



Diverse Facility Solutions

SAFETY OFFICER

HURT HEALTH REHABILITATION

DANGER COMPANY DOCTOR

SAFETY AT WORK PROTECTION REPORT CAUTION

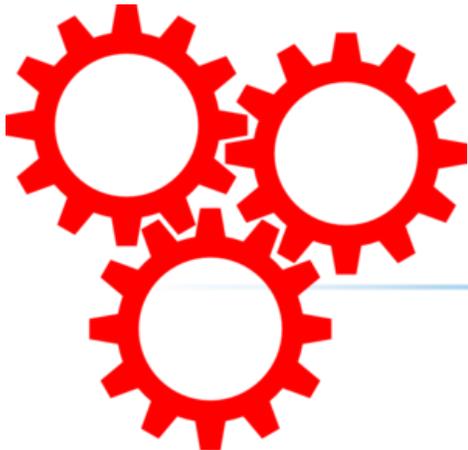
INJURY AND ILLNESS PREVENTION  
WORKPLACE SAFETY MANUAL

HEALTH PROTECTION

SAFETY RISK PREVENTION

INSTRUCT

HAZARDOUS MATERIAL



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## INTRODUCTION

The purpose and scope of this Injury and Illness Prevention Workplace Safety Manual is to provide employees and sub-contractors with a clear and concise explanation of the safety and operational requirements and responsibilities while working for or on behalf of Diverse Facility Solutions.



# HAZARD ASSESSMENT

## Health & Safety Hazards:

Workplace hazards exist in all occupations. A hazard is a condition, substance, behavior or practice with the potential to cause loss due to injury, illness or property damage. There are two major categories of hazards—health hazards and safety hazards. Workers should be familiar with the different types of hazards commonly found in their workplace and the ways of controlling them.

### Health Hazards

- *Chemical Hazards*: gases, vapors, dust, solvents, fumes, smoke, mists
- *Biological Hazards*: bacteria, viruses, blood borne pathogens, fungus and molds, and parasites
- *Physical Hazards*: noise, temperature, indoor air quality, and illumination (lighting)
- *Ergonomic Hazards*:
  - a. Excessive force - lifting, pushing, or pulling heavy loads
  - b. Repetitive movements - working on high paced production line
  - c. Awkward postures - bending, reaching, twisting
  - d. Duration - time a task is performed (continuous or over a prolonged period)

### Safety Hazards

- *Machine Hazards* - moving or hot parts, absence of guards, poor maintenance
- *Materials Handling*
- *Mechanical materials handling* - lifting, lowering, carrying, pulling, shoveling
- *Handling hazardous materials* - flammable, reactive and/or corrosive substances
- *Confined Space* - places not intended for human occupancy such as places with restricted entry or exit
- *Work practice hazards*, for example, working from heights
- *Poor housekeeping*, for example, improper storage, high stacking, grease on floor

## Hazard Assessment Procedure - Recognition, Evaluation & Control

### Hazard Recognition

Recognizing hazards is the first step in preventing illness, injury and property damage in the workplace. There are several ways to recognize hazards. They include:

- Workplace inspections
- Accident/incident investigation
- Material safety analysis
- Job safety analysis
- Observance of work processes
- Past experience

### *Hazard Evaluation*

Hazards are evaluated on the basis of risk. Risk is the potential loss to people, equipment, materials and environment. It is based on probability and severity. Probability is the likelihood the hazard will result in injury, illness or property damage. Severity, on the other hand, can be wide-ranging. For example, some hazards can result in a minor injury with no time lost from work and no property damage; other hazards can result in death of workers or destruction of an entire facility. As the probability and severity increase, there is a greater likelihood for loss to people, equipment, materials and environment.

### *Hazard Control*

There are several ways to control hazards; however, the order of preference is as follows:

1. Engineering controls (elimination, substitution, and isolation)
2. Administrative controls
3. Personal protective equipment (PPE)

Engineering controls are the first line of defense against hazards. Their advantage is they have built-in protective, which does not require continuous intervention.

There are three main types of engineering controls:

1. *Elimination* - completely removes the hazard. This is the optimal means of control. It is the most effective way of protecting workers and should always be considered as the first option in controlling a hazard.
2. *Substitution* - replaces the hazard with a less hazardous one, for example, replacing a toxic/flammable one. Substitution should be used only if elimination is not possible.
3. *Isolation* - Separates hazards from workers; for example, building an enclosure for the hazard or providing guarding to equipment.

**HAZARD ASSESSMENT FORM**  
(This form must be accessible to all employees at all times)

Position: \_\_\_\_\_ Employee Name: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

Hazards Identified: \_\_\_\_\_

\_\_\_\_\_

Employee Signature: \_\_\_\_\_

**Identify sources of hazards by looking for:**

1. Biohazard exposure
2. Chemical exposures - skin/eye irritant; inhalation
3. Foreign body in the eye (suitable eye protection)
4. Electrical hazards/ contact with energized equipment (frayed cords, exposure to water, properly grounded electrical outlets, etc.)
5. Slip & Trip hazards (cords, wet floors signs, proper footwear, etc.)
6. Strains & Sprains (manual lifting: proper positioning, request assistance if necessary)
7. Falls (aisles & walkways should be clear; stairwells uncluttered)
8. Containers (storage area and means of storage; properly labeled);
9. Hazardous supplies and materials (acids, caustics, toxic chemicals, etc.)
10. Housekeeping
11. Sources of harmful dust
12. Sources of falling objects or potential of dropping objects

**Hazard Ranking:**

A-Controls must be put in place before work commences

B-Controls must be put in place within two days

C-Controls must be put in place within one week

Rank: (A/B/C) \_\_\_\_\_

Recommended Controls: \_\_\_\_\_

Completed by: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date Completed: \_\_\_\_\_

Manager Name Printed: \_\_\_\_\_

# SAFE WORK PRACTICES

## Bloodborne Pathogen Procedures

### *General Information*

Bloodborne pathogens are disease-causing microorganisms that may be present in human blood and other body fluids. The three most commonly encountered bloodborne pathogens are hepatitis B virus (HBV), hepatitis C (HCV) and human immunodeficiency virus (HIV).

Bloodborne pathogens are transmitted when the pathogens from infectious body fluids enter the bloodstream through cuts or other breaks in the skin. They can also enter through mucus membranes. Bloodborne pathogens are not transmitted by casual contact.

This document is designed to give Diverse Facility Solutions employees the information they need to work safely with bloodborne pathogens. A copy of the Biohazard Spill Management Plan and Exposure Control Plan is located in your Facility Managers office.

### *Employees covered by this supplement*

This supplement applies to Diverse Facility Solutions employees who have the potential to come into contact with blood or Other Potentially Infectious Material (OPIM). These employees include:

Job Classification	Task/Procedure in jobs that may have occupational exposure
Custodians	Clean up of materials that may contain blood or OPIM

### *Exposure Control Plan*

Personal Protective Equipment (PPE)

The amount of personal protective equipment needed will depend upon the activity the employee is engaged in. Use the following table to determine what PPE is required to be worn.

Task/Procedure in jobs that may have occupational exposure	PPE requirements
Clean up of materials that may contain blood or OPIM	Disposable Gloves (Latex, or Nitrile), Face Mask, Splash Proof Face Shield, Shoe Covers, Biohazard Cleanup Kit
Handling waste that may contain blood or OPIM	Disposable Gloves (Latex, or Nitrile) *Splash Proof Safety Goggles *Splash Proof Face Shield

\* Needed when there is a potential for blood or OPIM to splatter, Squirt, or Spray

## General Rules

1. Treat all blood and OPIM as infectious.
2. Do not handle broken glass, needles, razor blades or other sharp objects with your hands. Use mechanical means such as a dustpan and broom.
3. Engineering controls should be used whenever possible. Engineering controls means controls (e.g., Biohazard waste container, sharps disposal containers, needleless systems and sharps with engineered sharps injury protection) that isolate or remove the bloodborne pathogens hazard from the workplace.
4. Wash hands immediately after removing gloves or contact with blood or OPIM.
5. Do not consume or store food or drinks in areas where blood or OPIM could be present.
6. Do not use cosmetics where blood or OPIM could be present.
7. Always follow safe work practices as outlined in the Biohazard Spill Management Plan and Exposure Control Plan.

**Although OSHA does not require non-medical custodial staff to be included in a bloodborne pathogen program, DFS believes that there is a potential for accidental exposure to BBPs. In addition to the general rules, custodial staff must:**

1. Wear PPE whenever exposed to possible contaminants.
2. Handle contaminated material as little as possible.
3. Properly dispose of the contaminated materials in the supplies Biohazardous Waste Containers.
4. Watch for sharp objects, broken glassware and used syringes when emptying trash.
5. Clean and decontaminate equipment and surface that had contact with infectious materials with a solution that properly disinfects the contaminated surface.

### *Exposure Incidents*

An exposure incident is when blood or OPIM comes in contact with the eye, mouth, mucous membrane, broken skin or parenteral (under the skin). In the event of an exposure the following procedures should be followed:

1. Immediately wash or rinse the exposed area for 10 to 15 minutes
2. Immediately following washing, seek medical attention by going to the assigned workplace clinic or hospital.
3. Notify your supervisor as soon as possible and provide detailed information about the incident.
4. The supervisor will attempt to identify the source individual.
5. If identified, the supervisor will attempt to notify the source individual of the exposure incident and obtain consent to collect blood to test for HIV/HBV/HDC infectivity.
6. Results of testing of the source individual will be made available to the exposed employee, but the applicable laws and regulations concerning disclosure of identity and infectivity of the source individual will be strictly followed.

7. The employee will be offered post-exposure prophylaxis in accordance with the current recommendations of the U.S. Public Health Service.
8. The employee will be given appropriate counseling concerning precautions to take during the period after the exposure incident. The employee will also be given information on what potential illness to be alert for and to report experiences to appropriate medical personnel.
9. If the employee denies follow-up care, they must sign a post-exposure evaluation and follow-up declination waiver.

### ***Evaluation of Exposure Incidents***

The employee's supervisor will investigate all exposure incidents. This will help prevent similar incidents for occurring in the future. The information gathered will include:

1. Employee name
2. Employee identification number
3. Date of incident
4. Occupation
5. Department
6. Building/Room where incident took place
7. A brief description of how the incident occurred including the task which was being performed as well as any PPE worn or utilized
8. Was a needle stick involved
9. Recommendations
10. Supervisor Name
11. Date Training

Training for all employees will be conducted prior to initial assignment to tasks where occupational exposure to bloodborne pathogens may occur. Management will schedule and conduct Bloodborne Pathogen Training. All employees must receive annual refresher training. Training will include all the requirements in the OSHA standard including an opportunity for questions and answers with the person conducting the training.

### ***Hepatitis B vaccine***

All DFS employees who have the potential for exposure to Bloodborne pathogens will be offered a vaccination for the Hepatitis B virus at no cost to them. Employees who initially decline the HBV vaccine, but later request to have it, may then receive the vaccine at no cost. Employees who decline the vaccine must sign a waiver, which states:

*"I understand that due to my occupational exposure to blood and other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me."*

## **Housekeeping**

Order and tidiness are important conditions for safety and satisfaction at work. Each individual employee is responsible for housekeeping at his or her own work area. Poor housekeeping can lead to accidents.

1. Exit routes must be kept clear at all times.
2. Catch any expected liquid spills in a suitable container and dispose of it, as per environmental regulations.
3. Always keep your work areas clean of excess debris.
4. All flammable waste or packing materials must immediately be removed and placed into designated containers.
5. Hoses or cables must never be routed across walkways, stairs, scaffolding, etc.
6. Tools and equipment that are not in use shall be returned to the tool stores or other designated storage area.

## **Tools & Equipment**

The employer is responsible to supply and maintain all tools and equipment in accordance with internal requirements, provincial acts, codes and regulations.

The employees are responsible to use all tools and equipment in accordance with the manufacturer instruction.

### ***Defective Tools and Equipment***

Properly maintained tools and equipment will last for a long time. However, if any such item is defective and present dangers DO NOT USE IT.

Be aware of such problems as the following:

1. Split or cracked handles
2. Ladders with weak or damaged supports
3. Cords with faulty cord ends or breaks in insulation

To ensure safe use of tools and equipment remember:

1. Never use defective tools/ equipment
2. Double check all tools/ equipment prior to use
3. Inform the proper person that the equipment or tool needs to be repaired or replaced

## Ladders

While using ladders, pay attention to the following:

1. Always secure ladders against movements before use.
2. Ladders must be secured at the top or footed at the bottom. Top attachment is preferred.
3. Ladders must be used at the correct angle, for every 4 ft. up, 1 ft. out from the horizontal.
4. Check condition of ladder, reject any with damage.
5. Do not block passageways.
6. When in position, the ladder should extend 1m (40 inches) above the intended landing point.
7. Do not work from the top steps from a ladder or a stepladder.
8. Do not overreach. Climb down and move the ladder to a new position.
9. A safety harness must be used when working on ladders at heights of 3.05m (10ft) or more, or client procedures.
10. A stepladder must only be used in a fully opened position with the spreader bars locked.
11. Aluminum, magnesium, other conductive metal ladders or wire reinforced
12. Wooden ladders shall not be permitted in battery rooms, or where the possibility exists of energized conductors or apparatus.

### *Use of Step Ladders*

As with all ladders, make sure that the ladder is in good condition, and is the right ladder for the task at hand.

1. Step ladders are to be used only on clean and even surfaces
2. No work is to be done from the top two steps of the step ladder counting the top platform as one rung
3. When in the open position ready for use, the incline of the front step section shall be one horizontal to six vertical
4. The step ladder is to be used only in the fully open position with the spreader bars locked
5. Tops of step ladders are not to be used as supports for scaffolds
6. Don't overreach while on a ladder. Climb down and move the ladder over to a new position
7. All ladders purchased and used shall be OSHA approved.

### *Extension Ladders*

1. Select a ladder that is long enough for the job. The top 2 rungs are not for standing. Also an extension ladder must have 3 rungs of overlap where the two pieces join.
2. The base of the ladder should be placed away from the vertical structure 4ft the height to be climbed
3. Always watch for overhead wires when standing or carrying a ladder.
4. Place the base of the ladder on a stable, balanced and non-slip surface.
5. Protect any finished surface from being marred by the top of the ladder.
6. Inspect the ladder before climbing. Make sure the rung locks are secure.
7. Never use a wooden ladder that has been painted or is cracked.

8. Use both hands when climbing a ladder. Take the necessary tools in a pouch or lower a rope to co-worker and pull them up to your work area.
9. Secure the top of the ladder and protect the bottom of the ladder as the job requires.
10. Never extend your reach. Relocate the position of the ladder

## **Manual Lifting**

### *Safe Lifting and Carrying*

1. Size up the load, if you think you need help, ask for it
2. Get good footing
3. Bend your knees, get a good grip on the object to be lifted
4. Keep your back straight, lift with your legs, keep the object being lifted close to your body
5. Keep your balance and don't twist to turn as you lift
6. Lift object in the direction of travel—no turning
7. To put the object down again, do not bend from the waist. Keep your back straight and your knees bent, keeping objects close to your body until placed in a secure position

## **Vehicle & Mobile Equipment**

1. Vehicle operators are responsible for the safe operation of the vehicle and enforcement of rules for the safety of other employees on or about the vehicles.
2. Only those employees specifically authorized and who possess a valid driver's license or permit for the equipment being used shall operate
3. Company-owned motor vehicles or personally owned vehicles on company business.
4. The driver shall know and obey all provincial and local motor vehicle laws applicable to the operation of their vehicle.
5. No driver shall operate a vehicle while his/her physical condition is such as to impair his/her normal judgment and ability.
6. A driver shall not permit unauthorized persons to drive, operate or ride in or on a company vehicle.
7. Where seat belts are provided they shall be used.
8. Employees shall not permit anyone to ride on the running boards or fenders of the vehicle. Passengers shall not stand in moving vehicles unless protection is provided against being thrown off balance.
9. Employees shall not jump on or off vehicles in motion.
10. Each driver shall be responsible for reporting to the proper authorities all unsafe conditions and mechanical defects in the vehicle he/she is driving.
11. Employees will walk around their vehicles prior to moving it.
12. Exercise care for the safety of pedestrians wherever they may be crossing.
13. Always observe the speed limits and adjust your speed to the conditions under which you are driving.
14. Under normal conditions, follow at a safe distance of at least two seconds to four seconds.
15. When parking your vehicle, always back into your parking stall.
16. Stay alert and attentive; stop driving when tired.

## Office Safety

Many accidents occur during ordinary office routine. Accident prevention for the office begins with the following guidelines:

1. Employees are responsible for keeping their individual works areas clean and orderly. Pick up items such as pencils or paper clips and wipe up any spilled liquids. —Good Housekeeping is the key to a safe office environment. Trips and falls are one of the most common types of office accidents.
2. Haste when walking between desks results in bruises and falls. Keep electrical cords, computer cables, and other tripping hazards out of aisles and open floor areas.
3. File drawers, desk drawers, and table drawers should be kept closed when not in use.
4. Never open more than one file drawer at a time because the file cabinet may fall forward.
5. Try to distribute the weight evenly in file cabinets. It is preferable to load the lower drawers first.
6. Make sure the chair you use is properly adjusted. When your feet are flat on the floor, your knees should be slightly above the seat.
7. Never use chairs, desks, or other office furniture as a makeshift ladder. Use a stepladder or step stool. Do not overreach and lose your balance.
8. Keep the blades of paper cutters closed when not in use.
9. Use a sponge or other wetting device for envelopes. Use rubber finger guards when working with stacks of paper.
10. Keep paper clips, thumbtacks, and pins in a safe place and keep razor blades and knives covered.
11. Be sure that all electrical cords are in good condition. If a machine gives you a shock or starts smoking, unplug it and report it to your management.
12. Keyboards for computers should be placed at a comfortable height. When sitting, this height is approximately even with your elbow when your arm is hanging freely.
13. Be very careful when lifting heavy objects such as large boxes of paper. Face the object being lifted, pull it close to your body, and lift in a slow steady motion using your legs.
14. When seated, do not reach to your rear to lift objects. Turn your chair to face the item or get out of the chair.
15. When working at video display terminals (VDT) for long periods of time, take five to ten minute breaks every few hours. This will help to reduce eye fatigue.
16. VDT's should be placed at a 90° angle to light sources.
17. Pregnant women should consult with their doctor about using a VDT during their pregnancy.
18. Office chemicals, e.g. copier chemicals etc., should only be used in areas with adequate ventilation to remove any fumes.

## Hot Water Extraction & Carpet Cleaning

### **Do:**

- Ensure that wet floor signs are placed in areas where it will be necessary to walk from wet carpet to floor, as this could be a slip and fall hazard
- Ensure that the cords and plugs on all equipment are in good condition
- Get help or use a dolly when lifting heavy furniture and/or equipment
- Know where the fire exits and fire extinguishers are in the building
- Ensure all chemicals and equipment are clearly marked
- Keep electrical cords out of aisles and open floor areas where they could pose a trip hazard

### **Don't:**

- Leave items on the stairs unattended
- Block fire lanes and exits when parking vehicle
- Leave door unsecured while working inside or outside the building
- Throw excess water on the ground if temperatures are freezing

## Floor Maintenance (Strip, Scrub, and Wax)

### **Do:**

- Wear proper non-slip footwear
- Wear rubber gloves and safety glasses when handling chemicals directly
- Advise staff in the building of possible slip and fall areas
- Know where the fire exits and extinguishers are located in the building
  
- Use caution tape and/or wet floor signs around all work areas especially stair wells
- Ensure all work areas are well lit
- Have someone assist you when lifting heavy equipment

### **Don't:**

- Use equipment with frayed cords or attachments that are in poor condition
- Leave objects unattended on stairs
- Block fire lanes and exits when parking
- Throw excess water on the ground if temperatures are freezing
- Remove wet floor signs before floors are completely dried

## Window Cleaning

### **Do:**

- Ensure that all containers are properly labeled
- Secure ladder properly prior to use
- Notify management when required to clean over 10ft to ensure the correct equipment is used
- Ensure all ladders are in good working condition

**Don't:**

- Leave equipment in open areas where it can pose a tripping hazard
- Block fire lanes and exits when parking
- Throw excess water on the ground if temperatures are freezing

## General Cleaning

**Do:**

- Ensure that all equipment and chemicals are properly labeled
- Ensure that all applicable MSDS are posted in janitors closets
- Know where the fire exits and extinguishers are located in the building
- Use well maintained equipment
- Wear the proper gloves and safety goggles when using harsh chemicals
- Keep electrical cords out of aisles and open floor areas where they could pose a trip hazard

**Don't:**

- Leave janitor's closets untidy and disorganized
- Leave bleach in washrooms or janitors closets (when mixed with other chemicals, i.e. bowl cleaners, it can produce a harmful gas)
- Remove wet floor signs before floors are completely dried
- Leave objects unattended on stairs
- Leave door unsecured while working inside or outside of the building
- Obstruct your view while moving equipment, supplies or trash

## Fire Extinguisher Safety

**Before a Fire Occurs:**

1. Always know your escape route
2. Be familiar with more than one way out of your work area.
3. Know the location of the emergency alarms.
4. Know the location of, and how to operate the fire extinguisher in your work area.
5. Ensure Emergency Response Procedures are followed.
6. Investigate immediately and thoroughly, ALL suspicious smoke and/or unfamiliar or questionable odors.

**Fire Extinguishers:**

1. Although the majority of fire extinguishers work with the same directions, there are exceptions. Read the instructions on your extinguisher for variation.
2. How to operate a Fire Extinguisher:

- **Pull** - Pull out the pin. Some units require releasing a lock latch, pressing a puncture lever or other motion.
- **Aim** - Aim the extinguisher nozzle at the base of the fire.
- **Squeeze** - Squeeze and press the handle
- **Sweep** - Sweep from side to side at the base of the fire. Watch for re- flash. Foam and water extinguishers require slightly different actions. Read the instruction.

Note: After extinguishing a fire, never turn you back. Back away until you are at a safe distance.

## **SAFE JOB PROCEDURES**

### **Lifting & Bending**

One of the most common causes of injury among workers involves lifting and bending. Back injuries and muscle strains/sprains can be greatly reduced by following these few simple steps:

1. Inspect the load and check overall conditions. Do not attempt to lift alone if the load appears too heavy or awkward.
2. Make certain of good balance - feet should be shoulder width apart with one foot beside and the other foot behind the article to be lifted.
3. Bend the knees: do not stoop. Keep the back straight, not vertical. There is difference. Tucking in the chin straightens the back.
4. Grip the load with the palms of your hands and your fingers. The palm grip is much more secured. With grip taken, tuck in the chin to make certain the back is straight.
5. Use body weight to start the load moving and then lift by pushing up with the legs, making full use of the strongest set of muscles.
6. Keep the arms and elbows close to the body when lifting.
7. Do not twist the body. To change direction, shift your foot position and turn your whole body.

# **RULES & DISCIPLINARY PROCEDURES**

## **Workplace Rules**

1. All employees and sub-contractors entering a work area shall wear proper personal protective equipment as needed.
2. Employees shall not adjust, alter or repair equipment unless properly trained and authorized.
3. Proper lifting techniques shall be used when manually lifting materials. Get help when necessary.
4. Obey all rules, posted signs and instructions.
5. Know the location of emergency equipment, fire extinguishers, fire hose, and first aid supplies.
6. Cell phones will only be operated with proper hands free attachments during driving.
7. Accidents, injuries and near misses regardless of their nature shall be promptly reported to Management.
8. Consuming or being in possession of alcohol or illegal drugs on company premises, or on any company job-site, is prohibited and will result in disciplinary action up to and including dismissal.
9. Fighting, horseplay, practical jokes or otherwise interfering with other workers is prohibited.
10. Theft, vandalism or any other abuse or misuse of company property is prohibited and is grounds for dismissal.
11. First aid treatment is to be obtained promptly for any injury, reported to Management and recorded.
12. All work shall be carried out in accordance with appropriate safe work practices following all appropriate rules and regulations. When in doubt, consult Management.
13. Only equipment that is in good repair in place shall be used.
14. Maintain good housekeeping in your work area.
15. Operate all vehicles and mobile equipment in accordance with site rules and highway regulations. Adjust your driving to weather and road conditions.
16. Smoking is prohibited except in designated areas

## **Disciplinary Guidelines**

In the operation of our safety program, non-compliance can result in near misses and serious accidents, which cause injury and property loss. The following guidelines are intended to provide compliance and incentive to work safely.

**The sequence of administering disciplinary procedures will be:**

### ***The steps of Disciplinary Action***

1. Tell employee the rule violated.
2. Discuss the purpose of the rule and the danger involved.

3. Complete Notice of Discipline form.
4. Advise the employee of the consequences of a further violation (termination of employment).

**The sequence of administering disciplinary procedures will be:**

1. Verbal Warnings
2. Written Warnings
3. (PIP) Final Warning
4. Suspension / Termination of Employment

**The following actions may result in immediate termination:**

1. Negligence resulting in major property damage and/or serious injury.
2. Deliberate violation of company safety policy.
3. Fraud, theft, or Criminal conviction.
4. Driving a vehicle or working on a job site while under the influence of alcohol or illegal drugs.
5. An accumulation of —Warnings.

**Disciplinary Action for Subcontractors:**

Subcontractor employees, with regards to safety, are to be treated as company employees. However the subcontractor has the primary responsibility of discipline.

## **PERSONAL PROTECTIVE EQUIPMENT**

### **Personal Protective Equipment (PPE) Policy**

1. It is the policy of this company to have all workers uses the proper PPE when and where required.
2. If an employee requires basic PPE for the job, the employees will purchase the basic PPE and the company will reimburse one half of the purchase price to the employee after 60 days of continuous employment (upon presentation of dated receipts).
3. All PPE used will be in good condition and maintained according to manufacturer's instructions.
4. All company supplied PPE will conform to the Occupational Health and Safety Act, Regulations and Codes of Practice.

NOTE: The safety information in this policy does not take precedence over the Occupational Health and Safety Act, Regulations and Codes of Practice. All employees should be familiar with the Occupational Health and Safety Act and Regulations.

## **MAINTENANCE**

### **Maintenance Program Policy**

It is the policy of this company to maintain all tools and equipment in a condition that will maximize the safety of all personnel.

To accomplish this, a Maintenance Program shall be maintained and shall include the following:

- Adherence to applicable regulation, standards, and manufacturers specifications
- Services of appropriately qualified maintenance personnel
- Scheduling and documentation of all maintenance work
- Faulty and/or defective equipment removed from service immediately and reported to supervisor

\*The safety information in this policy does not take precedence over Occupational health and Safety Act, Regulations and codes of Practice. All Employees should be familiar with the Occupational Health and Safety Act.

## **TRAINING**

### **Safety Training Policy**

The purpose of this policy is to ensure that all employees receive adequate safety training. The company will provide and ensure that all employees participate in the following safety training:

- Safety orientations for all new hires
- Job-specific training as required
- Safety meetings involving all employees will be held on a regular basis

### **Employee Rights**

#### **Right to Know:**

As an Employee, you have the right to know about any health or safety hazards present at your workplace. You also have the responsibility under the Occupational Health and Safety Act to do everything possible to protect yourself and fellow workers. Knowing requires active participation in the company's safety program.

#### **Right to Refuse:**

The Occupational Health and Safety Act give Employees the right to refuse work they believe to be unsafe. Employees not only have the right to refuse to perform unsafe work, they have the responsibility to do so. Every Employee is responsible to identify and report hazards in the workplace. If a hazard is of a serious nature and could cause an accident, then work must stop

until the hazard has been eliminated, controlled, or some sort of personal protection is in place. If an Employee ignores or fails to report a known hazard, then a safety violation has occurred and disciplinary action shall be taken.

### **Right to Make Complaint:**

The Occupational Health and Safety Act gives Employees the right to make complaint to the Department of Labor against an employer or union who has taken, or threatened to take, discriminatory action against an employee who has acted in compliance with the Act.

### **The proper procedure to refuse unsafe work is as follows:**

1. Report the hazard to management and work with him/her to correct the problem.
2. If management disagrees with you regarding the safety of the situation, he/she will explain why and advise you to return to work.
3. If you do not agree with management's opinion, the matter will be referred to the Worker Health & Safety Designate for investigation.
4. When the employee disagrees with management's or the Worker Health & Safety Designates' decision, the employee has the right to contact the Department of Labor.

When an employee has refused to do a job he/she believes to be unsafe, that job may be assigned to another worker if the employee is told:

1. That another worker has refused to do the job.
2. Why that worker has refused to do the job.
3. That he/she also has the right to refuse.

### **Employee Responsibilities**

All company employees are responsible for the following:

1. Carry out all aspects of the company's safety program, including understanding and committing to the philosophy of a safe work environment.
2. Follow security measures, which apply to your work. Never start any work that you do not understand or know. Advise management accordingly, in order to obtain the appropriate information and/or training.
3. Ensure personal protective equipment is utilized and maintained according to your training and Occupational Health & Safety Act and Regulations.
4. Immediately report all accidents/incidents to management, no matter the severity, so an accident report can be completed.
5. Report all near misses (close calls) to management.
6. All employees must act with reasonable precautions in carrying out any duty, to protect themselves, fellow employees, company property and the environment from loss or injury.

**WORK SITE SAFETY INSPECTION**  
(To be completed by Management each quarter)

**Location:** \_\_\_\_\_

**Report Date:** \_\_\_\_\_ **Report Time:** \_\_\_\_\_

**Inspected By:** \_\_\_\_\_

**Items to watch for:**

- |                               |                                |
|-------------------------------|--------------------------------|
| Aisles, work surfaces         | PPE (gloves, etc.)             |
| Stairwells, floors            | Proper lifting                 |
| Containers                    | Safe work practices            |
| Vehicles                      | Safety training                |
| Warning signs, labels         | Sanitation                     |
| First Aid, contents, training | Smoking                        |
| Labels, storage containers    | Storage facilities, areas      |
| Housekeeping                  | Toxic material storage, labels |
| Job procedures                | Electrical wiring, cords       |
| Ladders                       | Exits                          |
| Maintenance                   | Fire protection equipment      |
| Safety signs                  |                                |

**Hazard Ranking:**

- A - Controls must be put in place before work commences
- B - Controls must be put in place within two days
- C - Controls must be put in place within one week

**Hazard Ranking:** \_\_\_\_\_

**Description:** \_\_\_\_\_

**Action Taken:** \_\_\_\_\_

**Date Action Was Completed:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

# **ACCIDENT/ INCIDENT REPORTS**

## **Reporting of Accidents/Incidents**

It is a general principal that all injuries and loss-causing incidents can be and should be prevented. Therefore, all accidents and incidents must be reported and investigated.

Remember that the difference between a near miss and a fatality may only be a split second or a fraction of an inch. The investigation of any incident should, therefore, be proportionate with the degree of loss potential.

## **Responsibilities**

The worker is responsible for notifying his/her management immediately of any accident or incident, no matter how minor. The scene of the accident must not be disturbed, except for emergency purposes.

Medical attention must be obtained for injuries. Injured personnel are not allowed to leave the job site before their Management has been consulted, except when transferred to a hospital in an emergency.

In case of a serious accidents or incidents, senior management must be notified immediately.

### **INJURED WORKERS**

1. Get first aid, if necessary.
2. Report the injury/incident before leaving the workplace (if possible) to Management.
3. Seek timely medical treatment and advise doctor you were hurt on the job.
4. Bring the Doctor's Report back to your employer as soon as possible (within 48 hours).

### **EMPLOYER**

1. Transport injured worker to appropriate medical care.
2. Complete a First Report of Accident or Illness (Form DFS-14) and submit it to Human Resources (within 24 hours).
3. Complete an Employer Incident Report Form and keep it at the workplace.
4. Determine the cause of injury and take action to prevent further injuries.
5. Work with injured worker to develop an Early and Safe Return-to-Work plan and submit to Human Resources (within three days of receiving the Doctor's Report).

# **RETURN-TO-WORK**

## **Return-to-Work Policy**

Diverse Facility Solutions is committed to assisting workers who have been injured on the job to return to work in a timely and safe manner.

The company will fulfill this commitment by contacting the worker as soon as possible after the injury and offering employment that is consistent with the workers' functional abilities. Job options will be identified and offered using the Occupational and Safety and Health Act.

All members of the organization including supervisors, and co-workers are responsible for actively participating and cooperating in the return-to-work process when required. Where necessary the company will seek input and advice from other parties involved in the RTW process including the Workplace Health Safety and Compensation Commission and external health care providers.

Any personal information received or collected that can lead to the identification of an injured worker will be held in the strictest confidence. Information of a personal nature will be released only if required by law with the approval of the worker who will specify the nature of the information to be released and to whom it can be released.

This statement will be reviewed at least annually and may be updated or changed as required.

## **ENVIRONMENTAL**

### **Environmental Policy**

Diverse Facility Solutions is committed to protecting human health and the environment through regulatory compliance and the continuous review of our operations. We intend to meet this commitment through the application of the following principles:

1. Introduction of environmental requirements as an integral part of our business operations
2. Minimization of health hazards,
3. Evaluation and assessment of our operations to provide environmental protection
4. Assessment of potential environmental risks,
5. Evaluation and monitoring of our environmental performance to applicable standards,
6. Providing education and training,
7. Maintaining an effective communication and reporting system.

## **WORKPLACE HAZARDOUS MATERIALS**

### **Working with Hazardous Materials**

1. Wear the necessary protective clothing
2. Make yourself aware of the Hazardous Materials present. Read and understand the Materials Safety Data Sheets (MSDS) on the products.
3. Isolate the hazardous materials from the direct work area.

4. If the products are highly flammable or explosive, make sure that the tools or equipment being used will not cause any sparking.
5. Ensure area is well ventilated.

## **Marking**

A container of a chemical substance shall always be labeled in accordance with OSHA regulations. Containers must be marked with supplier labels prior to shipment to the work site. If a hazardous substance is transferred to a portable container at the site, a workplace label must be fitted.

The labels shall always identify the substance and give appropriate warning of the associated physical and health hazards.

## **Handling**

This practice applies to material stored at a jobsite. The main objective is to store and handle all materials in such a manner that it does not pose a threat to injury or to property damage.

1. Following instructions on all packaging labels i.e. Fragile, This Side Up, as well as any hazardous data information
2. Never store materials in such a manner to block walkways or exits
3. Do not stack materials high enough that it is unstable
4. Store materials in dry locations
5. When Material Safety Data Sheets are applicable, make copies available in the stored areas
6. When material is returned to a storage area, check with management if you are unsure of the proper location
7. When possible, leave all labels facing forward

## **Storage of Substances**

Cleaning chemicals are used every day in the janitorial service. Special care must be taken to protect the worker from hazards, which may be created from the use of these liquids. Wherever possible, cleaning products should be non-toxic and environmentally friendly.

Management must be aware of all chemical solutions that are used on the job. He/she shall be sure that all workers who use these materials have been instructed in their proper use and any hazard that they pose.

The following instructions or rules apply when chemicals are used:

- Use nontoxic solvents for general cleaning
- Store chemicals in special storage areas
- Check toxic hazard of all chemicals before use
- Provide adequate ventilation where all solvents are being used
- Use goggles or face shield to protect the face and eyes from splashes or sprays

- Use rubber gloves to protect the hands
- Wear protective clothing to prevent contamination of worker's clothes
- When breathing hazard exists, use the appropriate respiratory protection
- Never leave solvents in open tubs or trays—return them to their proper container
- Use proper containers for storage and transportation
- Where chemicals are controlled products, ensure that all employees using or in the vicinity of use are trained in the Workplace Hazardous Materials Information System. Ensure all OSHA requirements are met

## **EMERGENCY PROCEDURES**

### **Purpose**

The Emergency Preparedness Plan is an effective system that describes to all employees what procedures they are to follow in case of an emergency. In the unfortunate event of an accident, the company strives to ensure that the injured individual(s) receive the medical attention they require as soon as possible. The implementation of the Emergency Preparedness Plan is a means to inform employees of what to do in the event of an emergency.

### **Emergency Situation Procedures**

Below is a list of potential dangers that exist within the work capacity of the company and guidelines to follow in the event of such emergencies.

#### ***Electrocution:***

If an employee suffers from electrocution, the first step is to shut off the power supply, if possible, and to ensure that all other employees are a safe distance away from the hazard. The First Aid certified individuals are to aid the employee in any means possible, while another person calls for the ambulance.

#### ***Cuts:***

In the event of a severe cut or abrasion, First Aid treatment is to be provided immediately to attempt to stop the bleeding. If the employee is deemed okay for travel and a hospital is in the vicinity, a fellow employee may transport the injured employee to the emergency room. Alternatively, an ambulance will be requested immediately by calling 911 and First Aid will be provided until the arrival of the paramedics.

#### ***Falls:***

Another potential hazard is suffering a fall from a high elevation. If an employee does fall, an ambulance is to be called immediately, and the employee is to be kept stationary until the paramedics arrive. The employees trained in First Aid are to assist in any means possible, ensuring that the injured employee is kept warm and comfortable.

### **Fire:**

When a fire breaks out in a building, everyone must be evacuated from the building immediately. Normal exits may be blocked; therefore, it is compulsory that emergency exits exist and those employees are aware of their location. Doors and windows should be closed when escaping a fire; failure to do so may cause air drafts that will fan the fire.

Once everyone is out of the building, call the fire department. Give your name, address and the exact location of the fire. Have the person you're talking to repeat your instructions. Never allow anyone to re-enter a burning building!

\*A:B:C dry chemical extinguishers that are exposed to sub-zero temperatures for prolonged periods of time may freeze. Special cartridge activated extinguishers should be used for sub-zero applications.

### **Fire Safe Rules**

- Never permit smoking near any flammable material.
- Never refuel engines inside a building or while the engine is hot or running.
- All electrical installations, wiring, etc. should be inspected and approved by the proper authority.
- Fuel should never be stored inside a building.
- Have your local fire department check your operation regularly.
- Avoid clutter of flammable materials.
- Maintain and inspect all heating systems.

Fire, emergency and first aid phone numbers must be posted at all sites in close proximity to telephone. In the case of an emergency on the job site, notify your supervisor at once and contain the emergency to the best of your ability without endangering yourself or fellow workers.

\*Remember when you are at a jobsite to familiarize yourself with exits, telephone and fire extinguishers location.

## **POLICY RESPONSIBILITIES**

### **Safety Policy**

The personal safety and health of each employee of the company are of primary importance. The prevention of occupationally induced injuries and illnesses is of such consequence that it will be given priority over operative productivity where necessary. To the greatest degree possible, management will provide all mechanical and physical facilities required for personal safety and health in keeping with the highest standards.

We will maintain a safety and health program conforming to the best practices of organizations of this type. To be successful, such a program must start with proper attitudes toward injury and illness prevention on the part of both supervisors and employees. We are committed to cooperating with the Workplace Health & Safety Designate in carrying out their responsibility for occupational health and safety. Only through such a cooperative effort can a safety program be established and preserved in the best interest.

Our objective is a safety and health program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experience of operations similar to ours. Our goal is zero accidents and injuries.

#### ***Our safety and health program will involve:***

1. Providing mechanical and physical safeguards to the maximum extent possible.
2. Conducting a program of safety and health inspections to find and eliminate unsafe working conditions and practices, to control health hazards, and to comply fully with the safety and health standards for every job.
3. Training for employees in good safety and health practices.
4. Providing necessary personal protective equipment and instruction for its use and care.
5. Developing and enforcing safety and health rules and requiring that employees cooperate with these rules as a condition of employment.
6. Investigating every accident/incident, promptly and thoroughly to find out what caused it and to correct the problem so that it won't happen again.
7. We operate within the philosophy of an Internal Responsibility System and recognize that the responsibilities for safety and health are shared.
8. The employer accepts the responsibility for leadership of the safety and health program, for its effectiveness and improvement, and for providing the safeguards required to ensure safe conditions.
9. The Workplace Health & Safety Designate is responsible for identifying unhealthy or unsafe aspects of the workplace through participation in inspections or investigations, promoting health and safety education programs, and by developing recommendations and maintaining records.
10. Supervisors are responsible for developing the proper attitudes toward safety and health in themselves and in those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved.
11. Employees are responsible for wholehearted, genuine cooperation with all aspects of the safety and health program, including compliance with all rules and regulations, and for continually practicing safety while performing their duties.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

Position: \_\_\_\_\_

## **SUB-CONTRACTORS POLICY**

All sub-contractors are required to carefully read this Injury and Illness Prevention Workplace Safety Manual and review with their employees, who will be performing work for or on behalf of Diverse Facility Solutions, the sections of the manual that are applicable to the work they will be performing.

Sub-contractors are responsible for ensuring that their employees comply with all applicable health and safety as well as environmental legislation and regulations.

It is the sub-contractor's responsibility to ensure that their employees are trained and knowledgeable in the WHMIS regulation, as required under NL OH&S Act/Regulations, and that all work performed complies with WHMIS regulations. Material Safety Data Sheets (MSDS) for all controlled products must be available on the worksite.

The sub-contractor shall conduct, or have a competent person, conduct semi- annual inspections of the worksite. A record of the inspections shall be kept and, upon request, these records shall be forwarded to Diverse Facility Solutions

Sub-contractors will provide documentation to Diverse Facility Solutions, upon request, to verify compliance with this policy, and the Occupational Health and Safety Act and Regulations.

Acknowledged By: \_\_\_\_\_

Sub-contractor: \_\_\_\_\_

Company Name: \_\_\_\_\_

Date: \_\_\_\_\_