

## DuPont Safety Resources

BUILDING A SAFER WORLD®

“DuPont has taken our focus on employee and customer safety to a new level. Each new program we implement makes us a safer team and brings us closer to our vision of an incident-free environment. We’re confident we can build a world-class safety organization.”

— DICK WOOD, CEO,  
WAWA INC.

### CONVENIENCE-STORE CHAIN IMPLEMENTS STRONG SAFETY MANAGEMENT

#### CHALLENGE

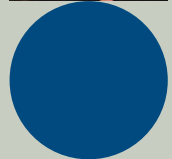
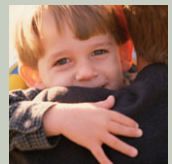
Associates at more than 500 Wawa convenience stores — and at the company’s dairy, warehouse and distribution center — were experiencing the cuts, sprains, strains, slips and falls inherent to the industry. Insurance rates were on the rise. It was time for a greater focus on associate and customer safety.

#### SOLUTION

Wawa adopted strong safety management practices as the cornerstone of a five-year mentoring partnership. DuPont Safety Resources helped Wawa begin to develop safety principles and procedures, build safety awareness through skills and training, teach management safety leadership, and develop safety strategic plans.

#### RESULTS

A year into the partnership, when measuring on a full-time equivalent workforce basis, associate injuries decreased by a third. Customer injuries were down 15 percent. The improvements are significant achievements when considering that they took place during a time of growth and expansion of Wawa’s workforce and customer base.



The miracles of science™

WAWA  
RAISE SAFETY AWARENESS — REDUCE WORKPLACE INJURIES

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### SAFETY PROCESS ENABLES WAWA TO IMPROVE SAFETY MANAGEMENT

Wawa, a convenience-store chain headquartered in Pennsylvania, is known for fresh, quality products and high food safety standards. Across the five mid-Atlantic states in which it operates, Wawa is famous for its hoagies, fresh coffee and cold beverages produced at its very own award-winning Dairy. Yet, workplace injuries were not consistent with the company's commitment to excellence and were not meeting its vision for world-class safety.

Within the industry, most store-level injuries occur during the food preparation process; at the warehouse level, many are due to material handling. And within the retail industry, the common customer injuries are slips and falls.

DuPont Safety Resources recommended a multi-phased safety process — beginning with the development of safety principles and procedures, then implementing skills building, leadership training, observation and coaching, incident investigation, predictive measurement and preventive planning.

Already, associates are focusing more on store safety procedures, including knife handling, snow and ice removal techniques, slip-and-trip hazard prevention, heavy item lifting, and stepladder usage. In addition, Wawa is taking every opportunity to promote off-the-job safety for all associates as well. DuPont also is assisting Wawa with its facility design standards to ensure safer movement in and out of stores.

Wawa is committed to excellence in safety and will continue to embrace the improvements generated by its partnership with DuPont. Above all else, Wawa values people. Throughout five years, the company will continue to bolster its practices, making Wawa a place customers and associates can trust for safety.

In 1902, textile company owner George Wood opened a small milk plant in Wawa, PA, specializing in processing and home delivery of "certified" milk. Wawa Food Markets opened its first store in 1964, selling fresh produce and featuring a full-service deli. Today, still privately owned, Wawa employs more than 13,000 associates and the company generates sales of more than \$1.7 billion from its convenience stores and dairy business in Pennsylvania, Maryland, Virginia, Delaware and New Jersey.

### CONTACT US TODAY

visit [solutions.dupont.com.au](http://solutions.dupont.com.au) and submit an enquiry

#### WAWA SAFETY POLICY:

We will operate an accident-free environment by performing all our work in the safest possible manner.



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