anything. For example, do not agree that any hazardous condition exists, or that any particular time for abatement is adequate or reasonable. • Do not argue with the OSHA rep or try to talk the OSHA rep out of issuing a citation. • Never offer any gift, cash, or other item of value to the OSHA rep at any time throughout the inspection. |
| Follow Up | <p>After the OSHA rep has left, you must:</p> <ol style="list-style-type: none"> 1) Scan and email your notes, all documents you copied from the OSHA rep, a list of any document requests, and a short summary of the visit to your regional safety manager |



Immigration and Customs Enforcement (ICE) Audits & Raids Engagement Checklist

1. GREETING THE AUTHORITIES

What to say or do:

- Good afternoon, my name is XXX.

Notes:

- If the agent is aggressive, inform him/her that the company has protocols in place to maximize our cooperation with government inquiries and regulators, and request that you please be allowed to follow them.
- Take notes during the entire engagement, especially to reflect where and if the agent refused to permit you to follow this protocol.
- If it's helpful, use a buddy system of 2 responders- one that can take notes, and one that can escort the agents.

2. QUESTION THE LEAD AGENT

What to say or do:

- What is the name of your agency?
- What is your name and title?
- May I have a business card?
- Why are you visiting today?

Notes:

- Write down name and agency of each agent, and make sure to store their business cards for later reference.

3. REVIEW THE WARRANT/SUBPOENA

What to say or do:

- Do you have a warrant or subpoena?
- May I please make a copy of the warrant or subpoena?
- Make a copy or take a picture of the document.
- Read the document very closely.

Notes:

- Agents are required to show you the document and let you read it. They usually agree to let you make a copy.
- The three most likely reasons for an ICE visit are to:
 - Look for, or take into custody, a particular individual;
 - To issue a Notice of Inspection of a company's Form I-9 document; or,
 - To conduct a Worksite Enforcement Action ("raid").
- A raid requires a search warrant and does not require advance notification.
- An I-9 audit (to verify employment eligibility) does require three days' advance notice in writing, but no search warrant.
- Some ICE agents will present a subpoena (in conjunction with an audit), suggesting that you need to comply with it immediately. However, you are entitled to three days' advance notice, and a subpoena does not expedite or eliminate that time frame.



Immigration and Customs Enforcement (ICE) Audits & Raids Engagement Checklist

4. ALERT YOUR HR BUSINESS PARTNER

| | |
|--|--|
| <p>What to say or do:</p> <ul style="list-style-type: none">• My company has a procedure we follow for cooperating with investigators. I have to call my HR Business Partner briefly while you stay here with me. | <p>Notes:</p> <ul style="list-style-type: none">• Call your HR Business Partner. If they are unavailable, immediately call the US LBM Chief Counsel, Jennifer Purcell, at (847) 894-5533 and if she doesn't answer, TEXT her "ICE IS HERE"• The HR Business Partner, counsel, or other company representative may instruct you to take additional actions in some special instances. |
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5. INFORM THE AGENT THAT YOU WILL NOT AND CANNOT CONSENT TO A BROADER SEARCH

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| <p>What to say or do:</p> <ul style="list-style-type: none">• I am not authorized to consent to a search beyond that listed in the warrant/subpoena. | <p>Notes:</p> <ul style="list-style-type: none">• Agents are only permitted to search the areas specified in the warrant UNLESS a company representative consents to a broader extensive search.• If you refuse to consent to a search the officers may try to persuade you to change your decision, for example, by suggesting that the employer has something to hide. Please document such conduct in your notes.• REMEMBER: ICE agents must have a valid search warrant or the company's consent to enter non-public areas of the workplace even if the agent says that the company itself is under investigation. |
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6. ESCORT THE AGENTS

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| <p>What to say or do:</p> <ul style="list-style-type: none">• I am going to escort you on your search in the areas listed in the warrant/subpoena.• After the search is complete, escort the agents off the property. | <p>Notes:</p> <ul style="list-style-type: none">• Take notes and limit the agents to the areas specified by the warrant.• Public/private area distinction: agents may go into any public area regardless of if it's listed on the warrant.• During the agents' execution of the warrant, he may take any of the following actions. Do not attempt to intervene or ask questions. Take careful notes about what you observe, and do not obstruct the agent's warrant execution.<ul style="list-style-type: none">○ Surround the premises and prevent entry/exit during the execution of the warrant.○ Detain a person and ask for proof of authorized status if the officer has reasonable suspicion that the person is illegally in the U.S.○ Arrest an associate if the officer has probable cause to believe that the person is present in the U.S. illegally and is likely to escape before the officer can obtain an arrest warrant. |
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Immigration and Customs Enforcement (ICE) Audits & Raids Engagement Checklist

- Frisk a person who has not been arrested if the officer has a reasonable suspicion that the person is armed and seize any object reasonably believed to be a weapon.
- Perform complete search of an arrested person and the area within the arrested person's immediate reach and control.
- Search the vehicle if a person is not arrested, if the office has probable cause.

7. ACTIONS AFTER THE AUTHORITIES DEPART

- Call your HR Business Partner to debrief.
- Make sure your notes are as detailed as possible. Can be handwritten or typed. Scan and email to your HR Business Partner, Charlie Petrolia, Tim Wirth, and Jennifer Purcell.
- After an ICE raid or I-9 audit, one or more of your workers may face deportation or be unable to return to work.
- Where relevant, if a union employee has been detained, notify the associate's union representative of the ICE engagement and detention.

8. MEDIA

It's highly likely that media may get word of an audit or raid, either before, during or after the fact. In keeping with our media policy as outlined in our Code of Business Standards, no one is authorized to comment to the media. All inquiries should be directed to the US LBM Communications Director, Tim Wirth, at (484) 886-5705.

BREAKOUT ACTIONS FOR THE HR BUSINESS PARTNERS

- Speak with the Agent first to get warrant information and preliminary facts.
- Instruct agent that responder is not authorized to consent to any search beyond that listed in the warrant if a warrant has been presented, and that no associate on the premise may consent to any search broader than that listed in the warrant.
- If an I-9 Notice of Inspection subpoena has been presented, inform the officer that we will assume our three days and respond within the time permitted.
- Inform the officer that we are here to cooperate, and provide your name, title, and information to the officer.
- Once you've touched base with the agent, ask to speak with the responder for a quick minute. Confirm with the Responder that s/he should now escort the agent to execute the warrant, OR that she should get a copy of the subpoena, and that the agent should vacate the premises without entering private areas or the production floor/job site.
- Once you have communicated next steps with Responder, immediately reach out to Tim Wirth (and Jen Purcell if she is not already engaged).
- If you are close and the action is a raid, consider going to the location to support the Responder through the raid process, which can often times take several hours.



Hazardous Substance Release or Spill

Steps ALL Associates Should Follow:



1. If needed, **call 9-1-1**.
2. Attempt containment measures, if safe to do so.
3. If a chemical spill occurs outside of a building, remain indoors and shelter-in-place.
4. If exposed, avoid contact with other associates or guests.
5. If needed, evacuate and move to an area upwind and away from the doors.
6. Use your clothing or other clean materials to shield your nose, eyes and mouth.
7. Remain calm and be prepared to move quickly if notified to do so by authorities.
8. When safe, alert your manager.

Additional Manager Procedures:



- If appropriate, ensure call to 9-1-1 was made; if necessary, make the call yourself.
- If needed, ensure appropriate First Aid is administered.
- Call your Regional Safety Manager and Chief Compliance Counsel.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbn.com.

Things to Remember . . .



If you get chemicals on your body or eyes wash thoroughly with plenty of water.
Wash your hands before eating, drinking or smoking.



Hurricane

Steps ALL Associates should follow during Hurricane **WATCH**:



1. Listen for the latest weather information and emergency instructions.
2. Inspect and secure loose equipment and materials that are outside on site.
3. Identify and protect vital records. Backup and store key files in a safe location.

Steps ALL Associates should follow during Hurricane **WARNING**:

1. Clear desks of paper and lock file cabinets and drawers.
2. Unplug all computers and other electric equipment and cover with plastic.
3. Move merchandise, equipment and furniture away from windows.
4. Relocate files, boxes and computer equipment to higher ground.
5. Turn off propane tanks.
6. Turn off utilities if ordered to do so.
7. Board or shutter windows and doors.
8. Evacuate area in a safe and timely manner.
9. Follow return to work instructions after the storm.

Additional Manager Procedures:



- Partner with your Regional Safety Manager for all storm preparations.
- Where possible, fill all above-ground and under-ground fuel storage tanks.
- Following any location evacuation:
 - Inspect for structural and electrical damage from outside to determine if safe to enter.
 - Check for fire hazards and gas leaks.
- After storm, any property damage or injury incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- After storm, report incident to emergency@uslbm.com

Things to Remember . . .



During a Hurricane event, travel to work only when safe to do so.

Do not risk personal safety, remember 1-foot of water can displace you and your car.



Injury or Other Medical Emergency

Steps ALL Associates should follow for an INJURY:



1. If needed, **call 9-1-1**.
2. If needed, use appropriate PPE and administer appropriate First Aid.
3. Alert your manager.

Additional Manager Procedures:



- If appropriate, confirm call to 9-1-1 was made; if necessary, make the call yourself.
- Ensure appropriate First Aid has been administered.
- Document the scene with notes, photos and any other helpful information
- Get the identification and contact information for all first responders
 - Call your Regional Safety Manager to assist in fulfilling OSHA reporting obligations.
❖ In-patient hospitalization, amputation, or eye-loss must be reported within 24-hours.
- All incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- Report incident to emergency@uslbm.com.

Things to Remember . . .



US LBM does not retaliate for reporting injuries, hazardous conditions or unsafe behavior.

Use appropriate first aid for all cuts, scrapes and burns.

If CPR is needed, use appropriate PPE and remember COMPRESSION – AIRWAY – BREATHING.



Injury or Other Medical Emergency

Best Practices for treatment of BURNS:



For treatment of a **BURN**

- Always use appropriate PPE.
- Cool burned area with cool running water for up to 20 minutes.
- Cover burn with sterile material to protect from infection.
- For deep extensive burns of any size, seek immediately medical attention.



For treatment of a **CHEMICAL BURN**

- Always use appropriate PPE.
- Rinse the chemical off skin with cool water for at least 20 minutes.
- Remove any contaminated clothing and jewelry.
- Gently wrap burnt area with dry sterile gauze or clean cloth.
- Following first aid treatment, seek immediate medical attention.



For treatment of an **ELECTRICAL BURN**

- Always use appropriate PPE.
- Approach scene with caution and switch off power supply.
- Assess airway and breathing and be prepared to resuscitate.
- Treat any burns you find appropriately.
- If necessary, call **9-1-1**.



Injury or Other Medical Emergency

Best Practices for treatment of CUTS and SCRAPES:

1. Remember PPE Protection and Wear Gloves

2. Stop the Bleeding

- Apply gentle pressure with sterile gauze or clean cloth.
- Elevate wound above the heart.
- DO NOT lift gauze or cloth to check if bleeding has stopped.
- If blood continues to flow despite pressure and elevation **call 9-1-1**.

3. Clean the Wound

- Rinse wound with clean water.
- DO NOT use soap, iodine, alcohol or hydrogen peroxide.
- If dirt or debris remains in wound, use sterile tweezers to remove.; if this fails, seek professional medical attention.

4. Apply Antibiotic

- Once wound has stopped bleeding and rinsed clean, apply thin layer of antibiotic cream or ointment to the wound.
- If a rash results from use of antibiotic, discontinue use and seek professional medical attention.

5. Cover the Wound

- Keep wound covered with adhesive bandage or sterile gauze as it heals.
- Change wound covering twice daily and keep wound clean.

6. Seek Immediate Medical Attention If the Wound

- is more than ¼ inch deep or is gaping.
- has a jagged edge or fat/muscle tissue is visible.
- becomes irritated or infected.
- is deep or dirty or if it has been more than 5 years since your last tetanus shot.



Injury or Other Medical Emergency

Best Practices when exposed to a BLOODBORNE PATHOGEN:

1. Wash cuts with soap and water.
2. Flush splashes to nose, mouth or skin with water.
3. Irrigate eyes with clean water, saline or sterile wash.
4. Remove and dispose of all gloves and fluid-soaked materials as biohazard waste.
5. Report all exposures immediately to your manager.
6. Affected associate should go to urgent care facility for an exam.
7. All associates have the right to request hepatitis B vaccine, if they are not already vaccinated.

Best Practices when CPR is required:

**CPR IS AS EASY AS
C-A-B**

COMPRESSION
Restore blood circulation
with chest compressions

AIRWAY
Clear the airway

BREATHING
Give mouth-to-mouth
rescue breaths



Legal Papers Received

Steps ALL Associates Should Follow:



1. Immediately alert your manager and send documents to emergency@uslbm.com.
2. If you have questions, contact the US LBM Director of Litigation.
3. Wait for further instructions or guidance from the US LBM Legal Department.
4. Do not discuss legal matters with anyone except your manager and the US LBM Legal Department.

Additional Manager Procedures:



- Ensure documents are sent immediately to emergency@uslbm.com.
- Keep the papers in a confidential location.
- Wait for further guidance from the US LBM Legal Department.

Things to Remember . . .



Immediate action is critical – any delays can have a negative impact on our results.

Legal matters are confidential – information should only be shared on a need-to-know basis.

Do not communicate with attorneys or government representatives on behalf of US LBM, and do not appear in Court on behalf of US LBM.



Manufactured Product Incident

Steps ALL Associates Should Follow:



1. Receipt of all notices of an incident involving products manufactured or delivered by your company should be immediately reported to your manager and documents sent to emergency@uslbm.com.
2. Follow your managers directions, and do not discuss the matter with anyone.

Additional Manager Procedures:



- Call your Division President.
- Report incident and send all documentation to emergency@uslbm.com.
- If there are **injuries at a site with your products**, take the following steps:
 - Immediately notify the US LBM Risk Management Director to coordinate a call with the applicable insurance representatives and work with them to coordinate a local engineer to perform a preliminary investigation.
 - Email/call insurance company and let them know the situation. It would be helpful if the insurance company pre-approves the forensic engineer, but is not required. If they do not like the one that you sent they may hire another engineer.
 - Collect all the information on the job and place in a location that can be easily accessible.
 - Instruct all associates not to discuss the matter with anyone and should refer all communications to you or another designated manager
 - For truss-related incidents, evaluate whether notification to the plate company is appropriate and discuss with the US LBM Risk Management Director.
 - If the incident is large enough to hit the news, alert the US LBM Communications Director.

Things to Remember . . .



- Do not communicate with attorneys or government representatives on behalf of US LBM.
- Do not admit fault.
- Do not argue with anyone.

Steps ALL Associates should follow during a Tornado **WATCH**:



1. Listen to radio or television and monitor changing weather conditions.
2. Know where to take shelter.

Steps ALL Associates should follow during a Tornado **WARNING**:

1. Remember **S.T.O.R.M.**
 - S.** **Sound Alarm** and Seek Shelter in lowest central location of building.
 - T.** **Turn Away** from windows and doors in a sitting crouched position.
 - O.** **Obtain** a count of people in your location.
 - R.** **Remain** calm and stay inside.
 - M.** **Monitor** conditions and wait for “all clear” before returning to work.
2. Report any injuries to your manager.

Additional Manager Procedures:



- Ensure alarm has been sounded.
- When safe, account for all associates and guests.
- If appropriate, ensure call to 9-1-1 was made; if necessary, make the call yourself.
- Ensure appropriate First Aid is administered.
- After storm, any property damage or injury incidents must be reported; however, for any incident resulting in emergency transport, fatality, or other catastrophic loss immediately report to Travelers by phone at (800) 238-6225.
- After storm, report incident to emergency@uslbm.com

Things to Remember . . .



When sheltering, use your arms to protect head and neck.

Avoid places with wide-span roofs such as auditoriums, cafeterias or large hallways.



Workplace Violence

**TAKE
ACTION**

Steps ALL Associates Should Follow:

1. If safe, attempt to de-escalate the situation.
2. If unable to de-escalate, **call 9-1-1**.
3. Report to manager.

Additional Manager Procedures:



- Attempt to de-escalate the situation.
- If appropriate, ensure call to 9-1-1 was made; if necessary, make the call yourself.
- If 9-1-1 call is unnecessary, consider filing a Police Report where appropriate.
- Document the incident and collect witness statements and photos, if necessary.
- Ensure any potential worker's compensation reporting is completed.
- Call your Regional Safety Manager to assist in fulfilling OSHA reporting obligations.
- Work together with your local HR Manager and the US LBM Regional HR Business Partner for any appropriate documentation and/or discipline.
- Report incident to emergency@uslbm.com.

Things to Remember . . .



Workplace Violence can include physical assault, sexual assault, verbal/written threats verbal/emotional abuse and bullying.

You can report to the Ethics Reporting Line anonymously 24/7 by phone at 844-605-7396 or online at uslbm.ethicspoints.com.

Refer all media inquiries to your Division President or the US LBM Communications Director.