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Program Description

1A – Program Overview

University of California, Office of the President Risk Services (OPRS) provides program management and funding for system-wide slip-resistant footwear, provided by Shoes for Crews (SFC). This program provides slip resistant footwear to employees in food service/nutrition, custodial services/EVS, inpatient care, and animal care technicians at all University of California locations. The objective of this program is to reduce the frequency and severity of slips and falls for the employees in these job classifications who work in potentially slippery environments. Reducing slips and falls will ultimately decrease the University’s workers’ compensation costs associated with these types of injuries. It is the intent of this program is to provide high-quality, slip-resistant footwear to those employees whose job duties expose them to slip and fall hazards.

SFC slip-resistant footwear is effective in reducing slips on hard, flat, and wet or dry surfaces. Examples of such surfaces include wet kitchen floors, grease on kitchen floors, wet cage washing rooms, and floors that are wet from mopping. The footwear is not designed for work on outdoor or uneven surfaces.

This program guidance document describes the program in its entirety. This document will be reviewed and updated annually and the most current version of this program document and all supporting documents are found on UCOP Risk Services’ website: http://www.ucop.edu/risk-services/loss-prevention-control/shoes-for-crews.html.

1B – Program Funding

The cost of this program is borne completely by UCOP Risk Services and offered as an injury-reduction and cost-saving strategy for managers, supervisors, and employees who are exposed to indoor slip and fall hazards. UC locations are expected to provide administrative resources to manage the program locally within each participating department. Footwear, payment processing, and program administration are all provided by UCOP Risk Services.

1C – Program Participation

Any campus / medical center / field station / ANR / UCOP location with food service, custodial service, healthcare provision, or research animal care operations are invited to participate in this program. Participation is determined based upon slip/trip/fall hazards associated with specific job classifications of work as follows:

Food Service Workers

All employees, supervisors, and managers in any UC food services, dining services, nutrition, or similar departments are REQUIRED to participate in this slip-resistant shoe program.

Custodians, Health Care Workers, and Animal Care Technicians

All custodial staff, EVS employees, health care employees, and animal care technicians who work routinely on hard (concrete, metal, tile, wood, etc.), smooth and/or textured floor surfaces that pose a slip and fall hazard have the option to enroll in the program. Management in these departments is encouraged to enroll their employees in the SFC Program.

Important Exception: Employees in these departments who ONLY work on carpeted floors will NOT benefit from wearing Shoes for Crews. In fact, SFC shoes can cause increased risk of a trip / fall injury due to the degree of grip the shoe has on carpet.

Other Job Classifications

As of January 2015, UCOP has limited the Shoes for Crews program to the job classifications identified above. UCOP will grandfather in other departments and employees in other job classifications that have demonstrated consistent participation of the Shoes for Crews program prior to January 2015. Addition of these groups requires completion of the participation application, Appendix E, and UCOP approval.

Shoes for Crews slip-resistant soles are generally not intended for outdoor work, work on soft dirt, soft gravel and dirt slopes, tree-work, wet grass, hard-gravel, etc…. They are intended for hard surfaces such as tile, concrete, wood, smooth metal, etc. that may be dry, intermittently wet, or saturated with water and/or oil-based liquids.

For this reason, participation will be considered only for those slip / fall hazards that meet these conditions.
Program Participation Guidelines

2A – Enrollment Instructions

New departments interested in Shoes for Crews program participation should have upper-level management approval and support. To enroll in the program, please follow the following instructions:

1. Contact your EH&S Liaison and provide a description of the slip / fall hazards within your department and the reasons you wish to enroll your department in the program. You may also consider providing historical slip / fall injury data.
2. Work with your EH&S Liaison to complete the Shoes for Crews Participation Application, Appendix E.
3. Submit the completed application to UCOP Risk Services at UC-SAFETYSHOES-L@LISTSERV.UCOP.EDU for review and approval.

Once approved, your SFC department coordinator will be provided with:

- Access and credentials to the SFC ordering website
- SFC program documents
- UC approved style posters
- Program participation guidelines

Discuss the SFC Program with your front-line workers and first-line supervisors; include the reasons your department is adopting Shoes for Crews footwear as PPE to reduce slip / fall injuries. In addition, inform employees that this program provides employer-paid SFC footwear that must be worn every day during work hours as Personal Protective Equipment (PPE). Print and post the UC-approved shoe style posters in a convenient location for employees to read and review.

During an initial program rollout, departments of 100 or more can request an onsite shoe fitting. During the fitting, Shoes for Crews will bring the approved styles to your location so that your employees can try on various shoe styles and sizes for a good fit and comfort. Onsite shoe fitting requests should be sent to UC’s Shoes for Crews representative, Laurie Roloff at laurier@shoesforcrews.com.

Departments with less than 100 program participants should consider partnering with other participating departments at your location to reach the minimum participation numbers for an onsite fitting. If an onsite fitting is not a viable option, a shoe fitting guide will be provided to aid with online ordering. Additionally, the Shoes for Crews website has Sizing Guideline information as well as a “shoefitr” feature that allows individuals to compare the fit of desired styles to the fit of popular name brands (see photo below).

2B – Mandatory Participation

The University (employer) has agreed to provide SFC shoes as required PPE. Once your department agrees that SFC shoes are to be part of your department’s PPE requirements for specific job classifications within your department, all personnel working in that job classification are required to wear SFC shoes as PPE whenever they are conducting work in slip / fall hazard areas.

Cal/OSHA codes allow employers to provide PPE to their employees at no cost to the employee, but provide directive that the employee must then wear the PPE when working in the hazard area. Employees who do not wear their employer-provided PPE may be subject to disciplinary action.

The ONLY exception to the mandatory participation is for employees who are prescribed shoes by their physician to address a medical condition (proper documentation is required). In such situations, employees are permitted to wear their prescribed shoes instead of SFC shoes, but must wear SFC Crew Guards over their shoe to reduce slip / fall injury potential.
2C – Approved SFC Shoe Styles

Not every SFC shoe style is offered to UC employees through the UCOP-sponsored program. The SFC Committee (OPRS and Occupation Safety workgroup designees) have selected UC-approved styles for the program. Departments may not order styles other than those pre-approved. The department will be charged for any shoe style that is not on the approved style list. For detailed information on UC-approved styles, see Appendices B-D.

2D – Requests to Add SFC Styles to the UC Program

If there are shoe styles offered by Shoes for Crews with the slip-resistant sole and other characteristics needed to qualify as PPE, you may request that the shoe style be included in the program. All requests should be directed to:

1. Your location’s EH&S Liaison
2. OPRS at UC-SAFETYSHOES-L@LISTSERV.UCOP.EDU

OPRS will work with the Occupational Safety Workgroup to determine if the requested style should be added to the program.

2E – Crew Guards

Crew Guards are reusable slip-resistant shoe covers that are worn over an individual’s own shoes to provide an increased level of slip resistance on smooth hard surfaces that may be wet or dry. They come in a range of sizes from small to extra-large and can be shared among multiple users during their lifetime of use. Crew Guards can last up to 6 months of normal wear (based on a 40-hour work week). Dispose of Crew Guards when any of the following are observed:

1. Cracked, abraded, or damaged material is noted on any part of the Crew Guard
2. Tread is worn in that Crew Guard base material is no longer visible
3. Holes or leaks occur
4. The interior of the Crew Guard cannot be cleaned
5. Tread is caked with matter and cannot be cleaned

Crew Guards should be provided to new hire, part-time, and short-term personnel until a pair of SFC shoes is provided. Crew Guards should also be provided to volunteers and visitors to the department if they will be exposed to slippery surface as described in Section 1A. Crew Guards may be used by long-term employees when:

1. A person must wear shoes prescribed by their doctor
2. A person’s shoe size is outside of the range of SFC shoe sizes (too small or too large)

Crew Guards should be cleaned by hand with warm, soapy water and a scrub brush. They should be air-dried before re-use. They can also be cleaned in a dishwasher on a “no heat” setting.

The cost of purchasing / stocking Crew Guards is paid by UCOP.

2F – Re-ordering SFC Shoes

UCOP provides two pairs of shoes per year for each eligible employee enrolled in the program. Shoes must be re-ordered every 6 months using the online ordering website. Departments must keep track of their re-order schedule for the 6-month frequency that fits best into their operations. It is recommend that departments designate the 2 months per year that shoes will be ordered as it is more efficient to order shoes in bulk twice per year. Crew guards may be used for new hires to wear until the next scheduled order.

Warranty Information

The SFC Warranty only guarantees against slip / fall injuries for the first six months of wearing a pair of SFC shoes. Due to the slip-resistant nature of the soles, the SFC shoes can wear faster than other shoes. Departments must replace worn SFC shoes on 6-month cycles to maintain the protective quality of the footwear as PPE, and to ensure that employees are covered under the SFC Program warranty.
Old SFC Footwear
After 6 months of wear, employees may not wear their SFC footwear during work hours. Shoes older than 6 months should be marked with an observable spray paint or other marking so that they can be easily identified as worn shoes. Employees may take their worn SFC shoes home or departments may collect the old shoes for donations. The shoes can be donated locally or shipped back to Shoes for Crews, where they are donated to the Soles for Souls program.

2G – Other Slip-resistant Shoe Manufacturers
Currently, only Shoes for Crews shoes are included in this program. Additionally, only specific SFC styles of shoes are approved as having the characteristics needed to provide the safety, comfort and quality for food service, custodial, health care, animal care.

2H - New Hires, Part-time and Short-term Employees
Until a pair of SFC slip-resistant footwear is provided as PPE, new-hire employees may use their own shoes during work hours and wear appropriately-sized SFC Crew Guards over their shoes. See Crew Guards section for additional information.

Any part-time employee, who works 20 or more hours per week in a job classification that require SFC shoes for PPE, must be provided with a pair of SFC shoes. Follow the new-hire instructions above when enrolling these employees in the SFC Program. Part-time employees who work less than 16 hours per week must wear Crew Guards over their own shoes. See Crew Guards section for additional information.

Any short-term employee, anticipated to work less than 60 days in a job classification that requires SFC shoes for PPE, must wear Crew-Guards over their own shoes when conducting work at the University.

The process of providing SFC slip-resistant footwear to new hire / part-time employees should be completed within the first-three-months of employment. SFC will provide a foot-sizing guide and training for your department’s SFC Program Coordinator so that they can assist new-hire employees with the selection and proper sizing of SFC shoes. Departments should maintain a sufficient inventory of Crew Guards in various sizes to provide to new-hire and part-time employees, as outlined above. The cost of Crew Guards is covered by the UCOP-sponsored program.

NOTE: Although Crews Guards are slip-resistant and provide slip and fall protection, the SFC Warranty does not apply to persons wearing Crew Guards. Wearing Crew Guards in slippery environments decreases the opportunity of a slip / fall and reduces the University’s risk.

2I – Volunteers and Visitors
Volunteers are considered individuals who work on University premises for no pay but by permission within your department. Any individual that conducts volunteer work in a slippery environment, as described in Section 1A, must wear Crew Guards. The department should provide a pair of Crew Guards to each volunteer to wear over their personal shoes during their voluntary work at the University. The Crew Guards should remain the property of the department and volunteers should return the Crew Guards to the department at the conclusion of each shift of volunteer work. The cost of these Crew Guards is covered by the UCOP-sponsored program.

Any visitor to the department that must enter a slippery environment (Section 1A) is expected to wear Crew Guards during their visit. The department should provide a pair of Crew Guards to every visitor for the duration of their visit. Crew Guards should be surrendered to the department before the visitor leaves.

Program Administration

3A – UCOP Risk Services
UCOP Risk Services (OPRS) will provide system-wide program management and direction. This includes system-wide administration, funding, and payment processing. Program inquiries for OPRS should be addressed to UC-SAFETYSHOES-L@LISTSERV.UCOP.EDU. OPRS leads a committee of safety professionals from the Occupational Safety workgroup that provides program input.
3B – EH&S Shoes for Crews Liaisons

The Occupational Safety work group, formed and managed by UCOP EH&S, is comprised of safety professionals from every US location. Members of this workgroup are EH&S liaisons for the SFC program at every location. Names and contact information can be found in Appendix A of this document. The EH&S liaison at each location is a resource for departments participating in the SFC program. Each liaison works closely with OPRS and the Occupational Safety workgroup to develop specifications for personal protective equipment (PPE) based upon job classifications and the associated hazards. Questions regarding your location’s shoe program should be directed to your locations EH&S Liaison.

3C – Department Managers / Supervisors

Department managers and supervisors are expected to approve all shoes for their direct reports. Managers and supervisors should ensure that all SFC shoes worn by their employees are UC-approved (see approved shoe styles in Appendices B-D). Additionally, it is the manager’s and/or supervisor’s responsibility to ensure that their employees wear SFC footwear at all times during work hours. They must also ensure that the shoes are not worn or faulty and have not been worn more than 6 months since the date of purchase. Finally, supervisors and managers are responsible for immediately notifying OPRS of all employee incidences involving a slip and fall while wearing SFC footwear (see Section 4C for detailed instructions).

3D – Shoes for Crews Department Coordinator

Each participating department must assign a SFC department coordinator. The employee in this administrative role places the footwear orders and manages the returns and exchanges. The coordinator should also maintain all SFC program records including, but not limited to, packing slips, UPS labels, and individual styles and sizes. Department coordinators may order only UC-approved SFC styles through the UC ordering portal https://www.shoesforcrews.com/partnersites/corporateintranet/?id=204463.
Returns, Exchanges, Warranty, and Claim Information

4A - Returns and Exchanges

SFC offers a 60-day “Wear and Compare Guarantee” which allows employees to exchange their styles for any reason within 60 days, even if the shoes have been worn. SFC provides a prepaid UPS label and an exchange order form with every pair of shoes purchased. The label and form should always be saved in case a return or exchange is necessary. It is the responsibility of the department to order exchange shoes under the “Wear and Compare Guarantee”, using the prepaid UPS label and exchange form. The exchange form can also be completed online, using the ordering website. Once UPS scans the return label, the exchange pair of shoes is shipped from the warehouse. This allows the replacement pair of shoes to be delivered within 3 days. UCOP will not pay for a second pair of shoes if they are not exchanged within the 60-day period. If an employee must work without SFC shoes while awaiting an exchange pair of shoes to arrive, they must wear their own shoes with SFC Crew Guards during work hours until their new pair of SFC shoes arrives. See Crew Guards (Section 2E) for more information.

Additionally, SFC shoes have a 6-month warranty against manufacturer defects and failures. If a pair of SFC shoes has a justifiable manufacturer failure after 60 days but before the 6-month re-order period, contact Laurie Roloff, UC Shoes for Crews account representative at laurier@shoesforcrews.com with information about the failure and to order a replacement pair of shoes. Again, if employees must work without SFC shoes while awaiting an exchange pair of shoes to arrive, they must wear their own shoes with SFC Crew Guards during work hours until their new pair of SFC shoes arrives. See Crew Guards (Section 2E) for more information.

4B – Shoes for Crews Warranty

Shoes for Crews guarantees the slip-resistant properties of their shoes in work environments, as described in Section 1A. If a UC employee is injured by a slip / fall accident while wearing SFC shoes (as outlined in the warranty), Shoes for Crews will pay up to $10,000 toward the Workers’ Compensation claim resulting from the injury.

Acceptable hazards covered under warranty include, but are not limited to: oil, grease, water, liquefied fats and synthetic lubricants on even, indoor surfaces. The $10K Warranty does not cover slipping on solid obstacles on the floor (i.e., banana peels, vegetable matter, ice cubes, etc.), on ice-covered surfaces in freezers or coolers, or outdoors. The sole of the shoe must be in direct contact with the floor surface when the slip occurs. Please include detailed information about the work activities and the walking surface conditions at the time of the injury in your report. Click here for additional warranty information from Shoes for Crews.

4C – Filing a Claim with Shoes for Crews

If an employee is injured from a slip / fall while wearing SFC shoes, complete the Workers’ Compensation injury report using your campus reporting system. Additionally, the following information must be submitted by email to UCOP Risk Services at UC-SAFETYSHOES-L@LISTSERV.UCOP.EDU within 48 hours so that the UCOP Workers’ Compensation Manager can file the claim with Shoes for Crews in a timely manner.

1. Style # and name of the SFC shoes that the employee was wearing
2. Date the shoes were purchased
3. Incident Report and Workers’ Compensation Claim form (DWC1)
4. Claim # / Reference #
5. An electronic copy of the packing slip or email confirmation
6. The name and contact information of the injured worker’s manager/supervisor
7. Specific food particles or substance that caused the employee to slip
8. Working environment at the time of the slip / fall (freezer or sub-zero environment, kitchen, indoors, outdoors)
Appendices
## Appendix A

### Shoes for Crews EH&S Liaisons

<table>
<thead>
<tr>
<th>UC Location</th>
<th>Name</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANR</td>
<td>Mark Barros</td>
<td><a href="mailto:mbarros@ucdavis.edu">mbarros@ucdavis.edu</a></td>
</tr>
<tr>
<td>Berkeley</td>
<td>Alayna Parker</td>
<td><a href="mailto:aljoparker@berkeley.edu">aljoparker@berkeley.edu</a></td>
</tr>
<tr>
<td>Davis</td>
<td>Bob Wachter</td>
<td><a href="mailto:rawachter@ucdavis.edu">rawachter@ucdavis.edu</a></td>
</tr>
<tr>
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<td>Jason Barry</td>
<td><a href="mailto:jason.barry@ucdmc.ucdavis.edu">jason.barry@ucdmc.ucdavis.edu</a></td>
</tr>
<tr>
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</tr>
<tr>
<td>Irvine MC</td>
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<td><a href="mailto:caluagj@uci.edu">caluagj@uci.edu</a></td>
</tr>
<tr>
<td>Merced</td>
<td>Bill Collier</td>
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<tr>
<td>Los Angeles</td>
<td>Cindy Burt</td>
<td><a href="mailto:burt@ehs.ucla.edu">burt@ehs.ucla.edu</a></td>
</tr>
<tr>
<td></td>
<td>Mike Williams</td>
<td><a href="mailto:mwilliams@ehs.ucla.edu">mwilliams@ehs.ucla.edu</a></td>
</tr>
<tr>
<td>Los Angeles MC</td>
<td>Jennifer Mempin</td>
<td><a href="mailto:jmempin@mednet.ucla.edu">jmempin@mednet.ucla.edu</a></td>
</tr>
<tr>
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</tr>
<tr>
<td></td>
<td>Veronica Nelson</td>
<td><a href="mailto:veronica.nelson@ucop.edu">veronica.nelson@ucop.edu</a></td>
</tr>
<tr>
<td>Riverside</td>
<td>Beiwei Tu</td>
<td><a href="mailto:beiwei.tu@ucr.edu">beiwei.tu@ucr.edu</a></td>
</tr>
<tr>
<td>San Diego</td>
<td>Daphne Thaung</td>
<td><a href="mailto:dthaung@ucsd.edu">dthaung@ucsd.edu</a></td>
</tr>
<tr>
<td>San Diego MC</td>
<td>Rowena Cadacio</td>
<td><a href="mailto:rcadacio@ucsd.edu">rcadacio@ucsd.edu</a></td>
</tr>
<tr>
<td>San Francisco</td>
<td>Byron Hu</td>
<td><a href="mailto:byron.hu@ucsf.edu">byron.hu@ucsf.edu</a></td>
</tr>
<tr>
<td>San Francisco MC</td>
<td>Erin Andersen</td>
<td><a href="mailto:erin.andersen@ucsf.edu">erin.andersen@ucsf.edu</a></td>
</tr>
<tr>
<td>Santa Barbara</td>
<td>John Seaman</td>
<td><a href="mailto:john.seaman@ehs.ucsb.edu">john.seaman@ehs.ucsb.edu</a></td>
</tr>
<tr>
<td>Santa Cruz</td>
<td>Kitty Woldow</td>
<td><a href="mailto:kittyw@ucsc.edu">kittyw@ucsc.edu</a></td>
</tr>
<tr>
<td></td>
<td>Ryan Trumm</td>
<td><a href="mailto:rtrumm@ucsc.edu">rtrumm@ucsc.edu</a></td>
</tr>
</tbody>
</table>
Appendix D
Poster #3 Waterproof Boots

Bullfrog Pro – Soft Toe #5005
Material: 6 mm thick EVA/rubber blend
Color: Black
- 1½” high boot
- Waterproof
- Oil and fuel resistant
Sizes Available:
- Men’s 4-15 (whole sizes only)
- Women’s 6-17 (whole sizes only)
-½ sizes should round up, wide sizing not available

Bullfrog Pro – Composite Toe #5006
Material: 5 mm thick EVA/rubber blend
Color: Black
- Non-metallic safety toe
- Electrical Hazard (EH) Rated
- 12” high boot
- Waterproof
- Oil and fuel resistant
Sizes Available:
- Men’s 4-16 (whole sizes only)
- Women’s 6-18 (whole sizes only)
-½ sizes should round up, wide sizing not available

Guardian III – Soft Toe #2062
Material: Injection-molded PVC
Color: Black
- Electrical Hazard (EH) Rated
- 1½” high boot
- Waterproof
Sizes Available:
- Men’s 6-14 (whole sizes only)
- Women’s 6-16 (whole sizes only)
-½ sizes should round up, wide sizing not available

Guardian III – Steel Toe #2060
Material: Injection-molded PVC
Color: Black
- Electrical Hazard (EH) Rated
- 1½” high boot
- Waterproof
Sizes Available:
- Men’s 4-16 (whole sizes only)
- Women’s 6-18 (whole sizes only)
-½ sizes should round up, wide sizing not available
Appendix E

Application for Participation

Instructions

Please submit a completed application to UC-SAFETYSHOES-L@LISTSERV.UCOP.EDU for each new department or unit that is requesting participation in the Shoes for Crews program.

UC Location

__________________________

Department

__________________________

Unit or Location

__________________________

Shipping Address

__________________________

Please list the job titles of the employees you wish to enroll:

__________________________

Are these employees represented by a union? Yes☐ No☐

If so, which union? __________________________________________________________________________

Please list the specific job duties the above employees perform that present a slip and fall hazard:

__________________________

Briefly describe the slip and fall hazard(s):

__________________________

Please list the names and contact information of individuals who will approve shoe orders (i.e., supervisors, managers):

<table>
<thead>
<tr>
<th>First Name, Last Name</th>
<th>UC Email Address</th>
</tr>
</thead>
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</table>

Please list the names and contact information of individuals who will be coordinating the program and/or placing orders:

<table>
<thead>
<tr>
<th>First Name, Last Name</th>
<th>UC Email Address</th>
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</table>

Please submit this completed application to UC-SAFETYSHOES-L@LISTSERV.UCOP.EDU