OOSTERHOF ELECTRICAL SERVICES HEALTH AND SAFETY MANUAL

2012 EDITION



OOSTERHOF ELECTRICAL SERVICES LTD.

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We wish to welcome you to **Oosterhof Electrical Services Ltd.**, and hope that you will enjoy working for our company.

Our objective is to offer our customers the best service possible, while maintaining a safe working environment for all of our employees. To accomplish this, it is required that every employee follow the rules and regulations of this company, and the companies for which we work. By doing so, this reduces the probability of accidents occurring, and increases efficiency.

To maintain a "Safety Conscious" environment, everyone on staff must work as a team. Work and safety related educational programs will be offered throughout the upcoming year. Employees are encouraged to share their knowledge with others to help us achieve our ultimate goal.

Please feel free to contact our office if you have any concerns, or comments regarding our policies.

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Gary Oosterhof, Owner	

Sincerely.

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These policies apply to all managers, supervisors, employees, agents and subcontractors in our employ or under contract with our firm.

SECTION 1 HEALTH AND SAFETY POLICY STATEMENT

Management of Oosterhof Electrical Services Limited is vitally interested in the health and safety of all their employees. Protection of employees from injury or occupational disease is a major continuing objective. Oosterhof Electrical Services will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

Oosterhof Electrical Services, as employers, are ultimately responsible for worker health and safety. As President of Oosterhof Electrical Services, I give my personal promise that we will operate according to the Ontario Health and Safety Act (OHSA) and that every reasonable precaution will be taken for the protection of workers.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment of safe and that workers work in compliance with the established safe work practices of the OHSA.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company and the OHSA. Workers must receive adequate training in their specific work tasks to protect their health and safety and must wear the prescribed personal protective equipment as required.

Oosterhof Electrical Services will make every effort to encourage cooperation with unions and subcontractors in order to meet or exceed the employer's health and safety requirements.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the President to the workers.

Signed	<u>:</u>
J	Gary Oosterhof
	President of Oosterhof Flectrical Services Ltd.

SECTION 2 DEFINITIONS

PPE – Personal protective equipment

MOL – Ministry of Labour

IHSA – Infrastructure Health and Safety Association

OHSA – Occupational Health and Safety Act

WSIB – Workplace Safety and Insurance Board

MSDS – Material Safety Data Sheet

LOTO – Lock out tag out

Worker – A person who performs work or supplies services for monetary compensation

Supervisor – A person who has charge of a workplace or authority over a worker

Employer – A person who employs one or more workers or contracts for the services of one or more workers

Competent Person – A person who is qualified because of knowledge, training and experience to organize the work and its performance, is familiar with the Occupational Health and Safety Act and the regulations that apply to the work, and has knowledge of any potential or actual danger to health safety in the workplace.

SECTION 3 RESPONSIBILITIES

Employer Health and Safety Responsibilities

Under the Occupational Health and Safety Act (OHSA), key responsibilities of Oosterhof Electrical Services Ltd. include:

- 1. Providing equipment, materials and protective devices (e.g., guards on machines, safety harnesses, eye wash stations, gloves, etc.)
- 2. Providing equipment, materials and protective devices that are maintained in good condition.
- 3. Ensuring equipment, materials and protective devices are used properly and in a safe manner.
- 4. Providing information, instruction and supervision to employees to protect the health and safety of the employee.
- Appointing competent supervisors. (Competence is based on supervisor's knowledge, training and experience to organize the work and its performance; supervisor is familiar with the OHSA and regulations that apply to the work, and has knowledge of any potential or actual danger to health or safety in the workplace.)
- 6. Providing (upon request), in a medical emergency, information in the possession of the employer, including confidential business information to a legally qualified medical practitioner, and to such other persons as may be required by law.
- 7. Acquainting an employee or a person in authority over an employee with any hazard in the workplace and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent.
- 8. Affording assistance and co-operation to the health and safety representative in the carrying out of any of their functions.
- 9. Only employing a worker over the prescribed age.
- 10. Not knowingly permitting anyone under the prescribed age in or about the workplace.
- 11. Taking every precaution reasonable in the circumstances for the protection of an employee.
- 12. Providing to the health and safety representative, the results of a report respecting occupational health and safety that is in the employer's possession and, if that report is in writing, a copy of the portions of the report that concern occupational health and safety. The employer must also advise employees of the results of a report and, if the report is in writing, make available to them on request copies of the portions of the report that concern occupational health and safety.
- 13. Responding in writing, within 21 days, to any health and safety recommendations submitted by the health and safety representative.

- 14. Posting a copy of the *Occupational Health and Safety Act* and pertinent regulations in an accessible workplace location.
- 15. Posting, reviewing and re-posting annually, a copy of the Oosterhof Electrical Services Ltd. health and safety policy in an accessible workplace location.
- 16. Developing and maintaining a health and safety program to implement Oosterhof Electrical Services' health and safety policy.

Supervisor Health and Safety Responsibilities

Under OHSA, supervisors/managers are required to ensure that:

- 1. Employees work in the manner and with the protective devices, measures and procedures required by the *OHSA* and regulations (e.g. fall-arrest systems, confining hair, jewelry or loose clothing around moving machine parts, etc.)
- 2. Employees use or wear the equipment, protective devices or clothing that Oosterhof Electrical Services Ltd. requires to be used or worn.
- 3. Employees are advised of the existence of any potential or actual danger to the health or safety of which the supervisor is aware.
- 4. Employees are provided with written instructions as to the measures and procedures to be taken for their protection.
- 5. Every precaution reasonable in the circumstances is taken for the protection of an employee.
- 6. Develop and demonstrate a positive "health and safety" attitude and working climate.
- 7. Be interested in and involved with the organization's health and safety performance.
- 8. Uphold safety rules and procedures and support enforcement including disciplinary action.
- 9. Develop a working relationship with JHSC members/ health and safety representative and support their role.
- 10. Make every reasonable attempt to resolve the health and safety concern of employees.
- 11. Ensure training of employees in safe work practices and job safety requirements associated with a particular job process and provide written instructions where appropriate.
- 12. Correct unsafe acts and unsafe conditions.
- 13. Report and investigate all incidents and injuries to employees and guests and any property damage or loss of process.
- 14. Ensure that a maintenance program for any equipment and machinery in the workplace is carried out.
- 15. Implement emergency plans when necessary and ensure that employees have been properly trained to comply.
- 16. Inform superiors of any known occupational health and safety concerns.
- 17. Regularly evaluate employee performance and provide periodic feedback with respect to health and safety.

Worker Health and Safety Responsibilities

Under OHSA, worker responsibilities include the following:

- 1. Working in compliance with the provisions of the *OHSA*, regulations, and internal policies and procedures.
- 2. Using or wearing the equipment, protective devices or clothing that Oosterhof Electrical Services Ltd. requires to be used or worn.
- Reporting to his/her supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger him/herself or another worker.
- 4. Reporting to his/her supervisor any contravention of the *OHSA*, regulations, Oosterhof Electrical Services Ltd. policies and procedures.
- 5. Reporting to his/her supervisor the existence of any hazard of which he/she is aware.
- 6. Not removing or making ineffective any protective device without providing an adequate temporary protective device. Replacing immediately the original protective device when the work is completed.
- 7. Not using or operating any equipment, machine, device or thing or working in any manner that may endanger him/herself or another worker.
- 8. Not engaging in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- 9. Know, understand and implement safe work practices and procedures.
- 10. Know, understand and employ established rules and procedures for handling materials, equipment and processes (report unlabelled containers, use proper lifting techniques, etc.)
- 11. Request replacement for worn out or defective equipment.
- 12. Use all safety devices provided, ensuring optimum condition of devices and reporting any defects immediately to a supervisor.
- 13. Use equipment and materials only in the manner intended.
- 14. Use only equipment which the worker has been trained to operate safely.
- 15. Carry out repairs, alterations and processing changes only when authorized.
- 16. Report all injuries, incidents and unusual conditions immediately to supervisor.
- 17. Inspect work area daily and reporting any hazards immediately to supervisor.

SECTION 4 ARC FLASH

Arc flash is the explosive release of energy when electrical current jumps the distance from one conductor to another, or when it jumps from a conductor to ground. That jump is called an "arc." "Flash" refers to the release of light and heat energy. In construction, arc flash can be deadly. It can happen anywhere you find electrical equipment or conductors.

The results of being in close proximity to an arc flash can include: Burns, blast projectiles, electrocution, dangerous levels of noise, and vapourized metal. All precautions must be taken to avoid injury due to an arc flash, and these should include:

- 1. When possible, work on de-energized equipment.
- 2. Wear appropriate personal protective equipment and clothing.
- 3. Keep your body as far away as possible from the hazard.
- 4. Stand to the side when opening electrical-box doors.

The following chart defines the required PPE for these hazard categories: (Hazard Risk Category level is determined by the minimum amount of calories per square centimeter a treated garment must pass through with a 50% probability of a 2nd or 3rd degree burn occurring, thus the protective level of the treated clothing.)

Hazard Category	Clothing Description	Minimum APTV Rating Cal/cm ²	Required Garments	Required Protective Equipment
0	Nonmelting or untreated Natural Fiber at least 4.5 oz/yd2 ²	0	Shirt (long sleeve) Pants (long)	Safety glasses, hearing protection, heavy duty leather gloves
1	Arc-Rated Clothing	4	Shirt (long sleeve), pants (long), Flash suit hood or faceshield	Hard Hat, safety glasses, hearing protection, heavy duty leather gloves, leather work shoes
2	Arc-Rated Clothing	8	Shirt (long sleeve), pants (long), Flash suit hood, faceshield and balaclava	Hard Hat, safety glasses, hearing protection, heavy duty leather gloves, leather work shoes
3	Arc-Rated Clothing System	25	Shirt (long sleeve), pants (long), Flash suit hood – jacket - pants, gloves, faceshield and balaclava	Hard Hat, safety glasses, hearing protection, heavy duty leather gloves, leather work shoes
4	Arc-Rated Clothing System	40	Shirt (long sleeve), pants (long), Flash suit hood – jacket - pants, gloves, faceshield and balaclava	Hard Hat, safety glasses, hearing protection, heavy duty leather gloves, leather work shoes

From: NFPA 70E - Table 130.7

Task (Assumes Equipment Is Energized, and Work Is Done Within the Flash Protection Boundary)	Hazard Risk Category
Panelboards rated 240 V and below	
Circuit breaker or fused switch operation with covers on	0
CB or fused switch operation with covers off	0
Opening hinged covers (to expose bare, energized parts)	0
CB or fused switch operation with covers on	0
Work on energized parts, including voltage testing	1
Remove/install CBs or fused switches	1
Removal of bolted covers (to expose bare, energized parts)	1

Panelboards or Switchboards rated >240 V and up to 600 V	
CB or fused switch operation with covers off	1
Work on energized parts, including voltage testing	2
600 V Class Motor Control Centers (MCCs)	
CB or fused switch or starter operation with enclosure doors closed	0
Reading a panel meter while operating a meter switch	0
CB or fused switch or starter operation with enclosure doors open	1
Work on energized parts, including voltage testing	2
Work on control circuits with energized parts 120 V or below 0	0
Work on control circuits with energized parts >120 V, exposed	2
Insertion or removal of individual starter "buckets" from MCC	3
Application of safety grounds, after voltage test	2
Removal of bolted covers (to expose bare, energized parts)	2
Opening hinged covers (to expose bare, energized parts)	1
600 V Class Switchgear	
CB or fused switch operation with enclosure doors closed	0
Reading a panel meter while operating a meter switch	0
CB or fused switch operation with enclosure doors open	1
Work on energized parts, including voltage testing	2
Work on control circuits with energized parts 120 V or below, exposed	0
Work on control circuits with energized parts >120 V, exposed	2
Insertion or removal (racking) of CBs from cubicles, doors open	3
Insertion or removal (racking) of CBs from cubicles, doors closed	2
Application of safety grounds, after voltage test	2
Removal of bolted covers (to expose bare, energized parts)	3
Opening hinged covers (to expose bare, energized parts)	2
Other 600 V Class (277 V through 600 V, Nominal)	
Lighting or small power transformers (600 V, maximum) — — —	
Removal of bolted covers (to expose bare, energized parts)	2
Opening hinged covers (to expose bare, energized parts)	1
Work on energized parts, including voltage testing	2
Application of safety grounds, after voltage test	2
Revenue meters (kW-hour, at primary voltage and current) — — —	
Insertion or removal	2
Cable trough or tray cover removal or installation	1
Miscellaneous equipment cover removal or installation	1
Work on energized parts, including voltage testing	2
V V V V V V V V V V V V V V V V V V V	

SECTION 5 LIVE WORK

First and foremost, our company policy is NOT to work live.

The following are the only circumstances when working on or near exposed energized parts of electrical equipment is permitted, according to Section 191 of the Construction Regulation (Ontario Regulation 213/91):

- 1. When diagnostic testing needs to be carried out;
- When it is not reasonably possible to disconnect the equipment, installation, or conductor from the power supply before working on or near the exposed energized parts; or,
- 3. When the equipment, installation, or conductor is rated at 600 volts or less, and if disconnecting the power would create a greater hazard to a worker than proceeding without disconnecting it.

In those situations where working on or near energized equipment is permitted, the employer will protect workers by ensuring steps such as the following are taken:

- 1. Conducting an assessment to identify the hazards;
- 2. Determining and implementing measures and procedures to protect the worker from the hazards;
- 3. Ensuring that workers have adequate training to carry out those measures and procedures; and,
- 4. Ensuring that workers have the required personal protective equipment (PPE) and adequate training to use it.

In those situations where working on or near energized equipment is permitted, workers are required to:

- 1. Wear the appropriate PPE.
- 2. Use fused leads when testing circuits or equipment with a meter.
- 3. Restrict access to exposed live circuits with all means available.
- 4. De-energize exposed live circuits as soon as is practicable.

SECTION 6 PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment is required in order to prevent or reduce the risk of injury to the employee as they perform their duties.

Oosterhof Electrical Services (OES) require any employees performing electrical and/or construction work either on a jobsite or in the shop to wear the necessary PPE as prescribed by the Ontario Health and Safety Act (OHSA). Supervisors are required to ensure workers are instructed in the care and use of their PPE.

Employees will be expected to:

- 1. Wear a CSA standard safety boot and hard hat on all construction, commercial and industrial worksites. In residential settings, the employee shall either cover his boots with a bootcover or use a clean, alternate boot/shoe.
- 2. Wear safety glasses when drilling cement and floor joists, nailing into concrete, installing pot lights overhead or in any renovation work involving tearing down walls/stripping wire, fishing in wires, and tying in panels.
- 3. Wear appropriate protection such as gloves or face masks when there is a risk of a noxious substance present, a potential for an object to puncture, cut or injure the skin or when dealing with extreme heat.
- 4. Wear the appropriate Fall Arrest equipment when a job requires the feet to be 10' above ground. When tying off is not possible, a lift will need to be employed and the fall arrest equipment will still be required to be worn. Working above open water will require the worker to wear a life jacket.

When working on a house roof, an employee must be tied off to an approved, rated rope that is tied off on the other side of the house.

5. Wear reflective safety vests when controlling or working around traffic situations.

The Employer will furnish employees with all necessary personal protective equipment except for safety work boots. This includes for the following safety equipment:

- √ helmets.
- ✓ safety glasses,
- ✓ gloves,
- ✓ safety masks,
- √ fall arrest equipment
- ✓ safety vests,
- ✓ ear plugs, and
- ✓ a first aid kit

Said equipment shall remain the property of the Employer. All PPE will be tested for wear and tear and expiration. Any worn out safety equipment will be replaced

by the Employer upon the presentation of the worn equipment. The employees shall be held responsible for loss or improper maintenance of Employer-furnished items and the cost of replacement deducted from their pay.

Each employee will ensure they have the appropriate PPE and Fall Protection equipment and First Aid kit stored in a suitable bag in his van or with his person at all times. Each employee shall be adequately instructed and trained in First Aid and in the care and use of the afore-mentioned equipment. Equipment shall be inspected twice a year and any defects reported to supervisor. Supervisors shall ensure the workers in their crew are wearing/using the appropriate PPE at the appropriate times and that fire extinguishers are identified and accessible where flammable materials are stored and/or handled.

SECTION 7 FALL PROTECTION

Employer will ensure that the necessary resources are available to do each task safely and that employees are trained in Fall Protection.

Each employee working above the ground will ensure they have the appropriate fall protections equipment in the van (available in the shop as well). Inspect equipment before each use and report any defects to supervisor.

Identify all fall hazards with the crew before beginning any job and identify any anchor points to be used. Report any new fall hazard to supervisor.

Inspect guardrails and covers of floor/roof openings daily to ensure they are installed adequately. When guardrails must be removed, use fall-arrest equipment properly tied off. Restrict access to unguarded areas and replace guardrails as soon as possible.

Check site for any overhead powerlines that may pose hazards and keep ladders and materials away.

When a job requires the feet to be 10' above ground, fall arrest equipment must be worn and the person must be tied off.

When tying off is not possible, a lift will need to be employed and the fall arrest equipment will still be required to be worn.

Working above open water will require the worker to wear a life jacket.

When working on a house roof, an employee must be tied off to an approved, rated rope that is tied off on the other side of the house.

In the case of a fall and a worker is suspended midair, the buddy will be responsible for calling for aid (i.e. 911, customer, other laborer, etc. as needed and available). The buddy will engage the use of a ladder or a lift to be placed under the suspended workers feet and give the needed support to ensure his safe return to ground level.

Procedures for Rescue of a Worker Suspended in a Safety Harness:

The rescue of a worker who has fallen and is being suspended in his/her safety harness needs to be undertaken as quickly as possible for several reasons:

1. The worker may have suffered injuries during the fall and may need medical attention.

- Workers suspended in their safety harness for long periods may suffer from blood pooling in the lower body and this can result in "suspension trauma." (inform external emergency crews of this possibility.)
- 3. The suspended worker may panic if they are not rescued quickly.
- 4. The event that led to the fall may create additional risks that need to be addressed.

General Rescue Procedures:

- A. If Elevating Work Platform is available on site:
 - Bring it to the site and use it to reach the suspended worker.
 - Ensure that rescue workers are protected against falling.
 - Ensure that the EWP has the load capacity for both the rescuer(s) and the victim.
 - If the victim is not conscious, 2 rescuers will be probably be needed to safely handle the weight of the victim.
 - Position the EWP platform below the worker and disconnect his lanyard when it is safe to do so.
 - Treat the victim for Suspension Trauma and any other injuries.
 - Arrange for transport to nearest hospital.
- B. If no Elevating Work Platform is available:
 - Where possible, use ladder(s) to reach the victim.
 - Rig separate lifelines for rescuers to use while carrying out the rescue from the ladder(s).
 - If worker is not conscious or cannot reliably help with his/her own rescue, at least 2 rescuers may be needed.
 - If worker is suspended from a lifeline, where possible, move the suspended victim to an area that can be safely reached by the ladder(s).
 - If victim is suspended directly from his/her lanyard or from a lifeline, securely attach a separate lowering line to the victim's harness.
 - Other rescuers should lower the victim while he/she is being guided by the rescuer on the ladder.
 - Once the victim has been brought to a safe location, administer First
 Aid and treat the person for Suspension Trauma and any other injuries.
 - Arrange for transport to nearest hospital.

- C. If the injured person is suspended near the work area and can be safely reached from the floor below or the area they fell from:
 - Ensure that rescuers are protected against falling.
 - If possible, securely attach a second line to the workers' harnesses to assist in pulling them to a safe area. (Note: at least 2 strong workers will be needed to pull someone up.)
 - Ensure that any slack in the retrieving lines is taken up to avoid slippage.
 - Once the victim has been brought to a safe location, administer First Aid and treat the person for Suspension Trauma and any other injuries and arrange for transport to the nearest hospital.
- D. If a person has fallen and is suspended in an inaccessible area (e.g. a tower, against a building or structure that has no openings):
 - Specialized rescue techniques are needed for this type of situation. It may involve a rescuer rappelling or being lowered down to the victim, it may involve using the lifeline to retrieve the fallen worker, or the use of high-reach emergency equipment.
 - Due to the inherent risk to the rescuers and/or the victim, this type of rescue should not be undertaken by people without specialized training and experience.

SECTION 8 LOCK OUT TAG OUT

This procedure establishes the minimum requirements for lockout of energy sources that could cause injury to personnel. All employees shall work in a safe & efficient manner.

Any new employees will need to be instructed in the lockout procedure. The responsibility to teach a new employee will be designated to that employee's supervisor. Verify with the company representative any lockout procedures that are unique to that job site, and comply with procedure.

Employees authorized to perform lockout will take the time and effort to be absolutely certain as to which switch, or panels apply to the equipment being locked out. More than one energy source (electrical, mechanical, or others) may be involved. The employees shall clear any questionable identification of sources with their supervisor. Before lockout commences, job authorization should be obtained.

The following is our company lockout procedure:

- 1. Notify all affected employees that a lockout is required. This shall be done by direct communication with the head of the department. Also, write a note explaining when and where the lockout will occur. Also, notify the office that a lockout procedure is under way, and again when the procedure is over.
- 2. If the equipment is operating, shut it down by the normal stopping procedure (such as: depress stop button, or open toggle)
- 3. Operate the switch, valve, or other energy isolating devices so that the energy source(s) (electrical, mechanical, hydraulic, or other) is disconnected or isolated from the equipment. Stored energy, such as the capacitors, springs, elevated machine members, rotating fly wheels, hydraulic systems and air, gas, steam or water pressure, must also be dissipated or re-stained by methods such as grounding, repositioning, blocking, or bleeding down.
- 4. Lockout energy isolating devices with an assigned individual lock. The key is to be kept on his/her person. After the work is completed, the assigned lockout employee will check on equipment and area for any hazards before removing his lock. The person putting the lock on shall be the ONLY person removing the lock, and turning the equipment back on. This assignment is to be done by a licensed electrician, and NOT an apprentice. If the lock was not removed, the employee carrying the key will be expected to return to the job site on his own time to remove the lock, only after making certain there are no hazards.
- Signs for lockout must be posted and visible at all times during the procedure.

SECTION 9 LADDERS

A ladder is not a work platform. It is a means of access. Employees of Oosterhof Electrical Services shall use a ladder when it is not reasonably practical to use another approved method for performing work safely. The MOL will only allow "short duration" work from ladders (meaning less than 30 minutes). Any other person using an Oosterhof Electrical Services ladder shall be doing so at their own risk.

Ladders shall be designed, constructed and maintained so as not to endanger a worker and shall be capable of withstanding all loads to which it may be subjected. It shall be set with both feet solidly on level ground with an adequate landing surface that is clear of obstructions at both the top and bottom of the ladder. It shall be secured at the top and bottom to prevent movement. Ladders must be set up at a proper angle which is one foot out for every three to four feet up. When a step-ladder is being used as a self-supporting unit, its legs shall be fully-spread and its spreader shall be locked.

A worker may not work above the three topmost steps of an extension ladder nor the two topmost steps of a stepladder. (Refer to the CSA or OHSA for extension ladder guidelines.) Whenever a worker's feet is above 3 metres off the ground, he becomes subject to the Fall Arrest policy and must be tied off with appropriate Fall Arrest equipment worn. No worker shall stand on the top of or on the pail shelf of a step-ladder. Workers must keep their centre of gravity between the side rails of the ladder and have two feet on the rungs at all times while working. Caution is to be exercised when you are applying a constant force on something (i.e. drills) because your centre of gravity shifts when the drill bit slides through the end of the material.

Generally speaking carrying objects is not permitted while climbing or descending a ladder. If it becomes necessary to carry an object, the three-point rule shall be exercised (i.e. the worker shall maintain at least three points of contact on the ladder at all times).

All ladders must be fiberglass. Ladders shall not be stored or used so close to energized electrical equipment or conductors that they can make electrical contact. Ladders must be stored with care and maintained in good condition. A ladder must be free from defective or loose rungs. A damaged or unsafe ladder shall be placed in the shop and identified so others will not use it. There must be absolutely no tampering or altering of ladders in any way. Employees must notify management when a ladder has been tagged and needs to be replaced.

SECTION 10 CONFINED SPACE

A confined space is defined as a space that is (1) partially or fully enclosed, (2) that is not designed and constructed for continuous human occupancy, and (3) where atmospheric hazards may occur because of its construction, location, or contents, or because of work that is done in it. All three of these criteria must be met before a space is defined as a confined space. This does not include residential attics or crawl-spaces.

Before each time that a worker enters a confined space, a competent worker must perform a written hazard assessment. The hazard assessment must take into account:

- 1. The hazards that may exist in the confined space
- 2. The hazards that may develop while work is performed inside the confined space
- 3. General safety hazards in the confined space

No person shall be involved in confined space work without first having received training both specific and appropriate to the work to be performed.

For all confined space work, a written, on-site rescue plan is to be implemented in the event of an accident or emergency situation inside the confined space.

SECTION 11 HAZARD REPORTING

Oosterhof Electrical Services management and supervision is responsible for ensuring all work is safely planned; the Job Hazard Analysis will assist in determining firstly, what is involved in the job; secondly, what are the potential hazards in the job; and finally, what are the protective measures for the safety of our worker(s) assigned to do the non-routine work.

Procedure for Completing a Job Hazard Analysis:

1. Breakdown of Job Steps

- Job or task identified for analysis by supervisor
- Supervisor overseeing the job breaks job into steps if necessary
- (A job step is defined as a segment of the operation necessary to advance the work)

2. Identify Actual/Potential Hazards (refer to checklist)

Once the basic steps have been discussed and noted, potential hazards must be identified at each step. This is based on observation of the job, knowledge of accident and in jury causes, and personal experience. To identify potential hazards, the supervisor must use the Job Hazard Identification sheet on the back of the work order.

3. Preventative Measures/Controls

The final stage in a Job Hazard Analysis is to determine ways to eliminate or control the hazards identified.

A. Eliminate the Hazard -

This is the most effective measure, some examples are:

- Choose a different process
- Modify an existing process
- Substitute with less hazardous substance
- Improve environment (ventilation)
- Modify or change equipment or tools

B. Contain the Hazard -

If the hazard cannot be eliminated, contact might be prevented by using enclosures, machine guards, worker booths or similar devices.

C. Revise Work Procedure -

Consideration might be given to modifying steps that are hazardous, changing the sequence of steps or adding additional steps (such as locking out energy sources)

D. Reduce the Exposure -

These measures are the least effective and should only be used if no other solutions are possible. One way to minimizing exposure is to reduce the number of times the hazard is encountered.

4. Communication of Job Hazard Analysis to Workers

When the Job Hazard Analysis is completed, the results must be communicated to all workers who are, or who will be, performing the job. The job hazard analysis must be discussed by the employees performing the job to ensure that all the basic steps have been noted, are in the correct order, have suitable controls and be documented and signed by the worker and supervisor. Supervisors will ensure that workers are following the appropriate control procedures.

SECTION 12 ACCIDENT REPORTING

The prime objective of accident investigation is prevention. Finding the causes of an accident and taking steps to control or eliminate it can help prevent similar accidents from happening in the future. Accidents can rarely be attributed to a single cause. Work environment, job constraints, and supervisory or worker experience can all play a part. These factors must be examined to determine what role each had in causing the accident.

We are committed to determining the causes of accidents, and taking precautions to prevent a recurrence. Our reporting of these incidences will consist of:

- 1. Information gathering to be analyzed
- 2. Corrective action taken if necessary
- 3. Monitoring for effectiveness

In addition to accidents that result in injury, there are legal requirements to report accidents to the MOL. These include fatalities, critical injuries, occupational illness and the following prescribed incidents:

- A worker falling a vertical distance of three metres or more.
- A worker falling and having the fall arrested by a fall arrest system other than a fall restricting system.
- A worker becoming unconscious for any reason.
- Accidental contact by a worker or by a worker's tool or equipment with energized electrical equipment, installations or conductors.
- Failure of all or part of the structural supports of a scaffold.

In the event of an accident, the "Accident Investigation" form in Appendix A. (pg. 47) will be completed by a supervisor or by the health and safety representative.

SECTION 13 EMERGENCY RESPONSE

The following are our company emergency procedures for critical situations.

- 1. Take command assign the following duties to specific personnel.
- 2. Provide protection protect the accident scene from continuing or further hazards for instance, traffic, operating machinery, fire or live wires.
- 3. Give first aid give first aid to the injured as soon as possible.
- 4. Call an ambulance call an ambulance and any other emergency services required. In some locales dialing 911 puts you in touch with all emergency services. Please specify details when calling 911.
- 5. Designate someone to guide emergency vehicles meet and direct ambulance to the accident scene.
- 6. Get name of hospital for follow up, find out where the injured is being taken.
- 7. Advise management inform senior management and/or safety reps. they can then contact relatives, notify authorities, and start procedures for reporting and investigating the accident.
- 8. Isolate the accident scene barricade, rope off or post a guard at the scene to make sure that nothing is moved or changed until authorities have completed their investigation.
- 9. Record details of accident interview all witnesses to the scene/accident. Who was hurt? Where? (address). What happened? When date & time. How details of injury, event leading up to accident. Send particulars to office.

SECTION 14 WSIB ADMINISTRATION

When a worker is ill or injured, our company will:

- 1. Provide first aid Provide first aid according to standard first aid practices, and make an accurate record of the incident and first aid given.
- 2. Arrange transport to medical treatment (as necessary) and pay for it If more serious treatment than first aid is required, we will transport the worker to the appropriate medical facility.
- 3. Pay the worker a full day's wages WSIB loss of earnings (LOE) benefits start the working day after the incident occurs.
- 4. Investigate the incident Identify the cause of the accident or illness and keep a record of steps taken to correct the problem.
- 5. The law requires us to contact the WSIB within 3 calendar days after learning of our reporting obligation as a result of a work related injury/illness.

The WSIB will be contacted if a worker loses time from work, earns less than a regular day's pay or gets health care treatment with regard to an injury or illness that requires **more** than first aid treatment.

The worker will be informed of our Early and Safe Return to Work policy and steps will be taken to implement this.

In the case of a critical incident, we will:

- 1. Contact the police and ambulance services immediately. We will immediately contact by telephone, telegram or fax, the local office of the Ministry of Labour and the employee's union (if applicable). Within 48 hours, we will also notify, in writing, the Ministry of Labour, giving the circumstances of the incident.
- 2. Contact our account representative, or call the Occupational Disease and Survivor Benefits Program at (416) 344-1010 or 1-800-465-9646.

SECTION 15 EARLY AND SAFE RETURN TO WORK

This program is to afford modified duties for all injured employees. The program on the following will ensure that as a company we are able to supply modified duties to all employees fairly.

Oosterhof Electrical Services has implemented a modified duty program. The program will assist in promoting a timely return to work of employees with work-related injuries/illnesses. The program will reduce the impact of Workplace Safety and Insurance costs.

Definition of "Modified Duty": Modified Duty is the modification of an employee's position that allows for the employee to carry out the work assigned within the employees' capabilities.

Principles of Modified Duty: The company recognizes that the temporarily disabled employee can and should be performing meaningful, productive employment. The modified duty program gives structure and organization to this principal and recognizes the employers, union(s), and employee(s) joint responsibility to participate in the rehabilitation of the employee.

Specifically: The work must be productive and the result must have value. The work provided must not aggravate the employee's disability. The workers' disability must not constitute an additional hazard to the employee or fellow employee(s) while performing the duties assigned. The work must assist the employee in returning to their original position, if possible. The duration of the modified duty will be determined at the commencement of the program wherever possible.

Prior to starting the modified duty, the employee and employer will sign an agreement with respect to the hours of work, the reporting requirements and the nature of the modified duty position.

The employees' physician statement and the requirements of the employer will be reviewed for the modified duty position.

The employee will be required to schedule appointments and therapy at reasonable times so as not to conflict with the employer's timetable.

The employee is required to supply medical progress reports every two weeks or as frequently as may be needed.

Roles and Responsibilities:

Employer - To provide a fair and consistent rehabilitation policy for injured employees on or off the job or disabled due to illness or injury.

To provide meaningful employment for temporarily disabled employees and promote modified duty.

To facilitate communication between the department, the employee, the treating agency of the employee, and the Human Resources department.

To assist in the modification of the workplace including any training required.

To involve the work forces and ensure co-operation from the bargaining units.

To explain the objectives and requirements.

Human Resources - To determine, in consultation with the manager or designate, if the position can be modified.

To monitor the progress of the employee's modified duties through regularly scheduled meetings with the employee and supervisor. Ensure medical follow-up is obtained at a schedule defined by the employer. The schedule of the meetings can be decided on a case by case approach.

To liaise with the employee's treating agency and other agencies when required.

Meet with the employee and establish written goals and objectives. These will be established and agreed upon by the employee, the department and the employer.

To develop, in consultation with the employee's treating agency, the employee and the immediate supervisor a Duties and Precautions Form.

To ensure that there is no conflict with the collective agreements (where applicable).

To determine and maintain medical monitoring and treatment with the use of the Functional Abilities Form. The frequency of medical contacts can be determined on a case by case basis.

Immediate Supervisor - To advise the employee of the availability of modified duties or a transitional work program and provide the required forms.

To assist in the creation of, and support the employee's modified duty program.

To maintain communication with the employee on modified duty and monitor the progress and the effectiveness on an individual case by case basis.

To inform other employees in the department of program goals.

To schedule regular meetings with the employee in order to communicate and assist in the evaluation of the program's effectiveness.

To communicate with the injured worker and document the communication on the Contact Log. This communication is to be on a regular basis, at least once a week or as frequently as may be required. This will be determined on a case by case basis.

To schedule bi-weekly meetings with the worker.

Employee - To maintain regular contact with the supervisor.

To take an active role in developing their modified duty program.

To communicate any concerns or problems to their immediate supervisor and Human Resources. By doing so, the problems will be ironed out early.

To obtain the necessary forms from the treating agencies as may be required by the employer. The employee may be responsible for the costs of any forms that are required.

To ensure that other scheduled rehabilitation activities, such as physical therapy or doctor's appointments are continued while on modified duty. These appointments are to be arranged whenever possible during non-work hours.

To co-operate with all requests for documentation as required by the WSIB and the Employer.

SECTION 16 WORKPLACE HARRASSMENT AND VIOLENCE

The management of Oosterhof Electrical Services is committed to the prevention of workplace violence and harassment. We are committed to providing a work environment in which all individuals are treated with respect and dignity. Workplace harassment or violence will not be tolerated from any person in the workplace. We will take whatever steps are reasonable to protect our workers from workplace harassment and violence from all sources.

We recognize four types of workplace violence: Type I as criminal intent; Type II as Customer violence; Type III as Worker to Worker violence; and Type IV as Personal Relationship violence. We recognize workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace -- a comment or conduct that is known or ought reasonably to be known to be unwelcome. Those who work in the community are at particular risk for all types of violence due to unpredictability of the environment and having to travel within the community. It is critical that employee safety is considered a priority and everyone is expected to uphold this policy and to work together to prevent workplace violence and harassment.

There is a workplace harassment and violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. Involving all workplace parties in the identification, assessment and control of the risk of violence and harassment will help to reduce the unpredictability of the community as a work environment and increase the safety of workers. Oosterhof Electrical Services, as the employer, will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. Front line staff must continue to assess risk as a regular part of their daily work routine. Observation and communication skills are very important when assessing and minimizing risk.

Any findings that deviate from what has been deemed acceptable should be immediately reported by the worker to the office. Workers can be assured there will be no negative consequences for reports made in good faith.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

Workplace Violence and Harassment Program

1. Assessing the Risks of Workplace Violence

The Health & Safety Rep of Oosterhof Electrical Services will conduct a yearly evaluation to determine the risks of violence & harassment in the workplace. This evaluation will include an Employee Survey to be filled out by each employee and a Workplace Assessment to be filled out by the H&S Rep. Each Employee Survey will be kept in the individual's permanent work file. The Workplace Assessment will be kept in the Safety Meeting Minutes binder. Upon completion of the Surveys and the Assessment, any areas identified for improvement and/or investigation will be dealt with by management in a timely manner and reported back to the employee and staff.

2. Controlling the Risks of Workplace Violence

The employees of Oosterhof Electrical are encouraged to always work safely. This includes treating management, fellow employees, other tradespeople and customers in a respectful manner.

In addition, a Job Hazard sheet will be maintained for each job to help keep each person aware of potentially hazardous situations. The employer and the employee together will determine the best course of action in each individual case. Whenever it becomes necessary, a Safety Plan will be developed for an employee in order to protect and discourage any potential threat or incidence of violence or harassment.

The employer must take reasonable precautions to protect workers when the employer is, or ought to be, aware, that domestic (or relationship) violence may occur in the workplace, and that there is a likelihood that workers could be physically harmed. Workers are encouraged to report their concerns to the employer if they fear domestic violence may enter the workplace in the form of threatening phone calls, e-mails or visits from the abuser to the workplace.

3. Summoning Immediate Assistance

Each employee deserves to work in a violence and harassment-free environment and he has the right to refuse to work where he deems is unsafe. If possible the employee may remove himself from the worksite, lock himself in his vehicle and notify the necessary assistance (i.e. 911, a fellow employee and/or the office). If removal is not possible, he is to try to find the safest place possible and/or try to contact a fellow employee with the internal code word in order to alert someone to his situation and the necessary assistance can be directed to him.

All employees must have access to a company cell phone/two-way either by carrying it personally or working alongside someone who has one. Each safety manual must be supplied with an Emergency Contact list as its first page for easy reference and each company vehicle must carry a safety manual. If possible Emergency Help numbers should be pre-programmed into cell phones and office land lines. A silent, fixed alarm is available under the front reception desk.

4. Reporting of Incidents of Workplace Violence or Harassment

All employees are encouraged to submit a report if they experience any type of violence or harassment in the workplace either as an incident or a threat. A copy of the form is available in each employee's Safety Manual. The Management and Health & Safety Rep will review each report and determine, with the employee, whether the incident and/or threat requires an internal investigation and/or external reporting (i.e. to the police, Ministry of Labour, etc.). The report will be dealt with in a timely manner and will remain confidential until it becomes necessary to notify other parties. A record will be kept of any and all reported incidences and the measures taken to respond to the report.

SECTION 17 HEALTH AND SAFETY INSPECTIONS

We will conduct weekly documented workplace inspections for the purpose of identifying and correcting unsafe conditions and behaviour. The inspections will cover premises, job sites, buildings, temporary structures, excavations, tools, equipment, machinery and work methods and practices. The sites safety inspection form is to be used as a guideline since specific sites may have unique situations and potential hazards that may not be covered by this list.

Site Health and Safety Inspections

Planned inspections will occur weekly on project sites and monthly at the company premises. Supervisors representing the general contractor and/or subcontractors and the health and safety representative will be involved in workplace inspections.

All health and safety inspection reports must be reviewed during toolbox safety talks and management meetings. All completed health and safety inspection reports will be evaluated and monitored by project management and the health and safety representative and filed with the health and safety documentation.

Procedure

- 1. Review previous inspection records and note any commonly reported hazards.
- 2. Familiarize yourself with the type of workplace and unique hazards.
- Use your eyes, ears and other senses to identify actual or potential problems as you go about your inspection. Record the hazards on the Site Safety Inspection Form.
- 4. When unsafe conditions are noted requiring immediate action, correct the situation immediately.
- 5. Look for basic causes of sub-standard conditions, practices and procedures.
- 6. Keep a copy of the inspection form on the project.
- Review items with the Health and Safety representative and during toolbox talks and management meetings.

Follow-Up Actions to Health and Safety Inspections

- Where unsafe conditions, practices or procedures are noted:
- Take action immediately to rectify the problem if possible.
- Place warning signs and barricades to keep workers away. Use verbal warnings if applicable.
- Notify management to rectify conditions, record conditions, actions taken and the date on the inspection form.

 Record and complete the site health and safety inspection form and file it with safety documentation.

When a worker is noted performing an unsafe act, advise as follows:

- Inform him/her of the unsafe situation
- Discuss the unsafe condition with him/her
- Advise on how to correct the unsafe condition
- Re-visit the area to ensure the safe practice is being followed
- Discuss with the supervisor

SECTION 18 TRAINING AND EDUCATION

The training and education of our workforce is an ongoing commitment and requirement. It is our intention to provide ongoing training programs in health and safety for all workers in our company, including senior management and supervisors.

The following lists some of the training required. This list is not exhaustive, and will be reviewed and amended on a regular basis.

- 1. WHMIS
- 2. Fall Protection (Working at heights) Training
- 3. First Aid & CPR Mandatory for supervision
- 4. Safety Policy
- 5. Lock Out / Tag Out
- 6. PPE Use
- 7. Arc Flash Blast Hazard Awareness
- 8. Asbestos Awareness

SECTION 19 RIGHT TO REFUSE WORK

According to the OHSA, a worker can refuse to work if he or she has reason to believe that one or more of the following is true:

- 1. Any machine, equipment or tool that the worker is using or is told to use is likely to endanger himself or herself or another worker [section 43(3)(a)].
- 2. The physical condition of the workplace or work station is likely to endanger the worker [section 43(3)(b)].
- 3. Any machine, equipment or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger himself or herself or another worker [section 43(3)(c)].

As well, a worker can refuse work if workplace violence is an issue.

In the case of a situation where a worker refuses work, the worker must immediately tell the supervisor or employer that the work is being refused and explain why [section 43(4)]. The supervisor or employer must investigate the situation immediately, in the presence of the worker

The refusing worker must remain in a safe place near the work station until the investigation is completed [section 43(5)]. This interval is known as the "first stage" of a work refusal. If the situation is resolved at this point, the worker will return to work.

The worker can continue to refuse the work if he or she has reasonable grounds for believing that the work continues to be unsafe [section 43(6)]. At this point, the "second stage" of a work refusal begins.

The worker, the employer or someone acting on behalf of either the worker or employer must notify a Ministry of Labour inspector. The inspector will come to the workplace to investigate the refusal by consulting with the worker and the employer (or a representative of the employer). If there is a worker committee member, a worker health and safety representative or a worker selected by the workers to represent the worker, they will also be consulted as part of the inspector's investigation [section 43(6)].

While waiting for the inspector's investigation to be completed, the worker must remain in a safe place near the work station, unless the employer assigns some other reasonable work during normal working hours. If no such work exists, the employer can give other directions to the worker [section 43(10)].

The inspector must decide whether the work is likely to endanger the worker or another person. The inspector's decision must be given, in writing, to the worker, the employer, and the worker representative, if there is one. If the inspector finds that the work is not likely to endanger anyone, the refusing worker is expected to return to work [sections 43(8) and (9)].

SECTION 20 DISCIPLINARY ACTION

The following is a guideline of disciplinary action for safety infractions. These actions will not necessarily be implemented progressively. Disciplinary action taken will be consistent with the seriousness of the infraction.

Level 1 - In the opinion of the supervisor, the violation is of a minor nature and one which does not directly endanger the well being of any person at the workplace. Disciplinary action will consist of a mandatory discussion with supervisor regarding the violation. The supervisor will document violations resulting in a verbal warning.

Level 2 - A written "Notice of Infraction" will be issued where, in the opinion of the supervisor, the violation is of a major nature, one which will directly endanger the well-being of any person at the workplace. Disciplinary action will consist of a mandatory discussion with supervisor regarding the violation and possible suspension. Disciplinary action for Level 2 infractions may be altered. Workers will be notified verbally and in writing of any alterations. Repeated violations of this nature will lead to suspension and possible termination.

Level 3 - A written "Notice of Infraction" will be issued where, in the opinion of the supervisor, the violation is life-threatening to one or more individuals on site. Disciplinary action will consist of a mandatory discussion with supervisor regarding the violation and mandatory suspension or termination. The following safety infractions are deemed Level 3 and will result in immediate suspension and or termination:

- 1. Possessing firearms and/or other weapons on project
- 2. Possession of or being under the influence of illegal drugs or alcohol on project
- 3. Fighting
- 4. Failure to replace handrails, barriers, covers or protective devices, including safety signs
- 5. Engaging in horseplay which causes injury or property damage
- 6. Tampering with fire-fighting equipment.
- 7. Working on live exposed electrical wiring in contravention with our Live Work Policy (Section 5, pg. 11)

SECTION 21 FIRST AID

For Critical injuries, follow the instructions laid out in Section 12, pg. 21 (Emergency Response). For injuries requiring medical care (but not ambulatory services), a co-worker will be transported to a medical care facility if deemed necessary by a qualified first aid worker.

All employees will be certified in First Aid.

All vans will be equipped with a first aid box with a main box for refilling purposes kept in the office.

First Aid boxes will be inspected quarterly.

SECTION 22 ACCESSIBILITY

The management and staff of Oosterhof Electrical Services recognizes that customers with disabilities may have different needs and we are committed to finding the best way to help them access our goods and services with the utmost respect and dignity.

We will use reasonable efforts to ensure our policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity for each customer. These practices will include but not necessarily be limited to the following:

- 1. Allowing customers to use their own personal assistance devices (i.e. assisting them to bring an oxygen tank into the office)
- 2. Communicating in such a way that takes the disability into account (i.e. communicating via pen & paper with deaf customers)
- 3. Meeting with the customer in their own home if that is more convenient for them.
- 4. Permitting the use of a service animal on the premises
- 5. Allowing the use of a support person if customer deems it necessary (i.e. a sign language professional)
- 6. Encourage disabled customers to give feedback on our service provision via a note or e-mail.

Our management and staff will try to determine, with the aid of the customer, how to best provide our services in a way that is accessible to the individual with disabilities.

SECTION 23

ASBESTOS

As part of the ongoing commitment to provide a safe work environment, the following procedure has been established to address the existence of asbestos on job sites.

Asbestos can be found in these materials:

Sprayed-On Fireproofing
Pipe and Boiler Insulation
Loose Fill Insulation
Asbestos Cement Products
Acoustical Plaster
Acoustical Tiles
Vinyl Asbestos
Gaskets
Roofing Felts
Asphalt/Asbestos Limpet Spray
Drywall Joint-Filling Compound
Coatings and Mastics

Prior to Commencing Work

Supervisors:

- 1. Prior to commencing work in any area, request a copy of the owner's Asbestos Report.
- 2. If there is asbestos in the work area and it needs to be removed to perform the work, request that the owner to remove it.
- 3. Do not commence work until you have received a notice from the owner in writing that the asbestos has been removed and it is safe to commence or return to work.
- 4. If there is asbestos in the work area and its presence does not impact the work, advise workers of location and what not to disturb.

Workers:

- 1. In all projects, bear in mind the possible presence of asbestos.
- 2. If you are working in an area known to contain asbestos, contact your supervisor to determine whether or not asbestos is present in the work area or adjacent areas in which you may be working.
- 3. If there is any doubt about pipe or duct insulation, textured ceilings, vinyl asbestos floor tile, flooring sheet goods, wall cladding or underground piping, especially in older facilities, do not commence work and notify your supervisor.

Note: To remove Asbestos a worker requires knowledge of the type of asbestos, knowledge of the proper choice and use of PPE and Respirators, understanding of containment procedures and knowledge of proper handling, storage and waste removal procedures. For type 3 removals, training is a legal requirement.

DO NOT REMOVE OR DISTURB ASBESTOS CONTAINING MATERIAL. IF YOU ARE INSTRUCTED TO DO SO, STOP WORK AND CONTACT YOUR SUPERVISOR.

SECTION 24 ELECTRICAL INSTALLATIONS

Oosterhof Electrical believes that the majority of electrical work can be carried out with the electrical system de-energized. In keeping with this mandate, a policy of Live Work under only those limited conditions permitted under the Occupational Health & Safety Act will be permitted when it is not practicable to disconnect electrical equipment or conductors from the power supply before working on, or near, live exposed parts of the equipment or conductors. "Not practicable" does not mean "not convenient". It means where life, limb or property damage may occur if the power is turned off.

Any work requiring the setup, use and/or repair of anything electrical is considered an electrical installation. Only licensed electricians and trained apprentices will perform electrical installations. Whenever an electrical installation is being performed, the following procedures will be implemented:

- 1. Ensure that you are wearing all of your necessary safety wear before beginning job (Hard hat, safety glasses, rubber gloves, safety boots, v-rated tools, non-conductive ladders).
- 2. Inspect the work area for any potential electrical hazards such as faulty wiring prior to starting work.
- 3. Notify all trades and staff that the power will be turned off when the panel cover is removed. The power is NEVER to be turned on to accommodate other trades.
- 4. No panel will be left energized without authorization from management after a risk analysis or job safety plan has been carried out. The office should be contacted if any clarification/verification is required before work commences.
- 5. Everyone must know how to use a TESTER and be able to demonstrate to the supervisor. The following procedure should be followed: a) Test the tester on a known circuit; b) Test the live on the circuit you are working on to see if it is energized; c) Go back and test the known circuit for verification.
- 6. Identify the circuit at the panel to be disconnected and de-energize the system.
- 7. Place lockout on main breaker of panel. Verify the correct circuit has been deenergized.
- 8. If lighting is required, ensure that it is battery operated.

- 9. After determining that there is no voltage present, install all devices, and tie in the panel (if voltage is present, contact your electrician/supervisor)
- 10. Once the panel is tied in, ensure all the breakers are off, and the panel cover is replaced before turning on the main breaker.
- 11. Test all devices to ensure that they are working properly
- 12. Correctly label all circuits and panel in clear and legible writing.
- 13. No work shall be completed on panels between the hours of 5 p.m. and 7 a.m. unless a shut down has been pre-arranged.

SECTION 25 HOUSEKEEPING

Proper housekeeping means all garbage is placed in a garbage container and recycling is condensed and stored out of traffic areas. Housekeeping ensures traffic areas are clear of tripping hazards and/or the danger of items falling to lower floors is eliminated. This makes the work area safer for all.

All employees of Oosterhof Electrical Services are responsible for keeping every work area as neat and clean as possible. Apprentices shall have an extra eye for housekeeping as the job progresses and Supervisors shall have an extra eye when the job is complete to ensure that no evidence but the finished product is visible before departing from the job.

Housekeeping shall include but not be exclusive to the following guidelines:

- 1. Every jobsite must have garbage bags/containers accessible to the worker.
- 2. Drop sheets must be laid to protect the floors and/or counters.
- 3. Public access ways must remain clear.
- 4. Materials and tools must be kept out of the reach of the public.
- 5. Materials must be stored in such a manner that prevents tipping, collapsing, rolling and does not endanger a worker or the public.
- 6. Ladders, edges and openings must remain clear of debris.
- 7. Any object protruding a surface, endangering a worker or the public, must be removed or protected as soon as possible.

SECTION 26 SAFE MATERIAL HANDLING AND MOVING

Our company is aware that the potential for Musculoskeletal Disorders (MSD's) is present in the workplace. We aim to equip our workers with training and information to increase the awareness of this workplace hazard.

Musculoskeletal disorders (MSDs) are injuries of the muscles, nerves, tendons, ligaments, joints, cartilage, or spinal discs. MSDs are not typically the result of any instantaneous or acute event (such as a slip, trip, or fall) but reflect a more gradual or chronic development.

Medical terms used to describe MSDs to various parts of the body include low back pain, tendinitis, bursitis, carpal tunnel syndrome, epicondylitis, trigger finger, thoracic outlet syndrome, carpet layers' knee, and degenerative disc disease.

Potential for MSDs exist with repetitive motions, such as lifting, hammering, and twisting motions (making joint connections, applying marrettes and other twist on or off connectors). Working on lighting also poses a risk for MSDs due to the position of an installer's neck during the installation of a fixture on a ceiling. The use of ladders also poses a risk, especially when standing on the rungs to work for extended periods of time.

The following are recommended guidelines to promote the safe handling and moving of materials and equipment, and the safe handling of tools:

- 1. Plan ahead to minimize material handling.
- Improve housekeeping to prevent trips and falls.
- 3. Use carts, dollies, hoists, or other mechanical handling devices.
- 4. Increase use of ladder hoists, gin poles, daisy chains, or cranes to move materials on or off roofs.
- 5. Break loads into smaller units. For instance, put cement in bags weighing less than 50 lb.
- 6. Use shoulder pads when carrying loads on shoulders.
- 7. Employ administrative controls such as ergonomics training, pre-job exercises, weight labelling of materials, and encouraging two-person lifts with heavy objects.

SECTION 27 VEHICLE SAFETY

Safe driving on the job is a matter of health and safety. Safe driving doesn't just happen; it takes a conscious effort on every driver's part.

All employees who drive as part of their work duties must have a valid and appropriate license for the class of vehicle they drive. Keep your license free of demerit points; too many demerit points may affect the company's insurance rate and prohibit you from driving.

Each vehicle must have all necessary and up-to-date documentation. All drivers must comply with the Ontario Highway Traffic Act and Regulations. Any fines received while driving will be your personal responsibility to pay.

Drive defensively. Select the safest route. Allow for enough time to travel within speed limits. Eliminate unnecessary driving by having supplies delivered to the workplace. Take into account the weather conditions.

Drive courteously. Remember you are creating an impression of Oosterhof Electrical Services when you are on the road.

Do not drive if you are tired or if you have consumed any alcohol or drugs. Any employee found to be driving while under the influence of alcohol and/or drugs will be suspended from employment until their case can be reviewed.

If a motor vehicle collision occurs while driving, you must report the injury to your employer. Oosterhof Electrical Services will be responsible for ensuring each vehicle has the proper insurance coverage. Each driver is responsible for reporting any service work required and ensuring that the vehicle receives regular maintenance work.

Workers are responsible for planning their trip ahead. Get to know the area, particularly the safe area in the district. Keep pertinent telephone numbers handy. Avoid driving in isolated or dangerous areas. If travelling through dangerous areas is unavoidable, travel with a companion. If possible, arrive during daylight hours. Carry a cell phone. Always be aware of your surroundings. Do not wear headphones as they will limit your ability to hear sounds around you.

Workers are responsible for employing safe driving practices. Keep the car doors locked and the windows closed when parking. Keep the doors locked when travelling in your car. Always use seat belts.

Refrain from using the cell phone while driving. Pull off the road to make a call and limit phone use to emergencies.

HEALTH & SAFETY POLICY SIGN-OFF

Date:	
I	have reviewed the information in the
Worker's Name: (ple	ase print)
compliance with the st safe and respectful ma that violations of this p site and/or other discip	ealth and Safety Manual, and do hereby agree to work in andards of care outlined. I understand that working in a anner at all times is a requirement of my employment and policy may result in my immediate removal from the work plinary action. I also agree to report unsafe conditions to my any accidents immediately and prior to leaving the
Worker's Signature:	

APPENDIX A - FORMS

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Job Site Inspection Form

Date:		Oosterhof	
Inspected by:			Services Ltd.
Site:			
Personal Protective Equipment	V	*	Ladders ✓ X Aluminum ladders □ □
Hearing Protection			Inspected before use
Respiratory Protection			-
Eye Protection			66
Hard Hat			Proper for application \Box
Safety Boots			Fall Protection
Arc-Flash Suit			Needed \square
			Available \square
Hazards	_		Properly worn
Live circuits			No Live Work
Panel / Cct. Labelling			Circuits de-energized
Wiring / Device Condition			Lock-out Tag-out utilized \Box
			•
First Aid			Test Before Touch (LDL) \Box \Box
Qualified person on site			Vehicles
First Aid kit on site			Tires \square
			Fuel \square
Housekeeping			Warning / Gauges □ □
Access & Egress			
Clean Floors			Remedial Actions Taken:
Tool Condition			
Extension cords			
Corded tools			
Hand tools			

Job Hazard Analysis (JHA)

Safety	Hazards Identification Sheet:	Action Plan:		
0	Live panel			
0	Lockout and de-energize			
0	Wet floor			
0	Proper foot wear			
0	Busy environment			
0	Confined area			
0	Low ceilings			
0	Fall arrest requirements			
0	Trenching			
0	Water			
0	Ice			
0	Traffic			
0	Fiberglass			
0	Asbestos			
0				
0				
0	Potentially Volatile Customer			
0	High-risk neighbourhood			
0				
0				
Date In	nformed of Hazards:	Jobsite Name:		
		Address:		
Signature	e of Supervisor			
Signature	e of Electrician	Oosterhof Electrical Services Ltd.		

First Aid Kit Contents List

Date:	Oosterhof Electrical Services I to
Antiseptic solution (like hydrogen peroxide)	
Hydrocortisone cream (1%)	
Acetaminophen and ibuprofen	
Calamine lotion	
Alcohol wipes or ethyl alcohol	
Antibiotic cream (triple-antibiotic ointment)	
• First aid manual	
Barrier devices, such as a pocket mask or face shield	
• Thermometer	
• Eye patches	
Pencil and pad	
Antiseptic wipes or soap	
Gloves	
Disposable non-latex gloves, such as surgical or examination	
Instant ice packs	
Safety pins	
• Tweezers	
• Scissors	
Adhesive bandages in assorted sizes	
or make an arm sling	
Roller and triangular bandages to hold dressings in place	
Adhesive tape	
to place over wounds	
 Sterile gauze pads (dressings) in small and large squares 	

Accident / Investigation Form

Last Name:	First Name	Occupation/Job Title		Yrs. Experience in Occupation		
Full Address:	<u> </u>	<u>l</u>		Occupation		
City/Town				Postal Code		
Division/Branch		Date of Occurrence		Time		
Location		Date Reported		Time		
☐ Hazardous Situation	☐ Incident ☐ First Aid	Health Care	Lost Tir			
Describe what happened and, if				J. J.		
,,,,,,			8			
Describe the nature, date and tim	ne of first aid treatment, if applic	able.				
Part of Body Injured (Indica	ate "R", "L", or "B", where appli	cable) Sign	nature of person	reporting incident		
☐ Head	☐ Lower back	☐ Hand/fingers		Ankle/foot		
Eye	Upper Arm	Hip		Other		
Neck	Elbow	Upper leg				
Shoulder Upper back	☐ Lower Arm ☐ Wrist	☐ Knee ☐ Lower leg				
Type of Accident/Incident	— Wilst	Lowering				
	41 41 9 41 41	4/2 • 1 4				
Check off (✓) statements th	_	t/incident:				
Repetitive Strain	☐ Slip/fall		☐ Exposu			
Acute Strain (lifting, pulling Caught in/under/between		oloyee action	U Other ((explain)		
Struck, contacted by/with/ag						
Witnesses						
Name			Telephone			
Address						
Name			Telephone			
Address						
Physician's Name			Telephone			
Address	Address					
Remember to attach witness(es) statement(s) on the Witness Statement form.						

Ca	Causes: Check (✓) all that are applicable				
	Conditions		Practices		
	Congestion or restricted action		Improper body position/posture		
	Poor housekeeping; disorderly workplace		Tasks not varied/micro breaks not	taken	
	Slip/trip hazards		Unnecessary rushing		
	Lack of or inappropriate furniture/equipment		Improper lifting		
	Design or arrangement of furniture/equipment		Unsafe loading/placement		
	Defective furniture, tools, equipment or materials		Using defective equipment		
	Inadequate or excessive illumination		Using equipment improperly		
	Inadequate ventilation		Altering or modifying equipment		
	Excessive noise		Not using personal protective equip	oment or failing to use it	
	Inadequate or improper protective equipment	_	properly		
	Fire and explosion hazards	<u> </u>	Not following appropriate procedu	res	
	Inadequate warning systems		Inappropriate conduct		
	Irate client/employee action	<u> </u>	Hazardous personal attire		
	Adverse weather	u	Other (explain):		
	Other (explain):				
Wh	at are the reasons for the existence of these practice	s and/or condi	tions?		
Act	evention/Corrective Action ions to prevent accident/incident recurrence. Check rective actions decided upon or planned but not yet Training/instruction of person involved Improve work procedures Inform staff/managers of safe work procedures Perform job safety analysis Inform staff/managers of hazard and how to protect themselves Notify appropriate individuals Improve engineering/design Improve inspection procedures Tools, equipment, furniture repair or replacement	carried out. Mo	ore than one item may apply. Request ergonomic assessment Request environmental assessment Correction of work area Recommend development/improve program		
	Remember that ALL corrective action	on must be do	ocumented on the Corrective Acti	on form.	
Describe actions taken.					
Inv	vestigated by:				
Ma	nager's Signature	Name (print)		Date (dd-mmm-yyyy)	
Re	view by:				
	ector's/Program Head's Signature	Name (print)		Date (dd-mmm-yyyy)	
ווע	ector of rogram ricad s orginature	rame (print)		Date (dd-millin-yyyy)	

Copies forwarded as per Accident Investigation Procedures (CHC, Chairperson of JHSC, Management, Ministry of Labour)

Fall Protection Checklist

Project			Project Location	Fall Protection Locations		
Sup	ervisor		Date	Time		
☑ Step Action		Action	Description			
		Choose appropriate fall protection system	Consider the work to be performed, the project conditions and the available			
		☐ Powered Elevating Work Platform	Perform system checks, ensure level ground, operate according to manufacturers' recommendations, tie off to PEWP or to adequate anchor point above at all times.			
		☐ Horizontal Lifeline	Install and use according to engineer's wire, <30 ft. between vertical posts, < wire at beam end, engineer's design d double lanyard, and workers tied off a	15" sag in a 30 ft. span, 3 clips tying rawings available, workers using		
	1.	☐ Vertical Lifeline	Column adequately secured with $\frac{1}{2}$ " steel wire or $\frac{5}{8}$ " polypropylene rope, vertical lifeline attached, vertical lifeline with rope grab extends from top of column to base, 1 worker using lifeline at a time.			
		☐ Self Retracting Lifeline (SRL)	Anchor to approved roof anchor, 1 worker using SRL at a time, must be moved periodically, lifeline locks up in quick movement, automatically retracts when tension removed, minimizing fall distance.			
		☐ Guardrail, Scaffolding, etc.	Removes fall potential by providing a physical barrier, must meet minimum horizontal and vertical forces, must have toprail, midrail and toe board, scaffolding must be built accordingly.			
		Frequent inspections of fall protection components	All components of fall protection syst use by each worker. If deficiency is fo service.			
		☐ Harness	Burns, cuts, loose stitching, frayed webbing, D-rings, grommets and buckles not worn or damaged, CSA stamp.			
		☐ Lifelines	Burns, cuts, frayed material, no discol	ouration or other damage.		
	2.	☐ Lanyards	Burns, cuts, loose stitching, frayed webbing, CSA stamp, shock absorbing good condition, locking snap hook.			
		☐ Anchor Points	Able to support 3600 lbs., verified by	a competent worker.		
		□ PEWP	Maintenance log, manufacturer's reco	ommended inspections.		
		☐ Rope Grab	Damage, cracking, dents, bends, connecting rings centred, rust, moving parts working smoothly, other wear.			
	3.	Rescue procedure chosen	Refer to Construction Regulations, Se requirements.	cc. 26 for employer's Fall Rescue		
drawings and Horizontal Manufacturer's		drawings and manufacturer's	Engineer's design drawings for: ☐ Horizontal lifeline ☐ Scaffold sys Manufacturer's specifications for: ☐ Anchor systems ☐ PEWP ☐ SRI	•		

Workplace Violence Incident Report - CONFIDENTIAL

Violence Incident Report: Date of Report: _____ Date of Incident: Day of Week of Incident: Time of Incident: **Complainant** Work Address: Job/Position: Department/Section: ____ \(\text{ Male } \text{ Female} \) What were you doing at the time of the incident? **Respondent(s)** Name(s): _____ Address(es): Description: Relationship between employee and offender (if any) □ co-worker □ client □ student □ member of the public □ other (specify) _____ Other details (e.g. use of drugs or alcohol, possession of a weapon): Apparent motive: _____

Witness(es)
Name:
Address:
Name:
Address:
Details of the Incident Type of Incident: (physical injury, verbal abuse, threatening behaviour, verbal threat written threat, damage to personal/other property)
Location of Incident: (attach a sketch if possible)
Outcome: (assailant apprehended, police called, fatal injury, medical assistance require first aid treatment required, time lost, emotional shock or distress, legal action initiated
Other Relevant Information: (to be completed, as appropriate)
Possible Contributing Factors:
Relevant Events Which Preceded the Incident:
Suggested Preventative/Remedial Actions:

Submit this report to:

Name: B.J. Raymond

Title: Health & Safety Supervisor & Human Resource Manager

Location: Home Office (1110 Sunnyside Rd., Kingston)

Shop & Office Inspection Checklist

In	spected by:				
C	ompany/Project:				
Number of Employees:					
D	ate:				
			_	•	
1.	SITE ACCESS		ок	Not OK	ACTION TAKEN
	Clean, level ground				
	Adequate ramps				
	Adequate ladders				
2.	PROTECTIVE EQUIPMEN	Т	OK	Not OK	ACTION TAKEN
	Hard hats worn				
	Fall protection worn				
	Skin protection:	Available			
	Eye & face protection:	Available			
	Hearing protection:	Available			
	Respiratory protection:	Available			
3.	LADDERS		OK	Not OK	ACTION TAKEN
	Secured				
	Proper size and type				
	Safe, usable condition				
	Non-slip bases				
4.	FIRE PROTECTION		ОК	Not OK	ACTION TAKEN
	Extinguishers where require	ed			
	Fully charged				
	Adequately identified				
	Master emergency plan Proper lighting, where required				
5.	HOUSEKEEPING		OK	Not OK	ACTION TAKEN
	Clear walkways				
	Clear work areas				
	Clear access				
6.	FALL PROTECTION		ок	Not OK	ACTION TAKEN
	CSA approved				
	Safe, usable condition				

OOSTERHOF ELECTRICAL SERVICES

HEALTH AND SAFETY MANUAL

7.	POWER TOOLS, EQUIPMENT	OK	Not OK	ACTION TAKEN
	General condition			
	Proper guards, cords, PPE			
	Tagging as DEFECTIVE			
8.	EXTENSION CORDS	ОК	Not OK	ACTION TAKEN
	Outdoor-type, rated over 300 volts			
	Condition of casing, ends, connect	ions		
9.	WORKER EDUCATION	OK	Not OK	ACTION TAKEN
	WHMIS training			
	Company safety policy & program			
	Injury reporting			
	Hazard reporting			
	OH&S Act and Regulations			
	Personal H&S responsibilities			
10.	FIRST AID REQUIRMENTS	OK	Not OK	ACTION TAKEN
	Adequate qualified first aiders on j	obsite \Box		
	First aid kits: Adequate nu	ımber 🔲		
	Adequate co	entents		
11.	SIGNS & PRINT MATERIAL	OK	Not OK	ACTION TAKEN
	OH&S Act and regulations			
	WSIB Form 82 poster			
	MSDSs			
	Warning signs			
	Emergency phone list			
	Report forms			
12.	MATERIALS STORAGE	OK	Not OK	ACTION TAKEN
	Properly located			
	Safely piled, stacked, bundled			
	Properly moved or lifted			
	Properly labeled (WHMIS)			
13.	HYGIENE	ОК	Not OK	ACTION TAKEN
	Cleanliness of facilities	П		

<u>Duties and Precautions Form – Return to Work Plan</u>

Employee Name:	Claim #:
Injury:	Date of Accident:
Start Date:	Completion Date:
Physical Precautions:	
Job Duties:	
	Plan Objectives:
Week 1:	
Week 2:	
Week 3:	
W. 1.4	
Week 4:	
Week 5:	
Week 6:	
Week 7:	
Week 8:	
Employer	Date

Maintenance Service Log

Date	Equipment	Service Performed	Performed By