

# Nevada News

RAN — Serving the retail community since 1969

## OSHA takes new approach to ergonomic injuries

Is it an ergonomic injury or is it—something else? The Occupational Safety and Health Administration (OSHA) has put off making a final ruling on what constitutes a “job-related musculoskeletal disorder (MSD),” but there is a new plan for enforcement of existing rules.

Secretary of Labor Elaine Chao

is taking a four-pronged comprehensive approach to ergonomics. “Our goal is to help workers by reducing ergonomic injuries in the shortest possible time frame,” Chao says.

Congress rejected ergonomic injury standards developed during the Clinton Administration. Chao says the new plan “will prevent ergonomic injuries before they occur and reach a much larger number of at-risk workers.”

OSHA’s new approach will offer industry-or-task-specific guidelines,

strict enforcement of existing and new rules, a comprehensive outreach and assistance program and will develop a research

*Chao says the new plan “will prevent ergonomic injuries before they occur and reach a much larger number of at-risk workers.”*

program.

John Henshaw, OSHA administrator, says that OSHA will release industry and task-specific guidelines for reducing and preventing ergonomic injuries this year and

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## Protecting teens on the job

On Aug. 5, 2002, Clark County received five safety violation citations and fines of \$3,150 after six teenagers died working on a highway cleanup crew on Interstate 15. Nevada’s Occupational Safety and Health Enforcement Section issued the penalties after investigating the March 19, 2002, accident.

Teens under the age of 18 are getting hurt on the job at the rate of 231,000 a year, says the National Institute for Occupational Safety and Health (NIOSH). In 2000, 73 teens died from those injuries.

NIOSH reports that most teenage job-related injuries happen because the young workers aren’t trained properly, are working in unsafe, unsupervised conditions and at tasks that are prohibited by state and federal law.

See dangerous jobs for teens on page 3 ...

# Short Takes

## DRI for Vitamins

The Institute of Medicine (IOM) has issued "Dietary Reference Intakes" (DRI), the newest report from the National Academy of Sciences on DRIs. The series includes information on Vitamin A, Vitamin K, arsenic, boron, chromium, copper, iodine, iron, manganese, molybdenum, nickel, silicon, vanadium and zinc.

The DRI recommended intakes can be used to plan nutritionally adequate diets for healthy individuals based on age and gender. It also provides Tolerable Upper Intake Levels, which indicates how much is too much of a nutrient.

To receive an electronic copy of the DRI report, go to <http://www.nap.edu/catalog/10026.html>. You can view it free at this site, or you can order a hard copy.

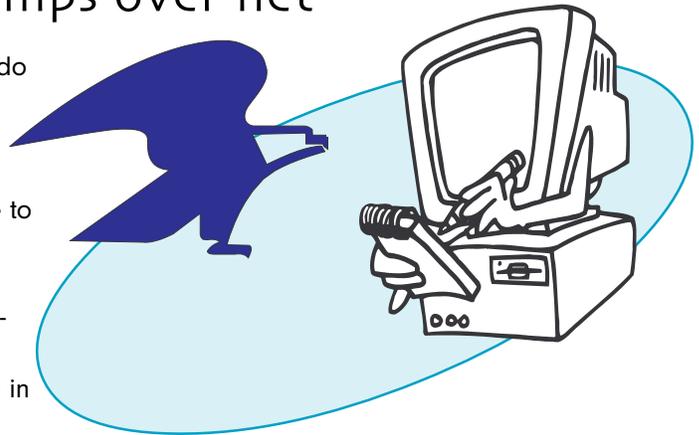
Source: *The National Association of Convenience Stores*

## Order stamps over net

Let your computer do your shopping for stamps. The Postal Service now allows people to print a sheet of 25 stamps at a time and in any denomination using a system it approved in July.

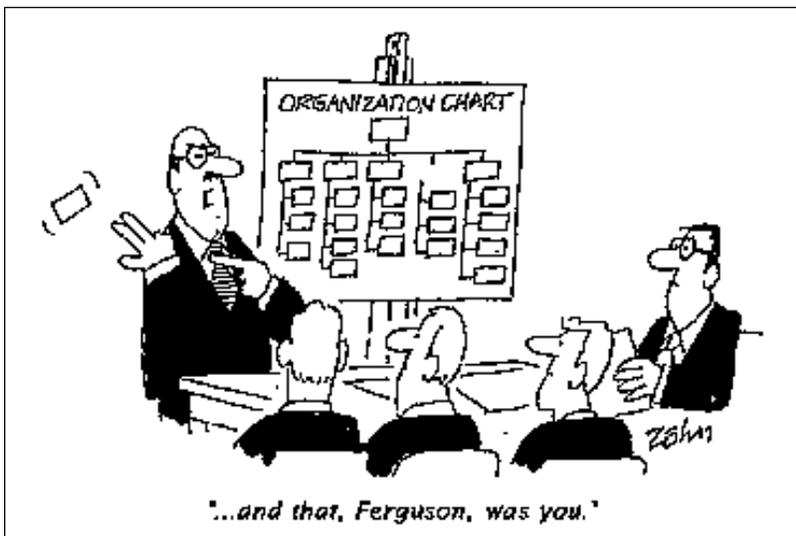
The post office has allowed customers to print individual stamps since 1999. Even with that slow process, there are 390,000 registered customers with the post office. They expect that number to increase now that stamps are available by the sheet.

Private vendors will sell the stamps online. The post office has already approved a Santa Monica, CA, company, Stamps.com, to sell with the new system. The service is



called NetStamps and the company will supply the software and stamp printing service. They'll also sell the watermarked sheets of adhesive-backed label paper necessary for printing the stamps.

Stamps.com is up and selling now. Besides the cost of the paper at \$3.99 for a pack of 125 labels, the company will charge a monthly service fee.



Courtesy of AhaJokes.com

## Westerners are happy workers

According to a new survey released by the Conference Board, Western and Pacific states have the most satisfied workers. Of the 5,000 people surveyed across the nation, 51 percent, down from 59 percent, said they were satisfied with their jobs.

Nevada was included in the Mountain category, which scored the highest for job satisfaction at 57 percent.

## OSHA

*continued from page 1*

encourages industries to develop guidelines of their own. OSHA will recognize an industry's "good-faith efforts" to prevent injuries when enforcing its guidelines.

Henshaw says they will "crack down on bad actors" with an enforcement plan developed by Department of Labor (DOL) attorneys designed from the start to target prosecutable ergonomic violations. On the docket are workplace inspections for ergonomic hazards with follow-up inspections or investigations within 12 months after a business has been issued a citation or ergonomic alert letter. Retailers whose employees lift heavy objects, such as appliances and consumer electronic dealers, could be targeted.

OSHA will help businesses recognize their ergonomic issues and will offer training for developing and implementing successful ergonomic programs. The agency has also designated that its Fiscal Year 2002 training grants address ergonomic issues and support ergonomic training materials development.

OSHA is also working with DOL to protect immigrant workers. According to the Bureau of Labor Statistics, from 1998 to 2000, Hispanics made up 20 percent of job-related teenage deaths. The National Institute for Occupational Safety and Health (NIOSH) estimates that 231,000 U.S. workers under the age of 18 are injured on the job each year.

## Dangerous jobs for teens

*continued from page 1*

***Following is the National Consumers League (NCL) five most dangerous jobs for teens.***

**1. Deliveries and other driving. (Includes repairing, operating or riding on forklifts or other motorized equipment.**

- Motor vehicle crashes account for 20 percent of all fatal workplace injuries and are the leading cause of work-related deaths for teens 16 to 17 years old.
- Federal law prohibits occupational driving for minors under age 17. Delivery jobs and service calls that require driving to customers' homes are prohibited for anyone under age 18.

**2. Working alone in cash-based businesses and late-night work.**

NIOSH says job-related homicide is the second highest cause of occupational deaths for 16- and 17-year-old workers.

- The retail industry, particularly convenience stores, grocery stores and gasoline stations, has the highest number of work-related homicide deaths.

**3. Cooking—exposure to hot oil and grease, hot water and steam and hot cooking surfaces.**

- Burns caused by cooking, cleaning and maintaining equipment and transporting/discarding grease and oil are prevalent and among the most serious of injuries sustained by working minors.
- Federal law permits limited cooking for 14- and 15-year-olds. Minors 16 and older may operate and clean grills and deep fryers. Those under age 18 are not allowed to operate, clean or repair commercial ovens, meat grinders or slicing machines.

**4. Construction and work in heights.**

- Federal law prohibits teens under age 18 from construction work such as roofing, excavation and demolition. Federal law prohibits construction work for anyone under age 16.
- Federal law allows minors 16 years and older to work in heights (except roofing) performing jobs such as painting, cleaning gutters, installing windows and cleaning chimneys. However, most construction fatalities are the result of falls, and teens are at high risk.

**5. Traveling youth crews.**

- Federal law allows street selling (youth peddling) among minors who are 14 and older. Check state laws, which can have higher or lower age limits.
- NCL notes that "on-the-streets" work is dangerous due to increased risk of motor vehicle injuries, as pedestrian or passenger, and vulnerability to assaults and abductions.

# Fingerprint is the next key to your cash

Your fingerprint might soon be as good as your debit card for buying your next Big Mac or checking out at the grocery store. Retailers across the country are testing fingerprint identification as the biometric method of choice.

McDonald's tested fingerprint-paying in Fresno, CA, from January to March. They're also testing other forms of non-cash payments. The goal is to get customers in and out

faster, says McDonald's spokesperson Lisa Howard.

The largest supermarket chain in the U.S., Kroger, has been testing fingerprint paying in three stores in Houston, and West Seattle

Thriftway, a gourmet grocery store, is already using fingerprint scanning to collect a customer's payment.

It's the way of the future, says information from the biometric consortium, a group that serves the U.S. Government for research, development, testing, evaluation and application of biometric based personal identification/verification technology. The group says, "Biometrics are set to pervade nearly all aspects of the economy and our daily lives."

Biometrics recognizes a person based on a physiological or behavioral characteristic, including face, fingerprint, hand geometry, handwriting, iris, retinal, vein and voice. The Consortium claims that it is "considerably" more accurate

and safe than other identification methods such as passwords or PINs because an individual's physical characteristics are directly linked to the transaction.

To use your fingerprint as cash, you first have it scanned into a database and designate the credit or debit card that you'll use for purchases. Your fingerprint is then assigned numeric values unique to it. The numbers are retained, while fingerprint and card designation are trashed. To actually buy something, you scan your fingerprint into a device, sometimes the same one used to swipe your debit or credit card.

Is this protecting your privacy or opening the door wider to invasion? Privacy rights advocates say that consumers should consider just how much faster they need to get through that fast food line. They advocate choosing to wait—and privacy—over the efficient, convenient, who-needs-civil-rights-anyway fingerprint method.



## Online sales increase in first quarter

Online sales are up 41 percent from the same period last year, according to [BizRate.com](http://BizRate.com), a web research firm and comparison-shopping site. BizRate found that U.S. online sales totaled \$11.6 billion dollars in the first quarter of 2002. That total doesn't include the largest category of sales for Internet shoppers—travel, which includes airline tickets, car rentals, etc. Even though people are going online to purchase products in increasing numbers, Internet sales still only account for 1.5 percent of total retail sales.

### ***Online shoppers browse for products by:***

- 59% look for the product by name in a search engine.
- 58% use a store's web address in the browser.
- 34% use the brand name to search.
- 30% use a price comparison site.

Source: Jupiter Media Metrix.

## ***And the best jobs are...***

The worker has spoken and they say that the 10 best jobs are:

1. *Biologist*
2. *Actuary*
3. *Financial Planner*
4. *Computer Systems Analyst*
5. *Accountant*
6. *Software Engineer*
7. *Meteorologist*
8. *Paralegal Assistant*
9. *Statistician*
10. *Astronomer*

Source: 2002 Jobs Related Almanac  
From "Quick Bites" by Sam Geist. 800-567-1861. <http://www.samgeist.com>

## Say no thank you to spam

If you have an Internet connection, you have spam, all those unsolicited emails that clog up your inbox. Spam isn't just irritating; it steals your time. There are laws on the books in many states, including Nevada, that make spam illegal and allow Internet Service Providers (ISPs) to fine and/or sue the perpetrators. But first you have to find them.

A large chunk of an ISP's budget goes to detecting spam. When found, ISPs can block the spammer from sending more to their customers, but finding them can mean tracking down hundreds of spammers daily, a daunting job even if they have legal addresses.

Spammers rarely have a physical presence or offer a way to contact them. They often use stolen addresses, send thousands of emails, then shut down the operation before being blocked or caught. Even California's law that allows an ISP to sue a spammer gets little use because of the cost of finding the online presence.

Even with ISPs working at protecting their customers from spam, it keeps rolling in. But there are ways to protect yourself.

If you don't know this yet, take heed now. First, never, never respond to an unsolicited email. Don't be fooled by the promise that they'll take you off the list if you simply type "remove" in a reply email. That just makes you fair game for more spammers.

If you're a member of any Online group or service, take the opt out option, if available. At least

that group won't be selling your name to other advertisers or groups.

If you want to put more bite into your effort, visit [JunkBusters.com](http://JunkBusters.com), a privacy advocacy firm that combats incoming junk of all kinds including spam, telemarketing calls, unwanted junk mail, junk faxes, etc.

At JunkBusters' website, you'll find suggestions on how to avoid the "harvesting" of your email address. There are cases where your address can be picked up if it's from a web-based email service. You can visit JunkBuster's privacy check page to see if you're listed.

Other suggestions include:

- Using JunkBusters' "overview on tracking" link, which tells you how to track down spammers.
- If you find a real address, you can send a reply that says if they continue, you'll take them to court if they don't agree to pay you \$10 per unsolicited message. JunkBusters has even written the "strongly" worded reply, free for you to use.

JunkBusters also provides links to other sites about junk email and a list of filtering software, the latest news about spam including laws and court cases and more.

Election time is here, so you might want to take steps now to protect yourself. Politicians are already spamming voters. Interestingly enough, those same politicians who have created laws to prevent spam, have written the laws such that their spamming isn't illegal.

### **SanDisk introduces the Cruzer**

It's a Cruzer. The word "keychain" is used to describe it. It's not a car, but it could change how you look at traveling—at least between two computers.

The Cruzer is a portable, pocket-size storage device, one that will replace your floppy disk drive and CD-ROM with a lot more memory and a lot more usability.

The Cruzer, released by SanDisk Corporation of Sunnyvale, CA, is small, about 3 inches long, 1-3/4 inches wide and 3/4 inch thick, and can transport your computer data files, image files, and video and audio files from computer to computer to computer.

The Cruzer employs flash memory—no moving parts—and comes in 32, 64 or 256 megabytes. Forget your CD-ROM read-write drive for fast.

The Cruzer's storage cards can be removed and upgraded, it plugs in directly to the standard USB port that's built into the Macintosh or PC, and because the Cruzer is an all-in-one device, you probably won't ever have to use the 2-inch USB extension cable, included in the package.

The Cruzer is compatible with Mac OS 9.1 and up, and Windows 98, 98SE, 2000, ME or XP. It's available at [www.sandisk.com](http://www.sandisk.com), but it might be cheaper at other websites. Just type Cruzer—not cruiser—in your search window for other vendors.

## Ah, the smell of fresh baked bread *the temptation*

### • Great Harvest Bread Co. •

Matt Bigler never really thought about becoming a baker. He “had a language—Spanish,” he says, and had plans to use it when he graduated with a degree in international business. But what started as a part-time job while he was in college, turned into a full time bread-baking business that he loves. First he “fell in love with the schedule and then with the product,” he says.

Bigler owns the Great Harvest Bread Co. in Reno. He bakes bread in a small shop located

on a tight curve on residential Mt. Rose Street in Reno. His neighbors are lucky. Fresh, homemade bread is just down the street at the store on the curve. And Bigler is lucky because he owns a business that he’s passionate about.

His first attraction to the business was a little less than passionate, though. It was the work schedule.

As a college student, he found the part-time job at a Great Harvest Bread store in Provo, UT, the perfect fit to his school hours. Bread baking starts at 2:30 a.m. for a shop that opens at 6 a.m. Those are the hours that Bigler first fell in

love with, but 10 years later, he’s willing to let his trained crew of bakers start the bread baking process. He does put in early hours a couple of times a week, though,



to keep his hand in the business—so to speak—or when a scheduled employee can’t work. Otherwise, he comes in later to greet customers rushing in for their fresh coffee or lattes, and homemade bread, scones or muffins and giant cinnamon rolls, and maybe a bag of those 4-inch diameter oatmeal cookies.

He knows most of his customers by name and greets those he doesn’t know like long-lost friends. No matter what time it is, beginning or end of shift, he’s ready with a smile and a handshake. That carries through to his employees, who he hires according to person-

ality. He says, “I look for happy people. I feel like I can always train a happy person to do the task, but I can’t train an unhappy person to be happy.” He wants his

crew to have fun and to value the customer. They do, and it gives the shop the feel of the neighborhood mom-and-pop stores of old.

The friendly atmosphere of the store is by design, but also comes from Bigler’s love of the work and the product. He says it’s great to sell a product that people enjoy, that,

really, “just sells itself.”

“We start with an empty bowl every morning,” he says. Into that empty bowl go five main ingredients for the basic bread, honey, water, yeast, whole grain flour and salt. When he says whole grain flour, he’s talking about flour that’s just been stone-ground from whole wheat kernels at the shop. “By milling it ourselves, we keep all the good stuff in,” he says. Start to finish, mixing, rising, kneading, cooling, cutting and packaging, takes from six to seven hours.

Great Harvest Bread Co. continued  
on page 7 ...

# Great Harvest

*continued from page 6*



Everyday, they bake honey whole wheat, white, 9-grain, sunflower whole wheat and sour dough. The bread shop also offers three or four specialty breads each day, breads like cheddar garlic, pumpkin spice, banana nut and spinach feta. Then there is the bread of the month, which in August and by customer request, was potato chive. Employees and customers alike are welcome to request a specific bread. He says one employee likes jalapenos and cheese, so they experimented and came up with a jalapeno/cheese bread.

Because the Great Harvest franchise is a freedom franchise, individual owners can create and bake what they like and can even expand as the

Biglers are doing. They plan to be in a new shop on Plumb Lane and Arlington by January where they'll have enough space to start selling sandwiches. They already sell breads and rolls to restaurants and caterers. Bigler says they don't deliver, but they do bake special orders for caterers and for restaurants such as Pneumatic Diner and the Cheese Board and Wine Seller.

Bigler's key to success is pretty simple. Make the best product you can make, pay attention to detail, hire happy employees, give great customer service and be

"passionate" about what you do, he says. It must work. Customers stream into the store from 6 a.m. to closing at 6 p.m. When they recognize him in public, they say, "Oh, you own Great Harvest. We love it. It's a great store."

That's what Bigler likes to hear.



Matt Bigler, far right, with employees

## • Seminars •

### October - 2002

#### **FMI Productivity Convention & Expo**

October 20 - 23, 2002

Atlanta, GA

Contact: 202-220-0711/[www.fmi.org](http://www.fmi.org)

#### **FMI Retail Store Development Conference**

October 27 - 29, 2002

Scottsdale, AZ

Contact: 202-452-8444 or

[enewton@fmi.org](mailto:enewton@fmi.org)

### November - 2002

#### **FMI Inventory Management: Back to Basics**

November 2002

Chicago, IL

Contact FMI for final dates: 202-452-8444/[www.fmi.org](http://www.fmi.org)

#### **FMI The Emerging Consumer: Ethnic Marketing**

November 2002

Chicago, IL

Contact FMI for final dates: 202-452-8444/[www.fmi.org](http://www.fmi.org)

### January - 2003

#### **FMI Midwinter Executive Conference**

January 12 - 14, 2003

Boca Raton, FL

Contact: 202-452-8444/[www.fmi.org](http://www.fmi.org)

### February - 2003

#### **FMI MARKETECHNICS®**

February 23 - 25, 2003

Dallas, TX

Contact: 202-452-8444/[www.fmi.org](http://www.fmi.org)

#### **IMRA 2003 Logistics Conference**

February 16 - 19, 2003

Orlando, FL

Contact: 703-841-2300

### Abbreviations

FMI • Food Marketing Institute

IMRA • International Mass Retail Association

NACDS • National Association of Chain Drug Stores

# DEALING WITH

By Peggy Morrow, CS

# CHANGE

Change. It's all around us. You don't have to look very far to find examples of how our world is constantly changing. For instance, 10 years ago a word-processing program contained 15,000 lines of code written by five people. Today it includes 50,000 lines by fifty people.

Or how about the fact that 10 years ago, if you faced a problem, you would have consulted maybe a dozen colleagues. Now, thanks to computer technology and the Internet, you can consult thousands.

Wow! Change is not going to go away. In fact, it will just accelerate. Futurist Alvin Toffler predicted that by the year 2000, there would be more change occurring in one minute than there was between all the years of 1900-1950. He wasn't wrong!

In order to be successful in your job and guarantee your lifetime employability, you must not only embrace change but also develop a reputation as one who pushes the change process along. This will make you more valuable to our constantly changing organizations. Here are some techniques to help you develop into a change master.

Learn to expect rather than dread change. This has to do with replacing limiting thoughts with positive, change-enhancing

thoughts. "I can't do this," "This will never work," "I just can't learn this," and other negative comments like these are an example of someone who will have trouble embracing change.

Replace them with thoughts like, "There can always be a better way," "Change is necessary to keep the organization growing and thriving," "Change is normal," and "I've succeeded at changes in the past, and I will do so again."

By monitoring your self-talk you will be on the first step to learning how to really like change.

Recognize the three stages that you will go through during any change: endings, transition and new beginnings. Think of a change that you've weathered. Can you identify how you went through these stages?

## Endings

Some of the feelings that occur in this stage are anger, pain, grief, despair and withdrawal. You suffer a feeling of loss of identity, relationships, control and your turf. Many people experience feelings of self-doubt and inadequacy and actually deny reality. They often become blocked from seeing possible alternatives and know intellectually that there is a need for change, but emotionally are unable to let go.

## Transitions

Here you can experience a feeling of aloneness, confusion, disorientation, distress, frustration and uncertainty. People often categorize this stage with a statement like "I don't know what I'm feeling," and idealize the way things used to be. They can feel strange, awkward and empty. They make many false starts and are exceptionally cautious in this stage. They experience reluctance and apprehension but are starting to look forward to what might lie ahead.

## New Beginnings

It is at this stage that new life springs up, and you feel an emerging sense of belonging, excitement and commitment. Teamwork again exists. You find yourself learning new skills and letting go of past behaviors and attitudes that don't fit the new realities. You refine and clarify roles and responsibilities and feel new energy and a new personal identity.

The key to coping well with change is to recognize and move yourself through these three stages of change as fast as you can. No one wants to be stuck in the endings stage.

*Peggy Morrow, CSP, is a professional speaker and seminar leader. To have her work with your group, call (281) 280-8190, or e-mail her at [peggy@peggymorrow.com](mailto:peggy@peggymorrow.com).*

## ADA rules change with Supreme Court decision

If you receive a Social Security “No Match Letter,” it can cost your business money, says the IRS. Avoid penalties by verifying each employee’s name and taxpayer identification (TIN), then report it correctly as designated by the Social Security Administration.

The IRS has this to say.

The Internal Revenue Code (IRC) allows penalties of up to \$50 for each incorrect or incomplete information return, such as a W-2 or 1099, that is submitted, up to a maximum of \$250,000 per year (\$100,000 for small businesses with annual gross receipts of \$5 million or less). If the error or omission is deemed intentional disregard of the filing requirements, the penalty is at least \$100 for each instance, with no maximum annual penalty amount.

### **The penalties apply if you:**

- Fail to file timely.
- Fail to include all information required.
- Include incorrect information.
- Report an inaccurate TIN.
- Fail to report a TIN.
- File on paper when you are required to file on magnetic media.
- Fail to file paper forms that are machine readable.

For most individuals, the TIN is their Social Security Number (SSN). In some instances (for example, sole proprietorships), the TIN may be an employer identification number (EIN). If your worker doesn’t have a TIN, he/she may apply for an SSN

from the Social Security Administration (SSA) using Form SS-5, available at your local SSA office. Or he/she may request an EIN using Form SS-4, which is available from the IRS by calling 800-TAX-FORM.

Individual taxpayer identification numbers (ITINs) issued by the IRS can never be used to report earned income. Every worker able to work legally in the U.S. must have a valid SSN to work.

### **Take steps to reduce or eliminate penalties**

The IRS says you can reduce or eliminate the chances of incurring penalties by taking a few common-sense steps:

- Ask each new worker for his/her TIN (usually a Social Security card).
- Accurately record the TIN and name as provided by the worker in your payroll records.
- Remind your workers to report any name changes due to marriage, divorce, etc. to both the Social Security Administration (SSA) and to you.
- Use the SSA Employee Verification Service prior to submitting W-2s to SSA for processing.

For more information about reporting requirements and/or penalties discussed here, go to [www.irs.gov](http://www.irs.gov) and [www.ssa.gov/employer](http://www.ssa.gov/employer).

## *Elements of a successful incentive plan*

Incentive plans aren’t just about money. They’re about recognition, appreciation and reinforcement. However you choose to reward your top sales people, remember that successful incentive programs all include each of these elements:

- ***A symbol of the award.*** Even if you’re presenting the winners with checks, include something they can look at and share with others, like a letter or certificate.
- ***A display device.*** A certificate by itself will sit in a drawer. Provide a frame to show it off or a plaque celebrating the reward.
- ***An appropriate presentation.*** Awards shouldn’t be handed out as if they’re a secret.
- ***Good Promotion.*** All employees need to know how they can win the honor.
- ***Updates are necessary.*** No incentive plan can stay fresh forever. Adjust it on a regular basis to make it look and feel new.

*Adapted from “The salesperson,” by Ray Wright, on the [Raynet.mcmail.com](http://Raynet.mcmail.com) webpage.*

*From: Sales Management Report, 808-878-5331, [www.ragan.com](http://www.ragan.com).*

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• Membership in RAN Required •

## Important Information for SIG Members

The NRS governing self insured groups requires notifying members of all new members to the Group. New members for NRNSIG as of August 30, 2002, are listed below. For a complete member list, please call RAN at 775-882-1700.

Please Note: Due to the many new members added each month to NRNSIG, we are able to list only new members on this page. For information on NRNSIG or NCNSIG, please see information below.

### NRNSIG

- Rapid Rooter
- Grace Community Church
- Crescent Garage
- Oasis RV Park
- Source One Staging
- Source One Events
- City Lites Electric Sign Co.
- Time Out Lounge
- Pahrump Rentals
- Bandy Floors
- The Institute
- TJ Wholesale Dist.
- 7-Eleven @23637
- A.C. Telecommunications
- Mountain Valley Landscape
- Legacy Christian School
- American Stone, Inc.
- Xtraclean Janitorial Services
- Little Waldorf Saloon

**NRNSIG** members who wish to register a negative vote on a new group member, write NRNSIG at 810 E. Fifth St., Suite A, Carson City, NV 89701, indicating which member and the reason(s) for the negative vote.

**NCNSIG** members should contact Joseph Burgess at CHSI, PO Box 33250, Reno, NV 89533, indicating the member and the reason(s) for the negative vote.

### Membership Information

Find out more about RAN's self insured groups by calling 775-882-1700 or 800-690-5959. Don't forget our website, [www.RANNV.org](http://www.RANNV.org).

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- **Reporting**

Global Payments provides features such as standard terminal and paper reporting, electronic reporting, online merchant statements, daily notification of retrieval requests and chargebacks and data export for further analysis.

- **Superior Terminal Management & Support**

- **POS Options, eCommerce Services**

Take advantage of the low rates available exclusively to Retail Association of Nevada members. Call Tim Jensen, 1-800-234-7800 ext. 3053, or email [tim.jensen@globalpay.com](mailto:tim.jensen@globalpay.com)



# E-Talk in the workplace

## Managing workplace communications

Computers, e-mail and voicemail technology have altered the way employees communicate in the workplace. When used appropriately, these new communication tools can greatly increase employee efficiency. Misuse, though, can hamper employee production, interfere with work and create liability risks for employers. To minimize misuse, companies should establish communication policies which set lawful and appropriate boundaries for employee usage. Because

technology is rapidly developing and the laws governing the workplace are trying to keep pace, employers should periodically review their communication policies. This is particularly true in the food industry, where there may be wide disparities in the form of communications used in the workplace. Don't ignore produce clerks, drivers, bake-off employees and others who may seldom work in front of a computer screen. The communications revolution affects all employees.

**Following are content and distribution recommendations for workplace communications policies.**

### Regulating Content

It is permissible and proper for employers to establish guidelines governing electronic as well as oral communications. Just as an employee may be subject to discipline for the use of obscenities or other inappropriate language, employees should likewise know the limits of appropriate electronic speech. Employers should consider the following content policy recommendations:

- Electronic communications should be viewed in the same fashion as other workplace communications, i.e. e-mail, Internet and voicemail usage should be subject to workplace harassment and discrimination policies.
- Electronic communications are solely for business use. The company should reserve the right to review and disclose all information transmitted by or stored in the system. If a company permits personal usage, it should clearly define personal use parameters.
- Do not assume that electronic communications are secure, even though employees use a

personal access code or pass word. Explain that this is true even after employees delete messages, because the company has the ability to access communications even after deletion.

### Privacy and Union Organizing Concerns

Many supervisors and managers ask: can I monitor an employee's voicemail, e-mail or internet usage? The question can't be answered with a simple "yes" or "no." Surveillance of employees through visual observation at work, such as with the use of security cameras, is rarely subject to legal challenge. However, the impact of e-mail, voicemail and Internet monitoring on employee privacy rights is a developing area of law.

While some employee privacy interests may be relinquished in the workplace, the law of privacy generally turns upon the reasonableness of the employee's expectations and the employer's actions. For this reason, companies should take steps to minimize employees' privacy expectations by obtaining written consent to monitor commu-

nications and informing them that electronic data and hardware are the property of the company, and may be subject to review at any time.

Before engaging in monitoring, companies should carefully consider the facts of each situation and review the applicable state and federal law. This is particularly true regarding monitoring telephone conversations, except for certain instances such as business calls, which employers should not monitor.

The relationship between electronic communications and union organizing is also an emerging area of the law. It may be unlawful in some circumstances to proscribe the use of company communications media for union organizing (such as where the company allows its e-mail to be used for other personal solicitations), but the law doesn't yet specifically prohibit monitoring electronic communications on company systems, even if they address organizing issues.

Source:

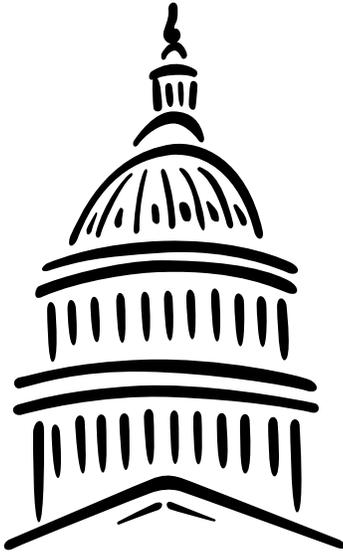
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**New radar detector standards coming**—The Federal Communications Commission (FCC) has issued new standards for radar detectors sold in the U.S. Apparently, many radar detectors emit a signal that can interfere with some satellite services. In order to prevent this interference, all radar detectors manufactured or imported into the U.S. must be certified to meet this new standard by Aug. 28, 2002. All those marketed and sold must be certified by Sept. 28, 2002. Certification may be done by the FCC or by a designated Telecommunications Certification Body. To indicate that a radar detector meets this

new standard, a code is placed on the detector itself. Those detectors manufactured or imported 10 days prior to the ruling's publication in the July 29, 2002 edition of the *Federal Register* may be labeled as such on the carton rather than on the device itself. *Source: International Mass Retail Association.*

**Internet commerce rules change**—The National Conference of Commissioners on Uniform State Laws rules changes include preventing tech companies from remotely disabling their software on a consumer's computer. The new rules will take effect state-by-state as each legislature approves the changes to the Uniform Computer Information Transactions Act, known as Ucita.

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