Heat Illness Prevention Plan

Mitra QSR KNE, LLC Date: **6/1/2023**

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1. Purpose

The purpose of this plan is to protect our team members from the hazards of hot working environments, in both indoor and outdoor environments, to comply with OSHA's Heat Illness Prevention rules. A copy of this plan shall be made available to all of our team members. You may find a copy of the plan by scanning the QR Code posted in the restaurant or may request a copy of this plan emailing riskmanagement@mitraqsr.com. This plan will be reviewed annually and updated if necessary.

These procedures describe the minimum essential heat illness prevention steps applicable to most work settings. In work environments where there is a higher risk for heat illness (such as during a heat wave or other severe working or environmental conditions), we must exercise greater caution and employ greater protective measures as needed to protect our team members.

2. Scope

This plan implements efficient and safe work practices that will prevent both indoor and outdoor heat-related illnesses among team members at all of our workplaces. It will be used for training new team members and for the annual refresher training of team members. All team members potentially exposed to hot working environments are subject to this plan.

Things to consider to customize this plan to our specific worksite(s) are:

- The size of the crew and length of the work shift
- The anticipated/predicted heat index for the day/week
- The use of personal protective equipment may increase the body's heat burden.
- Air Conditioners not properly functioning.

Our work activities that could potentially expose our team members to these hazards include:

1. Maintenance workers working on HVAC units, lighting, exterior of the building, and/or parking area.
2. Team Members working outside to pick up trash or cleaning the perimeter of the restaurant.
3. Team Members changing signage on the drive through menu board.
4. Team Members in the kitchen cooking food.
5. Team Members packing food.
6. Drive Thru team members handing orders to customers.

3. Background

Every year, people die in occupational settings from exposure to excessive heat and many more suffer a heat-related illness; most of these are preventable. Heat-related illnesses can happen if workplace activities in a hot environment overwhelm the body's ability to cool itself. This becomes more likely if any of the risk factors below, are present.

4. Risk Factors

The following are **environmental risk factors** for heat illness:

- Air temperature above 80 degrees F (32.2 degrees C).
- Relative humidity above 40 percent
- Radiant heat from the sun and other sources
- Conductive heat sources such as dark-colored work surfaces
- Lack of air movement
- Physical effort needed for the work
- Use of nonbreathable protective clothing and other personal protective equipment

The following are **personal risk factors** for heat illness:

- Lack of acclimation to warmer temperatures
- Poor general health
- Dehydration
- Alcohol consumption
- Caffeine consumption
- Previous heat-related illness

- Use of prescription medications that affect the body's water retention or other physiological responses to heat such as beta blockers, diuretics, antihistamines, tranquilizers, and antipsychotics.
- Drug usage (both illicit and pharmaceutical)
- Medical conditions include pregnancy, fever, gastrointestinal illness, heart disease and obesity.

Team Members are responsible for knowing and educating themselves about their own personal risk factors that may increase their chance for suffering a heat-related illnesses. Team members are encouraged to speak with their pharmacist and/or medical provider on how their personal risk factors are increased by heat.

5. NIOSH Heat Stress App

All supervisory and management team members should download The National Institute for Occupational Safety and Health (NIOSH) *Heat Stress App* to keep our team members safe. Federal OSHA has provided training on how to use the app. It is required that all supervisory and management team members watch the video and all other team members that download the Heat Stress app should watch a short video located on the Oregon OSHA website: https://osha.oregon.gov/media/videos-online/Pages/heat-safety-app-tutorial.aspx.

6. Heat-Related Illnesses

Heat rash

Heat rash is the most common health problem in hot work environments. It is caused by sweating and looks like a red cluster of pimples or small blisters. Heat rash usually appears on parts of the body that overlap or rub other parts of the body, such as in the groin area, under the arms or breasts, and in knee or elbow creases. If an team member has symptoms of heat rash, provide a cooler, less humid work environment, if possible. Advise the team member to keep the area dry and not to use ointments and creams that make the skin warm or moist, which can make the rash worse.

Heat exhaustion

Heat exhaustion can best be prevented by being aware of one's physical limits in hazardous environment on hot, humid days. The most important factor is to drink enough clear fluids (especially water, not alcohol or caffeine) to replace those lost to perspiration. Signs and symptoms of heat exhaustion typically include:

- Profuse sweating
- Weakness and fatigue
- Nausea and vomiting
- Muscle cramps (associated with dehydration)
- Headache
- Light-headedness or fainting; fainting or loss of consciousness is potentially serious and should be treated as a medical emergency.

When you recognize heat exhaustion symptoms in an team member, you must intervene, stop the activity, and move the team member to a cooler environment. Cooling off and rehydrating with water (or electrolyte replacing sports drinks) is the cornerstone of treatment for heat exhaustion. If the team member resumes work before their core temperature returns to normal levels, symptoms may quickly return.

If there is no intervention and the body's temperature regulation fails, heat exhaustion can rapidly progress to heat stroke, a life-threatening condition!

Heat stroke

Heat stroke requires an immediate emergency medical response. The person may stop sweating, become confused or lethargic, and may even have a seizure! The internal body temperature may exceed 106 degrees F. Signs and symptoms of heat stroke typically include:

- Absence of sweating
- Dry skin
- Agitation or strange behavior
- Dizziness, disorientation, or lethargy
- Seizures or signs that mimic those of a heart attack

Ensure that emergency responders are summoned immediately if heat stroke is suspected. While waiting for emergency responders to arrive, cool the team member; move the team member to an airconditioned environment or a cool, shady area; and help the team member remove any unnecessary clothing. Do not leave the team member unattended. Heat stroke requires immediate medical attention to prevent permanent damage to the brain and other vital organs that can result in death.

Heat cramps

Heat cramps usually affect workers who sweat a lot during strenuous activity. This sweating depletes the body's salt and moisture levels. Low salt levels in muscles causes painful cramps. Heat cramps may also be a symptom of heat exhaustion.

Rhabdomyolysis

Rhabdomyolysis is a medical condition associated with heat stress and prolonged physical exertion, resulting in the rapid breakdown, rupture, and death of muscle. When muscle tissue dies, electrolytes and large proteins are released into the bloodstream that can cause irregular heart rhythms and seizures, and damage the kidneys.

Symptoms of rhabdomyolysis include:

- Muscle cramps/pain
- Abnormally dark (tea or cola colored) urine
- Weakness
- Exercise intolerance
- Asymptomatic

Heat Syncope

Heat syncope is a fainting (syncope) episode or dizziness that usually occurs with prolonged standing or sudden rising from a sitting or lying position. Factors that may contribute to heat syncope include dehydration and lack of acclimatization

Symptoms of heat syncope include:

- Fainting (short duration)
- Dizziness
- Light-headedness during prolonged standing or suddenly rising from a sitting or lying position

Acute Kidney Injury (AKI)

AKI is a sudden decrease in kidney function that can develop within hours or days. It is caused by the kidneys ability to properly filter bodily waste products from the blood, leading to a buildup of toxins and fluid imbalance. Some symptoms include:

- Decreased urine output
- Swelling in the legs, ankles, and feet (edema)
- Fatigue and weakness
- Nausea and vomiting
- Shortness of breath
- Confusion or mental changes

The chart below provides information for our team members about the risk to themselves, at certain temperatures, of suffering a heat-related illness.

Note: heat-related illnesses can occur at a heat index of less than 80 degrees Fahrenheit.

Heat index	Risk level	Protective measures
80 – 90 degrees	Caution	Basic health and safety planning
91 – 103 degrees	Extreme Caution	Implement precautions and heighten awareness
103 – 124 degrees	Danger	Additional precautions to protect workers
125 degrees and higher	Extreme Danger	Even more aggressive protective measures

7. Preventing Heat-Related Illnesses

These are some best practices at preventing heat-related illnesses:

- Gradually increase workloads and allow more frequent breaks during the first week of work so that team members become acclimatized to higher temperatures, especially

those who are new to working in the heat or have been away from that work for a week or more.

- Encourage team members to frequently drink small amounts of water before they become thirsty to stay hydrated. During moderate activity, in moderately hot conditions, team members should drink about 8 ounces of liquid every 15 to 20 minutes. Team members can monitor their hydration with a urine chart. Urine should be clear or slightly colored; dark urine is a warning sign! See urine color chart.
- Encourage team members to eat regular meals and snacks as they provide enough salt and electrolytes to replace those lost through sweating as long as enough water is consumed.
- Provide a buddy system where team members encourage each other to drink water, use shade to stay cool, and to watch each other for symptoms of heat-related illness.
- Educate team members that drinking extreme amounts of water can also be harmful (more than 12 quarts in a 24-hour period).
- Schedule frequent rest periods with water breaks in shaded or air-conditioned recovery areas. Note that air conditioning does not result in loss of heat tolerance.
- Ensure team members are aware of the signs of heat-related illnesses and encourage them to report immediately they or their co-workers show symptoms.
- Monitor weather reports daily and reschedule jobs with high heat exposure to cooler times of the day, if possible. Be extra vigilant when air temperatures rise quickly. When possible, schedule routine maintenance and repair projects for the cooler parts of the year.
- Provide shade or cool areas for breaks
- Containers that hold ice or otherwise keep drinking water and other beverages cold.
- Discourage caffeine consumption.

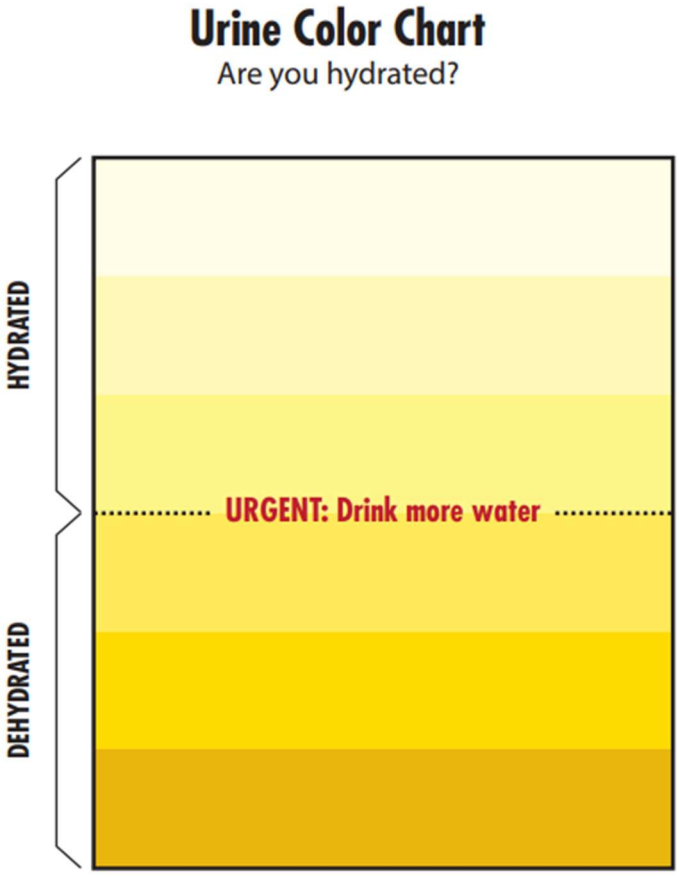
For our team members that work in buildings or structures that do not have a mechanical cooling system we will ☐ *measure the relative humidity and temperatures inside these structures* or ☐ *use the NIOSH Heat Index app to determine the heat index outdoors and assume that it is the same indoors*, and inform you/our team members of the heat index and the risk of our team members experiencing a heat-related illnesses based upon the chart in section 6.

8. Water

We will furnish to all team members with water. Below is the plan for furnishing water:

- Restaurants use water from the fountain machine.
- Field workers should use water from the fountain at the restaurant they are working in.
- Restaurant Support Center team members, water is available by using the water from the refrigerators.

Refer to the Urine Color Chart to ensure that you are adequately hydrated.



Although the urine chart is a good indicator of hydration status for most workers with normal pale yellow to deep amber urine, urine color can also be affected by diet, medications, and illnesses or disorders.

NIOSH criteria for a recommended standard: occupational exposure to heat and hot environments. By Jacklitsch B, Williams WJ, Musolin K, Coca A, Kim J-H, Turner N. Cincinnati, OH: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health, DHHS (NIOSH) Publication 2016-106.

https://www.cdc.gov/niosh/docs/2016-106/pdfs/2016-106.pdf

9. Mandatory Training Requirements

Under OSHA's Heat Illness Prevention rules, these are the topics that our team members are required to be trained prior to working in hot environments.

- Knowledge of the hazards of heat stress.
- Recognition of predisposing factors, danger signs, and symptoms.
- Awareness of first-aid procedures for, and the potential health effects of heat stroke.
- Team member responsibilities in avoiding heat stress.
- Dangers of using drugs, including therapeutic ones, and alcohol in hot work environments.
- Use of protective clothing and equipment.
- Purpose and coverage of environmental and medical surveillance program and the advantages of worker participation in such programs.

Acknowledgement – I have been trained in the required elements listed in this section.

Name: _____

Signature: _____ Date: _____

10. Acclimatization

According to the Centers for Disease Control (CDC), acclimatization is the beneficial physiological adaptations that occur during repeated exposure to a hot environment. These physiological adaptations include:

- Increased sweating efficiency (earlier onset of sweating, greater sweat production, and reduced electrolyte loss in sweat).
- Stabilization of the circulation.
- The ability to perform work with lower core temperature and heart rate.
- Increased skin blood flow at a given core temperature.

The CDC recommends, the following approach:

- For new workers, the schedule should be no more than a 20% exposure on day 1 and an increase of no more than 20% on each additional day.
- For workers who have had previous experience with the job, the acclimatization regimen should be no more than a 50% exposure on day 1, 60% on day 2, 80% on day 3, and 100% on day 4.

Maintaining acclimatization

Workers can maintain their acclimatization even if they are away from the job for a few days, such as when they go home for the weekend. However, if they are absent for a week or more

then there may be a significant loss in the beneficial adaptations leading to an increased likelihood of heat-related illness and a need to gradually reacclimate to the hot environment.

The CDC offers some additional information on maintaining acclimatization:

- It can often be regained in 2 to 3 days upon returning to a hot job.
- It appears to be better maintained by those who are physically fit.
- Seasonal shifts in temperatures may result in difficulties.
- Working in hot, humid environments provides adaptive benefits which also apply in hot, desert environments, and vice versa.
- Air conditioning will not affect acclimatization.

Implementation

This is how we are going to acclimate our team members to high heat conditions to reduce their risk from experiencing a heat-related illness:

- Train, monitor, create break plans, and team member rotation in hot locations.
- Drive time between stores for field team members.
- On the job and computer-based training.

11. Heat Illness Prevention Rest Breaks

OSHA requires heat relief for workers, whether in indoor or outdoor environments, where the heat index (apparent temperature) equals or exceeds 80 degrees Fahrenheit.

The purpose of heat illness prevention rest breaks is to allow the body to cool down and recover from working when the heat index equals or is greater than 80 Fahrenheit. Mitra QSR KNE, LLC will allow for additional breaks and job rotations.

Implementation

This is how we are going to implement our team members' heat illness prevention rest breaks:

Restaurants will be managed by the Area Coach in partnership with the DO.

Facilities, field team, and restaurant support team will be monitored and administered by their immediate supervisors.

12. Emergency Medical Plan

Our emergency medical plan is simple:

1. Notify 911.
2. Notify immediate supervisor.

13. Responsibilities:

All team members are responsible for protecting themselves from heat illnesses by following these guidelines for prevention and immediately reporting any signs or symptoms to his or her supervisor.

Supervisors are responsible for monitoring local conditions and implementing prevention strategies starting at 80 degrees as well as training employees on the Heat Safety Program.

Risk Management is responsible for annual review, updates, and training the leadership team. (RGM and above)

Revision History

The following information documents the changes to this document.

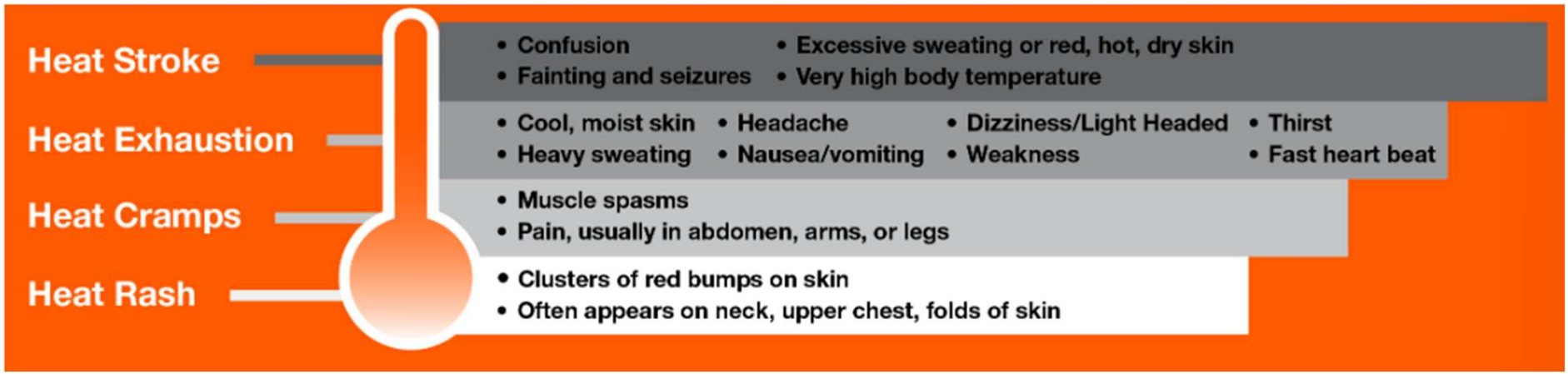
Date	Name	Revisions Made
06.01.2023	Heat Illness Prevention Plan	New Policy
06.11.2025	Heat Illness Prevention Plan	Changed how team members get program.
07.17.2025	Heat Illness Prevention Plan	Updated Heat Index Change risk chart Added additional personal risk factors Added information about AKI Additional rest break trigger at 80 degrees


HEAT ILLNESS TRAINING

WHAT WE WILL ACCOMPLISH

- KNOWLEDGE OF THE HAZARDS OF HEAT STRESS.
- RECOGNITION OF PREDISPOSING FACTORS, DANGER SIGNS, AND SYMPTOMS.
- TEAM MEMBER RESPONSIBILITIES IN AVOIDING HEAT STRESS.
- MANAGERS RESPONSIBILITIES IN AVOIDING STRESS.
- AWARENESS OF FIRST-AID PROCEDURES FOR, AND THE POTENTIAL HEALTH EFFECTS OF HEAT STROKE.
- DANGERS OF USING DRUGS, INCLUDING THERAPEUTIC ONES, AND ALCOHOL IN HOT WORK ENVIRONMENTS.
- USE OF PROTECTIVE CLOTHING AND EQUIPMENT.

KNOW THE HAZARDS



RECOGNIZE THE SIGNS

AS AN EMLOYEE

Stay Hydrated

Eat Healthy Meals

Take Breaks

Dress Appropriately

Watch for Symptoms

EMPLOYEE RESPONSIBILITIES


15 MIN. BREAKS
DRINK WATER
LIGHT CLOTHES
Educate Workers
Watch for Signs of Heat Illness
Ventilate and Circulate
15
Require Breaks
Plan Schedules Accordingly

AS A MANAGER

RECOGNIZE THE SIGNS AND TAKE ACTION

OSHA
osha.gov/heat

Heat exposure can be dangerous

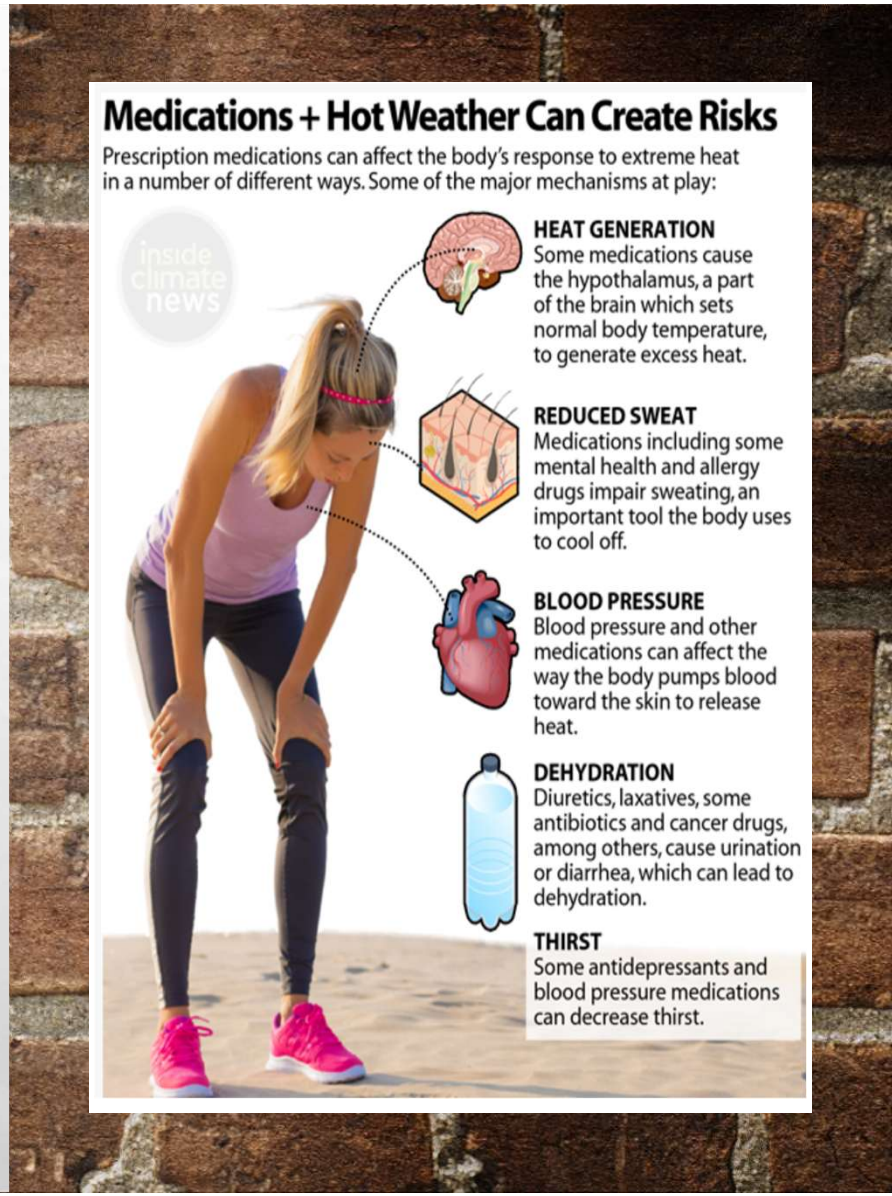
Signs of a medical emergency!

- Abnormal thinking or behavior
- Slurred speech
- Seizures
- Loss of consciousness

Take these actions

1. » CALL 911 IMMEDIATELY
2. » COOL THE WORKER RIGHT AWAY WITH WATER OR ICE
3. » STAY WITH THE WORKER UNTIL HELP ARRIVES

UNDERSTANDING DRUGS AND HEAT IMPACT




ThANk yOu