

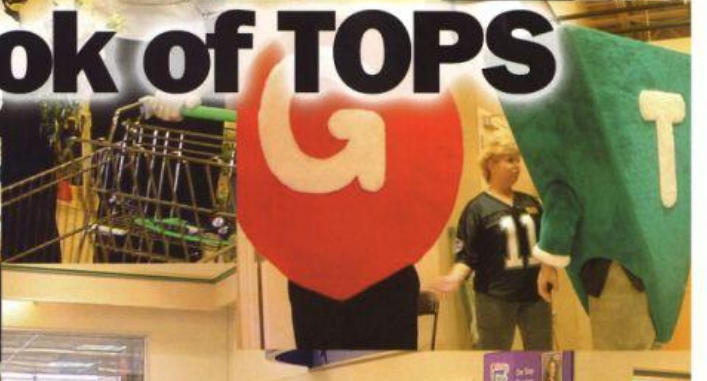
the **TOP** Shelf

A PUBLICATION FOR THE ASSOCIATES OF TOPS AND MARTIN'S

FALL 2004



The New Look of TOPS



Gleason Project

For the past few months, a group of TOPS stores in Western New York has worked collectively to put its best foot forward to prevent slip and fall injuries to our customers. Slip and falls are the largest cause of customer-related incidents at our stores. For this reason, the TOPS Safety/Risk Management Department has made it a high priority to prevent these types of injuries. The stores in the Buffalo Central District have been taking advantage of new technology to identify and remove hazardous conditions before injuries occur. Our company has named this trial, the **Gleason Project**.

Associates have been conducting quick, hourly walks throughout the store. During these walks they note the condition of the store, identify hazards, and remove these hazards. As they follow a very specific walking pattern, Associates tap buttons located throughout the store with a special wand. This electronic system provides reports identifying when the walks were conducted, which Associate performed the walk, the hazards identified, and where the hazard was located. This type of detailed information helps to identify high exposure areas within the store and focus prevention efforts.

While using this tool, over 7,000 hazards have been identified and removed! As Jeff Douglas, Store Manager TOPS #49 states, "I believe the **Gleason Project** has created an awareness to floor conditions that we have never experienced . . . I have seen a remarkable change in the approach to getting potentially dangerous spills addressed and cleaned up." Some Store Managers have observed additional benefits as well. For instance, Associates have noticed spots on the shelves that need to be filled. Additionally, many have noted that using this tool has made Associates travel through areas of the store they typically do not go into. This has increased the visibility of our Associates on the sales floor, giving them the chance to help customers that may need assistance. "The Gleason system is a great benefit. It makes

Associates more aware of their surroundings," notes Michele Harris, Store Manager TOPS #202.

This product is still in a testing phase. Each week, the Associates at the stores participating in the **Gleason Project** continually improved their overall results. Every week the chances that someone's grandmother, little brother, or next door neighbor would have slipped and fallen at these stores decreases. "It's all about teamwork, dedication, and believing that the project can and will be successful," comments Camille Sicurella, Store Manager TOPS #212.

If your store is not part of this test, you can still have a significant, positive impact on the safety record of your location. During the course of your day, recognize and remove slip and fall hazards. By doing so, you may help prevent an injury to someone you do not know and may never meet.

*The Safety/Risk Management Department
thinks the following
Buffalo Central store teams
for their continued efforts in this test*

District Manager: Paul Wydro

Store	Store Manager	Store	Store Manager
42	Mark Zee	212	Camille Sicurella
49	Jeff Douglas	213	Tom Zimmerman
131	Mike Borden	222	Tony Pacella
202	Michele Harris	239	Tom Durkin
210	Lou Oliveri	250	Virgil Hamm



A close-up look at the wand that reports and records floor conditions.

James Barlow, Front End CSP at TOPS #239 uses a wand to input information regarding floor conditions in the Produce Department.

