HEALTH & SAFETY POLICY MANUAL

POSTERHOF ELECTRICAL SERVICES LTD.

Prepared by

WILKENS Health & Safety Solutions

Revised June 2025

UPDATE/REVIEW 2025

All policies in this Health and Safety manual have been reviewed. Updates have been made, as noted below.

C.O.
June 2025

Harassment and Violence Prevention Policy Statement – Updated to conform to current legislative requirements

Chapter 11 – Workplace Inspection – Inserted completed Health and Safety Excellence program topic.

Chapter 14 – Return to Work Requirements, Forms and Tools – Updated policy title to conform to current Health and Safety Excellence program requirements.

Chapter 15 – Hazard Reporting – Inserted completed Health and Safety Excellence program topic.

Chapter 16 – Risk Assessment - Inserted completed Health and Safety Excellence program topic. Added references to existing forms mentioned in policy topic.

Chapter 39 – Violence, Discrimination and Harassment – Updated policy to conform to current legislative requirements.

Chapter 46 – Hazard Identification – Inserted completed Health and Safety Excellence program topic. Added reference to existing Workplace Hazard Analysis Form as it is mentioned in the policy topic.

Appendix D-1 – Updated to reflect current legislative requirements.

Appendix K – Corrected spelling of Regulation(s).

Appendix M-1 – Updated to reflect current legislative requirements.

Appendix N -Corrected reference to Respiratory Virus.

OOSTERHOF ELECTRICAL SERVICES LTD.
HEALTH & SAFETY POLICY MANUAL

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OOSTERHOF ELECTRICAL SERVICES LTD.
HEALTH & SAFETY POLICY MANUAL

HEALTH AND SAFETY POLICY STATEMENT OF OOSTERHOF ELECTRICAL SERVICES LTD.

The Owner of Oosterhof Electrical Services Ltd. is firmly committed to working with all employees to create a safe and healthy workplace. We strive to develop and continually improve upon policies, procedures, workplace practices and training required to keep our workplace free of risk, injury and workplace illness.

This commitment extends to all of our work locations including our main shop, offices and our customer sites.

Every person in our organization, from the Owner to the front-line employees, are expected to comply with the requirements of the Occupational Health and Safety Act and its applicable regulations and to make health and safety a central consideration in every aspect of our operations.

Employees and management alike are encouraged and expected to actively participate in and contribute to our health and safety program. We expect that ongoing and long-term co-operation between management and workers will be the backbone of this program.

The Owner of Oosterhof Electrical Services Ltd. will provide the resources required to implement this policy and to ensure its long term and ongoing success.

_____ _____

Gary Oosterhof Date
Owner, Oosterhof Electrical Services Ltd.

Reviewed June 2025

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HARASSMENT AND VIOLENCE PREVENTION POLICY STATEMENT

The Owner of Oosterhof Electrical Services Ltd., as an employer, is committed to providing and maintaining workplaces that operate in compliance with current provincial and federal legislation. As such, we make every effort to maintain our workplace free of any form of harassing and threatening behaviour, including virtually through the use of information and communications technology.

Harassment is defined by the Human Rights Code and the grounds defined include any behaviour, action or comment which may be of a threatening nature that another employee may find offensive, including virtually, specifically through the use of email, virtual meeting platforms and social media platforms. This definition has been expanded by the Occupational Health and Safety Act to include workplace harassment defined as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment. Additionally, workplace sexual harassment has been defined as:

- engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome--including virtually, specifically through the use of email, virtual meeting platforms and social media platforms.

The Act also defines workplace violence as physical violence by a person against a worker, the attempt to or threat to exercise physical force against a worker in the workplace. The legislation also requires an employer to protect a worker from domestic violence while at work.

All our employees are expected to complete their assigned tasks in a professional manner and to work as an integral part of our team. All our employees are expected to work together, respecting one another's right to work in a workplace that is safe and is free of any harassing or threatening behaviour.

In the event that any form of harassment including sexual harassment, or any threats of physical violence occurs at the workplace, the appropriate steps will be taken to ensure that the behaviour does not continue. This includes speaking to the individuals involved, taking formal disciplinary actions against the offender involving written warnings and suspensions from work, up to and including termination of employment.

We all have the right to work in an environment that is open and supportive. Please work in a professional manner and help us maintain this standard!

_____ _____

Gary Oosterhof Date
Owner, Oosterhof Electrical Services Ltd.

Revised June 2025

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Title: Leadership and Commitment Standard	**Issued By:** Owner	**Date Issue:** March 2024
		Reviewed: June 2025

LEADERSHIP AND COMMITMENT

PURPOSE

The Owner of Oosterhof Electrical Services Ltd. is committed to providing and maintaining a safe and healthy work environment for all employees, by taking overall responsibility and accountability for the protection of everyone's health and safety in the workplace. The achievement of this goal requires the cooperation of all employees in identifying, reporting and controlling workplace hazards.

It is also essential that all employees be trained as necessary to work in a safe manner and use the appropriate personal protective equipment to minimize the possibility of accidental injury or occupational illness.

The Owner will issue a yearly Health and Safety Policy statement during the month of January, indicating their commitment to maintaining a safe and healthy work environment.

In addition, the Owner has in place a health and safety program that provides the necessary financial support and tools, in the form of procedures and training programs, which enables the employees to meet the intent of the policy statement. This program receives yearly reviews and updates as needed, to ensure that it meets the current needs of the business and the staff employed.

APPLICATION

This policy applies to all workplace locations and employees of Oosterhof Electrical Services Ltd.

GUIDING PRINCIPLES

The Owner of Oosterhof Electrical Services Ltd.:

- Recognizes the importance of occupational safety in the workplace and that both the Owner as the employer, and employees, have shared rights and responsibilities with respect to the goal of providing a safe and healthy work environment.

- Will develop, implement and maintain effective standards and programs that provide a safe and healthy work environment for all employees.

- Ensures that everyone in the workplace has the time, training and support to participate in the health and safety program.

- Will take every reasonable precaution to ensure our work activities do not present an unacceptable level of risk to our employees and customers. This includes the monitoring

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of and compliance with all applicable Occupational Health and Safety legislation, standards and programs.

- Will promote a healthy and safe work environment for all employees.

EVALUATION

This standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep this standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Setting Health and Safety Objectives Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

CHAPTER 1 SETTING HEALTH AND SAFETY OBJECTIVES

1.1 PURPOSE

Setting health and safety objectives is an important part of every company's health and safety program. Provincial legislation requires all employers to review their health and safety program on a yearly basis. Reviewing a program on a regular basis and setting a number of objectives to be accomplished each year, helps to ensure the maintenance of a health and safety program as well as ensuring that the program is continually improved. This policy outlines the responsibilities for the setting of objectives for the health and safety program for Oosterhof Electrical Services Ltd.

To ensure compliance with the legislative requirements, as spelled out by the Occupational Health and Safety Act, the applicable regulations, and the Workplace Safety and Insurance Act, yearly review and planning is required. Oosterhof Electrical Services Ltd. recognizes the need to fully integrate health and safety responsibilities into every existing work activity. The safety standards implemented throughout our organization must, at a minimum, meet the requirements of any applicable piece of legislation or code of practice, as set out by the various regulatory agencies. Our Health and Safety Policy Statement and all of our procedures are reviewed annually to ensure that they meet our needs and those of the regulatory agencies.

1.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

1.3 RESPONSIBILITY

It is the responsibility of each Supervisor (or delegate) to ensure that the employees under his/her direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

All employees, including the Health and Safety Representative will be asked and encouraged to input into the selection of yearly health and safety objectives.

1.4 MANAGEMENT'S RESPONSIBILITIES

The Owner of Oosterhof Electrical Services Ltd. has the ultimate responsibility to ensure that all regulatory requirements are met, and the appropriate standards applied. Through our leadership and commitment, we oversee the full integration of health and safety in every applicable policy and practice. In particular, safe working procedures in our business include the regular review and re-design of the appropriate health and safety requirements, given the work activities our employees are required to perform and complete.

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Title: Setting Health and Safety Objectives Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

Every year, during the months of January and February, the existing health and safety program will be reviewed for the purpose of evaluating its effectiveness and to identify areas which require updating or developing.

Areas to be reviewed include:

1. Incidents which have occurred during the previous calendar year, including:
   - Frequency of specific incidents;
   - Severity of incidents, as indicated by the number of days lost off of work; and
   - Root causes of the incidents.

2. New legislation which may be coming into effect;

3. Changes needed due to the results of the health and safety program evaluation questionnaires, completed in the late fall of each year; and

4. Anticipated changes to the business, expansion of services provided, and changes in business processes.

1.5 SPECIFIC REQUIREMENTS

Using the Workplace Hazard Analysis Form, the leading causes of injury or incident will be evaluated, and two (2) objectives will be chosen for implementation and/or update. With the assistance of the required internal and external resources, including health and safety consultants, the two (2) objectives chosen will have their individual standards reviewed/developed.

Once developed and/or updated, the standards will be communicated to all employees to which they apply, appropriate training will occur, and the results of the implementation will be evaluated in the fall of each year.

The process followed to implement the changes will follow the five (5) steps as outlined in the WSIB Health and Safety Excellence program.

1.6 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

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Title: Setting Health and Safety Objectives Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX J - Workplace Hazard Analysis Form

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Health and Safety Responsibilities Policy	**Issued By:** Owner	**Date Issue:** March 2024
		Reviewed: June 2025

CHAPTER 2 HEALTH AND SAFETY RESPONSIBILITIES

2.1 APPLICATION

To ensure compliance with the legislative requirements, as spelled out by the Occupational Health and Safety Act, its applicable regulations, and the Workplace Safety and Insurance Act, the Owner of Oosterhof Electrical Services Ltd. recognizes the need to fully integrate health and safety responsibilities into every work activity. The safety standards implemented throughout our organization must, at a minimum, meet the requirements of any applicable piece of legislation or code of practice, as set out by the various regulatory agencies. The company's Policy Statement and all of the procedures are reviewed annually to ensure that they meet the companies needs and those of the regulatory agencies.

2.2 RESPONSIBILITIES OF THE EMPLOYER

The Owner of Oosterhof Electrical Services Ltd. has the ultimate responsibility to ensure that all regulatory requirements are met, and the appropriate standards applied. Through their leadership and commitment, they oversee the full integration of health and safety in every applicable policy and practice. Safe working procedures are implemented following regulatory guidelines and a consultative process with our employees. All employees are required to adhere to these procedures. The Owner, as the senior management person, is responsible for ensuring that:

- A detailed health and safety program is established, evaluated and maintained;
- All equipment, materials and protective devices required by law to be used in the workplace, are provided to our employees and that they are maintained in good condition at all times;
- All employees, including Supervisors, are appropriately trained and competent to fulfill their duties;
- All work activities have been analyzed for potential hazards and the appropriate safety procedures, including protective devices have been identified and implemented;
- The buildings that are owned or leased by the Owner and are used by their employees are maintained in accordance with the Fire and Building Codes;
- Workplace inspections are completed regularly to monitor and evaluate compliance with health and safety policies;
- All policies and procedures relating to health and safety are reviewed on a regular basis and that our Health and Safety Policy Statement is updated yearly;

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- Steps are taken immediately to correct any safety defects noted and employees will be instructed to correct any conduct which is in non-compliance with set policies;
- All employees are encouraged to actively participate in maintaining and improving the Health and Safety Management System and that we fully support the activities of the Health and Safety Representative; and

2.3 SUPERVISOR COMPETENCY

Under the Occupational Health and Safety Act, specific duties and legal obligations are delegated to persons who have direct authority over staff. Supervisors are directly responsible for:

- Ensuring that the employees they supervise use the proper personal protective equipment, devices or clothing required;
- Advising employees of the existence of any potential or actual danger to the health and safety of an employee under their supervision;
- Ensuring that employees have received the proper training and written instructions as to the proper procedures to be specifically followed by them;
- Ensuring that employees work in accordance with the set instructions, procedures, and guidelines in compliance within the specific department;
- Ensuring that employees that are found to be working in an unsafe manner are reminded of the proper work procedures and have the counselling documented using the Safety Counselling Form;
- Ensuring that any health and safety concern brought to their attention is investigated as soon as possible, taking the appropriate actions to correct any deficiencies;
- Ensuring that any work incident is immediately reported and investigated;
- Ensuring that any incident resulting in outside medical attention or loss of time from work, is reported to the Owner so that the appropriate reporting can occur to the WSIB;
- Participating in monthly workplace inspections and documenting these; and
- Providing assistance to the Health and Safety Representative, as needed and as appropriate.

All Supervisors are accountable for all matters relating to health and safety for the employees they supervise directly. Supervisors are also responsible for ensuring that all visitors to Oosterhof Electrical Services Ltd. follow all health and safety procedures and guidelines outlines in the company procedures.

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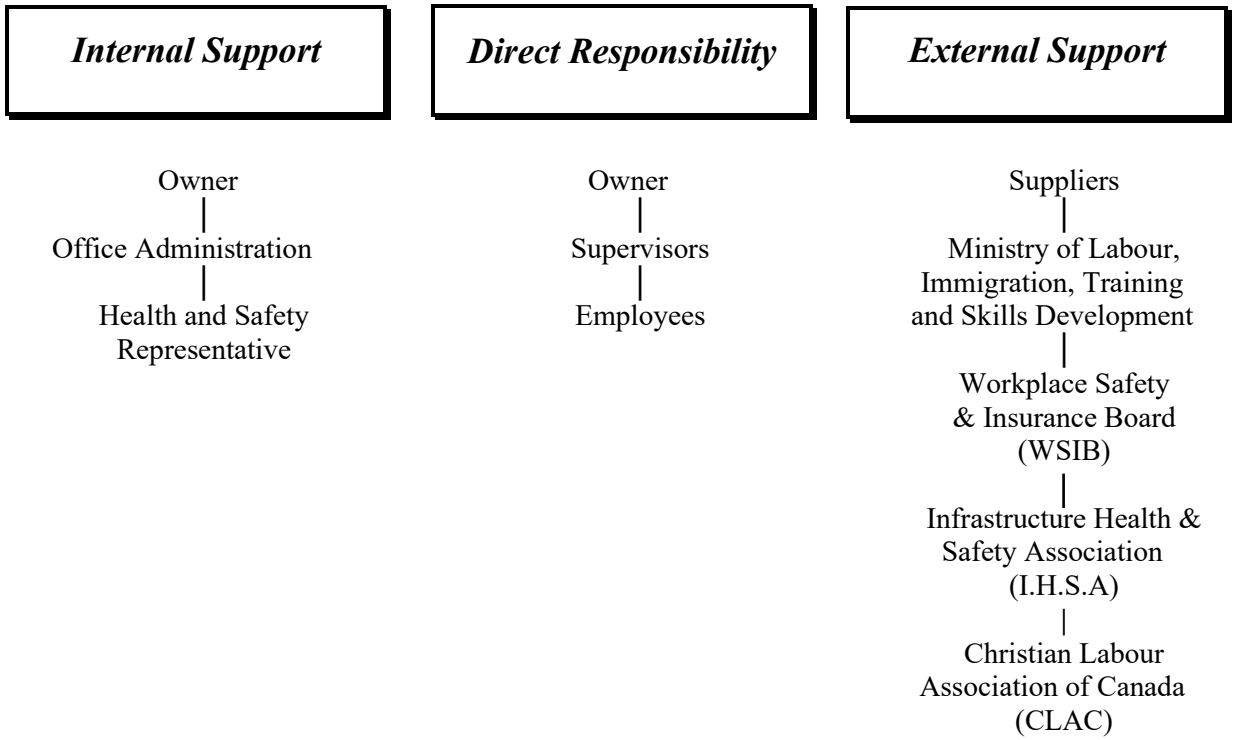
2.4 EMPLOYEE COMPETENCY

All employees of Oosterhof Electrical Services Ltd. have responsibilities for, and play a key role in, ensuring a safe workplace for themselves and their fellow employees. To meet the requirements detailed under the Occupational Health and Safety Act, all employees are required to ensure that they follow all procedures, including but not limited to:

- Use all required personal protective equipment, such as appropriate footwear, gloves, etc., where directed;
- Work in a safe manner which does not endanger themselves or a co-worker;
- Decline to operate any machinery or equipment without proper instructions as to safety;
- Report unsafe conditions to the Owner (or delegate) promptly; and
- Report any incident that has occurred immediately to the Owner (or delegate), so that they receive proper first aid attention and that the incident can be investigated.

2.5 INTERNAL RESPONSIBILITY SYSTEM (IRS)

The following schematic summarizes the key individuals involved in helping us have a proper functioning Internal Responsibility System.



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2.6 IMPLEMENTATION STRATEGY

The Owner of Oosterhof Electrical Services Ltd., in keeping with the goals outlined in its health and safety policy is committed to the following practices.

1. All workers will receive the appropriate training to do their jobs safely. This training will take place in a timely manner beginning from the moment of hiring.

2. Safety concerns can and should be taken immediately to the Owner (or delegate) for attention. All staff must be aware that if this does not result in a satisfactory response in the worker's mind, formal communication, preferably in written form, must be made to the Health and Safety Representative, who in turn will address the issue with the management team who will in turn respond to the concern in a timely manner.

3. Any incident requiring health care will be addressed immediately by the worker and the Owner (or delegate). The affected individual must report the incident immediately and seek out appropriate health care. The Owner (or delegate) will follow up to ensure proper health care has been administered, paperwork has been filled out and filed and the workplace is aware of any impact for the affected employee and for the workplace staffing.

4. Any incident requiring health care will be brought to the attention of the Health and Safety Representative who will analyse the event and make recommendations to prevent a recurrence. Staff illnesses will likewise be monitored for common preventable causes.

5. The Owner of Oosterhof Electrical Services Ltd. prides themself in keeping the workplace in good repair. As such they take the appropriate steps to maintain a safe and healthy workplace.

6. The main office and shop location will be inspected monthly by the designated health and safety representative. This is a legal requirement but does not negate the need for any hazardous situation to be immediately brought to the attention of management for prompt attention.

7. Regular housekeeping is a must for their workplace and on all worksites and for their customers. The Owner of Oosterhof Electrical Services Ltd. in conjunction with all Supervisors will schedule and oversee daily, weekly and monthly housekeeping duties in order to keep the workspace safe.

8. The Owner of Oosterhof Electrical Services Ltd. will supply and maintain an appropriate first aid station. All employees will be made aware of where the first aid stations are as well as who the designated first aiders are so they can access them as necessary.

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9. The Owner of Oosterhof Electrical Services Ltd. will supply and ensure employees have and maintain appropriate personal protective equipment as required. Individuals whose work function requires the use of PPE will be advised and instructed in their use.

10. All worksites involve the use of a number of potentially hazardous materials. All materials will be identified, and all employees will be trained on the proper handling and use of the materials as appropriate.

11. All worksites involve the use of potentially hazardous pieces of equipment. All equipment will be maintained with appropriate safety guards. All employees will be trained on the safe operation of all pieces of equipment.

12. The Owner of Oosterhof Electrical Services Ltd. will ensure that appropriate fire prevention and suppression controls are in place and are inspected in accordance with industry standards. Employees, as appropriate, will be instructed on the location and use of fire extinguishers as appropriate.

13. The Owner of Oosterhof Electrical Services Ltd. will ensure that all engineering controls are kept in good working order. Regular inspection by qualified individuals will be scheduled. Any equipment failure will be addressed as quickly as is possible or the equipment will be removed from service until repaired.

14. The Owner of Oosterhof Electrical Services Ltd. will ensure that all electrical components are kept in good repair. Any shortcomings will be dealt with as quickly as is appropriate.

15. Any additional or new health and safety issues that become evident through workplace changes or workplace inspections will be brought to the attention of the management team and the Health and Safety Representative, will be assessed and addressed to ensure the maintenance of a safe and healthy work environment.

In the event that an employee is found to be working in an unsafe manner or not following established safe working procedures, the employee's behaviour must be addressed, and the appropriate corrective action(s) must be taken.

The Safety Counselling Form must be completed and placed into the employee's file.

Progressive disciplinary actions must be taken as appropriate in accordance with the established Human Resources policies.

The following are guidelines for disciplinary action resulting from safety infractions:

- First offence, employee will be given a verbal warning.

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- Second offence, employee will be given a written warning.
- Third offence, employee will be sent home for three (3) days without pay.
- Fourth offence, employee will be terminated.

2.7 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX A – Safety Counselling Form

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Health and Safety Training Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 3 HEALTH AND SAFETY TRAINING

3.1 PURPOSE

Health and safety training is an important part of every employee's job. The legislation requires a certain level of certification training for a number of positions at Oosterhof Electrical Services Ltd. When a person assumes a new position, certification requirements need to be met and must be updated throughout an employee's working career. This policy outlines the responsibilities for all employee certifications.

3.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

3.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that all employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

3.4 MANAGEMENT'S RESPONSIBILITIES

It will be the responsibility of the Supervisors (or delegate) to inform all Managers of the importance of Oosterhof Electrical Services Ltd.'s Health and Safety Management System, to ensure each employee is aware of its purpose and any potential consequences of non-compliance.

Supervisors (or delegate) are responsible for ensuring that all employees are trained, have the required and mandatory training, and that a record of the training/certification is on file.

Health and Safety Training must include, as a minimum:

- Training as prescribed by applicable legislation;
- Roles, responsibilities and rights;
- The purpose of the occupational health and safety management system, and its respective elements;
- Conforming to the health and safety policy, procedures and the occupational health safety management system overall;
- Legal and other requirements, including potential consequences for deviations or non-compliance;
- Importance of worker participation within the occupational health and safety management system; and,
- Any other requirements to ensure an employee is competent is their position.

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3.5 PROCEDURE

1. The Supervisor (or delegate) will conduct a comprehensive training assessment to establish the basic and job specific requirements as required by the Ministry of Labour, Immigration, Training and Skills Development. This assessment should include the requirements for any Provincial, Federal and Municipal training requirements.

2. The Supervisor (or delegate) will take into account the differing levels of responsibility, literacy, language skills, overall ability and likelihood of exposure to the hazards and risk of the learner.

3. Supervisor (or delegate) will create a training profile to identify the training needs of each position to assure the worker can complete the tasks in a safe manner.

4. Supervisor (or delegate) should assess the need for a Health and Safety Representative and First Aid requirements based on regulations and implement accordingly.

5. All training courses must have a testing component to assure all workers comprehension of the materials were understood. This could be done in a quiz or test depending on worker literacy levels. Some may need to be quizzed orally by a competent instructor.

6. Training shall be monitored on an annual/monthly basis and refresher training scheduled on a regular basis for those courses, certificates and licenses that expire.

7. Training can be delivered in the following formats:
    1. Online
    2. In-class
    3. Self study
    4. Group participation

8. Training must be delivered by a “competent person” who is qualified to create, instruct and evaluate the training comprehension of the workers.

9. The Supervisor (or delegate) must retain a record of training for each individual for, as minimum, the duration the training record is valid.

10. The Supervisor (or delegate) should ensure that the trainers seek feedback from each class and encourage open dialogue from the participants to continually improve the topics on an ongoing basis.

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Title: Health and Safety Training Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

3.6 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX B – Training Matrix

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to policy were made	C.O.
May 2023	Updated policy title and content to conform to WSIB Health and Safety Excellence program requirements	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Smoking in the Workplace – Including Company Vehicles Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 4 SMOKING IN THE WORKPLACE – INCLUDING COMPANY VEHICLES

4.1 PURPOSE

The Smoke Free Ontario Act applies to all provincially regulated workplaces. Smoking is only allowed in designated areas outside the workplace, as required by the legislation. The legislation has been updated several times and is superseded by local municipal by-laws prohibiting smoking in all enclosed workplaces, including company vehicles.

4.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

4.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

4.4 PROCEDURE

Smoking is prohibited in all areas of the workplace, including company vehicles, except for the designated outdoor smoking areas. Smoking is not permitted anywhere else; this includes the offices, washrooms, warehouse, storage areas and company vehicles.

Smoking includes the use of tobacco, vaping, E-cigarettes and cannabis.

Employees wishing to smoke may do so in the smoking area only. The designated smoking areas must be at least three (3) metres away from the main office building, job site location or machinery. Employees smoking in these areas are also expected to keep this area clean.

4.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

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Title: Smoking in the Workplace – Including Company Vehicles Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

References

Public Health Unit and the Smoke- Free Ontario Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to policy were made	C.O.
May 2023	Updated policy title for clarity	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Drugs and Alcohol Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 5 DRUGS AND ALCOHOL

5.1 PURPOSE

To ensure compliance with the legislative requirements, as spelled out by the applicable provincial legislation, including the Occupational Health and Safety Act, its applicable Regulations, and the provincial Workplace Safety and Insurance Act, Oosterhof Electrical Services Ltd. has adopted this policy on drugs, alcohol and other prohibited items to assist in the maintenance of a safe work environment.

5.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

5.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

It is every employee's responsibility to take the appropriate steps to ensure their compliance with this policy. Employees must not report for work, be on any work site or company property, while under the influence of any substance which impairs their ability to do their job safely.

5.4 PROHIBITED ITEMS AND PROHIBITED CONDUCT

Illegal drugs, controlled substances, mood or mind-altering substances and any other drugs or substances which will, in any way affect safety, alertness, coordination, judgment, response or affect the safety of others on the job, are prohibited.

The use, possession, sale, distribution, transfer, dispensing, concealment, transportation or being under the influence of any prohibited substance while engaged in any assigned work activity, as part of your employment with Oosterhof Electrical Services Ltd., is prohibited.

Consumption of or being under the influence of any alcoholic beverages, cannabis or other substances that impact an employee's cognitive abilities while at work or driving any vehicle for Oosterhof Electrical Services Ltd. at any time is prohibited.

Drug paraphernalia is prohibited to be in the possession of any employee while at work at the main shop and office, at a customer site, or in any company vehicles.

Refusal to submit to an inspection of any vehicle or other Oosterhof Electrical Services Ltd. asset under an employee's control when asked to do so by the Owner (or delegate) is strictly prohibited.

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The employee's failure to notify the Owner (or delegate) of the side effects of a prescription or non-prescription drug, which may impair the employee's behaviour or physical or mental ability to safely and fully perform assigned duties is prohibited.

The employee's failure to keep prescribed medicine in its original container or to provide proof of identification of drug prescriptions and prescribing physician is prohibited.

Failure of any Oosterhof Electrical Services Ltd. employee to report the use or possession of an illegal drug or prohibited item by another company employee while on duty or in a company vehicle is prohibited.

5.5 PERMITTED MEDICATIONS AND ITEMS

Prescription drugs and over the counter medications are permitted but only under the following conditions:

- The drugs must be prescribed by an authorized and licensed health care provider for current use by the person in possession of the drug.
- The drugs/medications, both prescribed and over the counter, are limited to one day's supply, or must be kept in their original labeled container and must be taken in accordance with the dosage recommendations and usage cautions. ***These medications must not affect the employee's ability to perform work safely.***
- All employees taking prescription or over the counter medications are responsible for consulting with their health care professional to ascertain whether or not the medication may interfere with the safe performance of their job. If the medication can affect their ability to perform their job safely, the employee must inform the Owner (or delegate) and take the appropriate steps to protect their safety and that of their co-workers. Appropriate steps include asking for a re-assignment of their duties or taking a sick day.

5.6 PROCEDURE AND SPECIFIC REQUIREMENTS

The Owner of Oosterhof Electrical Services Ltd. has the ultimate responsibility to ensure that all regulatory requirements are met, and the appropriate standards applied.

To ensure that this policy is complied with, random vehicle inspections of any Oosterhof Electrical Services Ltd. vehicle will be conducted.

Employees will be subject to the appropriate disciplinary action, up to and including termination of their employment, in the event that the following occurs:

- Failure to notify the Owner (or delegate) of the side effects of a prescription or non-prescription drug which may impair the employee's physical or mental ability to safely perform their assigned duties;

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- Failure to keep their prescribed medication in its original container or to provide proof of identification;
- Refusal to submit to the inspection of a company vehicle; or
- Conviction under any criminal drug statute for a violation occurring at any of Oosterhof Electrical Services Ltd. worksites.

5.7 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Workplace Health Promotion Policy	Issued By: Owner	Date Issue: May 2023
		Reviewed: June 2025

CHAPTER 6 WORKPLACE HEALTH PROMOTION

6.1 PURPOSE

Workplace Health Promotion is an important part of every company's health and safety program. Promoting a healthy lifestyle both on and off the job encourages employees to take care of themselves and leads to a healthier work environment. This policy outlines the responsibilities for the setting of objectives for a Workplace Health Promotion Program for Oosterhof Electrical Services Ltd.

Although there are no specific legislative requirements that currently require an employer to implement a Workplace Health Promotion Program, the benefits for encouraging employees to balance home and work commitments and thereby lead to a healthy lifestyle have been shown to be a great benefit to any workplace.

The Owner of Oosterhof Electrical Services Ltd. recognizes the need to fully integrate health and safety responsibilities into every existing work activity. This includes Workplace Health Promotion.

6.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

6.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

All employees, including the Health and Safety Representative will be asked and encouraged to give input into the selection of yearly worker wellbeing objective.

6.4 MANAGEMENT'S RESPONSIBILITIES

The Owner of Oosterhof Electrical Services Ltd. has the ultimate responsibility to ensure that all regulatory requirements are met and the appropriate standards applied. Through their leadership and commitment, they strive to implement a Workplace Health Promotion Program to complement the Health and Safety Program. In particular, employees will be encouraged to participate in this program.

Every year, during the months of January and July, the existing worker wellbeing initiatives will be reviewed for the purpose of evaluating their effectiveness and to identify areas which require updating or developing.

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Wellness

Three (3) major components of employee wellness will be addressed through workplace culture and occasional discussion at team meetings:

1. Mental wellness and intellectual stimulation through proper nutrition and exercise.

2. Physical wellness, through increased activity and nutritional choices.

3. Emotional wellness from an increased sense of personal satisfaction.

Oosterhof Electrical Services Ltd. offers a complete array of Employee Assistance Programs (EAP) through the Union's benefit package.

6.5 PROCEDURE

Employees will be provided access to information on general wellbeing through access to various publications and pamphlets as they are provided by the Union.

Employees will be encouraged to participate in off the job activities which will encourage fitness activities and eating right. This will be encouraged through pamphlet information as provided by the Union and occasional discussion at team meetings.

Each year, employees will be encouraged to participate in the following initiative:

- A yearly theme selected by the Health and Safety Representative with Management's input.

Oosterhof Electrical Services Ltd.:

- Advises all employees that are considering participation in the wellness program to consult their physician before undertaking any regimen of diet or exercise.
- Will not be liable for any accidents or incidents that occur off of premises that may be construed as arising out of participation in the wellness program.
- Employees may participate voluntarily, of their own volition, without any unnecessary fear of retaliation for lack of participation.
- This program is offered as a service to employees and will not try to influence the behaviours of employees relating to health, notwithstanding any other policy that prohibits type of behaviour while on premises.
- All information including medical information provided by employees for the purposes of participation in the wellness program will be kept confidential and will in no way be used

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in the evaluation of their performance at work, or affect their employment status with Oosterhof Electrical Services Ltd.

- Access to employee wellness information will be limited to the HR Manager and the health professionals associated with this wellness program.

6.6 SPECIFIC REQUIREMENTS

Once the program has been reviewed, two (2) objectives will be chosen as specific initiatives for the calendar year.

Once chosen, the objectives will be communicated to all employees to which they apply, appropriate training will occur, and the results of the implementation will be evaluated in the fall of each year.

6.7 EVALUATION

The Owner will review the results of the evaluation completed in the late fall each year and will take the necessary steps to ensure all employees are working in compliance with the policies and that the appropriate steps are taken to ensure full implementation.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	Removed Smoking Cessation form; “Wellness” and “Procedure” were customized based on client feedback	C.O.

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Title: New Employee Orientation Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

CHAPTER 7 NEW EMPLOYEE ORIENTATION

7.1 PURPOSE

Inexperienced workers generally have more incidents than experienced workers. Therefore, it is Oosterhof Electrical Services Ltd.'s policy to provide all new, rehired and transferred employees with a "New Employee Orientation Training Package" which includes training on:

- Company policy on acceptable behaviour;
- Review all job duties and tasks;
- Workplace Hazardous Materials Information System (WHMIS) requirements and training;
- Emergency procedures;
- The locations of first aid stations, fire extinguishers, telephones, lunch room, washrooms, and parking;
- Job-specific hazards;
- Health and safety responsibilities;
- The immediate reporting of injuries and hazardous conditions to Supervisor(s);
- The use of required Personal Protective Equipment (PPE);
- Provide worker(s) with all appropriate PPE;
- Tool handling and storage;
- The right to refuse unsafe work;
- Review of the health and safety rules applicable to the job;
- Introduction to the Health and Safety Representative;
- Introduction to the Supervisor(s);
- Site tour or map where appropriate;
- Working at Heights Training (if required);
- Manager Health and Safety Awareness in 5 Steps or Worker Health and Safety Awareness in 4 Steps Training;
- Violence and Harassment Training;
- Accessibility for Ontarians with Disabilities Act, 2005 (A.O.D.A.) Training;

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- Timesheet Training; and
- Receiving a copy of the Company's Employee Health & Safety Manual.

7.2 APPLICATION

This policy applies to all new, re-hired and transferred employees and those employees returning to work after an extended absence from Oosterhof Electrical Services Ltd.

7.3 RESPONSIBILITY

It is the responsibility of each Supervisor (or delegate) to ensure that the employees under his/her direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

All new employees must be given a complete orientation during their first few days on the job by their immediate Supervisor.

Management Responsibilities

- Develop policy and procedures on worker orientation;
- Monitor and enforce procedure(s);
- Maintain and keep records of orientation training; and
- Review and monitor procedures and implement changes when warranted.

Supervisor Responsibilities

- Review job specific hazard(s) along with the Health and Safety Manual with workers and implement job specific training;
- Review with the worker the Orientation Checklist which will be signed by the worker and their Supervisor;
- The worker will read and sign the Orientation Checklist upon completion of the training and, any questions or concerns will be addressed prior to signing;
- The signed Orientation Checklist will be sent to management for record keeping purposes; and
- Monitor, educate and enforce compliance with policy.

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Title: New Employee Orientation Policy	Issued By: Owner	Date Issue: May 2023
		Reviewed: June 2025

Worker Responsibilities

- Understand and participate in the orientation process;
- Ask questions if they feel uncertain about any aspect of the orientation training; and
- Ensure they understand their rights and obligations in the workplace.

7.4 PROCEDURE

All new employees will be required to attend training courses as they are scheduled for them. A new worker orientation package will be prepared and will be completed by the employee.

All new employees are subject to a three (3) month probation period.

7.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX S – Employee Orientation Checklist

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Workplace Hazardous Materials Information System (WHMIS) Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 8 WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

All chemicals must be handled with common sense and caution, in order to avoid emergency situations. Ensure that you have completed your WHMIS 2015 training before handling any chemicals located at Oosterhof Electrical Services Ltd.

8.1 PURPOSE

WHMIS is the "Right to Know" legislation and is a key communication tool of hazards in the workplace. All new employees must complete their basic WHMIS training during their first week of employment.

8.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

8.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented, and meets the intent of this policy.

8.4 PROCEDURE

All new employees will review the Oosterhof Electrical Services Ltd.'s WHMIS 2015 training program during their first week of employment. The Owner (or delegate) will provide the material to the employee and the employee training will be completed. The Owner (or delegate) will supplement the general training with specific information about the chemicals located in an employee's work area. This will include hazard specific information, location of the Safety Data Sheet (SDS) binder, and workplace labels, proper storage procedures, what personal protective equipment is needed and spill procedures.

On a yearly basis, the Owner (or delegate) will conduct a WHMIS 2015 refresher session with all of their employees. This will include asking all employees to complete a review quiz, which will be kept on file. The Owner (or delegate) will ensure that all current SDSs are readily available for all products and are available to employees at all times.

On a yearly basis, the Health and Safety Representative will review the current WHMIS 2015 training courses. This review is completed to ensure that the current program that is being used at the time of employment meets the requirements of the current legislation.

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8.5 DEFINITIONS

WHMIS stands for Workplace Hazardous Materials Information System.

W	-	Workplace
H	-	Hazardous
M	-	Materials
I	-	Information
S	-	System

SDS	Safety Data Sheet
Hazardous Material	A biological or chemical agent named or described in Occupational Health and Safety Regulations as a hazardous material. Also has the same meaning as a controlled product.
Risk Phrases	Describe nature of hazard. Additions or supplements to risks not conveyed by hazard symbols (i.e. highly irritating to skin, eye and nose).
Precautionary Measures	The essential precautions to be taken during the handling, use and storage of the material.
Material Identifier	A designation or identification by any of the following: common name of product, chemical name, trade name, generic name, brand name, code name or code number.
Hazard Symbol	A pictogram in a circular border or a red, diamond shaped border.
Supplier Label	The label supplied by a manufacturer or supplier.
Workplace Label	The label that must be attached to a container of hazardous materials by the employer. These labels are applied when a chemical is dispensed from its original container into a smaller container or when a supplier label becomes illegible.

8.6 KEY ELEMENTS

Training: Initial generic training, department specific training and yearly refresher training.

Labels: Supplier Label – See attached example
Workplace Labels – See attached example

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SDS: Safety Data Sheets – Provide detailed information on the hazards and precautions needed to be followed when dealing with a particular chemical. A copy of the SDS for each chemical must be made readily available to employees at all times. In the event that a current SDS is not available, a sheet can be requested by contacting the supplier. Currently the master binder is kept in the administrative office and each vehicle is provided with a copy of the SDSs for the chemicals most commonly used on jobsites.

8.7 CONSUMER PRODUCTS

All employees must:

1. Ensure that all chemicals received into the workplace are in good condition.

2. Ensure that they are wearing the appropriate personal protective equipment when handling chemicals. Disposable gloves shall be worn when handling all chemical products.

3. Not place damaged or leaking chemical containers onto the shelving units. Report damaged goods to the Owner (or delegate) immediately.

4. Keep the area clean, cool and dry. All containers must be handled with care so that no leakage occurs.

5. Know the designated area where the SDSs are kept, to allow ready access in case of exposure to skin, ingestion or a chemical spill. Site specific SDSs will be available inside vehicles.

6. Know an SDS master binder is kept on file in the administrative office. The Owner (or delegate) must ensure that all SDSs are current.

7. Bring to the attention of the Owner (or delegate), or the Health and Safety Representative, any damaged containers. They will give instructions on the disposal of the item and clean-up procedures.

8. Be versed in what WHMIS stands for, and where and how the workplace's dangerous chemicals are stored.

9. Ensure all containers are properly labelled at all times. Original supplier labels must be on all original containers. Workplace labels must be put on all containers into which chemicals are dispensed. Workplace labels must also be placed on containers when labels have become illegible or damaged.

10. Know what to do in case of an emergency, including spill clean-up procedures and the use of the proper personal protective equipment. This includes knowing how to locate the appropriate universal spill clean-up kit.

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11. Follow proper personal hygiene practices by thoroughly washing hands with soap and water frequently during the shift, especially before eating, drinking, smoking or after using the washroom.

8.8 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	Updated “Consumer Products” point 11 for clarity	C.O.

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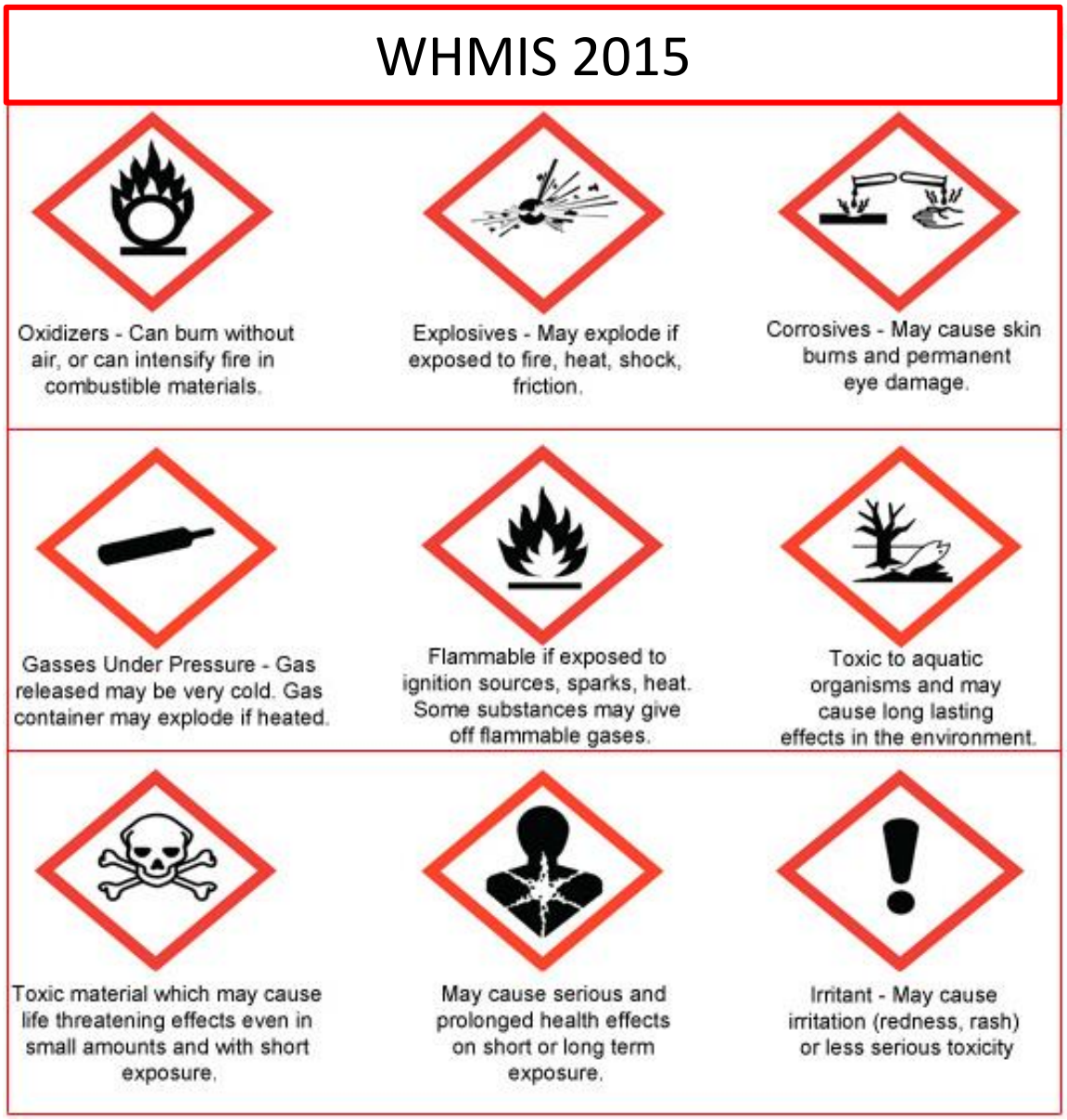
Title: Workplace Hazardous Materials Information System (WHMIS) Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

EXAMPLE 1

WHMIS 2015 Symbols



	Biohazardous Infectious Materials (for organisms or toxins that can cause diseases in people and animals)

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EXAMPLE 2

WHMIS 2015 Supplier Label

Product K1 / Produit K1

Danger

Fatal if swallowed.
Causes skin irritation.

Precautions:

Wear protective gloves.
Wash hands thoroughly after handling.
Do not eat, drink or smoke when using this product.

Store locked up.
Dispose of contents/containers in accordance with local regulations.

IF ON SKIN: Wash with plenty of water.
If skin irritation occurs: Get medical advice or attention.
Take off contaminated clothing and wash it before reuse.
IF SWALLOWED: Immediately call a POISON CENTRE or doctor.
Rinse mouth.

Danger

Mortel en cas d'ingestion.
Provoque une irritation cutanée.

Conseils :

Porter des gants de protection.
Se laver les mains soigneusement après manipulation.
Ne pas manger, boire ou fumer en manipulant ce produit.

Garder sous clef.
Éliminer le contenu/récipient conformément aux règlements locaux en vigueur.

EN CAS DE CONTACT AVEC LA PEAU : Laver abondamment à l'eau.
En cas d'irritation cutanée : Demander un avis médical/consulter un médecin.
Enlever les vêtements contaminés et les laver avant réutilisation.
EN CAS D'INGESTION : Appeler immédiatement un CENTRE ANTIPOISON ou un médecin.
Rincer la bouche.

Compagnie XYZ, 123 rue Machin St, Mytown, ON, N0N 0N0 (123) 456-7890

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EXAMPLE 3

WHMIS 2015 Workplace Label

Product K-1

Danger

Fatal if swallowed. Causes skin irritation.

Wear protective gloves (neoprene). Wash hands thoroughly after handling. Do not eat, drink or smoke while using this product.

See SDS for more information.

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EXAMPLE 4

Consumer Labels

TOXIC PRODUCTS	• Very Toxic • Toxic (Danger) • Harmful (Caution) • Poison • Do not swallow • Do not get in eyes or on skin or on clothing • Keep out of reach of children	
CORROSIVE PRODUCTS	• Very Corrosive (Extreme Danger) • Corrosive (Danger) • Irritant (Caution) • Causes burns to the skin, eyes and lungs • May form dangerous fumes when mixed with other chemicals	
FLAMMABLE PRODUCTS	• Very Flammable (Extreme Danger) • Flammable (Danger) • Spontaneously Combustible (Caution) • Combustible (Flammable symbol not used) • Contents may catch fire • Do not smoke • Use only in well ventilated area	
PRESSURIZED CONTAINER	• Caution • Contents under pressure • Container may explode if heated • Do not puncture • Do not burn • Store away from heat	
QUICK SKIN-BONDING ADHESIVES	• Caution • Bonds skin instantly • Do not get in eyes or mouth or on skin • Keep out of reach of children	**NO SYMBOL**

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Title: Health and Safety Participation Policy	**Issued By:** Owner	**Date Issue:** March 2024
		Reviewed: June 2025

CHAPTER 9 HEALTH AND SAFETY PARTICIPATION

The Owner of Oosterhof Electrical Services Ltd. is committed to providing a safe work environment for all employees and supports a well-functioning Internal Responsibility System. An integral part of making this system work is the support and effort put forth by the Health and Safety Representative. The work, input and commitment to improving the health and safety of all the employees is a team effort. The following guidelines and Terms of Reference for the Health and Safety Representative were developed as a guide for the Representative to follow when fulfilling their duties. The Health and Safety Representative is an important resource and tool for assisting all employees to maintain a safe workplace environment. The following details the Terms of Reference by which the Health and Safety Representative functions:

9.1 SELECTION OF THE HEALTH AND SAFETY REPRESENTATIVE

The Health and Safety Representative is a worker representative, selected by the workers, to fulfill the duties detailed in this section. All employees interested in serving as the Worker Health and Safety Representative will be asked to identify themselves. Those names will be put forward and the worker member will be selected by the employees for a two (2) year term. This term is renewable.

The Health and Safety Representative will complete training equivalent to the Part 1 Basic Joint Health and Safety Committee Certification Training as prescribed by the Ministry of Labour, Immigration, Training and Skills Development. This will facilitate their ability to fulfill their duties.

In the event that the Health and Safety Representative resigns from their position, they will be replaced within forty-five (45) days.

9.2 DUTIES OF THE HEALTH AND SAFETY REPRESENTATIVE

To achieve the spirit of the Occupational Health and Safety Act, the duties of the Health and Safety Representative shall be:

- To review the health and safety issues identified, evaluate the recommended resolutions and input on all matters pertaining to occupational health and safety in the workplace, with the Owner;
- To encourage adequate education and training programs in order that all employees are knowledgeable in their rights, restrictions, responsibilities and duties under the Occupational Health and Safety Act;

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- To address matters related to all applicable regulations under the Act, including WHMIS and Hazardous Substances where applicable, and to receive copies of all reports as they relate to health and safety issues;
- To conduct monthly inspections of the workplace, recording all health and safety concerns noted during the inspection. The Health and Safety Representative will be escorted by a different co-worker each month when they inspect the facility;
- To investigate any serious incidents including near misses, workplace work refusals, critical injuries, and fatalities;
- To deal with any occupational health and safety matter that the Representative deems appropriate; and
- To make formal health and safety recommendations to the Owner, for the improvement of the Health and Safety Program, using the Worker Health and Safety Representative Recommendation Form. A health and safety recommendation is submitted to rectify any situation that may be a source of danger or a hazard to workers. Recommendations to the Owner should be submitted within three (3) days of hazard identification when possible.

9.3 RECOMMENDATIONS OF THE HEALTH AND SAFETY REPRESENTATIVE

The Owner shall respond within twenty-one (21) days with regard to written health and safety recommendations to the Health and Safety Representative. The Owner's goal is to respond within three (3) days to any recommendations submitted by the Health and Safety Representative. The written response shall indicate the employer's assessment of the recommendation and specify what action will, or will not (with explanations), be implemented as a result. Any proposed action by the employer shall include details of who will be responsible for such action and a proposed timeframe.

9.4 INVESTIGATIONS: INCIDENTS, COMPLAINTS, WORK REFUSALS AND THE MINISTRY OF LABOUR, IMMIGRATION, TRAINING AND SKILLS DEVELOPMENT

1. The Health and Safety Representative will investigate all serious workplace incidents, and review incidents that have the potential for a critical incident. The investigation team will be responsible for ensuring that the Owner (or delegate) and the Ministry of Labour, Immigration, Training and Skills Development are informed of any incidents.
2. The Health and Safety Representative will make themselves available to accompany the Ministry of Labour, Immigration, Training and Skills Development Inspector during Ministry inspections of the workplace.

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3. The Health and Safety Representative will assist in the investigation of work refusals, should they occur.

4. The Health and Safety Representative shall be consulted concerning proposed workplace testing strategies related to industrial hygiene and shall be entitled to be present at the beginning of such testing.

9.5 HEALTH AND SAFETY REPRESENTATIVE ENTITLEMENT

The Health and Safety Representative shall be given adequate time from their job duties to participate in activities associated with carrying out their duties as a Health and Safety Representative. All time spent in attendance at meetings or in activities relating to the function of the Health and Safety Representative will be paid for at the employee's appropriate rate of pay for performing work, and the time spent is to be considered as time at work.

9.6 GENERAL

1. All employees will be encouraged to discuss their occupational health and safety concerns with the Owner (or delegate) before bringing it to the attention of the Health and Safety Representative.

2. The Health and Safety Representative will thoroughly investigate all unresolved health and safety concerns to get all the details and will exchange these details when searching for a resolution to the problem. All complaints reported to the Health and Safety Representative will be included on the agenda of meetings with the Owner (or delegate) and applicable resolutions will be reported.

3. The Health and Safety Representative will be provided with the injury statistics for the workplace on a monthly basis.

4. The Health and Safety Representative will be provided other health and safety information on a regular basis, by the Owner (or delegate), so that issues can be addressed in a timely manner.

5. Medical, personal or trade secret information will be kept confidential by the Health and Safety Representative.

6. The Owner will prepare and review, at least annually, a written Occupational Health and Safety Policy, and maintain the program to implement that policy [Section 25(2)(j) of the Act]. This shall be accomplished in consultation with the Health and Safety Representative.

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9.7 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current. The results of the evaluation and any adjustments made will be shared with all employees.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX C – Worker Health and Safety Representative Recommendation Form
APPENDIX D-2 – Workplace Inspection Report

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Health and Safety Communication Policy	**Issued By:** Owner	**Date Issue:** March 2024
		Reviewed: June 2025

CHAPTER 10 HEALTH AND SAFETY COMMUNICATION

10.1 PURPOSE

To ensure that the Health and Safety Management System (HSMS), once developed, has been appropriately communicated to all workplace parties, this communication standard has been developed to assist all employees of Oosterhof Electrical Services Ltd., ensure that the HSMS is communicated throughout the organization.

10.2 APPLICATION

This procedure applies to all employees of Oosterhof Electrical Services Ltd.

10.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that all employees under their direct supervision have received the proper training and instruction, which enables this procedure to be implemented and meets the intent of this procedure.

10.4 MANAGEMENT RESPONSIBILITIES

The Owner of Oosterhof Electrical Services Ltd. is committed to providing a healthy and safe work environment for their workers and preventing occupational illness and injury. To express that commitment, they have developed and implemented a Health and Safety Management System (HSMS) in accordance with the requirements of the Workplace Safety and Insurance Board (WSIB) Health and Safety Excellence program.

The Owner gives their personal commitment to take all reasonable precautions to prevent harm to workers. The specifics of the Health and Safety Management System will be integrated into various work activities and communicated to staff by including an applicable agenda item into all team meetings and through posting applicable information on employee communication boards. Employees who require accommodations due to hearing or vision or other impairments, language skills or literacy difficulties, will be provided with appropriate forms of communications.

Supervisors will be trained and held responsible for ensuring that the workers, under their supervision, follow all aspects of the Health and Safety Management System. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have responsibility for ensuring the safety of equipment and their departments, communicating any issues requiring correction in a timely manner. They must ensure that the HSMS is fully integrated into all activities under their direct supervision and that it is communicated on a regular basis to their staff. This communication will occur on a regular basis when observing staff at work, during team meetings and is detailed and documented in the individual policies and procedures in the HSMS.

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Title: Health and Safety Communication Policy	**Issued By:** Owner	**Date Issue:** March 2024
		Reviewed: June 2025

The Owner of Oosterhof Electrical Services Ltd. through all levels of management, will co-operate with the Health and Safety Representative to create a healthy and safe work environment. Recommendations received from the Health and Safety Representative will be evaluated and responded to, as appropriate, within the timelines defined by the Occupational Health and Safety Act and the company's Terms of Reference for the Health and Safety Representative. Co-operation will also be extended to others such as contractors who do work at their request on the premises.

10.5 WORKER RESPONSIBILITIES

All workers will be required to support this organization's health and safety initiative and to co-operate with the management team, Health and Safety Representative and others exercising authority under the applicable laws.

It is the duty of each worker to report to their Supervisor, as soon as possible, any hazardous conditions, injury, incident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and by following established company policies, procedures, rules, and instructions as developed by the management team of Oosterhof Electrical Services Ltd.

The Owner of Oosterhof Electrical Services Ltd. recognizes the worker's duty to identify hazards and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety program.

10.6 EVALUATION

This standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep this standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Board Health and Safety Excellence program

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Workplace Inspection Policy	**Issued By:** Owner	**Date Issue:** July 2024
		Reviewed: June 2025

CHAPTER 11 WORKPLACE INSPECTION

11.1 PURPOSE

The workplace inspection program is one of the key elements of a company's Health and Safety Management System. Workplace inspections are completed to prevent injuries and illnesses by identifying and eliminating actual and potential hazards. In addition to identifying hazards, inspections are used to ensure compliance with applicable legal requirements that are detailed in the Occupational Health and Safety Act and its applicable regulations, as well as to monitor a company's adherence to its own established standards and procedures.

11.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd., as well as to the Health and Safety Representative.

11.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the Supervisors and Health and Safety Representative has been adequately trained and acquainted with this policy and its procedures, to ensure its full implementation.

Under the Occupational Health and Safety Act, the Health and Safety Representative must conduct a monthly workplace inspection. At Oosterhof Electrical Services Ltd., we meet this minimum requirement by having the following inspection program in place:

- Monthly inspections to be completed by the Health and Safety Representative, and if possible, the Owner (or delegate), when available.

Carrying out effective and regular inspections keeps the Owner and all Supervisors aware of hazards and activity in the workplace.

11.4 HEALTH AND SAFETY REPRESENTATIVE INSPECTIONS

The Health and Safety Representative sets out the schedule for all workplace inspections. A two-person inspection team (when possible) inspects the entire main shop building. The teams must follow the following procedure:

- Establish when they will conduct their inspection;
- Prepare for the inspection by familiarizing themselves with the process and hazards associated with the work location to be inspected;

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- Review the previous month's inspection and check on the status of any items noted during that inspection;
- Review any incidents and hazard reports that have been reported to the Health and Safety Representative;
- Other information that should be reviewed includes:
  - Basic layout plans showing equipment and materials used;
  - Information on chemicals;
  - Storage areas;
  - Number of employees working;
  - Specific rules and regulations that apply to specific job areas;
  - Job procedures and safe work practices;
  - Manufacturer's specifications for any equipment;
  - Personal Protective Equipment (PPE);
  - Engineering controls;
  - Emergency procedures – fire, first aid, and rescue;
  - Incident reports and completed investigation reports;
  - Worker complaint reports regarding particular hazards in the department;
  - Previous recommendations from the Health and Safety Representative;
  - Previous inspection reports;
  - Maintenance reports, procedures and schedules;
  - Regular inspection reports or other external audits (insurance, corporate specialist);
  - Monitoring reports (levels of chemicals, physical or biological hazards);
  - Reports of unusual operating conditions.
- Use and complete the workplace inspection checklist while conducting the inspection;
- Contact and report any safety hazards that require immediate attention to the Owner (or delegate) for their immediate action;
- Summarize the findings on the Workplace Inspection Form, rating each hazard according to the rating system;
- Submit the completed inspection investigation form to the Owner (or delegate) for review;

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- The Owner shall respond within twenty-one (21) days with regard to the items noted for correction from the Health and Safety Representative who completed the inspection. The written response shall indicate the employer's assessment of the recommendation and specify what action has been or will not (with explanations) be implemented as a result of the issues identified. Any proposed action by the employer shall include details of who will be responsible for such action and a proposed time frame for completion;

- A copy of the completed monthly inspection will be posted on the Health and Safety Board for communication purposes to all employees; and
- Completed monthly workplace inspection forms will be kept on file in accordance with the company's records retention policy;

11.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX D-1 – Main Office Monthly Inspection Checklist
APPENDIX D-2 – Workplace Inspection Report

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Title: First Aid Training Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 12 FIRST AID TRAINING

12.1 PURPOSE

First Aid training is an important part of every health and safety program. The provision of proper first aid response starts with ensuring that employees have been provided with an adequate number of trained co-workers who can provide this important response in the event of an incident or illness at work. This policy outlines the responsibilities for first aid provision at Oosterhof Electrical Services Ltd.

12.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

12.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that an adequate number of first aid trained employees are on shift at all times. In addition, it is the responsibility of the Owner (or delegate) to ensure that employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

12.4 MANAGEMENT'S RESPONSIBILITIES

Oosterhof Electrical Services Ltd. must have at least one (1) qualified Standard First Aid CPR C + AED trained First Aider, at all times, when more than five (5) employees are scheduled to work on any given shift. The Owner (or delegate) must ensure that a sufficient number of trained employees are available to meet this requirement.

The Owner (or delegate) shall ensure:

1. First aid kit requirements as detailed in Regulation 1101 best describes the current requirements at Oosterhof Electrical Services Ltd.
    - At every site where less than fifteen (15) employees are working at any one (1) time the first aid station must have a first aid log, and a first aid box containing at a minimum:
        - A current edition of a standard St. John Ambulance First Aid Manual;
        - 1 card of safety pins; and
        - Dressings consisting of:
            - 24 adhesive dressings individually wrapped,
            - 12 sterile gauze pads, 3 inches square,

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- 4 rolls of gauze bandage, 2 inches wide,
- 4 rolls of gauze bandage, 4 inches wide,
- 4 sterile surgical pads for pressure dressings, individually wrapped,
- 6 triangular bandages,
- 2 rolls of splint padding, and
- 1 roll-up splint.

2. In all cases of injury/disease the Owner (or delegate) or first aid person must:
   - Give first aid immediately.
   - Notify the employer of the incident.
   - Document the incident, treatment and advice given to the worker, in the First Aid Log, which is to be kept in close proximity to the first aid kit.
   - Ensure that adequate information is given to the person responsible for notifying the WSIB so that a WSIB Form 7 can be completed, if the worker needs medical attention from a health care provider, or is not able to report to work on their next scheduled workday.
3. The person administering the first aid must complete the First Aid Log, detailing the following information: name of the injured worker, date and time of the incident, extent of the injury and first aid provided.
4. The designated first aid station will be located in the main office.
5. A copy of all designated qualified First Aiders will be posted in a prominent location in the workplace.
6. All employees who injure themselves at work must immediately seek first aid treatment from a designated First Aider.
7. The person administering the first aid must complete the First Aid Log, detailing the following information: name of the injured employee, date and time of the incident, extent of injury and first aid provided;
8. The quarterly inspection of the First Aid Station and its contents occur to ensure everything is accounted for, using the First Aid Inspection Checklist. The inspection card must then be signed and dated; and

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Title: First Aid Training Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

12.5 EVALUATION

This policy/procedure will be evaluated by ensuring that all employees have the appropriate training, and a copy of their valid First Aid Certificate will be on file and posted as required. Spot checks will be completed during the regular monthly inspection of the workplace to ensure that the First Aid Kit is appropriately stocked.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX E-1 – First Aid Inspection Checklist
APPENDIX E-2 – First Aid Record
APPENDIX E-3 – First Aid Log

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Injury, Illness and Incident Reporting and Incident Investigation and Analysis	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 13 INJURY, ILLNESS AND INCIDENT REPORTING AND INCIDENT INVESTIGATION AND ANALYSIS

13.1 PURPOSE

The purpose of our incident reporting policy is to ensure that all incidents are investigated, such that the root cause can be found, and appropriate steps can be taken to prevent recurrence.

13.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

13.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which allows this policy to be implemented. The responsibility for investigating incidents rests with the Owner (or delegate) and the Health and Safety Representative.

13.4 REPORTING PROCEDURE

1. Incidents of any kind must be reported immediately to the Owner (or delegate).

2. Appropriate first aid and/or medical attention must be provided to the injured person.

3. If outside medical attention is immediately required, the employee's Supervisor (or delegate) must arrange for transportation of the injured worker by ambulance or other direct means. The cost of the transportation must be paid for by the employer, unless the employee is transported by a family member, at the choice of the employee.

4. All first aid incidents must be logged in the First Aid Log, located next to the first aid station.

5. All incidents requiring health care by a health care professional, all lost time injuries and all occurrences of an occupational illness must be reported to the Workplace Safety and Insurance Board within three (3) days. The Owner (or delegate) must be informed of all of these incidents in order to ensure proper timely reporting to the WSIB.

6. If a critical injury has occurred, the Supervisor (or delegate) will inform the Ministry of Labour, Immigration, Training and Skills Development immediately. All steps will be taken to provide appropriate first aid to the injured employee, without disturbing the incident scene.

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7. The Ministry of Labour, Immigration, Training and Skills Development must also be informed within four (4) days of the employer becoming aware of an occupational illness, so it is extremely important that these incidents be reported the Owner (or delegate) immediately.

8. The Owner (or delegate) will conduct the incident investigations, along with the Health and Safety Representative using the Incident Investigation Report.

9. In the event of an incident resulting in a critical injury, an incident that had the potential of causing a critical injury, or an occupational illness, the investigation will be conducted with the Health and Safety Representative and the Owner (or delegate) using the Critical Incident Investigation Report.

10. Copies of the report will be given to the Owner (or delegate), and the Health and Safety Representative.

11. All incidents that have resulted in a critical injury or fatality must be reported to the Ministry of Labour, Immigration, Training and Skills Development in writing, within forty-eight (48) hours using the mandatory form on their website. This form must also be kept on file for the three (3) years.

12. Incident investigations are to be conducted immediately following the incident, by the Owner (or delegate) and the Health and Safety Representative. The basic underlying causes as well as substandard practices or conditions must be analyzed when conducting the investigation.

13.5 DEFINITIONS

To ensure proper understanding of each of the terms and to ensure the proper implementation of this policy, the following definitions are provided to assist in the identification of the different types of incidents:

1. **Fatality** – any death occurring at a workplace which is caused by a work-related activity.

2. **Critical Injury** – any injury occurring at work which causes: loss of sight, loss of a large quantity of blood, an amputation of a hand, arm, leg (but not a finger or toe), the fracture of a hand, arm, leg (but not a finger or toe), a burn to a major portion of the body, or unconsciousness. The definition is now interpreted to include a fracture of a wrist, hand, ankle or foot. In addition, the amputation or fracture of more than a finger or two is also considered to be a critical injury.

3. **Medical Aid** – any injury occurring at work, which requires the employee to seek health care from a health care provider. These incidents are more severe than first aid incidents, as the employee will require treatment from a health care provider. A health care provider is any

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professional defined under the Health Care Practitioners Act and includes medical doctors, physiotherapists, chiropractors and nurse practitioners.

4. **First Aid** – any incident at work, which requires the employee to receive first aid treatment by a trained first aider, but the injury, does not require the employee to seek professional health care. Typically, first aid incidents include minor cuts, scratches and burns.

5. **Incident** – is an unplanned event that could have resulted in harm to people, or damage property, if circumstances had been slightly different.

6. **Accident** – any unplanned event that happens unexpectedly and unintentionally resulting in injury, illness or property damage.

7. **Occupational Illness** – any illness which is acquired at work by an employee, engaged in a work activity. Typically, these illnesses include communicable diseases such as Tuberculosis, Hepatitis; diseases acquired from exposure to chemicals at work such as asbestosis, silicosis and other occupational cancers or noise induced hearing loss.

8. **Property Damage** – any incident occurring at work, which caused damage to a facility, piece of equipment or machinery or other property but did not injure an employee or workplace participant. The damage was a result of a work activity (i.e. procedures being followed, material used, etc.).

9. **Near Miss** – any incident which occurred which did not cause any injury, illness or damage, but could have if the situation had been slightly different.

10. **Fire** – any incident at work, which results in a fire. Examples include an electrical fire, or a fire resulting from the dispensing or mixing of chemicals.

11. **Chemical Spill** – any incident occurring where there is an unintentional release of a chemical. Typical examples include a broken container of a solvent spilling its contents, a gasoline spill, or a spill involving the release of a large amount of cleaning agents.

12. **Root Cause –** the real or underlying cause(s) of an event, distinguished from immediate or apparent and obvious cause(s).

13.6 INVESTIGATION PROCEDURE

In case of an incident, the Incident Report must be completed immediately after an investigation by the General Manager (or delegate) and the employee representative and given to the Owner and Health and Safety Representative for review.

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Any Investigation must be conducted by the supervisor, and as appropriate the designated health and safety representative for the following incidents:

- Fatalities;
- Critical Injuries;
- Lost-Time Injuries;
- No lost-time injuries (i.e. Medical aid)
- Occupational illnesses;
- Property Damage;
- Fires;
- Environmental Releases;
- Workplace violence and harassment; and
- Incidents with potential for physical or psychological injury.

The Critical Incident Investigation Report form must be completed for all major incidents while the one (1) page Incident Report Form will be completed for all minor incidents. Both forms collect and assist in analyzing.

- Personal injury;
- Property damage;
- Description of incident, describing clearly how the incident occurred;
- Analysis of what acts, failures to act and/or conditions that contributed most directly to the incident;
- Determining what are the basic or fundamental reasons for the existence of these acts and/or conditions;
- Probable recurrence rate;
- Prevention - what action has or will be taken to prevent recurrence; and
- Communication regarding remedial actions to be taken.

13.7 FORMS TO BE COMPLETED

In case of critical injury or a fatality, the incident must be reported immediately to the Ministry of Labour, Immigration, Training and Skills Development, and the Health and Safety Representative must remit a written report to them within forty-eight (48) hours containing the following information:

- Name and address of the injured person;
- Nature of the circumstances of the incident and bodily injury sustained;

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- Description of the activity or equipment involved;
- Time and place of the occurrence;
- Name and address of the person injured or killed;
- Name and address of all witnesses;
- Name and address of the treating physician

The mandatory form that must be completed electronically and submitted to the Ministry of Labour, Immigration, Training and Skills Development is located in the Ministry website, https://forms.mgcs.gov.on.ca/en/dataset/on00276.

13.7.1 Owner (or delegate)'s Incident Investigation Report

Your report should answer each of the following:

13.7.1.1 The Incident Sequence

Explain what happened (including events leading up to the incident).

13.7.1.2 Damage or Injury

Explain the nature and extent of the injury or damage.

13.7.1.3 What Steps Are Recommended to Prevent Recurrence?

13.7.1.4 Who Will Follow Up and Who Will Report on Progress of Implementing the Corrective Actions?

13.8 WHO SHOULD BE INVOLVED IN AN INCIDENT INVESTIGATION?

1. Supervisor

- As the immediate Supervisor, they have a close relationship with the injured person and know them well.
- They know the department, machines and procedures better than anyone else does.
- They carry the responsibility for safety in their department.

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- They are accountable for any interruption in the flow of activity.
- They must take preventive action - or set things in motion for such action. (Note the importance of follow-up.)

2. Injured Person

- They usually have first-hand knowledge of the incident.

3. Health and Safety Representative

- The employee representative must investigate any incident where a serious incident or near miss incident has occurred or a worker is killed or critically injured.
- To facilitate co-operation between all levels of management and employees.
- Responsible for inputting the root cause of the incident and making recommendations on how a similar incident can be avoided.

4. The Owner

- Has overall responsibility.
- Sets policy and provides financial resources.
- Directly involved in overall Loss Control Program.
- Will be integrally involved in conducting investigations into all serious incidents
- Will engage the assistance of the company's external health and safety consultant in all incidents deemed to be serious in nature.

5. Witnesses

- All eyewitnesses must be interviewed. In addition, any indirect witnesses and people not at the scene, but who may have something useful to contribute to the investigation should be interviewed.

13.9 GUIDELINES TO FOLLOW

When completing the Supervisor's Incident Investigation Report, the following guidelines are to be followed:

- In case of injury, make sure worker is properly cared for before doing anything else.

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- While providing all medical attention necessary, have scene kept as undisturbed as possible.
- Investigate as promptly as possible.
- Whenever possible, go to scene of incident for initial investigation.
- As applicable, have someone else get photographs, make drawings, or take measurements.
- Interview all witnesses, one (1) at a time and separately.
- Reassure each witness of the investigation's real purpose – to establish the root cause and to prevent recurrence, not to lay blame on anyone in particular.
- Get witness's initial version with minimal interruption; ask for complete version, step by step; have them describe what occurred.
- Apply empathy in interviews; make no attempt to fix blame or find fault.
- Be polite.
- Be objective; don't have a fixed opinion in advance.
- When witness finishes initial explanation, ask questions to fill in gaps.
- Avoid questions that lead witness or imply answers wanted or unwanted.
- Summarize your understanding with witness after interview.
- Express sincere appreciation to anyone who helped in the investigation.
- Record data accurately.
- Prepare a report summarizing your findings, make recommendations for improvement and a follow up plan

13.10 THE TEN STEPS FOR INTERVIEWING

1. Show concern for the injured person; put any person you are interviewing at ease.

2. Explain that the reason for the interview is not to find fault, but to determine the root cause.

3. Explain the benefits of getting at the true facts, to prevent recurrence.

4. Conduct the interviews at the scene of the incident wherever possible but ensure that any demonstration does not result in a repetition of the injury.

5. Ask the person to give their complete story. Remember the tools - Who?, What?, Where?, When?, Why?, and How?

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6. Ask them further questions to fill in the gaps. If their story leaves some points unclear, ask specific questions.

7. Check your understanding of the incident - remember the greatest enemy of communication is the illusion of it. Make sure you have the story as they meant to tell it.

8. Give them a chance to correct you, in case you misunderstood.

9. Discuss their ideas of how to prevent a recurrence; the injured person is most likely to have such ideas.

10. Thank the person sincerely; this is the only way to bring an interview to a fitting close. Remember your thanks will only ring sincere if your whole attitude and approach have been sincere throughout.

13.11 THE WHO?, WHAT?, WHERE?, WHEN?, WHY?, AND HOW? OF INCIDENT INVESTIGATION

Who?

- Who was involved? Who are they? What were they doing at that time? Was it their job? Since when? Were they trained for it?

What?

- What equipment was involved? What was it doing/being used for at the time? Was this a normal use?
- What was its condition (use/abuse/maintenance, etc.)? Was this a usual condition? Was it properly guarded?
- What materials were involved? What were they being used for? Was this a proper use for them?
- What known hazards do they have (toxicity, sharp, etc.)? If hazards exist, were the materials being used/handled properly?

Where?

- Where did it happen?
- What was the environment like? What was the layout?
- What was the condition of the workplace/site at the time (floor, housekeeping, traffic, lighting, noise distractions, temperature, etc.)?

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- Where did it occur in the flow of operation?
- Where were the people (identified in "Who" above) positioned relative to the occurrence?

When?

- When was it reported? When did it occur in the working day? On what day/date?

How?

- How did it happen? Ensure that your conclusions can be validated. Can you use the answer to these questions to produce a detailed description?
- Are the answers clear enough?
- Do you need to repeat or rephrase any questions?
- Do you need to ask more questions?

Why?

- Evolves from all of these questions.

13.12 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX E-3 – First Aid Log
APPENDIX F – Critical Incident Investigation Report
APPENDIX G-1 – Incident Investigation Report
APPENDIX G-2 – Ministry of Labour, Immigration, Training and Skills Development Form

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Title: Injury, Illness and Incident Reporting and Incident Investigation and Analysis	**Issued By:** Owner	**Date Issue:** April 2021 **Reviewed:** June 2025

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	Updates made to reflect Ministry name change and to include mandatory MOLITSD forms	C.O.
May 2023	Updated policy title to meet WSIB Health and Safety Excellence program requirements; added appendix Incident Report to align with policy text	C.O.
Jun 2024	Updated mandatory MOLITSD form to Dec ’23 version	C.O.

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Title: Return to Work Requirements, Forms and Tools Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Revised: June 2025

CHAPTER 14 RETURN TO WORK REQUIREMENTS, FORMS AND TOOLS

14.1 PURPOSE

When an employee is injured, either because of a workplace incident, or a non-work-related incident, Oosterhof Electrical Services Ltd. is committed to assisting its employees recover from an injury or illness. The Owner is committed to offering modified duties in keeping with the individual's capabilities, precautions, and temporary restrictions. This Work Reintegration Policy has been developed to ensure that a work reintegration process is in place and is utilized in the workplace.

14.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

14.3 RESPONSIBILITY

It is the responsibility of each Supervisor (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

In addition to ensuring this policy is implemented, all workplace parties have the following responsibilities:

Employer – facilitate communication between the workplace, the employee, the treating physician, and management, and assist in the modification of the workplace to provide meaningful employment to the injured or ill employee and to promote the work reintegration process. The Employer is also responsible for allocating human and financial resources for the administration of the Return-to-Work program and for the purchase of assistive devices/accommodation supports where appropriate.

Oosterhof Electrical Services Ltd., in compliance with the Personal Information Protection Act (PIPA), outlines the principles and practices they will follow in protecting all workers' personal information. Their privacy commitment includes ensuring the accuracy, confidentiality, and security of all workers' personal information and allowing all workers to request access to, and correction of, their personal information.

The Employer also ensures the development and execution of our comprehensive Return-to-Work (RTW) program and privacy policies. They oversee thorough training during orientation and provide ongoing education on the program's objectives, roles, accommodation request processes, and dispute resolution procedures. The Employer ensures that all workers have access to vital RTW program information. Additionally, the Supervisor (or delegate) actively supports the facilitation of RTW plans, ensuring their consistent and diligent development and monitoring.

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Supervisor – ensure all employees are aware of this policy and ensure the employees receive proper directions to seek health care and participate in the work reintegration process, as well as to maintain the confidentiality of the worker's Return-to-Work personal file.

Health and Safety Representative - ensures that all employees understand their obligations, conducting initial investigations in collaboration with the Employer and Supervisor when necessary, and regularly evaluating the program's effectiveness to maintain compliance with relevant standards.

Employees – must report all injuries as soon as they have occurred, seek proper health care, follow proper treatment, and fully participate in the work reintegration program. If there is an issue that cannot be resolved the worker must advise the Owner in person or via phone and follow up with a written summary of the issue in dispute via a method stipulated by the Owner (i.e. letter, text, email)

Health Care Professionals – ensure prompt and suitable treatment of injured/ill worker, complete Health Professional's Report (Form 8) or CMS8 and submit to the Workplace Safety and Insurance Board (WSIB). Additionally, they should provide worker and Employer page 2 of Form 8/CMS8 including functional/cognitive abilities information and maintain an ongoing dialogue with the worker regarding their return-to-work opportunities throughout the recovery process.

Workplace Safety and Insurance Board (WSIB) – ensures that all workplace parties are well-informed about the anticipated steps and procedures. Additionally, the WSIB is dedicated to educating these parties about their respective rights and obligations, fostering a transparent and compliant environment. WSIB diligently monitors progress and cooperation throughout the process, taking proactive measures to obtain and clarify information pertaining to functional abilities. In cases of any encountered difficulties or disputes, WSIB steps in to mediate and find resolution, ensuring a seamless reintegration into the workplace.

14.4 PROCEDURE

If an employee has an injury or illness that prevents them from performing their regular duties at work, this Work Reintegration Standard and its implementation procedure must be followed, Oosterhof Electrical Services Ltd.'s goal is to return the employee to their full pre-injury duties.

1. The employee, upon being injured at work, will follow the Incident Reporting Procedure. The Supervisor (or delegate) will ensure that the worker receives proper health care treatment, as necessary. Upon receiving medical treatment and an indication from their health care provider that they are not able to perform all of the functions of their job, the employee must contact their Supervisor (or delegate) and inform them of this, as soon as reasonably possible and in most cases within twenty-four (24) hours.

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The employee will provide the necessary information to their Supervisor (or delegate) and the Employer, about their restrictions and will have the health care provider complete the Functional Abilities (FA) section of the treatment report (Form 8), indicating what restrictions and for how long they are in place and if at all possible, on the day of injury after they have received the appropriate medical treatment. The completed Functional Abilities portion must be returned to the employee's Supervisor (or delegate) as soon as reasonably possible, and in most cases within twenty-four (24) hours.

2. The Supervisor (or delegate) will review the Functional Abilities (FA) information indicated on the form with the employee. It is important to remember that the employee is a valuable team member and that the purpose of developing a Work Reintegration Program is to have the employee return to work as a full team member as soon as possible.

3. The Supervisor (or delegate), in consultation with the Employer, will take the lead in developing the Work Reintegration Plan and will be kept informed of the employee's status. The Supervisor (or delegate) will consult with the Employer and provide a current "Physical Demands, and/or Cognitive Demands Analysis" for the employee's position, such that suitable job tasks can be identified for the employee during the Work Reintegration Plan, in consultation with the employee's health care provider.

4. The Employer will meet with the Supervisor (or delegate) and the employee to develop a Work Reintegration Plan as soon as possible after the injury. In most cases this will be the day after the injury. The goal of this plan is to return the employee to their full pre-injury duties as soon as possible, while ensuring that all modified duties are within the employee's abilities and will not hinder his/her full recovery or cause re-injury.

5. In the event that there is a delay in initiating a Work Reintegration Plan, regular weekly contact will be maintained and documented using the Work Reintegration Contact Log with the worker to request updated information about their medical status and ability to return to work.

6. The Supervisor (or delegate) will inform the Workplace Safety and Insurance Board (WSIB) of the employee's progress, ensuring that all information is shared with the WSIB. Regular weekly progress meetings will be held with the employee, the Supervisor (or delegate) and the Employer.

7. The employee will receive full regular pay for all work performed during the work reintegration program. Should the employee be required to work reduced hours or graduated hours, the WSIB, in consultation with the employer, will determine the employee's remuneration.

8. The aim is to return the employee to full regular duties within an eight (8) week period unless this is not medically possible. Regular updated notes will be kept on file and progress will be communicated to the WSIB.

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9. If there is not full cooperation from the employee, or the employee does not agree with the work reintegration plan, the WSIB will be notified and will determine whether the suitability of modified work is appropriate, and if the employee's benefits will be affected.

10. Once the worker has returned to full hours and regular duties, a note closing the Work Reintegration Plan will be placed on file and shared with the WSIB.

11. The employer will endeavor to complete all necessary accommodations in keeping with the current applicable legislation. The employer will work closely with the WSIB in all Return-to-Work cases but in particular with the more challenging accommodations.
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12. As the employer has only one (1) location and limited job positions available, the employer will do their best to accommodate an injured worker in keeping with all current legal requirements. In exceedingly rare cases, the WSIB may need to transition the employee to alternate work not with the employer. This will be completed by the WSIB following their transition policies. The employer will assist as they are able.

The following forms have been designed to be used and completed during the work reintegration process as needed:

- Incident Reporting Flowchart
- Critical Injury Reporting Flowchart
- Supervisor's Checklist
- Employee Package (Letter to Employer, Letter to Health Care Provider, Physical Demands and Cognitive demands form)
- Contact Log
- Work Reintegration Offer (Work Reintegration plan, Work Reintegration journal)
- Functional Abilities Form
- Consent to Disclose Health Information Form
- Return to Work Progress Report
- Return to Work Plan Closure and Evaluation Feedback form

The Supervisor (delegate) will ensure that all documentation is kept in the employee's file as needed.

Dispute Resolution Process

Disputes may arise from various factors, including the suitability of assigned tasks, tools or equipment, functional and cognitive abilities, lack of progression of recovery, and safety concerns. In the event of concerns or disputes related to the Work Reintegration Standard and its implementation procedure, the following Dispute Resolution Process will be followed:

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- The worker is required to notify their Supervisor in person or via phone as soon as they have any concerns. These concerns should also be documented in writing. These concerns can be documented either via a written note or an e-mail addressed to the worker's Supervisor.
- The Supervisor will investigate the concerns raised and arrange for a meeting to discuss potential solutions with the worker. The Supervisor will involve the worker in considering possible solutions. If both parties agree, the agreed upon solution will be implemented, and the RTW Plan is updated.
- Following the meeting, the RTW Plan will be amended accordingly in writing and copies of the amended RTW Plan will be kept on file, given to the worker and sent to the WSIB for their information.
- If the concern persists and cannot be resolved internally, input from the appropriate healthcare professionals, including the treating health care provider, independent medical examinations, ergonomic assessments, and referrals to specialists may be required. These steps will also involve contacting the WSIB and asking for their assistance through the use of a Return-to-Work Specialist.
- The WSIB Return- to-Work Specialist will assist in the creation of a revised Return to Work Plan.
- In the very rare occurrence, when the worker continues to refuse to participate in the Return-to-Work process, the WSIB's assigned Claims Manager will be asked to render a decision, based on the input from all parties, and this may result in the worker being refused continued benefits.
- Depending on the outcome of the Case Manager's decision, both the employer and the worker have the right to pursue the appeal process with WSIB, within thirty (30) days of the decision being given by the Case Manager.

14.5 EVALUATION

The Return to Work Requirements, Forms and Tools Policy will be reviewed on a yearly basis and changes will be made, as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current. All improvement opportunities will be added to Oosterhof Electrical Services Ltd.'s Return to Work Requirements, Forms and Tools and communication of performance measures and results will be shared with all workers annually.

References

Occupational Health and Safety Act
Workplace Safety and Insurance

See *APPENDIX H-1 - Incident Reporting Procedure*
APPENDIX H-2 - Critical Incident Reporting Procedure
APPENDIX H-3 – Manager's/Supervisor's Checklist

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APPENDIX H-4 – Employee Work Reintegration Package
- *Letter to Employee*
- *Letter to Health Care Provider*
- *Physical and Cognitive Demands Form*
- *WSIB Form 6*

APPENDIX H-5 – Contact Log

APPENDIX H-6 - Work Reintegration Offer Package
- *Work Reintegration Offer Letter*
- *Work Reintegration Plan*
- *Work Reintegration Journal*

APPENDIX H-7 – Functional Abilities Form

APPENDIX H-8 - Consent to Disclose Personal Health Information

APPENDIX H-9 - Return to Work Progress Report

APPENDIX H-10 - Return to Work Plan Closure and Evaluation Feedback Form

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	Updated policy content and appendices to conform to WSIB Health and Safety Excellence program requirements	C.O.
Jun 2024	Updated policy sections “Responsibility” and “Procedure” to conform to current Health and Safety Excellence program requirements	C.O.

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Title: Hazard Reporting Policy	Issued By: Owner	Date Issue: July 2024
		Reviewed: June 2025

CHAPTER 15 HAZARD REPORTING

15.1 PURPOSE

The Owner of Oosterhof Electrical Services Ltd. is committed to ensuring that all employees are provided with a safe workplace. In order to maintain the safety of the workplace, all employees are responsible to immediately report all potential and actual hazards which the individual is aware of, that pose, or may pose, a threat to the health and safety of the workers.

15.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

15.3 MANAGEMENT RESPONSIBILITIES

The Owner (or delegate) will provide Supervisors, employees, and the Health and Safety Representative, ongoing training to ensure these individuals are able to recognize actual and potential hazards.

15.4 SUPERVISOR AND EMPLOYEE RESPONSIBILITIES

Once identified, hazards will be controlled as soon as practicable using the hierarchy of control measures by either eliminating them, placing a control between the worker and the hazard or by applying the controls at the worker through the appropriate training, use of personal protective equipment, administrative controls and/or hygiene practices.

Hazards identified must be addressed as soon as practicable and if there is a delay in implementing the appropriate control, the hazards existence must be communicated to all workers potentially exposed and interim steps must be identified.

Any hazards identified and their appropriate control measures will be communicated to workers through job specific training, safety talks, health and safety meetings, and any other means necessary to ensure all workers are aware of the hazards and how they are controlled.

All workplaces must be inspected regularly, in accordance with the Occupational Health and Safety Act and applicable regulations. As detailed in the workplace inspection standard, these inspections include pre-use inspections, as well as the required monthly workplace inspections.

As soon as a hazard is recognized, the worker must take the appropriate corrective action, if they are able to or they must be documented on the Hazard Reporting Form and reported to the appropriate Supervisor, and subsequently to the Administrator. Corrective action must be taken to eliminate or control the hazard before work resumes. Any new hazards identified will be added to the company's hazard inventory.

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A hazard is defined as any:

- practice
- behaviour
- condition or combination thereof that could cause injury, illness or damage to property.

Hazards are classified into three (3) categories indicating the level of risk associated with them if left uncontrolled. The levels of risk are as follows:

- **Class A** hazards have the immediate potential to harm a person or cause property damage and require immediate attention.
- **Class B** hazards have the potential to harm a person or cause property damage, but not immediately. They should be addressed within one (1) week.
- **Class C** hazards have the potential to harm a person or cause property damage but are low-risk and can be addressed within three (3) to four (4) weeks.

15.5 PROCEDURE

Oosterhof Electrical Services Ltd. has has provided all employees with access to hazard reporting forms as well as the appropriate reporting procedures.

Upon becoming aware of a hazard, a worker must immediately report it to the Owner (or delegate). In most cases, minor hazards can be corrected immediately. Proper documentation of hazards identified, and the steps taken to correct them, must occur using the hazard reporting form. The Owner (or delegate), upon receiving the report of a hazard must ensure proper documentation of both the hazard and the corrective action that was taken. If a hazard cannot be immediately corrected, appropriate interim measures must be taken to ensure the safety of the worksite.

Completed Hazard Reporting Forms must be filed in the office and copies must be given to the Health and Safety Representative for review. Any new hazards identified will be added to the company's hazard inventory.

The Hierarchy of Controls must be followed as appropriate in the specific situation. If possible, follow the following:

- Control at the Source - Eliminate the hazard from the workplace by disposing of the hazard;

- Control along the Path – the use of barriers or proper lock out/tag out procedures;

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- Control at the Worker – this includes safe work practices, procedures, administrative controls, hygiene practices and the use of personal protective equipment.

15.6 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current. Yearly review and updating of the company's hazard inventory will also occur as required.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX I – Hazard Reporting Form

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Title: Risk Assessment Policy	**Issued By:** Owner	**Date Issue:** January 2024
		Reviewed: June 2025

CHAPTER 16 RISK ASSESSMENT

16.1 PURPOSE

Oosterhof Electrical Service Ltd. is committed to ensuring that all employees are provided with a safe workplace. In order to maintain the safety of the workplace, all employees are responsible to immediately report all potential and actual hazards which the individual is aware of, that pose a threat to the health and safety of the workers.

A hazard is defined as any work practice, condition, behaviour or combination thereof that can cause injury, illness or property damage if not corrected. Hazards can further be defined as health hazards – leading to illnesses or safety hazards that lead to injury.

Oosterhof Electrical Service Ltd. will implement and monitor a program for the identification and assessment of hazards in the workplace that is appropriate to the size of the workplace, the nature of the hazards and that includes the following components:

- hazard identification and assessment methodology;
- a hazard identification and assessment;
- the implementation of controls or preventive measures;
- employee education; and
- a program evaluation.

16.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

16.3 RESPONSIBILITY

The Owner will provide ongoing training to Supervisors, employees, and the Health and Safety Representative to ensure these individuals are able to recognize and assess actual and potential hazards. Hazards identified and assessed will be communicated to workers through job site training, safety talks, health and safety meetings, and any other means necessary to ensure all workers are aware of the identified hazard, that the hazard has been assessed, and what available controls are in place.

It is the responsibility of the Supervisors to ensure that the staff under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of the policy.

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Title: Risk Assessment Policy	**Issued By:** Owner	**Date Issue:** January 2024
		Reviewed: June 2025

16.4 PROCEDURE

All workplaces must be inspected monthly, in accordance with the Occupational Health and Safety Act and applicable regulations. Hazards need to be identified, reported, and assessed as soon as an employee becomes aware of them. All hazards are to be reported to the Supervisor and the Hazard Reporting form is to be completed to document those hazards which cannot be immediately corrected or require further investigation by the Owner.

If possible, corrective action should be taken to eliminate or control the hazard before work resumes.

A hazard is defined as any:

- practice
- behaviour
- condition of combination thereof,

that could cause injury, illness, or damage to property.

Hazards are classified into three (3) categories indicating the level of risk associated with them if left uncontrolled. The levels of risk are as follows:

- **Class A** hazards have the immediate potential to harm a person or cause property damage and require immediate attention.
- **Class B** hazards have the potential to harm a person or cause property damage, but not immediately. They should be addressed within one (1) week.
- **Class C** hazards have the potential to harm a person or cause property damage but are low-risk and can be addressed within three (3) to four (4) weeks.

The Owner (or delegate) will, with the assistance of the Health and Safety Representative, assess hazards in each department by taking into account the following documents and information:

- nature of the hazard;
- potential (probability) of employees' exposure to the hazard;
- effects, real or perceived, of the exposure on the health and safety of employees;
- preventive measures already in place to address the hazard; and
- any other relevant information.

A hazard assessment is to be completed:

- By a qualified person;
- Proactively before performing any task(s) related to the operations and/or activity;

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- Proactively before the introduction, start-up, or use of new equipment, material, substance or process;
- When there is a change to existing equipment, material, chemical, or process; and,
- When there is a change to the occupational health and safety management system that may affect workplace operations and/or activities.

The hazard assessment will take into consideration the contributing factors that may cause a low-priority risk to become a high-priority risk (such as the people (job factors), environment, process, material and equipment). The assessment will include a review of related job factors, as well as personal factors, which may contribute to risks.

The results of the hazard assessment will be recorded showing the type of hazard, its location, why it is deemed a hazard, as well as the probability, severity, frequency and importance of the hazard in question. The assessment will also show which hazards are the main or most significant hazards for that department, and which hazards to work on first.

16.5 COMMUNICATION

The Owner will ensure that this policy and procedure is communicated, reviewed and discussed during employee orientation training as part of the hazard identification and controls (preventive measures) in place for the health and safety of the employee; the nature of the workplace and hazards associated with it as well as, the employee's duty to report any workplace hazards and non-compliance to the legislation.

Signage: Upon the completion of the Workplace Hazard Analysis Form and when all job specific hazards have been identified, the appropriate signage (if required) will be posted in the proper location, making employees aware of the hazards.

16.6 TRAINING

The Owner will provide education and training to an employee whenever new hazard information in respect to a hazard in the workplace becomes available to the employer and shortly before the employee is assigned a new activity or exposed to a new hazard.

The employees completing or assisting in the hazard identification and assessment, as well as establishing what controls or preventive measures for the hazard in question, shall have enough knowledge, experience and training (such as the Basic Health and Safety Training workshop modules or the Ministry of Labour, Immigration, Training and Skills Development Certification Training) to justify their competency.

The Owner will keep records of any orientation and training on workplace hazards given to the employee.

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Each time education and training are provided to an employee, whether it be virtual or in-person, the employee shall acknowledge in writing that they received it, and the employer shall acknowledge in writing that they provided it.

The Owner will keep on paper or computerized form, records of the education provided to each employee, which in most cases shall be kept for a period of two (2) years after the employee ceases to be exposed to a hazard.

16.7 RECORDS

The Owner will keep a record of the Hazard Identification and the Hazard Assessment for at least three (3) years or until a report is made to the applicable government agencies, if required.

The Owner will keep a record of any action plan developed in response to the hazards identified and assessed in order to implement controls and preventive measures for at least three (3) years or until a report is made to the applicable government agencies, if required.

16.8 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act (OHSA)
WSIB Health and Safety Excellence Program Guidelines
Ministry of Labour, Immigration, Training and Skills Development Certification Requirements

See APPENDIX I - Hazard Reporting Form
APPENDIX J – Workplace Hazard Analysis Form

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Title: Refusal to Work Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 17 REFUSAL TO WORK

17.1 PURPOSE

All employees are required to report any unsafe conditions to the Owner (or delegate) immediately, so that the concerns can be addressed. In the event that the concerns cannot be corrected to the employee's satisfaction, the employee has the right to exercise their right to refuse.

17.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

17.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

The Occupational Health and Safety Act, as detailed in Section 43, states that:

43(3) A worker may refuse to work or do particular work where he has reason to believe that,

1. Any equipment, machine, device or thing he/she is to use or operate is likely to endanger himself or another worker;

2. The physical condition of the workplace or the part thereof in which he works or is to work is likely to endanger himself;

3. Where workplace violence is likely to endanger himself or herself; or

4. Any equipment, machine, device or thing he is to use or operate or the physical condition of the workplace or the part thereof in which he works or is to work is in contravention so that he is likely to endanger himself or another worker.

43(4) Upon refusing to work or do particular work, the worker shall promptly report the circumstances of his refusal to his employer or Owner (or delegate), who shall forthwith investigate the report in the presence of the worker and, if there is such, in the presence of one of:

1. A committee member who represents workers, if any;

2. A Health and Safety Representative, if any; or

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3. A worker who because of his knowledge, experience and training is selected by a trade union that represents the worker, or if there is no trade union, is selected by the workers to represent them, who shall be made available and who shall attend without delay.

43(5) (a) Until the investigation is completed, the worker shall remain as near as reasonably possible to his/her workstation and

(b) available to the employer or Owner (or delegate) for the purposes of the investigation.

17.4 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	Update to reflect Ministry name change	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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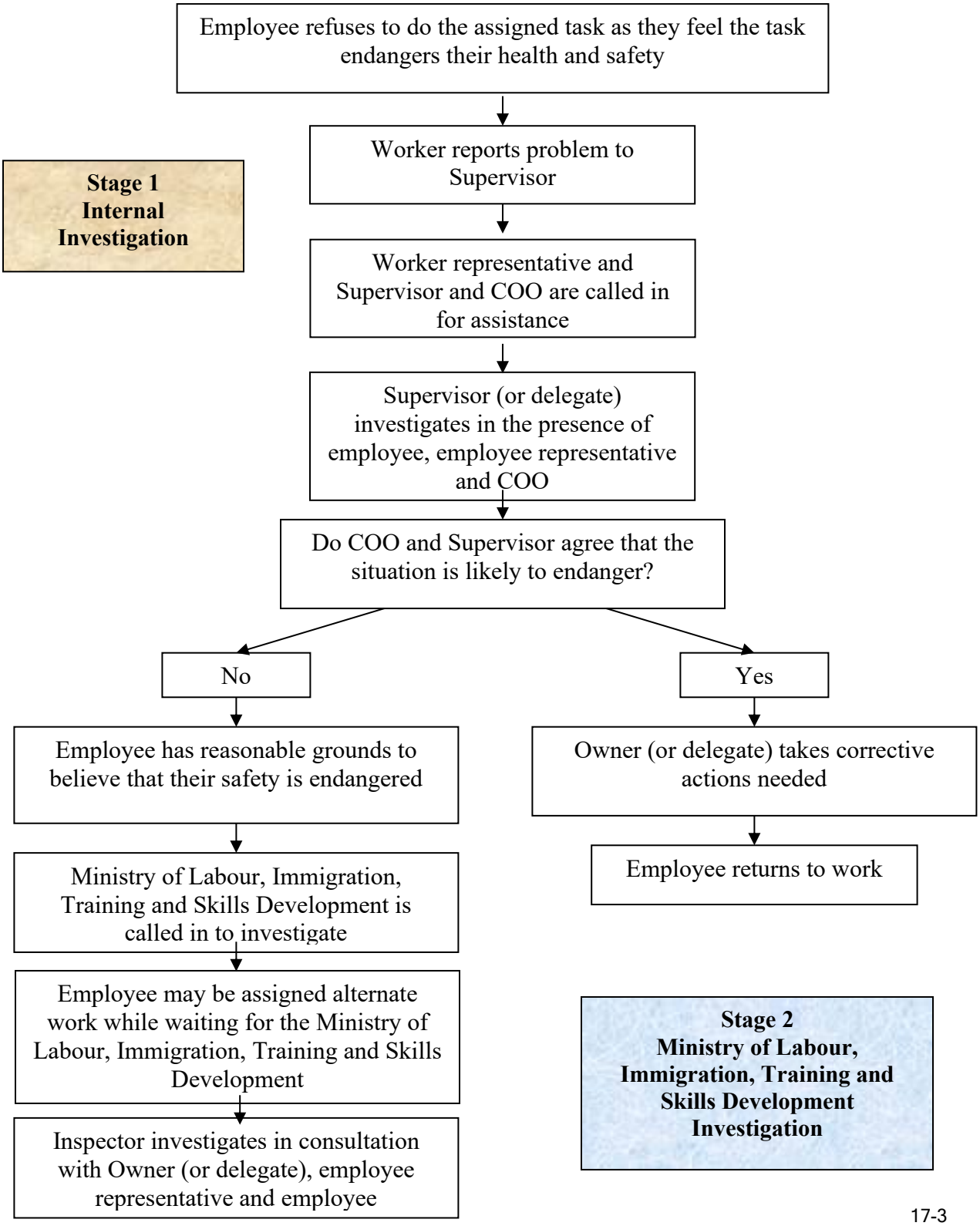
In the event that this occurs, the following procedure must be followed:



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Title: Administrative Offices Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 18 ADMINISTRATIVE OFFICES

18.1 PURPOSE

Office work requires many hours of work in front of a computer terminal or PC. The concentrated effort often takes its toll in sore backs and tired muscles. The purpose of this policy is to provide safe working guidelines to the office staff at Oosterhof Electrical Services Ltd.

18.2 APPLICATION

This policy applies to all employees working at Oosterhof Electrical Services Ltd.

18.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented, and meets the intent of this policy.

18.4 PROCEDURES

Office work, which lasts for four (4) hours or more daily, can be made more pleasant and less stressful, if the following simple rules are followed:

- The workstations provided are large enough to comfortably hold all work. This includes the computer monitor and keyboard, telephone, desk set and other needed accessories.
- Computer keyboards are movable, non-glossy and tilted slightly forward. Adjust the height so that your wrists are straight, and forearms are parallel to the floor when fingers are on the keys.
- Padded wrist rests are available and are a good idea for anyone who types for a large percentage of their job.
- Task lighting is available and adjustable so it can be directed to shine on needed material without casting a shadow or glare onto the computer screen.
- Office chairs provided are padded and fully adjustable. Chairs have five (5) feet and are therefore less likely to tip over.
- Footrests should be used by persons whose feet do not reach the floor or when they are unable to sit comfortably in their chair in the “good” sitting position.

The following diagrams provide a guideline on how office staff should position themselves, in order to minimize or prevent unnecessary discomfort while working in the office.

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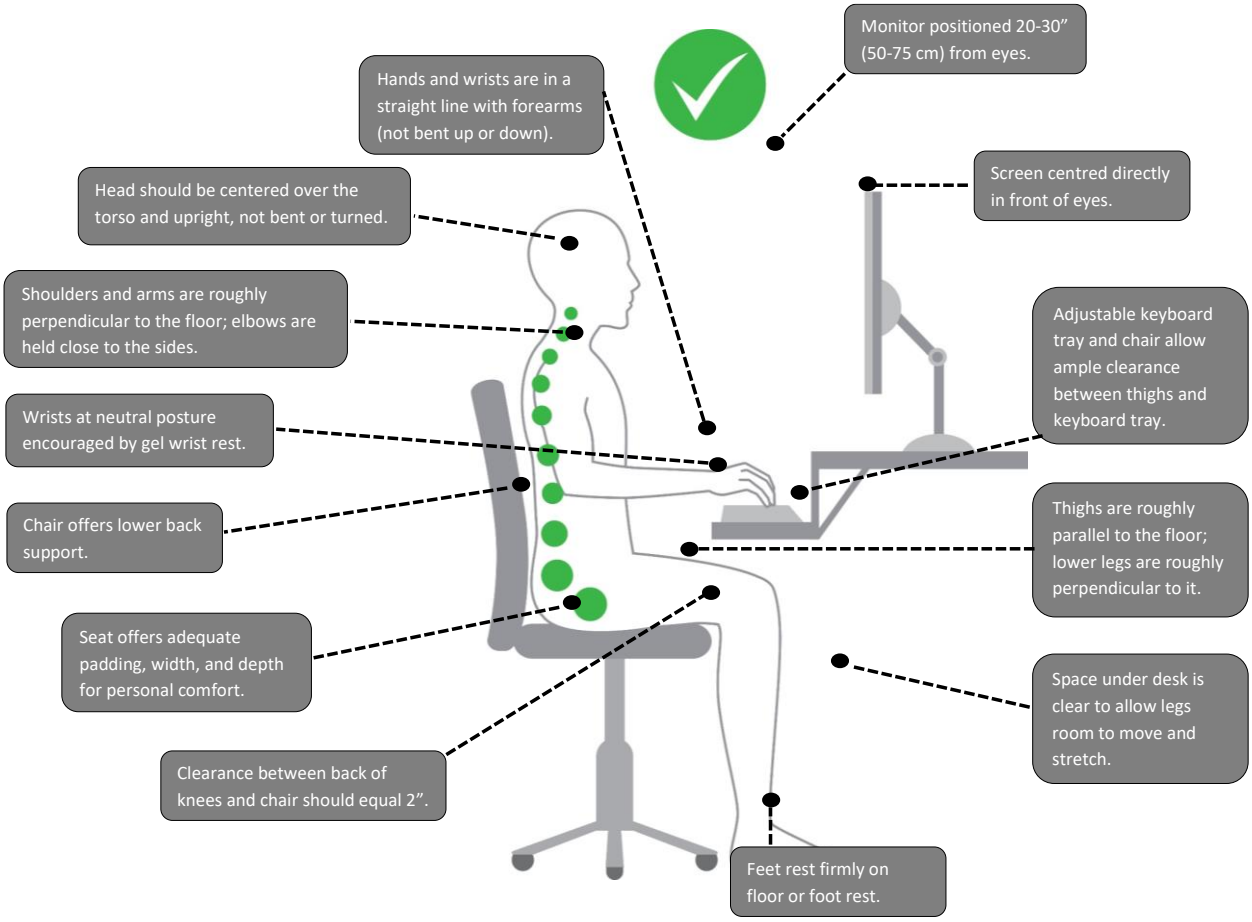
Title: Administrative Offices Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

Workstation Guidelines For Increased Personal Comfort



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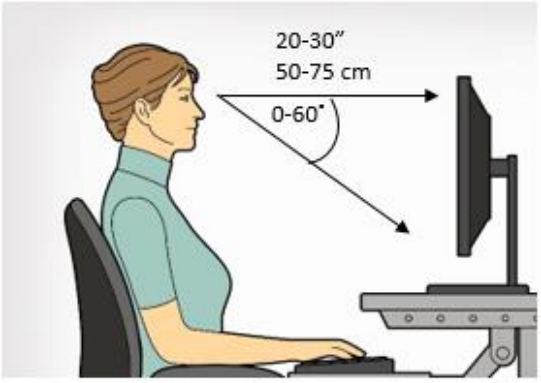
Position of Monitor

To avoid eyestrain, position your monitor within a comfortable viewing distance, at or below eye level, and within your 60˚ viewing field.

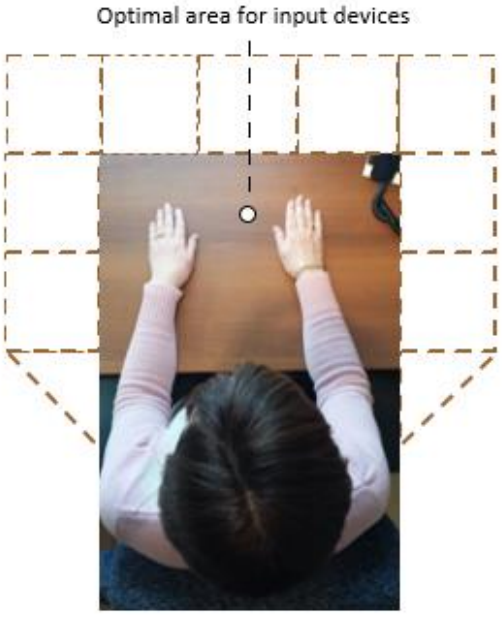


Position of Source Documents

Position source documents in line with your screen, and no more than 35˚ to either side, to avoid excessive turning or bending of your neck.

Position of Input Devices

Place input devices within the recommended area to avoid strain on your wrists, arms, and hands.



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18.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Procurement Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 19 PROCUREMENT

All new products purchased that have not been previously purchased for use at Oosterhof Electrical Services Ltd. must be evaluated for compliance with Occupational Health and Safety legislation prior to the product being ordered and introduced into the workplace.

Purchasing a new or replacement product is an activity which can prevent incidents from occurring in the workplace and is an activity which requires a great deal of thought and control to be applied. All employees involved in the procurement of items for use at Oosterhof Electrical Services Ltd. must be aware of this.

19.1 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd. who have been authorized to purchase new equipment and/or chemicals.

19.2 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented, and meets the intent of this policy.

19.3 PROCEDURE

Equipment and material purchases are made on a frequent basis to replace existing equipment and materials or to procure new products, as their need arises.

Prior to purchasing a specific piece of equipment or material, the Owner (or delegate) approving the request for purchase must evaluate the product in the following manner:

Equipment

1. Does the piece of equipment meet current legislative requirements from a health and safety perspective? Documents to be referenced include CSA approval, UL approval, Ministry of Labour, Immigration, Training and Skills Development Guidelines and Regulations.

2. Will the piece of equipment fit properly into the existing work environment? Does it pose any ergonomic concerns? Are noise and air contamination a concern?

3. Do employees operating the equipment require any additional training or certification in order to operate the equipment?

4. Does the equipment meet Oosterhof Electrical Services Ltd. corporate requirements?

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Chemicals

1. What are the hazards associated with the product?

2. Can a safer, less hazardous product be used?

3. What engineering controls can and must be incorporated to use the product safely?

4. What personal protective equipment is needed to work with the product safely?

Once evaluated, all equipment and product purchases must receive financial approval following existing purchasing and budgetary approval processes, prior to being ordered.

Upon arrival at Oosterhof Electrical Services Ltd., all new equipment and chemicals must be inspected, to ensure that they have arrived on site in good condition.

Operating procedures must be reviewed prior to putting the equipment into service.

The Safety Data Sheet must be reviewed prior to any employee using the chemical for the first time, to ensure proper and safe use procedures.

19.4 EVALUATION

This policy will be evaluated on an ongoing basis by ensuring that all equipment purchased by employees is pre-approved by the Owner (or delegate) prior to it being purchased. All employees have been made aware of this requirement. Spot checks will be conducted to ensure that only equipment and materials meeting this standard are in the shop areas and on all job sites.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	Update to reflect Ministry name change	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Legal and Other Requirements Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

CHAPTER 20 LEGAL AND OTHER REQUIREMENTS

20.1 PURPOSE

The purpose of this policy is to provide a process that reviews the company's legislative legal requirements, to ensure that the workplace is operating in compliance with the various legal statutes that apply to the business. Reviewing the applicable legislation on a regular basis and identifying gaps in the inventory of legal requirements, helps to ensure the maintenance of the health and safety program, as well as, ensuring that the program is continually improved and compliant with the various governing legislations.

20.2 APPLICATION

This policy applies to the Owner and all employees of Oosterhof Electrical Services Ltd.

20.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

20.4 PROCEDURE

Through their leadership and commitment, the Owner oversees the full integration of all regulatory requirements that impact on the health and safety on their workplace, in every applicable policy and practice. In particular, safe working procedures in all job activities includes the regular review and re-design of the appropriate health and safety requirements, given the work activities their employees are required to perform and complete, as well as the legal requirements to operate their business.

On a regular bi-annual basis, during the months of February and August, Owner will conduct a review of all the legislation that applies directly to the health and safety program, policies, and procedures. The Owner (or delegate), with the assistance of the company's external Health and Safety Consultant, will review the current legislation and identify any gaps in the inventory of acts, regulations, guidelines, and municipal by-laws that apply to the business. Once any acts, regulations, guidelines, or municipal by-laws that have been previously missed or updated are identified, a plan of action will be developed and address those gaps.

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Title: Legal and Other Requirements Policy	Issued By: Owner	Date Issue: May 2023
		Reviewed: June 2025

20.5 SPECIFIC REQUIREMENTS

20.5.1 People Conducting the Review

At a minimum one (1) person completing the review will have completed the Joint Health and Safety Committee Basic Training. To assist the Owner (or delegate) in conducting their review, the services of an external consultant may be used, as needed. The external consultant will assist in developing the scope and will assist in the creation of the gap analysis and the plan of action to address the issues noted.

20.5.2 Plan of Action

As a result of the review and results of the findings in the gap analysis, the Owner (or delegate) and the external consultant, will prepare an Action Plan to make necessary improvements to policies and procedures. Specific targets will be established and the resulting changes to the health and safety program will be communicated to all employees to whom they apply. In addition, any necessary training will be completed.

In preparing the plan of action, all items needing immediate attention will be addressed in a priority basis. A similar rating system as is used in workplace inspections will be utilized to set the priorities.

20.5.3 Authorization and Senior Management Sign Off

The completed Legal Requirements Review Document, Gap Analysis and Action Plan will be signed by the Owner (or delegate), to show their full commitment to the process and authorization to correct the issues identified.

The process followed to implement the changes will follow the five (5) steps, as outlined in the Ontario WSIB Health and Safety Excellence program.

20.6 EVALUATION

The Owner (or delegate) will review the results of the evaluation and will take the necessary steps to ensure all employees are working in compliance with the policies and that the appropriate steps are taken to ensure full implementation.

References

Ministry of Labour, Immigration, Training and Skills Development
WSIB Health and Safety Excellence program Requirements

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Title: Legal and Other Requirements Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Control of Documents Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

CHAPTER 21 CONTROL OF DOCUMENTS

21.1 PURPOSE

The implementation and management of health and safety documents is an important part of a fully functioning Health and Safety Management System (HSMS). This policy outlines the responsibilities for the creation, development, issuing and updating of all documents in relation to the management of the HSMS of Oosterhof Electrical Services Ltd.

21.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd., but specifically the Owner.

21.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

21.4 PROCEDURE

The responsibility has been delegated to the Estimator to create, implement, approve, monitor and maintain any documentation in relation to the management of the HSMS of Oosterhof Electrical Services Ltd., following all legislative requirements. All documents that form policies and/or procedures as part of the HSMS will have a header on the document indicating the name of the document, who the document was approved by, date of issue and date of the most recent revision.

The Estimator, who has been delegated the responsibility for ensuring that all documents that form the core of the Health and Safety Management System, meet the following minimum requirements:

- The documents are approved by the Owner before they are released to employees and external parties;
- The documents are reviewed on an annual basis to ensure that they reflect current company and legislative requirements;
- Any changes to the documents are tracked by completing the “Policy Update” box located on the final page of each standard;
- All documents are stored in both electronic and hard copy in the main office and are readily available to all staff, sub-contractors and service providers upon request;

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- All documents are written in a manner such that they are legible and easy to understand by employees and subcontractors;
- All documents that are not issued by the Owner of Oosterhof Electrical Services Ltd. must first be approved for use and reference by the Owner (or delegate) before they are followed and/or implemented;
- In the event that an employee or subcontractor requires the document to be provided in a format other than its current format, accommodations will be made to communicate the content of the document in a suitable manner;
- Additionally, no document that is part of the formal HSMS shall be used if the revision/review date is more than twelve months ago.
- All documents that are no longer in use and are outdated will be archived following the company's retention schedule and will be destroyed thereafter.

The Estimator will also be responsible for the circulation of all materials in relation to the HSMS to all management team members and employees and will ensure that all persons in the workplace are made aware of their responsibilities in regard to the HSMS.

All Employees of Oosterhof Electrical Services Ltd. have a role to play in a fully functioning HSMS. Any documents found to not meet this standard's requirements must be brought to the attention of their supervisor to ensure that they can be corrected and or updated as necessary.

It is the responsibility of employees of all levels of Oosterhof Electrical Services Ltd. to ensure that all documentation is handled in accordance with the privacy and confidentiality policy of Oosterhof Electrical Services Ltd.

21.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Control of Records Policy	Issued By: Owner	Date Issue: May 2023
		Reviewed: June 2025

CHAPTER 22 CONTROL OF RECORDS

22.1 PURPOSE

The control and management of health and safety records is an important part of a fully functioning Health and Safety Management System (HSMS). The legislation requires the retention of documentation in relation to planning, implementation, evaluation and overall management of the HSMS of Oosterhof Electrical Services Ltd. This policy outlines the responsibilities of all workplace parties for maintaining all records in relation to the management of the HSMS.

22.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd., but specifically the Owner (or delegate).

22.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

22.4 PROCEDURE

The responsibility has been delegated to the Estimator to create, distribute, collect and retain any documentation in relation to the management of the HSMS of Oosterhof Electrical Services Ltd. following all legislative requirements. The Estimator will also create and maintain a master Health and Safety Records List that will identify the names of all records, filing and/or storage locations, minimum retention period, function of record and approved method of disposal of each record.

The Estimator will also be responsible for the circulation of all materials in relation to the HSMS to all management and employees and will ensure that all persons in the workplace are made aware of their responsibilities in regard to the HSMS.

The Estimator is responsible for ensuring that records that are kept are stored in such a manner that they,

- Demonstrate compliance with the company's Health and Safety Management system,
- Ensure that confidential information is stored securely,
- All records are legible and easily retrievable' and
- All records are kept in accordance with the company's records retention schedule and once destroyed are destroyed in a manner that ensures confidentiality is maintained.

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Title: Control of Records Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

All Employees of Oosterhof Electrical Services Ltd. have a role to play in a fully functioning HSMS. An Employee is responsible to ensure that all documentation that has been completed is done so in a manner that the information is accurate, clear and legible before filing. Any paper documentation that is in the possession of an employee is to be kept free from damage or deterioration from sunlight, heat or moisture or any other means and electronic documentation will be kept in its original form and not altered in any way.

It is the responsibility of employee at all levels of Oosterhof Electrical Services Ltd. to ensure that all documentation is handled in accordance with the privacy and confidentiality policy of Oosterhof Electrical Services Ltd.

All documentation in relation to the HSMS of Oosterhof Electrical Services Ltd. remains the property of Oosterhof Electrical Services Ltd. and is not to be released to anybody outside of the organisation unless approved by the Owner.

22.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX T – Health and Safety Records List

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Outside Contractor Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 23 OUTSIDE CONTRACTOR

23.1 PURPOSE

All contractors hired by Oosterhof Electrical Services Ltd. to complete various contracts, as part of our installation projects or renovations, are required and expected to complete their work in a safe and efficient manner.

23.2 APPLICATION

This policy applies to all external contractors retained by Oosterhof Electrical Services Ltd. to complete specific projects and visitors on business appointments. This policy does not apply to customers in our showroom.

23.3 RESPONSIBILITY

It is the responsibility of the Supervisor or Project Lead (or delegate) to ensure that the contractor is made aware of this policy and that the contractor completes the Liability Coverage for Contracted Services Form, prior to the start of any work.

The Owner of Oosterhof Electrical Services Ltd. and their employees are committed to providing a safe work environment for all workplace participants. This commitment is extended to all contractors, who are also expected to meet these standards. Contractors are expected to meet or exceed the requirements as set out by the Occupational Health and Safety Act and its applicable Regulations. In the event that a contractor is found to be working in a manner believed to be dangerous by an employee of Oosterhof Electrical Services Ltd., the Owner (or delegate) will ask the contractor to stop work immediately until an appropriate corrective solution is found. All contractors are required to have their own coverage under the Workplace Safety and Insurance Act or carry equivalent accidental injury coverage.

23.4 PROCEDURE

Prior to beginning their project, the Supervisor or Project Lead (or delegate) in charge of the project must familiarize the contractor of the specific policies and procedures that apply to their area. The contractor must be informed of any work site hazards and the required safety policies and procedures which need to be followed.

All contractors are required to sign the Independent Contractor Agreement prior to the commencement of work and will be asked to provide a clearance certificate from the Workplace Safety and Insurance Board upon request.

All contractors and visitors on business appointments must sign the visitor log, located at the main entrance upon arrival on site and prior to beginning any work. This signature indicates acceptance

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of and willingness to adhere to all Oosterhof Electrical Services Ltd.'s safety policies and procedures.

Any visitors coming to Oosterhof Electrical Services Ltd., to conduct a business meeting with the Owner or an employee of Oosterhof Electrical Services Ltd., must sign in at the main entrance and must be made aware of any applicable safety procedures during their visit. Visitors must follow all established safety procedures during their time at Oosterhof Electrical Services Ltd.

23.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX K – Liability Coverage for Contracted Services

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Networking Policy	Issued By: Owner	Date Issue: May 2023
		Reviewed: June 2025

CHAPTER 24 NETWORKING

24.1 PURPOSE

Each year, Oosterhof Electrical Services Ltd. will network with at least two (2) other similar companies on topics relevant to health and safety.

24.2 APPLICATION

This policy applies to the Senior Management of Oosterhof Electrical Services Ltd.

24.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) of Oosterhof Electrical Services Ltd. to ensure that this policy is being implemented to its full intent.

24.4 PROCEDURE

In order to do this, the Senior Management of Oosterhof Electrical Services Ltd. will use at least two (2) of the following means for networking:

- Kingston Chamber of Commerce
- Ontario Electrical League
- Kingston Economic Development Corporation (KEDCO)

24.5 COMMUNICATION TO OCCUR

- Health and Safety Association events of training;
- Exchange Health & Safety Manuals with similar businesses;
- Personal contacts, visits, e-mail or phone calls with other operations at training opportunities, conferences or during the year as able;
- Research government or Health and Safety Association websites to access safety information pertaining to our line of work; and,
- Information obtained will be shared with the employees at employees' meetings, as applicable.

24.6 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

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Title: Networking Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: General Work Guidelines Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 25 GENERAL WORK GUIDELINES

25.1 PURPOSE

The following section details the work procedures to be followed in all areas of the business. These procedures address the safe handling of all workplace equipment including, parts and chemicals.

25.2 APPLICATION

This policy and the work practices detailed, apply to all employees of Oosterhof Electrical Services Ltd.

25.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

25.4 PROCEDURE

SAFETY IS EVERYONE'S BUSINESS AT OOSTERHOF ELECTRICAL SERVICES LTD. ALL EMPLOYEES ARE REQUIRED TO ADHERE TO THE FOLLOWING PROCEDURES WHILE AT WORK:

1. Lack of safety can cause serious injury. Do not let procrastination or carelessness put its stamp on your conscience that you could have prevented an incident.

2. Most incidents involve LIFTING. It is very important that you lift with your legs, never with your back. Always test a carton before you give it your full strength. If it is heavy, call for help and be ready to assist your fellow employee. Check with the Owner (or delegate) for a more detailed explanation of lifting procedures.

3. All aisles and stairways in the supply rooms, electrical rooms and on job sites must be kept clear.

4. Hoses, wires, cables, etc. are to be coiled into place and not left on shelving, causing a hazard.

5. Greasy spots or minor spills on the floor are to be cleaned as soon as possible and not left as a slip hazard.

6. Prevent minor cuts by watching for staples on cartons, sharp edges on material, etc. Cut towards your chum, not your thumb.

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7. Ensure the proper disposal of all hazardous waste such fluorescent light bulbs, glass, etc. by directly placing them into their designated containers. Never place them on the floor with regular garbage or cartons.

8. Cell phones and other electronic devices

- The use of non-essential handheld devices (iPod, personal cell phone, etc.) while engaged in work activities on all work sites is prohibited.
- These devices may only be used during authorized breaks in designated areas only.
- At no time, shall a hand-held device be used when operating mobile equipment.

9. Alcohol/Unauthorized Drugs

- Alcohol and unauthorized drugs are prohibited on Oosterhof Electrical Services Ltd. property and on any job sites. Any person believed to be under the influence of alcohol or illegal drugs will be refused entry or removed from the premises.
- Personnel using a medically prescribed drug which may impair performance or judgment must inform the Owner (or delegate).

10. Beards/Hair

- Employees must be clean shaven when the nature of the work requires or may require the effective use of personal respiratory protection.
- Long hair which may catch in equipment or other facilities must be appropriately contained to prevent entanglement.

11. Compressed Air

- Must not be used for cleaning clothes or directed towards any part of the body.

12. Contact Lenses

- Contact lenses shall not be worn during any work which would expose the wearer to chemicals, gases, vapours, dust, or other materials that may cause harm or cause irritation.

13. Hand Tools

- Avoid hand tool injuries by:
  - using the right tool for the job;
  - maintaining tools in clean and good condition;
  - using tools in the intended way; and
  - carrying pointed or sharp-edged tools in pouches or a sheath.

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14. Hearing Protection

- CSA approved hearing protection must be worn on jobs exceeding minimum noise levels of 85 dBA.

15. Horseplay

- Startling, scaring, pushing, distracting, fighting, etc., are strictly forbidden.
- Any horseplay which results in injury is grounds for immediate dismissal.

16. Knives

- A knife shall be used carefully and not as a screwdriver, pry bar or weapon.

17. Language

- When an employee cannot read, or understand English, the Owner (or delegate) is responsible for ensuring that he thoroughly understands the safety standards and regulations and all other pertinent safety requirements.
- When an employee has a communication problem, special procedures must be developed by the employer to ensure they can perform the work in a safe manner and that they can be made aware of emergency situations.

18. Personal Protective Clothing Protection against chemical, biological, and other work site hazards.

- Wear appropriate protective clothing suitable for the task to cover and protect the body.
- Prior to wearing/using any personal protective equipment the worker must inspect the equipment to ensure it is clean and is in good condition.
- Wear goggles, face shield, rubber suits and other equipment needed to protect in environments where chemical or biological hazards are present.
- Sleeved shirts and long pants are mandatory.
- Do not wear neckties, loose sleeves, loose clothing, jewellery, rings, bracelets, and necklaces which may be caught in machinery or other devices.
- Once worn, all personal protective equipment must be cleaned and disinfected, inspected and stored properly. This is particularly important for any equipment that is used by more than one (1) worker.

19. Running

- Running is not allowed on Oosterhof Electrical Services Ltd. property or on job sites.

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20. Eating and Drinking

- Eating and drinking is only permitted in designated areas and only after having washed hands and face thoroughly.

25.5 MATERIAL HANDLING PROCEDURES

When material is being transported, unloaded or stored the following guidelines must be adhered to:

- When moving any material that can cause a foot injury if dropped, proper footwear must be worn.
- Ensure that passageways are clear. Material should not protrude into the aisles.
- If boxes are bulky and/or heavy, use proper lifting procedures, and ask for assistance.
- Ensure that the proper personal protective equipment is worn.
- If the material is stored above eye level, a ladder, lifting device, and/or assistance must be obtained.
- Materials must be transported in a safe manner.
- Do not store heavy material on top of light material. This creates instability, destroying our materials and creating an unsafe condition.
- There are special locations for ladders and regular maintenance checks on ladders will be monitored. Do not use any ladders that have broken members, non-slip feet or have faulty breaking mechanisms. Remove these from use immediately.

If there is a procedure or a condition that you feel is unsafe, contact the Owner (or delegate) immediately. If you feel that the Owner (or delegate) does not properly handle the situation, contact the Health and Safety Representative, and follow the hazard reporting procedure.

25.6 USE OF PORTABLE EXTENSION LADDERS

Falls from ladders are one of the most serious problems in construction. Falls occur for the following reasons:

- Ladders are not held, tied off, or otherwise secured before being used.
- Rain, snow, ice, mud or other slippery substances on rungs or at ladder base and top cause workers to lose footing.
- Personnel fail to maintain three-point contact when climbing up and down or working from the ladder.
- Personnel fail to keep their center of gravity between the side rails and reach to lean out too far.

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- Users do not face the ladder when climbing up or down.
- Ladders are set up on poor footing.
- Ladders are set up on angles too steep or too low causing them to tip or slide.
- Ladder components such as rungs and hooks are damaged or defective.
- High winds topple ladders or knock users off.
- Areas at the base and top of ladders are not clear of obstructions, slippery substances and other hazards.

Workers must ensure that:

- At least two (2) workers are present on site to ensure that the ladder is erected and secured safely and to monitor use in case of an incident.
- No overhead electrical hazards exist.
- Ladders are set up a distance of at least three (3) meters, ten (10 feet) or greater from electrical hazards.
- When any ladder must be set up next to an unprotected edge where a fall of three (3) meters or more could occur, workers using the ladder must be protected by a fall arrest system.

Workers must ensure that ladders are:

- Set up on firm level footing or, if ground is soft or muddy, on a mud sill.
- Erected with the base one (1) meter out for every three (3) or four (4) meters up.
- Extend at least 900 millimeters (three (3) feet) above the upper landing.
- Set up so that each rung has a clear space of least 150 millimeters (six (6) inches) behind it.
- Set up in such a manner that there is a landing surface at the top and bottom adequate and free of obstructions, debris and other hazards.
- Firmly secured at the top and bottom to prevent movement.
- Used with a ladder stabilizer to provide additional stability where there is no means to tie the top off.

Inspection of ladders before use:

- Ladders are designed, constructed and maintained to support all loads reasonably expected for a given job.
- Side rails are not twisted, cracked, dented or otherwise damaged.

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- Rungs are straight and free of cracks, significant wearing and distortion.
- Feet on side rails are intact and operating as originally manufactured.
- Damaged or defective ladders are tagged and immediately removed from service.
- Repairs are done only by manufacturer or a competent, qualified person.

25.7 STEP LADDERS

Before using step ladders, workers must ensure that:

- Ladders are designed, constructed and maintained to support all loads reasonably expected for a given job.
- Hinges between the two (2) halves of the ladder and connection points on the spreaders are in good condition and operated as originally manufactured with no lateral play in the joints.
- Spreaders are not deformed, damaged or otherwise defective.
- Side rails are not twisted, cracked, dented or otherwise damaged.
- Rungs are straight and free of cracks, significant wearing and distortion.
- Feet on side rails are intact and operating as originally manufactured.
- Damaged or defective ladders are tagged and immediately removed from service.
- Repairs are done by a manufacturer or a competent, qualified person.

While using step ladders workers must:

- Check for overhead electrical hazards.
- Ensure that legs are fully open and spreaders are pushed down and locked.
- Never stand on the top step or pail shelf.
- Always set up the ladder on a secure, firm, flat surface. Never set up a ladder on piled material or debris.
- Use the ladder only in the fully open position, not as a straight ladder propped or leaning against a structure.
- Keep your center of gravity between side rails of ladder to avoid tipping.

25.8 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

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Title: General Work Guidelines Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Ladder Use Policy	Issued By: Owner	Date Issue: May 2023
		Reviewed: June 2025

CHAPTER 26 LADDER USE

26.1 PURPOSE

Portable ladders are used at Oosterhof Electrical Services Ltd. in a wide variety of settings. Misuse of portable ladders can result in serious injuries from falls or, in the case of metal ladders, electrical shock. Portable ladders must be maintained in good condition at all times, and inspected at regular, frequent intervals. This procedure provides guidelines on proper selection, use and care of portable ladders.

Stepladders (A-frame) can be made out of different materials, including metal, wood, or fiberglass. Metal ladders should never be used for work on or around exposed electrical elements; a wooden or fiberglass ladder is necessary. However, refer to warning labels on the ladder or the manufacturer's directions because some non-metal ladders are reinforced with steel or other conductive materials.

26.2 APPLICATION

This policy applies to all staff working at Oosterhof Electrical Services Ltd.

26.3 RESPONSIBILITY

It is the responsibility of the Owner to ensure that the staff under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

26.4 PROCEDURES

STEPLADDERS

There are several key points for safe use of stepladders:

- The spreaders should be fully extended and locked in place before use.
- The top two (2) levels are not for sitting or standing.
- The back of the ladder shouldn't be used for climbing.
- Stepladders should never be leaned against a wall for use as a straight ladder.

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PORTABLE LADDER CLIMBING GUIDELINES

There are a few climbing guidelines that help to prevent incidents when using a portable ladder. Wear shoes with non-skid soles that are free of mud or grease. Metal rungs can be very slippery in certain conditions. Just as you shouldn't stand on the top or top step of a stepladder, you should also avoid standing higher than the third highest rung from the top of a straight ladder. This can make the ladder unsteady and leaves the user with no handhold.

Ladders should always be placed on stable bases. Boxes, barrels, or other unstable surfaces should never be used to obtain additional height.

If necessary, have another person hold the base of the ladder. This helps with stability as well as assistance in unloading objects from a height. If no one is available, the ladder should be securely lashed or fastened (top and bottom) to prevent it from slipping.

Overreaching can also cause instability. A good rule of thumb is to not let one's belt buckle outside the uprights. Also, when climbing or descending ladders, always face the ladder and hold onto each side rail.

Ladders should be inspected on a regular basis and before each use.

SAFE LADDER USE

Falls from portable ladders are a major source of serious injury. Be aware of the hazards and take proper precautions to prevent falling.

What should you do before using a portable ladder?

- Inspect the ladder before and after each use.
- Reject and tag any ladders that have defects. Have faulty ladders thrown out.
- Use a ladder designed for your task. Consider the strength, type, length and the Canadian Standards Association (CSA) approval.
- Get help when handling a heavy or long ladder.
- Tie off ladders at the top and secure bottom to prevent them from slipping.
- Set up barricades and warning signs when using a ladder in a doorway or passageway.
- Before mounting a ladder, ensure your boot soles are clean and dry. Avoid climbing with wet soles. Ensure that footwear is in good condition.
- Face the ladder when going up or down and when working from it.

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- Keep the centre of your body within the side rails.

What should you avoid when using a portable ladder?

- Do not use a ladder in a horizontal position as a scaffold plank or runway.
- Do not carry objects in your hands while on a ladder.
- Do not work from top three rungs. The higher a person goes on a ladder, the greater the possibility that the ladder will slip out at the base.
- Do not use items such as a chair, barrel or box as a makeshift ladder.
- Do not join two short ladders to make a longer ladder. Side rails are not strong enough to support the extra load.
- Do not paint wooden ladders. Defects may be hidden by the paint. Wood preservatives or clear coatings may be used.

What should you know about climbing portable ladders?

- Check for overhead electric wires before setting up a ladder.
- Clear area around base and top of the ladder of debris, tools and other objects.
- Tie off yourself with a safety harness when working three (3) m (ten (10) ft.) or more off the ground or when working with both hands.
- Ensure that only one (1) person is on a single-width ladder. Only one (1) person is allowed on each side of a double-width ladder.
- Maintain three-point contact by keeping two (2) hands and one (1) foot, or two (2) feet and one (1) hand on the ladder at all times.
- Grasp the rungs when climbing a ladder, not the side rails. If your foot slips on a ladder, holding onto rungs is easier than holding onto the side rails.
- Wear protective footwear with slip-resistant soles and heels.
- Rest frequently to avoid arm fatigue and disorientation when the work requires you to look up and reach above your head.

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- Drape your arms over a rung and rest your head against another rung or side rail if you become dizzy or panicky. Climb down slowly.

What should you avoid when climbing portable ladders?

- Do not use a ladder in passageways, doorways, or other locations where a person or vehicle can hit it. Set up suitable barricades or lock the doors shut.
- Do not place a ladder against flexible or moveable surfaces.
- Do not straddle the space between a ladder and another object.
- Do not erect ladders on boxes, carts, tables, scaffold or other unstable surfaces.
- Do not use ladders on ice.
- Do not stand a ladder on any of its rungs. Ladders must rest on both side rails.
- Do not allow anyone to stand under a ladder.
- Do not overreach from a ladder; move as required.
- Do not use any type of ladder near electric wires.

26.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Personal Protective Equipment Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 27 PERSONAL PROTECTIVE EQUIPMENT

27.1 PURPOSE

As part of our health and safety management system, all employees have an important part to play. As was detailed earlier, a large part of this is informing the Owner (or delegate) of any hazards that you become aware of. One particular preventative measure is ensuring that all employees wear the appropriate personal protective equipment.

Detailed work requirements are described in individual job procedures; however, this standard reviews general personal protective equipment requirements for general job categories.

27.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd. and any outside contractor brought in to perform maintenance and repair operations.

27.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) overseeing the work of a worker, that they are wearing the appropriate personal protective equipment as required, and that the employees and/or workers under their direct supervision have received the proper training and instruction, which enables this policy to be fully implemented.

27.4 PROCEDURE

Hazards which exist due to exposure to a hazardous material must be dealt with in accordance with the company's standard procedure.

As per the Collective Agreement states, Oosterhof Electrical Service Inc. provides all staff with the required Personal Protective Equipment and/or provides an allowance to purchase Personal Protective Equipment.

Electricians and Labourers: must wear their designated work clothing and personal protective equipment (PPE), consisting of CSA rated safety shoes that are also closed toed, closed heeled shoes with a non-slip sole. When the hazard of an eye injury exists, the appropriate eye protection must be worn. In high noise areas, hearing protection shall be worn. In addition, disposable gloves or other specific gloves will be used when handling chemicals that cause a hazard due to skin contact. All personal protective equipment (PPE), except safety shoes will be stored in the appropriate area in the main shop. Prior to using any assigned personal protective equipment (PPE) it must be inspected for any damage and it must be clean. Employees are expected to clean their assigned PPE if it is multiple use, per the manufacturer's instructions.

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27.5 EVALUATION

This standard will be evaluated on an ongoing basis during the monthly inspection process. In addition, the Health and Safety Representative will review incidents on a regular basis as part of their duties.

References

Occupational Health and Safety Act
Construction Projects Regulation
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Maintenance - General Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 28 MAINTENANCE - GENERAL

28.1 PURPOSE

The work activity carried out in the maintenance of the equipment used to service and complete assigned tasks is quite unique and separate from the other operations at Oosterhof Electrical Services Ltd.

28.2 APPLICATION

The policies and procedures in this section apply specifically to the employees of Oosterhof Electrical Services Ltd. who conduct maintenance work and any outside contractors that are brought in to conduct maintenance work.

28.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction to enable this policy and its specific procedures to be implemented.

General provisions of Oosterhof Electrical Services Ltd. that will be maintained:

- Wiring, heating and ventilation systems are to be kept in good condition.
- Provision of adequate lighting with no glare; additional local lighting for hazardous procedures to ensure increased vision and reduced eyestrain and fatigue.
- Adequate floor space for the volume of work expected.
- Do not block or hinder access to fire extinguishers, doorways and emergency exits.
- Ensure that emergency lighting works.

General operational safety tips for employees:

- Use tools and service equipment only for the tasks for which they are designed.
- Keep power tool guards and safety devices in place and functional.
- Inspect and service fire extinguishers regularly.
- Post emergency phone numbers.
- Keep floors and benches clean to reduce slipping and tripping hazards.
- Empty trash containers regularly.

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- Discard rags, paper and other items soaked with flammable materials (such as oil, gas or solvents) in approved metal containers.

General material storage provisions:

- Allow nothing to overhang.
- Do not overload shelving units.
- Place wedges beside stock that will roll.
- Keep aisles clear.
- Place heavy items on shelves at waist height. Identify the weight of unfamiliar loads and load limits on shelving.
- Label flammable and combustible materials clearly and store in a separate place, away from heat and ignition sources.
- Use only approved safety containers for flammable and combustible liquids.
- Ground and bond containers when transferring flammable liquids from one container to another.
- Store compressed gas cylinders upright and secure with chain or brackets.
- Close valves on empty cylinders. Make sure valve protection caps are in place.
- Keep fuel gas cylinders and petroleum products separate from oxygen cylinders.
- Do not smoke or use matches near flammable materials.
- Do not store combustible material, such as paper or work clothes, near heating units.

General provisions for the use of power hand tools:

Daily pre-start-up inspections:

- Inspect tools for any damage prior to each use.
- Check the handle and body casing of the tool for cracks or other damage.
- If the tool has auxiliary or double handles, check to see that they are installed securely.
- Inspect cords for defects: check the power cord for cracking, fraying and other signs of wear or faults in the cord insulation.
- Check for damaged switches and ones with faulty trigger locks.
- Inspect the plug for cracks and for missing, loose or faulty prongs.
- If a tool is defective, remove it from service and tag it clearly "Out of service for repair."

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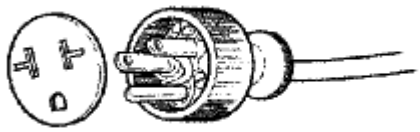
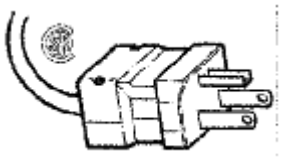
- Replace damaged equipment immediately - do not use defective tools "temporarily".

Before use:

- Ensure that you have been properly trained to use the tool safely. Read the operator's manual before using the tool and operate the tool per the manufacturer's instructions.
- Ensure that the power tool has the correct guard, shield or other attachment that the manufacturer recommends.
- Prevent shocks. Ensure that the tools are properly grounded using a three-prong plug, are double insulated (and are labeled as such) or are powered by a low-voltage isolation transformer - this will protect users from electrical shock.
- Check electric tools to ensure that a tool with a 3-prong plug has an approved 3-wire cord and is grounded. The three-prong plug should be plugged into a properly grounded 3-hole outlet. If an adaptor must be used to accommodate a two-hole receptacle, the adaptor wire must be attached to a known, functioning ground. Never remove the third, grounding prong from a plug.





- Replace open front plugs with dead front plugs. Dead front plugs are sealed and present less danger of shock or short circuit.
- Test all tools for effective grounding with a continuity tester or a ground fault circuit interrupter (GFCI) before use.
- Use only the kind of battery that the tool manufacturer specifies for the battery-powered tool that you are using.
- Recharge a battery-powered tool only with a charger that is specifically intended for the battery in that tool.
- Remove the battery from the tool or ensure that the tool is switched off or locked off before changing accessories, making adjustments, or storing the tool.
- Store a battery pack safely so that no metal parts, nails, screws, wrenches and so on can come in contact with the battery terminals - this could result in shorting the battery and could possibly cause sparks, fires or burns.

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General safe work practices while using power hand tools:

- Wear or use personal protective equipment (PPE) or clothing that is appropriate for the work you are doing - this may include items such as safety glasses or goggles, hearing protection, dust mask, gloves, safety boots or shoes or rubber boots.
- Switch off the tools before connecting them to a power supply.
- If a power cord feels more than comfortably warm or if a tool is sparking excessively, have it checked by the Owner (or delegate).
- Disconnect the power supply before making adjustments or changing accessories.
- Remove any wrenches and adjusting tools before turning on a tool.
- Inspect the cord for fraying or damage before each use. Tag defective tools clearly with an "Out of service" tag and replace immediately with a tool in good running order.
- During use, keep power cords clear of tools and the path that the tool will take.
- Use clamps, a vise or other devices to hold and support the piece being worked on, when practical to do so. This will allow you to use both hands for better control of the tool and will help prevent injuries if a tool jams or binds in a work piece.
- Use only approved extension cords that have the proper wire size for the length of cord and power requirements of the electric tool that you are using. This will prevent the cord from overheating.
- Suspend power cords over aisles or work areas to eliminate stumbling or tripping hazards.
- Eliminate octopus connections: if more than one (1) receptacle plug is needed, use a power bar or power distribution strip that has an integral power cord and a built-in over current protection.
- Pull the plug, not the cord when unplugging a tool. Pulling the cord causes wear and may adversely affect the wiring to the plug - an electrical shock to the operator may result.
- Follow good housekeeping procedures - keep the work area free of clutter and debris that could be tripping or slipping hazards.
- Keep power cords away from heat, water, oil, sharp edges and moving parts. They can damage the insulation and cause a shock.
- Ensure that cutting tools, drill bits, etc. are kept sharp, clean and well maintained.
- Store tools in a dry, secure location when they are not being used.
- Do not wear gloves, loose clothing or jewelry while using revolving power tools. Tie back long hair or wear appropriate hair protection to prevent hair from getting caught in moving parts of equipment.

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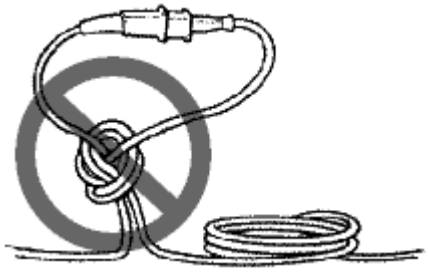
- Do not use a tool unless you have been trained to use it safely and know its limitations and hazards.
- Avoid accidental starting by ensuring that the tool is turned off before you plug it in. Also, do not walk around with a plugged-in tool with your finger touching the switch.
- Do not bypass the ON/OFF switch and operate the tools by connecting and disconnecting the power cord.
- Do not disconnect the power supply of the tool by pulling or jerking the cord from the outlet.
- Do not leave a running tool unattended. Do not leave it until it has been turned off, has stopped running completely and has been unplugged.
- Do not use electric tools in wet conditions or damp locations unless tool is connected to a ground fault circuit interrupter (GFCI).
- Do not expose electric power tools to rain or wet conditions - wet tools increase the likelihood of getting an electric shock.
- Avoid body contact with grounded surfaces like refrigerators, pipes and radiators when using electric powered tools - this will reduce the likelihood of shock if the operator's body is grounded.
- Do not plug several power cords into one (1) outlet by using single-to-multiple outlet adaptors or converters (cube taps).
- Do not use light duty power cords.
- Do not connect or splice extension cords together to make a longer connection: the resulting extension cord may not be able to provide sufficient current or power safely.
- Do not carry electrical tools by the power cord.
- Do not tie power cords in knots. Knots can cause short circuits and shocks. Loop the cords or use a twist lock plug.



- Never break off the third prong on a plug - replace broken 3-prong plugs and make sure that the third prong is properly grounded.
- Never use extension cords as permanent wiring. Use extension cords only as a temporary power supply to an area that does not have a power outlet.
- Do not walk on or allow vehicles or other moving equipment to pass over unprotected power cords. Cords should be put in conduits or protected by placing planks on each side of them.

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- Do not brush away sawdust, shavings or turnings while the tool is running. Never use compressed air for cleaning surfaces or removing sawdust, metal turnings, etc.
- Do not operate tools in an area containing explosive vapours or gases.
- Do not clean tools with flammable or toxic solvents.

Other Procedures:

1. All lifting devices must be checked before use and must be maintained following the manufacturer's instructions and guidelines.

2. Maintenance records must be kept in the administration office's files of all repair work and regular maintenance work.

28.4 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Biological and Chemical Exposure Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 29 BIOLOGICAL AND CHEMICAL EXPOSURE

29.1 PURPOSE

Oosterhof Electrical Services Ltd. is committed to ensuring that all employees are provided with a safe work environment. In order to maintain the safety of the work site, all employees are responsible to immediately report all potential and actual hazards which the individual is aware of, that pose a potential threat to their health or safety. This includes but is not limited to biological and chemical exposures on job sites.

29.2 APPLICATION

This policy applies to all employees at Oosterhof Electrical Services Ltd.

29.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees and the Health and Safety Representative have been adequately trained and acquainted with this policy to ensure full implementation. Oosterhof Electrical Services Ltd. will ensure that workers have the appropriate personal protective equipment in order to ensure that this policy can be fully implemented.

29.4 PROCEDURE

When bidding on a project, the potential hazards that workers may be exposed to are assessed using the company's Hazard Identification and Risk Assessment Procedure of this manual.

Once an assessment has been completed and the risk of exposure to a biological or chemical substance has been confirmed, the appropriate control measures will be implemented.

Wherever possible the hazardous substance will be eliminated from the job site such that no other form of control measures will need to be implemented.

In those instances, where the biological or chemical hazard cannot be eliminated from the job site, appropriate engineering, administrative and control at the worker measures must be implemented.

Cuts and Open Sores: Employees will ensure that any cuts or open sores on their skin are appropriately covered when working on a job site. The use of general purpose disposable gloves is recommended for this purpose.

Wearing Gloves: Employees will wear the appropriate type of glove that affords them with the correct level of protection when there is any risk of coming into contact with raw sewage, other biological material, or chemicals. The type of glove used will vary depending on the hazard and will include latex free, vinyl, neoprene, leather, or other glove as deemed appropriate by the risk

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assessment. Disposable gloves should not be used more than once. Gloves should be changed for each procedure. They should be thrown out in a plastic garbage bag. Hands should be washed before and after wearing gloves.

Respiratory Equipment: Where the likelihood of a worker being exposed to airborne levels of a chemical or biological agent has been established, the use of respiratory equipment may become necessary. In these rare cases, workers will be provided with the appropriate respirator which has been selected based on the hazards identified. Workers required to wear a respirator will be appropriately fit tested and trained on the proper use, care, and storage of the respirator. Records of fit testing will be kept in the company's administrative health and safety files.

Hand Washing Facilities: Employees will wash their hands thoroughly with soap and hot water after they have had contact with biological and chemical agents. It is important to wash hands after going to the bathroom, before eating and after work each day. Job sites and work locations are provided with the appropriate facilities in accordance with the regulations.

Eyewash Facilities: Due to the hazard associated with working on job sites where the exposure to a biological or chemical agent exists, the provision of portable eyewash facilities has been addressed. All company vehicles assigned to a job site will have a portable eyewash station. In addition, all site first aid stations will also have portable eyewash.

Care of Garbage: Extreme caution should be used when disposing of garbage and other waste that may contain infected materials. Infected material waste should be double bagged for disposal in a biohazard container.

29.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Lifting Devices Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 30 LIFTING DEVICES

30.1 PURPOSE

Due to the hazards associated with the use of lifting devices and the regulations associated with their use under Ontario's Regulations for Construction sites and Industrial Establishments, only those employees who have completed training are authorized to use lifting devices on Oosterhof Electrical Services Ltd. premises.

30.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

30.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be fully implemented.

30.4 PROCEDURE

Oosterhof Electrical Services Ltd. currently uses a variety of lifting devices.

- The Owner provides appropriate lifting devices to conduct assigned tasks.
- All employees required to use these devices will be trained on the proper use and operation of the equipment during their orientation training.

Once trained, all operators of the lifting device must:

- Visually inspect the lifting device for the following items during the pre-use check:
  - General condition and cleanliness;
  - Area is clear of objects that could cause an incident;
  - Overhead there are no obstructions;
  - Bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose;
  - There are no fluid leaks- no damp spots or drips;
  - Hoses - held securely; not loose, crimped, worn, or rubbing;
  - The maximum rated load of each lifting device is clearly marked on it prior to use; and
  - Report any defects or problems to the Owner (or delegate) immediately for appropriate repair.

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- Monthly detailed inspections are logged in the inspection log, which is affixed to each lifting device. These inspections are conducted by a competent team member.

In addition, on a yearly basis, all lifting devices shall be maintained and inspected yearly, according to the manufacturer's instructions and recommendations. These inspections are arranged for by the Owner (or delegate). Completion of the inspection must be completed by a competent person, as defined by the manufacturer, and a record of the inspection must be posted on the unit and a copy of the inspection record must be kept in the main administrative files.

- All maintenance and yearly inspection records shall be kept on the document shelf in the main office.

While operating the various pieces of equipment employees are required to follow safe lifting and material handling procedures as demonstrated during their initial orientation training.

30.5 EVALUATION

This standard will be evaluated on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupation Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Sound Exposure Testing Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 31 SOUND EXPOSURE TESTING

31.1 PURPOSE

Oosterhof Electrical Services Ltd. is committed to ensuring that all employees are provided with a safe work environment. In order to maintain the safety of the work site, all employees are responsible to immediately report all potential and actual hazards, which the individual is aware of, that pose a potential threat to their health or safety.

31.2 APPLICATION

This policy applies to all employees at Oosterhof Electrical Services Ltd.

31.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that all employees have been adequately trained and acquainted with this policy to ensure full implementation. Oosterhof Electrical Services Ltd. will ensure that workers have the appropriate personal protective equipment in order to ensure that this policy can be fully implemented.

31.4 PROCEDURE

On a yearly basis, the potential hazards that workers may be exposed to are reviewed and assessed using the company's Hazard Identification and Risk Assessment Procedure.

Once an assessment has been completed and the risk of exposure to noise levels at or above current exposure limits have been confirmed, the appropriate control measures will be implemented. Should an assessment for noise exposure show that workers are potentially exposed to noise levels above the current eighty-five (85) dBA level, appropriate hearing protection and training on how to use and care for the equipment will be provided.

Wherever possible the hazard will be eliminated from the workplace such that no other form of control measures will need to be implemented.

In those instances, where the noise hazard cannot be eliminated from the workplace, appropriate engineering, administrative and control at the worker measures must be implemented.

Hearing Protection

Where the likelihood of a worker being exposed to noise levels above eighty-five (85) dBA, has been established through a work site assessment, workers must be told to wear the appropriate hearing protection. In cases where the employer provides and assigns the hearing protection, the equipment will become the responsibility of the worker and the worker must store and maintain

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the equipment, as per the employer's established procedures. In addition, the employer must provide training as to the proper use and limitations of the hearing devices provided.

31.5 EVALUATION

This standard will be evaluated on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Housekeeping Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 32 HOUSEKEEPING

32.1 PURPOSE

At Oosterhof Electrical Services Ltd. it is our policy to have all employees properly trained to know what is expected of them when they come onto a job site, and when they leave it. They shall respect the job site and keep it organized and clean.

32.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

32.3 RESPONSIBILITIES

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

32.4 PROCEDURE

As per the appropriate sector regulations, waste material and debris shall be removed to a disposal area and reusable material shall be removed to a storage area as often as is necessary to prevent a hazardous condition arising and, in any event at least once a day.

The workers should also ensure that all materials or equipment left on site is stored and moved in a manner that does not endanger a worker.

All other applicable legislation from the OH&S Act and Regulations shall be abided by.

32.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

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Title: Housekeeping Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Lock-Out and Tag-Out Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 33 LOCK-OUT AND TAG-OUT

33.1 PURPOSE

The purpose of this lock-out and tag-out policy is to establish and maintain a zero-energy state before and during any work that could expose a worker to electrical hazards and the active parts of a machine. Zero energy means that all forms of energy in a machine or system have been isolated and controlled.

33.2 APPLICATION

This policy applies to all employees and outside contractors hired to perform work that involves completing maintenance work for Oosterhof Electrical Services Ltd.

33.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy. Specific lock-out and tag-out procedures applicable within the department or on the specific job site must be reviewed with the employees and followed at all times, when applicable.

33.4 PROCEDURE

Prior to performing any work that may expose a worker to the moving parts on equipment powered by electrical, hydraulic, pneumatic, or mechanical energy; lock-out/tag-out procedures must be applied. Specific equipment procedures must be referenced in the appropriate Safety Policy and Procedure Manual.

Electrical work must only be performed by qualified, competent workers.

All employees working in the area affected must be notified of the work.

Preparation for shut down:

Before turning off any equipment, the person conducting the maintenance/repair/installation work must determine:

- The source, type and amount of energy powering the piece of equipment;
- Hazards posed by the energy involved; and
- Methods of controlling the energy.

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Equipment shut down:

- Shut down the piece of equipment, using the operating controls.
- Follow the established procedures for use of the equipment to ensure that the shutdown does not endanger anyone.

Isolate the equipment:

- Operate all energy-isolating devices to isolate the equipment from its energy source.
- Isolate all energy sources (including secondary sources).
- Discharge or release any stored energy in the equipment.
- Never remove a fuse instead of disconnecting the equipment.

Application of lock-out/tag-out device:

- Use the lock and tag provided by the Owner (or delegate) and apply it to all energy isolating devices.
- Use a lock-out device when a lock cannot be placed directly on the control.
- Each employee working on the equipment must attach their personal lock.
- Ensure that you fill out the DANGER - DO NOT OPERATE tag completely and ensure to include your name and date.
- When lock-out is not required, due to the conductors being adequately grounded with a visible grounding mechanism or when other procedures have been implemented, under the supervision of a competent person this must be adequately communicated to all employees.

Control of stored energy:

- Inspect the equipment to ensure all parts have stopped moving.
- Relieve any trapped pressure.
- Block or brace any parts that could fall due to gravity.
- Block parts in hydraulic and pneumatic systems that could move from loss of pressure.

Verification of isolation:

- Prior to starting any work, make sure all personnel are clear of any dangers.
- Verify that the main disconnect switch or circuit breaker cannot be moved to the “on” position.

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- Press all start buttons and other activating devices to ensure that they are not working.
- Shut off all machine controls.

When work has been completed:

- Ensure that machine controls are in the "off" position.
- Ensure that all guards have been re-installed and that the machine is completely re-assembled.
- Ensure that all tools and personnel have been removed and are clear of the machine.
- Notify everyone that the lock-out device and tag are being removed.
- Ensure that you remove only your own lock. Each employee involved in the work procedure must remove their own lock and tag.

Follow the proper re-energizing steps to put the equipment back into service.

33.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX L – Machine/Equipment/Energy/Personnel Lockout Inventory Form

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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CHAPTER 34 FALL PREVENTION AND FALL ARREST

As in most workplaces, falls cause the highest number of serious work related incidents and fatalities. The Owner of Oosterhof Electrical Services Ltd. is committed to providing all of their employees the necessary tools and knowledge in order to minimize the potential of injury due to a fall. All employees involved in the sale, delivery and installation of our services must be aware of this.

34.1 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

34.2 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

34.3 PROCEDURE

Some form of fall protection must be used wherever employees are exposed to the hazard of falling. This includes work situations where a fall of more than three (3) metres may occur or other circumstance where an employee may fall into an opening in a work surface.

Fall prevention includes proper use of work site access such as proper footwear, ladders and scaffolds, warning barriers and bump lines, guardrails, and travel restraint.

Fall arrest includes fall restriction, fall arrest and safety nets.

The best protection is to prevent falls from happening in the first place. Wearing proper footwear and using ladders properly are a good place to start. Workers must assess a work site for the potential hazard of falling and implement the proper control practices called for prior to beginning any work on site.

Only those workers holding a valid Working at Heights training certificate are permitted to work at heights of three (3) metres or more on all construction sites.

Fall arrest equipment must be used in all cases where a worker cannot be protected from falls by guardrails or travel restraint. In these circumstances, they must be protected by a fall arrest system, safety net or fall restricting system.

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A fall arrest system must:

- Include a CSA approved full body harness;
- Include a lanyard equipped with a shock absorber;
- Be attached to a lifeline or lanyard to an adequate fixed support; and
- Prevent a worker falling from hitting the ground or any object or level below the work.

Initial Site Assessment

1. Does the job site pose a fall hazard?

2. What are the appropriate control measures to take in this situation?

3. Are the proper pieces of equipment available to do the job safely and correctly?

4. Do employees working on the site have the required training or certification in order to work at heights?

Once the initial site assessment has been completed, implement the correct controls through the use of the proper fall prevention/fall arrest procedure.

Prior to installing or wearing fall arrest equipment, all equipment must be inspected for signs of wear by a competent worker. Only equipment that is free of any defects may be used. Any faulty equipment must be replaced.

34.4 EVALUATION

This policy/procedure will be evaluated by ensuring that all employees have the appropriate fall arrest training and that they are wearing the appropriate equipment when needed. Spot checks will be completed at work sites to ensure compliance by the Owner (or delegate).

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Designated Substance - Asbestos Management Program Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 35 DESIGNATED SUBSTANCE - ASBESTOS MANAGEMENT PROGRAM

35.1 PURPOSE

Asbestos is a designated substance in Ontario. Oosterhof Electrical Services Ltd. from time to time may come across project sites where asbestos may have been used. Asbestos is known to have been used in a wide range of construction materials and in particular as an insulation material.

Definition of Asbestos and Asbestos-Containing Material

The Regulation Respecting Asbestos on Construction Projects and in Buildings and Repair Operations defines asbestos as any of six (6) fibrous silicates named in subsection 1(2) of the Regulation. In addition, it defines asbestos-containing material, also known as ACM, as material that contains 0.5 per cent or more asbestos by dry weight.

The Owner of Oosterhof Electrical Services Ltd. has the duty to identify all areas where asbestos is present or may be present, as defined by the regulation.

35.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd. It also applies to any contractor authorized to be on site and to conduct maintenance and or repair operations under contract to Oosterhof Electrical Services Ltd.

35.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

Introduction

The purpose of an Asbestos Management Program is to manage the asbestos located on any site where workers may be required to work and most importantly, ensure a safe working environment for all employees and contractors when on site.

Most Recent Inventory

When bidding on projects, it is the responsibility of the project owner to disclose to Oosterhof Electrical Services Ltd. if any asbestos containing material may be on site. If so, a detailed assessment of the site must be carried out by the project owner and the results thereof must be shared with the Owner of Oosterhof Electrical Services Ltd.

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Title: Designated Substance - Asbestos Management Program Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

35.4 PROCEDURE

Procedures to be followed in the event of asbestos being noted to be present on a job site where Oosterhof Electrical Services Ltd. work is scheduled to occur:

- In the event that removal and/or repair work is required, prior to any work beginning, the following steps will be taken:
    - A reputable outside contractor will be contacted and asked to access the area for any potential asbestos containing material.
    - The assessment and sampling will be completed in compliance with the Regulation Respecting Asbestos on Construction Projects and in Buildings and Repair Operations.
- In the event that asbestos containing material is found, all work required will be completed in accordance with the regulations, namely the appropriate type 1, type 2, or type 3 removal procedures will be followed.
- The contractor completing the work will be required to provide proof of qualification to do the type of work, as well as be asked to provide training records for all employees to be working on the project. This documentation will be requested and must be provided in hard copy, prior to any work beginning.
- In keeping with existing past practice, if practicable and affordable, all asbestos containing material will be removed at the time of its identification.
- At no time, will any employee of Oosterhof Electrical Services Ltd. be asked to complete any work where the hazard of exposure to asbestos may exist. All of this work will be contracted out to outside service providers.

<u>Worker Exposure to Asbestos</u>

In the event that a worker may have accidently become exposed to asbestos, a record of this exposure will be kept in the employee's file and reported to the Workplace Safety and Insurance Board's voluntary reporting system.

The worker will be advised to see their family doctor and report the exposure for proper follow up.

Oosterhof Electrical Services Ltd. has a formal medical surveillance program in place as detailed in the regulations.

35.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

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Title: Designated Substance - Asbestos Management Program Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	Updated policy title to reflect “Designated Substance”	C.O.
Jun 2024	No updates to policy were made	C.O.

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CHAPTER 36 HEAT AND COLD STRESS

36.1 PURPOSE

Due to the work environment during the summer and winter months outdoors, as well as in the non-air-conditioned indoor environments, employees working in these areas are at a potential risk of being exposed to heat and cold, depending on the time of year and work performed. This policy is designed to detail safe working procedures.

36.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd. Although most indoor work environments are air conditioned, electrician staff are exposed to the outdoor elements while providing services in customer buildings and should make themselves aware of this policy.

36.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented.

36.4 BACKGROUND INFORMATION

1. Is there a temperature at which work becomes dangerous and should be stopped?

The short answer is yes. Both very cold and very hot temperatures could be dangerous to your health.

Excessive exposure to heat is referred to as heat stress and excessive exposure to cold is referred to as cold stress.

2. The warning signs of heat stroke and hypothermia:

The victims of heat stroke and hypothermia are unable to notice the symptoms and therefore, their survival depends on co-workers' ability to identify symptoms and to seek medical help.

While symptoms can vary from person to person, the warning signs of heat stroke can include complaints of sudden and severe fatigue, nausea, dizziness, lightheadedness and profuse and prolonged sweating. If a co-worker appears to be disoriented or confused (including euphoria), or has unaccountable irritability, malaise or flu-like symptoms, the worker should be moved to a cool location and medical advice should be sought.

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Warning signs of hypothermia can include complaints of nausea, fatigue, dizziness, irritability or euphoria. Hypothermia can cause pain in the extremities (hands, feet, ears, etc.), and severe shivering. Workers should be moved to a heated shelter and medical advice should be sought, when appropriate.

3. What are the exposure limits for working in hot environments?

Two (2) types of exposure limits are often used: occupational exposure limits and thermal comfort limits. Occupational exposure limits are to protect industrial workers from heat-related illness. Thermal comfort limits are for office work to ensure productivity and quality of work.

ASHRAE Standard 55-1992 Thermal Environmental Conditions for Human Occupancy recommends the following acceptable temperature ranges at relative humidity (RH) of 50% and air speed less than 0.15 m/sec. (30 fpm).

Table 1
Acceptable Temperatures

Season	Clothing	Temperature
Winter	Heavy slacks, long sleeve shirt and/or sweater	20-23.5°C (68-75°F)
Summer	Light slacks and short sleeve shirt	23-26°C (73-79°F)

The American Conference of Governmental Industrial Hygienists (ACGIH) recommends Threshold Limit Values (TLVs) for working in hot environments. These limits are given in units of WBGT (wet bulb globe temperature) degrees Celsius (°C). The WBGT unit takes into account environmental factors, namely air temperature, humidity and air movement, which contribute to perception of hotness by people. In some workplace situations, solar load (heat from radiant sources) is also considered in determining the WBGT. Some Canadian jurisdictions have adopted these TLVs as occupational exposure limits and others use them as guidelines to control heat stress in the workplace.

The ACGIH publication "2000 TLVs and BEIs" provides recommended screening criteria for heat stress exposure for workers acclimatized to heat and for workers who are not acclimatized to heat (Table 2). The publications "2000 TLVs and BEIs" and "Documentation of TLVs and BEIs" should be consulted for more detailed information on these screening criteria, categories of work demands, guidelines for limiting heat strain and heat strain management.

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Table 2
Screening Criteria for Heat Stress Exposure
(WBGT values in °C)
for 8-hour work day five days per week with conventional breaks

	Acclimatized				Unacclimatized			
Work Demands	Light	Moderate	Heavy	Very Heavy	Light	Moderate	Heavy	Very Heavy
100% work	29.5	27.5	26		27.5	25	22.5	
75% Work; 25% Rest	30.5	28.5	27.5		29	26.5	24.5	
50% Work; 50% Rest	31.5	29.5	28.5	27.5	30	28	26.5	25
25% Work; 75% Rest	32.5	31	30	29.5	31	29	28	26.5

The weather broadcast service of Environment Canada uses the humidex scale to inform the public about hot weather conditions. The humidex scale quantifies human discomfort due to perceived heat taking into account the effect of air temperature and relative humidity. For a given temperature, the humidex increases as the relative humidity (moisture content) of the air becomes higher. The following table gives ranges of humidex for various degrees of thermal effect on people.

Table 3
Humidex and Thermal Comfort

Humidex Range (°C)	**Degrees of Comfort**
20 – 29	Comfortable
30 – 39	Varying degrees of discomfort
40 – 45	Uncomfortable
46 and Over	Many types of labour must be restricted

4. What are exposure limits for working in the cold?

In Ontario, the minimum indoor temperature that a person can be expected to work in without the provision of heat is 18 degrees Celsius. Due to the nature of the work in the warehouse and job sites, this provision does not apply. The use of proper personal clothing must, therefore, be implemented.

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36.5 PROCEDURE

1. Using the information provided, employees must follow safe work conditions. In most cases following simple steps can control the hazard of heat stress. Pace your work, following Table 2 above as a guideline, determine with the Owner (or delegate) your work activity and take frequent breaks.

2. Wear the appropriate clothing for the work environment.

3. Ensure that you replenish your fluids frequently by drinking water.

4. Report any signs or symptoms to the Owner (or delegate) immediately, should you begin to experience any signs of heat stress or cold stress.

36.6 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Travel Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 37 TRAVEL

37.1 PURPOSE

Due to the unique hazards associated with traveling, employees required to travel to other locations as part of their work assignment must ensure that they follow working practices both on route to and while on remote locations, and that they operate their vehicles in accordance with the Ministry of Transportation rules. This policy is designed to detail safe working procedures.

37.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd. traveling to work sites as well as to training and conference locations.

37.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented.

37.4 PROCEDURES

Employees required to drive to assigned worksites must provide proof of eligibility to operate the designated vehicle.

Employees must follow the rules of the road, in accordance with the Ministry of Transportation requirements.

This includes not using a mobile hand-held cellular telephone, G.P.S., or other personal hand-held device that is not operated in a hands-free mode while operating the vehicle. Employees must pull off to the side of the road and put the vehicle into park when placing and receiving any calls on their cell phone.

Seatbelt use is mandatory for the driver and passengers while operating a motor vehicle on company business.

Employees may not operate vehicles while their ability or alertness is impaired.

Employees using their personal vehicle for work must provide proof of adequate insurance coverage.

All vehicles must be provided with emergency response equipment, including a first aid kit and emergency contact information.

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Title: Travel Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

The Owner (or delegate) must approve any planned trip out of province and must conduct a risk assessment, to determine if any health and safety risks are associated with the planned trip.

37.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Motor Vehicle Incident Prevention Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 38 MOTOR VEHICLE INCIDENT PREVENTION

38.1 PURPOSE

Due to the unique hazards associated with traveling, employees required to travel to other locations as part of their work assignment must ensure that they follow safe driving procedures when working in this area, as there exists the potential risk of being exposed to various hazards. This policy is designed to detail safe driving procedures.

38.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd. traveling to job site locations, training and conference locations.

38.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented.

38.4 PROCEDURES

Employees required to drive to worksite locations must provide proof of eligibility to operate the designated vehicle.

An Employee Drivers Abstract may be requested from time to time to ensure employees have a valid Ontario driver's license.

Employees must follow the rules of the road, in accordance with the Ministry of Transportation requirements.

When driving, no personal handheld devices may be used while operating the vehicle. Employees must pull off to the side of the road when placing calls on their cell phone or when receiving any calls.

Employees using their personal vehicle for work must provide proof of adequate insurance coverage.

All company vehicles must be provided with emergency response equipment, including a first aid kit and emergency contact information.

Employees must use their discretion when required to drive in inclement weather conditions. The rules of the road must be followed at all times and particular caution must be exercised. Travel

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advisories issued by the Ontario Provincial Police and the Ministry of Transportation must be taken into consideration.

38.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act.

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Violence, Discrimination and Harassment Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Revised: June 2025

CHAPTER 39 VIOLENCE, DISCRIMINATION AND HARASSMENT

39.1 PURPOSE

Oosterhof Electrical Services Ltd. is committed to creating and maintaining a work environment for its employees that is free from discrimination, harassment or threat of violence. Oosterhof Electrical Services Ltd. recognizes that all employees have the right to work in an environment free from workplace harassment, workplace sexual harassment, unlawful discrimination and the threat of violence. All employees have a responsibility to respect the dignity and human rights of their co-workers and the public they serve.

The purpose of this policy is to provide employees with an effective method, without threat of reprisal, to address any form of prohibited discrimination, harassment or threatening behaviour. All employees have the right to express their concerns about situations they believe to be harassment, discrimination or threatening under this policy.

39.2 POLICY OBJECTIVES

This Violence, Discrimination and Harassment Prevention Policy and Complaints Procedure has been developed in order to:

1. Demonstrate and promote the commitment of Oosterhof Electrical Services Ltd. to provide a workplace free of any harassing, discriminating or threatening behaviour--including virtually, specifically through the use of email, virtual meeting platforms and social media platforms.

2. Ensure that corporate policies and practices comply with the provisions of the Human Rights Code and the Occupational Health and Safety Act.

3. Enhance good community relations as a provider of employment and services to the public.

4. Aid in the prevention of violence, harassment and discrimination by and against Oosterhof Electrical Services Ltd. employees.

5. Provide an impartial and effective complaints procedure to resolve complaints.

6. Ensure that all complaints are dealt with confidentially and objectively and that the rights of all parties are respected.

7. Provide fair and consistent procedures for dealing with complaints of violence, discrimination and harassment.

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39.3 APPLICATION

The Workplace Violence, Discrimination and Harassment Policy applies to all employees and all outside contractors working for Oosterhof Electrical Services Ltd.

The workplace includes all locations where business or social activities of the company are conducted. Workplace harassment and workplace sexual harassment can include incidents that happen away from work (e.g.: unwelcome telephone calls or visits to a person's home if the person harassing is connected with Oosterhof Electrical Services Ltd.) and also includes virtually, specifically through the use of email, virtual meeting platforms (i.e. Google Meet, Teams) and social media platforms (Facebook, X, BlueSky).

The term "employees" includes applicants for employment and former employees who allege that they have been discriminated against during recruitment for employment or termination from employment with Oosterhof Electrical Services Ltd.

Oosterhof Electrical Services Ltd. considers allegations of harassment, the threat of violence and/or discrimination to be serious matters. Retaliation against any individual for reporting alleged discrimination, harassment or threatening behaviour will not be tolerated. Equally, because false accusations can have serious effects on innocent persons, the willful misuse of the policy or the deliberate making of false accusations will not be tolerated.

39.4 SUPERVISORIAL/SUPERVISORY RESPONSIBILITY

It is important to stress that all Oosterhof Electrical Services Ltd. employees involved in the supervision of others are responsible, upon becoming aware that threats of violence, discrimination or harassment are occurring, to take appropriate action by contacting the Owner (or delegate) even if no formal complaint is made. The current provincial legislation provides that, a person who has authority to prevent or discourage violence, discrimination or harassment may be held responsible for failing to do so.

This policy does not supersede an employee's right of redress through the procedures established by legislation.

39.5 DEFINITIONS

1) Workplace

The workplace includes any location where the business of Oosterhof Electrical Services Ltd. is being conducted. This includes, but is not limited to, the main office, washrooms, staff rooms, on-road vehicles and job sites, and is not confined to the main office and buildings associated with Oosterhof Electrical Services Ltd. The workplace also includes virtual platforms, specifically through the use of email, virtual meeting platforms (i.e. Google Meet,

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Teams) and social media platforms (Facebook, X, BlueSky). Any conduct that occurs outside the workplace, but which has repercussions in the work environment will be considered to have occurred in the workplace.

2) Harassment

Harassment or threat of violence is any conduct, comment or gesture that is likely to cause discomfort, offense or humiliation to another person. Harassment can take the form of words or actions and can occur as a single incident or a series of incidents.

"Workplace Harassment" has been defined by the Occupational Health and Safety Act as; engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

"Workplace Sexual Harassment" is defined as:

- engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of conduct is known or ought reasonably to be known to be unwelcome, or
- making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knowns or ought reasonably to know that the solicitation or advance is unwelcome.

Harassment related to any of the discriminatory grounds contained in the Human Rights Code are defined as: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, sex, sexual orientation, marital status, family status or handicap, will not be tolerated by the Owner of Oosterhof Electrical Services Ltd.

Although harassment has been added to the Occupational Health and Safety Act in 2010, the definition under the Human Rights Code also remains in effect.

As of October 2024, both "Workplace Harassment" and Workplace Sexual Harassment" include harassment which takes place through the use of information and communications technologies. These include platforms such as email, virtual online meeting platforms (i.e. Google Meet, Teams) and social media platforms (i.e. Facebook, X & BlueSky).

3) Violence

"Workplace Violence" is defined as:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;

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- an attempt to exercise physical force against a worker, in a workplace, that would cause physical injury to the worker; and/or
- a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Domestic Violence

In addition, the Occupational Health and Safety Act requires an employer to take steps to protect a worker, while at work, to any threat of physical injury which may occur due to a threat of domestic violence. This threat may occur to the individual being targeted by domestic violence or a co-worker who is exposed to the threat at work.

39.6 THREAT ASSESSMENT

The Owner has assessed the potential of threats of violence and harassment and has shared the results with the Health and Safety Representative. Part of their duties is to assess the vulnerability to workplace violence at our establishment and reach agreement on preventive actions to be taken. They are responsible for auditing the overall Workplace Violence Program.

The Owner has developed an employee training program in violence prevention and has developed a plan for responding to acts of violence. This plan has been communicated internally to all employees and will be part of all orientation sessions. The Owner (or delegate) and the Health and Safety Representative will review incidents of violence as they occur and are reported.

Additionally, inspections of the workplace and evaluations of the work tasks of all employees assist in determining the presence of hazards, conditions, operations and other situations which might place our employees at risk of occupational assault incidents. Employees have been surveyed to identify the potential for violent incidents from co-workers, customers, contractors and sub-contractors to assist in the identification or confirmation of the need for improved security measures. These surveys will be reviewed, updated and distributed as needed.

In addition, in the event that either the Owner (or delegate) or the Health and Safety Representative become aware of a domestic violence situation that may expose a worker to a risk of physical injury in the workplace, the appropriate precautionary measures will be implemented.

On a yearly basis, a general meeting will be held to review employee workplace health and safety policies, including workplace violence and harassment prevention.

39.7 COMPLAINTS PROCEDURES

Oosterhof Electrical Services Ltd. is committed to providing a work environment free of harassment, discrimination and threat of violence. The Owner will make every reasonable effort

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to ensure that no employee is subject to any form of harassment, discrimination or threat of violence. The Owner (or delegate) of Oosterhof Electrical Services Ltd. will take the necessary disciplinary measures, as deemed appropriate, against any person who subjects any employee to personal harassment or sexual harassment, discrimination, or threat of physical violence.

39.8 STEPS TO BE TAKEN

Important points to remember:

- All employees have the right to work in a workplace that is free of any form of harassment or threat of physical violence.
- All employees are expected to conduct themselves in a professional manner while at work. This includes their interactions with the Owner, co-workers and customers.
- In the event that a worker feels threatened with physical violence, the appropriate steps must be taken immediately to address the situation. These steps include:
    - Asking the person to stop the threatening behaviour;
    - Asking for assistance from the Owner (or delegate) and co-workers to help defuse the situation;
    - In extreme situations, where the worker feels that they are in imminent danger, the police must be called for assistance immediately if needed; and
    - At no time, shall an employee of Oosterhof Electrical Services Ltd. put themselves in harm's way when dealing with an angry or threatening member of the public or a co-worker. These are situations that members of the local police force must deal with. No person who has threatened to cause physical harm to an employee is to be restrained or pursued by an employee of Oosterhof Electrical Services Ltd. These individuals must be dealt with by professionals that have received the appropriate training.
- An employee who feels that they are being harassed while at work or in a work-related activity, must do the following:
    - Ask the person who is engaging in the harassing behaviour to stop. Indicate to them that you are not comfortable with what they are saying or doing and that they must stop immediately.
    - If the person (harasser) does not stop the harassing behaviour, report the situation to the Owner (or delegate). The Owner (or delegate) will then follow Oosterhof Electrical Services Ltd.'s Investigative Procedure and the appropriate corrective measures will be implemented. This will be done in consultation with the appropriate members of the management team.
    - In the event that the harassing behaviour is coming from your immediate Supervisor, the situation should be reported to the Owner.

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1. Any employee, who has reasonable grounds to believe he or she (the "Complainant") has suffered a personal injustice, hardship and/or any form of discrimination or harassment:
   - Should not ignore the harassment and should make clearly known his or her disapproval and/or uneasiness to the offender, in a clear, concise manner;
   - Ask the person to stop their behaviour. They may not realize that they are being offensive. If the person refuses to cooperate, remind them that such behaviour is against this policy; and
   - The employee should keep detailed written notes detailing what happened and what, if anything, the offending person did or said. The Complainant should be able to provide pertinent data, such as times, places and names of witnesses.

2. The Complainant should report the problem as soon as possible to their Supervisor. If the unwelcome behaviour continues, the Owner must be informed that a complaint has been received.

   If the person identified as being the alleged harasser is the Owner, the Complainant will report their allegations as soon as possible to the external Health and Safety Consultant engaged by the company.

   The person investigating will:

   i. Initiate the investigation as soon as possible and in all circumstances within ninety (90) days of becoming aware of the situation.
   ii. Collect all pertinent information. All information will be received in confidence. This step will include interviewing the Complainant, the person who allegedly is the harasser and any witnesses.
   iii. Summarize findings.
   iv. Upon reviewing the information, prepare their report of findings.
   v. Present, in writing, the results of the investigation and the recommended resolutions to all parties.

3. After step two has been completed, and the parties involved have not resolved the situation, the Owner (or delegate) will take further action to resolve the matter. If there is evidence of harassment, discrimination or threat of violence, disciplinary measures will be taken as appropriate up to and including termination of employment.

4. Records of complaints, including contents of meetings, interviews, results of investigations and any other material relevant to the claim will be collected and stored in a confidential manner, within the personnel file.

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39.9 OUTCOME

If it is determined that it is necessary to impose corrective action on an employee, the range of action may include such measures as a formal apology, referral to appropriate counselling or disciplinary measures. Such disciplinary measures may include:

1. Oral reprimand (noted in the employee's file);

2. Written reprimand (copy placed in employee's file);

3. Suspension without pay for a period of time while a thorough investigation is completed;

4. Demotion or reassignment; or

5. Termination of employment.

39.10 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

See APPENDIX M-1 – Employee Risk Assessment Questionnaire
APPENDIX M-2 – Workplace Harassment Investigation

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Emergency Prevention and Preparedness Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

CHAPTER 40 EMERGENCY PREVENTION AND PREPAREDNESS

40.1 PURPOSE

The purpose of this policy is to provide a process that assists the company's ability to recognize and review the potential emergency situations that may affect the business' ability to operate, as well as minimize the impact that these situations may have on the health and safety of staff, customers and structural stability of buildings owned and leased by the business. Reviewing the potential emergencies that may occur on a regular basis and identifying gaps in the existing Emergency Plan, helps to ensure the maintenance of the health and safety program, as well as, ensuring that the program is continually improved and compliant with the various governing legislations.

40.2 APPLICATION

This policy applies to the Managing Director and all employees of Oosterhof Electrical Services Ltd.

40.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

40.4 PROCEDURE

Through our leadership and commitment, we oversee the full integration of all regulatory requirements that impact on the health and safety of our workplace, in every applicable policy and practice. In particular, preventing emergency situations from occurring and being able to respond to emergency situations in the event that they arise, is a preventative action and a reasonable precaution that needs to be implemented as part of a well-established and functioning Health and Safety Management System (HSMS).

On a regular annual basis, during the month of October, Senior Management has delegated the responsibility to the General Manager who will conduct a review of the existing Emergency Response Plan that, once developed, is up to date and current. In addition, the Emergency Response plan, which details the specific response actions will be updated as necessary.

The General Manager, with the assistance of the Health and Safety Representative and the company's external Health and Safety Consultant, will review the current Emergency Response Plan and identify any gaps in the inventory of potential emergency situations be they natural or non-natural occurrences. To assist in identifying the potential emergencies and the significance of them, the Workplace Emergency Hazard Analysis Form (WEHAF), developed in consultation

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with the External Health and Safety Consultant will be used. The WEHAF evaluates the potential risks , as well as assists in identifying existing controls. Once any potential emergencies that have been previously missed or updated are identified, a plan of action will be developed and address those gaps.

40.5 SPECIFIC REQUIREMENTS

People Conducting the Review

At a minimum one (1) person completing the review will have completed the Joint Health and Safety Committee Basic and Worksite Specific Certification Training. To assist the General Manager in conducting their review, the services of an external consultant may be used, as needed. The external consultant will assist in developing the scope and will assist in the creation of the gap analysis and the plan of action to address the issues noted.

Plan of Action

As a result of the review and results of the findings in the gap analysis, the General Manager, and the external consultant, will prepare an Action Plan to make necessary improvements to the Emergency Response Plan. Specific targets will be established and the resulting changes to the Emergency Response Plan will be communicated to all employees to whom they apply. In addition, any necessary training will be completed.

In preparing the plan of action, all items needing immediate attention will be addressed in a priority basis. A similar rating system as is used in workplace inspections will be utilized to set the priorities.

Authorization and Senior Management Sign Off

The completed Emergency Prevention and Preparedness, Gap Analysis and Action Plan will be signed by the Owner (or delegate), to show their full commitment to the process and authorization to correct the issues identified.

The process followed to implement the changes will follow the five (5) steps, as outlined in the Ontario WSIB Health and Safety Excellence program.

40.6 EVALUATION

The Owner (or delegate) will review the results of the evaluation and will take the necessary steps to ensure all employees are working in compliance with the policies and that the appropriate steps are taken to ensure full implementation.

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Title: Emergency Prevention and Preparedness Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

References

WSIB Health and Safety Excellence program Guidelines

See APPENDIX O – Emergency Prevention Inventory
APPENDIX P – Workplace Emergency Hazard Analysis Form

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	No updates to the policy were made	C.O.
May 2023	No updates to policy were made	C.O.
Jun 2024	Modified references from JHSC to Health and Safety Representative	C.O.

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Title: Emergency Response Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 41 EMERGENCY RESPONSE

An emergency situation is defined as any situation that occurs, which is out of the ordinary and requires immediate attention in order to prevent loss or damage to property or life. At Oosterhof Electrical Services Ltd., it is our policy to have all employees aware of any hazards that could arise during working hours and brief them on the appropriate emergency response procedures. During this briefing with the employee, the Owner (or delegate) is responsible for collecting each employee's emergency contact information.

41.1 GENERAL PROCEDURES TO BE FOLLOWED

Staff

- The first person to realize that an emergency is occurring will contact the Owner immediately. If the Owner is not on site, the appropriate alternate shall be contacted.

Owner (or delegate)

- Determine if outside assistance is required;
- Ensure that the necessary equipment is available to protect the premises and the employees;
- Have access to site and building floor plans to provide to emergency services, if necessary.
- Ensure that the Owner is informed (if delegate);
- Delegate to the appropriate staff to control the situation and respond appropriately;
- Consider if evacuation is necessary;
- Complete all of the necessary reporting to outside agencies; and
- Once situation is resolved, ensure the completion of the necessary reports.

Employees

- Take direction from the Owner (or delegate).
- Assist in the response.
- Assist with the possible evacuation.

First Aiders

- Be prepared to administer first aid as required.

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41.2 FIRE EMERGENCIES

The fire safety plan, simplified, is based upon the principles of keeping fuel sources and ignition sources apart.

41.2.1 Response to a Fire

The first response when confronted with a fire will always be to either obtain or send for assistance. Do not attempt to fight a fire when one (1) or more of the following conditions exists:

- The fire may block your exit route;
- The fire is generating a substantial amount of smoke;
- The fire is too large to extinguish with one (1) extinguisher;
- You are not sure what type of fire extinguisher to use or how to use it; or
- The fire is in close proximity to other combustible/flammable materials.

Provided that none of the conditions listed above exist, you may act quickly and utilize the proper extinguisher to fight the fire.

Fire Extinguishers

Oosterhof Electrical Services Ltd. provides all company vehicles and the shop with approved for use by the Ontario Fire Code dry chemical ABC fire extinguishers, as per the Ontario Fire Code requirements.

These extinguishers are located in areas where they are readily available at all times in the event of a fire emergency.

Typical fire emergencies include fires caused by the following:

- Type A fires – Common combustibles including wood, paper and linen.
- Type B fires – caused by flammable solvents, gas and diesel.
- Type C fires – caused by electrical currents.

A fire extinguisher with an ABC designation can be used on all of the fire types listed.

All fire extinguishers must be inspected monthly during routine workplace inspections.

All fire extinguishers will be hydrostatically tested every three (3) years.

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Employees will be shown how to use a fire extinguisher during their initial orientation training and as needed thereafter.

41.2.2 Follow the P.A.S.S. Method

P -Pull the pin
A -Aim the extinguisher at the base of the fire. Maintain a distance of at least six (6) feet
S -Squeeze the handle or lever of the extinguisher
S -Spray the extinguisher at the fire from side to side

When trying to extinguish a fire, follow the PASS method, stand at least six (6) feet away, keeping an escape route to your back.

Should the extinguisher be emptied before the fire is put out or the fire spreads, **VACATE the AREA IMMEDIATELY**. Do not put yourself at risk.

41.2.3 Emergency Response

- Pull the fire alarm and follow Oosterhof Electrical Services Ltd.'s fire evacuation procedures.
- If possible, rescue the people in the immediate area.
- Designate an employee to direct the Fire Department to the location of the fire.
- Designate an employee to ensure that employees do not enter the area of the fire.

41.3 MEDICAL EMERGENCY

The first person on the scene should remain with the casualty and summon someone to notify the Owner (or delegate).

The designated First Aider should be called to administer first aid to the casualty.

As required, additional assistance should be obtained by calling 911.

41.4 PANDEMIC EMERGENCY

Oosterhof Electrical Services Ltd. will follow all Public Health and Ministry of Labour, Immigration, Training and Skills Development guidelines during a pandemic emergency. Please refer to the Pandemic Policy in this manual for procedures specific to Oosterhof Electrical Services Ltd.

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41.5 OCCUPATIONAL ILLNESS

In the event that an employee is diagnosed with an occupational illness, they must report it to the Owner (or delegate) immediately.

The Owner (or delegate) must follow the proper incident reporting and investigation steps.

The Owner (or delegate) must report the illness to the Workplace Safety and Insurance Board (WSIB) within three (3) days and to the Ministry of Labour, Immigration, Training and Skills Development (MOLITSD) within four (4) days.

41.6 CHEMICAL SPILLS

A universal spill kit is available in the main shop. For most spills, this universal spill kit shall be used, as it meets the safety requirements to deal with the typical spills that are most likely to occur.

In addition, for those spills that require extra care, an additional spill kit is kept on site.

41.6.1 Procedures

1. Isolate area.
   Keep people away.
   Ventilate area.
   Do not breathe vapours.
   Open doors and windows – set up fan.

2. Keep fire sources away.

STOP! IN CASE OF MULTI OR COMPLEX SPILLS, INFORM THE OWNER (or delegate) WHO WILL REPORT THE SPILL TO THE LOCAL MINISTRY OF THE ENVIRONMENT THROUGH THE SPILLS ACTION CENTRE AT 1-800-268-6060.

41.7 SMALL SPILL OR LEAK CLEAN-UP METHODS

1. Put on the appropriate personal protective equipment (in most cases, rubber or neoprene gloves and/or overshoes).

2. Ready fire-fighting equipment.

3. Reference the product's Safety Data Sheet for detailed spill clean-up procedures.

4. If a liquid:

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- Absorb with a non-reactive material until dry;
- Contain liquid around edges; and
- Sweep absorbent from edges toward the middle.

5. Carefully place absorbent or spilled dry product in disposable containers.

6. Scrub spilled area with concentrated detergent, using broom.
7. Absorb and pick up per steps six (6) and seven (7).

8. Discard soaked materials and merchandise.

9. Scrub out corners and crevices.

10. Dispose of sweepings, broken product containers, broom and other contaminated waste in accordance with recommendations of local health authorities.

11. Wash gloves, overshoes, and shovel with strong detergent solution. Change clothing and wash in detergent.

41.8 POWER FAILURES

The following guidelines should be followed in the case of a power failure. Flashlights should be available to employees.

1. Ask employees to leave the building and leave their belongings behind – if necessary, they can pick them up later.

2. Owner (or delegate) – to assign specific exits to a responsible employee to ensure that all employees exit the facility calmly and quietly.

3. All employees – should know the locations of the exits. Employees should meet at the front of the building, the designated meeting area.

4. Owner (or delegate) – should ensure that the entire building, including offices, washrooms, etc. have been vacated by all employees, that all doors are secure and then proceed to the front of the building.

41.8.1 Reopening Procedure

- Once the power comes back on, the business can reopen, the reopening should be similar to that of the mornings.

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41.9 BOMB THREATS

Even though most bomb threats are a hoax, each one must be treated very seriously by quickly and quietly evacuating the building, so as to minimize the possibility of any serious injury to our clients and employees.

The Owner (or delegate) is to be assigned duties in the event of a bomb threat, and the Owner (or delegate) must ensure that there is always someone in the building to coordinate procedures while the company is open for business.

41.9.1 Telephone Procedures

When a bomb threat is received:

- Listen.
- Be calm and courteous.
- Obtain as much information as possible.
- Initiate call trace action (where possible) and notify the Owner (or delegate) by prearranged signal while the caller is on the line.

Record the following information in the event of any threatening call, such as a bomb threat or an extortion attempt:

- Record the date.
- Time (a.m., p.m.).
- Duration of call.

Try to keep the caller on the phone by asking questions. Be sure to record the caller's exact words. Any and all information is helpful.

Note the following:

- The caller's sex (male or female).
- The approximate age of the caller.
- Any background noises (traffic, machinery, music, aircraft, voices, bar sounds, trains, children crying, etc.).
- The caller's accent (French, English, American, Caribbean, Italian, German, Chinese, Spanish, Eastern European, etc.).

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- How the caller seemed to be (emotional, irrational, excited, cool, intoxicated, crying, immature, calm, drugged, etc.).
- The manner of the caller's speech (frightened, polite, slow, lisping, stuttering, fast, vulgar, obscene, etc.).
- Was the caller's voice familiar? Who might the caller have been?
- Did the caller seem to be familiar with the area?

It is the responsibility of the Owner (or delegate) to ensure these procedures are communicated to all employees at regular intervals during the year in order that they will be remembered in the event of an actual bomb threat.

41.9.2 Preplanning Procedures

Contact the local police department and/or telephone company office and obtain, if possible, the number to be used when requesting a trace on a phone call.

Arrange a signal to be used when a bomb threat is being received by telephone in order for an employee to initiate the trace procedures and to call the Owner (or delegate) to the area.

Become familiar with the information that should be followed when dealing with a bomb threat over the phone. Keep a copy of the procedures near the office's phone.

41.9.3 Evacuation Procedures

1. Owner (or delegate) - should ensure that the offices, washrooms, and main floor areas have been vacated by all employees, that all doors are secure and then leave the building.

2. Owner (or delegate) - upon hearing the coded message the Owner (or delegate) should proceed to the location of the employee who has announced the message, as well as ensuring evacuation of building is in process. Upon receiving the telephone bomb threat information, and with the person who took the call nearby, the Owner (or delegate) should phone the police and advise them of the situation. The Owner (or delegate) should ensure that all employees leave the building and await the arrival of the police. No one should be permitted to enter the building until the police department has cleared the building of any danger.

41.9.4 Reopening Procedures

Once the police have determined it is safe to return to the building, employees may re-enter the building and follow normal morning opening procedures.

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41.9.5 Importance of Following the Procedures

Most bomb threats are a hoax, but this should not lessen the importance of these procedures.

The call could be placed in order to cause confusion and to take materials from the building during this confusion.

The first call may be placed to see which areas of the building are left unprotected and uninspected (i.e. delivery doors, etc.), so that supplies can be taken out of, or placed in these areas to be taken out when Oosterhof Electrical Services Ltd. reopens, when a second call is made one (1) day, one (1) week or even a month later.

Finally, until the police search is complete, it will not be known if the call is a hoax, and as such, each bomb threat should be taken seriously, and all employees should be well prepared for an evacuation.

41.10 ARMED ROBBERY

The following are guidelines of what to do in the event of an armed robbery. These guidelines will help prevent the possibility of injury to our employees, while at the same time trying to be aware of any factors, which might help identify the thieves, which will assist the police in their investigation.

It is the responsibility of the Owner (or delegate) to ensure that these procedures are communicated to all employees at regular intervals throughout the year in order that they will be remembered in the event of an actual armed robbery attempt.

41.10.1 During the Theft

Remain calm and passive. Do not resist because thieves are often nervous and can easily be annoyed. Follow the thieves' orders. Stay calm and do not talk with the thieves. Give them only what they ask for. Do not try to do anything that may jeopardize anyone's safety. Do not try to apprehend the thieves.

Closely examine the thieves, and concentrate on one (1) in particular, so as to be able to give a precise description of the person later. Focus especially on the physical aspects, since clothes are changed rapidly after a crime. Observe all the thieves' moves and do not disturb the items they have touched. Try to memorize as many details as possible:

- Type of weapon used.
- Person's height.
- Distinguishing features such as scars, tattoos, etc.

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- Possible accomplices.
- The direction in which the thieves went, whether in a vehicle or on foot.
- The make, model, colour and license plate of the vehicle and any damage or particular features.
- The time of the theft.

If the thief gave a written note, try to keep it. Do not handle the note more than necessary because of possible fingerprints. If you can't keep the note, try to remember what it said, if it was printed, typed, handwritten (pen, pencil, felt), the language in which it was written, etc.

Do not pursue the thieves.

41.10.2 After the Theft

Inform the Owner (or delegate) and put all of the information in writing. Call the police immediately and answer all of their questions. Protect the scene of the crime. Do not touch anything that was handled by the thieves. Keep clients and other employees away from where the theft took place.

The Owner (or delegate) should do the following:

- Protect any financial sources on site;
- Keep any message or object left by the suspect;
- Reassure employees; and
- Evaluate losses if possible.

If possible, ask witnesses to stay, otherwise take their names and addresses. Note all details of the theft on the Occurrence Report.

41.11 AGGRESSIVE PERSON RESPONSE

The following are guidelines of what to do in the event of an aggressive person incident which may trigger the need for a lockdown or a response to an attempted hostage taking. These guidelines will help prevent the possibility of injury to our workers and customers, while at the same time trying to be aware of any factors which might help identify the aggressor, which will assist the police in their investigation.

It is the responsibility of the Owner (or delegate) to ensure that these procedures are communicated to all workers at regular intervals throughout the year in order that they will be remembered in the event of an aggressive person emergency.

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41.11.1 During the Aggressive Person Incident

a. If possible and safe to do so, call 911 immediately. *Do not assume that they have been contacted*. If the aggressor has not entered your office or area of work, lock all doors if it is safe to do so.

b. Remain calm, be aware of your environment and any possible dangers. Turn off any source of noise (i.e.: radio), turn all electronics to silent and remain quiet. Take note of the two nearest exits, if any. If safe to do so, run and leave the area immediately to get help.

c. If you are in a room or office, stay there and secure the door. If you are in a hallway or open area, get into the closest, safe room and secure the door.

d. If you are in the same area or room as the aggressor, co-operate with them as much as possible. As a last resort and only when life is in imminent danger, attempt to disrupt and/or incapacitate the aggressor by:

    - Acting as aggressively as possible against them;
    - Throwing items and improvising weapons; or
    - Yelling for help

e. Once law enforcement has arrived, remain calm and follow all officers' instructions

If possible, the Owner (or delegate) should take note of all employees working on that shift in the event that following the aggressive person situation, employees are missing.

41.11.2 After the Aggressive Person Incident

Inform the Owner (or delegate) and put all information in writing. Cooperate with police and answer all their questions. Protect the scene of the crime. Do not touch anything that was handled by the aggressor. Keep employees away from where the event took place.

The Owner (or delegate) should do the following:

- Cooperate with law enforcement.
- Keep any message or object left by the aggressor for police to investigate.
- Reassure employees and ensure first aid and/or medical assistance is obtained for those that require it.
- Evaluate losses if possible.

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If possible, ask witnesses to stay, otherwise take their names and addresses. Note all details of the incident on the Occurrence Report.

41.12 INCLEMENT WEATHER

The following are guidelines of what to do in the event of inclement weather or a natural weather event. Oosterhof Electrical Services Ltd. will be kept open during inclement weather except under extraordinary circumstances.

Employees will be expected to attend work unless safe travel is compromised the by weather conditions. The safety of employees during inclement weather will always be the Owner's highest priority.

41.12.1 Employee Attendance

Severe weather conditions may make travel to work extremely difficult or hazardous. In such circumstances, the following procedures will apply:

1. Except under extraordinary circumstances, the workplace will not be declared closed during inclement weather. It is expected that employees will make every reasonable effort to attend at their normal place of work.

2. In the event of questionable road or weather conditions:
   - Employees will call the Owner (or delegate) to confirm that the workplace is open.
   - If the normal place of work is open, employees should endeavor to report to work.
   - Employees reporting to work late due to inclement weather will be paid for the hours worked.
   - Employees are expected to make ongoing efforts to report to work at the point when it is safe to do so.
   - If employees are unable to report to work at any point during the day, upon confirmation by the Owner (or delegate), the employee shall be deemed to be absent from work for the day.

41.12.2 If Weather Conditions Change

1. Should inclement weather conditions become problematic after employees have arrived at work:

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- Employees should consult the Owner (or delegate) to determine if early dismissal for the day can be arranged. Where employees attend work and the Owner (or delegate) recommends, for safety reasons, that they return home, they will be paid for the hours worked.

- If an employee requests early dismissal and it is approved by the Owner (or delegate), the hours worked will be paid.

41.13 SITE EMERGENCY PLAN

In the event of an emergency at a customer work site, the following steps must be taken:

1. Prior to beginning work, establish the means of communication that will work in the event of an emergency.

2. When an emergency occurs - evaluate the nature of the emergency.

3. Once the nature of the emergency is known, take the appropriate steps:

   i. **Provide** necessary first aid to the individual;

   ii. **Call 911**, if necessary, using the appropriate means of communication; cell phone, Walkie Talkie or customer phone;

   iii. **Call in to the main office** and report the incident to the Owner (or delegate);

   iv. **Secure and manage the scene of the incident.** In the event of a critical incident, the Owner (or delegate) must contact the Ministry of Labour, Immigration, Training and Skills Development to report the incident and the incident scene must not be disturbed, unless it is to provide medical assistance to the injured worker or to minimize further damage to any equipment in use;

   v. **Assist emergency response personnel as necessary;**

   vi. **If no emergency personnel were required,** arrange for appropriate transportation for the injured worker to appropriate health care facility or to their home; and

   vii. **Participate** in incident investigation.

41.13.1 Important Telephone Numbers

- Main Office – 613-541-0101
- 911 – For police, ambulance and fire department – In remote areas ensure 911 services are available prior to starting the job. If working in a non-911 area obtain the appropriate telephone numbers for local area police, fire and ambulance service

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- Ministry of Labour, Immigration, Training and Skills Development
    - Kingston Office – 613-545-0989 or 1-800-267-0915
    - Contact Centre – 1-877-202-0008
- Spills Action Centre – 1-800-268-6060
- South East Health Unit – 613-549-1232 (Kingston site) or tollfree 1-800-267-7875

41.14 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Dec 2022	Updates made to reflect Ministry name change	C.O.
May 2023	Updated policy title to reflect WSIB Health and Safety Excellence program requirements	C.O.
Jun 2024	No updates to policy were made	C.O.

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Title: Pandemic Policy	Issued By: Owner	Date Issue: April 2021
		Reviewed: June 2025

CHAPTER 42 PANDEMIC POLICY

Oosterhof Electrical Services Ltd.'s number one priority is the health and safety of its workers. During a time of a pandemic, as the employer, Oosterhof Electrical Services Ltd. is committed to and is legally required to follow the guidance given by the Ministry of Health, the local Public Health Unit, the Ministry of Labour, Immigration, Training and Skills Development and the Public Health Agency of Canada.

42.1 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

42.2 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees they supervise are aware of and have received the appropriate training to implement this policy.

In addition, the Owner (or delegate) is responsible for monitoring the progress of an active pandemic on a regular basis. This occurs through following recommendations provided by the Ministry of Health, the local Public Health Unit, the Ministry of Labour, Immigration, Training and Skills Development and the Public Health Agency of Canada and communicating this updated information to all employees, as appropriate in a timely manner.

42.3 GENERAL GUIDELINES

1. Oosterhof Electrical Services Ltd. provides handwashing facilities as required by provincial legislation at all job sites. In addition, during a pandemic, additional sanitizing items and cleaners are provided as necessary (i.e.: hand sanitizers, tissues, cleaning wipes, etc.).

2. The Owner (or delegate) actively seeks guidance from the local Public Health Unit and implements the recommendations for increasing regular cleaning of work sites, work tools, workspaces, equipment, and any high touch areas, such as doorknobs, job site equipment and handrails.

3. Additional recommendations, if applicable to the jobsites and office areas issued by the Public Health Unit, such as social distancing measures will be implemented. This includes, but is not limited to, having employees work from home, if possible, increasing space between workers on job sites, increasing distances between workstations, reducing and/or eliminating team meetings to avoid having large gatherings of workers, and reducing the number of employees in vehicles at one time, as appropriate.

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4. The Owner (or delegate) of Oosterhof Electrical Services Ltd., along with all Supervisors are responsible for providing additional training related to illness prevention, symptoms of the pandemic disease and general precautions to prevent its spread. This information is obtained from the local Public Health Unit.

5. In the event that a large percentage of employees are off due to symptoms consistent with the pandemic, the Owner (or delegate) will assess whether working at home is an option for administrative staff and this will be implemented, if appropriate, to the specific position within Oosterhof Electrical Services Ltd.

6. As stated in the company's policies, all employees are strongly encouraged to keep their immunizations up-to-date and follow the vaccine recommendations from the local Public Health Unit and the Public Health Agency of Canada.

7. In the event that business operations change, this will be communicated internally to all employees through in-person meetings and electronically, such as through e-mails and phone calls to employees who are not at work. Customers and the public will be notified of any changes to business operations, by posting notices at the main office, as well as electronically on the company website and all applicable social media platforms.

8. If an employee contracts the pandemic illness in the workplace, the Owner must report all occurrences of a pandemic occupational illness to the Workplace Safety and Insurance Board (WSIB) within three (3) days. The Ministry of Labour, Immigration, Training and Skills Development must also be informed within four (4) days of the employer becoming aware of an occupational illness, so it is extremely important that these incidents be reported to the Owner (or delegate) immediately.

42.4 JOB PROTECTED LEAVE

In the event that an employee is feeling unwell and has been diagnosed with the pandemic illness, has been told to stay in self-isolation due to recent exposure to a person with the illness, or under the advice from a health care provider, the employee must notify the Owner (or delegate) as soon as possible. This notification must occur as soon as possible and preferably at the beginning of the day if they are unable to come into work. The notice does not have to be in writing, verbal notice is acceptable.

If an employee is not feeling well, has taken care of a family member who is ill or has to remain home due to lack of childcare, whether related to the pandemic or not, they must inform the Owner (or delegate) immediately to determine whether the employee must return home or remain at home if they have not already come into work. This will be considered a job protected leave.

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Depending on the position, if work can be completed at home, this will be determined at the time, based on the circumstances of the pandemic.

The employee does not lose their right to take an unfunded leave if they fail to notify the Owner (or delegate), however, the Owner (or delegate) may discipline the employee for not properly notifying them of the leave **but not** because the employee took the leave.

In some pandemics, employees are eligible for a number of paid infectious disease emergency leave days.

During this leave, employees may be eligible for multiple financial benefits from the Federal Government. The benefits may be provided directly from Service Canada or the Canada Revenue Agency. Therefore, if an employee is looking for information on their rights to these benefits, the Owner (or delegate) should direct the employee to contact Service Canada's Employment Insurance Information Service at 1-800-206-7218 or the Canada Revenue Agency Call Centre at 1-833-966-2099.

42.5 TEMPORARY LAYOFF

Due to the uncertainty surrounding measures that governmental agencies are or may implement due to a specific pandemic, this may result in the workplace being required to close, construction projects and contracts being cancelled or postponed, causing a lack of work for employees. Employees may be placed on temporary lay off due to lack of work. This is considered an unpaid, job-protected leave. Employees must be given a Record of Employment and are directed to contact Service Canada to claim Employment Insurance (EI) or Emergency Benefits during this time.

42.6 EMPLOYEES WHO HAVE TRAVELLED

Employees who are returning from travel to another country during an active pandemic may be required to self-isolate for a period of up to fourteen (14) days. This will be considered an unpaid, job-protected leave. Affected employees will be directed to contact Service Canada to initiate their claim for Employment Insurance (EI) Benefits during this time.

42.7 EMPLOYEE SCREENING

During some pandemics, employers may be required to screen all employees prior to entering the workplace. All Ontario businesses may be mandated to screen all employee's symptoms before allowing entry into the workplace and prior to beginning their shift due to the pandemic illness.

Employees who state they have a symptom of the pandemic illness, must be sent home and follow all public health guidelines regarding testing and isolation procedures.

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42.8 GENERAL INFECTION CONTROL RECOMMENDATIONS

As the employer, Oosterhof Electrical Services Ltd. requires all employees to:

- Wash their hands frequently with soap and water;
- Sneeze and cough into a tissue and dispose of it. If no tissue is available, sneeze or cough into their sleeve;
- Avoid touching their eyes, nose and mouth;
- Avoid contact with people who are ill;
- Stay home if they are sick; and,
- Avoid non-essential travel.

Masks and Face Coverings

During some pandemics, the use of masks may be mandatory. As the employer, this means that the Owner (or delegate) must ensure that all employees wear a face covering when they are working in a public, indoor establishment providing services to patrons and clients. In addition, all patrons entering the business must wear a face covering at all times.

A person is exempt from wearing a face covering if:

- Wearing the face covering inhibits the person's ability to breathe; or
- For any other medical reason that the person cannot safely wear a face covering.

At the time of updating this policy, provincial mask requirements for COVID-19 were lifted in most public settings. Oosterhof Electrical Services Ltd. employees should continue to wear a mask at work if they feel it is right for them, are at high-risk of severe illness, recovering or have symptoms of COVID-19, were a close contact of someone who tested positive of COVID-19 or who has symptoms of COVID-19.

Oosterhof Electrical Services Ltd. employees are expected to continue to wear a mask if it is required by the client.

Workplace Safety Plan

During some pandemics, the creation of a Workplace Safety Plan is required. The Ontario Government has made it mandatory for all workplaces in the province of Ontario to complete and post a detailed pandemic safety plan and have it available upon the request of the Ministry of Labour, Immigration, Training and Skills Development or during an inspection.

It will be the responsibility of the Owner (or delegate) of Oosterhof Electrical Services Ltd. to create and maintain the Pandemic Safety Plan and ensure each employee is kept up to date with

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its contents. These plans must be kept in place and active until the pandemic moves to the endemic stage and restrictions are lifted.

Vaccination Policies

During some pandemics, vaccines have served as a primary preventative strategy in addition to other workplace strategies that have been detailed in this policy. In some cases, based on the best medical advice, vaccinations may become mandatory for some, if not all workplaces. Decisions on implementing these measures will be made by the appropriate Health Authorities including the Federal, Provincial and Municipal governments to ensure consistency.

When determined to be necessary to prevent the spread of the disease in the workplace or in the community while employees are performing their work, workplace vaccination policies will be required detailing the need for employees to provide proof of vaccination, with vaccines approved by Health Canada or implement suitable alternative work strategies. Please refer to the most current Vaccination and Workplace Health Promotion Policy.

This policy must be kept in place and implemented until the pandemic moves to the endemic stage and the appropriate direction is given by Public Health.

42.9 EVALUATION

This policy will be reviewed and updated or changed as necessary, by the Owner (or delegate) of Oosterhof Electrical Services Ltd., on a yearly basis. Any changes or information learned through the process will be updated in the policy to prepare for another pandemic event.

References

Ontario Ministry of Labour, Immigration, Training and Skills Development
Employment Standards Act, 2000

See APPENDIX N - Respiratory Virus Safety Plan Template

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Mar 2022	Policy Updates to Job Protected Leaves and Vaccination Policies Added	C.O.
June 2022	Updated Mask and Face Coverings	C.O.
Dec 2022	Updates to reflect Ministry name change	C.O.
May 2023	Updated policy to conform to WSIB Health and Safety Excellence program requirements	C.O.
Jun 2024	No updates to policy were made	C.O.

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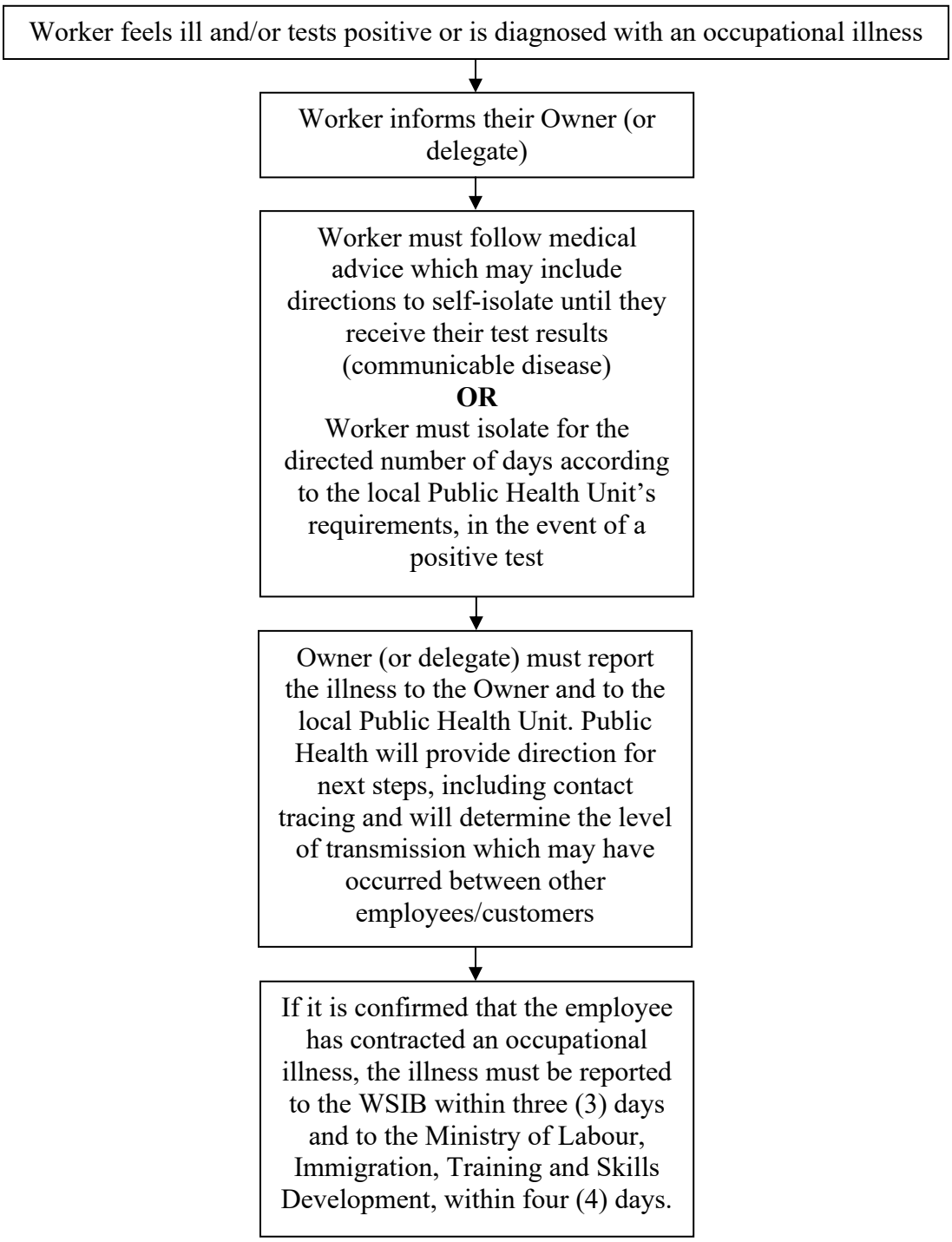
Title: Pandemic Policy	**Issued By:** Owner	**Date Issue:** April 2021
		Reviewed: June 2025

In the event that there is an employee who tests positive for a pandemic illness or occupational illness, the following procedure must be followed:



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Title: COVID-19 Vaccination Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

CHAPTER 43 COVID-19 VACCINATION POLICY

43.1 PURPOSE

Under the Occupational Health and Safety Act and through the Internal Responsibility System, Oosterhof Electrical Services Ltd. has a duty to take every reasonable step to provide a safe environment for their employees, customers and clients. This may include additional safe work practices as well as introducing the need to be vaccinated.

43.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

43.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

43.4 PROCEDURE

In following the current best advice available from the Ministry of Health and the local Health Unit, all employees will be strongly encouraged to become fully vaccinated by receiving two doses of any Health Canada approved vaccination against the COVID-19 virus. In addition, employees are strongly encouraged to receive a booster shot to maintain their level of protection.

Due to the nature of the work we do, workers come into contact with members of the public on a daily basis. Although the requirement for masking has been lifted by the Province of Ontario, we will continue to follow best practices as outlined in our Pandemic Policy.

43.5 SPECIFIC REQUIREMENTS

All employees of Oosterhof Electrical Services Ltd. are encouraged to be fully vaccinated.

In the event that a worker begins to display symptoms of the virus, they are asked to take a rapid antigen test. If the test comes back positive, they are to not report to work until their symptoms have improved for at least twenty-four (24) hours, at which time they will be required to wear a mask for the following ten (10) days.

43.6 EVALUATION

The Owner will review the results of the evaluation completed in the late fall each year and will take the necessary steps to ensure all employees are working in compliance with the policies and that the appropriate steps are taken to ensure full implementation.

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Title: COVID-19 Vaccination Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	Updated policy to conform to current legislative requirements	C.O.

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Title: Naloxone Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

CHAPTER 44 NALOXONE

44.1 PURPOSE

To ensure compliance with the legislative requirements, as stated by the applicable legislation, including the Occupational Health and Safety Act, its relevant regulations, and the provincial Workplace Safety and Insurance Act, Oosterhof Electrical Services Ltd. has adopted this policy on Naloxone Kits to assist in the maintenance of a safe work environment and the health and wellness being of employees.

44.2 APPLICATION

This policy applies to all employees working for Oosterhof Electrical Services Ltd.

44.3 DEFINITIONS

Naloxone

- Naloxone hydrochloride (also known as Naloxone, or Narcan) is a medication that used to counteract many life-threatening depressions of the central nervous system and respiratory system. Naloxone is an opioid receptor antagonist and antidote for opioid overdose produced in intramuscular, intranasal, and intravenous forms. Naloxone can help restore breathing and reverse the sedation and unconsciousness that are common during an opioid overdose.

Opioids

- Opioids belong to a class of drugs that interact with opioid receptors on nerve cells in the body and brain. Opioids may be prescribed or used illegally to reduce pain, manage opioid dependence, or produce a state of relaxation. Common opioids include heroin, fentanyl, morphine, methadone, codeine, and oxycodone.

Opioid Overdose

- Opioid overdose is an acute condition including, but not limited to extreme physical illness, decreased level of consciousness, respiratory depression, coma, or death resulting from the consumption or use of an opioid or another substance with which opioid was combined, that required medical assistance.

Risk Assessment

- A risk assessment is a thorough look at your workplace to identify those things, situations, processes, etc., that may cause harm, particularly to people. After identification, analyze and evaluate how likely and severe the risk is. Then, decide what measures should be in place to effectively eliminate or control the harm from happening.

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Title: Naloxone Policy	Issued By: Owner	Date Issue: May 2023
		Reviewed: June 2025

44.4 RESPONSIBILITIES

Risk Assessment

The Owner (or delegate) of Oosterhof Electrical Services Ltd. must conduct a risk assessment to determine if there is a need for the provision of a Naloxone Kit at their workplace. The requirement for the provision of a naloxone kit exists if the Owner is aware or should reasonably be aware that all three of the following scenarios exist:

- There is a risk of a worker opioid overdose.
- There is a risk that the worker overdoses while in a workplace where they work for Oosterhof Electrical Services Ltd., and,
- The risk is posed by a worker who performs work for the employer.

Provision of a Naloxone Kit

Once the risk assessment concludes that Oosterhof Electrical Services Ltd. requires a Naloxone Kit, the Owner (or delegate) must provide a naloxone kit for use at the workplace.

44.5 CONTENTS OF NALOXONE KIT

The Owner (or delegate) of Oosterhof Electrical Services Ltd., must ensure that the contents of the Naloxone kit under the Occupational Health and Safety Regulations are available. These include:

For a nasal spray naloxone kit:

1. Two doses of intra-nasal spray, with each dose containing 4mg/0.1 mL of naloxone hydrochloride
2. One rescue breathing barrier.
3. One pair of non-latex gloves.

For an injectable naloxone kit:

1. Two vials or two ampoules, with each vial or ampoule containing a 0.4mg/ 1 mL dose of naloxone.
2. For each ampoule included in the kit, one device to safely open the ampoule, such as a beaker, snapper, or opener.
3. Two syringes, each attached to a 25-gauge safety-engineered needle measuring 1 inch in length.
4. Two alcohol swabs.
5. One rescue breathing barrier.
6. One pair of non-latex gloves

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44.6 TRAINING

The Owner (or delegate) of Oosterhof Electrical Services Ltd. must ensure the training meets all the required elements. This training must allow the worker to:

- Recognize an opioid overdose.
- Administer naloxone.
- Be acquainted with any hazards related to the administration of naloxone.

The Owner (or delegate) is responsible for ensuring that the designated worker(s) responsible for overseeing the naloxone kit, receives the proper training and instruction for the naloxone administration, which enables this policy to be implemented and meets the policy's intent.

The Owner (or delegate) of Oosterhof Electrical Services Ltd. is required to post the names and workplace locations of the worker who oversee the naloxone kit and who have received the necessary training in a conspicuous place close to the naloxone kit where that information is most likely to come to the attention of other workers.

Safe Storage and Maintenance of the Naloxone Kits

Oosterhof Electrical Services Ltd. must follow the manufacturer's instructions for using, storing, and maintaining the naloxone kits. Which means, naloxone kits must be:

- Stored at room temperature (between 15 and 25 degrees Celsius)
- Kept in the kit until ready for use.
- Protected from light.

In most cases the kits should be stored close to the designated First Aid Station for ready access by the trained workers.

The Owner (or delegate) of Oosterhof Electrical Services Ltd. is responsible for bringing the expired naloxone kits to any Ontario pharmacy for safe disposal.

44.7 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act – Ont. Reg. 559/22
Ministry of Labour, Immigration, Training and Skills Development

See APPENDIX U - Risk Assessment for an Ontario Workplace to Determine the Need for a Naloxone Kit

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Title: Naloxone Policy	**Issued By:** Owner	**Date Issue:** May 2023
		Reviewed: June 2025

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Respiratory Illness – Prevention and Control Policy	**Issued By:** Owner	**Date Issue:** September 2023
		Reviewed: June 2025

CHAPTER 45 RESPIRATORY ILLNESS – PREVENTION AND CONTROL POLICY

Oosterhof Electrical Services Ltd.'s number one priority is the health and safety of its workers. During a time of a Respiratory Illness, as the employer, Oosterhof Electrical Services Ltd. is committed to and is legally required to follow the guidance given by the Ministry of Health, the local Public Health Unit, the Ministry of Labour, Immigration, Training and Skills Development and the Public Health Agency of Canada.

45.1 SCOPE

This policy applies to all employees, contractors, visitors, and other individuals on Oosterhof Electrical Services Ltd. premises.

45.2 DEFINITIONS

Respiratory Illness: Any condition affecting the respiratory system, including but not limited to influenza, COVID-19, tuberculosis or RSV.

Infection Prevention and Control Measures: Procedures and practices implemented to prevent and control the spread of respiratory illnesses.

Personal Protective Equipment (PPE): Items such as masks, gloves, face shields, and gowns used to protect employees from exposure to respiratory pathogens.

45.3 RESPONSIBILITY

It is the responsibility of the Owner (or delegate) to ensure that the employees they supervise are aware of and have received the appropriate training to implement this policy.

In addition, the Owner (or delegate) is responsible for monitoring the progress of an active Respiratory Illness outbreak on a regular basis. This occurs through following recommendations provided by the Ministry of Health, the local Public Health Unit, the Ministry of Labour, Immigration, Training and Skills Development and the Public Health Agency of Canada and communicating this updated information to all employees, as appropriate in a timely manner.

45.4 GENERAL GUIDELINES

1. Oosterhof Electrical Services Ltd. provides handwashing facilities as required by provincial legislation at all job sites. In addition, during a Respiratory Illness outbreak, additional sanitizing items and cleaners are provided as necessary (i.e.: hand sanitizers, tissues, cleaning wipes, etc.).
2. The Owner (or delegate) actively seeks guidance from the local Public Health Unit and implements the recommendations for increasing regular cleaning of work sites, work tools,

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workspaces, equipment, and any high touch areas, such as doorknobs, job site equipment and handrails.

3. Additional recommendations, if applicable to the jobsites and office areas issued by the Public Health Unit, such as social distancing measures will be implemented. This includes, but is not limited to, having employees work from home, if possible, increasing space between workers on job sites, increasing distances between workstations, reducing and/or eliminating team meetings to avoid having large gatherings of workers, and reducing the number of employees in vehicles at one time, as appropriate.
4. The Owner (or delegate) of Oosterhof Electrical Services Ltd., along with all Supervisors are responsible for providing additional training related to illness prevention, symptoms and general precautions to prevent any form of spreading. This information can be obtained from the local Public Health Unit.
5. In the event that a large percentage of employees are off due to symptoms consistent with a Respiratory Illness, the Owner (or delegate) will assess whether working at home is an option for administrative staff and this will be implemented, if appropriate, to the specific position within Oosterhof Electrical Services Ltd.
6. All employees are strongly encouraged to keep their immunizations up-to-date and follow the vaccine recommendations from the local Public Health Unit and the Public Health Agency of Canada.

45.5 GENERAL INFECTION PREVENTION AND CONTROL MEASURES

As the employer, Oosterhof Electrical Services Ltd. requires all employees to:

- Wash their hands frequently with soap and warm water for at least 20 seconds or clean with alcohol-based hand sanitizer (containing at least 60-90% alcohol);
- Sneeze and cough into a tissue and be sure to dispose of it in a lined waste basket and wash hands immediately afterwards. If no tissue is available, sneeze or cough into the bend of their arm or sleeve;
- Wear appropriate PPE if required;
- Avoid touching their eyes, nose and mouth;
- Avoid contact with people who are ill;
- Stay home if they are sick and only return when symptoms have been improving for at least 24 hours, they do not have a fever and have not developed any new symptoms; and,
- Stay up to date with immunizations.

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Title: Respiratory Illness – Prevention and Control Policy	Issued By: Owner	Date Issue: September 2023
		Reviewed: June 2025

Masks and Face Coverings

During the period of some Respiratory Illness outbreaks, the use of masks may be mandatory. As the employer, this means that the Owner (or delegate) must ensure that all employees wear a face covering when they are working in a public, indoor establishment providing services to patrons and clients. In addition, all patrons entering the business must wear a face covering at all times.

A person is exempt from wearing a face covering if:

- Wearing the face covering inhibits the person's ability to breathe; or
- For any other medical reason that the person cannot safely wear a face covering.

Oosterhof Electrical Services Ltd. employees should continue to wear a mask at work if they feel it is right for them, are at high-risk of severe illness, recovering or have symptoms of a Respiratory Illness.

Workplace Safety Plan

During the period of some Respiratory Illness outbreaks, the creation of a Workplace Safety Plan is required. The Ontario Government has made it mandatory for all workplaces in the province of Ontario to complete and post a detailed Respiratory Virus safety plan and have it available upon the request of the Ministry of Labour, Immigration, Training and Skills Development or during an inspection.

It will be the responsibility of the Owner (or delegate) of Oosterhof Electrical Services Ltd. to create and maintain the Respiratory Virus Safety Plan and ensure each employee is kept up to date with its contents.

Vaccination Policies

During some Respiratory Illness outbreaks, vaccines have served as a primary preventative strategy in addition to other workplace strategies that have been detailed in this policy. In some cases, based on the best medical advice, vaccinations may become mandatory for some, if not all workplaces.

Decisions on implementing these measures will be made by the appropriate Health Authorities including the Federal, Provincial and Municipal governments to ensure consistency. When determined to be necessary to prevent the spread of the disease in the workplace or in the community while employees are performing their work, workplace vaccination policies will be required detailing the need for employees to provide proof of vaccination, with vaccines approved by Health Canada or implement suitable alternative work strategies. Please refer to the most current Vaccination and Workplace Health Promotion Policy.

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Title: Respiratory Illness – Prevention and Control Policy	**Issued By:** Owner	**Date Issue:** September 2023
		Reviewed: June 2025

45.6 EVALUATION

This policy will be reviewed and updated or changed as necessary, by the Owner (or delegate) of Oosterhof Electrical Services Ltd., on a yearly basis. Any changes or information learned through the process will be updated in the policy.

References

Ministry of Labour, Immigration Training and Skills Development
Public Health Ontario
KFL&A Public Health

See APPENDIX N – Respiratory Virus Safety Plan

POLICY UPDATES		
Date	**Details of Changes**	**By Whom**
Jun 2024	No updates to policy were made	C.O.

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Title: Hazard Identification Policy	Issued By: Owner	Date Issue: July 2024
		Reviewed: June 2025

CHAPTER 46 HAZARD IDENTIFICATION

46.1 PURPOSE

Oosterhof Electrical Services Ltd. is committed to ensuring that all employees are provided with a safe workplace. In order to maintain the safety of the workplace, all employees are responsible for assisting in the process of identifying and reporting potential and actual hazards that they become aware of that cause or are likely to cause a threat to the health and safety of themselves, co-worker or client.

A hazard is defined as:

- any work practice, condition, behaviour or combination thereof that can cause injury, illness or property damage if not corrected.
- Hazards can further be subdivided into two categories:
    - health hazards – that can lead to illnesses or conditions; or,
    - safety hazards that can lead to injury.

Oosterhof Electrical Services Ltd. will implement and monitor a program for the identification of hazards in the workplace that is appropriate for the size of the workplace, the nature of the work activities completed by employees as part of their job assignments.

Key components of hazard identification include:

- employee education;
- clear roles and responsibilities of workplace parties;
- definition of what a hazard is;
- hazard identification process;
- looking at hazards present during normal workplace activities, repair and adjustment procedures;
- creating an inventory of hazards by department or work activity; and
- program evaluation.

46.2 APPLICATION

This policy applies to all employees of Oosterhof Electrical Services Ltd.

46.3 RESPONSIBILITY

It is the responsibility of the Supervisor (or delegate) to ensure that the staff under their direct supervision have received the proper training and instruction, which enables this policy to be implemented and meets the intent of this policy.

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Title: Hazard Identification Policy	Issued By: Owner	Date Issue: July 2024
		Reviewed: June 2025

46.4 PROCEDURE

The Owner (or delegate) will provide the training to all employees, supervisors, and the health and safety representatives in order to ensure these individuals are able to recognize actual and potential hazards. Hazards identified will be recorded and documented on a hazard inventory and will be communicated to employees during job task training, safety talks, health and safety meetings and any other means necessary to ensure all workers are aware of the hazards associated with their work.

All employees, upon hire, will complete the mandatory Health and Safety Awareness in four (4) Steps training as mandated by the Ministry of Labour, Immigration and Skills Development (MOLITSD). In addition, all Supervisors will complete the Health and Safety Awareness in five (5) Steps. The health and safety representatives will complete the equivalent to the Basic Certification training mandated by the MOLITSD or the health and safety representatives training available through the Health and Safety Associations to enable them to assist in creating the departmental specific hazard inventories.

This mandatory legislated training will be added to through workplace specific training where all workers will be educated on what a hazard is. Furthermore, workers will be made aware of all known hazards in their work area by reviewing the existing hazard inventory, which has been created for each department.

The creation of the inventory of hazards is the responsibility of the Owner (or delegate) with the assistance of the department supervisors and the health and safety representatives. These inventories will be created during a department specific review of work activities. These inventories will initially be created by the department supervisors, with input from their direct reports. The inventories will be given to the Owner (or delegate) to review and summarize with the health and safety representative to create a workplace specific inventory.

The Departmental Hazard Inventories will list the hazards according to the following categories:

Health Hazards:

- Physical (heat, noise, vibrations, radiation)
- Biological (bacteria, viruses, fungi, noxious plants)
- Chemical
- Ergonomic (potential for musculoskeletal conditions)
- Psychosocial (mental stress, harassment)

Safety Hazards

- Machine
- Energy (electrical, steam, pneumatics)

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- Material/Client Handling
- Work Practices

The hazards identified will be classified into three (3) categories indicating the level of risk associated with them if left uncontrolled. The levels of risk are as follows:

- **Class A** hazards have the immediate potential to harm a person or cause property damage and require immediate attention.
- **Class B** hazards have the potential to harm a person or cause property damage, but not immediately. They should be addressed within one (1) week.
- **Class C** hazards have the potential to harm a person or cause property damage but are low-risk and can be addressed within three (3) to four (4) weeks.

The Owner (or delegate) will, with the assistance of the Health and Safety Representative, identify hazards within each area by taking into account the following documents and information:

- scope of the work provided during the development stage;
- information provided by the clients with respect to known hazards;
- workplace health protection programs;
- any results of workplace inspections;
- any government or employer reports, studies and tests concerning the health and safety of employees;
- any reports made by a Health and Safety Representative;
- records of hazardous substances (chemicals, biological agents, noise); and
- any other relevant information.

Hazards identified will be recorded in the Workplace Hazard Inventory Form showing the type of hazard, its location, and why it is deemed a hazard. The hazard inventory will be reviewed and updated yearly, or as necessary, when there are changes to or in the workplace. A Workplace Hazard Analysis Form will be completed upon changes to or in the workplace and when a new or uncontrolled hazard has been identified.

Key principles to be followed:

- Hazards need to be identified and reported as soon as an employee becomes aware of them.
- Report all hazards to the Supervisor who will take the appropriate steps to control the hazard either at the source, along the path or at the worker, as appropriate.
- If possible, corrective action should be taken to eliminate or control the hazard before work resumes.

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Once the hazard inventory has been created, it will be added to, as needed, through the identification of new hazards, identified through monthly inspections, pre-start up inspections, hazard reporting or incidents that occur.

On a semi-annual basis, the health and safety representative will review the existing inventory, for accuracy and update it as necessary.

46.5 EVALUATION

The standard will be reviewed on a yearly basis and changes will be made as necessary. Applicable training needs will also be reviewed and provided as needed to keep the standard current.

References

Occupational Health and Safety Act
Workplace Safety and Insurance Act
WSIB Sector Hazard Inventory

See APPENDIX J – Workplace Hazard Analysis Form
APPENDIX Q – Workplace Hazard Inventory Form

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APPENDICES

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APPENDIX A - SAFETY COUNSELLING FORM

Re: Employee _____

Owner (or delegate): _____ Date: _____

Department: _____ Date and Time of Incident: _____

I have made the following observation of this employee's violation of established safety conduct:

_____
_____
_____

I have informed this employee of the following safety standards that will be expected in the future:

_____
_____
_____

Consequences or action to be taken if safety standards are not followed:

_____
_____
_____

Has employee been advised of this problem previously? Yes _____ No _____

Verbally _____ In Writing _____ Owner (or delegate) _____

The absence of any statement on the part of the employee indicates their agreement with the report as stated. (Employee to enter their version of the above matter.)

_____
_____
_____
_____

I have read the above and understand the meaning and implications.

Employee: _____ Date: _____ Witness: _____

Owner (or delegate): _____
_____

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APPENDIX B - TRAINING MATRIX

Worker Training

Identification of Training and Competency Needs

Training is identified in our training matrix which specifies health and safety training needs by job title. Our training matrix is continually updated based on changing risks. Job specific training must be completed prior to employee being assigned the job specific task for which the training is required. Below is a sample.

	Position				
	Owner	Manager	Employee	Contractor	Admin
Training					
Worker Health & Safety Awareness in 4 Steps					
Supervisor Health & Safety Awareness in 5 Steps					
WHMIS					
Violence in the Workplace					
Accessibility for Ontarians with Disabilities (AODA)					
Job Specific Training					
First Aid					
Ergonomics					
Supervisory Safety Training					
Working at Heights					
Emergency Response Training					
Health & Safety Representative					
***Edit to Include other Job Specific Training that applies*					
Frequency:					
M = Mandatory A = Annually AR = As Required					

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APPENDIX C - WORKER HEALTH AND SAFETY REPRESENTATIVE RECOMMENDATION FORM

Location	**Employee Representative**			

Date	**Concern or Problem**	**Recommendation**	**Action by** (who & when)

Representative Signature_____

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APPENDIX D-1 - MAIN OFFICE MONTHLY INSPECTION CHECKLIST

To be completed **monthly** in all work locations by the worker Health & Safety Representative.

Inspection Date: _____ **Time:** _____

Health & Safety Representative: _____

A Hazard – requires immediate attention
B Hazard – requires attention within 7 days
C Hazard – requires attention within 2 – 3 weeks

Yes = Satisfactory **N/A = Not Applicable** **No = Unsatisfactory, Needs Attention**

Item	Yes	No	Hazard Class	Comments
HEALTH & SAFETY BOARD POSTING REQUIREMENTS **Indicates may be posted electronically.*				
Copy of Health and Safety Policy posted*.				
Copy of Violence & Harassment Policy* posted.				
Both policies are dated, current (less than one (1) year old) and signed by the Owner.				
Copy of OH&S Act* & Regulations*.				
Copy of most recent workplace inspection.				
Copy of the current Employment Standards Act poster.				
Copy of the Human Rights poster.				
Copy of MOLITSD poster – Prevention Starts Here*.				
Visitors' Log Book and copy of requirement to abide by our policies at reception desk.				
ADMINISTRATIVE				
Are workplace injury & illness records kept?				
Do employees report hazards and suggest improvements?				
Are emergency telephone numbers posted?				
Are employees aware of hazards associated with their duties?				
Are injuries reported to the Supervisor?				
Does the Supervisor investigate injuries?				
GENERAL				
Are workstations suited to the employees?				
Is there adequate & appropriate lighting?				
Is equipment in good repair?				
Are floors & aisle ways free from protruding obstacles?				

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Item	Yes	No	Hazard Class	Comments
Are shelves not crowded or material piled too high?				
Are wires & cables in good condition and kept off the floor?				
Are extension cords 3-pronged only and not used as permanent wiring?				
Are the working spaces adequate?				
Are offices well ventilated?				
Is the temperature & humidity control adequate?				
Are the areas adequately cleaned?				
Are drawers kept closed except when in use?				
Are fire extinguishers appropriate and readily available?				
Are fire extinguishers inspected monthly?				
Are sprinkler control valves easy to reach and locked open?				
Do sprinkler heads have proper clearance from materials, merchandise and furnishings (at least 45cm or 18in.)?				
Do you have at least one employee who is trained to use the fire extinguisher per shift?				
Has a fire drill been completed within the past 12 months? Is this being recorded?				
SHELVES, RACKS AND DISPLAYS				
Are shelves and racks suitable for the weight of the product?				
Are shelves and racks in good condition (e.g. are shelves free from sharp, splintered or rough corners or edges)?				
Are heavier products stored on lower shelves (e.g. at or near waist level)?				
Are materials properly stacked, secured, not overcrowded and not leaning off the edges of racks?				
Are dry goods stored away from wet areas?				
Are blower fans guarded?				

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Item	Yes	No	Hazard Class	Comments
LADDERS AND STEP-STOOLS				
Are step-stools in good condition (e.g. free from broken rungs, split side rails, worn or broken safety feet)?				
Are step-stools positioned and secured properly when in use?				
Do step-stools have non-slip feet?				
Are ladders stored safely in designated areas?				
ELECTRICAL SAFETY				
Are electrical panels free of clutter and storage (minimum three (3) feet of clearance)?				
Are all panel box doors closed and all circuit spaces covered?				
Is equipment in good condition?				
Extension cords that are being used do not have any observable damage such as exposed wiring?				
All light switches or electrical outlets are properly covered, and the covers are not damaged?				
The appropriate extension cords are being used (i.e. indoor cords are used indoors and vice versa)?				
Are there extension cords being used in high pedestrian traffic areas that could cause a trip and fall?				
Are the fixtures stored neatly?				
LIGHTING				
Are all walking and working areas adequately lit?				
Are all lights including emergency exit signs in good operating condition?				
Are protective lenses in good condition?				
Are light fixtures clean?				
Is the emergency lighting checked once a month?				
GENERAL HOUSEKEEPING & MAINTENANCE				
Are floors cleaned regularly?				
Are floors grease free?				

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Item	Yes	No	Hazard Class	Comments
Are floors dry?				
Are floors and aisle ways free from protruding obstacles?				
Are floor mats in good repair?				
Are portable signs used to indicate wet mopped floors?				
Are carpets and tiles and other floor surfaces in good repair?				
Are ceiling tiles secured?				
Is there product overhanging the stairways?				
FIRST AID				
Is the first aid kit available for emergency use?				
Does the kit have the required contents?				
Is its location marked conspicuously?				
Is a list of contents posted on the kits?				
Is the kit stocked as per first aid inventory list?				
Is the first aid treatment log used?				
Are employees aware of procedures for reporting injury or illness?				
Is at least one (1) employee on each shift trained in first aid?				
Is a listing of certified first aiders posted?				
EYEWASH STATIONS				
Is the eyewash station identified by a visible sign?				
Is the flow of the water from the eyepieces of equal height?				
Is the unit free from sharp projections?				
Is the eyewash station easily activated?				
Are the nozzles equipped with protective covers?				
Is a steady stream of water flowing from both eyepieces?				
Is the flow of water clear? If not does it become clear after 2 minutes?				
Does the water drain properly?				
Is the water temperature constant and tepid?				

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Item	Yes	No	Hazard Class	Comments
EXITS AND ENTRANCES				
Are there sufficient exits for quick escape?				
Are exit doors free from any locks or fastenings that could restrict escape?				
Are routes, signs and doors clearly marked?				
Are exit routes free from obstruction?				
Are they free from snow, ice, water, grease?				
Are materials that could catch fire kept out of exits?				
WORKING PRACTICES				
Are employees wearing suitable footwear at the time of the inspection?				
If there was a spill during the inspection, was it cleaned up correctly?				
Are employees observed to be using proper lifting techniques and manual material handling equipment (i.e. carts)?				
Are machine guards and safety equipment being used on operating equipment during the inspection?				
Is any equipment being serviced or maintained during the inspection? If so, are they properly locked out?				
Are the proper worker platforms such as step ladders being used if employees have to access products on shelving at the time of inspection?				
Are employees observed to be using box cutters correctly during this inspection?				

Notes _____

_____

_____

_____

_____

_____

_____

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APPENDIX D-2 - WORKPLACE INSPECTION REPORT

Inspection Location: _____ Date of Inspection: _____

Department/Areas Covered: _____ Time of Inspection: _____

Observations						For Future Follow-up		
Item and Location	Hazard(s) Observed	Repeat Item Y	Repeat Item N	Priority A/B/C	Recommended Action	Person Responsible	Action Taken	Date Completed

Copies to: _____ Inspected by: _____

A Hazard – requires **immediate** attention
B Hazard – requires attention **within 7 days**
C Hazard - requires attention **within 2 to 3 weeks**

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APPENDIX E-1 - FIRST AID INSPECTION CHECKLIST (5-15 WORKERS)

Date of inspection:_____ Person completing inspection: _____

Every employer **employing FIVE workers and not more than FIFTEEN** workers in any one shift at a place of employment shall provide and maintain a first-aid station with a first aid box containing as a MINIMUM:

Ok	To be ordered	
❑	❑	A current edition of a standard St. John Ambulance First Aid Manual
❑	❑	1 card of safety pins
❑	❑	Dressing consisting of 24 adhesive dressings individually wrapped
❑	❑	12 sterile gauze pads, 3 inches' square
❑	❑	4 rolls of 2-inch gauze bandage
❑	❑	4 rolls of 4-inch gauze bandage
❑	❑	4 sterile surgical pads suitable for pressure dressings, individually wrapped
❑	❑	6 triangular bandages
❑	❑	2 rolls of splint padding
❑	❑	1 roll-up splint

Remember: The employer shall ensure that the first aid station is at all times in the charge of a worker who is the holder of a valid St. John Ambulance Standard First Aid Certificate or its equivalent and works in the immediate vicinity of the box.

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APPENDIX E-2 - FIRST AID RECORD

Employee Name	Injury Code	Part of Body	Date of Injury	Time of Injury	Treatment Required	Additional Comments	Injury Reported to:
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			
				AM PM			

INJURY CODES:

01 – SCRAPE 02 – CUT 03 – CUT REQUIRING STITCHES 04 – BRUISE 05 – PINCH
06 - CRUSH 07 – STRAIN 08 – SPRAIN 09 – BREAK 10 – BURN
11 – OTHER (specify)

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APPENDIX E-3 - FIRST AID LOG

Company: _____

Location: _____

Date	Time	Name	Description of Injury	Treatment, Referral or Recommendations	Initials	Initials
(DD/MM/YY)	(a.m./p.m.).	Person Injured	(e.g. left hand cut by knife while cutting up cardboard boxes)	(e.g. Band-Aid with use of antibacterial cream, return to first aid in two days, avoid getting Band-Aid wet, return to regular work, advise Manager/Supervisor)	First Aid Attendant	Patient

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APPENDIX F - CRITICAL INCIDENT INVESTIGATION REPORT

** Italics indicate information is mandatory under health and safety legislation.*

PART A: IDENTIFYING DETAILS

EMPLOYER

Name: _____
Address: _____

Type of Business:

_____

EMPLOYEE

Last Name: _____ *First Name:* _____
Occupation: _____

Address: _____

Age: _____

Experience at work involved: _____

Nature of Injury:

_____

OTHER EMPLOYEE INVOLVED

Last Name: _____ *First Name:* _____
Occupation:

_____

Address:

_____

Age: _____
Experience at work involved: _____

INCIDENT/INJURY

First Aider: _____
Medical Treatment: _____

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Name and address of medical practitioner attending to injury:

_____

_____

Hospital: _____

Date and Time of Incident: _____

Project and Location of Incident:

_____

_____

Date and Time Incident Reported to Owner (or delegate):
_____

Date and Time Incident Reported to MOLITSD:
_____

Name of MOLITSD Representative who took the Call:
_____

Date and Time Incident Reported to Head Office:
_____

Names and Addresses of Witnesses:

_____

_____

_____

BACKGROUND

Who made the Work Assignment:
_____

Directions the Employee Received before Starting Work:

_____

_____

_____

Were any Specific Procedures Involved? Yes_____ No _____ N/A _____

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Description of Machinery or Equipment Involved:

_____
_____
_____
_____

PART B: INCIDENT DESCRIPTION

Explain what happened (what, where, when, who, how):

_____
_____
_____
_____
_____
_____

Sketch/Diagram:

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Immediate Cause	Underlying Cause

How can the incident be prevented from happening again?

Actions Taken to Prevent Recurrence:

If this incident was not reported immediately, state the reason why (*Note: required by employer*):

Action by: _____

Report Prepared By: _____

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APPENDIX G-1 - INCIDENT INVESTIGATION REPORT

Part A: Identifying Details

Employer:
Oosterhof Electrical Services Ltd.

Address:
1128 Sunnyside Road
Kingston, ON
K7L 4V4

Type of Business:

Injured Employee

LAST NAME:	FIRST NAME:	OCCUPATION:
ADDRESS:		
DATE OF BIRTH:	YRS. EXPERIENCE:	
NATURE OF INJURY:		

Other Employee Involved

LAST NAME:	FIRST NAME:	OCCUPATION:
ADDRESS:		
DATE OF BIRTH:	YRS. EXPERIENCE:	
NATURE OF INVOLVEMENT WITH OCCURRENCE:		

Incident/Injury

FIRST AIDER:	MEDICAL TREATMENT:	
NAME OF DOCTOR/SURGEON:		
ADDRESS OF DOCTOR/SURGEON:		DOCTOR PHONE NUMBER:
HOSPITAL:		
DATE & TIME OF INCIDENT:		
PROJECT & LOCATION OF ACCIDENT:		

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DATE & TIME INCIDENT REPORTED TO OWNER (OR DELEGATE):	
DATE & TIME INCIDENT REPORTED TO MOLITSD:	
NAME OF MOLITSD REPRESENTATIVE WHO TOOK THE CALL:	
NAME OF WITNESS:	ADDRESS:
NAME OF WITNESS:	ADDRESS:

Background

WHO MADE THE WORK ASSIGNMENT?
DIRECTIONS THE EMPLOYEE RECEIVED BEFORE STARTING WORK:
WHAT PROCEDURES WERE INVOLVED?
DESCRIPTION OF MACHINERY OR EQUIPMENT INVOLVED:

Part B: Incident Description

EXPLAIN WHAT HAPPENED (WHAT, WHERE, WHEN, WHO, HOW)
SKETCH/DIAGRAM

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Immediate Cause	Underlying Cause

How can the incident be prevented from happening again?

Actions taken to prevent recurrence:

Action by:	Report prepared by:

Part C: Reviews of Incident Report

Health & safety representative:	signature:
Date:	
Management representative:	signature:
Date:	

Report Distribution:

- ☐ Owner (or delegate)
- ☐ Health & Safety Representative
- ☐ Communicated to Employees
- ☐ Other:_____

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APPENDIX G-2 - MOLITSD REPORT OF A WORKPLACE FATALITY, INJURY, ILLNESS OR INJURY

Ontario

Ministry of Labour, Immigration, Training Skills and Development

Report of a workplace fatality, injury, illness or incident (OHSA s. 51, 52, 53)

If you need help completing this form

- Please review our information about reporting workplace incidents.
- Call the ministry's Health and Safety Contact Centre during regular business hours (Monday to Friday 8:30 a.m. to 5 p.m.) at **1-877-202-0008 | TTY: 1-855-653-9260**.

Instructions

If you are an employer or constructor, you may have to give written reports and notices to the ministry and certain other parties if there is a workplace incident such as a fatality, injury, occupational illness, or other incident under sections 51-53 of the Occupational Health and Safety Act (OHSA). Ontario Regulation 420/21 sets out specific information that must be included for certain written reports / notices.

Employers and constructors can use this form to submit the information required by Ontario Regulation 420/21. You can also choose to use this form to meet your reporting obligations under the OHSA where the requirements in the regulation do not apply such as for incidents involving non-workers.

Use the buttons at the end of the form to save, print and submit to the Ministry of Labour, Training and Skills Development.

- If a **person has been killed or** critically injured:
  - You must call the Ministry of Labour, Training and Skills Development **immediately** if you are the employer or the constructor of a project: **Health and Safety Contact Centre 1-877-202-0008 | TTY: 1-855-653-9260**. The number operates 24 hours a day, seven days a week to take these reports.
  - You must also immediately notify the joint health and safety committee (JHSC) or health and safety representative and the union (if there is one).
  - The OHSA prohibits you from disturbing the scene of the incident unless it is for a limited purpose specified in subsection 51(2) of the OHSA.
  - Submit this written report within 48 hours of the incident, as required by section 51.
- If a **person is disabled from doing their usual work or** requires medical attention because of an accident, explosion, fire, or an incident of workplace violence:
  - Complete this written notice within 4 days of the incident and share it with the joint health and safety committee (JHSC) or health and safety representative and the union (if there is one) as required by subsection 52(1). Submit this report to the ministry if an inspector requires it.

Learn when to report incidents involving non-workers.

- If you are advised that a **worker or former worker has an** occupational illness or a claim for an occupational illness has been filed with the Workplace Safety and Insurance Board:
  - Submit this written notice within 4 days of being advised as required by section 52(2) and 52(3).
- If certain **incidents occurred at a construction project, at a mine or mining plant, at a diving operation** or at a **workplace subject to** X-ray Safety Regulation 861 (per subsection 53(1) of the OHSA and subsection 4(3) of O. Reg. 420/21):
  - Submit this written notice within 2 days as required by section 53.

Share your completed form and keep a copy for record keeping purposes

- You are generally required to give written notice of the above incidents to the JHSC or health and safety representative, and the union (if there is one). You can email the PDF file OR print it and provide a hard copy to them.
- You must keep a copy of written reports and notices provided under sections 51-53 of the OHSA in your records for 3 years.

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Fields marked with an asterisk (*) are mandatory.

Part 1: What is being reported

What are you reporting (select one type only)? *

Under OHSA section 51:

☐ A fatality or critical injury

Under OHSA section 52:

☐ A person is disabled from doing their usual work or required medical attention due to an accident, explosion, fire, or an incident of workplace violence

☐ A current or former worker has an occupational illness or a claim of an occupational illness has been filed with the Workplace Safety and Insurance Board

Under OHSA section 53 and section 4 of O. Reg. 420/21:

An incident described in section 53 of the OHSA or subsection 4(3) of O. Reg. 420/21 that occurred:

☐ at a construction project

☐ at a mine or mining plant

☐ at a diving operation

☐ at a workplace subject to Regulation 861 – X-ray Safety

Part 2: Employer and constructor information

Did the incident happen on a construction project? *

☐ Yes ☐ No

Employer Information

Employer Operating Name *	Business Number

Employer Legal Name

Employer Address

Unit Number	Street Number *	Street Name *	Street Type

Street Direction	Rural Route	City/Town *

Province *	Postal Code *	Telephone Number *

Constructor Information

☐ Same as employer

Constructor Operating Name *	Business Number

Constructor Legal Name

Constructor Address

Unit Number	Street Number *	Street Name *	Street Type

Street Direction	Rural Route	City/Town *

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Province *	Postal Code *	Telephone Number *

Type of business

Tell us the type of business of the employer, for example construction, mining, health care, emergency services, transportation, industrial, municipal/government, retail, logging. It is helpful to include your NAICS code if you know it (example: 23731 - Highway, street and bridge construction). *

Part 3: Place of the occurrence

Tell us where the incident happened (workplace address if there is one or directions to the location).

☐ Same as employer address

Is there a street address? *

☐ Yes ☐ No

Address of the workplace

Unit Number	Street Number *	Street Name *	Street Type

Street Direction	City/Town *	Province *	Postal Code *
		ON	

Directions to the workplace or location description (if not at a street address, for example, it is a dive site on a lake or road construction) *

Location within the workplace

If relevant, tell us where on the property this happened (for example, loading dock, tunnel, trench).

Part 4: Report under OHSA section 51

This is to report a fatality or critical injury to a: * (Select both if the same incident involved both workers and other persons.)

☐ worker

☐ person other than a worker at the workplace

Date and time of the occurrence

Date (yyyy/mm/dd) *	Time (00:00 24 hr) *

Nature and circumstances of the occurrence

Provide details of what happened, including a description of the circumstances immediately prior to the occurrence, and any machinery, equipment, process or procedure involved. *

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Report of a fatality or critical injury to a worker

Name of the deceased or critically injured worker

Last Name *	First Name *

Address

Unit Number	Street Number *	Street Name *	Street Type	Street Direction

Rural Route	City/Town *	Province *	Postal Code *

Telephone Number	Email Address

Nature of the injury *

Example, fatal injury, broken leg, loss of consciousness

Name of doctor, nurse practitioner or facility that treated the worker

Doctor or nurse practitioner / Facility name *

Address

Unit Number	Street Number *	Street Name *	Street Type	Street Direction

Rural Route	City/Town *	Province	Postal Code

Add a worker (+) **(if they were affected by the same incident)**

Witnesses to the occurrence

Were there witnesses to what happened? *

☐ Yes ☐ No

Witness 1

Last Name *	First Name *

Address or other contact information *

Add another witness (+)

Report of a person killed or critically injured at the workplace

If possible, tell us about the person (for example, their name, address, the nature of their injuries, if taken to a medical facility for treatment).

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Add a person (+) (if they were affected by the same incident)

Steps taken to prevent a recurrence

What action has been taken so far to prevent a similar incident from happening? *

Part 5: Notice under OHSA section 52

This is notice that (select one choice only): *

- ☐ a person is disabled from doing their usual work or required medical attention due to an accident, explosion, fire, or incident of workplace violence
- ☐ a worker has an occupational illness or a claim of an occupational illness has been filed with the Workplace Safety and Insurance Board

A worker is disabled from doing their usual work or required medical attention

Name of the worker

Last Name * | First Name *

Nature of the bodily injury or illness

Provide details of the injury or illness. *

Add a worker (+) (if they were affected by the same incident)

A non-worker is disabled from doing their usual work or required medical attention

If possible, tell us about the person (for example, their name, address, the nature of their injuries or illness and if they needed medical attention.).

Add a non-worker (+) (if they were affected by the same incident)

Date and time of the occurrence

Date (yyyy/mm/dd) * | Time (00:00 24 hr) *

Nature and circumstances of the occurrence

Provide details of what happened, including a description of the circumstances immediately prior to the occurrence, and any machinery, equipment, process or procedure involved. *

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Witnesses to the occurrence

Were there witnesses to what happened? *

☐ Yes ☐ No

Witness 1

Last Name * | First Name *

Address or other contact information *

Add another witness (+)

Steps taken to prevent a recurrence

What action has been taken so far to prevent a similar incident from happening? *

A worker has an occupational illness or a claim has been filed

Name of the worker

Last Name * | First Name *

Nature of the illness

Provide a brief description of the illness based on what you know. *

Add a worker (+) **(if it is the same illness in the same time period (for example if there is an outbreak of an infectious disease at the workplace)**

If there are multiple workers affected by the same illness in the same time period, as in an infectious disease outbreak, you may add them by selecting "Add a worker" (if up to 10 workers) or by emailing a file listing the workers to MLTSDoccillness.notices@ontario.ca. Include your submission confirmation number and a public health outbreak number if you have it.

Cause or suspected cause of the illness

Provide a description of the cause or suspected cause of the illness, if known. For example, exposure to a biological agent (e.g., mold), chemical agent (e.g., asbestos), or physical agent (e.g., noise). *

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Steps taken to prevent further illness

Tell us what you have done so far to prevent workers from developing the illness. *

Part 6: Notice under OHSA section 53

Incident at a diving operation

This is notice of an incident that occurred at a diving operation that involved (select all that apply): *

- ☐ a diver becoming trapped underwater
- ☐ a diver failing to comply with the decompression requirements prescribed by O. Reg. 629/94 – Diving Operations
- ☐ a failure of any diving equipment posing a risk to the health or safety of a diver
- ☐ an emergency rescue of a diver in a submersible compression chamber or atmospheric diving system
- ☐ an emergency use of a recompression chamber
- ☐ a person becoming unconscious
- ☐ a diver suffering from decompression sickness

Incident at a construction project

This is notice of an incident that occurred at a project that involved (select all that apply): *

- ☐ an accident, premature or unexpected explosion, fire, flood or inrush of water, cave-in, subsidence or rockburst
- ☐ the failure of any equipment, machine, device, article or thing that could have posed a risk to worker life, health or safety
- ☐ a worker falling a vertical distance of three metres or more
- ☐ a worker falling and the fall is 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
- ☐ accidental contact by a crane, similar hoisting device, backhoe, power shovel or other vehicle or equipment or its load with an energized electrical conductor rated at more than 750 volts
- ☐ a structural failure of all or part of falsework designed by, or required by Ontario Regulation 213/91 – Construction Projects to be designed by, a professional engineer
- ☐ a structural failure of a principal supporting member, including a column, beam, wall or truss, of a structure
- ☐ a failure of all or part of the structural supports of a scaffold
- ☐ a structural failure of all or part of an earth-retaining or water-retaining structure, including a failure of the temporary or permanent supports for a shaft, tunnel, caisson, cofferdam or trench
- ☐ a failure of a wall of an excavation or of similar earthwork with respect to which a professional engineer has given a written opinion that the stability of the wall is such that no worker will be endangered by it
- ☐ an overturning or the structural failure of all or part of a crane or similar hoisting device
- ☐ a failure to control a crane or a load, including any rigging failure

Incident at a mine or mining plant

This is notice of an incident that occurred at a mine or mining plant that involved (select all that apply): *

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- ☐ an accident, premature or unexpected explosion, fire, flood or inrush of water, cave-in, subsidence or rockburst
- ☐ the failure of any equipment, machine, device, article or thing that could have posed a risk to worker life, health or safety
- ☐ failure occuring in or to a hoist, sheave, hoisting rope, shaft conveyance, shaft timbering or shaft lining
- ☐ flammable gas present in a workplace in an underground mine
- ☐ spontaneous heating with evolution of gas in a workplace
- ☐ a major failure or major damage occurs or is caused to electrical equipment, standard gauge railroad equipment, a crane or a motor vehicle underground
- ☐ a rockburst occurs causing damage to equipment or the displacement of more than five tonnes of material
- ☐ an uncontrolled fall of ground causing damage to equipment or the displacement of more than 50 tonnes of material
- ☐ a fuse, a detonator or an explosive is found to be defective
- ☐ a structural failure occurs in any matter or thing for which a design by a professional engineer is prescribed by Regulation 854 – Mines and Mining Plants
- ☐ an unexpected and uncontrolled run of material, water or slimes in excess of one cubic metre occurs that could have endangered a worker

Incident involving radiation exposure from an X-ray source

This is notice of an incident that occurs where (select one only): *

- ☐ a worker has received, in a period of three months, a dose equivalent in excess of the annual limits set out in Column 4 of the Schedule in Regulation 861 – X-ray Safety.
- ☐ an accident, failure of any X-ray source or other incident may have resulted in a worker receiving a dose equivalent in excess of the annual limits set out in Column 3 of the Schedule in Regulation 861 – X-ray Safety

Period of the exposure

Provide the three-month period the worker was exposed in excess of annual limits of the exposure *

Date and time of the occurrence

Date (yyyy/mm/dd) *	Time (00:00 24 hr) *

Nature and circumstances of the occurrence *

Tell us what happened and include a description of any machinery, equipment or procedure involved.

Steps taken to prevent a recurrence of the incident *

What action has been taken so far to prevent a similar incident from happening?

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Acknowledgement

☐ **I confirm that I am the employer or constructor, or I am authorized by the employer or constructor to complete and submit this form. I hereby certify that the information provided is true and correct to the best of my knowledge. ***

Last Name *	First Name *

Position

Email Address *

Date of submission (yyyy/mm/dd) will fill in automatically when you submit the form

Time of submission (00:00 24 hr) will fill in automatically when you submit the form

We may be in contact with you if we need more information about your written report.

Please do not submit another written report to provide additional information. You can call the Health and Safety Contact Centre at 1-877-202-0008 during business hours, Monday to Friday from 8:30 am to 5:00 pm to provide additional information.

Privacy of information

Personal information collected on this form is under the authority of the *Occupational Health and Safety Act* sections 51-53 and O. Reg. 420/21. Enquiries regarding the collection of personal information should be directed to:

Freedom of Information and Privacy Office
Ministry of Labour, Training and Skills Development
400 University Ave., 10th Floor
Toronto ON M7A 1T7
Telephone: 416-326-7786

Keep a copy of your completed form in your records for three years.

After three years dispose of the information in a manner that securely prevents unauthorized access and misuse of the information/data (i.e. shred, erase electronic data).

Save Form | Submit | Print Form | Clear Form

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APPENDIX G-3 –[DELETED] INCIDENT REPORT

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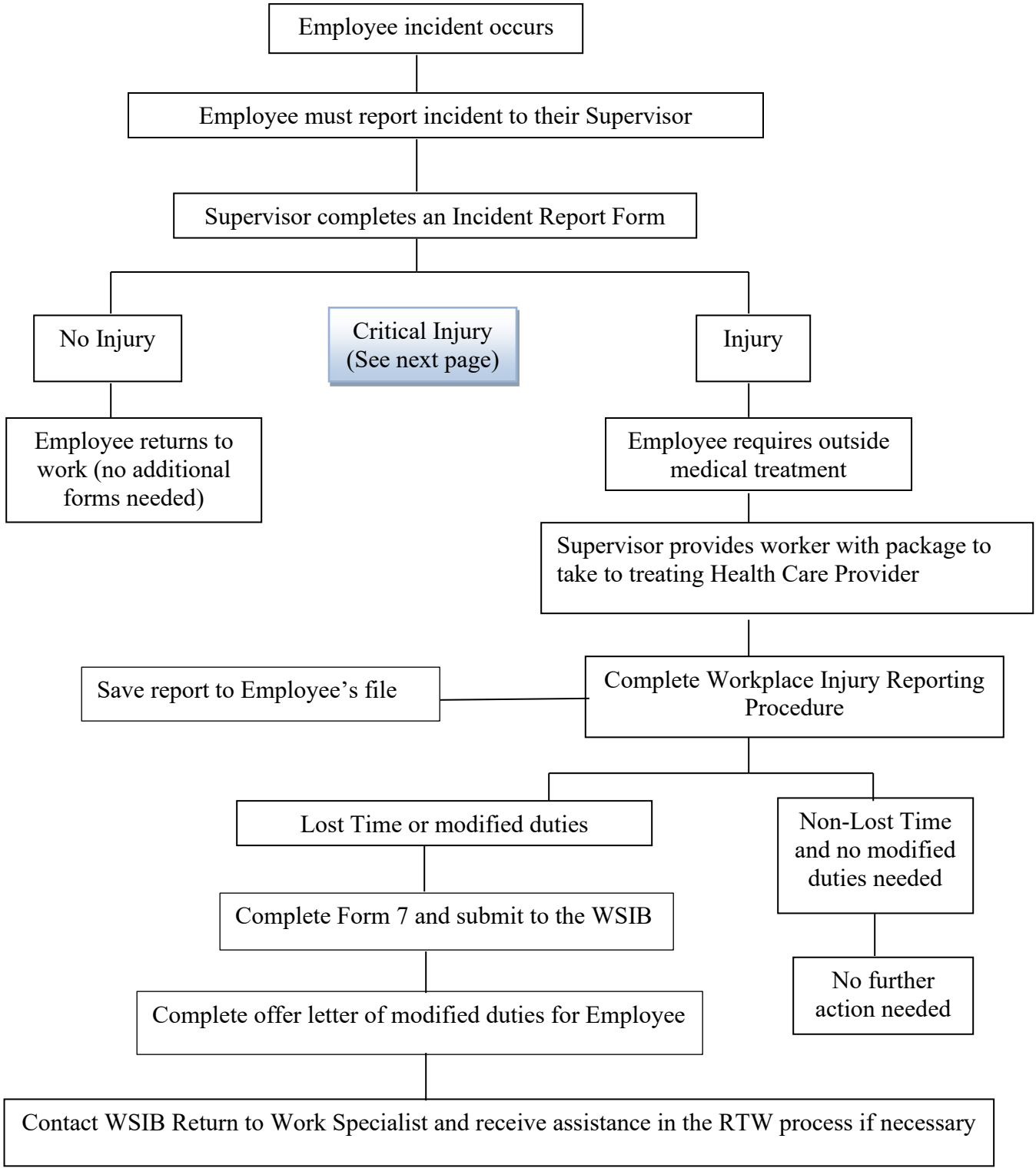
OOSTERHOF ELECTRICAL SERVICES LTD.
HEALTH AND SAFETY POLICY MANUAL

APPENDIX H-1 - INCIDENT REPORTING PROCEDURE FLOWCHART



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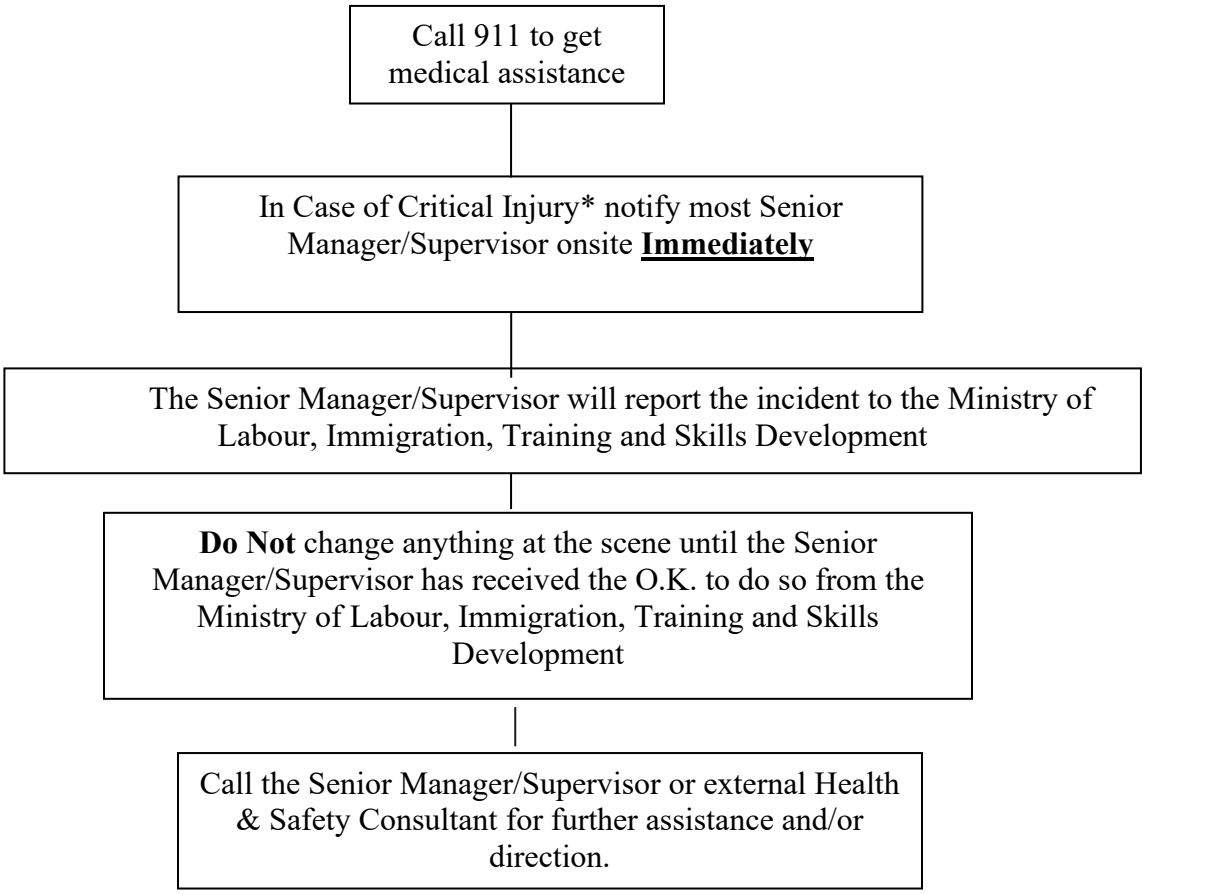
OOSTERHOF ELECTRICAL SERVICES LTD.
HEALTH AND SAFETY POLICY MANUAL

APPENDIX H-2 - CRITICAL INJURY REPORTING PROCEDURE



* Definition:

- Loss of blood
- Loss of sight
- Broken arm/leg
- Amputation
- Loss of consciousness
- Places life in jeopardy

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APPENDIX H-3 - MANAGER'S/SUPERVISOR'S CHECKLIST

- □ Complete the Incident Investigation Report.
- □ Fill in the employee's name on the top of the Form 8 and give the form and the letter for the doctor to the employee.
- □ Advise the employee to return the Form 8, including the Functional Abilities Section completed by the Health Care Provider, immediately following their medical visit.
- □ Offer the employee modified duties. Job offered was _____ at full pre-injury wages.

I have completed all of the above steps

_____ _____

Manager/Supervisor's Name (please print) **Date (dd/mm/yy)**

_____

Manager/Supervisor's Signature

Employee Receives

- ✓ Form 8
- ✓ Employee Responsibilities Notice

I have received the above forms and my Manager/Supervisor has offered me modified duties

_____ _____

Employee's Signature **Date (dd/mm/yy)**

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APPENDIX H-4 – EMPLOYEE PACKAGE

LETTER TO EMPLOYEE

Date

Dear [Employee]:

You recently informed your supervisor that you suffered an injury that may affect your ability to complete your normal job tasks. I wanted to wish you a fast and full recovery. In an effort to assist you in the Work Reintegration process, we ask that you have your treating Health Care Provider complete the attached Functional Abilities section of the treatment report (Form 8) from the Workplace Safety and Insurance Board. Your Health Care Provider has this form at their office, and they cannot charge you separately for completing it. It is especially important that you return page 2 of the Form 8 to your supervisor as soon as possible or within twenty-four (24) hours of treatment, so we can appropriately plan for your return to work as legislated by the Workplace Safety and Insurance Act.

We have also provided you with a Form 6, which you will need to complete and send in to the WSIB if you want to have your claim activated. If you require assistance with completing this form, please do not hesitate to speak with either myself or your supervisor.

Thank you for your cooperation.

Yours truly,

Corina Oosterhof
Office Administrator
Oosterhof Electrical Services Ltd.

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LETTER TO HEALTH CARE PROVIDER

Dear ***Medical Practitioner***:

At Oosterhof Electrical Services Ltd., we are committed to returning valued team members to meaningful work through the use of a fair and consistent return to work program, following a workplace related or non-workplace related injury or illness.

A timely and successful return-to-work can be accomplished by providing modified duties when necessary and if necessary, incorporating a graduated hour's work schedule, that eventually eases the worker back into a full work schedule. We have attached a physical demands description for a modified job that we have identified for ***employee's name***.

Please review the attached modified work description and provide specific information as to ***employee's name*** physical work capabilities using the Functional Ability Form provided. This information will be used to ensure that the modified work we have available is within ***employee's name*** physical capabilities. Changes to the modified work we have available will be made, as necessary.

Thank you for your valued input and assistance.

Sincerely,

Corina Oosterhof
Office Administrator
Oosterhof Electrical Services Ltd.

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OOSTERHOF ELECTRICAL SERVICES LTD.
HEALTH AND SAFETY POLICY MANUAL

PHYSICAL AND COGNITIVE DEMANDS FORM

□ **Pre-Injury Job**
□ **Transitional Job**

Employee's Name _____

Job Title _____ **WSIB Claim #** _____

Describe the physical demands of the work, if they apply, within the category in which it applies. You may need the services of an expert to complete this form.

Activity Demands	**Never**	**Seldom** (Up to 1/3 of the shift)	**Frequent** (1/3 to 2/3 of the shift)	**Constant** (2/3 to all of the shift)	**Comments**
Standing and Sitting					
Walking					
Lifting and Carrying					
Pushing/Pulling					
Bending					
Twisting					
Low-Level Work					
High-Level Work					
Climbing & Balancing					
Reaching					
Handling					
Neck & Hand Position					
Work Pace					
Other					

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PSYCHOLOGICAL/COGNITIVE					
Activity Demands	**Never**	**Seldom** (Up to 1/3 of the shift)	**Frequent** (1/3 to 2/3 of the shift)	**Constant** (2/3 to all of the shift)	**Comments**
Working Under Pressure/Deadlines					
Fast Work Pace					
Dealing with Multiple Tasks					
Performing Complex Tasks					
Performing Simple/Repetitive Tasks					
Attention to Detail					
Control of Work Pace					
Planning/Control Work					
Close Supervision					
Following Instructions					
Influencing People					
Dealing with Confrontation					
Incentive/Piece Work					
Irregular Hours					
Overtime					
Reading					
Working Alone					
Working in a Group					
Travelling					

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WSIB FORM 6

wsib ONTARIO | **Worker's report of injury/disease (Form 6)** **6** Claim number

A. Worker information

Last name	First name		Social Insurance Number
Address (number, street, apt., suite, unit)			Telephone
City/Town	Province	Postal code	Alternate/Cell phone

Job title/Occupation (at the time you were hurt)	Date you started with employer (dd/mm/yy)	How long have you been doing this job for this employer?

Only check if you are one of the following: ☐ executive ☐ elected official ☐ owner ☐ spouse or relative of the employer

Date of birth (dd/mm/yy)

Sex ☐ Male ☐ Female

Your preferred language ☐ English ☐ French ☐ Other .....

Would an interpreter be helpful? ☐ yes ☐ no

Are you a member of a union? ☐ yes ☐ no

Do you authorize your union to represent you in this claim? ☐ yes ☐ no

If yes, do you consent to the disclosure of verbal claim file status information to your union representative? ☐ yes ☐ no

Provide your union name and local

B. Employer information

Company/Employer name

Address

City/Town	Province	Postal code
Your immediate supervisor's name		Company telephone

C. Accident/illness dates and details

1. Date and hour of accident/Awareness of illness (dd/mm/yy) ☐ AM ☐ PM

Date and hour reported to employer (dd/mm/yy) ☐ AM ☐ PM

2. Who did you report this accident/illness to? (name and position)

Telephone

3. Area of injury (body part) - (please check all that apply)

			Left	Right	Left	Right	Left	Right	Left	Right
☐ Head	☐ Teeth	☐ Upper back	☐ Shoulder	☐	☐ Wrist	☐	☐ Hip	☐	☐ Ankle	☐
☐ Face	☐ Neck	☐ Lower back	☐ Arm	☐	☐ Hand	☐	☐ Thigh	☐	☐ Foot	☐
☐ Eye(s)	☐ Chest	☐ Abdomen	☐ Elbow	☐	☐ Finger(s)	☐	☐ Knee	☐	☐ Toe(s)	☐
☐ Ear(s)		☐ Pelvis	☐ Forearm	☐			☐ Lower leg	☐		

☐ Other: .....

Are you: ☐ Left handed ☐ Right handed

4. Did the accident/illness happen on the employer's property or work site? ☐ yes ☐ no

Specify where it happened (shop floor, warehouse, client/customer site, parking lot, etc.):

5. Did it happen outside the Province of Ontario? ☐ yes ☐ no

If yes, indicate where (city, province/state, country):

6. Have you hurt this area(s) of your body before? ☐ yes ☐ no

7. Do you have any prior related WSIB/WCB claims? ☐ no ☐ yes - in Ontario ☐ yes - outside Ontario

Contact accessibility@wsib.on.ca if you require this communication in an alternative format.

Upload forms and supporting documents online at wsib.ca/upload
Mail: 200 Front Street West, Toronto, Ontario, M5V 3J1 | **Toll free:** 1-800-387-0750 | **TTY:** 1-800-387-0050 | **Fax:** 1-888-313-7373
0006A (11/20)

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Claim number

Last name	First name	Social Insurance Number

C. Accident/illness dates and details (continued)

8. If you had a sudden type of accident/illness, describe your injury and what happened to cause it (e.g. hurt lower back while lifting a 50 pound box, sprained left ankle when I slipped on a wet floor, used a new cleaner and immediately got a rash). Please indicate the size, weights and names of any objects involved.

or

If you had a gradual onset type of injury, describe your injury, the work that you do and what you believe caused your injury/condition.

9. When did you first start to have problems with this injury/condition?

10. If you did not report this to your employer right away, please tell us the reason why.

11. If there were any witnesses to your accident, or if you mentioned your pain or problems to your supervisor or any of your co-workers, give us their names and positions.

	Name	Position
1		
2		

12. The Workplace Safety and Insurance Act requires your employer to give you a copy of the Employer's Report of Injury/Disease (Form 7).

Did you receive a copy of the Form 7? ☐ yes ☐ no

The Workplace Safety and Insurance Act requires you to give a copy of this report (Worker's Report of Injury/Disease - Form 6) to your employer

D. Health care information - Give your health professional your WSIB claim number

1. Did you get first aid or care at work? ☐ yes ☐ no	If yes, when (dd/mm/yy)	and by whom (name):

2. Where did you go for health care, for your injury, outside of work? (check all that apply)

	Facility/Hospital (name and address)		Date of visit (dd/mm/yy)
☐ Nursing Station		☐ Ambulance	
☐ Emergency Department		☐ Health professional office	
☐ Admitted to hospital	Date of visit (dd/mm/yy)	☐ Clinic	

3. Were you prescribed any medications/drugs? ☐ yes ☐ no	4. Were you referred for any other treatment or tests? ☐ yes ☐ no
5. Did you talk to your health professional about going back to regular or modified work? ☐ yes ☐ no	If yes, were you given any work limitations? ☐ yes ☐ no

6. Did you tell your employer you went for medical treatment? ☐ yes ☐ no **If no, please tell your employer right away.**

If yes, when? (dd/mm/yy)	and to whom (name and position):

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Claim number

Last name	First name	Social Insurance Number

E. Lost time and return to work

1. After the day of accident/illness:

☐ I returned to work to my **regular job** and **did not** lose any time or pay.

☐ I returned to **modified duties** and **did not** lose any time or pay.

☐ **I lost time and/or pay** (e.g. regular pay, shift differential, bonuses, premiums, etc.).

Date you first lost time and/or pay (dd/mm/yy)

2. If you lost time, have you returned to work? ☐ yes ☐ no

If **yes**, date of your return to work (dd/mm/yy) ☐ Regular work ☐ Modified work

If **no**, did you discuss return to work with your employer? ☐ yes ☐ no

Does your employer have modified work? ☐ yes ☐ no

F. Earnings (do not include overtime here)

1. Rate of pay

$ ..... per ☐ hour ☐ week ☐ other .....

2. Usual number of pay hours

..... per ☐ week ☐ other .....

3. If you lost time from work after the day of accident/illness, did your employer continue to pay you? ☐ yes ☐ no

4. Have you applied for, or did you receive, any other benefits (money) while off work (e.g. EI benefits, sick benefits, social services, insurance, etc.)? ☐ yes ☐ no

5. At the time of the accident/illness did you work for more than one employer? ☐ yes ☐ no

G. Declarations and signature

By signing below, I am claiming benefits under the Workplace Safety and Insurance Act, 1997, for a work-related injury or disease. I am also authorizing any health professional who treats me to provide me, my employer and the Workplace Safety and Insurance Board with information about my functional abilities on the WSIB's "Functional Abilities Form for Planning Early and Safe Return to Work".

It is an offence to deliberately make false statements to the Workplace Safety and Insurance Board. I declare that all of the information provided on pages 1, 2 and 3 is true.

Signature (print, sign and return to the WSIB or type and upload)	Date (dd/mm/yy)

If you are under the age of 16, your parent or guardian, must authorize the release of the functional abilities information.

Signature	Relationship	Date (dd/mm/yy)	Telephone

Personal information about you will be collected throughout your claim under the authority of the *Workplace Safety and Insurance Act*, 1997. Your personal information will be used to administer your claim(s) and programs of the Board. Medical and non-medical information is collected from health care providers, vocational agencies, labour market service providers, employers, witnesses, Canada Revenue Agency (CRA), and others as required. Your Social Insurance Number is used to register claims, identify workers and to issue income tax statements and is collected under the authority of the *Income Tax Act*. Information may only be disclosed to the employer, external medical consultants, external service providers, researchers, third parties for cost recovery purposes and others as authorized by the *Workplace Safety and Insurance Act* and the *Freedom of Information and Protection of Privacy Act*. Your name and telephone number may be disclosed to third parties conducting satisfaction surveys and focus groups. Incoming and outgoing calls may be recorded for quality assurance purposes. Questions about this collection should be directed to the decision maker responsible for your file or by calling 1-800-387-0750

You can find a more detailed privacy statement at wsib.ca or by calling toll-free at 1-800-387-0750.

Upload form and supporting documents online at wsib.ca/upload.

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Claim number

Last name	First name	Social Insurance Number

H. Additional information

0006A

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APPENDIX H-5 - CONTACT LOG

***To be completed if employee does not return to work within 24 hours of injury or next shift**

Employee Name: _____

Name of Contact Person	Date	Time	Comments (What was discussed)
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	
		□AM □PM	

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APPENDIX H-6 – WORK REINTEGRATION OFFER PACKAGE

WORK REINTEGRATION OFFER LETTER

To the Employee,

As previously discussed, Oosterhof Electrical Services Ltd. is offering you a modified work reintegration assignment based on your Health Care providers input on your injury and abilities **effective _____.** This plan gives structure and organization to returning you to the workplace as soon as possible. It is a companywide plan that recognizes responsibility for and participation in the effective rehabilitation of our employees. The object of this program is to bring injured or ill employees back into the workplace quickly, safely, and successfully.

The development of the modified work reintegration plan can include any job or combination of tasks that you as an employee, can perform on a ***temporary*** basis without risk of further injury. This work may consist of regular tasks from the pre-injury job that have been changed, redesigned, or physically modified. It may also be a special job designed and designated for you as you are participating in a modified work reintegration plan.

As such, we are offering you ***temporary*** modified work to facilitate your full reintegration.

The current plan is based on your current abilities, and has you doing

_____

_____

_____

We expect you to carry out the agreed upon duties in a safe and productive manner. The plan that we have developed starts on_____, and you will be paid at the rate of _____ per hour. If there is any decrease in your earnings, the WSIB may pay you the difference.

If you have any questions or concerns, you are to contact Supervisor (or delegate) at (613) xxx-xxxx

□ I accept the Modified Work Reintegration as described above
□ I do not accept the Modified Work Reintegration as stated above because:

_____

_____

Please note that by refusing modified work reintegration may lead to possible denial of WSIB benefits.

Employee		Oosterhof Electrical Services Ltd. Supervisor	
_____		_____	
Signature		Signature	
_____		_____	
Printed Name	Date	Printed Name	Date

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WORK REINTEGRATION PLAN

Employee Name: _____
Start Date: _____ End Date: _____
Pre-Injury Job: _____ Pre-Injury Earnings: _____
Goal: _____

Working with the assistance of the injured or ill employee, Oosterhof Electrical Services Ltd.Health and Safety Consultant, management and considering the limitations outlined in the Workplace Safety and Insurance Board (WSIB) Functional Abilities Form, it has been decided that the modified work plan outlined below is both fair and fundamental to the rehabilitation of the worker.

Day	Hrs. Per Day	Job Duties	Location
Mon			
Tues			
Wed			
Thurs			
Fri			

It is further agreed that the employee named in this Work Reintegration Agreement will:

- Maintain Oosterhof Electrical Services Ltd.'s Work Reintegration Journal and submit it weekly to the company H&S Coordinator named on this Agreement.
- Communicate any and all concerns immediately to the company representative named on this Agreement.
- Attend all rehabilitation activities.
- Provide any and all documentation requested by the company, medical treatment personnel and the WSIB.

Employee

_____
Signature

_____
Printed Name Date

Oosterhof Electrical Services Ltd. Supervisor

_____
Signature

_____
Printed Name Date

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WORK REINTEGRATION JOURNAL

Employee Name: _____

Duration of Plan: _____ **Manager's Name:** _____

Week # _____ **of WR Plan** **Pre-Injury Job:** _____

Date	**Scheduled Hours**	**Hours Worked**	**Hours Not Worked**	**Issues** Completed by Manager & Employee	**Resolutions** Completed by Manager & Employee
MONDAY					
TUESDAY					
WEDNESDAY					
THURSDAY					
FRIDAY					
SATURDAY					
SUNDAY					

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APPENDIX H-7 - FUNCTIONAL ABILITIES FORM

*To be used for non-work-related injuries or illness

Oosterhof Electrical Services Ltd.

Date of Examination: _____ Nature of Injury/Illness: _____

Is the employee able to work without restrictions? _____

Capabilities:

- ❑ : Walking short distances – Please indicate length of time: _____
- ❑ : Standing – Please indicate length of time in minutes: _____
- ❑ : Sitting – Please indicate length of time in minutes: _____
- ❑ : Stair climbing – can the individual climb stairs: _____
- ❑ : Comprehension of written communication: _____
- ❑ : Comprehension of verbal Communications: _____
- ❑ : Operating a computer _____
- ❑ : Client Interaction: _____
- ❑ : Co-Worker interactions: _____

Limitations:
Please indicate the individual's limitations:

- ❑ Dealing with Clients: _____
- ❑ Fast Paced Environment: _____
- ❑ Interacting with co-workers: _____
- ❑ Financial Calculations: _____
- ❑ Understanding Sales Programs: _____
- ❑ Hand use: _____
- ❑ Gripping: _____
- ❑ Holding: _____

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Recommended Work hours:

- ❑ Full time
- ❑ Modified
- ❑ Graduated

Expected Recovery?

- ❑ Yes
- ❑ No

Estimated Duration of Limitations

- ❑ Please indicate length of time: _____

Medical Professional Completing form:

Signature: _____

Date: _____

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APPENDIX H-8 - CONSENT TO DISCLOSE PERSONAL HEALTH INFORMATION

Pursuant to the Personal Health Information Protection Act, 2004 (PHIPA)

I, _____, **authorize**_____

(Print your name) *(Print name of health information custodian)*

to disclose

□ my personal health information consisting of:

_____

_____

(Describe the personal health information to be disclosed)

or

□ the personal health information of _____

(Name of person for whom you are the substitute decision-maker)*

consisting of: _____

_____

(Describe the personal health information to be disclosed)

to _____

(Print name and address of person requiring the information)

I understand the purpose for disclosing this personal health information to the person noted above. I understand that I can refuse to sign this consent form.

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My Name: _____ Address: _____
Home Tel.: _____ Work Tel: _____
Signature: _____ Date: _____

Witness Name: _____Address: _____
Home Tel.: _____Work Tel.: _____
Signature: _____Date: _____

***Please note: A substitute decision-maker is a person authorized under PHIPA to consent, on behalf of an individual, to disclose personal health information about the individual.**

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APPENDIX H-9 - RETURN TO WORK PROGRESS REPORT

Date:
Claim #:
Employee:
Manager:

Return to Work Goal: (as written in the RTW Plan)

☐ Pre-injury job
☐ Pre-injury job; accommodated
☐ Alternate work; Job title: _____

WEEK 1
Review Period (From/To Date):
Precautions:
Duties:
Dates and Hours Worked:
WEEK 1 REVIEW
Employee Comments/Concerns:
Manager Comments/Concerns:
Action(s) to Address Concerns:
Date Review Completed:
Review Completed by:
WEEK 2
Review Period (From/To Date):
Precautions:
Duties:
Dates and Hours Worked:
WEEK 2 REVIEW

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Employee Comments/Concerns:
Manager Comments/Concerns:
Action(s) to Address Concerns:
Date Review Completed:
Review Completed by:

Are the accommodations/solutions identified in the Return-to-Work Plan resulting in the anticipated return to work goal(s)?

☐ Yes ☐ No If no, why?

Is the Return-to-Work Plan still current?

☐ Yes ☐ No If no, why?

Next Steps:

☐ Continue with current Return to Work Plan

☐ Revise existing Return to Work Plan

☐ Close Return to Work Plan. Return to work goal achieved.

Next follow-up date: _____

Completed by: _____ _____ _____

Name (please print) Signature Date

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APPENDIX H-10 - WORK REINTEGRATION EVALUATION FORM

Name of Work Reintegration Employee: _____

Date of Accident: _____

Date of return to modified duties: _____

Date of return to regular duties: _____

To be completed by the employee: _____
Employee Name

Question	Yes/No	Comments/Recommendation	Reviewed by Coordinator
Did you feel you were treated with respect throughout the Work Reintegration period?			
Did you feel that the work tasks required throughout the program were within your physical abilities at the time?			
Did you feel that you were heard and that your needs were met throughout the program?			
Did you feel you had support from management/supervisors/co-workers throughout the plan?			
Do you have any recommendations to improving the Work Reintegration Plan process?			

To be completed by the supervisor(s): _____
Signature

Question	Yes/No	Comments/Recommendation	Reviewed by Coordinator
Did you feel that you had management's support throughout the program?			
Did you feel co-workers were supportive of the Work Reintegration worker throughout the program?			
Did you feel that you were heard and that your needs were met throughout the program?			
Did you feel that the Work Reintegration worker had a positive attitude about their work duties throughout the program?			

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Do you have any recommendations to improving the Work Reintegration Plan process?			

To be completed by Management: _____
Signature

Question	Yes/No	Comments/Recommendation	Reviewed by Coordinator
Did you feel that in general all parties worked cooperatively throughout the program?			
Did the worker progress at the rate expected at the time of entry into the program?			
Do you have any recommendations to improving the Work Reintegration Plan process?			

To be completed by H&S Coordinator: _____
Signature

Action to be Taken as a Result of Review	Action by Whom	Action by When	Action Completed

Approved by Management

_____ _____ _____

Employee Signature:	**Date:**

Thank you for providing valuable feedback on your experience with the Return-to-Work Program. Your feedback will be used for Oosterhof Electrical Services Ltd.'s Return-to-Work Program.

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APPENDIX I - HAZARD REPORTING FORM

Hazard Class Definitions:

Class A hazards have the immediate potential to harm a person or cause property damage and require immediate attention.

Class B hazards have the potential to harm a person or cause property damage, but not immediately. They should be addressed within one week.

Class C hazards have the potential to harm a person or cause property damage, but are low-risk and can be addressed within three to four weeks.

HAZARD: _____

_____

URGENCY:

- □ Requires immediate attention
- □ Requires attention in the next week
- □ Requires attention within the next month

LOCATION: _____

DATE: _____

EMPLOYEE NAME: _____

GIVE COPY TO OWNER AND THE HEALTH AND SAFETY REPRESENTATIVE

OWNER'S RESPONSE:

ACTION TAKEN: _____

_____

DATE SITUATION CORRECTED: _____

REVIEWED BY: _____ DATE: _____

OWNER'S SIGNATURE: _____

HEALTH & SAFETY REPRESENTATIVE SIGNATURE: _____

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APPENDIX J - WORKPLACE HAZARD ANALYSIS FORM

Instructions:
Step 1: Complete this form columns A – H. Print clearly. Use additional forms if necessary. Refer to back of the form for the instructions.
on completing column C – G.
Step 2: Determine the Control(s) for the hazard and complete the Controls Action Plan. Attach the Controls Action Plan to this form.

RECOGNIZE		**ASSESS**					**CONTROL**
		Risk Evaluation					**Current Controls**
		C	**D**	**E**	**F**	**G**	**H**
A Process, Work Area or Job List either a process (i.e. shipping), a work area (i.e. Kitchen) or a job (i.e. cashier). Do your homework – look at history., reports, documentation, talk to employees, etc.	B Potential hazard/Accident Description Ask yourself – what could happen while doing this job? i.e. fall, cut, burn, struck by object, workplace illness, strain, etc. Identify the potential hazard or accident. A hazard is something with the potential to cause harm or injury. Consider all contributing factors (PEMEP): People, Equipment, materials, Environment, Process.	Exposure (1 – 6)	Occurrence (1 – 6)	Probability (A – E)	Consequences (1 – 5)	Risk Rating (H – M –L)	Identify things in place now which control, eliminate or reduce, the exposure to the hazard – such as guards, procedures, checklists, training, signs, personal protective equipment, etc. To complete Step 2: Determine Controls – Action Plan.

Location/Dept.: _____Completed By: _____ Date: _____

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ASSESSMENT OF RISK; COLUMNS C – G

Columns C& D – Exposure & Occurrence:

Select the description (1 – 6) below that best matches the frequency of exposure and likelihood occurrence the of the hazard.

C Likelihood of Exposure	D Likelihood of Occurrence
1 – Continuous	1 – Very likely (has happened/is expected)
2 – Frequent (daily)	2 – Likely (probable – it could happen)
3 – Occasional (once per week)	3 - Rare (seldom but possible)
4 -Unusual (once per month)	4 – Very rare (very seldom but possible)
5 – Rare (few per year)	5 – Very unlikely (slight possibility)
6 – Very rare (yearly or less)	6 – practically impossible

Exposure (1–6) + Occurrence (1 – 6) = Probability (A-E)

Column E – Probability

is the combination of likelihood of exposure and the likelihood of occurrence. Locate the down the left side of the chart that describes the likelihood of exposure of the hazard. Locate the number describes the likelihood of occurrence across the top of the chart. The box where they meet (A-E) is the probability rating.

Likelihood of Occurrence

Likelihood of Exposure	1	2	3	4	5	6
1	A	A	B	C	C	D
2	A	B	B	C	D	D
3	B	B	C	D	D	D
4	B	C	C	D	D	E
5	C	C	D	D	E	E
6	C	D	D	E	E	E

Column F – Determination of Risk

is the combination of probability of an injury/illness and the potential consequences if it should occur i.e. Loss to people or property. Select the description (1 – 5) below, that best matches the consequences, if an accident should happen involving of the hazard.

E. Probability	F Consequences
A – Common of repeating occurrence	1 – Fatality or permanent disability, significant loss
B - known to occur, or "it has happened"	2 – serious injury or illness with lost time or other loss
C – could occur, or "I've heard of it happening"	3 – moderate injury of illness with lost time, or other loss
D – not likely to occur	4 – minor injury or illness without lost time, or other loss
E – practically impossible	5 – no injury or illness, lost time or other loss

Probability + consequences = Determination of Risk (1 – 25)

Probability

Consequences number (1 – 6)	A	B	C	D	E
1	1	2	4	7	11
2	3	5	8	12	16
3	6	9	13	17	20
4	10	14	18	21	23
5	15	19	22	24	25

Column G – Risk Rating

is the number where the Probability letter meets the Consequences Number, on the above chart. The Risk Rating (H,M,L) helps determine the priority for determining controls.

HIGH = 1 – 6 - Serious or significant hazard – a high priority for immediate controls or elimination.
MEDIUM = 7 – 15 - Moderate hazard – medium priority for controls as soon as possible.
LOW = 16 – 25 -Minor hazard – lower priority for controls after higher priorities.

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APPENDIX K - LIABILITY COVERAGE FOR CONTRACTED SERVICES FORM

In consideration of Oosterhof Electrical Services Ltd. contracting with my company _____to complete the work requested, as detailed below:

_____

_____

_____

_____

I acknowledge that my work is to be completed in accordance with the requirements of the Occupational Health and Safety Act and its applicable Regulations, as well as meeting the standards of Oosterhof Electrical Services Ltd.'s Health and Safety Management System. I am responsible for ensuring my staff works in accordance with the applicable regulations. In the event of an incident or injury occurring while I or my staff are working at Oosterhof Electrical Services Ltd., I hereby acknowledge that I am responsible for providing coverage in the amount required by the Workplace Safety and Insurance Act or other applicable Provincial Act(s) and/or Regulation(s). Said coverage will remain in effect for the entire duration of my contract or involvement with Oosterhof Electrical Services Ltd. All costs associated with said coverage will be paid by myself and I have provided the attached current valid certificate of clearance evidencing such insurance coverage.

In the event of any claim, demand or cause of action, that is brought forward by a customer, the Contractor shall notify Oosterhof Electrical Services Ltd. thereof, and _____ shall at its own expense, defend or settle said action.

Dates of project work:

_____ _____
Start Date Completion Date

_____ _____
Date Supplier

_____ _____
Oosterhof Electrical Services Ltd. Witness

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APPENDIX L - MACHINE/EQUIPMENT/ENERGY/PERSONNEL LOCKOUT INVENTORY FORM

Department	Machine or Equipment to be Locked Out	Person in Charge	Owner (or delegate)	Other Personnel Involved in the Lock-Out	ENERGY/POWER SOURCES			
					Electrical	Hydraulic	Pneumatic	Flywheel or Moving Objects

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APPENDIX M-1 - EMPLOYEE RISK ASSESSMENT QUESTIONNAIRE- VIOLENCE AND/OR HARASSMENT

Job Title:	**Department:**	**Sex: Male □ Female □**

1. Have you experienced verbal abuse (swearing, insults, teasing, or bullying) while an employee of Oosterhof Electrical Services Ltd.?	Yes	No
If yes, did you report the incident(s)?	Yes	No
If yes, how did you report the incident(s)? (Orally, Written)		
If so, how frequently? (Rarely, Occasionally, Monthly, Daily)		
What was the relationship of the abuser to you? (Co-Worker, Customer, Member of the Public/Contractor, etc.)		
2. Have you experience verbal, written or virtual threats (e.g., "If you don't get off my back, you'll regret it.") while an employee of Oosterhof Electrical Services Ltd.?	Yes	No
If yes, did you report the incident(s)?	Yes	No
If yes, how did you report the incident(s)? (Orally, Written)		
If so, how frequently? (Rarely, Occasionally, Monthly, Daily)		
What was the relationship of the abuser to you? (Co-Worker, Customer, Member of the Public/Contractor, etc.)		
3. Have you been threatened with physical harm (e.g., someone shaking a fist, throwing objects, committing vandalism) while an employee of Oosterhof Electrical Services Ltd.?	Yes	No
If yes, did you report the incident(s)?	Yes	No
If yes, how did you report the incident(s)? (Orally, Written)		
If so, how frequently? (Rarely, Occasionally, Monthly, Daily)		

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What was the relationship of the abuser to you? (Co-Worker, Customer, Member of the Public/Contractor, etc.)		
4. Have you experienced a physical assault or attack (e.g. punch, bite, kick) or a cyber attack (e.g. cyber attack to social media, financial websites) while an employee of Oosterhof Electrical Services Ltd.?	Yes	No
If yes, did you report the incident(s)?	Yes	No
If yes, how did you report the incident(s)? (Orally, Written)		
If so, how frequently? (Rarely, Occasionally, Monthly, Daily)		
What was the relationship of the abuser to you? (Co-Worker, Customer, Member of the Public/Contractor, etc.)		
5. Do you ever work alone or with a small number of co-workers?	Yes	No
6. Are you concerned about violence or harassment?	Yes	No
What is the source of your concern?		
7. Do you believe that workplace violence or harassment in your workplace is: High Risk, Medium Risk or Low Risk?		
8. Are you aware of the reporting procedure for violent incidents or harassment within your workplace?	Yes	No

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APPENDIX M-2 - WORKPLACE HARASSMENT INVESTIGATION

This form was developed as a tool to guide investigating workplace harassment incidents or complaints. The person conducting the investigation must not have been involved in the incident or complaint of workplace harassment and must not be under the direct control of the alleged harasser. The following outlines the main sections and information needed to complete the investigation report:

Name of Investigator: _____

Date of Investigation: _____

A. Background Information: Who are the people involved? Are they workers as defined by OHSA? Who reported and when?

1. Name of person who reported workplace harassment.
2. If not the same person as above, name of person who allegedly experienced workplace harassment.
3. Date complaint/concern raised and how.
4. Name of worker(s) (complaining or possibly exposed to workplace harassment); Position/ Department.
5. Name of respondent(s) (alleged harasser); Position/Department.

   If not a worker – provide details.

B. Investigation Plan: Plan and conduct the investigation.

1. Obtain the worker(s) concerns of harassment in writing, if possible. Assistance should be provided in completing the form where necessary.
2. An investigator needs to interview the worker who allegedly experienced workplace harassment and the alleged harasser (if a worker of the employer). If the alleged harasser is not a worker of the employer, the investigator should make reasonable efforts to interview him or her.
3. Make a list of possible relevant witnesses. The worker who allegedly experienced workplace harassment and the alleged harasser should be asked for names of any relevant witnesses.

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4. Interview relevant witnesses. Ask specific questions about what they have observed, are aware of or have personally experienced. If the witnesses are not workers of the employer, the investigator should make reasonable efforts to interview those witnesses.

5. Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer.

6. Take detailed notes.

7. Keep the investigation confidential. Instruct the worker who allegedly experienced workplace harassment, the alleged harasser and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling.

C. Worker(s) Concerns/Workplace Harassment Allegations: When did the incident(s) occur? Confirm date of first incident and any subsequent behaviours or conduct. Note that recalling events of harassment can be stressful for the complainant.

1. Date of first incident.

2. Date of last incident.

3. Date of other incident(s).

D. Alleged Harasser(s) Response: The alleged harasser(s) will likely need details of the allegation of harassment to be able to respond.

E. Interview Relevant Witnesses: List witnesses. Interview relevant witnesses and make notes.

F. Collected Documentation: List the documents collected for the investigation and how or from whom they were obtained.

G. Investigation Result(s): The investigator's summary report should set out who was interviewed, what evidence was obtained and an analysis of the evidence to determine whether workplace harassment occurred.

1. Summary of Key Evidence.

2. Recommended Next Steps.

3. Report Provided To.

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APPENDIX N - RESPIRATORY VIRUS SAFETY PLAN TEMPLATE

Company details

Business name: *Oosterhof Electrical Services Ltd.*
Date completed: [enter date]
Division/group: [enter name]
Date distributed: [enter date]
Revision date: [enter date]
Developed by: [enter name]
Others consulted: [enter name]

Provide as much information in response to each question as possible. This will help your workers and other people to know exactly what to do and what to expect.

The final page will help you create a snapshot version of your plan to post in the workplace. This can act as a reference for workers and let others who come into your workplace know what you are doing to help keep everyone in your workplace safe.

How will you ensure all workers know how and are able to keep themselves safe from exposure to the Respiratory Virus?

Consider: What guidance will you need to provide? How will you share information? Do you need new or more frequent types of communication? Where will you update yourself on new Respiratory Virus guidance?
Example: Ensure our procedures are up to date by a daily review of Ministry of Health guidance.
Actions: [List your actions here. Note who is responsible for each action.]

How will you screen for the Respiratory Virus?

Consider: How will you stay current about what symptoms to look for? Will you use a screening checklist? Who will do the screening? Who needs to be screened and how often?
Example: To find out if workers are well when they come to work, we will ask each worker basic questions about their physical health and symptoms using the provincial list of Respiratory Virus symptoms.
Actions: [List your actions here. Note who is responsible for each action.]

How will you control the risk of transmission in your workplace?

Include how you will maximize distance and separation, reduce transmission from surfaces and objects, and support good hand and respiratory hygiene.

Consider: What engineering and administrative controls will you use? What changes will you make? Who needs to be in the workplace? How will you gather worker ideas about different ways of working?

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Example: We have a new policy that limits time in the kitchen to 10 minutes, we have created a new outdoor break area in our parking lot and have changed how we schedule shifts and breaks.
Actions: [List your actions here. Note who is responsible for each action.]

What will you do if there is a potential case, or suspected exposure to, the Respiratory Virus at your workplace?

Consider: What is the contact information for your local public health unit? What are your isolation procedures? How will you gather workplace contact information for public health contact tracing?
Example: We have designated a safe isolation area in the workplace and created a checklist with the procedures of what to do if some gets sick at work, including key contact numbers.
Actions: [List your actions here. Note who is responsible for each action.]

How will you manage any new risks caused by changes to the way you operate your business?

Consider: With workers, review existing critical risks and whether work practice changes will affect your current risk management strategy. Are any new risks introduced due to changes in worker numbers or work practices? What new risk controls are required?
Example: We will establish regular check-ins with workers about how they're coping with the change to shift work.
Actions: [List your actions here. Note who is responsible for each action.]

How will you make sure your plan is working?

Consider: How often will you schedule a review of your plan? How will you get input and ideas from workers and clients? Who is responsible for evaluating how things are working and for adapting the plan as you find better/easier ways to do things? How will you communicate changes?
Example: We will set up a weekly meeting between the Owner and the health and safety representative.
Actions: [List your actions here. Note who is responsible for each action.]

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Respiratory Virus Safety Plan – Snapshot

Business Name: *Oosterhof Electrical Services Ltd.* Division/Group: [enter name]
Date Completed: [enter date] Revision Date: [enter date]

Measures we're taking

How we're ensuring workers know how to keep themselves safe from exposure to the Respiratory Virus
[List your measures here.]

How we're screening for the Respiratory Virus

[List your measures here.]
How we're controlling the risk of transmission in our workplace

- Physical distancing and separation
  [List your measures here.]
- Cleaning
  [List your measures here.]
- Other
  [List your measures here.]

What we will do if there is a potential case, or suspected exposure to, the Respiratory Virus at our workplace

[List your measures here.]

How we're managing any new risks caused by the changes made to the way we operate our business

[List your measures here.]

How we're making sure our plan is working

[List your measures here.]

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APPENDIX O - EMERGENCY PREPAREDNESS INVENTORY

Natural Emergencies	Plan Currently in Place	No Plan in place		Plan of Action
Non-Natural Emergencies	**Plan Currently in Place**	**No Plan in place**		**Plan of Action**

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APPENDIX P - WORKPLACE EMERGENCY HAZARD ANALYSIS FORM

Instructions:

Step 1: Complete this form columns A – H. Print clearly. Use additional forms if necessary. Refer to back of the form for the instructions on completing column C – G.

Step 2: Determine the Control(s) for the hazard and complete the Controls Action Plan. Attach the Controls Action Plan to this form.

RECOGNIZE

		Risk Evaluation					H Current Controls
		C	D	E	F	G	
A Process, Work Area or Job List either a process (i.e. shipping), a work area (i.e. Kitchen) or a job (i.e. cashier). Do your homework – look at history., reports, documentation, talk to employees, etc.	**B Potential hazard/Incident Description** Ask yourself – what could happen while doing this job? i.e. fall, cut, burn, struck by object, workplace illness, strain, etc. Identify the potential hazard or incident. A hazard is something with the potential to cause harm or injury. Consider all contributing factors (PEMEP): People, Equipment, materials, Environment, Process.	Exposure (1 – 6)	Occurrence (1 – 6)	Probability (A – E)	Consequences (1 – 5)	Risk Rating (H – M –L)	Identify things in place now which control, eliminate or reduce, the exposure to the hazard – such as guards, procedures, checklists, training, signs, personal protective equipment, etc. To complete Step 2: Determine Controls – Action Plan.

Location/Dept.: _____Completed By:_____ Date: _____

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ASSESSMENT OF RISK; COLUMNS C – G

Columns C& D – Exposure & Occurrence:

Select the description(1 – 6) below that best matches the frequency of exposure and likelihood incident should happen involving of occurrence the of the hazard.

C Likelihood of Exposure	D Likelihood of Occurrence
1 – Continuous	1 – Very likely (has happened/is expected)
2 – Frequent (daily)	2 – Likely (probable – it could happen)
3 – Occasional (once per week)	3 - Rare (seldom but possible)
4 -Unusual (once per month)	4 – Very rare (very seldom but possible)
5 – Rare (few per year)	5 – Very unlikely (slight possibility)
6 – Very rare (yearly or less)	6 – practically impossible

Exposure (1–6) + Occurrence (1 – 6) = Probability (A-E)

Column E – Probability
is the combination of likelihood of exposure and the likelihood of occurrence. Locate the down the left side of the chart that describes the likelihood of exposure of the hazard. Locate the number describes the likelihood of occurrence across the top of the chart. The box where they meet (A-E) is the probability rating.

Likelihood of Occurrence

	1	2	3	4	5	6
1	**A**	**A**	**B**	**C**	**C**	**D**
2	**A**	**B**	**B**	**C**	**D**	**D**
3	**B**	**B**	**C**	**D**	**D**	**D**
4	**B**	**C**	**C**	**D**	**D**	**E**
5	**C**	**C**	**D**	**D**	**E**	**E**
6	**C**	**D**	**D**	**E**	**E**	**E**

Likelihood of Exposure

Column G – Risk Rating is determining the number where the Probability letter meets the Consequences Number, on the above chart. The Risk Rating (H,M,L) helps determine the priority for controls.

Column F – Determination of Risk is the combination of probability of an injury/illness and the potential consequences if it should occur i.e. Loss to people or property. Select the description (1 – 5) below, that best matches the consequences, if an the hazard.

E. Probability	F Consequences
A – Common of repeating occurrence	1 – Fatality or permanent disability, significant loss
B - known to occur, or "it has happened"	2 – serious injury or illness with lost time or other loss
C – could occur, or "I've heard of it happening"	3 – moderate injury of illness with lost time, or other loss
D – not likely to occur	4 – minor injury or illness without lost time, or other loss
E – practically impossible	5 – no injury or illness, lost time or other loss

Probability + Consequences = Determination of Risk (1 – 25)

Probability

Consequences number (1 – 6)	A	B	C	D	E
1	1	2	4	7	11
2	3	5	8	12	16
3	6	9	13	17	20
4	10	14	18	21	23
5	15	19	22	24	25

HIGH = 1 – 6 Serious or significant hazard – a high priority for immediate controls or elimination.
MEDIUM = 7 – 15 Moderate hazard – medium priority for controls as soon as possible.
LOW = 16 – 25 Minor hazard – lower priority for controls after higher priorities.

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APPENDIX Q - WORKPLACE HAZARD INVENTORY FORM

Work Area or Job	**Potential hazard/Accident Description**					
	Biological Hazards	Chemical Hazards	Physical Hazards	Safety Hazards	Psychosocial Hazards	Ergonomic Hazards

Completed By: **Date:**

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APPENDIX R – [DELETED] SMOKING CESSATION AGREEMENT

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APPENDIX S - EMPLOYEE HEALTH AND SAFETY ORIENTATION CHECKLIST

To be completed for :

- □ Staff - new
- □ Staff - promoted or transferred
- □ Staff - returning from extended absence
- □ Employees hired on a contract basis
- □ Student Employees
- □ Supply of labour employees

Employee Name: _____

Employee Initials		Date	Supervisor Initials
	Discuss commitment to Health and Safety		
	Review the roles and expectations for Management and / or supervisors and / or employee		
	Identify where the Health and Safety policy is located		
	Review safe work practices and standard operating procedures (provide) required equipment training)		
	Discuss hazards associated with worker's job (Refer to Job Hazard Analysis)		
	Arrange for an ergonomic assessment, if necessary		
	Review the process for reporting hazards, near misses, injuries and illnesses		
	Job / task specific training		
	Introduce new employee to the Emergency personnel for the work location		
	Review emergency response procedures		
	Advise Emergency personnel if employee is classified as a "Person Requiring Assistance"		
	Review First Aid Kit (location and contents) and first aid procedures		
	Introduce to designated first aid employee		
	Review Health and Safety Bulletin Board and discuss contents		
	Review and train on the following procedures: □ Visitor Safety Policy □ Emergency Plan □ Purchasing Policy □ Personal Protective Equipment Policy □ Pre-use Inspection Policy □ Preventative Maintenance Policy □ Field Employee Manual (if applicable) □ Off-the-Job Safety Program Plan □ RTW Program □ Material Handling □ Violence and Harassment □ Worker H&S Awareness in 4 Steps/Supervisor H&S Awareness in 5 Steps □ Accesibility for Ontarians with Disabilities Act (AODA 2005)		
	Explain the workplace inspection program		
	Introduction to the Joint Health and Safety Committee and / or Health and Safety Representative		
	Train in the applicable personal protective equipment the employee is required to wear.		
	Tour the facility and review emergency procedures and other workplace requirements. For example where personal protective equipment is required.		

Date of completion: ____/____/____ (D / M / Y)

Signature of Worker: _____

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APPENDIX T - HEALTH AND SAFETY RECORDS LIST

Name of Record	Filing/Storage Location	Minimum Retention Period	Function	Method of Approved Disposal

Created by: **Created On:**

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APPENDIX U - RISK ASSESSMENT FOR AN ONTARIO WORKPLACE TO DETERMINE THE NEED FOR A NALOXONE KIT

Introduction:

Oosterhof Electrical Services Ltd. is committed to providing a safe and healthy work environment for all employees, visitors, and contractors. Given the current opioid crisis, we recognize that employees may be at risk of opioid overdose, either from prescribed medication or illicit drugs. As a result, Oosterhof Electrical Services Ltd. has conducted a risk assessment to determine the need for a Naloxone kit in the workplace.

Company name: *Oosterhof Electrical Services Ltd.* Assessment done by: _____

Date of assessment: _____ Date of next review: _____

Workplace Activities	Yes	No
Are employees required to work with machinery, equipment or vehicles that could cause injury if affected by an opioid overdose?		
Do employees handle hazardous materials or chemicals that could cause harm if affected by an opioid overdose?		
Do employees work in remote or isolated areas where emergency services may not be readily available?		
Do employees work alone or in small groups with limited supervision?		
Employee Demographics		
Is there a known history of opioid addiction among employees?		
Are there any employees who are currently taking prescribed opioids for medical conditions?		
Are there any employees who are known to use illicit drugs, including opioids?		
Workplace Culture		
Is there a workplace culture that is conducive to drug use?		
Is there a history of drug use or drug-related incidents in the workplace?		
Workplace History		
Has there been a history of opioid overdoses or drug-related incidents in the workplace?		
Is there a record of opioid-related medical emergencies in the vicinity of the workplace?		

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Training and Education		
Have employees been trained to recognize the signs and symptoms of an opioid overdose?		
Have employees been trained to properly administer Naloxone in case of an opioid overdose?		

Conclusion

Based on the risk assessment results, it was determined that a Naloxone kit

is required / is not required

in the workplace to ensure the safety and well-being of employees, visitors, and contractors. Oosterhof Electrical Services Ltd. will implement a Naloxone policy and make Naloxone kits available in a designated, easily accessible location. Additionally, all employees will receive training and education on recognizing the signs and symptoms of an opioid overdose and administering Naloxone properly. This policy will be reviewed annually and updated as necessary to ensure its effectiveness and relevance.

Reference

Ministry of Labour, Immigration, Training and Skills Development

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GLOSSARY

Accident is any unplanned event that happens unexpectedly and unintentionally resulting in injury, illness or property damage.

Atmospheric Hazard is the accumulation of flammable, combustible or explosive agents, an oxygen content in the atmosphere that is less than l9.5% or more than 23% by volume, or the accumulation of atmospheric contaminants, including gases, vapours, fumes, dusts or mists, that could,

i. result in acute health effects that pose an immediate threat to life, or
ii. interfere with a person's ability to escape unaided from a confined space.

Chemical Spill any incident occurring where there is an unintentional release of a chemical. Typical examples include a broken container of a solvent spilling its contents, a gasoline spill, or a spill involving the release of a large amount of cleaning agents.

Competent Person is a person who has knowledge and is trained in the applicable regulations, and this program and its associated documents, and is familiar with the work.

Critical Injury any injury occurring at work which causes: loss of sight, loss of a large quantity of blood, an amputation of a hand, arm, leg (but not a finger or toe), the fracture of a hand, arm, leg (but not a finger or toe), a burn to a major portion of the body, or unconsciousness.

Domestic Violence the OHSA requires an employer to take steps to protect a worker, while they are at work, to any threat of physical injury which may occur due to a threat of domestic violence. This threat may occur to the individual being targeted by domestic violence or a co-worker who is exposed to the threat at work.

Enclosed Workplace is the inside of any place, building or structure or vehicle or conveyance or a part of any of them,

a) that is covered by a roof
b) that employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time,
c) that is not primarily a private dwelling, or a prescribed place.

Fatality any death occurring at a workplace which is caused by a work-related activity.

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Fire	any incident at work, which results in a fire. Examples include an electrical fire, or a fire resulting from the dispensing or mixing of chemicals.
First Aid	any incident at work, which requires the employee to receive first aid treatment by a trained first aider, but the injury, does not require the employee to seek professional health care.
Harassment	is any conduct, comment or gesture that is likely to cause discomfort, offense or humiliation to another person. Harassment can take the form of words or actions and can occur as a single incident or a series of incidents.
Hazard	is defined as any: • practice • behaviour • condition or combination thereof that could cause injury, illness or damage to property.
Hazard Symbol	a pictogram in a circular border.
Hazardous	a biological or chemical agent named or described in Occupational Health and Safety Regulations as a hazardous material. Also has the same meaning as a controlled product.
Incident	is an unplanned event that could have resulted in harm to people, or damage property, if circumstances had been slightly different.
Material Identifier	a designation or identification by any of the following: common name of product, chemical name, trade name, generic name, brand name, code name or code number.
Medical Aid	any injury occurring at work, which requires the employee to seek health care from a health care provider. These incidents are more severe than first aid incidents, as the employee will require treatment from a health care provider.
Near Miss	any incident which occurred which did not cause any injury, illness or damage, but could have if the situation had been slightly different.
Occupational Illness	any illness which is acquired at work by an employee, engaged in a work activity. Typically, these illnesses include communicable diseases such as Tuberculosis, Hepatitis; diseases acquired from exposure to chemicals at work such as asbestosis, silicosis; and other occupational cancers or noise induced hearing loss. In addition,

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	contracting a disease which is deemed part of a pandemic may be deemed an occupational illness, if contracted at work.
Pandemic	an outbreak of a disease that occurs over a wide geographic area, such as multiple countries or continents, and typically affects a significant proportion of the population.
Precautionary Measures	essential precautions to be taken during the handling, use and storage of the material.
Property Damage	any incident occurring at work, which caused damage to a facility, piece of equipment or machinery or other property but did not injure an employee or workplace participant. The damage was a result of a work activity (i.e. procedures being followed, material used, etc.).
Root Cause	the real or underlying cause(s) of an event, distinguished from immediate or apparent and obvious cause(s).
S.D.S.	Safety Data Sheet.
Supplier Label	the label supplied by a manufacturer or supplier.
W.H.M.I.S.	Workplace Hazardous Materials Information System.
Workplace	the workplace includes any location where the business of Oosterhof Electrical Services Ltd. is being conducted. This includes washrooms, staff rooms, customer sites and on-road vehicles, and is not confined to the office and buildings associated with Oosterhof Electrical Services Ltd. Any conduct that occurs outside the workplace, but which has repercussions in the work environment will be considered to have occurred in the workplace.
Workplace Harassment	is engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.
Workplace Label	the label that must be attached to a container of hazardous materials by the employer. These labels are applied when a chemical is dispensed from its original container into a smaller container or when a supplier label becomes illegible.
Workplace Sexual Harassment	is defined as: • engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the

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course of conduct is known or ought reasonably to be known to be unwelcome, or

- making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workplace Violence is defined as:

- the exercise of physical force by a person against a worker in a workplace, that causes or could cause physical injury to the worker;
- an attempt to exercise physical force against a worker in a workplace, that could cause physical injury to a worker; and/or
- a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against a worker in a workplace that could cause physical injury to the worker.

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HEALTH & SAFETY POLICY MANUAL ADDENDUM
High-Risk Work Policies and Forms

Oosterhof Electrical Services Ltd.
May 2026

Document Control Item	Entry
Prepared for	Oosterhof Electrical Services Ltd.
Document status	Draft addendum - not issued until signed/approved by Owner
Recommended insertion point	After Chapter 46 - Hazard Identification and before Appendices
Recommended new appendices	Appendix V-1 through V-7 - High-Risk Work Forms
Review frequency	At least annually and whenever work scope, legislation, equipment, or jobsite hazards change

INTEGRATION NOTES

Recommended Update/Review Entry

Add the following entry to the manual Update/Review page:

Date	Details of Changes	By Whom
May 2026	Added Chapter 47 Confined Space, Chapter 48 Electrical Awareness & Qualification, Chapter 49 Arc Flash Awareness, Chapter 50 Equipment Grounding, Chapter 51 Elevated Work Platforms, Chapter 52 Scaffolding, Chapter 53 Trenching and Excavation. Updated Appendix B Training Matrix and added Appendix V High-Risk Work Forms.	Owner / delegate

Recommended Table of Contents Additions

Manual Location	Additions
After Chapter 46	CHAPTER 47 CONFINED SPACE
After Chapter 47	CHAPTER 48 ELECTRICAL AWARENESS & QUALIFICATION
After Chapter 48	CHAPTER 49 ARC FLASH AWARENESS
After Chapter 49	CHAPTER 50 EQUIPMENT GROUNDING
After Chapter 50	CHAPTER 51 ELEVATED WORK PLATFORMS
After Chapter 51	CHAPTER 52 SCAFFOLDING
After Chapter 52	CHAPTER 53 TRENCHING AND EXCAVATION
Appendices	APPENDIX V - HIGH-RISK WORK FORMS

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Appendix B - Training Matrix Additions

Use the following rows to expand Appendix B. M = Mandatory, AR = As Required by task/exposure, A = Annual refresher or annual review, R = recommended refresher based on risk, regulation, standard, or company policy.

Training / Competency	Owner / Management	Supervisor / Foreperson	Licensed Electrician	Apprentice / Worker	Contractor	Admin
Confined Space Awareness	AR	AR/M	AR	AR	AR	
Confined Space Entry / Attendant / Rescue		AR/M	AR/M	AR/M	AR/M	
Electrical Hazard Awareness	M	M	M	M	AR	
Qualified Electrical Worker Authorization		AR/M	M	AR/M under supervision	AR/M	
Arc Flash / CSA Z462 Awareness	AR	M	M	AR/M	AR/M	
Lockout / Tagout - Electrical Energy	AR	M	M	AR/M	AR/M	
Equipment Grounding / Temporary Power	AR	M	M	AR/M	AR/M	
Elevating Work Platform - class specific		AR/M	AR/M	AR/M	AR/M	
Working at Heights - construction		AR/M	AR/M	AR/M	AR/M	
Scaffold User Awareness		AR/M	AR/M	AR/M	AR/M	
Scaffold Erector / Dismantler Competency		AR/M	AR/M	AR/M	AR/M	
Trenching and Excavation Awareness		AR/M	AR/M	AR/M	AR/M	
Utility Locate / Ontario One Call Process	AR	AR/M	AR/M	AR	AR/M	

CHAPTER 47 CONFINED SPACE

47.1 Purpose

The purpose of this policy is to prevent injury, illness, or fatality when workers may enter or perform related work around a confined space. This policy establishes minimum requirements for identification, assessment, planning, permits, atmospheric testing, isolation, rescue, training, and records.

47.2 Application

This policy applies to all Oosterhof Electrical Services Ltd. employees, supervisors, apprentices, temporary workers, and contractors who may identify, enter, work near, or support work related to a confined space at any company location, construction project, customer site, or service call.

No worker shall enter a confined space unless the confined space has been identified, assessed, planned, controlled, permitted, and authorized in accordance with this policy and applicable legislation.

47.3 Definitions

Term	Definition
Confined space	A fully or partially enclosed space that is not both designed and constructed for continuous human occupancy and in which atmospheric hazards may occur because of its construction, location, contents, or work activities.
Entry	The action by which any part of a worker passes through an opening into a confined space.
Related work	Work performed outside a confined space that could affect the health or safety of a worker inside, including lockout, ventilation, atmospheric testing, attendant duties, rescue support, hot work, or electrical work.
Attendant	A trained worker stationed outside and near the confined space entrance who remains in constant communication with entrants and summons rescue if required.
Competent person	A person qualified by knowledge, training, and experience to organize the work, identify hazards, and implement controls.

47.4 Responsibility

- Owner / delegate
  - Ensure a written confined space program is developed and maintained where workers may enter a confined space.
  - Ensure assessments, plans, permits, rescue procedures, equipment, and training are completed before entry.
  - Ensure training records, entry permits, atmospheric testing records, and rescue equipment inspection records are retained.
- Supervisor / foreperson
  - Identify potential confined spaces during planning and site hazard assessment.
  - Stop entry until the space is assessed and a competent person has developed or confirmed the written plan.
  - Verify workers are trained and fit for duty, rescue is available, equipment is inspected, and permits are complete before work begins.
  - Coordinate with the constructor, property owner, customer, or other employers where more than one employer is involved.
- Worker / entrant
  - Do not enter a confined space unless authorized, trained, listed on the permit, and briefed on the hazards and rescue plan.
  - Follow the entry permit, wear required PPE, maintain communication, and leave the space immediately if directed or if unsafe conditions develop.
  - Report any unplanned change, alarm, equipment defect, symptoms of exposure, or near miss immediately.
- Attendant
  - Remain outside the confined space and in constant communication with entrants.
  - Maintain entry/exit records and monitor conditions as required by the permit.

- Summon rescue if needed. The attendant shall not enter the confined space to perform rescue unless specifically trained, equipped, relieved by another attendant, and authorized by the rescue plan.

47.5 Procedure

Identification and assessment

1. Identify potential confined spaces during estimating, pre-job planning, service calls, and site inspections. Examples may include tanks, pits, vaults, crawlspaces, manholes, sumps, utility chambers, ducts, boilers, silos, and similar enclosures.
2. Before entry, a competent person shall complete a written assessment of the hazards related to the specific confined space. The assessment must consider hazards that already exist and hazards that may develop because of the work being performed.
3. The assessment shall identify atmospheric hazards, engulfment hazards, electrical hazards, mechanical hazards, hazardous substances, poor access/egress, heat stress, noise, biological hazards, traffic, adjacent work, and any site-specific emergency limitations.
4. If hazards or conditions change, work shall stop until the assessment and plan are reviewed and updated.

Written plan and permit

5. Before entry, a written confined space plan shall be developed and implemented. The plan may be incorporated into the entry permit if all required information is included.
6. A separate entry permit shall be completed for each entry event. The permit shall identify the space, work to be performed, hazards, controls, authorized entrants, attendant, rescue arrangements, required equipment, PPE, atmospheric testing results, communication method, and permit duration.
7. The permit must be reviewed with every entrant, attendant, supervisor, and related worker before entry. A competent person shall verify the permit before each shift.
8. The permit shall be posted or otherwise readily available at the entry point while work is underway.

Atmospheric testing, ventilation, and hot work

9. Atmospheric testing shall be performed by a trained person using calibrated instruments appropriate for the hazards identified. Testing shall be performed before entry and as often as needed while workers are inside.
10. If the space has been unattended or unoccupied, atmospheric testing shall be repeated before re-entry.
11. Ventilation or purging shall be used where atmospheric hazards exist or are likely to exist, unless another adequate control is specified in the plan.
12. Hot work in a confined space requires additional controls, fire watch where applicable, ventilation, atmospheric monitoring, and authorization on the permit.

Isolation, lockout, and control of material movement

13. Before entry, workers shall be protected from electrical energy, moving parts, hazardous substances, stored energy, free-flowing material, engulfment, entrapment, and other hazards by lockout, blanking, disconnecting, blocking, draining, purging, or other adequate means.
14. Electrical sources shall be disconnected, de-energized, locked out, tagged, and verified before work begins unless a competent person has documented another adequate means due to technical impracticability.
15. The confined space plan shall identify all isolation points and verification steps.

Rescue and emergency response

16. No worker shall enter or remain in a confined space unless adequate written on-site rescue procedures are developed and ready for immediate implementation.
17. Rescue equipment identified in the plan shall be available, suitable for the space, inspected, and ready for use before entry.
18. The rescue plan shall not rely on calling 911 alone unless the emergency service has been confirmed as capable, available, informed of the hazards, and able to respond in time for the specific space and hazard.
19. Emergency drills or practical reviews shall be completed as necessary to confirm that the rescue procedure can be carried out.

Prevention of unauthorized entry

20. Entrances shall be secured, barricaded, or posted to prevent unauthorized entry.
21. Covers, guardrails, warning signs, barriers, and attendants shall be used as required by the hazard assessment.
22. Any worker who discovers an unprotected opening or potential confined space shall stop work in the immediate area and notify the supervisor.

47.6 Training

Workers who enter a confined space or perform related work shall receive training appropriate to their role. Training shall include hazard recognition, the written plan, entry permits, atmospheric testing basics, ventilation, isolation, PPE,

communication, attendant duties, emergency response, and stop-work authority. Rescue personnel shall receive task-specific rescue training, first aid/CPR as required, and training in the rescue equipment identified in the plan.

47.7 Records

- Confined space inventory, assessments, written plans, and permits.
- Atmospheric testing records and calibration/bump test records where applicable.
- Training records for entrants, attendants, supervisors, testers, and rescue personnel.
- Rescue equipment inspection records and rescue drill records.
- Incident, near miss, or hazard reports related to confined space work.

47.8 Evaluation

This policy will be reviewed annually and after any confined space incident, near miss, change in legislation, change in rescue capability, or significant change in work scope. Spot checks will be completed by the Owner or delegate to confirm permits, training, and rescue readiness are being used in the field.

References

- Occupational Health and Safety Act
- O. Reg. 632/05 - Confined Spaces
- O. Reg. 213/91 - Construction Projects
- Company Lock-Out and Tag-Out Policy
- Appendix V-1 - Confined Space Assessment and Entry Permit

Policy Updates

Date	Details of Changes	By Whom
May 2026	New policy added by addendum.	Owner / delegate

CHAPTER 48 ELECTRICAL AWARENESS & QUALIFICATION

48.1 Purpose

The purpose of this policy is to define minimum electrical awareness and qualification requirements so that workers understand electrical hazards, know the limits of their authority, and complete electrical work only when competent, trained, equipped, and authorized.

48.2 Application

This policy applies to all work where employees may be exposed to electrical equipment, installations, conductors, temporary power, tools, extension cords, generators, overhead or underground power lines, panels, switchgear, transformers, control cabinets, lighting systems, fire alarm systems, security systems, or customer electrical systems.

48.3 Definitions

Term	Definition
Electrical awareness worker	A worker who may work near electrical hazards but is not authorized to perform electrical work unless under appropriate supervision.
Qualified electrical worker	A worker who has demonstrated training, knowledge, experience, and authorization for the specific electrical task and hazards. For regulated electrical work, this includes a licensed electrician or an apprentice working within permitted scope and supervision.
Authorized worker	A worker designated by the company to perform a specific task after competency, training, PPE, tools, and supervision requirements have been confirmed.
Energized work	Work performed on or near exposed energized electrical parts, or work that may expose workers to shock, arc flash, arc blast, burn, or contact hazards.
Electrically safe work condition	A condition where conductors and circuit parts have been identified, isolated, de-energized, locked/tagged, tested for absence of voltage, and grounded where required.

48.4 Responsibility

- Owner / delegate
  - Maintain a list of workers authorized for electrical tasks and qualifications.
  - Ensure required training, tools, PPE, test instruments, lockout devices, and procedures are available.
  - Ensure electrical work is planned to be de-energized wherever reasonably practicable.
- Supervisor / foreperson
  - Assign electrical work only to workers competent and authorized for the task.
  - Confirm site hazards, utility information, permits, lockout requirements, arc flash labels, and emergency arrangements before work begins.
  - Ensure apprentices and less experienced workers are supervised within their training and legal limits.
- Qualified electrical worker
  - Perform the job hazard assessment, establish an electrically safe work condition when required, use proper test instruments and PPE, and follow applicable procedures.
  - Stop work when the task is outside the worker’s qualification, conditions change, labels are missing, equipment is damaged, or required controls are not available.
- All workers
  - Maintain minimum approach distances from overhead lines and energized equipment.
  - Do not open panels, remove covers, reset unknown electrical faults, bypass safety devices, or use damaged cords/tools unless authorized and trained.
  - Report electrical hazards immediately.

48.5 Procedure

Electrical work planning

23. Before electrical work begins, the supervisor and qualified electrical worker shall review the work scope, drawings or available information, system condition, energy sources, voltage, available fault energy indicators, location of disconnecting means, site-specific hazards, access/egress, and emergency response.
24. De-energized work is the preferred and expected method. Energized work shall be avoided unless de-energizing is not feasible, creates a greater hazard, or is otherwise authorized by a written work plan and applicable permit.
25. Workers shall identify whether the task requires a qualified electrical worker, electrical awareness worker, or additional supervision.
26. Where the work involves another employer, constructor, customer, or utility, responsibilities and site controls shall be coordinated before work begins.

Electrical awareness rules for all workers

- Assume electrical equipment is energized until it has been properly isolated, locked/tagged, tested, and verified by a qualified worker.
- Do not use damaged cords, tools, chargers, battery packs, plugs, receptacles, temporary panels, or equipment. Remove damaged items from service and tag them.
- Keep conductive ladders, scaffolds, lifts, tools, pipe, wire, and materials away from energized equipment and overhead conductors.
- Use GFCI protection where required and whenever portable electric tools are used outdoors, in wet areas, on construction projects, or through temporary power.
- Do not store materials in front of electrical panels or obstruct access to disconnects, emergency stops, or fire protection equipment.
- Report tripped breakers, burning smells, shocks, tingling, damaged covers, missing knockouts, exposed conductors, water in electrical rooms, and overheated equipment immediately.

Qualified electrical work requirements

27. Qualified electrical workers shall use appropriate test instruments rated for the environment and voltage. Meters shall be verified on a known live source before and after testing where applicable.
28. Before contact with conductors or circuit parts, workers shall test before touch and verify absence of voltage using approved methods.
29. Electrical lockout/tagout shall be completed before working on equipment that could become energized, including stored energy. Tags shall identify the reason, worker, employer, date, and time.
30. Workers shall use insulated tools, PPE, barriers, signs, and approach boundaries appropriate to the hazard.
31. Work shall be stopped if panels are unlabeled, arc flash information is missing for higher-energy equipment, available fault current is unknown, equipment appears damaged, or safe access cannot be maintained.

Apprentices and supervised workers

Apprentices and workers in training may perform electrical tasks only within their legal scope, training level, and under supervision appropriate to the hazard. The supervising qualified worker remains responsible for confirming that the worker understands the task, hazards, controls, and limits of authority.

Overhead and underground electrical hazards

- Before work near overhead electrical conductors, identify voltage where possible, establish minimum approach distances, use a dedicated signaller where required, and control the movement of ladders, lifts, trucks, conduit, wire, and materials.
- Before excavation or ground disturbance, obtain utility locates, review drawings, expose services safely, and stop work if markings are unclear or unexpected utilities are found.
- Do not rely solely on visual assumptions. Hidden, backfed, stored, temporary, or customer-owned electrical sources must be considered.

48.6 Training and Authorization

Training shall be role-specific. Electrical awareness training is required for workers who may work near electrical hazards. Qualified electrical worker training shall include applicable law and company procedures, shock and arc flash hazards, lockout/tagout, test-before-touch, PPE, tools, approach distances, energized work controls, emergency response, and task-specific equipment. Authorization shall be reviewed when a worker changes role, equipment changes, work scope changes, or performance concerns are identified.

48.7 Evaluation

Supervisors will complete field observations and review job briefings, permits, and lockout records. This policy will be reviewed annually, after electrical incidents or near misses, and whenever applicable legislation, standards, or work scope changes.

References

- Occupational Health and Safety Act
- O. Reg. 213/91 - Construction Projects, electrical hazard provisions
- Ontario Electrical Safety Code
- CSA Z462 - Workplace Electrical Safety
- Electrical Utility Safety Rules, where applicable
- Chapter 33 - Lock-Out and Tag-Out
- Appendix V-2 - Electrical Work Qualification Authorization and Task Briefing

Policy Updates

Date	Details of Changes	By Whom
May 2026	New policy added by addendum.	Owner / delegate

CHAPTER 49 ARC FLASH AWARENESS

49.1 Purpose

The purpose of this policy is to reduce the risk of injury from arc flash, arc blast, shock, burns, pressure waves, molten metal, sound, light, and related electrical hazards. The policy establishes minimum requirements for awareness, risk assessment, energized work controls, PPE, boundaries, and emergency response.

49.2 Application

This policy applies to workers who inspect, install, troubleshoot, maintain, test, commission, or work near electrical equipment that may expose them to energized electrical parts or arc flash hazards. This includes service panels, switchboards, switchgear, motor control centres, transformers, generators, transfer switches, distribution equipment, temporary services, and customer equipment.

49.3 Key Principles

- Arc flash risk must be considered before electrical work begins. A lack of warning label does not mean equipment is safe.
- De-energizing, locking/tagging, and verifying absence of voltage is the first and preferred control.
- Energized work requires supervisor authorization, a documented job briefing, and controls appropriate to the hazard.
- Only qualified electrical workers may perform tasks that expose them to arc flash or shock hazards.
- Arc-rated PPE is the last line of defence and does not make unsafe work acceptable.

49.4 Responsibility

- Owner / delegate
  - Provide an electrical safety program that includes arc flash hazard awareness, qualification, PPE selection, energized work controls, and records.
  - Ensure workers have access to arc-rated PPE, voltage-rated gloves, face/eye/hearing protection, insulated tools, meters, barriers, and other required equipment.
  - Arrange engineering support or arc flash analysis where required by the work scope or customer site.
- Supervisor / foreperson
  - Confirm that workers assigned to electrical tasks are trained, qualified, and equipped.
  - Ensure a pre-job briefing and, where applicable, an energized electrical work permit are completed.
  - Stop work when arc flash information is missing, equipment condition is questionable, or controls are inadequate.
- Qualified electrical worker
  - Review labels, drawings, one-line diagrams, available site information, equipment condition, and task hazards before work.
  - Select controls, PPE, boundaries, and tools based on the risk assessment and applicable standards.
  - Avoid creating an arc flash hazard by using poor body position, uninsulated tools, loose conductive items, damaged equipment, or rushed troubleshooting.

49.5 Procedure

Pre-job arc flash and shock risk assessment

32. Determine the task to be performed and whether energized parts will be exposed or interaction with equipment could increase the likelihood of an arc flash.
33. Review the equipment label, voltage, available information on incident energy or PPE category, condition of maintenance, protective device condition, covers, doors, water intrusion, corrosion, signs of overheating, and access/egress.
34. Identify the shock boundary and arc flash boundary or use conservative controls where information is incomplete.
35. Choose controls using the hierarchy of controls: eliminate by de-energizing, substitute or engineer where possible, use administrative controls and barricades, then select PPE appropriate to the remaining risk.
36. Document the assessment on the job briefing or energized electrical work permit when required.

Energized work permit

An energized electrical work permit is required when the work involves exposure to energized electrical parts or where the task may create a shock or arc flash hazard, unless the task is limited to normal operation of properly installed and maintained

equipment with doors/covers closed, or testing/troubleshooting that is specifically addressed by an approved safe work procedure. The permit shall identify why energized work is necessary, hazards, boundaries, PPE, tools, authorization, and emergency arrangements.

PPE and tools

- Arc-rated clothing, face protection, balaclava or hood, gloves, eye protection, hearing protection, leather footwear, and other PPE shall be selected for the assessed hazard.
- Voltage-rated rubber gloves with leather protectors shall be used when shock exposure is present and shall be inspected before use.
- Insulated tools, properly rated meters, fused test leads, barriers, insulated blankets, and covers shall be used where required.
- Workers shall remove conductive jewellery and avoid synthetic clothing that can melt when exposed to arc flash heat.
- PPE shall be inspected, maintained, stored, and replaced according to manufacturer instructions and company requirements.

Boundaries, barricades, and communication

- Establish an arc flash boundary and shock approach boundary before work begins.
- Keep unqualified persons outside the boundary using barricades, signs, attendants, or locked rooms as required.
- Communicate the task, hazard, emergency plan, and stop-work authority to all affected workers.
- Do not allow unrelated work, distractions, clutter, wet conditions, or uncontrolled traffic within the work area.

Emergency response

- Workers shall know how to shut off power safely and summon emergency response.
- Do not touch a shock victim until the electrical source is isolated or the rescuer is protected from becoming part of the circuit.
- Report all shocks, arc flash events, burns, near misses, equipment failures, and unexpected faults immediately, even if no injury is apparent.
- Preserve equipment and scene conditions after an incident unless needed to protect life, prevent further injury, or control fire.

49.6 Training

Arc flash awareness training shall be provided to workers who may work near energized electrical equipment. Qualified electrical workers shall receive additional training on shock and arc flash risk assessment, energized work permits, PPE, boundaries, labels, safe work procedures, test instruments, emergency response, and relevant CSA Z462 requirements.

49.7 Evaluation

This policy shall be evaluated annually and after any electrical incident, shock, arc flash event, near miss, or significant change in electrical equipment, work methods, PPE, or standards. Supervisors shall periodically review permits, PPE use, and job briefings in the field.

References

- Occupational Health and Safety Act
- O. Reg. 213/91 - Construction Projects
- CSA Z462 - Workplace Electrical Safety
- Ontario Electrical Safety Code
- Electrical Safety Authority occupational safety bulletins and alerts
- Appendix V-3 - Energized Electrical / Arc Flash Risk Assessment and Permit

Policy Updates

Date	Details of Changes	By Whom
May 2026	New policy added by addendum.	Owner / delegate

CHAPTER 50 EQUIPMENT GROUNDING

50.1 Purpose

The purpose of this policy is to ensure that electrical tools, equipment, temporary power systems, generators, distribution equipment, and protective grounding methods are installed, inspected, used, and maintained to control shock, fire, arc flash, and equipment damage hazards.

50.2 Application

This policy applies to company-owned, rented, customer-provided, and contractor-provided electrical equipment used by Oosterhof Electrical Services Ltd. workers. This includes portable tools, extension cords, temporary panels, generators, spider boxes, lighting, chargers, pumps, lifts, welders, and temporary protective grounds used during electrical work.

50.3 Responsibility

- Owner / delegate
  - Ensure electrical equipment is purchased, rented, installed, and maintained in accordance with applicable codes, standards, manufacturer instructions, and company requirements.
  - Provide GFCI protection, inspection tools, test equipment, locks/tags, grounding equipment, and training as required.
- Supervisor / foreperson
  - Verify that temporary power, generators, cords, tools, and distribution equipment are suitable for the jobsite conditions.
  - Ensure damaged or questionable equipment is removed from service and repaired or replaced by qualified persons.
  - Confirm grounding and bonding controls are reviewed during pre-job planning.
- Qualified electrical worker
  - Install, inspect, test, and verify electrical grounding/bonding controls within their scope and qualification.
  - Install and remove temporary protective grounds only when trained, equipped, and authorized for the specific task.
- All workers
  - Inspect cords, plugs, tools, and portable equipment before use.
  - Do not remove grounding pins, modify plugs, bypass GFCI devices, use damaged cords, or use equipment in wet locations unless it is rated and protected for the condition.

50.4 Procedure

Portable tools, cords, and GFCI protection

- Portable electrical equipment shall be approved, suitable for the environment, and used according to manufacturer instructions.
- Extension cords shall be properly rated, grounded where required, protected from damage, and routed to prevent tripping, cutting, crushing, or water exposure.
- Cords with missing ground pins, damaged jackets, exposed conductors, loose plugs, burn marks, crushed fittings, or taped repairs shall be removed from service.
- GFCI protection shall be used where required by code, manufacturer instructions, site rules, wet conditions, outdoor work, temporary power, or company procedure.
- Double-insulated tools shall not be modified and shall be used only within their rated condition.

Temporary power and generators

37. Temporary power systems shall be installed, protected, labelled, inspected, and maintained by qualified persons.
38. Distribution panels, receptacles, and generators shall be located to avoid water, physical damage, traffic, snow, and unauthorized access.
39. Generator bonding/grounding arrangements shall follow manufacturer instructions, applicable code requirements, and site-specific risk assessment.
40. Temporary power shall be shut down, locked/tagged, or otherwise controlled before repairs or changes are made.
41. Temporary lighting and cords shall not be hung by conductors unless designed for that purpose.

Protective grounding for electrical work

42. Protective grounds shall be used when required by the work plan, site procedure, utility procedure, equipment type, or risk assessment.
43. Only qualified electrical workers trained in the task shall select, install, verify, and remove temporary protective grounds.
44. Before temporary grounds are installed, the equipment shall be isolated, locked/tagged, tested for absence of voltage, and verified using approved methods.
45. Grounding cables, clamps, ferrules, and connection points shall be inspected before use and shall be rated for the available fault current and clearing time where applicable.
46. Protective grounds shall be installed and removed in a sequence that minimizes worker exposure, using live-line tools or other methods where required by the procedure.
47. No worker shall assume equipment remains safe because it was previously grounded. Conditions shall be verified as the work progresses.

Conductive equipment near electricity

- Conductive ladders, scaffolds, lifts, conduit, fish tapes, cable, wire, pipes, and long materials shall be kept away from energized equipment and overhead conductors.
- Where conductive equipment could contact energized parts, establish clearances, barriers, spotters, and written procedures before work begins.
- Bonding or grounding of temporary structures shall be assessed where induced voltage, static electricity, generators, or temporary services may create a hazard.

50.5 Inspection and Records

- Daily pre-use checks for tools, cords, GFCI devices, temporary lighting, and portable equipment.
- Documented inspections for temporary power systems, generators, and distribution panels as required by site procedure.
- Records of repairs, removals from service, grounding equipment inspection, and testing where applicable.
- Appendix V-4 shall be used for temporary power and grounding inspections when the job risk requires written documentation.

50.6 Training

Workers shall receive training appropriate to their exposure. General workers shall be trained to inspect cords/tools, use GFCI protection, identify damaged equipment, and report hazards. Qualified electrical workers shall receive additional training on grounding/bonding methods, temporary power, generators, electrical lockout, testing, protective grounding, and applicable code requirements.

50.7 Evaluation

This policy shall be reviewed annually and after any shock, near miss, fire, equipment failure, temporary power incident, or electrical defect trend. Field inspections shall include cords, GFCI protection, temporary panels, generators, and grounding practices.

References

- Occupational Health and Safety Act
- O. Reg. 213/91 - Construction Projects
- Ontario Electrical Safety Code
- CSA Z462 - Workplace Electrical Safety
- Chapter 33 - Lock-Out and Tag-Out
- Appendix V-4 - Equipment Grounding / Temporary Power Inspection

Policy Updates

Date	Details of Changes	By Whom
May 2026	New policy added by addendum.	Owner / delegate

CHAPTER 51 ELEVATED WORK PLATFORMS

51.1 Purpose

The purpose of this policy is to prevent falls, tip-overs, crushing, electrocution, dropped objects, and equipment-related incidents when elevating work platforms are used.

51.2 Application

This policy applies to all elevating work platforms used by Oosterhof Electrical Services Ltd., including boom lifts, scissor lifts, aerial devices, mast lifts, and similar powered platforms whether owned, rented, supplied by a customer, or supplied by a contractor.

51.3 Responsibility

- Owner / delegate
  - Ensure elevating work platforms are suitable for the work, certified/maintained, and supplied with manuals and inspection records.
  - Ensure operators are trained for the class of elevating work platform being used and have received site-specific familiarization.
- Supervisor / foreperson
  - Plan the work, confirm surface conditions, overhead hazards, traffic control, rescue/lowering plan, weather limits, fall protection, and exclusion zones.
  - Verify daily pre-use inspections are completed and defects are corrected before use.
- Operator
  - Operate only the class of equipment for which they are trained and authorized.
  - Complete and document the pre-use inspection, follow manufacturer instructions, and stop work if equipment or site conditions are unsafe.
- Workers on the platform
  - Use required fall protection, remain within guardrails, maintain three points of contact when entering/exiting, and follow the operator's instructions.

51.4 Procedure

Planning and set-up

48. Select the correct equipment for the work height, reach, load, indoor/outdoor conditions, terrain, access, and electrical hazards.
49. Confirm the platform is designed/certified for the task, has legible decals, rated capacity, limiting conditions, emergency lowering instructions, and an operator manual available on the equipment.
50. Inspect the work area for holes, slopes, soft ground, floor capacity, debris, curbs, overhead obstructions, sprinkler lines, doors, traffic, pedestrians, and energized electrical conductors.
51. Establish barricades, cones, warning signs, or a ground worker/signaller where required to control traffic and falling-object hazards.
52. Do not use makeshift platforms, ladders, planks, boxes, or guardrail climbing to gain extra height from inside the platform.

Daily pre-use inspection

A trained worker shall inspect the elevating work platform each day before use in accordance with manufacturer instructions. At minimum, the inspection shall include controls, emergency stop, emergency lowering, guardrails/gates, tires/wheels, outriggers/stabilizers, alarms, batteries/fuel, leaks, structural damage, pins, decals, platform floor, anchor points, and operating functions. Defective equipment shall be tagged out and removed from service.

Operating rules

- Do not exceed rated working load, including workers, tools, materials, and equipment.
- Use the equipment only on firm, level surfaces and within manufacturer limits for slope, wind, ground conditions, and outriggers/stabilizers.

- Maintain safe clearance from overhead electrical conductors and conductive materials.
- Do not move the platform unless permitted by manufacturer instructions and workers are protected from ejection as required.
- Keep feet on the platform floor; do not climb rails or lean outside the platform.
- Keep platform gates/chains closed and avoid crushing/pinch points near overhead structures.
- Do not use the platform as a crane unless specifically designed and authorized for that use.
- Secure tools and materials to prevent falling objects.

Fall protection and rescue

- Workers on boom-type elevating work platforms and vehicle-mounted aerial devices shall use fall protection attached to the manufacturer-approved anchorage.
- Fall protection requirements for scissor lifts and other platforms shall follow legislation, manufacturer instructions, site rules, and risk assessment.
- A rescue/lowering plan shall be reviewed before work begins. Workers shall know the location and operation of ground controls and emergency lowering systems.
- A worker shall not operate alone where rescue or emergency lowering could be delayed beyond the risk assessed for the task.

51.5 Training

Operators shall be competent and trained for the class of elevating work platform they operate. Training shall include manufacturer instructions, load limits, controls, emergency lowering, surface limitations, pre-use inspection, fall protection, overhead hazards, traffic control, and site-specific familiarization. Workers exposed to fall hazards shall also have required working-at-heights/fall protection training.

51.6 Evaluation

Supervisors shall conduct spot checks of operator training, inspection forms, fall protection, setup, and work area controls. This policy shall be reviewed annually and after any lift incident, near miss, equipment defect, tip-over, fall, rescue, or change in equipment type.

References

- Occupational Health and Safety Act
- O. Reg. 213/91 - Construction Projects, elevating work platform provisions
- Applicable CSA elevating work platform standards
- Manufacturer instructions
- Chapter 34 - Fall Prevention and Fall Arrest
- Appendix V-5 - Elevated Work Platform Pre-Use Inspection Checklist

Policy Updates

Date	Details of Changes	By Whom
May 2026	New policy added by addendum.	Owner / delegate

CHAPTER 52 SCAFFOLDING

52.1 Purpose

The purpose of this policy is to prevent falls, collapses, electrical contacts, struck-by incidents, and unsafe access when scaffolds are erected, altered, dismantled, inspected, or used.

52.2 Application

This policy applies to supported scaffolds, rolling/mobile scaffolds, frame scaffolds, system scaffolds, pump jacks, suspended scaffolds, and other scaffold-type work platforms used by Oosterhof Electrical Services Ltd. workers or contractors.

52.3 Responsibility

- Owner / delegate
  - Ensure scaffolding is selected, erected, used, inspected, and maintained by competent persons and according to legislation and manufacturer instructions.
  - Ensure workers who erect, alter, dismantle, inspect, or use scaffolds have appropriate training and fall protection training where required.
- Supervisor / foreperson
  - Ensure scaffolds are inspected before use, after alteration, after severe weather or impact, and at intervals required by the hazard assessment.
  - Ensure scaffold tags or equivalent communication clearly identify whether the scaffold is safe to use, restricted, or out of service.
- Competent scaffold worker
  - Erect, alter, dismantle, and inspect scaffolds only within their competency and in accordance with manufacturer instructions, design requirements, and site conditions.
- All scaffold users
  - Use only scaffolds that have been inspected and authorized for use.
  - Do not alter, remove guardrails, move, overload, climb cross-braces, or use makeshift access on a scaffold.

52.4 Procedure

Selection, erection, and alteration

53. Select the scaffold type based on work height, load, surface conditions, access, electrical hazards, weather, public exposure, and task duration.
54. Scaffolds shall be erected, altered, and dismantled by competent workers under competent supervision.
55. Base plates, mud sills, levelling devices, ties, braces, frames, planks, platforms, guardrails, toe boards, and access shall be installed as required by manufacturer instructions and applicable regulation.
56. Scaffolds requiring engineered design, specialty systems, suspended access, or unusual loading shall not be used until design and approval requirements are confirmed.
57. Workers erecting or dismantling scaffolds shall use fall protection where required by legislation, site rules, manufacturer instructions, or risk assessment.

Inspection and tagging

58. A competent person shall inspect scaffolds before initial use, after modification, after severe weather, after impact, when moved, and whenever conditions may affect safety.
59. Scaffold status shall be communicated using a tag or equivalent method: Green - authorized for use, Yellow - restricted/special requirements, Red - do not use.
60. Do not use a scaffold with missing guardrails, incomplete platforms, damaged components, unstable base, missing braces, unsafe access, excessive gaps, unauthorized modifications, overhead electrical hazards, or signs of movement or settlement.

Use rules

- Use approved ladders, stairs, or designed access points. Do not climb frames, braces, or guardrails unless specifically designed for access.

- Keep platforms clean, dry where practical, and free of unnecessary material, snow, ice, cords, and trip hazards.
- Do not exceed the rated load. Distribute materials to avoid overloading one bay or platform.
- Maintain safe distance from overhead electrical conductors and energized equipment. Conductive scaffold components shall not be moved or used where they could contact energized conductors.
- Do not use ladders, buckets, boxes, planks, or other makeshift devices on top of scaffolds to gain height.
- Do not move a rolling scaffold with workers on it unless allowed by regulation, manufacturer instructions, site procedure, ground conditions, and fall protection controls.
- Apply wheel/castor brakes when a mobile scaffold is occupied or stationary.
- Stop work during high winds, storms, icy conditions, poor visibility, or other conditions that may make scaffold use unsafe.

Fall protection

Guardrails are the preferred method of fall prevention on scaffolds. Where guardrails are incomplete or not practical, workers shall use travel restraint, fall restricting, fall arrest, or other approved protection as required. Fall arrest anchors shall be adequate and independent where required; scaffold components shall not be used as anchor points unless specifically designed and approved for that purpose.

52.5 Training

Scaffold users shall receive awareness training covering scaffold hazards, tags, access, load limits, fall protection, electrical hazards, housekeeping, and defect reporting. Workers who erect, alter, dismantle, or inspect scaffolds require additional practical training and competency verification.

52.6 Evaluation

The Owner or delegate will conduct site spot checks of scaffold tags, inspections, access, guardrails, housekeeping, fall protection, and electrical clearances. This policy shall be reviewed annually and after any scaffold incident, near miss, fall, collapse, impact, or significant change in scaffold type.

References

- Occupational Health and Safety Act
- O. Reg. 213/91 - Construction Projects, scaffold provisions
- CSA Z797 - Code of Practice for Access Scaffold, where applicable
- Manufacturer instructions
- Chapter 34 - Fall Prevention and Fall Arrest
- Appendix V-6 - Scaffold Inspection and Tag

Policy Updates

Date	Details of Changes	By Whom
May 2026	New policy added by addendum.	Owner / delegate

CHAPTER 53 TRENCHING AND EXCAVATION

53.1 Purpose

The purpose of this policy is to protect workers from cave-ins, utility strikes, electrical contact, engulfment, falling objects, hazardous atmospheres, water accumulation, traffic, equipment hazards, and falls associated with trenching and excavation work.

53.2 Application

This policy applies when Oosterhof Electrical Services Ltd. performs, supervises, enters, works near, or coordinates work involving trenches, excavations, hydro-vac excavations, pole bases, duct banks, service trenches, underground electrical services, utility exposures, or customer/contractor excavations.

53.3 Definitions

Term	Definition
Excavation	A hole left in the ground as the result of removing material.
Trench	An excavation in which the depth exceeds the width.
Cave-in	The separation of soil or rock from the side of an excavation, or loss of soil from under a trench shield or support system, that can bury, trap, crush, or suffocate a worker.
Competent person	A person qualified by knowledge, training, and experience to identify excavation hazards, classify soil, and ensure protective systems are in place.

53.4 Responsibility

- Owner / delegate
  - Ensure excavation work is planned, locates are obtained, competent supervision is assigned, protective systems are available, and workers are trained.
  - Ensure outside excavation contractors are evaluated and coordinated before workers enter or work near their excavation.
- Supervisor / foreperson
  - Confirm utility locates, permits, drawings, soil conditions, protective systems, access/egress, atmosphere, traffic control, and emergency plan before work begins.
  - Ensure no worker enters an unsafe trench or excavation.
- Competent excavation person
  - Inspect the excavation before entry, after weather events, after vibration/impact, after water accumulation, after changes, and as often as necessary.
  - Determine soil type and protective system requirements and stop work if conditions are unsafe.
- Workers
  - Do not enter a trench or excavation unless authorized, inspected, protected, and briefed.
  - Stay clear of suspended loads, equipment swing radius, spoil piles, unprotected edges, and utilities.
  - Report cracks, sloughing, water, changing soil, odours, damaged utilities, missing access, or movement immediately.

53.5 Procedure

Pre-job planning and utility locates

61. Before ground disturbance, determine who is the constructor/employer in control of the excavation and confirm roles, permits, and site rules.
62. Obtain and review utility locates before excavation starts. Locates shall be current, complete, and available at the site.
63. Identify overhead power lines, underground electrical, gas, water, sewer, communication, drainage, irrigation, private services, and customer-owned utilities.
64. If locate markings are missing, unclear, expired, inconsistent with site conditions, or if unexpected utilities are found, stop work and have the hazard reassessed.

65. Hand dig, hydro-vac, or use other safe exposure methods where required by the utility owner or locate information.

Soil classification and protective systems

66. A competent person shall classify soil and identify conditions that could affect stability, including moisture, previous excavation, vibration, surcharge loads, adjacent foundations, weather, depth, and duration of opening.
67. Workers shall be protected from cave-in by an adequate protective system such as sloping, shoring, trench box/shield, engineered support, or other approved method.
68. Where the protective system requires design by a professional engineer, the design shall be available and followed.
69. Do not enter an unprotected trench or excavation where a cave-in hazard exists.
70. Spoil piles, equipment, materials, and vehicles shall be kept back from excavation edges as required by the hazard assessment and applicable regulation.

Access, egress, atmosphere, and work area controls

- Provide safe access and egress such as ladders, stairs, or ramps as required by the excavation depth, configuration, and regulation.
- Protect workers and the public from falls into excavations using barricades, covers, guardrails, fencing, lighting, and signage as required.
- Assess atmospheric hazards where trenches or excavations may contain gas, vapours, low oxygen, vehicle exhaust, contaminated soil, sewer gases, or confined-space-like conditions.
- Control water accumulation before workers enter. Stop work if water, seepage, flooding, or ground movement affects stability.
- Control traffic, mobile equipment, swing radius, overhead loads, noise, dust, and visibility hazards.
- Workers shall not work under suspended loads or under equipment placing materials into or out of the excavation.

Inspection and stop-work triggers

A competent person shall inspect trenches/excavations before workers enter and whenever conditions may change. Stop work immediately if there are cracks, sloughing, bulging, water, vibration, surcharge loads too close to the edge, damaged shoring, shifted trench boxes, unexpected utilities, odours, symptoms of exposure, or any concern that the protective system is inadequate.

Emergency response

- Workers shall be briefed on emergency procedures before entry.
- A cave-in rescue shall not be attempted by untrained workers without proper equipment because secondary collapse is likely.
- For a utility strike, stop work, evacuate as needed, secure the area, call emergency services where required, contact the utility owner, and notify the supervisor.
- All utility strikes, cave-ins, near misses, and hazardous conditions shall be reported and investigated.

53.6 Training

Workers involved in trenching or excavation shall receive awareness training on cave-in hazards, soil types, protective systems, utility locates, access/egress, traffic control, atmospheric hazards, emergency response, and stop-work authority. Supervisors and competent persons require additional training in soil classification, inspection, protective systems, and coordination with constructors, utility owners, and excavation contractors.

53.7 Evaluation

This policy shall be reviewed annually and after any utility strike, cave-in, near miss, inspection deficiency, or change in excavation work scope. Supervisors shall verify that Appendix V-7 or equivalent documentation is completed when workers enter or work near excavations.

References

- Occupational Health and Safety Act
- O. Reg. 213/91 - Construction Projects, Excavations Part III
- Ontario One Call requirements and utility owner procedures
- Municipal/right-of-way permit requirements where applicable
- Appendix V-7 - Trench and Excavation Pre-Entry Checklist

Policy Updates

Date	Details of Changes	By Whom
May 2026	New policy added by addendum.	Owner / delegate

APPENDIX V - HIGH-RISK WORK FORMS

These forms may be used as stand-alone field documents or incorporated into the company's digital field system. Completed forms are health and safety records and should be retained according to Appendix T - Health and Safety Records List.

APPENDIX V-1 - Confined Space Assessment and Entry Permit

Project / Site	**Customer / Constructor**
Confined Space Location	**Description of Work**
Permit Start / Expiry	**Supervisor / Competent Person**
Entrants	**Attendant**
Rescue Team / Method	**Communication Method**
Atmospheric Tester / Instrument	**Calibration / Bump Test Confirmed**
PPE Required	**Ventilation / Purging Method**
Isolation / Lockout Points	**Hot Work Authorization**
Hazards Identified	**Controls Implemented**
Permit Cancelled By / Time	**Notes**

Confined Space Permit Checklist

Item	Y/N/NA	Comments / Corrective Action
Confined space assessment completed and reviewed with workers		
Written plan available and adequate for this entry		
Permit completed before entry and posted/readily available		
Atmospheric testing completed and recorded before entry		
Continuous or periodic monitoring established as required		
Ventilation/purging operating as required		
Energy sources locked/tagged and verified		
Moving parts blocked/isolated		
Material movement, engulfment, drowning, or entrapment hazards controlled		
Attendant assigned and in constant communication		
Rescue procedure and equipment ready for immediate implementation		
Unauthorized entry controlled by barriers/signage/covers		
Entrants, attendant, tester, supervisor, and rescue personnel trained		

APPENDIX V-2 - Electrical Work Qualification Authorization and Task Briefing

Worker Name	**Role / Position**

Task / Equipment	**Voltage / System**
Supervisor	**Qualified Electrical Worker**
Apprentice Supervision Required	**Training Verified**
PPE / Tools Required	**Lockout Required**
Arc Flash Assessment Required	**Energized Work Permit Required**
Drawings / Labels Reviewed	**Emergency Plan Reviewed**
Authorization Limits	**Signature / Date**

Electrical Task Briefing

Item	Y/N/NA	Comments / Corrective Action
Work scope and equipment identified		
All energy sources identified, including backfeed and stored energy		
De-energized work planned wherever practicable		
Lockout/tagout devices and verification method available		
Test instrument rating confirmed and meter verified		
Shock and arc flash hazards reviewed		
Approach boundaries and barricades established		
Required PPE and insulated tools inspected		
Overhead/underground electrical hazards considered		
Emergency response and nearest disconnect reviewed		

APPENDIX V-3 - Energized Electrical / Arc Flash Risk Assessment and Permit

Project / Site	**Equipment ID / Location**
Description of Energized Work	**Reason Energized Work is Necessary**
Voltage	**Available Arc Flash Label / Study**
Shock Boundary	**Arc Flash Boundary**
Incident Energy or PPE Category	**Required PPE**
Insulated Tools / Barriers	**Authorized Qualified Worker(s)**
Supervisor Approval	**Customer / Constructor Approval if Required**
Permit Start / Expiry	**Emergency Plan**

Permit Cancelled By / Time	**Notes**

Arc Flash / Energized Work Controls

Item	Y/N/NA	Comments / Corrective Action
De-energizing considered and documented		
Equipment condition assessed for damage, heat, moisture, missing covers, corrosion, or abnormal sounds/smells		
Labels, drawings, and protective device information reviewed		
Boundaries established and unqualified persons kept out		
Arc-rated PPE selected and inspected		
Voltage-rated gloves inspected and within test period where applicable		
Insulated tools and rated meter available		
Conductive jewellery removed and clothing checked		
Second qualified worker / standby person assigned if required by risk assessment		
Emergency disconnect and emergency communication confirmed		

APPENDIX V-4 - Equipment Grounding / Temporary Power Inspection

Project / Site	**Inspector**
Date / Time	**Temporary Panel / Generator ID**
Power Source	**GFCI Protection Verified**
Grounding / Bonding Arrangement	**Cords / Plugs Inspected**
Weather / Wet Conditions	**Damaged Equipment Removed**
Corrective Action Required	**Follow-Up Completed By / Date**

Grounding / Temporary Power Checklist

Item	Y/N/NA	Comments / Corrective Action
Temporary power equipment suitable for environment and load		
Panels protected from water, damage, traffic, and unauthorized access		
Covers, knockouts, receptacles, and breakers intact		
GFCI protection tested where required		
Cords rated for use and protected from damage		
No missing ground pins, taped repairs, exposed conductors, or crushed fittings		
Generator bonding/grounding follows manufacturer and code requirements		
Temporary lighting supported properly and not by conductors unless designed		
Protective grounding equipment inspected before use where applicable		

APPENDIX V-5 - Elevated Work Platform Pre-Use Inspection Checklist

Project / Site	**Equipment Type / ID**
Operator	**Training / Class Verified**
Date / Time	**Manual Present**
Inspection Result	**Defects / Corrective Action**
Supervisor Review	**Rescue / Lowering Plan Reviewed**

EWP Pre-Use Checklist

Item	Y/N/NA	Comments / Corrective Action
Operating manual available and legible decals present		
Rated capacity and operating limits visible		
Controls, emergency stop, alarms, and emergency lowering function checked		
Guardrails, gates/chains, platform floor, and anchor points intact		
Tires/wheels, outriggers/stabilizers, brakes, and steering checked		
Leaks, battery/fuel condition, hydraulic lines, pins, and structural damage checked		
Ground/floor conditions suitable for equipment		
Overhead hazards and electrical conductors identified		
Fall protection available and inspected as required		
Exclusion zone / traffic control established where required		

APPENDIX V-6 - Scaffold Inspection and Tag

Project / Site	**Scaffold Location / ID**
Scaffold Type	**Competent Inspector**
Date / Time	**Status: Green / Yellow / Red**
Restrictions / Special Requirements	**Corrective Actions**
Reinspection Required	**Signature**

Scaffold Inspection Checklist

Item	Y/N/NA	Comments / Corrective Action
Scaffold erected/altered by competent persons		
Base plates, mud sills, and level bearing adequate		
Frames, braces, pins, ties, and connections complete		
Platforms/planks complete, secured, and in good condition		
Guardrails, midrails, toe boards, and openings		

Item	Y/N/NA	Comments / Corrective Action
controlled		
Safe access provided by ladder, stairs, or designed access		
Wheels/castors locked when occupied or stationary		
Load limits understood and no overloading evident		
Electrical clearances maintained		
Platform free of trip hazards, snow, ice, and debris		
Fall protection available/used where required		
Tag posted and status communicated to workers		

APPENDIX V-7 - Trench and Excavation Pre-Entry Checklist

Project / Site	**Excavation / Trench Location**
Competent Person	**Date / Time**
Depth / Width / Length	**Soil Type**
Protective System	**Utility Locates Ticket / Date**
Emergency Plan Reviewed	**Weather / Water Conditions**
Entry Authorized	**Corrective Actions**

Trench / Excavation Checklist

Item	Y/N/NA	Comments / Corrective Action
Current utility locates available and reviewed		
Overhead and underground utilities identified and marked		
Soil classified by competent person		
Protective system in place: sloping, shoring, trench box, engineered support, or other adequate means		
Access/egress provided and located appropriately		
Spoil piles, materials, vehicles, and equipment kept back from edge		
Water accumulation controlled		
Atmospheric hazards assessed where applicable		
Traffic, pedestrians, and public protected with barriers/signage		
Workers protected from suspended loads and equipment swing radius		
Inspection completed before entry and after changed conditions		
Emergency procedure reviewed; workers know not to enter a cave-in rescue unless trained and equipped		

FINAL MANAGEMENT SIGN-OFF

I have reviewed this addendum and authorize its use as part of the Oosterhof Electrical Services Ltd. Health & Safety Policy Manual, subject to any additional revisions listed below.

OOSTERHOF ELECTRICAL SERVICES LTD.		
HEALTH & SAFETY POLICY MANUAL ADDENDUM		
Owner / Authorized Manager	**Signature**	**Date**
Garrison Oosterhof	Garrison Oosterhof	2026-06-02

Revision notes / additional instructions:

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