

**< name > gas co-op ltd. HSMS manual**

2023

Supporting the Success of Co-operative and Community Member Utilities.

**Phone**: 000.000.0000 **Fax:** 000.000.0000 **Email**: [name@server.com](mailto:name@server.com) [www.companyname.com](http://www.companyname.com)

Table of Contents

[Corporate Health and Safety Policy Statement 9](#_Toc103861180)

[Policy Adoption Statement 10](#_Toc103861181)

[SECTION 1: ORGANIZATIONAL COMMITMENT 11](#_Toc103861182)

[1.0 Health and Safety Commitment 11](#_Toc103861183)

[Health and Safety Responsibilities 12](#_Toc103861184)

[1.1 Company Health and Safety Responsibilities 12](#_Toc103861185)

[1.2 Management Health and Safety Responsibilities 13](#_Toc103861186)

[1.3 Supervisor Health and Safety Responsibilities 13](#_Toc103861187)

[1.4 Company Safety Officer’s Health and Safety Responsibilities 14](#_Toc103861188)

[1.5 Health & Safety Committee/Health & Safety Representative Responsibilities 16](#_Toc103861189)

[1.6 Worker Health and Safety Responsibilities 16](#_Toc103861190)

[1.7 Contractor, Consultant and Prime Contractor Health and Safety Responsibilities 17](#_Toc103861191)

[1.8 Visitor Health and Safety Responsibilities 21](#_Toc103861192)

[1.9 Occupational Health and Safety Legislation 21](#_Toc103861193)

[A Violence and Harassment-Free Workplace 22](#_Toc103861194)

[1.10 Prevention of Violence and Harassment in the Workplace 22](#_Toc103861195)

[1.11 Violence and Harassment Zero-Tolerance Policy 25](#_Toc103861196)

[Personal Conduct 34](#_Toc103861197)

[1.12 General Rules 34](#_Toc103861198)

[1.13 Housekeeping 34](#_Toc103861199)

[1.14 Weapons 35](#_Toc103861200)

[1.15 Social Media 35](#_Toc103861201)

[1.16 Head and Facial Hair 35](#_Toc103861202)

[1.17 Smoking 36](#_Toc103861203)

[Impairment in the Workplace 37](#_Toc103861204)

[1.18 Drug and Alcohol Policy 37](#_Toc103861205)

[1.19 Drug and Alcohol Testing 39](#_Toc103861206)

[1.20 Reasonable Cause Testing 40](#_Toc103861207)

[1.21 Accommodation 41](#_Toc103861208)

[Non-Compliance/Progressive Disciplinary Process 42](#_Toc103861209)

[1.22 The Progressive Disciplinary Process 42](#_Toc103861210)

[Employee Development – Orientation, Training & Review 43](#_Toc103861211)

[1.23 New Employee Safety Orientation Review Checklist 43](#_Toc103861212)

[1.24 Prime Contractor Orientation 44](#_Toc103861213)

[1.25 Training Policy 44](#_Toc103861214)

[1.26 On-The-Job-Training 45](#_Toc103861215)

[1.27 Competency Training and Assessment 46](#_Toc103861216)

[1.28 Short Service Employee (SSE) Program (Field Service Only) 46](#_Toc103861217)

[1.29 Return To Work Program 48](#_Toc103861218)

[1.30 Employee H&S Performance Review Policy 50](#_Toc103861219)

[Safety Communications 52](#_Toc103861220)

[1.31 Health and Safety Meetings 52](#_Toc103861221)

[1.32 HSMS Record Keeping 54](#_Toc103861222)

[SECTION 2: Hazard Identification, Assessment and Control 56](#_Toc103861223)

[2.0 Hazard Identification, Assessment & Control Policy 56](#_Toc103861224)

[2.1 Job Hazard Assessment (JHA) 57](#_Toc103861225)

[2.2 Informal Hazard Identification & Assessment Process 59](#_Toc103861226)

[2.3 Health and Safety Hazards 61](#_Toc103861227)

[2.4 Hazard Control 61](#_Toc103861228)

[2.5 Control Measures for Managing Hazards 61](#_Toc103861229)

[2.6 Ranking Hazards by Risk 67](#_Toc103861230)

[2.7 Developing and Implementing Controls 68](#_Toc103861231)

[2.8 Undue hazard 69](#_Toc103861232)

[2.9 Sources of Hazards 69](#_Toc103861234)

[2.10 Types of Hazards 70](#_Toc103861235)

[2.11 Flammable and Hazardous Liquids 70](#_Toc103861236)

[2.12 Fuel and Chemical Storage Tanks 70](#_Toc103861237)

[2.13 Handling Hazardous Materials 71](#_Toc103861238)

[2.14 Management of Change (MOC) 71](#_Toc103861239)

[2.14.1 Management of Change (MOC) Policy 72](#_Toc103861240)

[2.15 Codes of Practice 74](#_Toc103861241)

[Work Permits and Work Clearance 75](#_Toc103861242)

[2.16 Types of Work Permits 78](#_Toc103861243)

[2.17 Chemical/Biological Hazards and Harmful Substances 78](#_Toc103861244)

[2.18 Decontamination Procedures 80](#_Toc103861245)

[2.19 Storage of Harmful Substances 81](#_Toc103861246)

[2.20 Workplace Hazardous Materials Information System (WHMIS) 81](#_Toc103861247)

[SECTION 3: STANDARD OPERATING PROCEDURES (SOPs) 82](#_Toc103861248)

[3.0 The Purpose of Developing Standard Operating Procedures 82](#_Toc103861249)

[3.1 Review and Assessment of Standard Operating Procedures 82](#_Toc103861250)

[3.2 Management Endorsement of Standard Operating Procedures 82](#_Toc103861251)

[3.3 List of Standard Operating Procedures 82](#_Toc103861252)

[SECTION 4: SAFE WORK PRACTICES (SWPs) 85](#_Toc103861253)

[4.0 The Purpose of Developing Safe Work Practices 85](#_Toc103861254)

[4.1 Review and Assessment of Safe Work Practices 85](#_Toc103861255)

[4.2 Management Endorsement of Safe Work Practices 85](#_Toc103861256)

[4.3 List of Safe Work Practices 85](#_Toc103861257)

[SECTION 5: INSPECTION AND REPORTING 88](#_Toc103861258)

[5.0 Inspection Policy 88](#_Toc103861259)

[5.1 Formal Inspections 89](#_Toc103861260)

[5.2 Summary of Inspections 89](#_Toc103861261)

[5.3 Performing Formal Inspections 92](#_Toc103861262)

[5.4 Informal Inspections 92](#_Toc103861263)

[5.5 Inspection Reports 93](#_Toc103861264)

[SECTION 6: INCIDENT REPORTING & INVESTIGATION 95](#_Toc103861265)

[6.0 Incident Reporting to a Regulatory Body 95](#_Toc103861266)

[6.1 Reporting Requirements 96](#_Toc103861267)

[6.2 Incident Investigation 97](#_Toc103861268)

[6.3 Identification of Causes 98](#_Toc103861269)

[6.4 Root Cause Analysis 99](#_Toc103861270)

[6.5 Legal Requirements for Incident Investigation 100](#_Toc103861271)

[6.6 Incident Investigation Follow Up 101](#_Toc103861272)

[6.7 Incident Trending Analysis 102](#_Toc103861273)

[6.8 Incident Reporting Flowchart 103](#_Toc103861274)

[Section 7: Emergency Response Plan 104](#_Toc103861275)

[7.0 Emergency Response Plan Policy 104](#_Toc103861276)

[**7.1** Emergency Numbers 106](#_Toc103861277)

[7.2 Emergency Response Plan – Field Operations 107](#_Toc103861278)

[7.3 Emergency Response Roles and Responsibilities: 109](#_Toc103861279)

[7.3.1 Emergency Response Team Responsibilities 109](#_Toc103861280)

[7.3.2 Emergency Communication 111](#_Toc103861281)

[7.4 Emergency Resources 111](#_Toc103861282)

[7.5 Emergency Response Pre-Planning 113](#_Toc103861283)

[7.6 Emergency Response Procedure – General 114](#_Toc103861284)

[7.7 Emergency Response Procedure – Evacuation 115](#_Toc103861285)

[7.8 Emergency Response Procedure – Critical Injury/Fatality 115](#_Toc103861286)

[7.9 Injury/Medical Emergency 116](#_Toc103861287)

[7.10 Emergency Response Procedure – Hazardous Spill Cleanup 116](#_Toc103861288)

[7.11 Emergency Response Procedure – Decontamination 118](#_Toc103861289)

[7.12 Damaged 3rd Party Utility Lines 118](#_Toc103861290)

[7.13 Electrical Live Contact With Vehicle Or Equipment 119](#_Toc103861291)

[7.14 Bee Or Wasp Sting 119](#_Toc103861292)

[7.15 Dog Attack 120](#_Toc103861293)

[7.16 Excessive Exposure To Cold Environment 120](#_Toc103861294)

[7.17 Excessive Exposure To Hot Environment 121](#_Toc103861295)

[7.18 Severe Weather (Field Operations) 122](#_Toc103861296)

[Lightning 122](#_Toc103861297)

[Tornado 123](#_Toc103861298)

[7.19 Excavation Collapse 123](#_Toc103861299)

[7.20 H2S Release And Worker Exposure 124](#_Toc103861300)

[7.21 Vehicle Accident 124](#_Toc103861301)

[7.22 Working Alone 125](#_Toc103861302)

[Building Emergency Response Plan 126](#_Toc103861303)

[7.23 Building Emergency Response Procedure – Emergency Notification 126](#_Toc103861304)

[7.24 Building Emergency Response Procedure–General Evacuation 127](#_Toc103861305)

[7.25 Building Emergency Response Procedure – Emergency Information 127](#_Toc103861306)

[7.26 Building Emergency Response Procedure – Fire 128](#_Toc103861307)

[Operation Of A Fire Extinguisher 128](#_Toc103861308)

[7.27 Building Emergency Response Procedure – Fire Prevention 129](#_Toc103861310)

[7.28 Building Emergency Response Procedure – Fire & Explosion-General 129](#_Toc103861311)

[7.29 Building Emergency Response Procedure – Fire & Explosion 131](#_Toc103861312)

[7.30 Building Emergency Response Procedure – Fire Equipment 132](#_Toc103861313)

[7.31 Building Emergency Response Procedure – Hazardous Spills 132](#_Toc103861314)

[7.32 I.T, Communications & IT Security Issues 133](#_Toc103861315)

[7.33 Bomb Threats and Suspicious Packages 134](#_Toc103861316)

[7.34 Armed Person (Office) 135](#_Toc103861317)

[7.35 Shelter in Place 136](#_Toc103861318)

[7.36 Prolonged Power Outages 136](#_Toc103861319)

[7.37 Natural Disasters (Severe weather, tornado, earthquake, flood) 137](#_Toc103861320)

[7.38 Loss of Key Business Functions 137](#_Toc103861321)

[7.39 Building Emergency Response Procedure-Flooding/Plumbing Failure 138](#_Toc103861322)

[7.40 Building Emergency Response Procedure – Natural Gas Leak 138](#_Toc103861323)

[7.41 Injury Descriptions 139](#_Toc103861324)

[7.42 Training and Documentation 140](#_Toc103861325)

[7.43 Emergency Equipment 141](#_Toc103861326)

[7.44 Transportation Plan 141](#_Toc103861327)

[7.45 Emergency Response Drills 141](#_Toc103861328)

[7.46 Disaster Services 141](#_Toc103861329)

[7.47 Summary 142](#_Toc103861330)

[7.48 Critical Incident Follow-Up 142](#_Toc103861331)

[SECTION 8: Policies for Special Conditions & Activities 143](#_Toc103861332)

[8.0 Health & Safety Policy Development 143](#_Toc103861333)

[8.1 Appointment of a Company Safety Officer 143](#_Toc103861334)

[8.2 Occupational Health & Safety Legislation 143](#_Toc103861335)

[8.3 Incident Prevention Policy 144](#_Toc103861336)

[8.4 Operations and Maintenance Program Policy 145](#_Toc103861337)

[8.5 Fall Protection Policy 145](#_Toc103861338)

[8.6 Scaffolding Policy 146](#_Toc103861339)

[8.7 Site Inspection Policy 148](#_Toc103861340)

[8.8 Rental/Lease Equipment Policy 148](#_Toc103861341)

[8.9 Tools, Equipment and Machinery Policy 149](#_Toc103861342)

[8.10 H2S (Hydrogen Sulfide) Policy 150](#_Toc103861343)

[8.11 Silica Policy 153](#_Toc103861344)

[8.12 Noise Exposure Policy 155](#_Toc103861345)

[8.13 Working Alone Policy 157](#_Toc103861346)

[8.14 Working at Night Policy 158](#_Toc103861347)

[8.15 Personal Protective Equipment (PPE) Policy 159](#_Toc103861348)

[8.16 Lightning Policy 161](#_Toc103861349)

[8.17 First Aid Policy 164](#_Toc103861350)

[8.18 Contractor/Subcontractor Management Policy 166](#_Toc103861351)

[8.19 Preventative Maintenance Policy 168](#_Toc103861352)

[8.20 Materials & Equipment Purchasing Policy 169](#_Toc103861353)

[8.21 Cellular Phone Use Policy 170](#_Toc103861354)

[8.22 School Bus and School Zone Safety Policy 170](#_Toc103861355)

[8.23 Right to Refuse Dangerous Work Policy 172](#_Toc103861356)

[8.24 Visitors Policy 173](#_Toc103861357)

[8.25 Fit for Duty Policy 173](#_Toc103861358)

[8.26 File Retention Policy 175](#_Toc103861359)

[8.27 Radiation Exposure Policy 175](#_Toc103861360)

[8.28 Asbestos Awareness Policy 177](#_Toc103861361)

[8.29 Electrical Safety Policy 178](#_Toc103861362)

[8.30 Flammable and Combustible Substances Policy 179](#_Toc103861363)

[8.31 Behavioral Based Safety/Job Observations Policy 180](#_Toc103861364)

[8.32 Worker Competency Policy 181](#_Toc103861365)

[8.33 Fatigue Management Policy 182](#_Toc103861366)

[8.34 Vehicle Safety Policy 183](#_Toc103861367)

[8.35 **Special Condition** – Heat Stress 185](#_Toc103861368)

[8.36 **Special Condition** – Winter Weather Safety 186](#_Toc103861369)

[SECTION 9: The Environment 188](#_Toc103861370)

[9.0 Pre-Development Environmental Planning and Assessments 189](#_Toc103861371)

[9.1 Wildlife 189](#_Toc103861372)

[9.2 Waste Management & Environmental Considerations 190](#_Toc103861373)

[9.3 Spills, Releases and Emissions 191](#_Toc103861374)

[9.4 Water Well Incidents 192](#_Toc103861375)

[9.5 Water Withdrawals and Tracking 192](#_Toc103861376)

[9.6 Erosion and Sediment Control 192](#_Toc103861377)

[SECTION 10: Vehicle Safety Guideline & Best PracticeS 194](#_Toc103861378)

[Vehicle Safety Guideline & Best Practices Manual 194](#_Toc103861379)

[SECTION 11: HEALTH AND SAFETY COMMITTEES 195](#_Toc103861380)

[11.1 Health and Safety Committee (HSC) 195](#_Toc103861381)

[11.2 Health and Safety Representative (HSR) 201](#_Toc103861382)

[SECTION 12: HSMS PROGRAM ADMINISTRATION 205](#_Toc103861383)

[12.0 Communication & Feedback 205](#_Toc103861384)

[12.1 Accountability 205](#_Toc103861385)

[12.2 Monitoring Statistics 206](#_Toc103861386)

[12.3 Retention of Records 206](#_Toc103861387)

[12.4 Audits 209](#_Toc103861388)

[Glossary of Health & Safety Terms & Acronyms 210](#_Toc103861389)

[HSMS Manual Revision Schedule 221](#_Toc103861390)

Introduction

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Health and Safety Management System (HSMS)**

This manual has been prepared to document our company's Health and Safety Management System. The content forms the foundation of a comprehensive and effective management system aimed at safeguarding the health and safety of our employees, contractors, the public and the environment.

However, as printed materials become outdated over time, the information contained in this manual - being applied in a dynamic working environment - should be interpreted as a guide intended for general application and not as a complete reference wholly applicable in every circumstance, or as a definitive guide to government legislation.

With regard to the management of workplace health and safety, our philosophy is to identify and eliminate or control all existing and/or potential hazards before they create unsafe working conditions or cause incidents; mitigating risk and taking appropriate corrective action as required. We also believe that open communication between employer, employees and the representatives of contracting companies, encourages the exchange of information and ideas that will help to improve and maintain a safe working environment for all concerned.

In support of that philosophy and our commitment to positive health and safety performance, management and supervisors conduct routine worksite inspections in order to identify any potential safety risks and develop plans for corrective action aimed at the prevention of future incidents and to resolve issues related to hazardous working conditions.

In addition, all field-service employees have certification in Intermediate First Aid, H2S, WHMIS, Ground Disturbance and TDG. The use of proper personal protective equipment is mandatory and frequent PPE and equipment inspections are conducted to support company commitment to employee safety on the job. When required, corrective measures are implemented and communicated to employees, with safety infractions being taken very seriously and dealt with accordingly. At the same time, our system is designed to ensure support for the 3 basic rights of employees, as follows:

* Right to refuse unsafe work.
* Right to participate in the workplace health and safety activities through the Health and Safety Committee (HSC) or as a Health and Safety Representative.
* Right to know, or the right to be informed about, actual and potential dangers in the workplace.

While it is our goal to provide a healthy and safe workplace, we understand that incidents do unfortunately happen. Therefore, it is our policy that all incidents are reported immediately to management, a thorough investigation is conducted, and an action plan outlining corrective measures and future prevention is documented, communicated to employees and implemented.

Providing excellent service in a safe working environment is our top priority. And, in the constantly evolving natural gas industry that we serve, we are continually reviewing, evaluating and revising our company policies and systems in an effort to meet or exceed standard industry and legislative health and safety goals and initiatives.

# Corporate Health and Safety Policy Statement

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

January 1, 2023

To whom it may concern,

Our company is committed to a strong health and safety program that protects its employees, contractors, the environment and the public. Our goal is to provide an injury and incident-free workplace by implementing and maintaining a comprehensive Health and Safety Management System.

Providing excellent service to our customers in a safe working environment is an ongoing challenge and a responsibility that we take very seriously. The protection of our employees (physical, psychological and social well-being), safe handling of equipment, general worksite safety and respect for the environment are all very significant components of our Health and Safety Management System.

However, all things considered, the most important component necessary to achieving the goals of a safe working environment is for management to provide active leadership and complete support to employees in their efforts to meet the requirements of the company Health and Safety Management System (HSMS) and its initiatives.

In support of our health and safety objectives, we are committed to ensuring that employees receive industry appropriate training and certification, a company-specific *Employee Safety Orientation*, task-specific *On-the-Job Training* and appropriate *Personal Protective Equipment* (PPE). Employees are informed on the OHS legislation that pertains to their scope of work, and at a minimum, they are responsible for understanding and adhering to that legislation, as well as company policy and safe operating procedures and practices.

Employees are also responsible for ensuring active participation in all aspects of the Health and Safety Management System and whenever possible, for making suggestions for the improvement of that system.

Employees, contractors and management are all equally accountable to the company Health and Safety Management System, its policies and initiatives. Complete and active participation by everyone, every day, in every job, is necessary for us to achieve our health and safety performance goals and the standard of safety excellence we expect.

As the manager I am personally committed to an active role in meeting or exceeding legislated OHS requirements, to accountability, and to leadership by example before all company employees. Workplace safety is our top concern.

Respectfully,

<Manager Name>  
General Manager  
<Name> Gas Co-op Ltd.

# Policy Adoption Statement

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To whom it may concern,

As the Manager of the <NAME> Gas Co-op Ltd., I have reviewed, approved and hereby adopt all policies contained in this Health and Safety Management System Manual (2023).

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

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

**Additional Policy Notes**

Our company is dedicated to providing a safe working environment where risk is minimized to the greatest extent possible. To that end, all employees are required to adhere to the Health and Safety Management System policies, as may be amended from time to time. These policies comply with or exceed the requirements and standards outlined in the Occupational Health and Safety Act, Code and Regulations. Failure to adhere to these policies, or the intentional disregard of policy in any fashion, will result in discipline, up to and including possible immediate termination of employment for just cause.

***Disclaimer:***

*The Federation of Alberta Gas Co-ops Ltd. and their staff will not be held responsible for the specific outcomes of implementation of individual Health and Safety Management Systems (HSMS) based on the HSMS templates. Outcomes will be dependent upon a member’s implementation of their own company specific HSMS, including: program development, training and continuous systematic review/monitoring. The HSMS Manual and supporting program elements serve as templates for members to use to help build their own company specific HSMS.*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*The information and policies in this manual do not take precedence over applicable government legislation, with which management, all employees and contractors should be familiar.*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# SECTION 1: ORGANIZATIONAL COMMITMENT

## Health and Safety Commitment

Management holds the leadership role in promoting health and safety and in protecting from personal injury and health hazards, all those who are engaged in work on behalf of the company. Management demonstrates this commitment by ensuring the development, implementation, and maintenance of a pro-active Health, Safety & Environment Management System, and by ensuring that appropriate resources are made available to maintain that system.

The company is committed to conducting its operations in a healthy, safe and environmentally responsible manner, and demonstrates this commitment in its Health and Safety Policy Statement. The statement forms the foundation upon which the company Health and Safety Management System is based.

The Health and Safety Policy Statement is reviewed with employees and contractors and is posted in various physical locations on the company’s electronic bulletin board as a reminder of company commitment to worker health and safety

In order to operate safely and efficiently, all levels of the organization must clearly understand and accept their respective health and safety responsibilities. This includes the board of directors, managers, supervisors, employees, health and safety personnel, contractors, sub-contractors, suppliers, and visitors.

In support of our commitment to responsible management practices and to a healthy and safe workplace, we will:

* Provide a healthy and safe workplace for our employees and contractors;
* Integrate health, safety and environmental considerations into the way we conduct our business;
* Meet or exceed all applicable OHS legislation (Act, Code & Regulation) requirements;
* Make hazard identification and safe work practices an integral part of planning our construction and operating activities;
* Prepare for and respond to emergencies promptly and effectively;
* Set measured targets and continuously strive to improve health and safety performance through an effective Health and Safety Management System.

# Health and Safety Responsibilities

We strongly believe that all employees, including managers and supervisors, are responsible and accountable for their health and safety performance. Compliance with company rules, industry standards, applicable government legislation and a strong commitment to incident prevention are key elements to employment with our company.

Never will there be an expectation that any employee or contractor shall work at a job, or on a worksite that they believe to be unsafe, and any concerns are to be brought immediately to the attention of a supervisor or manager.

All employees are expected to be knowledgeable of the contents of this manual and are expected to apply the principles contained therein while performing their duties. Each employee will do everything possible to protect the health and safety of him/herself, all other workers, the public and the environment while performing work for the company.

Company policies, rules and regulations are intended to supplement and not to replace local, Provincial or Federal legislation, which may apply to a specific work process (i.e.: Confined Space Entry, Hot Work, Transportation of Dangerous Goods, etc.). Where an employee is engaged in an activity governed by a regulatory body, the applicable legislation shall prevail over company policy, rules or regulations.

It is our belief that incidents are preventable in a safe working environment. As a result, the Health and Safety Management System that we have developed is rigid in its design with the intention of ensuring that we all work together safely, efficiently and with a pronounced level of quality.

## Company Health and Safety Responsibilities

To meet our objectives for implementing a successful Health and Safety Management System, the company is committed to doing everything reasonably possible to:

* Protect the health, safety, security and well-being of company employees, the public and the environment.
* Maintain a competent workforce.
* Provide adequate financial resources for facilities, systems, work environments, training and personal protective equipment.
* Mitigate risk by meeting or exceeding current legislation and applicable industry rules and regulations.
* Provide the necessary equipment, training, policies and hazard controls required to maintain compliance with applicable legislation and regulations.
* Ensure board of directors, management, supervisors, employees, contractors and visitors comply with company policy and applicable legislation and regulations.
* Ensure that workers are aware of their rights and duties under the law, and of the risks associated with the work that they perform.
* Prevent violence and harassment in the workplace.
* Set a good example.

## Management Health and Safety Responsibilities

Management will be responsible for:

* Establishing and maintaining an effective Health and Safety Management System.
* Demonstrating a strong commitment to health and safety performance excellence by taking an active role through site inspections, attendance at health and safety meetings, and review of HSMS reports.
* Including health and safety initiatives in business planning.
* Ensuring that health and safety related issues assign equal priority to cost, schedule and quality.
* Reinforcing health and safety objectives throughout the organization using effective communication.
* Conducting investigation of all incidents, injuries, illness, work-refusals and potentially serious incidents, ensuring that root cause is determined and that required corrective action is implemented.
* Inspecting active worksites for hazards and developing corrective action plans, as required.
* Implementing and maintaining a Contractor Management Program.
* Preventing violence and harassment in the workplace.
* Setting an example by working in a safe manner and following company rules, policies and procedures.

## Supervisor Health and Safety Responsibilities

For the purposes of this manual, the title “Supervisor” will refer to those working in the positions of Supervisor, Site Supervisor, Operations Manager, Operations Supervisor, Operations Lead Foreman or Field Supervisor.

Supervisors will be responsible for:

* Demonstrating commitment to and taking an active role in implementing the company Health and Safety Management System.
* Promoting safety awareness.
* Ensuring that contractors and workers are aware of their respective health and safety responsibilities, and that they comply with applicable legislation and company policy.
* Ensuring that contractors and workers have the required training, orientation and certification for the scope of work they perform, and that all certifications are current.
* Ensuring that the appropriate personal protective equipment is available, properly used, stored, maintained and replaced when necessary.
* Assisting workers and contractors with identifying and controlling workplace hazards.
* Ensuring that appropriate emergency response resources and equipment are in place.
* Regularly inspecting facilities, worksites and equipment for hazardous and/or sub-standard conditions, and for developing and implementing corrective action plans, as necessary.
* Evaluating and correcting identified unsafe work conditions.
* Detecting troubled employees.
* Ensuring supervision on worksites is appropriate.
* Ensuring that appropriate equipment is available and maintained, and that workers and contractors are competent to operate the equipment.
* Ensuring that contractors and workers have sufficient time to do their jobs properly and safely.
* Enforcing company safety rules and policies.
* Ensuring that any “Work Refusal” concerns are addressed immediately.
* Participating in the investigation of all incidents, injuries, illness, work refusals and potentially serious incidents and reporting promptly to management.
* Ensuring proper inspection and maintenance of equipment is conducted.
* Ensuring compliance with all applicable Provincial and Federal laws and legislation, as well as company policies, safe work practices/procedures and safety standards.
* Attending and participating in company safety meetings and safety training.
* Preventing violence and harassment in the workplace.
* Setting an example by working in a safe manner and following company rules, policies and procedures.

## Company Safety Officer’s Health and Safety Responsibilities

The General Manager will assume the role of Company Safety Officer (CSO) by default. A designated alternate shall be appointed to act as CSO in the manager’s absence. While acting in this capacity, the designated party shall ensure that all required health and safety activities are performed in accordance with company policy and that related documentation is completed and filed, as required.

The Company Safety Officer will be responsible for:

* Promoting safety awareness and compliance.
* Understanding health and safety requirements and ensuring that all programs comply with applicable acts, codes, regulations and guidelines.
* Implementing and maintaining the Health and Safety Management System and ensuring that information is available to all levels of the organization.
* Maintaining records of Health and Safety Management System Documentation (procedures, practices, hazard assessments, audits, inspections, reports, meeting minutes, etc.) in accordance with the company File Retention Policy.
* Instructing employees on safe work practices and standard operating procedures.
* Evaluating and correcting identified unsafe work conditions/practices.
* Communicating the requirements of the Health and Safety Management System to personnel.
* Enforcing company safety rules and policies.
* Coordinating employee training and maintaining appropriate training/certification records.
* Coordinating employee health testing as required.
* Educating employees on Emergency Response and Preparedness and coordinating the bi-annual Emergency Response Drills.
* Performing and documenting scheduled health and safety inspections and developing corrective action plans, as required.
* Reporting incidents to WCB and/or regulatory authorities, as required.
* Delivering safety meetings.
* Reviewing and providing feedback on site-inspections and safety observations from the field and reporting to management.
* Following up on deficiencies noted during inspections and ensuring that they are corrected.
* Responding to reports of unsafe conditions by requesting repairs or maintenance.
* Collecting and submitting health and safety documentation as per documentation collection schedules.
* Managing new employee paperwork, orientations and on-the-job training.
* Providing input on revisions and amendments to the safety system.
* Reviewing and following up on assignments and completions documented in the Company Action Plan.
* Coordinating employee health and safety performance reviews.
* Participating in the investigation of incidents, injuries, illness, work refusals and potentially serious incidents at the worksite.
* Updating OHS statistics.
* Attending and participating in company safety meetings and safety training.
* Maintaining a communication link between workers and management on all matters relating to health and safety.
* Developing and supporting a communication framework that may include management walk-arounds at worksites, safety bulletins, safety meetings or other communication instruments.
* Preventing violence and harassment in the workplace.
* Setting an example by working in a safe manner and following company rules, policies and procedures.

## Health & Safety Committee/Health & Safety Representative Responsibilities

The company is committed to ensuring that the management of health and safety related complaints and concerns is a top priority and when applicable (as per legislated requirements), a Health and Safety Committee will be assembled, or a Health and Safety Representative will be designated to promote communication and investigation related to these issues.

The Health and Safety Committee or Health and Safety Representative will be responsible for:

* Receiving, considering and communicating worker health and safety concerns.
* Participating in the employer’s hazard assessment process.
* Making recommendations about worker health and safety to the employer.
* Reviewing the employer’s work site inspection records.
* Participating in the development, implementation, and review of violence and harassment prevention plans.
* Participating in developing and implementing certain procedures related to hazardous products.
* Receiving notification of work refusals.
* Cooperating with an OHS officer exercising duties under the Occupational Health and Safety Act, Regulations and Code

## Worker Health and Safety Responsibilities

Employees are required to become familiar with those rules, regulations and policies which apply to the scope of work that they perform, and the associated duties and roles as designated by their job descriptions. Employees will also review and be aware of the contents of the company HSMS Manual. Ignorance of, or disregard for company Rules and Regulations or supplementary instructions will not be tolerated.

Workers will be responsible for:

* Becoming familiar with the Health and Safety Management System (HSMS) and supporting programs.
* Operating only the equipment or performing the work that they are properly trained for.   
  (All employees will be trained until a satisfactory level of competency has been achieved).
* Carrying out their duties safely and without causing damage to company or private property.
* Ensuring the proper use, care and maintenance of Personal Protective Equipment (PPE) so as to comply with government legislation and industry standards & regulations.
* Ensuring compliance with all applicable Provincial and Federal laws and legislation, as well as company policies, safe work practices/procedures and safety standards.
* Attending and participating in company safety meetings and safety training, as required.
* Immediately reporting to a supervisor or manager any identified unsafe practices or hazardous conditions, defective equipment or PPE, or faulty protective devices.
* Reporting all workplace incidents, injuries, illness, work refusals and potentially serious incidents to a supervisor or management immediately.
* Participating in incident investigations, as required.
* Participating in formal training and certification, as scheduled.
* Carrying on their person at all times, valid safety certificates as required to perform their duties.
* Calling for assistance if/when needed.
* Guarding against theft and vandalism.
* Understanding the importance of proper housekeep and including it in the daily routine.
* Encouraging fellow-workers and contractors to work in a safe and responsible manner.
* Knowing the location, type and correct procedure for use of worksite emergency response equipment.
* Understanding the company (ERP) Emergency Response Plan, how to follow it and their individual responsibility should the plan be activated.
* Completing the required on-the-job training, as detailed in the OJT Checklist, as soon as possible after being hired.
* Demonstrating proficiency in completing the required operating tasks.
* Performing pre-use inspections of vehicles, tools and equipment (including PPE and safety equipment) to identify any existing hazards and/or deficiencies.
* Refusing to perform work when conditions are unsafe or when imminent danger/undue hazard exists, or if they are not trained and competent to perform the assigned task.
* Preventing violence and harassment in the workplace.
* Setting an example in front of their co-workers by working in a safe manner and following company rules, policies and procedures.

## Contractor, Consultant and Prime Contractor Health and Safety Responsibilities

Subcontractors are required to become familiar with those rules, regulations and policies which apply to the scope of work that they perform. All subcontractors will also review and be aware of the contents of the company HSMS Manual. Ignorance of, or disregard for company rules and regulations or supplementary instructions will not be tolerated.

**1.71. The company will be responsible for**:

* Ensuring the completion of a ***Contractor Prequalification Form*** prior to any work being conducted on a company worksite. This information is to be updated annually.
* Ensuring that approved contract personnel (and their sub-contractors, if applicable) receive a company Health and Safety Orientation on an annual basis.
* Ensuring compliance with all applicable Provincial and Federal laws and legislation, as well as company policies and safe work practices and procedures.
* Issuing a Safe Work Permit for work to be conducted by contractors, as required.
* Communicating to contractors, any site hazards identified that may impact their work.
* Providing appropriate supervision of the contractor while work is being completed.
* Regularly reviewing and reporting on contractor performance.
* Preventing violence and harassment in the workplace.

**1.7.2 Contractors and subcontractors will be responsible for**:

* Having an effective Health, Safety & Environment Management System in place, or agreeing to comply with the company’s Health and Safety Management System.
* Ensuring that their programs, practices and procedures comply with contractual and regulatory requirements.
* Ensuring compliance with all applicable Provincial and Federal laws and legislation, as well as company policies, safe work practices and standard operating procedures.
* Completing the Contractor Prequalification Form and the company Safety Orientation.
* Following all conditions indicated on the Safe Work Permit issued.
* Operating only the equipment or performing the work that they are properly trained for.   
  (Subcontractors may be required to prove a satisfactory level of competency for the work they are required to perform)
* Ensuring the proper use and care of Personal Protective Equipment (PPE) so as to comply with government legislation and industry standards & regulations.
* Attending and participating in company safety meetings and safety training, as required.
* Immediately reporting to the site supervisor any identified unsafe practices or hazardous conditions, defective equipment or PPE, or faulty protective devices.
* Understanding the company (ERP) Emergency Response Plan, how to follow it and their individual responsibility should the plan be activated.
* Knowing the location, type and correct procedure for use of worksite emergency equipment.
* Carrying on their person at all times, valid safety certificates as required to perform their duties.
* Understanding the importance of proper housekeeping and including it in the daily routine.
* Calling for assistance if/when needed.
* Reporting all incidents, injuries, illness, work refusals and potentially serious incidents upon occurrence and properly documenting the occurrence so it may be reviewed and investigated by the company.
* Exercising their right and responsibility to refuse dangerous work.
* Ensuring that their employees (and subcontractors, if applicable) attend and participate in all Pre-Work Safety Meetings in order to be made aware of the findings of the Pre-Work Hazard Assessments and all related controls on an ongoing basis up to project completion.
* Ensuring that their employees are competent to perform work as assigned, and by allowing enough time for them to perform their work safely and responsibly.
* Providing appropriate supervision of their workers at all times.
* Enforcing disciplinary action with their workers, as required, when contravention of the documented/approved standards, policies or procedures occurs on a worksite.
* Monitoring and reporting on the health and safety performance of their workers through regular documented worksite inspections.
* Preventing violence and harassment in the workplace.

**1.7.3 Project consultants will be responsible for**:

* Integrating health, safety and environmental considerations into the project design process through the use of hazard analysis and risk assessment methodologies.
* Coordinating project-specific health and safety efforts.
* Ensuring that they are familiar with and accountable for compliance with the company Health and Safety Management System.
* Ensuring compliance with all applicable Provincial and Federal laws and legislation, as well as company policies, safe work practices and procedures.
* Ensuring that all contractors and subcontractors who perform work on company worksites complete a ***Contractor Prequalification Form*** prior to conducting the work.
* Working together with the onsite project safety personnel to ensure that workplace health and safety remains a top priority.
* Preventing violence and harassment in the workplace.

**1.7.4 Prime Contractors will be responsible for**:

In most cases, the company will retain prime contractor responsibilities being the owner or entity in control of the worksite. However, when appropriate, the company may enter into a written agreement with another company who will then assume prime contractor responsibilities for a specific project or worksite.

**1.7.5 The company will, if the responsibility of Prime Contractor is assigned:**

* Exercise due diligence in transferring Prime Contractor responsibilities (i.e.: ensure that the contractor being assigned the responsibility is capable of acting as Prime Contractor) and that a written agreement establishes a system for ensuring health and safety and process compliance.
* Step away and not be involved in the directing of activities at the worksite.
* Ensure that a system is in place for managing the project, site safety and coordination of contractor activities.
* Monitor (and periodically inspect) the Prime Contractor’s worksite activity to ensure they are performing their duties as required, and if not, request changes to ensure the system continues to perform as intended.
* Ensure that project managers and engineers consider health and safety requirements.
* Ensure that those planning, designing, and managing the work are aware of potential hazards and ensure appropriate plans and controls are developed, communicated, and implemented.
* Ensure that those supervising activities are aware of plans and controls developed, and that the Prime Contractor is capable of understanding and implementing them, as well as being able to recognize and respond to changing conditions.
* Ensure that those executing the work understand the planned activities and are able to recognize related hazards and have sufficient knowledge about the equipment and procedures to complete the work safely.

## Visitor Health and Safety Responsibilities

All visitors must:

* Report directly to the Site Supervisor.
* Ensure that they receive a ***Visitor’s Site Orientation*** upon arrival.
* Be accompanied at all times by a company employee or contracted operator while on site.
* Use appropriate PPE while on a company worksite, as per the site-specific hazard assessment and as required by the scope of work being completed on that site.
* Prevent violence and harassment in the workplace.
* Abide by all company rules and regulations applicable to the area that they are visiting.

## Occupational Health and Safety Legislation

In Alberta, there are Federal, Provincial and Municipal laws governing health and safety in the workplace. The Alberta Occupational Health and Safety Act, Regulation and Code provide a framework of directives for the management of workplace health and safety, with other legislation covering specific aspects of safe operation and performance for natural gas distributors, such as the CSA Standard Z662 Oil and Gas Pipeline Systems, the Technical standards and Specification Manual for Gas Distribution Systems, the Gas Distribution Act, and the Pipeline Act. Every supervisor needs to familiarize themselves with these documents.

It is up to supervisors to know and understand the parts and sections of the act, regulations and code that apply to their worksites and the workers they supervise.

While employers must adhere to all applicable legislation and ensure the safety of all workers on their worksites, they also have a duty to ensure that those workers themselves are aware of their responsibilities and duties under the applicable legislation.

Current copies (either paper or electronic) of the Act, Regulation and Code must always be readily available to workers on the worksite.

# A Violence and Harassment-Free Workplace

The company is committed to a violence and harassment-free workplace. Any form of violence or harassment, under any circumstances, is strictly prohibited. Violence, threats of violence, intimidation, harassment, coercion, or other threatening behavior towards people or property will not be tolerated.

As part of the Employee Orientation process, all employees are instructed on how to recognize workplace violence and harassment, and on the company policy, procedures and workplace goals to effectively minimize or eliminate workplace violence and harassment. Instruction is also given regarding the appropriate response (including how to obtain assistance) and procedures for reporting, as well as on the company investigation policy and the process for documenting incidents of workplace violence and harassment.

If at any time an employee’s rights have been violated by workplace violence and/or harassment of any kind, an obligation exists for the employee to speak to management concerning the issue. Any and all complaints will be investigated and documented as soon as it is practicable, by either the appointed authority or senior management.

Any company employee found to be responsible for perpetrating an act of violence or harassment will be subject to appropriate disciplinary measures and/or legal action.

All personnel, management and employees alike, will treat each other with courtesy, dignity and respect. Accordingly, our commitment is to:

* Prevent harassment and violence in the workplace.
* Reduce any negative consequences for employees who experience or encounter harassment or violence in the workplace.
* Maintain a working environment of respect and positive conflict resolution.

## Prevention of Violence and Harassment in the Workplace

Violence or harassment in the workplace can be experienced in many forms and could put workers at risk of physical or psychological harm. The company has Zero-Tolerance for workplace violence or harassment of any kind and will be proactive in its prevention and elimination.

For the purpose of this manual, the following definitions will apply:

**Workplace Violence**

The exercise, attempt or threat of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker.

**Workplace Harassment**

Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known, or ought to reasonably be known, to be unwelcome.

Including:

* + unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers; and/or
  + behavior that intimidates, isolates or discriminates against the targeted individual.

Violent behavior that will not be tolerated in the workplace includes (but is not limited to):

* **physical attack or aggression** (e.g. hitting, shoving, pushing or kicking a worker; throwing an object at a worker; kicking an object the worker is standing on, such as a ladder);
* **threatening behavior** (e.g. shaking a fist in a worker's face, wielding a weapon at work, trying to hit a worker, trying to run down a worker using a vehicle or equipment, destroying property or throwing objects);
* **verbal or written threats** (e.g. verbally threatening to attack a worker, leaving threatening notes or sending threatening emails to express an intent to inflict harm on a worker);
* **domestic violence**; and
* **sexual violence**.

Harassing behavior that will not be tolerated in the workplace includes (but is not limited to):

* **unwelcome conduct, comments, gestures or contact which causes offense or humiliation** (e.g. name calling, harassing phone calls, spreading rumors);
* **deliberate mis-gendering** (i.e. referring to a person using terms or pronouns that do not align with the person's affirmed gender);
* **physical or psychological bullying which creates fear or mistrust or which ridicules or devalues the individual** (e.g. fist shaking, yelling);
* **exclusion or isolation of individuals**;
* **intimidation** (i.e. standing too close or making inappropriate gestures/comments);
* **cyber bullying** (e.g. posting or sending offensive or intimidating messages through social media or email);
* **deliberately setting the individual up to fail** (e.g. making unreasonable demands, setting impossible deadlines, interfering with work);
* **intentionally withholding information or providing misinformation**;
* **taking away work or responsibility without cause**; and
* **displaying or circulating offensive pictures or materials in print or electronic form**.

It should be noted that workplace violence and/or harassment is not always limited to incidents that occur within the traditional workplace setting. Work-related violence and harassment incidents can occur ‘off-site’ at business related functions (conferences, trade-shows, etc.), at social events related to work, or away from work but resulting from work (a threatening phone call from a client made to your home).

Formal hazard assessments to identify, assess and mitigate risk in the workplace will include the assessment of violence and harassment as a hazard to be risk-rated and controlled. The formal hazard assessments will be completed in consultation with:

(a) the committee at the workplace;

(b) the representative at the workplace; or

(c) when there is no committee or representative, the workers at the workplace.

If a risk of violence or harassment is identified in a site-specific assessment or pre-work hazard assessment, all levels of company personnel will be expected to act in accordance with the company **Violence & Harassment Zero-Tolerance Policy**, as described below.

The company will ensure that a copy (paper or electronic) of the **Violence & Harassment Zero-Tolerance Policy** is posted in a conspicuous place that is readily available for reference by employees.

Everyone is asked to assist in keeping the workplace safe by being alert to suspicious situations, persons or behavior and reporting them without delay. If you witness a criminal act in the workplace, immediately notify the police.

If you are the victim of, or are involved in, any work-related violation of the law, do not take any unnecessary risk. Remove yourself to a safe place and notify management and the police as soon as possible, providing the following information:

* Nature of the incident.
* Location of the incident.
* Description of the person(s) involved.
* Description of the property involved.

Assist the police when they arrive by supplying them with any additional information requested and ask others to do the same.

### 1.11 Violence and Harassment Zero-Tolerance Policy

**SCOPE**

The company has a zero-tolerance policy toward violence and harassment in the workplace. Appropriate disciplinary action, up to and including possible termination of employment, will be taken against any employee who is found to be in violation of this policy.

**PURPOSE**

To ensure that the workplace is an environment free from violence or harassment of any kind, whether it arises from interaction with another employee, contractor, or any other person visiting or present on a company worksite or while engaged in work-related activities or attending work-related events at an offsite location.

**DIRECTIVES**

1.11.1 General Prohibitions

The following is a list of activities that company employees are absolutely prohibited from taking part in, at any time:

* Employees are prohibited from the sale, transfer or use of any dangerous weapon while engaged in company business, or on company property, or the employer’s premises.
* Employees are prohibited from making threatening or intimidating statements or engaging in threatening or intimidating behavior directed to another employee, supervisor, manager, customer or client.
* Employees are prohibited from communicating with another employee, supervisor, manager, customer or client by telephone, electronic means, or in writing, without legitimate purpose or in any manner likely to cause the other party annoyance or harm.
* Employees are prohibited from purposely and without legitimate purpose having contact with another employee, supervisor, manager, customer or client with the intent to threaten, intimidate or alarm the other person.

1.11.2 Firearms Prohibition

Employees are strictly prohibited from the possession of firearms at any time while on the job, in company vehicles, on company worksites or offsite locations, where they may be engaged in work-related activities or events.

1.11.3 Workplace Violence and Harassment Prevention

The company is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace violence or harassment will not be tolerated from any person on a company worksite or offsite location while attending to company business or attending company events, including managers, supervisors, workers, other employers, customers, visitors, members of the public, delivery persons, volunteers, etc.

The company is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of workplace violence and harassment. All company personnel are obligated to work together to prevent workplace violence and harassment.

Violence, whether it takes place on a on a company worksite, offsite location while attending to company business or while attending company events, is here described as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm and includes domestic or sexual violence.

Workplace harassment, here described as any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that knows, or ought to reasonably know, will or would cause offense or humiliation to a worker, or adversely affects the worker’s health and safety. This includes objectionable conduct, comment, bullying or action perpetrated on another because of race, religious beliefs, color, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and includes sexual solicitation or advance.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers on a work site is not workplace harassment.

In support of workplace violence and harassment prevention, we have put in place measures and procedures to protect workers from hazards to provide a process for workers to report incidents or raise concerns.

The company will ensure that its policies and supporting procedures are implemented and maintained. All workers and supervisors will receive relevant information and instruction on the contents of those policies and procedures.

Supervisors will adhere to company policies and the supporting procedures at all times. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with company policies and the supporting procedures. All workers are required to raise any concerns about violence or harassment and to report any incidents to the appropriate company representative.

The company will investigate and take appropriate corrective action to address all incidents and complaints of workplace violence and/or harassment in a fair, respectful and timely manner; respecting the privacy of all concerned in the process. The company will not disclose the circumstances related to an incident of harassment or the names of the parties involved (including the complainant, the person alleged to have committed the harassment, and any witnesses) except where necessary to investigate the incident, to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, or as required by law.

No workers will be penalized, reprimanded or in any way criticized when acting in good faith while addressing situations involving violence or harassment.

Company policies, programs or procedures are not intended to discourage a worker from exercising their right under any other law, including the Alberta Human Rights Act.

1.11.4 Workplace violence and harassment Incident

Management Procedures

Maintaining a workplace that is free from violence and harassment is a shared responsibility. As part of that responsibility, all company personnel, contractors and visitors on company worksites have a duty to report incidents of workplace violence or harassment as outlined in the procedures below.

In all cases, an Incident Report Form must be completed and submitted to management.

1.11.5 Workplace Violence and Harassment Reporting   
 Requirements

**Violence and Harassment – Internal Reporting Requirements**

Workers are encouraged to report any persons or situations of concern to their supervisor.

Workers are required to immediately report to their supervisor any act of violence, harassment, or threat, or the witnessing of the possession of a weapon on a company worksite or company offsite location while engaged in work-related activities or events.

Each worker involved in an incident, as well as those who witnessed the incident will complete and submit to their supervisor an Incident Report Form. All incident report forms will be submitted to a supervisor with 24 hours of the incident. Supervisors will notify management within 24 hours of an incident, or immediately if there is a situation that poses a threat of workplace violence to workers, contractors, visitors or others that may be present on a company worksite.

**Violence and Harassment – External Reporting Requirements**

When a worker receives medical attention, misses work or experiences lost wages as a result of an injury caused by workplace violence, the injury must be reported to the Health and Safety Committee/Representative and the appropriate external authorities such as OHS and/or WCB, as required.

The police may also need to be contacted (if they have not been contacted already) if the conclusion of the investigation involves crimes that fall under the Criminal Code.

If the injury is critical or fatal the Ministry of Labor – Occupational Health and Safety (OHS) must be contacted immediately.

1.11.6 Incident Reporting procedures

**Procedure for Reporting Imminent Danger**

Any worker who considers themselves or someone else to be in situation of imminent danger while on company property or while engaged in any work-related activity or event is to call **911** for emergency assistance.

**Procedure for Reporting Violence, Harassment or Threatening Behavior**

Workers who become aware of a person exhibiting harassing or threatening behavior, or behavior that may lead to violence must report the situation immediately to their supervisor.

**Procedure for Reporting Non‐Urgent Harassment or Threats**

Incidents involving actions, statements or behaviors that do not present an immediate risk of physical harm but cause a worker to feel threatened or otherwise concerned for their safety must be reported immediately to a supervisor or manager.

**Procedure for Reporting Domestic Violence**

Workers experiencing domestic violence are encouraged to report their situations to their immediate supervisor. If the worker is concerned that the domestic violence may extend to posing a risk to themselves or others on a company worksite, those concerns are to be reported immediately to a supervisor or manager.

If a worker becomes aware of another worker who is (or may be) involved in a domestic violence situation that has (or may have) the potential to extend to posing a risk to that worker or others on a company worksite, the matter is to be reported immediately to a supervisor.

**Procedure for Reporting Persons with a Known History of Violence**

Workers must immediately inform their supervisor if they feel that there is the potential for encountering a person with a known history of violence on a company worksite. In response, the supervisor will determine an appropriate course of action aimed at eliminating or controlling the potential hazard.

1.11.7 Incident response and investigation procedures

**Procedure for Response to a Report of Workplace Violence or Harassment**

All reports of violence or harassment will be taken seriously and investigated promptly and thoroughly by competent personnel. The results of an incident investigation, including the plan for implementation of corrective action, will be communicated to the complainant and the accused as soon as possible.

Workers reporting incidents in good faith will suffer no reprisal.

The company will provide support to victims of violence or harassment through an employee assistance program (EAP). Employees who are victims of violence or harassment are encouraged to seek assistance through this program and can be assured that any counseling and/or treatment administered are completely confidential.

**Procedure for Response to Reports of Domestic Violence**

Domestic violence becomes a workplace hazard, and is no longer limited to a personal issue, when it occurs or spills over into the workplace. It may put the targeted worker at risk and may also pose a threat to co-workers.

For situations involving domestic violence that have the potential to expose a worker, or anyone else present on a company worksite, to physical injury or harm, the company will assist by meeting with the worker to develop a plan for safety and prevention. Measures will be identified that may be taken by the worker and by the company to protect the worker and any other persons on the worksite likely to be affected.

If it is necessary, the meeting will be held in consultation with police, courts or other agencies that may already be involved.

**Procedure for Investigating a Report of Workplace Violence or Harassment**

Incident investigations will be completed as soon as is reasonably practicable following an incident. A competent person will be assigned to completing all incident investigations. This person will be objective throughout the investigation process and will complete and document a thorough review of all information and circumstances pertaining to the incident, providing root-cause analysis and a plan for implementing corrective action.

As part of the investigation process, the investigator will perform:

* + A documented interview with the complainant and/or victim;
  + A documented interview with the alleged perpetrator(s);
  + A documented interview with any witnesses with relevant information to provide; and
  + Any other step the investigator(s) deems relevant to the investigation of the complaint or incident.

Involved parties will be kept informed throughout the investigation process and the company will provide written communication to those parties regarding the final outcome of the investigation.

With respect to workplace violence and harassment as defined by this policy, any contravention may result in the following:

* Removal from the property;
* Disciplinary action;
* Police involvement.

Note:  
Any form of physical assault or threat of physical violence involving an employee that occurs on a company worksite, or on a company offsite location while workers are engaged in work-related activities or events, will be reported to the police.

Any employee found to be responsible for perpetrating violence or harassment in the workplace will face disciplinary measures, up to and including possible immediate termination of employment.

Complainants and witnesses reporting acts of violence or harassment in the workplace will be protected from reprisal as long as they have acted in good faith in doing so. However, if it is determined that a false accusation has been made in bad faith, appropriate disciplinary measures will be taken.

Employees are encouraged to report any incident or activity that violates company policy. Any concerns should be reported to a supervisor without delay. The following are points of affirmative action to be taken if you are a victim, or a witness of violence or harassment in the workplace:

* Any employee who is the victim of workplace violence shall report the incident immediately in accordance with the procedures established by this policy.
* Any employee witnessing an act of workplace violence or harassment, or the potential for an act of workplace violence or harassment shall report such incidents in accordance with the procedures established by this policy.
* When applicable, management and employees shall cooperate fully with the appropriate authorities in the investigation and prosecution of criminal acts and/or the pursuit of civil remedies intended to support the protection of workers and the maintenance of a violence-free and harassment-free workplace.

1.11.8 reporting procedure

Any employee who has witnessed or been the victim of workplace violence or harassment, or who has a concern about potential workplace violence or harassment, is directed to bring the matter to the attention of a supervisor or manager.

If the concern or complaint involves the employee’s direct supervisor, the employee shall go to the supervisor of the next level, or to management with the complaint or concern, or alternatively, to the Human Rights Commission or the police. All complaints will be promptly investigated in accordance with the procedures established by this policy.

If the violence or harassment event requires immediate intervention by law enforcement officers, call 911.

1.11.9 REMEDIES for Policy violations

Corrective action will be taken to remedy any violation of this policy, up to and including the possible termination of employment of parties whose conduct is found to be in violation of this policy.

1.11.10 Worker Support

The company will offer support to workers who are affected by an incident of harassment or violence, advising that the worker reporting an injury or adverse symptoms resulting from the incident, consult a health professional (of the worker’s choice) for treatment or referral.

When a worker is treated or referred for treatment by a physician relating to harassment or violence that occurred at in the workplace, and the treatment sessions occur during regular work hours, no deduction from the worker’s wages and benefits will occur.

**Victim Support and Assistance Programs**

The table below details agencies and programs available to assist employees in obtaining support in addition to their personal professional service providers.

|  |  |  |
| --- | --- | --- |
| **Agency/Service Provider** | **Contact Information** | **Support Services** |
| **Employee and Family Assistance Program** | P: 1.844.880.9142  W: [www.telus.com/en/health](http://www.telus.com/en/health)  Online Counseling – albertamunicipalities.lifeworks.com | Offering a wide range of help or guidance, including counselling, legal advice, financial guidance, career planning, addictions help, nutrition help, etc. |
| **Alberta Human Resources** and **Employment**  **Workplace Health and Safety** | Province-Wide Call Centre   P: 866.415.8690  W: [www.whs.gov.ab.ca](http://www.whs.gov.ab.ca) | Offering assistance with submission of reports of serious injury and providing information on the requirements of the Occupational Health and Safety legislation. |
| **Alberta Human Rights & Citizenship Commission** | P: 780.427.7661  TF: 310-0000 | Offering information via seminars and information sessions and via a newsletter entitled “The Citizen”. |
| **The Support Network**  #320 Allarco Building  11456 Jasper Avenue NW  Edmonton, AB  T5K 0M1 | P: 780.414.6300  This phone number is for Canadian Mental Health Assoc.  Also the Distress Line is  780-482-HELP (4357) | Provides Service Directories, as follows:   * Directory of Community Services (Edmonton & Area) * Self-Help and Support Group Directory (Edmonton & Area)   Also offering:   * Counseling Services   (including Crisis Counseling)   * Courses and Workshops   (Assertiveness Training, Building Self Esteem, etc.) |
| **Alberta Justice**  Law Enforcement Division, 10th Floor  10365-97 St. NW  Edmonton, AB  T5J 3W7 | P: 780.427.3460 | **“Victims’ Programs Assistant Fund”**  Surcharges imposed by the courts on individuals convicted of Criminal Code, Food and Drug Act and Narcotic Control Act offenses are deposited into the **Victims’ Program Assistance** Fund.  Groups providing services may apply for funding. Applications for funding are reviewed by a committee and recommendations are made to the Minister of Justice. |
| **Victim Impact Statement Program** | Information is available through **Police**, **Crown Prosecutor’s Office**, the **Courts** and other agencies providing services to victims.  Forms may be obtained from the police. | Victims of crime are provided with the opportunity to express in writing to the courts, the harm done, or loss experienced as a result of a crime. The judge considers the Victim Statement when determining a sentence. |
|  | | |

1.11.11 Program Administration and ImprovemEnt

The company will engage in a program evaluation process to monitor the effectiveness of the Workplace Violence and Harassment Policy and Procedures with the intent of continuous improvement. As the objective of the Violence and Harassment Prevention Policy and Procedures is to eliminate the occurrence of workplace violence and harassment of all kinds, the process will be evaluated against that standard.

The process evaluation will include the following:

* A program/process gap assessment.
* Process evaluation in order to measure outcomes by:
  + determining whether or not the process is meeting its intended objectives, and
  + identifying opportunities for process improvements.
* Review and evaluation of employee perception regarding the efficacy and fairness of the process, the policy and the procedures.

# Personal Conduct

As the company endeavors to provide a safe workplace, all employees are responsible for ensuring strict compliance with the following rules for personal conduct.

## General Rules

* Report to work fit for duty at the start of each working shift;
* Report all unsafe acts or unsafe conditions and potentially serious incident incidents immediately to their supervisor;
* Report all injury or damage incidents immediately to their supervisor;
* Incorporate safe practices and procedures, risk management and environmental considerations into all operating activities.
* Operate company vehicles and mobile equipment in accordance with site-specific rules and transportation regulations at all times;
* Adhere to company rules and policies at all times, with applicable government legislation for safe operations taking precedence in every situation.
* Be responsible for your own safety, as well as the safety of others working around you.
* Cease operations immediately if imminent danger or undue hazard exists.
* Operate only the machinery, equipment or vehicles that you are qualified and properly trained and authorized to operate.
* Report breaches of company policy or any suspicious activity to a supervisor or manager.
* Refrain from violent or harassing behavior, fighting, horseplay or practical jokes.
* Smoke in designated areas only. Deposit cigarette butts, matches, ashes, etc., in suitable containers and keep the smoking area clean and neat.

## Housekeeping

Good housekeeping practices will be applied on all company worksites as they help to prevent workplace injuries and damage and present a well-managed worksite and pride in the way that work is being done.

All work areas will be kept as clean as possible and free of unnecessary tools, equipment, materials and debris, helping to reduce the risk of slips, trips and falls and other hazards associated with poor housekeeping.

Keeping work areas clean and organized is an important part of ensuring an incident free and productive workplace. In addition, tools, equipment, machinery and vehicles are to be kept clean and maintained so as to be ready for service and in good working order at all times. In order for safety concerns and risk factors to be addressed, worksites, tools, equipment, machinery and vehicles will be inspected regularly, with inspections being documented and all reports filed with a supervisor.

To ensure that the health and safety of the workplace is not compromised due to poor housekeeping habits, company personnel will always be held responsible for the housekeeping in their own workspaces and the cleaning and organizing of the tools, equipment, machinery and vehicles that they use.

In an effort to keep an organized, clean, productive and safe workplace, all personnel shall ensure that:

* Proper housekeeping is maintained at all times in their respective work areas.
* All tools, equipment, machinery and vehicles are inspected regularly and are maintained in good working order.
* Any defective tools or equipment, or those that are in need of maintenance, are tagged as “Out of Service”, reported and repaired or replaced. Once an item has been repaired or replaced, only a supervisor may return it to an “In Service” status.
* Proper tools and equipment are used for each job.
* Tools and equipment are stored in a safe and orderly manner.
* All vehicles and equipment shall be properly maintained and presented in a neat and clean appearance.
* The work area is free of obstacles which may cause slips, trips or falls.
* Flammable and combustible materials do not accumulate in work areas, and when required, they are stored appropriately, in an approved manner.
* The workplace contains only what is needed, when it is needed, and where it is neededto perform the job safely and efficiently.
* Inspections, hazard assessments and safe operating practices and procedures are used to help maintain a safe and productive worksite.
* All steps are taken, as necessary, to guard against workplace hazards.

## Weapons

Possession of firearms or other weapons on work premises, worksites or in company vehicles is strictly prohibited.

## 1.15 Social Media

Employees must not distribute, publish or post photos, videos, text or audio obtained during the course of work on any company worksite without prior approval from management.

## Head and Facial Hair

The purpose of this directive is to reduce the potential hazard of being caught in moving equipment and to reduce potential for interference with effective use of PPE. This directive applies only to field-service personnel in particular circumstances, such as when the use of Respiratory Protective Equipment is required or when working with/around moving mechanical parts of equipment or machinery. In these cases:

* Hair must be kept well-trimmed or tied back so that it does not extend below the collar when the person is in a standing position.
* Personnel must be clean-shaven if the scope of work requires the use of RPE.
* Loose neckwear, jewelry, or other similar items must not be worn.

## Smoking

* **Smoking is prohibited in a work area where a flammable substance is stored, handled, processed or used.**
* Smoking will be allowed in designated areas only.
* Smoking while refuelling is prohibited.
* Cigarette butts are to be deposited in approved containers.
* Users will keep smoking areas clean and tidy at all times.

**Non-compliance with company rules and policies will be grounds for disciplinary action, up to and including possible termination of employment.**

# Impairment in the Workplace

### 1.18 Drug and Alcohol Policy

**SCOPE**

The company Drug and Alcohol Policy will be in effect at all times. On a worksite that is controlled by another contractor or a Prime Contractor, that contractor’s Drug and Alcohol Policy will automatically be deemed to be in effect unless otherwise agreed to, in writing, by both parties.

**PURPOSE**

To remove or mitigate workplace hazards caused by the adverse effects of the use, misuse or abuse of drugs, alcohol, medication or other substances that may impair a person’s ability to perform work in a healthy and safe manner.

**COMMITMENT**

Our employees are our most valuable resource and their health and safety and that of the workplace as a whole, is a primary concern. As a result, the company has adopted this policy to communicate its operational directives for mitigating the impact of drugs, alcohol and other impairment-inducing substances on workplace health and safety.

The company is committed to:

* Meeting or exceeding regulatory requirements for providing a safe workplace;
* Fair, respectful treatment of all employees;
* Promoting and supporting a healthy & safe workforce;
* Protecting communities, the public and the environment as they may be affected by company operations;
* Providing understandable and predictable responses to breaches of company policy;
* Protecting and supporting company personnel through the implementation of fair practices for alcohol and drug testing used to confirm compliance;
* Accommodating employees that produce a physician’s authorization/prescription for use of a drug that will cause their impairment on the job, with modified duties, temporary reassignment, or other accommodation as required, as long as doing so does not interfere with the protection of the health and safety of other workers in the workplace or others in the vicinity or result in undue hardship for the company.
* Educating employees and providing resources, as needed.

**DIRECTIVES**

To help enforce this policy, both management and employees are expected to adhere to the following while performing work on behalf of the company, whether the work takes place on or off company property:

* Use, possession, distribution, or sale of alcohol, recreational drugs or drug paraphernalia, on or off company worksites during work hours, including during paid and unpaid breaks, **is strictly prohibited**;
* Company personnel are expected to abide by governing legislation and company policy.
* Company personnel are prohibited from reporting to work while under the influence of alcohol, recreational drugs, medication (without an accommodation plan), or any other substance that may impair their ability to perform their job duties safely;
* Company personnel are expected to abstain from the use of alcohol or recreational drugs for the period of time required to ensure their complete sobriety prior to reporting for work;
* Company personnel are expected to arrive at work fit for duty, able to perform their duties to company standard and remain fit for duty throughout the duration of their shift, refusing unscheduled requests to come into work if they are unfit to do so.
* **Company personnel using** **any authorized/prescribed or non-prescription medication or drug (legal or illegal) while performing work for the company, must declare that fact to management** **and report any related potential risk, effect, limitation, or restriction that may impair their job performance or their ability to perform their job duties safely;**

Modification of duties, temporary reassignment or other accommodation may be arranged during a prescribed period of treatment, recovery or rehabilitation.

* Company personnel shall not intentionally misuse authorized/prescribed or non-prescription medication or drugs while performing work for the company.  
  For example:
* Taking more than the prescribed dosage.
* Taking a medically authorized/prescribed medication or drug not authorized/prescribed to them.
* The company may investigate an authorized/prescribed or non-prescription medication, drug (legal or illegal) or any other substance, through an appropriate source (expert, pharmacist, or doctor), to determine its potential for causing impairment.

For example:

* Investigation to determine whether the use of a substance causes drowsiness, confusion, disorientation, slower reaction times or an impaired capacity for users to concentrate or think clearly and rationally, or otherwise affects their ability to make decisions and/or perform their job duties safely.
* No company personnel shall accept relief from another worker if in their opinion, the relief worker may be impaired and unable to perform the work safely. This refusal must be immediately reported to a supervisor or manager.

The company will conduct its own post-incident and reasonable cause drug and alcohol testing in accordance with this policy and governing legislation. Post incident and/or reasonable cause alcohol and drug testing may also be requested by a prime contractor, at its discretion, in accordance with its own policies. Until an employee that has been directly involved in post-incident or reasonable cause testing has been confirmed to be “Fit for Duty”, that employee will not return to work.

When there is reasonable suspicion, the company or prime contractor may perform a workplace search for alcohol, drugs or drug paraphernalia during on-site activities. These searches may be random and may include, but are not limited to:

* Vehicles
* Buildings
* Accommodations
* Other structures not listed above.

Employees will report any worksite safety issues or related concerns that arise from the violation of any part of this policy. Non-compliance will be grounds for disciplinary action, up to and including possible termination of employment.

## Drug and Alcohol Testing

Drug testing companies designated by the company will collect and process urine or blood specimens for drug testing. All testing must meet or exceed the guidelines and standards for the Substance Abuse and Mental Health Services Administration, which is the certifying agency for forensic urine drug testing in laboratories in Canada.

Samples taken will be used to determine impairment levels, as follows:

1. **Drug Panel, Urine Screening Cut-Off Concentration Levels**

Test results at these concentration levels or above is considered a “Positive Test”.

|  |  |
| --- | --- |
| **Drug** | **Concentration Level/Parameter** |
| Amphetamine | 500 ng/mL |
| Cocaine Metabolite | 150 ng/mL |
| Cannabinoids | 50 ng/mL |
| Opiates | 2000 ng/mL |
| MDMA | 500 ng/mL |
| Phencyclidine | 25 ng/mL |
| 6-Acetylomorphine | 10 ng/mL |
| Marijuana Metabolite | 50 ng/mL |
|  | |

1. **Confirmation Urine Drug Concentration Levels**

Test results at these concentration levels or above is considered a “Positive Test”.

|  |  |
| --- | --- |
| **Drug** | **Concentration Level/Parameter** |
| Amphetamine  Methamphetamine | 250 ng/mL  250 ng/mL |
| Cocaine Metabolite | 100 ng/mL |
| Opiates   * Codeine * Morphine | 2000 ng/mL  2000 ng/mL |
| MDMA   * MDMA * MDA * MDEA | 250 ng/mL  250 ng/mL  250 ng/mL |
| Phencyclidine | 25 ng/mL |
| 6-Acetylomorphine | 10 ng/mL |
| Marijuana Metabolite | 15 ng/mL |
|  | |

|  |  |
| --- | --- |
|  |  |
|  |  |

1. **Alcohol Concentration Levels** (Breath Test)

An alcohol concentration level equal to or in excess of 0.040 grams per 210 litres of breath is considered a “Positive Test”.

No supervisor will permit an employee who refuses to submit to any required drug-testing to perform work or continue to perform work on a company worksite. Any employee who refuses to submit to a required test will be immediately relieved of his or her duties.

Refusal to submit to drug/alcohol/intoxicant testing, failure to report to the company’s designated location for drug/alcohol/intoxicant testing or tampering with the drug/alcohol/intoxicant testing procedure in any way, will be deemed to be a positive test result, resulting in the employee being subject to disciplinary action, up to and including possible termination of employment for just cause.

## Reasonable Cause Testing

The company reserves the right to conduct testing for the presence of alcohol, drugs or other intoxicants when there is reasonable cause to suspect that while on duty, the actions, appearance or conduct of an employee are indicative of impairment.

The decision to send an employee for reasonable cause testing will be documented as soon as possible after an indication of impairment has been reported or following personal observations resulting from, but not limited to:

* Observed use, or evidence of use of drugs, alcohol or other intoxicants;
* Erratic or atypical behavior of the employee;
* Involvement in an accident or an incident with the potential for serious injury;
* Changes in physical appearance of the employee;
* Changes in behavior of the employee;
* Changes in speech patterns of the employee;
* Discovery of intoxicants, drugs, alcohol or related paraphernalia found in locations to which an employee has sole or primary access, including employees’ lockers or assigned vehicles; or
* Receipt of a complaint or concern by a co-worker or third party that an employee may have been using drugs/alcohol or other intoxicants while on duty.

If required, the manager will contact an alcohol and drug testing service provider to schedule a test. Where reasonably possible, such tests shall be conducted respectfully, and in a manner so as to minimize the intrusive nature of the testing process.

The process is to be completed as soon as possible following an incident or report of reasonable suspicion. The drug testing will be performed in compliance with the drug and/or alcohol testing facility’s testing procedures. Positive test results shall be reviewed and verified by a physician prior to further action being taken in the matter.

## Accommodation

Any employee suffering from a drug, alcohol or other addiction must disclose the addiction to their supervisors. The company recognizes that is has a responsibility to assist and accommodate employees suffering from an illness/addiction to the extent that it is reasonably possible to do so without causing undue hardship.

Further, employees who are concerned that a fellow employee may be suffering from an addiction are strongly encouraged to report those concerns to their supervisor.

# Non-Compliance/Progressive Disciplinary Process

Each employee is responsible for ensuring their compliance to company rules, regulations, and policies. Non-compliance with established company rules, regulations, and policies will instigate the application of a progressive disciplinary process.

## The Progressive Disciplinary Process

Employees are responsible for following and adhering to all company rules, regulations and policies. If an employee is deemed to be non-compliant with company rules, regulations or policies that employee will be subject to progressive disciplinary measures. These measures range from a verbal warning to employment termination; the severity of the disciplinary action is governed by the severity of the violation.

All non-compliance infractions will be subject to review as follows:

Infraction >> Investigation >> Interviews >> Report to Management >> Corrective Action

Resulting corrective action will take the form of a progressive disciplinary process; which may include one or more of the following measures:

1. Retraining
2. Verbal Warning
3. Written Warning
4. Suspension
5. Termination of Employment

Any form of disciplinary action taken will be documented and copied to the employee’s personnel file. The employee will receive a copy of any written notice placed in their file. Disciplinary reports submitted to an employee’s file may form the basis upon which future disciplinary measures are decided. Serious or repeated misconduct may result in corrective action being taken, up to and including possible termination of employment.

# Employee Development – Orientation, Training & Review

Within one week of their hire-date, new employees will receive a company safety orientation to ensure their awareness of legislation, company policy, safe work practices/procedures and employee rights and responsibilities.

Formal industry-specific training/certification and job-specific-training relevant to the scope of the employee’s work will be completed, as required. Formal retraining/recertification will be completed on an ongoing basis, as per stipulated training/certification schedules, to maintain the required level of worker competency. Ensuring workers are trained to operate equipment correctly, complete work assignments safely, and know how to identify and respond to worksite hazards prevents incidents and supports the maintenance of a safe and healthy workplace.

In keeping with OHS legislation, only well trained and competent workers will perform or supervise hazardous work processes. A competent worker is defined as one who is adequately qualified, suitably trained, and has sufficient experience to carry out work safely. Short Service Employees (SSE) will work under the direct supervision of a competent worker until such time as the supervisor deems them competent to perform the required tasks independently.

## New Employee Safety Orientation Review Checklist

* Company Health and Safety Management System
* Operations & Maintenance Manual
* General Safety Rules
* Formal Training Policy
* Health and Safety Roles and Responsibilities
* Hazard Identification and Assessment Process
* Codes of Practice, Standard Operating Procedures & Safe Work Practices
* Emergency Preparedness & Response
* Care and Use of Personal Protective Equipment (PPE)
* Incident Prevention
* Incident Reporting and Investigation
* Pre-Work Hazard Assessment and Pre-Work Safety Meetings
* Reporting Unsafe Acts/Conditions
* Requirement to Refuse Dangerous Work
* Applicable Occupational Health and Safety (OHS) Legislation
* Workplace Violence and Harassment ‘Zero-Tolerance Policy’
* Drug and Alcohol Policy
* Working Alone Policy
* Non-Compliance and the Progressive Disciplinary Process
* Health and Safety Committee/Representative
* Vehicle Operation and Safe Driving
* Workplace Inspections
* Preventative Maintenance
* Load Securement
* National Safety Code and Applicable Government Transportation Legislation

## Prime Contractor Orientation

Upon arrival on a prime contractor’s worksite for the first time, company employees must receive a site-specific safety orientation. Work will not begin on that site until the prime contractor’s representative has delivered a site-specific orientation. In situations where the prime contractor, or it’s representative will not be present on a worksite prior to work commencing, then a company supervisor will provide a site-specific safety orientation that will include the review of identified hazards and control measures, required PPE, Emergency Response Plan (ERP) and reporting requirements.

Regarding management of change, where new hazards are identified and/or the scope of work changes, company supervisors or employees will request an update to the site-specific orientation from the prime contractor.

The prime contractor’s Safe Work Permit and (if applicable) Ground Disturbance Checklist must be completed and a Pre-Work Safety Meeting held before any work begins.

### 1.25 Training Policy

**SCOPE**

All new employees will receive a company safety orientation, followed by job-specific training and standard industry-required safety training/certification to ensure that they are prepared to perform their duties safely, responsibly, and efficiently.

**PURPOSE**

The orientation and training received will inform employees on applicable OHS legislation, company policies, safe work practices and standard operating procedures and on the employees’ rights and responsibilities while at work.

**DIRECTIVES**

Monthly safety meetings will be held as part of an ongoing training/awareness process - all employees will be expected to attend.

Required industry-specific or position-specific health and safety training/certification will be performed by a professionally certified instructor or instruction facility. This training will include, but will not be limited to:

* **H2S Alive**
* **Transportation of Dangerous Goods** (TDG)
* **Workplace Hazardous Material Identification System** (WHMIS)
* **Intermediate First Aid**
* **Ground Disturbance II**
* **RMO Station Entry - RMO 1** (within the first year of employment)
* **Defensive Driving** (within the first year of employment)

**Specialized Training**

Training more specialized in nature will be completed if an employee is expected to perform specific high-risk tasks beyond the scope of what would be considered regular duties. This training may include, but is not limited to:

* **Emergency Response**
* **Gas Utility Operator**
* **RMO Operation (RMO 2)**
* **Confined Space Entry**
* **Bear Awareness**
* **Fall Protection**
* **Line Locating**
* **Rigging & Hoisting**
* **Load Securement**

Copies of all employee training/certification documents will be kept on file for a minimum of 5 years. Training/certification documents will record the type of training offered, name of attendee, name of trainer/training facility, date training was taken, date training will expire (if applicable), and the results obtained.

The company may utilize in-house training services provided by accredited training facilities for training field-based operational and technical maintenance personnel, in order to meet the above requirements.

The company will provide update and refresher training/certification, as required.

## On-The-Job-Training

All new employees are to be trained on the operating tasks relevant to their scope of work as soon as it is practicable after their initial hire. A supervisor or designated company trainer will be assigned to provide on-the-job training (OJT) and/or assess the level of proficiency a new employee has attained from previous/other training taken before the hire date and record the training dates & information for company records.

Record of on-the-job training, or record of the assessment of the employee’s proficiency, will be reviewed by management upon completion. All on-the-job training records will be kept in the employee’s file for a minimum of five years.

## Competency Training and Assessment

Competency training focuses on the skill-sets and core competency requirements related to an employee’s trade or position-specific scope of work. As part of the competency training and assessment process, required formal industry-specific occupational training/certifications are tracked and reports on the assessment of training, testing and evaluation of position-specific task proficiencies are filed for each employee. This process helps to ensure competency of the company’s workforce and consistency in the way that tasks are performed.

In addition to formal competency training, an informal training method of combining the demonstration of task execution by a competent mentor or co-worker, with hands-on training opportunities for trainees is used to build core competencies for specific routine tasks. **Standard Operating Procedures (SOPs)** have been developed to assist with training on these tasks and specific practice guidelines can be found in the ***Guidelines for Operation and Maintenance Practices in Alberta Natural Gas Utilities Manual* (O&M Manual).**

In addition to formal certification, competency is determined through supervisor observation and evaluation. An employee taking part in a competency assessment evaluation performs a specific task while being observed by a trained and competent supervisor. This serves to validate the competency of a worker for performing the task correctly and safely and for the accuracy demonstrated while completing the steps documented for specific task procedures.

## Short Service Employee (SSE) Program (Field Service Only)

The company recognizes that newly hired employees may not have the same level of work and safety experience as long-term employees. This lack of experience can create an increased level of risk in the workplace. Providing new employees with a safety orientation and on-the-job training at the time of hire helps to minimize this risk, but does not eliminate it.

Short service employees, here described as those having less than three months of experience with the company, may be more vulnerable to incidents and injuries at the workplace due to their lack of experience with specific work situations and environments, potential worksite hazards and/or non-routine operating conditions.

New or short service employees may lack first-hand work and safety experience and are not as familiar with the safe work practices and standard operating procedures as personnel who have spent more time with the company. Therefore, no employee shall work alone during the period in which he is deemed to be a Short Service Employee

This program has been developed to provide short service employees with supplemental safety, supervisory, organizational and worksite support during the first three months of employment with the company. This support includes methods of visual recognition for the short service employee on the job site, and a process of mentoring these employees to assist them in gaining experience and familiarity with the tasks that they are required to perform.

To ensure that short service employees are provided with supplemental assistance as described above, it is necessary that they be differentiated from long service employees. Short service employees are those who have been working for the company for less than three months from the date of hire. Employees who were previously employed by the company but have not worked for the company for a period of 90 days or more from the date of rehire, will also be considered short service employees. Individuals being re-hired as a short service employee for the purpose of gaining additional safety training, operator qualifications, or extended orientation for non-routine work assignments will also be considered short service employees.

Any differentiation as described and required by this program is specifically for the purpose of supporting the program’s processes. The status of “short service employee” is a non-discriminatory differentiation based on length of employment only. Supervisors or managers shall not have the discretion to extend or impose the conditions and requirements placed by this program on short service employees for any other reason or purpose.

However, in the event that a supervisor or manager is concerned about the safety performance of a short service employee at the time that they are to pass the three-month employment period addressed by this program, the supervisor or manager may choose to place the employee under work limitations that are separate from the short service employee program if deemed necessary. All short service employees will be monitored for compliance with company health and safety policies and procedures.

No method of differentiation shall ever be utilized for purposes of discrimination or preferential treatment of one employee over another, as a way to embarrass or ridicule an employee, or to subject an employee to embarrassment or the ridicule of others.

Records will be kept to ensure that the company maintains and tracks information regarding each employee’s term of employment, so that short service employees can be readily identified for the implementation of this program.

Tracking methods will be kept that identify when each employee’s length of employment exceeds three months and their status changes under this program. An employee exceeding three months of employment will no longer be classified as a short service employee.

Short service employees will be provided a standardized green hardhat so that they can be visually differentiated on worksites. The color green will serve as a color coding to indicate a “green” or “new” employee that has been employed for less than three months with the company.

As a part of this program, the company will designate one or more individuals to serve as mentors for short service employees. Under this program, the term “mentor” will mean a competent and experienced employee who is well regarded by the company and is assigned to be available to the short service employee(s) in a supportive capacity.

The mentor will be available to answer questions, offer guidance/advice, and provide the benefit of their experience, personal support and encouragement on a personal level.

Prior to starting work on a site that is not under the direct control of the of company, a company representative shall notify the Prime Contractor or client (site manager, project coordinator, contractor contact, and/or on-site supervisor) if short service/new employees are present as part of a company work crew.

## Return To Work Program

In an ongoing effort to provide a safe and healthy environment for all personnel, a Return to Work Program has been implemented to provide a structured process for returning employees to work after suffering a workplace injury or illness. This program is designed to benefit both the employee and employer by ensuring appropriate rehabilitation and gradual reinstatement of the ill or injured worker back to full or modified duties.

Management will ensure company-wide awareness of the Return to Work Program. All employees will have equal consideration and the employer’s assistance and support in returning to work in an appropriate manner should they ever become injured or ill during their employment. The Return to Work Program will be reviewed as the topic of a regularly scheduled health and safety meeting and will be covered as part of the new employee orientation process.

Any employee who becomes injured or ill at work will obtain immediate medical treatment if required and notify their employer immediately. They will file an accurate report to WCB within 24 hours. The employee will adhere to any physician-prescribed treatment plan, as directed, with the intent of rehabilitating and returning to productive employment as soon as possible. Regular contact with the employer, health care professional and WCB will be maintained by the employee, as required throughout the recovery and rehabilitation process. The employee will participate in the creation of their individual return to work plan and take care when performing regular or modified work tasks to avoid re-injury or further delay to their recovery.

The company will also report accurately to WCB within the required time frame.

Communication with the employee, either by phone or in person, will be made at the time of the injury/illness and maintained at an appropriate and agreed upon frequency. Development of a return to work plan for the employee will be created with the participation of the employer, employee, health care professional and WCB. Appropriate methods will be employed to monitor and supervise the employee’s progress in returning to full pre-injury or pre-illness work.

The health care professional will report as required to WCB. They will determine the nature of the injury or illness and provide the medical diagnosis and prognosis for recovery and return to work. They will also provide appropriate and effective treatment that facilitates recovery from the injury or illness as soon as possible. The health care professional will participate in the development of the employee’s Return to Work plan by advising the employee and employer of the worker’s capabilities and restrictions. They will also advise the employee, employer, and WCB on when it will be medically appropriate for the employee to return to work.

The company will provide a Physical Demands Analysis (PDA) form to the employee’s health care professional at the earliest opportunity to support the determination of any physical limitations or accommodation requirements that the employee may have as a result of the injury or illness. The company will also provide information about return to work opportunities that exist in company operations to the injured or ill employee, their health care professional and to WCB.

Physical demands analysis of work typically practiced by the employee determines the level of physical activity required for different tasks. The PDA will be provided to the health care professional to assist in determining whether the injured or ill employee can return to full, partial, modified, or none of their previous duties. The PDA completed by the health care professional provides the company with a list of jobs/tasks (from the information provided by the employer) that meet the worker’s health restrictions or those that may be modified to accommodate the employee’s recovery/rehabilitation.

Suitable accommodations for the injured or ill employee will be designed to meet the limitations of the employee. Restricted lifting, standing, walking or sitting are common examples of work accommodations. Reduction in hours worked per day may also be required for the safe recovery of the employee.

Upon being informed of the employee’s workplace injury or illness, a Worker Information Package will be provided by the employer. This package will contain several documents:

* Appropriate WCB form(s).
* Physical Demands Report of pre-injury or pre-illness job position and tasks.
* Letter to worker’s primary health care professional, outlining the employer’s intent to work with the professional in assisting the safe return of worker when medically approved.

Once the employer has reviewed information provided by the Health Care Professional and determined appropriate modified work for the employee to perform, a Modified Work Agreement will be created for review and signing by both the employee and the employer. This will include details of the proposed modified work, agreement duration, hours of work, and rate of pay. The employer and employee will discuss the objectives, expected timeline of recovery, and method for monitoring recovery and the progression of the employee’s return to work. This will ensure that the employer and employee have the same understanding and are in agreement regarding the duties of both parties during the employee’s recovery from the injury or illness.

Each injured or ill employee will receive individualized attention. A systematic and standardized process will be used to ensure fair treatment of all employees and to avoid any discrimination. If the employee refuses to participate in the return to work process, the reasons for this refusal must be signed, dated, and submitted in writing to the employer and to WCB.

Medical records will be filed by the company and will be kept strictly confidential. Access will only be granted to persons who require the information to perform their jobs, such as: management, supervisors, health care providers, etc.

### 1.30 Employee H&S Performance Review Policy

**SCOPE**

Review of employee health and safety performance shall be completed annually by either the manager or designate, or by the employee as a self-review.

**PURPOSE**

This review process is intended to assess the employee’s level of health and safety performance, identify potential training opportunities and to support the development of performance improvement plans, as required.

**DIRECTIVES**

The Employee Performance Review or Employee Performance Self-Review form is to be used along with the rating definitions, as apply to safety performance, below:

**Consistently Exceeds Expectations**: Meets key health and safety requirements of the job in all areas and far exceeds the requirements in more than half of the areas on which the employee is evaluated. Performance is characterized by high achievement and consistently exceeds standard expectations.

**Exceeds Expectations**: Meets key health and safety requirements of the job in all areas and exceeds the requirements of the job in many areas. Performance consistently exceeds standard expectations.

**Meets Expectations**: Meets key health and safety requirements of the job in many areas. Performance consistently meets standard expectations.

**Below Expectations**: Does not meet key health and safety requirements of the job. Excessive direction and follow-up are needed. Performance fails to meet standard expectations. Immediate improvement required.

**N/A** = Not Applicable, or too soon to rate employee on criteria reviewed.

The main objectives of the health and safety review process are to recognize performance that meets or exceeds company expectations and to identify areas where the company can support the employee in improving their health and safety performance.

When completing the annual performance review, the previous year’s recommendations, training schedule and improvement plan will also be reviewed to verify implementation and to support new or additional recommendations, as appropriate. Reviewer’s comments should include noted improvements or changes in performance levels from year to year.

Performance review documents will be reviewed and signed-off by both the manager and the employee and filed in the employee’s personnel file. Copies of the employee performance review documents will be retained for the duration of the employment with the company, or for a minimum 5 years.

# Safety Communications

As communication is vital to the success of any program, this HSMS Manual forms an integral part of communicating the intent and directives of the company Health and Safety Management System to its employees and other interested parties. Copies of the manual are available to employees on each field unit, in the main shop, and in the office of the principal business location. Policy updates & legislation changes that occur between printings of newer versions are posted and brought to the attention of employees through health and safety bulletins or scheduled health and safety meetings and then appended to the manual itself. Digital copies of the manual are updated, as required, on an ongoing basis and current copies are made available to employees electronically as they are updated.

The policies, rules and regulations regarding safety communication contained within this manual are subject to annual review which is part of a formal internal review process.

Effective communication amongst all levels of personnel, contractors and stakeholders, is necessary for monitoring and improving health and safety, quality and production performance. In addition, good communication creates an opportunity for management to provide information and receive feedback as to effectiveness of policies, rules, procedures, and other health and safety related information and to assess how well they are understood and implemented. In support of this aim, employees are encouraged to use the Suggestion for Improvement (SFI) form to submit their input on how the health and safety management system could be improved. All suggestions will be reviewed and considered by management or the Health and Safety Committee, if one exists, and a response provided to the sender to verify receipt.

Several communication systems have been developed to facilitate the exchange of information, as follows:

## Health and Safety Meetings

The purpose of the Health and Safety Meeting is to promote general health and safety awareness. These meetings also facilitate the discussion of specific elements of the HSMS and its supporting programs, providing an opportunity for employees to ask questions and provide input into the review and improvement of the system and its programs.

In addition, the discussion of identified unsafe acts or conditions, the review of incident investigations and potentially serious incidents and discussion of other health and safety issues - as they become relevant - makes these meetings a very useful communication tool.

Most importantly, scheduled health and safety meetings also present the opportunity for employees, supervisors and management to voice concerns, share ideas and information, and work together to solve problems as a team.

1. **Monthly Health and Safety Meetings**

The company schedules monthly Health and Safety Meetings and attendance is mandatory for all available workers and regular contractors. An agenda is drafted and circulated in advance of the meeting. The topics are chosen based upon industry-related subject matter and can reflect current health and safety issues and/or concerns that the company is facing. Meeting topics may also be chosen to facilitate the review of material, such as:

* + - General Health and Safety Information
    - Company Health and Safety Roles and Responsibilities
    - HSMS Policy (i.e.: Drug & Alcohol Policy, Workplace Violence & Harassment Policy)
    - Formal Task Hazard Assessments
    - Emergency Response Plan
    - Standard Operating Procedures or Safe Work Practices
    - Learning Outcomes from Incident/PSI Investigations
    - Inspection Report Findings
    - Suggestions for Improvement
    - Joint Worksite Health & Safety Committee Meeting Minutes
    - Company Action Plan
    - Audit Review Reports

Minutes of the meeting are recorded, filed and signed by all in attendance and a copy (paper or electronic) is posted in a common area. A signed copy of the meeting minutes is also sent to management for review. Any concerns brought forward during these meetings are forwarded to management for resolution and/or recommendations for corrective measures. If an action plan is generated as a result of management’s recommendations, it will be reviewed at the next scheduled Health and Safety Meeting.

1. **Project Kick-Off Meetings**

The Project Kick-Off Meeting is held prior to the start of a large project, such as pipeline or facility construction. Employees, contractors, subcontractors, consultants and any other company representative connected to the project are expected to attend. The focus of the meeting is to ensure that project activities are well coordinated and that everyone involved understands the scope and magnitude of the project, as well as the part that they will play in the execution of the Project Plan. Minutes are recorded and distributed, as required.

1. **Pre-Work Safety Meetings**

Attendance at Pre-Work Safety Meetings on all company worksites is mandatory. The focus of these meetings is to review the Project Plan and ensure that all personnel and contractors are aware of the project requirements, any identified worksite hazards and the controls used to mitigate the associated risk. All in attendance must sign-off documenting attendance at the meeting and verifying awareness and understanding of the information presented. Pre-Work Safety Meetings are generally held:

* On the job-site, before work on a high-risk job commences.  
  (i.e.: major repair projects, construction projects, confined space entry, hot work and on special projects such as environmental clean-up or tie-ins)
* With all personnel, contractors and consultants involved in the project.
* To review the contents of the Pre-Work Hazard Assessment/Safe Work Permit.
* If project requirements change.
* If there is a change in the scope of the work to be performed.  
  (work process, environment, personnel, equipment, regulation)
* For personnel new to the worksite or unfamiliar with the project or scope of work.

**\*\*\*Refer to Pre Job Meetings section of O&M Manual for additional information relating to pre work safety meetings. \*\*\***

* + 1. **Tailgate Meetings**

These meetings can be held anywhere or anytime. They can be crew or site specific and should have a defined scope, such as a focus on ensuring that all workers involved are aware of specific hazards/controls and/or requirements for a specific task or project. Minutes and record of attendance is usually recorded on the Pre-Work Hazard Assessment form.

* + 1. **Annual HSMS Review Meeting**

The Health and Safety Committee/Representative meet annually with management to review and update the contents of the Health and Safety Management System. For some review projects, a Review Team will be assembled to complete an in-depth review and provide recommendations to management and the HSC/HSR for consideration. A review of trending company statistics, mitigation reports, Review Team recommendations, audit reports and company action plan items/completions, along with group discussion and debate, inform decision-making and help to determine which HSMS elements and company policies will be revised or updated and whether or not new material will be introduced.

## HSMS Record Keeping

Records are official documents that preserve data for work-related events that occur over time. Statistics are a quantified collection of data that can be summarized and analyzed to identify trends. Statistics have little or no meaning unless presented in clear context; the intent of the company HSMS record keeping system is to provide that context.

There are many different facets to the Health and Safety Management System; therefore, consideration must be given to keeping records and statistics of the activities that are carried out in support of that system. The key reasons health and safety records and statistics are collected and analyzed include:

* To support effective management of the Health and Safety Management System and its programs.
* To ensure compliance with legislation and industry standards.
* To facilitate consistent measurement of health and safety performance against a set of relevant operating parameters.
* To assess health and safety performance and report on leading and lagging indicators.
* To provide documentation that will assist management in the review of the Health and Safety Management System, its programs and overall performance, as part of an internal auditing process.
* To provide documentation in response to requests from government inspectors and/or internal and external health and safety auditors.

# SECTION 2: Hazard Identification, Assessment and Control

### 2.0 Hazard Identification, Assessment & Control Policy

**SCOPE**

The provision of a process to identify and evaluate any workplace situation, condition or circumstance that may be dangerous to the health or safety of workers, the public or the environment, and/or detrimental to the company’s material resources.

**PURPOSE**

The purpose of the Hazard Identification, Assessment & Control Policy is to protect human and material resources by identifying existing and potential workplace hazards and implementing appropriate controls to mitigate the risk involved with exposure to those hazards.

**DIRECTIVES**

The company shall maintain a comprehensive program of inspections at all facilities and worksites.

Prior to the start of work on any site, a Pre-Work Hazard Assessment (PWHA) will take place, followed by a Pre-Work Safety Meeting in which the findings of the PWHA will be presented to all affected workers. The Pre-Work Safety Meeting will inform those in attendance of identified existing and potential hazards, the controls that are to be used to mitigate risk of exposure to those hazards and provide a review of the site-specific (ERP) Emergency Response Plan.

The report generated from the Pre-Work Hazard Assessment will include the date, time and name of the employee who performed the assessment. The report will also document the location and scope of work to be performed, as well as a record of all employees that attended the subsequent safety meeting and a verification of their safety training/certification. If required by a Prime Contractor, proof of completion of that contractor’s safety orientation will also be recorded on the PWHA form. All employee safety training certificates must be valid and presented for review upon request.

As the process of pre-work hazard assessment is being completed, operators will be sure to address the procedure(s) deemed necessary for dealing with potential emergencies that may be dangerous to the health or safety of workers on the worksite. Key hazards will be noted in the Pre-Work Hazard Assessment report, along with the controls required to correct/control the hazard. Discussion will be held to determine contingency planning for potential emergency situations and only competently trained employees will be assigned to implement corrective action as part of an emergency response procedure.

In an attempt to minimize employee exposure to risk, contingency planning for potential emergencies will state the minimum number of workers required to perform the corrective action to be implemented as part of an emergency response procedure. Every reasonable effort will be made to control hazards while corrective action is being taken.

Any identified existing or potential hazards and the plans for corrective action to control or eliminate those hazards are to be reviewed in the Pre-Work Safety Meeting by all employees scheduled to work on that site. Employees will be trained on hazard assessment and control and on the selection and use of PPE appropriate for the work being performed and for controlling the risk of exposure to worksite hazards.

The hazard assessment process will be used in routine and non-routine activities, as well as when new processes/equipment/personnel are introduced to the worksite, or when changes in the scope of work operations occur. Any planned corrective measures for managing or eliminating identified hazards will be reviewed prior to implementation, to ensure that the corrective action plan itself does not create a new hazard.

The hazard assessment process will be repeated:

* At reasonable and practicable intervals to prevent the development of unsafe/unhealthy working conditions.
* When a new work process is introduced.
* When a work process or operation changes.
* When new workers or equipment are introduced to a worksite.
* Before the construction of a significant addition or alteration to a worksite.

Management is responsible for directing the formal hazard assessment process and for ensuring that worksite inspections are completed, as required, and that there is employee involvement in those inspections. Supervisors are responsible for the deployment of the field level hazard assessment and control program and for conducting ongoing informal hazard inspections of the areas where the crew is working. Employees are responsible for participating in and contributing to the hazard inspection process and for implementing hazard controls, as required.

## Job Hazard Assessment (JHA)

The job hazard assessment process forms the foundation of an effective Health and Safety Management System. It is a complex undertaking which results in a cycle that continuously assesses, controls and monitors the effectiveness of measures taken to mitigate risk in the workplace.

Prior to establishing Standard Operating Procedures, Safe Work Practices and a routine of scheduled inspections specific to company operations, a formal process of Job Hazard Assessment (JHA) and Task Hazard Assessment (THA) must take place. Only personnel that have received the appropriate training will be charged with completing this process.

As part of this formal hazard assessment process, all positions within the organization are inventoried and then each task performed within each position is listed and broken down into sequential steps that are then assessed for both health and safety hazards and prioritized based upon the level of risk involved for performing that step. After the assessment phase is completed, controls are detailed for each hazard assessed for each task and step.

Though a complex process, the completed JHAs and THAs become an excellent reference resource for the development of standard operating procedures and safe work practices, as well as for training new personnel.

A Job Hazard Assessment (JHA) will be performed and recorded for every position in the company.

The steps involved in the Job Hazard Assessment (JHA) are as follows:

1. **Inventory All Positions and Tasks for Those Positions**
   1. Create a list of all positions within the organization.
   2. Record the number of employees working in each position.
   3. List all of the tasks performed in each position.
2. **Determine the Sequential Steps Involved in Completing Each Task**
3. **Identify and Assess the Hazards for Each Step**
   1. Assess the potential health and safety hazards for each step of each task that was inventoried.
   2. Involve experienced personnel in the assessment process that actually perform the task(s) being assessed. Their field-level experience will help to ensure that nothing important is overlooked.
   3. Calculate the risk-rating using the **Task Risk Rating Evaluation Formula** found in Section 2.7 on page 68, and by asking these three questions:
      1. What is the frequency of exposure to the hazard?
      2. What are the consequences if the hazard is not controlled?
      3. What is the probability of an incident occurring?
4. **Determine the Controls**
   1. Address the identified hazards and assign methods of control to either eliminate or mitigate the risk of exposure to the hazard. Controls should be chosen based on the following:
      1. Legal Requirement
      2. Manufacturer’s Specifications
      3. Company Rules & Procedures/Practices
      4. Industry Best Practices
      5. Worker Input
   2. Record the control methods, the date and the names of those who participated in the selection process.
5. **Prioritize the Tasks for Each Position**
   1. After determining the risk-rating for each task, rank and document the tasks in order of (High, Medium, Low) level of hazard for each position based upon the level of risk involved for each task.
   2. Average the task risk-rating values to determine an overall risk-rating value for the position.
6. **Schedule Periodic Review and Re-Assessment**
   1. Document the results of the Job Hazard Assessments (JHAs) and associated Task Hazard Assessments (THAs).
   2. Record the date the assessments were completed and the names of those who participated in the assessment process.
   3. Schedule periodic reviews of the JHAs and THAs to ensure that revisions are made, as required, and to ensure that the control measures implemented continue to be practicable and effective over time.
   4. Reviews should be scheduled annually, at a minimum, or completed any time that a new work-process is introduced, a significant change is made to operations, or an addition or other alteration is made to a worksite.

## Informal Hazard Identification & Assessment Process

It is the responsibility of the supervisor and all worksite personnel to ensure hazard assessments are completed as part of the daily routine. All responsible parties are to be vigilant about monitoring daily operations for conditions or procedures that may contribute to risk affecting the workforce, the public, or the environment. If the hazard assessment process identifies a hazard, it must be eliminated, isolated or otherwise mitigated by implementing the use of engineering or administrative controls or personal protective equipment. Employees that guide the inspection process will be adequately trained to perform effective hazard assessments and no work will begin until an appropriate pre-work hazard assessment has been completed and reviewed by those who will be performing the work.

Any hazard that poses imminent danger will be brought immediately to the attention of the site supervisor. Work will not proceed until the hazard has been eliminated or, adequately controlled to mitigate risk.

**The steps involved in the informal hazard assessment process are as follows**:

1. Assemble the people involved.
2. Identify all tasks related to the work process.
3. Discuss possible hazards for each task with the workers involved.

(include possible hazards originating from the environment, materials, equipment and people on the worksite)

1. Keep asking “What if?”
2. Determine all hazards that require attention and hazards that could potentially require attention.
3. Review and document the findings.
4. Determine the controls that will be used to mitigate risk.
5. In the Pre-Work Safety Meeting, present the information gathered in the hazard assessment to the workers and contractors who will be performing the work.

During the hazard assessment process, ask yourself, when performing this work:

* Can any part of the body be caught in or between objects?
* Is there a risk of injury from twisting or lifting?
* Is there a risk of tripping, slipping or falling?
* Does the use of any substance or tool create a hazard?
* Does task performance require awkward or static posture?
* Is there a risk of falling objects?
* Is there a risk of injury from pushing or pulling?
* Is the task tedious or repetitive?
* Is there extreme cold or heat present?
* Can any contact be made with harmful objects or substances?
* Are there any vapours, gases, dust mist or fumes present?
* Are there any biological hazards present?
  + Blood or Airborne Pathogens
  + Mold
  + Spores
  + Bacteria
  + Insect or Animal Related Diseases
* Are first aid supplies maintained and inspected?
* Are trained first aid personnel available?
* Are any hazardous by-products being generated?
* Are equipment and machinery maintenance inspections performed and repairs done on a timely basis?
* Is all fire-fighting equipment serviceable and inspected regularly?
* Is lighting and ventilation adequate?
* Is noise or vibration present?
* Is the use of excessive muscular force required to perform the task?
* Can any variable factors affect the safety the task performance?
* Is there an emergency response plan?
* What other questions need to be asked, relative to this particular work area?
* Have the causes as well as the symptoms of the hazard been identified?

## Health and Safety Hazards

1. **Health Hazards**

A health hazard may produce serious and immediate (acute) health effects or cause long term (chronic) health problems. All or part of the body may be affected.

Physical health hazards include, lifting, repetitive motions, slipping, loud noise, extreme temperatures, etc.

Chemical health hazards include exposure to chemicals, dust, fumes, mists, vapors etc.

Biological health hazards include exposure to viruses, fungi, bacteria, molds, bodily fluids, sewage, etc.

Psychosocial health hazards include violence, harassment, stress, fatigue, etc.

1. **Safety Hazards**

A safety hazard is anything that could endanger the immediate safety of person.

Physical safety hazards include such things as pinch points, crush points, burn hazards, confined space, working from heights, etc.

Chemical safety hazards include skin or bodily contact with chemicals, explosions, fires, etc.

Biological safety hazards include anthrax, sewage, H2S, methane, etc.

Psychosocial safety hazards include violence, harassment, stress, and fatigue.

## Hazard Control

Once the hazard assessments are completed, the next step is the implementation of control measures to eliminate or reduce the risk of harm to workers. This element of the Health and Safety Management System is covered under Occupational Health and Safety legislation, which requires employers to take all reasonable steps to eliminate or control identified hazards in order to make the workplace safer.

## Control Measures for Managing Hazards

The following is a hierarchy of controls to be used (either alone or in combination with one another) to achieve a required reduction in exposure to hazards:

1. Elimination

Whenever possible, eliminate the hazard completely. For example, when a task is automated and performed by a machine, the hazards associated with manually performing this task are eliminated, or when installing more electrical outlets in the workplace can eliminate the need for electrical cords that may create a tripping hazard in walkways.

1. Substitution

Where the hazard cannot be eliminated, consider alternatives to the substances, processes, machines and equipment currently being used. Could any of these be replaced with a less hazardous substitute? Always realizing of course, that although a substitute may be considered “safer”, that does not necessarily mean it is completely safe or hazard-free.

1. Isolation

Where the hazard cannot be eliminated or substituted, there may be an option for isolating it by some manner of enclosure.

1. Engineering Controls

Engineering Controls involve the design of the workplace and its related processes and should be incorporated at the conceptual stage of a project. These controls include such factors as ventilation, isolation, containment and process control. Exhaust ventilation employed during welding operations can be considered an example of an engineering control.

1. Administrative Controls

Where the hazard cannot be eliminated and where substitution and engineering controls do not adequately manage the hazard, administrative controls are frequently introduced to lessen the risk. These measures may include changing work procedures or developing and implementing new policies.

As administrative controls involve directing people, successful implementation is reliant upon strict adherence to policies and procedures and needs to be supported by relevant training and constant supervision.

1. Personal Protective Equipment (PPE)

Personal protective equipment should be considered the control method of last resort and should always be used in combination with other control methods. PPE can be used as a supplement but not as a substitute to other control methods.

When it is determined that Personal Protective Equipment (examples: safety glasses, earplugs, respirators) must be used to control exposure to a hazard, pre-use documentation must be specific and include the selection criteria, instructions for proper use, care and maintenance, as well as employee training. PPE must be inspected regularly for defects and defective equipment replaced as necessary.

* + 1. **Fire Retardant (FR) Clothing**

Fire retardant clothing provides additional protection for personnel exposed to high heat or flame for short periods but does not provide complete fire/combustion protection. FR fabrics must be certified in accordance with approved fire-retardant testing such as NFPA 701 or 702. The company standard for fire retardant clothing is Nomex IIIA, or equivalent.   
  
FR clothing must be worn in locations where the site and/or tasks present a risk of fire/explosion or electrical burns.   
  
This includes the following work areas or task assignments:

* Odorant delivery and testing.
* Operational/maintenance activities that could expose flammable products to the worksite atmosphere.
* Operational areas (e.g., RMOs, intermediate stations, etc.).
* Hot work activities in RMOs or live pipeline excavations.

Other specific requirements for Fire Retardant (FR) clothing:

* Must be worn as the outside layer if a worker may be exposed to a flash fire.
* Must be zipped up when in use, and fully cover arms and legs.
* Must be laundered according to tag instructions, or by a qualified laundry service.
* Reflective striping is recommended on the arms and body on the FR clothing.
* Clothing made of 100% cotton, wool or leather is to be worn beneath a FR outer-layer of clothing.
* Requirements for Fire Resistant Rain Gear:
  + Vinyl rain gear is acceptable for general duty tasks.
  + FR rain gear is available for projects where a fire hazard exists.
  + **Nylon or plastic rain gear is prohibited.**
  + Welders may wear leathers or Carhart clothing as long as it provides the same full-body coverage (e.g. full-length leggings and sleeves).  
    1. **Hard Hats**

Company personnel and all visitors are required to wear CSA or ANSI approved hard hats on worksite locations, except when in vehicles or equipment with enclosed cabs, or while in offices. Maintenance shops are considered to be a worksite, as are any other workplace areas where an overhead hazard may be present, “Hard Hat Area” signage will be clearly posted in shop locations where hard hats are required.

Hard hats are to be inspected regularly and replaced if any cracks, worn straps or other damage is apparent, or if the expiry date has passed.

Other specific requirements:

* During the Pre-Work Hazard Assessment process, employees must assess their worksites to determine if there are any situations where significant risk of lateral (side) impact protection is required.
* Winter liners should be FR rated in areas requiring fire retardant clothing.
* Safety headgear shall not be painted or defaced in any way.
* Hard hats must not be worn backwards, unless approved to do so by the manufacturer.

* + 1. **Foot Protection**

Company personnel and all visitors are required to wear CSA approved foot wear on worksite locations. Exceptions include when remaining in vehicles, or while in office areas, or in other situations (e.g., walking on gravel roadways) away from any foot hazard areas.

Specific requirements for safety footwear:

* Minimum of toe, heel and sole puncture protection plates (e.g., CSA Grade 1 represented by a green colored triangle).
* Spark resistant soles and heels resistant to liquid penetration.
* Ankle support (e.g., 6 to 8 inches high).
* Steel-toed dress shoes are permitted for individuals observing work activities from a distance or completing routine low hazard work.
* When insulating protection is required (i.e., footwear is required to insulate the feet from electrical discharge to the ground) footwear represented by a white rectangle with the Ohm symbol (Ω) and the CSA logo must be worn.

The following are guidelines for users in the proper selection, maintenance and replacement of protective footwear:

* Never choose footwear based on style alone; ensure it provides the protection and durability that your job requires.
* Lace your boots to the top to give yourself the full protective benefits for which the footwear is designed.
* Consider the sole of the footwear, depending on the walking surfaces and environmental conditions, some soling materials and tread designs may be significantly more durable and easier to maintain.
* Check protective footwear before and after each use. If there are cracks in the soles, breaks in the leather, exposed toecaps or other abnormalities that reduces the protective capabilities of the footwear, it should be replaced.
* Refer to manufacturer’s instructions for proper storage, cleaning and care of footwear.
  + 1. **Eye and Face Protection**

Eye protection is mandatory on all worksites in operational areas. Personnel and all visitors are to wear properly fitted and approved eye protection.

The following should be noted:

* All safety glasses, including prescription safety glasses, are recommended to have side shields attached.
* Lens must be scratch resistant and can be clear or shaded.

The choice of protective eyewear depends on the hazard(s) associated with the job. There are many options such as shaded lenses/visors to filter out hazardous radiation; special coatings for anti-scratch, anti-fog and anti-static; and modified styles to fit over prescription glasses available for all categories of protective eyewear.

The three general categories of protective eyewear are:

* Safety glasses (impact from frontal/side-impact objects or particulate).
* Goggles with indirect ventilation (chemical splash or irritating mists).
* Face shields (where full-frontal protection is required).

**Minimum Requirements for Eye and Face Protection**

|  |  |  |
| --- | --- | --- |
| **Activity** | **Protection Required** | **Notes** |
| Abrasive blasting. | Blasting hood, with supplied air. |  |
| Chipping, jack hammering, material handling of particles, windy/dusty conditions. | Safety goggles with side shields or impact goggles. |  |
| Handling hazardous substances. | Chemical splash goggles. (a face shield may also be required) | **Class 2 Protection** – Must be soft and pliable with adjustable headband. Ventilation ports are also required. |
| Operating chainsaws or using weed trimmers. | Safety goggles with side shields or impact goggles. (full face shield may be required due to kick-up) |  |
| Oxy-acetylene welding, cutting, brazing or soldering (welder and welder’s helper). | Welder’s goggles (eye-cup or mono goggles), shields or a welding helmet with a flip-up lens. | **Class 3 Protection** – Hazards (falling objects, dust, splash, abrasive materials, radiation, and heat) determine the appropriated eye protection to be worn. |
| Grinding or buffing. | Full face shield over safety glasses with side shields. | **Class 6 Protection** – Visor should be adjustable with a minimum size of 20 cm by 30 cm. |

1. **Hearing Protection**

Areas in which Hearing Protection Devices (HPD) are required (>85 dBA) are to be designated by signage. HPDs include ear muffs attached to hard hats, ear muffs worn over or behind the head, or foam plugs.

If the noise level in the area is not posted, the worker must determine during the hazard assessment if the work being completed will exceed 85 dBA (i.e., cannot carry on a conversation) and whether HPD should be worn.

1. **Gloves**

Employees are required to wear appropriate hand protection when handling chemicals, when working with controlled products where the probability of hand contact exists, or when the probability of cuts, burns or abrasion exists. Leather or cloth gloves will be used to protect hands from cuts, abrasions, punctures, heat and cold.

**Note:** Leather/cloth gloves are not suitable for handling petroleum liquids/chemical liquids.

Specific requirements for hand protection:

* Substantial leather palm gloves are to be worn when handling hot, sharp or splintered material.
* Rubber, nitrile or neoprene gloves must be worn when working with caustics, acids, solvents; epoxy’s or cements (refer to SDS requirements).
* Dielectric (e.g., rubber) gloves must be worn when working on exposed energized electrical panels and circuits. Electrical rubber gloves must be tested using an air leak test before each use. Gloves must be tested and maintained as per CSA standards.

1. **Limb or Body Protection**

Company personnel shall ensure that, where there is a danger of injury to a worker’s hands, arms, legs or trunk of the body, PPE appropriate to the scope of work is worn at all times.

Specific requirements regarding limb and/or body protection:

* High visibility apparel must be worn when worker is designated as a spotter or signaler or when working on or adjacent to roadways.
* Proper clothing to address environments that are hostile or unforgiving (e.g., operations during severe winter weather require appropriate cold weather clothing).
* If a drowning hazard exists, and employee must wear a PFD or lifejacket with sufficient buoyancy to keep the employee’s head above water.
* Hip waders may be required in river crossings, etc.
* Leg protection must be worn when using chainsaws.

## Ranking Hazards by Risk

Once the hazards have been identified or anticipated, they must be ranked to identify which are the most in need of developing controls. Priority should be to work on the highest ranked hazard first. Hazard ranking is done by assessing the consequence of the incident which could arise from the hazard and the probability that an incident could occur, based on the degree of exposure to the hazardous condition.

When ranking the potential consequence of any hazard, all potential for incident and/or injury must be examined and attention must also be given to the control methods which are already in place to eliminate or mitigate the hazard. Anticipation of the worst possible outcome, under the circumstances, requires consideration of the nature of the work being done and the presence of any and all hazards.

**Task Risk Rating Evaluation Formula** (Exposure x Consequence x Probability) = Risk Rating

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Exposure** | | **Consequence** | | **Probability** | |
|  | | | | | |
| 4 | **Regularly** | 4 | Death/Disability/Damage Over 10K | 4 | **Very High** |
| 3 | **Occasionally**  (Monthly) | 3 | Serious or Lost-Time Injury/Damage Over 5K | 3 | **High** |
| 2 | **Limited**  (a few times/year) | 2 | Medical Aid Injury/Damage Under 5K | 2 | **Medium** |
| 1 | **No Significant Exposure** | 1 | First Aid Injury/Minor Damage | 1 | **Low** |

**Rating of 1 – 17 = Low Risk Rating of 18 – 27 = Moderate Risk Rating of 28 – 64 = High Risk**

In rating the probability of the hazard resulting in an incident or injury, one must look at the number of workers who are exposed to the hazard, the amount of time that they are exposed to the hazard and the various control measures that are in place.

By combining the potential severity with the frequency and probability ratings, different hazards can be rated against each other. Hazard assessments will enable the determination of priorities for engineering controls, development of safe work practices, standard operating procedures, worker training, competency testing, and enhanced supervision, etc.

If job hazard analysis determines that a particular task has a risk-rating of 28 or higher, the task will be classified as a “High Risk” and a specific operating procedure will be developed that details the controls required to mitigate the risk involved. Re-training on “High Risk” tasks will be completed annually.

**Low Risk Rating (1 – 17)**:

Minimal risk with potential for minimal impact. This type of risk is mitigated through the completion of a Job Hazard Assessment (JHA), worker-training, or pre-work safety meeting.

**Moderate Risk Rating (18 – 27)**:

Moderate risk with potential for moderate impact. Potential for some loss exists, corrective action must be initiated in a timely fashion. Everyone who is exposed to the risk must be made aware of the hazards involved, and proper Personal Protective Equipment (PPE) is required as a minimum for control.

**High Risk Rating (28 – 64):**

Critical or serious risk with potential for serious impact (death or serious injury, extensive damage of equipment/material, or significant impact to the environment). Imminent danger/undue hazard exists and action must be taken immediately.

## Developing and Implementing Controls

Depending on the nature of the activity or task, it is not always possible, or practical, to eliminate all hazards. Nevertheless, all potential hazards must be identified, and the risks controlled by the use of appropriate procedures or devices. Additionally, some tasks may have specific hazards that are beyond the scope of experience of the site-supervisor/workers and may require analysis by management or independent consultation.

Steps for Developing and Implementing Controls:

1. **Develop Hazard Controls**

Using the results of the formal hazard assessment process, select the tasks that present the greatest risk to employees, and determine possible controls for the identified hazards. Develop controls for all identified hazards prioritized in order of greatest to least risk. Field personnel should be consulted as their hands-on knowledge of the job tasks can be of great value to the process. OHS codes and standards, along with health and safety legislation and existing company policies should all be considered when hazard controls are being developed.

1. **Implement Hazard Controls**

The next step is to implement the control methods selected. This will involve the installation of isolation controls, engineering controls, administrative controls (the development of policies, procedures, codes of practice, rules, and preventative maintenance schedules) and the introduction of PPE. Implementation will also involve training workers and contractors in the use of controls, the introduction of policies to enforce their use and vigilant monitoring of the overall process.

1. **Review and Revise Hazard Controls**

Hazard assessments and controls should be reviewed soon after controls are implemented to monitor their effectiveness. Subsequent and regular reviews should also take place to verify that original expectations were correct, and that established controls continue to be adequate for eliminating or reducing workplace risk. Hazard assessments will be reviewed and plans for managing and implementing controls will be updated whenever there are significant changes to operations, personnel, equipment, or to the scope of work being performed.

## Undue hazard

Undue hazard in relation to any occupation includes a hazard that poses a serious and immediate threat to the health and safety of a person. It is a requirement of the Occupational Health and Safety Act for a worker to refuse work or to do particular work at a work site if the worker believes on reasonable grounds that there is an undue hazard at the work site or that the work constitutes an undue hazard to the worker’s health and safety or to the health and safety of another worker or another person.

## Sources of Hazards

Though there are many different sources of hazard in the workplace, the most commonly encountered hazards can be determined using the PEME methodology, as follows:

1. **P**eople  
   …lack of training, poor communication, rushing, fatigue, and other factors may cause at-risk-behaviors and contribute to people becoming a common source of hazard.
2. **E**quipment  
   … some equipment and tools used in the workplace are inherently hazardous and others can become hazardous over time due to inadequate maintenance practices.
3. **M**aterials  
   ...some materials used in the workplace are inherently hazardous and others can become hazardous over time due to inadequate storage, handling or disposal practices.
4. **E**nvironment  
   …factors such as facility layout, ventilation and lighting, walking surfaces, temperature and other variables can all be sources of hazards.

## Types of Hazards

* **Chemical** – Fumes, gases, aerosols, corrosives, alkalis, solvents, sprays, heavy metals, poisons, pesticides, etc.
* **Biological** – Hazards that can cause illness such as allergies, hantavirus, etc.
* **Physical** – Contact hazards that can cause injury such as cuts, burns, abrasions, strains, etc.
* **Ergonomic** – Cramped workspaces, improperly adjusted equipment, repetitive tasks, etc.
* **Environmental** – Noise, heat, cold, weather, wildlife, etc.
* **Psychological** – Stress, fatigue, boredom, shift work, etc.
* **Naturally Occurring Radioactive Material** (NORM).
* If the prime contractor’s worksite has NORM, the company expects the prime contractor to inform the company representative of that fact so that appropriate hazard assessment can be performed, and controls established.
* In cases where NORM has been confirmed or NORM hazards have been identified, the prime contractor is expected to provide procedures and signage.

## Flammable and Hazardous Liquids

Containers that are flammable and/or contain hazardous flammable liquids shall be labelled or identified and located in a safe place away from any open flames, fire or engines in operation.

Drums and small containers must not be left exposed to direct sunlight where there is potential for pressure build up or plastic container degradation. Containers must be of an approved type for the liquid that they contain.

In order to prevent sparks and accidental ignition, metallic or conductive containers and vessels used for flammable and combustible liquids, must be bonded to one another and electrically grounded when pouring in or out of the container takes place.

## Fuel and Chemical Storage Tanks

Above ground storage tanks that hold less than 5 m­­3 do not typically require secondary containment. Due to the potential for ground contamination or environmental damage if a release should occur, secondary containment is required for above ground storage tanks that hold less than 5 m3 if they contain any of the following fluids:

* Glycols and Mercaptan
* Amines
* Demulsifiers
* Corrosion Inhibitors
* Solvents
* Fuel
* Methanol

Above ground storage tanks that are less than 5 m3 will also require secondary containment if:

* They are within 100 meters of a water course.
* The potential exists for the contents to be moved off-site.

## Handling Hazardous Materials

All company employees will be trained and competent in Workplace Hazardous Materials Information System (WHMIS). Employees will also be informed of the specific hazardous materials used, or those that may be used, on company worksites.

The company will provide to employees the appropriate information, training, supplies and equipment required to manage the handing of hazard materials in the workplace, including procedures for:

* Prevention and clean-up of hazardous spills.
* Storage of Chemicals and Hazardous Materials
* Labelling of Chemicals and Hazardous Materials

In addition, current Safety Data Sheets (SDS) will be available to employees at all times. Records of hazardous materials used and stored on company worksites are to be kept as current as possible. In order to achieve this goal, the company relies on all levels of personnel to bring out-of-date records to its attention.

This may include (but not be limited to):

* SDS
* WHMIS Labels
* Containment System Records

## Management of Change (MOC)

The Management of Change (MOC) process provides a formal written mechanism for ensuring that changes introduced to the worksite do not degrade safety mechanisms that were purposefully designed to support specific operational processes. Any change that has the potential to introduce new hazards to the workplace or presents new levels of risk to people, property, or the environment, will be recognized, reviewed and approved prior to implementation.

The MOC process will address administrative, chemical, technical, equipment, procedural, organizational and facility changes. Ensuring that all potential hazards have been addressed and risk mitigated before any changes are introduced, and that appropriate notification and training is provided to all personnel involved or impacted by the change.

The MOC process also ensures that all required information and approvals are appropriately documented.

### 2.14.1 Management of Change (MOC) Policy

**Scope:**

Changes, even very simple ones, have caused incidents, near misses and environmental harm. As a result, we have developed this policy to mitigate risk associated with the management of change in the workplace. Work impacted by temporary and/or permanent change to an organization’s personnel, systems, processes, procedures, equipment, or materials, cannot proceed unless a Management of Change (MOC) process is completed and documented.

**Purpose:**

This Management of Change (MOC) Policy is intended to identify the impact on operations and personnel and mitigate the health and safety risks associated with the introduction of change to the workplace. Additionally, this policy ensures that the impact of change is properly recognized, reviewed, documented, approved and communicated.

**Directives:**

The Management of Change (MOC) process will be implemented when any of following types of change are introduced to the workplace:

**Physical Change**  
Any physical change, such as site design/engineering, machinery or equipment, or any deviation from documented safe operating limits or procedures.

**Personnel Change**  
Change in the organization or a change in personnel supervising the work process that may lead to a loss or transfer of personnel with specific knowledge or experience.

**Replacement-in-Kind**  
An item or product (equipment, chemical, procedure, etc.) that is quite similar to an existing item or product that is currently being used.

**Temporary Change**  
Any short-term change that is not intended to be in place through to the completion of the work process. A point in time will be specified as to when the temporary change will end, and operations will resume as they were prior to the temporary change being introduced. A temporary change will be subject to the same evaluation as permanent changes.

**Emergency Change**  
Action necessary to remedy an emergency situation that has the potential for serious impact and/or poses imminent danger to the health and safety of company personnel, the public, the project, or the environment.

**Management of Change (MOC) Process**

While no single procedure can be recommended to manage all change in the workplace, the process to manage each change should address:

* Analysis of any health, safety and/or environmental implications.
* Documentation and communication of any potential impact or consequence that may occur as a result of the change, as well as any compensating measures or methods of control that would need to be implemented.
* Personnel training requirements.
* Documentation of management’s review and approval of the proposed change.

The process begins when the need for a change is identified. The proposed change must be clearly communicated to the appropriate personnel including a description of, and reason for, the change.

Management will evaluate the merits of the proposed change and determine whether or not any additional action will be required to properly address the change. Input from field personnel and supervisors should be used, as appropriate, to determine if the change is necessary. When a proposed change has been identified it must be evaluated for potential health and safety implications. A review will be conducted to assess all identified hazards associated with implementing the change. The review will also ensure that all codes, standards, design specifications, compatibility assessments, and generally accepted engineering practices have been met. In addition to hazards, the review should also address all of the benefits associated with the change.

Management is required to authorize the change, in writing, before the change can be implemented.

Prior to implementation, the change and the related hazard assessment must be properly documented and then communicated to affected workers in a Pre-Work Safety Meeting. Any related training requirements are to be formally identified and all training completed prior to the introduction of the change.

After the change has been implemented, management is responsible for verifying that the change was managed as intended. If the change is temporary, the end-point must be identified. Management must ensure that any time limits, or any other stipulations related to the temporary change are respected.

In an extreme emergency, it may be necessary to carry out a modification or procedural change before normal MOC procedures can be followed. In these cases, the change shall be permitted only upon the verbal authorization of designated supervisor in charge. However, the emergency change will be subjected to the MOC evaluation process at the earliest possible opportunity.

## Codes of Practice

A Code of Practice is a written practical guide that describes the specific directives and procedures to be followed to support workers in completing their work in a healthy and safe manner. Workers should be consulted when developing content for a code of practice, as they often have the best understanding of the hazards involved in the work being done. It may also be beneficial to ask for the help of safety professionals such as industrial or occupational hygienists or engineers, as development of some codes of practice for managing health and safety risks may be particularly complex.

Codes of Practice must be maintained and periodically reviewed to ensure that documented procedures are up-to-date and continue to reflect the complexities of the workplace activities for which they were originally written.

To reduce risk on company worksites, the following Codes of Practice have been written to guide and protect workers while they perform work associated with specific known hazards:

COP 2.15.1 - Respiratory Protection  
COP 2.15.2 - Confined Space  
COP 2.15.3 - Ground Disturbance  
COP 2.15.4 - Fall Protection  
COP 2.15.5 - Hot Work  
COP 2.15.6 - Working Near Overhead Lines  
COP 2.15.7 - Hydrogen Sulphide (H2S)

# Work Permits and Work Clearance

Prior to the start of work, company personnel will complete a Pre-Work Hazard Assessment & Safe Work Permit form, along with any corresponding Ground Disturbance Permit, Hot Work Permit, Confined Space Permit, or other forms as may be required for the scope of work to be performed. A Pre-Work Safety Meeting will then be held to review all known and potential hazards, methods of control, required Personal Protective Equipment (PPE) and the site-specific Emergency Response Plan (ERP). All workers in attendance will be required to sign-off on the review of the pre-work hazard assessment, acknowledging that they have been made aware the information contained therein.

A Safe Work Permit is issued for any job that:

* Interferes with routine operations,
* Involves a contractor performing non-routine work,
* Involves multiple work crews,
* Involves hot work,
* Involves major lockout (where key equipment is taken out of service),
* Involves confined space entry, or
* Involves ground disturbance.

When the company is not the acting prime contractor, it is mandatory to obtain the appropriate permit before beginning any kind of work. Work permit systems are designed for the following reasons:

* To assign control of the work tasks, worksite or area.
* To identify the work to be done.
* To document job hazard assessment.

(identify any hazards, assess potential risk and determine any safety measures to be taken)

* To ensure that all contractors present on a worksite are made aware of the hazards and controls related to the scope of work to be performed.

On worksites controlled by a prime contractor and not by the company, the prime contractor will provide a Safe Work Permit relevant to the scope of work being performed, which will detail the specifics of their pre-work hazard assessment. All contractors present on the worksite will then attend a Pre-Work Safety Meeting (Tailgate Meeting) to review all known and potential hazards, the methods of control, required Personal Protective Equipment (PPE) and the site-specific Emergency Response Plan (ERP). All workers in attendance will be required to sign-off on the permit, acknowledging that they have been made aware the information contained therein.

In addition to receiving a copy of the Prime Contractor’s Safe Work Permit, the Site Supervisor will still be required to complete a hazard assessment using the company Pre-Work Hazard Assessment & Safe Work Permit form in order to ensure that a review of all hazards related to the scope of work being performed have been assessed according to company-specific guidelines, relevant policy and standard operating procedures.

Copies of all prime contractor issued Safe Work Permits and Pre-Work Hazard Assessments will be attached to the work-order/field-ticket and filed as per company document management policy.

**Permit Issuer**

The Permit Issuer is responsible for authorizing the work. This includes:

* Clearly identifying and specifying the work to be performed. Preparing the Safe Work Permit and ensuring that any concern about the work to be performed are resolved before the permit is issued.
* Notifying the immediate supervisor if there are any concerns over the proposed work.
* Conducting a contractor safety orientation, if contractor(s) onsite have not previously received one.
* Ensuring that a pre-work safety meeting (tailgate meeting) is conducted, and hazards and controls communicated.
* Ensuring that all personnel involved are aware of their duties and responsibilities, including proper response to take in the event of an emergency.
* Determining the need for and number of individuals required for Safety Watch, if required.
* Checking the worksite preparations before work starts and ensuring that all equipment is properly prepared and in good working condition.
* Assisting co-workers and contractors in the safe execution of their work.

**Permit Receiver**

The Permit Receiver represents the personnel responsible for performing the job. The Permit Receiver is responsible for:

* Performing only the work specified on the permit.
* Working with only the equipment specified on the permit.
* Ensuring personnel understand the hazards and precaution involved.
* Explaining any emergency or evacuation procedures related to the job.
* Following all instructions on the permit.
* Ensuring that work area is left clean and tidy after completion of the work.
* Notifying the Permit Issuer when any items or tasks are incomplete and why.
* Notifying the Permit Issuer of any system left inoperable due to other permitted work.

**Involved personnel must**:

* Stop work immediately if a hazardous situation develops.
* Inform the Permit Issuer and co-workers of those conditions.

**Permit Duration**

The permit is typically valid for the time specified and must not exceed the duration of the shift. All work must cease at the proposed completion time unless a new permit is issued, or the Permit Issuer extends the existing permit. In this instance, the Permit Issuer must initial the time change on both copies of the permit.

A blanket permit is a special permit that may be issued for an extended period (i.e. ten-day shift). It is intended to be issued for low risk and routine tasks carried out on an ongoing basis by contractors (e.g. pipeline patrol) where specific procedural guidelines have been established and agreed to by the contractor. If issued, this should be identified on the Safe Work Permit.

Routine or low risk tasks typically requiring a permit being issued to a contractor, may be carried out by trained and competent company personnel, without a permit, if a standard operating procedure has been developed and implemented for the task.

**Displaying Permits**

A copy of an active permit must be readily available on the worksite and the permit holder must be able to produce a copy upon request. On each copy of the permit, the date, time and scope of work must be clearly indicated. When the work has been completed, permits are to be signed off and a copy returned to the Permit Issuer. If work is incomplete, it should be noted on the permit when returned.

**Permit Closure**

Work permits are closed when the Permit Receiver returns a signed copy to the Permit Issuer. For crews, such as maintenance personnel working in remote sites, the Permit Receiver may phone to advise that the job is complete or email the signed copy of the permit to the Permit Issuer.

The permit is closed when the Permit Issuer notes the time the permit is returned and initials a copy to indicate that the job is complete.

## Types of Work Permits

|  |  |  |
| --- | --- | --- |
| **Type of Permit** | **Function** | **Length of Time Valid** |
| Safe Work  Permit | Given to a specific worker or crew for a specific task or series of tasks. | Issued for one day/shift but may be extended. |
| Work  Clearance | Assigns control of a site or work area. The supervisor of the site is responsible for issuing any other work permits that are required. | Issued from the start of the project until control of the site is returned to the work clearance issuer. |
| Blanket  Work  Permit | Used for ongoing tasks where specific guidelines  have been established  These permits are only valid during normal operating conditions. If those conditions change, the blanket permit holder should check with the lease supervisor before work continues. | Issued for a maximum of one year. |
| Hot Work Permit | Permits work involving open flames, sparks, or other sources of ignition which could create a fire or explosion hazard in a hydrocarbon atmosphere. | As per project requirements. |
| Confined Space Permit | Permits entry into spaces with restricted access or egress, such as fuel tanks, pipelines, pumping stations, process vessels, septic tanks, sewage digesters, man holes, vats, pits, etc. | As per project requirements. |
| Ground Disturbance Permit | Permits excavation and other ground disturbance activities. | As per project requirements. |
| Maintenance Work Permit | Permits work for general maintenance on equipment or facilities where there could be potential hazards (e.g. energized electrical equipment, H2S, pressure, or working from heights, etc.) | As per project requirements. |

**\*\*\*Refer to Safe Work Permits section of O&M Manual for additional information relating to permits.\*\*\***

## Chemical/Biological Hazards and Harmful Substances

There are many different types of chemical hazards (e.g. benzene, solvents, heavy metals, lead, diesel exhaust), biological hazards (e.g. micro-organisms in sewage, toxic mold, hantavirus) and harmful substances (e.g. asbestos, silica, nuisance dusts) that a working crew could potentially come into contact with. Proper documented work practices for handling, storage, transport and disposal of these substances are required to minimize both worker and public exposure.

There are many different factors that contribute to the effect the worker will experience, including:

* Route of Exposure (inhalation, ingestion, skin absorption)
* Duration of Exposure (8 hours, short-term, long-term)
* Effect of More Than One Substance

In order to determine potential impacts, a competent worker must measure airborne concentration of substances. Below are a few examples of common hazards and how to deal with them:

**Asbestos** – If it is suspected that this hazard may be present at a worksite, the prime contractor should be contacted immediately. The company and all employees must be familiar with the Occupational Health and Safety Code directives for handling asbestos.

**Benzene** – Benzene can be found in many geological formations as a natural substance. Precautions for benzene exposure include respiratory protection and hygiene procedures for handling chemicals.

**Hanta Virus** – The symptoms of H.V. can display similarly to influenza. It is contracted from inhaling air contaminated by the saliva, droppings, and dried urine of rodents (e.g. deer mice).

Avoid inhalation of contaminated air or direct contact with contaminated areas by:

* Ventilating closed buildings before commencing cleaning.
* Using 5-parts water to 1-part bleach on any area when cleaning up droppings. Don’t use a broom or vacuum, always use a damp rag for clean-up.
* Use disposable rubber or plastic gloves to dispose of dead animals and droppings in a twist-tied plastic bag.
* Controlling rodent infestation:
* Seal all holes that are larger than ½ cm around buildings.
* Clean brush/grass around the foundation of buildings.
* Store food in containers with tight lids.
* Elevate garbage cans or use lids that have a tight seal.
* Continuously use mouse traps in infested areas.
* Use rodenticide approved for exterior use in covered bait stations.

**Sewage** – It is important to drain and store biological waste properly, for both health implications and reduction of environmental impacts. Septic tanks should be stored away from primary residence areas and must be routinely cleaned out. Proper PPE must be worn at all times during this process.

Pre-work hazard assessments will be performed on all sites, including assessments to determine any potential for exposure to chemical, biological and/or other harmful substances.

Using the Hazard Identification Process, in conjunction with the Pre-Work Hazard Assessment form or other safety checklist, as required by a client, operators will identify any risk of exposure and pre-determine any corrective action to be taken.

**At no time shall any employee be exposed to a chemical, biological hazard**, **or other harmful substance at a concentration level which exceeds the ceiling limit** as stated in Schedule 1, Table 2 of the OHS Code.

As work may be performed on sites where H2S exposure has been identified as a possible hazard, all field service employees are trained by a **certified safety training facility** in H2S Alive and the related Code of Practice relating to H2S. The training will ensure that the trainee is informed of the hazards associated with H2S exposure, understands the process and the necessity of measuring airborne H2S concentrations and the procedures for minimizing exposure.

**At no time** **will an employee be exposed to an H2S concentration level that exceeds 15 ppm, without the use of respiratory equipment.**

All field service employees will be expected to complete the H2S training, to use the procedures presented and to apply the training appropriately. SCBA - Self Contained Breathing Apparatus (certified and tested), is supplied for work in areas deemed to be at risk for H2S exposure.

As H2S is a gaseous chemical to which exposure hazards are principally limited to inhalation and cannot be washed off, decontamination procedures are not required.

## Decontamination Procedures

If work requires that an employee is present on a site where there is a possibility for exposure to harmful substances, the company will ensure that immediate access to emergency bath/shower, eye-wash station and other decontamination equipment, is available on-site, as would be required for the potential level of exposure.

In the event of personal injury, the treatment of the injury must take precedence over the clean-up of a spill or implementation of the decontamination procedure, even with contaminated persons. Contamination will be minimized by confining all contaminated persons to a restricted area, as long as doing so does not add to the extent of any existing injuries, to their suffering or impede in any way the speed of their recovery.

Exposure to harmful substances and/or related decontamination procedures may require the activation of the ERP – Emergency Response Plan. All employees must be familiar with **the company’s** **Emergency Response Plan** and the ***Site-Specific* ERP - Emergency Response Plan** before commencing work on any job site.

## Storage of Harmful Substances

Any harmful substances (or their containers) which are to be stored on a worksite or in a company building, must be clearly identified using WHMIS protocol.

## Workplace Hazardous Materials Information System (WHMIS)

All field-service and shop personnel will be WHMIS certified by an approved training agency. Records of employee training/certification and expiry dates will be kept on file to ensure that certification is kept current and meets OHS Code requirements. Personnel whose duties are solely administrative in nature will be exempt from this requirement.

If, at any time, a controlled product is used, stored, handled or manufactured on a worksite, it must be done so in accordance with WHMIS standards.

If a controlled product is a hazardous waste material that is generated on a worksite, it must be stored and handled safely using a combination of product identification and labelling and instruction for employees on the safe handling of that particular hazardous waste.

All controlled products and/or their containers, whether generated on a worksite or otherwise, that are stored or handled on a worksite must have a supplier label or a worksite label attached to it or its container and that label must be clearly visible.

All controlled products and/or their containers that are used, stored, handled, or manufactured on a worksite will be recorded on a Safety Data Sheet for the purpose of quick reference and for site-specific hazard inspection and reporting.

The company must not remove, modify, or alter a supplier label on a container, in which a controlled product is received from a supplier, if any amount of the controlled product remains in the container. If the supplier label on a controlled product or its container is illegible or is removed or detached, an employer must immediately replace the label with another supplier label or a worksite label.

If a controlled product is decanted at a worksite into a container other than the container in which it was received from a supplier, the employer must ensure that a worksite label is applied to the new container. All contents of any form of container must be clearly and specifically labelled so that the corresponding SDS can be found.

The company must ensure that the safety data sheet is readily available at a worksite to workers who may be exposed to a controlled product.

Any time the company acquires a controlled product for use at a worksite, the company must obtain a supplier Safety Data Sheet for that controlled product. Any chemical hazards related to service provision will be discussed with the prime contractor, if applicable, as a part of the hazard assessment process. The prime contractor must provide an SDS for all controlled products on field worksites including the products manufactured by the prime contractor.

# SECTION 3: STANDARD OPERATING PROCEDURES (SOPs)

## The Purpose of Developing Standard Operating Procedures

The intent of this section is to provide workers with basic safety information, sequential procedural steps for task completion and a set of minimum health and safety guidelines and expectations necessary for them to protect themselves while working on company worksites.

## Review and Assessment of Standard Operating Procedures

Standard Operating Procedures are developed as a result of completing Formal Hazard Assessments and should closely reflect the most common activities encountered in routine work processes. SOPs will be reviewed at least annually, however, a review may also be initiated if an incident occurs, if a change is introduced to the way that a task is performed, or the work process is changed in any significant way. During review, the Standard Operating Procedure(s) relating to a particular task should be thoroughly assessed by both supervisors and workers to ensure that the procedure meets the requirements of the job and current applicable legislation.

## Management Endorsement of Standard Operating Procedures

Management must understand and fully endorse the approved Standard Operating Procedures and ensure the following:

* All Standard Operating Procedures are documented.
* Each Standard Operating Procedure is related to the scope of work for a particular task.
* Workers are made aware of the Standard Operating Procedures that apply to the work that they perform and have the opportunity to provide input on document revisions.
* Support and required equipment is in place to ensure compliance.
* Supervisors and workers ensure that all Standard Operating Procedures are followed.

## List of Standard Operating Procedures

To reduce risk, a written set of Standard Operating Procedures has been developed, as follows:

SOP 3.3.1 - ATV (Loading Unloading)  
SOP 3.3.2 - ATV Operations  
SOP 3.3.3 - Cold Cutting Plant Piping  
SOP 3.3.4(a) - Construction Operations (Plowing)  
SOP 3.3.4(b) - Construction Operations (Ditching)  
SOP 3.3.4(c) - Construction Operations (Hydrovac)  
SOP 3.3.4(d) - Construction Operations (Directional Drilling)  
SOP 3.3.4(e) - Construction Operations (Backhoe)  
SOP 3.3.5 - Corrosion Control  
SOP 3.3.8 - Crossing Fence Lines  
SOP 3.3.9(a) - Dealing with Extreme Weather (Heat)  
SOP 3.3.9(b) - Dealing with Extreme Weather (Cold)

SOP 3.3.10 - Dealing with Difficult Customers  
SOP 3.3.11 - Delivering Shut-off Notices  
SOP 3.3.12 - Driving  
SOP 3.3.13 - Driving (Winter)  
SOP 3.3.15 - Forklift Operations   
SOP 3.3.16 - Flaring  
SOP 3.3.18 - Freeze-Offs  
SOP 3.3.19(a) - Gas Leak Detection (Above Ground)  
SOP 3.3.19(b) - Gas Leak Detection (Below Ground)  
SOP 3.3.19(c) - Gas Leak Detection (In a Building)  
SOP 3.3.20 - General Maintenance (Yard)  
SOP 3.3.23 - Ground Disturbance  
SOP 3.3.24 - Handling Compressed Gas Cylinders  
SOP 3.3.25 - Handling Hazardous Products  
SOP 3.3.26 - Insect Control  
SOP 3.3.28 - Inspection (Pipeline)  
SOP 3.3.29(a) - Site Inspection (Field)  
SOP 3.3.29(b) - Site Inspection (Shop)  
SOP 3.3.30 - Installation (Gas Appliances)  
SOP 3.3.31 - Intermediate Regulator Station (I&M)  
SOP 3.3.32 - Line Locating (Conductive Mode)  
SOP 3.3.34 - Line Locating (Inductive Mode)  
SOP 3.3.37 - Meter Change-Out (Reverification)  
SOP 3.3.38 - Meter Installation  
SOP 3.3.39 - Meter Reading (AMR)  
SOP 3.3.40 - Meter Reading (Manual)  
SOP 3.3.42 - Odor Intensity Testing  
SOP 3.3.43 - Painting  
SOP 3.3.44 - Picker Truck Operations  
SOP 3.3.45(a) - Pipeline Installation (PE)  
SOP 3.3.45(b) - Pipeline Repair (PE Fusion)  
SOP 3.3.46(b) - Pipeline Repair (PVC)  
SOP 3.3.47(a) - Pipeline Installation (Steel)  
SOP 3.3.47(b) - Pipeline Repair (Steel)  
SOP 3.3.48(a) - Pipeline Installation (Aluminum)  
SOP 3.3.48(b) - Pipeline Repair (Aluminum)  
SOP 3.3.49(a) - Pipeline Installation (RTP)  
SOP 3.3.49(b) - Pipeline Repair (RTP)  
SOP 3.3.51(a) - Portable Gas Detector Operations  
SOP 3.3.51(b) - Portable Gas Detector Maintenance  
SOP 3.3.53 - Pressure Testing Pipe  
SOP 3.3.54 - Purging  
SOP 3.3.55 - Removal of Meter (Result of Gas Shut-Off)  
SOP 3.3.56 - Repairing Gas Appliances  
SOP 3.3.57 - RMO Inspection & Maintenance (Monthly)  
SOP 3.3.58 - RMO Inspection & Maintenance (Annually)  
SOP 3.3.59 - Station Entry  
SOP 3.3.61 - System Abandonment  
SOP 3.3.62 - Torqueing Bolts  
SOP 3.3.63 - Transporting Construction Materials  
SOP 3.3.64 - Traversing Difficult Terrain (Trees, Bushes, Ditches, etc.)  
SOP 3.3.65 - Pipe Bending (Stainless Steel)  
SOP 3.3.66 - Fueling Vehicles & Equipment  
SOP 3.3.67 - Vehicle (Trip Inspection)  
SOP 3.3.70 - Working Around Animals (Livestock, Pets, etc.)  
SOP 3.3.71 - Working on Ladders  
SOP 3.3.73 - Working Near Railway Right-of-Way  
SOP 3.3.74 - Excavator Operations  
SOP 3.3.75 - Skid Steer Operations  
SOP 3.3.77 - Load Securement  
SOP 3.3.78 - Loading and Unloading Equipment  
SOP 3.3.79 - Transporting Construction Equipment  
SOP 3.3.81 - (Office) Site Inspections  
SOP 3.3.82 - General Office Tasks  
SOP 3.3.90 - Response to Gas Odor Calls in Premise or Structure  
SOP 3.3.91 - Handling Emergency Telephone Calls (Gas Odor)  
SOP 3.3.92 - Response to Carbon Monoxide Calls  
SOP 3.3.93 - Handling Emergency Telephone Calls (FEACO)  
SOP 3.3.94 - Response to Fires or Explosions  
SOP 3.3.96 - Response to Asphyxiation or CO Poisoning

# SECTION 4: SAFE WORK PRACTICES (SWPs)

## The Purpose of Developing Safe Work Practices

Safe work practices are methods of controlling hazards and performing work with minimal risk to people, property and the environment. They are generalized statements of what you should or should not do in order to perform work safely.

Safe Work Practices provide great topics for toolbox meetings, as they serve as good reminders of the correct and safest way to do things. SWPs are developed as a result of completing a Formal Hazard Assessment and should closely reflect the most common activities encountered in routine work processes.

## Review and Assessment of Safe Work Practices

Safe Work Practices will be reviewed at least annually, however, a review may also be initiated if an incident occurs, if a change is introduced to the way that a task is performed, or the work process is changed in any significant way. During review, the Safe Work Practice(s) relating to a particular task should be thoroughly assessed by both supervisors and workers to ensure that the procedure meets the requirements of the job and current applicable legislation.

## Management Endorsement of Safe Work Practices

Management must understand and fully endorse the approved Safe Work Practices and ensure the following:

* All Safe Work Practices are documented.
* Each Safe Work Practice is relevant to the scope of work for a particular task.
* Workers are made aware of the Safe Work Practices that apply to the work that they perform and have the opportunity to provide input on document revisions.
* Support and required equipment is in place to ensure compliance.
* Supervisors and workers ensure that all Safe Work Practices are followed.

## List of Safe Work Practices

To reduce risk, a written set of Safe Work Practices has been developed, as follows:

SWP 4.3.1 - Aerial Work -Platforms  
SWP 4.3.2 - Backfilling  
SWP 4.3.3 - Bloodborne Pathogens  
SWP 4.3.4 - Bonding and Grounding  
SWP 4.3.5 - Carbon Monoxide  
SWP 4.3.6 - Care and Handling of Propane Cylinders  
SWP 4.3.7 - Clearing and/or Grading of Pipeline Right of Way  
SWP 4.3.9 - Contact Lenses  
SWP 4.3.10 - Control of Traffic Flow on Work Sites  
SWP 4.3.11 - Working in High-Traffic Areas  
SWP 4.3.12 - Electrical Safety  
SWP 4.3.14 - Electronic Equipment (Cell Phones)  
SWP 4.3.15 - Electronic Equipment (Computers)  
SWP 4.3.16 - Electronic Equipment (Flashlights)  
SWP 4.3.17 - Emergency Equipment  
SWP 4.3.18 - Entrances, Walkways and Stairways  
SWP 4.3.20 - Ergonomics  
SWP 4.3.21 - Excavating to Expose Underground Lines or Crossings  
SWP 4.3.22 - Explosive Limits  
SWP 4.3.23 - Exposure Limits  
SWP 4.3.25 - Flammable and Hazardous Liquids  
SWP 4.3.27 - Handling and Storage of Liquid Nitrogen  
SWP 4.3.28 - Hantavirus  
SWP 4.3.29 - Hazard Control Signage  
SWP 4.3.30 - High Energy Joining  
SWP 4.3.31 - Housekeeping  
SWP 4.3.32 - Hydrocarbons  
SWP 4.3.34 - Ladder Safety (Portable and Fixed)  
SWP 4.3.35 - Lightning  
SWP 4.3.36 - Lockout of Pressure Systems  
SWP 4.3.37 - Lowering Pipeline Pipe into a Trench  
SWP 4.3.38 - Manual Lifting & Carrying  
SWP 4.3.39 - Mechanical Vibration Tools  
SWP 4.3.40 - Mercaptan  
SWP 4.3.41 - Methane  
SWP 4.3.42 - Methanol  
SWP 4.3.43 - Monitoring for Escaping Natural Gas  
SWP 4.3.44 - Office Safety  
SWP 4.3.45 - Operation of Air Tools  
SWP 4.3.46 - Operation of Man Lifts and Scissor Lifts  
SWP 4.3.47 - Oxygen Deficient/Enriched Atmosphere  
SWP 4.3.48 - Particulate  
SWP 4.3.49 - Pipe Welding  
SWP 4.3.50 - Pipeline Tie-ins  
SWP 4.3.51 - Planned Lifts and Suspended Loads  
SWP 4.3.52 - Portable Arc Welders  
SWP 4.3.53 - Power and Hand Tool Use  
SWP 4.3.54 - Radiation  
SWP 4.3.55 - Restricted Work Areas  
SWP 4.3.56 - Safety Watch  
SWP 4.3.57 - Sanitation Requirements  
SWP 4.3.58 - Scaffolding  
SWP 4.3.60 - Tools and Hand-Held Equipment  
SWP 4.3.61 - Use and Care of Respiratory Equipment  
SWP 4.3.62 - Using Cleaning Solvents  
SWP 4.3.63 - Wild Animals and Insects  
SWP 4.3.65 - Working on Hills and on Slopes  
SWP 4.3.66 - Working In or Near An Atmosphere Containing Natural Gas  
SWP 4.3.67 - Working Near Energized Lines  
SWP 4.3.68 - Working on Live Electrical Apparatus  
SWP 4.3.69 - Lock-Out, Tag-Out  
SWP 4.3.70 - Precautions Against Static Electricity Accumulation and Discharge  
SWP 4.3.74 - PPE (Care, Use & Inspection)

# SECTION 5: INSPECTION AND REPORTING

### 5.0 Inspection Policy

**SCOPE**

Development and maintenance of a program of observational tours aimed at inspecting the worksite with the intention of identifying unsafe acts or unsafe conditions and preventing incident, injury, illness or material loss.

**PURPOSE**

To mitigate workplace risk using processes for both formal and informal inspections. These inspections are conducted on an ongoing basis in order to identify hazards and help to ensure the safety of workers, the public, the environment and company assets, while at the same time determining the levels of compliance with established procedures and practices, company rules and OHS legislation.

**DIRECTIVES**

Legislation requires that all places of employment (including buildings, structures, grounds, excavations, tools, equipment, work methods and practices) are inspected regularly. The intent is to prevent the development of unsafe working conditions. Any hazard or unsafe act/condition identified during one of these inspections is to be eliminated or controlled to mitigate workplace risk and support a safe working environment.

Supervisors will be knowledgeable of inspection requirements for their industry and will demonstrate that understanding by including them in their work practices. If available, checklists for specific inspections will be used by personnel completing inspections and only trained and competent persons will conduct the inspections. Inspections will be completed on an ongoing basis to monitor and document the effectiveness of the Health and Safety Management System. Copies of inspection reports and follow-up activity will be filed in accordance with company record retention policies. Copies will also be available at the worksite and later filed with project-specific documentation for future reference.

Records maintained on the inspection program will provide information on whether or not specific formal Job Hazard Assessments require review and/or revision and whether the preventative maintenance programs are effective and the training programs adequate.

A prime contractor on any worksite will have the right to review company generated inspection reports and conduct their own inspections or audits of worksites, as they deem necessary.

## Formal Inspections

For all formal inspections, a purpose-specific inspection form/checklist will be used. Inspection reports that identify uncontrolled hazards or unsafe acts or conditions are to be reported to a supervisor and will state the following:

…what the problem is;

…what action was taken; or

…the inspector’s recommendations for corrective action, or suggestions for change(s) to be implemented.

All formal inspections are to be recorded, filed and kept on file for five years as part of an ongoing process aimed at maintaining a safe working environment and proving due diligence.

Formal inspections will be completed by both management and field-level personnel. All persons completing inspections, will be responsible for the following:

* Ensuring inspection frequency is carried out as is determined by company directives.
* Notifying the appropriate employees of the area to be inspected and encouraging their participation.
* Calling upon others with expertise in a specific area, or a specific piece of equipment, to assist with an inspection if deemed necessary.
* Preparing a written report to ensure that any recommendations are documented and completed through a follow-up process, which is to be signed-off by management.

## Summary of Inspections

|  |  |  |  |
| --- | --- | --- | --- |
| **Inspection Type** | **Performed By:**  (Responsibility) | **How Often:**  (Schedule) | **Details:**  (Areas Inspected) |
| **Site Inspections – Informal** | * Field Staff * Contractors * Consultants | * No formal schedule * May include:   + Daily Observation   + Walkabouts by supervisors   + Management tours | * Documented * Conditions corrected as discovered (e.g. lid put on trash can, oil spots wiped up, loose connections tightened). * Conditions that cannot be quickly corrected will be documented on a work order and submitted. |
| **Daily**  **Pre-Work Hazard Assessment** (PWHA) **Inspections** | * Supervisors * Field Staff * Contractors * Consultants | * Prior to the start of work on each new site. | * All active areas of a worksite. * Documented * Controls to be implemented as per the hazards identified on the PWHA/SWP report. |
| **Planned Formal Inspections**  Including:   * office/shop * Industry required inspections  (e.g.: Pipeline Inspection) * Preventative Maintenance Inspections as required by manufacturer specifications | * Senior Management * Supervisor * Foreman | Can be:   * Annual * Monthly * Weekly * Bi-Monthly   Worker representation to be included in all inspections, where possible. | * Documented * May be initiated by:   + Introduction of new equipment   + Change in process   + Increase in incident statistics   + New workers on site * May include:   + Mechanical equipment and functions   + Electrical parts and systems   + Pressure systems   + Detection systems   + Right-of-way   + Vehicles, including ATV, pickers, etc.   + PPE/safety equipment   + Tools (including power)   + Cranes Housekeeping tasks |
| **Site Inspections** | * Trained field staff * Third party consultants/   contractors | * As indicated in the HSMS Manual:   + Prior to the start of a project   + During project | * Documented * Activities involving:   + Prime Contractors   + Contractors   + Subcontractors   + Suppliers   + Engineering Firms   + Consultants   + Site Supervisors |
| **Process Assessment** **Inspections** | * Trained field staff * Third party consultants/ contractors | * As required * New projects * Expansion to existing facilities | * Documented * Inspection of safety design, operations environment, facility hazards. * Assessing Process:   + Integrity   + Engineering   + Operations   + Maintenance   + Health & Safety |
| **Regulatory** | * Government agencies | * As scheduled by regulator | * Documented * Formal response to regulator may be required. |
| **Loss Prevention Survey (LPS) Inspections**  …Includes Boiler & Machinery | * Insurance underwriters | * Schedules and locations are determined by risk factors and insurance needs | * Documented * Facilities   (design, fire prevention, engineering)   * Pressure systems   (vessel, tanks, piping) |
| **Audit Inspections** | * External or Internal Auditor | * External audit once every three years, if applicable. * Internal audit once per year. | * Documented * Evaluates Health and Safety Management System |

The frequency of documented formal inspections shall be as follows:

**Daily:**

Pre-Work Hazard Assessment Inspections

Pre-Use Vehicle & Equipment Inspections

Station Entry Inspections

Ground Disturbance Inspections

**Monthly:**

Fire Extinguisher Inspections

First Aid Kit Inspections

PPE Inspections

Tool and Equipment Inspections

Supervisor Site Inspection

**Quarterly:**

Building Inspections

Senior Manager Site Inspection

**Bi-Annually:**

Service Vehicle Tools/Equipment Inspection

**Annually:**

Fire Extinguisher Inspection (by certified inspector)

Propane Tank Inspection (by certified inspector, if applicable)

Overhead Crane/Lifting Device Inspection (by certified inspector, if applicable)

SCBA Inspections (by certified inspector, if applicable)

CVIP Inspections (by certified inspector, if applicable)

## Performing Formal Inspections

The information collected during a formal inspection will be reviewed by the Health and Safety Officer and/or the Health and Safety Committee/Representative and each hazard identified will be ranked as Class A, B, or C, as follows:

|  |  |  |
| --- | --- | --- |
| **Classification of Hazard** | **Description of Classification** | **Time Frame for Compliance** |
| Class A Hazard | A condition or practice likely to cause permanent disability, loss of body part, and/or extensive loss of structural equipment or material. | Immediate |
| Class B Hazard | A condition or practice likely to cause serious injury or illness, resulting in temporary disability or property damage that is disruptive but not extensive. | Five working days. |
| Class C Hazard | A condition or practice likely to cause minor, non-disabling injury or illness, or non-disruptive property damage. | Six working days or more. |

All recommendations for corrective action will be made in writing and in compliance within the specified time frame above.

All reports and most forms related to the Health and Safety Management System are to be kept on file for a minimum of five years and must be stored so that they are readily available for review, upon request. Some examples of the forms/reports to be filed:

* Safety Orientation Forms
* On-The-Job Training Records
* Safety Meeting Minutes
* Inspection Reports
* Incident, Illness and Potentially Serious Incident Reports
* Investigation Reports
* Medical/First Aid Reports
* Employee Safety Training Records
* Safety Performance Reviews

All forms or reports must be completely filled out, neat, legible, signed and dated. And when required, forwarded to management for review prior to filing.

## Informal Inspections

Informal inspections are conducted by employees, supervisors and managers in their respective work areas – on a daily, weekly, monthly or annual basis, as required. Work areas that are not used on a regular basis are to be inspected visually upon entry. This type of inspection is commonly used during the course of a shift to identify field-level hazards and to assess the effectiveness of the control measures being used to mitigate risk.

The steps involved in the informal hazard inspection are as follows:

1. Before the start of work on any worksite, or under unfamiliar conditions, workers must stop to identify any field-level hazards.
2. Identified hazards are to be assessed and prioritized, then appropriate controls are to be put in place to eliminate or mitigate risk.
3. All personnel assigned to work on that site or project must be informed about the identified hazards and acknowledge understanding of the risk involved and of the controls put in place to mitigate that risk.

In many cases, the informal inspection process will identify hazards that have already been assessed by the formal hazard inspection process. When that happens, the work process will be directed by a standard operating procedure or safe work practice and risk mitigated by a pre-determined method of hazard control.

When the work tasks are not guided by Standard Operating Procedures (SOPs) and/or Safe Work Practices (SWPs), or when a contractor is introduced to the worksite, a Pre-Work Safety Meeting (Tailgate Meeting) must take place to ensure that all workers onsite have been informed about the proposed work, the identified hazards and acknowledge understanding of the risk involved and of the controls put in place to mitigate that risk. The Pre-Work Safety Meeting will be documented and personnel arriving late to the worksite will be required to review and sign-off on the document.

Contractors will be required to perform their own Pre-Work Hazard Assessments and hold their own Pre-Work Safety Meetings related to the work that they have been contracted to perform. The contractor’s hazard assessment process and its communication to the affected workers must meet the approval of the site-supervisor and be in alignment with the organization’s hazard inspection policies and procedures.

## Inspection Reports

A standardized set of forms will be used for documenting all inspection reports. This will support a consistent system for the gathering of results and for easy maintenance of the inspection records, which can be analyzed to provide trending data.

**Formal Inspection Reports**

Reports generated from formal inspections will be signed, dated and posted on the company’s Health and Safety bulletin board. Reports will include copies of the forms used during the inspection, any resulting written recommendations and details on the corrective action implemented to ensure that all identified deficiencies were tracked through to completion.

**Informal Inspection Reports**

Informal inspections resulting in the identification of a deficiency will be documented, dated and reported to a supervisor or manager. In addition to identifying deficiencies, the report will state the action(s) taken to correct the deficiency, or the recommendation(s) that were made for correction of the deficiency and details on the corrective action that was implemented as a result.

Follow up will take place on all documented inspection reports to ensure that deficiencies identified have been tracked through to completion.

# SECTION 6: INCIDENT REPORTING & INVESTIGATION

All occupational incidents, injuries, illnesses and potentially serious incidents will be reported and investigated. This includes minor injuries that require only First Aid treatment and all events that had the potential to become serious incidents, injuries, or property damage.

It is the company’s intent to apply a consistent approach to the reporting and investigation of all workplace incidents, injuries, illness, work refusals and potentially serious incidents, using root-cause analysis and review techniques to determine cause and to plan and implement corrective measures aimed at preventing recurrence.

Reports will be submitted to management promptly and further submission will be made to OHS, WCB and/or other regulatory agencies (as defined by the OHS Act), as required, for the following:

* Injury or illness incidents
* Potentially Serious Incidents (PSIs)
* Vehicle Incidents
* Incidents, involving loss or damage to company property or assets.
* Incidents, involving loss or damage to non-company property or assets.
* Incidents, involving loss or damage to non-company property or assets involving company employees or equipment.
* Worker exposure to radiation in excess of the maximum limits prescribed in the OHS Code.

Incident reporting provides a detailed description of events leading up to and during the incident, as well as the resulting outcome. Incident Report Forms are to be completed for all incidents that occur on company worksites. The incident reports will be submitted to management within 24 hours of the incident or before involved personnel leave the worksite, whichever occurs first. To help make the reporting process simple, Incident Report Forms will be readily available to employees in the field.

## Incident Reporting to a Regulatory Body

Any incident that requires reporting to a regulatory body will be coordinated through management, or a designate. If any requests are received from regulatory authorities (written or verbal), they must be immediately reported to management.

A Worker’s Compensation Board (WCB) claim must be filed for every occupational injury or illness that involves:

* 1. Time off work.
  2. Medical treatment received at a hospital, or by a physician.
  3. Replacement of personal items, which are lost or damaged as a result of a work-related incident (i.e.: Eyeglasses).

If treatment or time-off from work is required for a previous occupational injury/illness for which a WCB claim was filed (whether or not through the company), the employee shall immediately report the details to their manager or the manager’s designate.

When cases of occupational injury or illness occur outside of regular work hours, they will be reported to the manager or the manager’s designate, at the latest, on the following day before the next shift begins.

## Reporting Requirements

Personnel will adhere to the following timelines for reporting workplace incidents:

* All incidents are reported verbally within one hour.
* All incidents are documented and submitted using an Incident Report Form within 24 hours.
* Any related hazards identified or recommendations for corrective action provided are documented as part of the Incident Report.

An Incident Report Form will be completed and submitted for the following types of incident:

|  |  |
| --- | --- |
| **Potentially Serious Incident (PSI)** | An incident occurring at a worksite that had a likelihood of causing a serious injury or illness or there is reasonable cause to believe that corrective action may need to be taken to prevent recurrence. |
| **Injury Incidents** | All injuries sustained by any person while working on a company worksite, on company property, or while conducting business on behalf of the company. These injuries can be classified as a ***First Aid, Medical Aid, Lost Time*** or ***Modified work***. |
| **Exposure Incidents** | Any exposure to a potentially harmful substance exceeding its occupational exposure limit and where adverse effects are likely to be experienced by the individual involved. |
| **Fire/Explosion Incidents** | All unplanned fires or explosions regardless of severity. |
| **Vehicle Incidents** | All vehicle incidents that result in damage, regardless of severity, that occur while working on a company worksite, on company property, or while conducting business on behalf of the company. |
| **Property Damage Incidents** | Any physical damage to company equipment or property, or damage caused by company personnel/representatives to third party equipment or property. |
| **Spill Incidents** | Any volume of a controlled substance that may, or does, result in damage to the environment if spilled//released. |
| **Natural Gas Release Incidents** | Releases of natural gas, excluding those under normal operating conditions, or releases required to be reported to the AER or AEP. |
| **Loss/Theft Incidents** | Any loss or removal of company property without authorization. |
| **Non-Conformance/Compliance Incidents** | Any non-conformance/compliance with regard to a permit, license or regulation, as observed by a regulatory inspector. |

Reporting an Employee Fatality:

1. Call immediately for assistance: **911**
2. Inform management.
3. Assist Emergency Responders as required by:
   1. Protecting the scene,
   2. Preserving the evidence,
   3. Noting particulars of witnesses, and
   4. Recording the date, time, and any details that will aid in the investigation process.

Reporting Occupational Health and Safety Infractions/Citations:

The following will be reported immediately to the manager and/or designate:

* 1. Requisitions received from Occupational Health and Safety (OHS).
  2. Stop Work Orders issued to the company by any regulatory body.

## Incident Investigation

The manager or supervisor shall determine the extent of the incident and whether or not there is a need for a detailed investigation. The manager or supervisor shall also determine the cause of the incident, injury, loss, or potentially serious incident and recommend corrective action. After some incidents, the causes and subsequent corrective actions and preventative measures are obvious, eliminating the need for an extensive investigation. In these situations, the Incident Investigation Report Formcan be completed jointly by the employee(s) involved and their manager or supervisor.

In cases where a detailed investigation is to take place, any personnel that were present at the time of the incident will remain in a safe location on-site to assist in the investigation, unless directed otherwise by a company representative. This does not include those being transported or those transporting people for medical treatment.

For more critical or complex investigations, an Incident Investigation Committee may be formed after the fact, to further explore the causes of the incident. Individuals on the Committee should have appropriate training and varying technical backgrounds, with no involvement in the incident.

The purpose of any investigation is to determine cause, NOT TO LAY BLAME, and to ensure that appropriate corrective actions are implemented in an effort to prevent recurrence.

Full investigation will be made of the following:

* incidents that result in serious injury;
* incidents that result in damage to property or equipment;
* incidents that result in damage to the environment;
* incidents that interrupt operations;
* incidents that have the potential to result in any of the prior mentioned, such as close calls or potentially serious incidents.

Only adequately trained and competent personnel will perform incident investigations.

The investigation process will gather facts, identify causes, identify how workplace controls can be improved, and provide recommendation for follow-up action to implement the necessary changes required to prevent reoccurrence.

During the investigation process, the following guidelines will be observed:

1. Ensure hazards are eliminated or controlled prior to entering the work area.  
   (e.g. shutting down gas flow or equipment).
2. Advise the personnel involved to complete and Incident Report Form, including a report to regulatory bodies, as required.
3. Depending on the severity of the incident, government officials may want to conduct their own investigation. If that happens, the company investigation cannot interfere with the regulatory investigation process.
4. Record all pertinent information.  
   (e.g. take photographs from all angles, draw pictures, take measurements as necessary).
5. Keep investigations objective, factual and free from disciplinary motive.
6. Initiate an investigation as soon as is reasonably possible, involving review of the incident report(s) and interviews of the personnel involved, any witnesses and the site supervisor. (interviews should be conducted on an individual basis).
7. Using Root-Cause analysis and review techniques determine cause and develop and implement a plan for corrective or preventative measures aimed at preventing recurrence.
8. Document and share the results/findings of any incident investigation with employees in an effort to ensure prevention of similar incidents in the future.
9. If a WCB claim is submitted, that information must be included in the investigation report.

## Identification of Causes

Typically, when an incident occurs, some form of unintended harm or damage has taken place. The failure to prevent the incident from happening indicates that some form of hazard or unsafe practice/condition existed at the worksite, but had not been identified by the pre-work hazard assessment process.

The “Immediate Causes” of an incident are the circumstances that preceded the event. These causes can be determined by using one of the five senses (e.g. sight, smell, taste, touch or sound). Immediate causes include substandard acts or practices (behaviors that may lead to the occurrence of an incident) and/or substandard conditions (circumstances that may lead to the occurrence of an incident).

The use of the word “substandard” in this context, allow us to:

* Relate practices and conditions to the existence of a standard; which forms the basis for measurement, evaluation and correction.
* Minimizes finger pointing.
* Broadens the scope of interest to the full realm of loss control indicators.   
  (e.g. safety, environment, production, quality control)

Examples of substandard acts/practices include failure to secure the worksite, using defective equipment or using equipment improperly. Examples of substandard conditions include the lack of adequate PPE being available, inadequate warning systems or poor housekeeping.

“Root Cause” is the cause behind the immediate cause and explains why the substandard acts/practices and conditions occurred.

Root causes explain why people perform substandard acts or practices (i.e. lack of skill, knowledge or that they may be under stress) and why substandard conditions exist (e.g.: no adequate standard for design, inadequate maintenance).

## Root Cause Analysis

Understanding why an event has occurred is the key to developing recommendations for an effective corrective action plan. The use of root cause analysis helps in the identification of the what, how and why of an incident or potentially serious incident event and thus, helps prevent recurrence.

The Root Cause Analysis process has five identifiable steps.

**Step 1: Describe the Incident**

* Determine what happened.

**Step 2: Collect Information**

* Review incident reports.
* Review the scene of the incident.
* Speak to witnesses, ask questions.

**Step 3: Identify Possible Causal Factors**

* What sequence of events lead to the incident?
* What conditions exist(ed) that would allow for the incident to happen?
* What other factors may have influenced events leading up to the incident?
* Use the “5 Why” investigation technique, dig deep to find underlying causes.

**Step 4: Identify the Root Cause(s)**

* Why does the causal factor exist?
* What is the real reason that the incident occurred?
* Look for a Root Cause for each of the Causal Factors identified in Step 3.

**Step 5: Recommend and Implement Corrective Actions**

* What can be done to prevent a similar incident in the future?
* List recommended corrective actions.
* Who will be responsible for implementing the corrective action?
* What are the risks, if any, of implementing the corrective action?

Root Cause Analysis is an excellent method for performing a comprehensive review of incidents and potentially serious incidents as well as the events and factors leading up to them. Determining the Root Cause can help an investigator develop relevant recommendations for corrective action that will help to minimize the potential for recurrence.

## Legal Requirements for Incident Investigation

Depending on the nature and severity of the incident, the company may be required to report the incident to an applicable government agency, based on the regulatory jurisdiction. The reporting responsibility lies with the manager, or designate.

In general, the following regulatory bodies are to be contacted, as follows:

1. **Alberta Occupational Health & Safety (OHS)**
   * + Death or a serious injury (e.g. worker admitted to hospital) incident.
     + Potentially serious incidents through the OHS Online Reporting Service after an internal investigation is complete.
     + Unplanned or uncontrolled explosion, fire or flood that resulted in a serious injury or had the potential of causing a serious injury.
     + Incidents that involve the collapse or upset of an aerial lifting device.
     + Incidents that involve the collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure.
     + Incidents that involve a worker exposure to radiation in excess of the maximum limits prescribed in the OHS Code.
2. **Workers Compensation Board**

Work-related injuries or diseases that cause an employee to need medical aid or time away from work require reporting to the Workers’ Compensation Board (WCB) of Alberta within 72 hours. Separate reports must be filed by both the employee and a company representative.

1. **Alberta Environment Regulatory Bodies**

Alberta has specific requirements for the reporting of spills and releases. Reporting should occur within 24 hours. Specific Alberta Environment Regulatory reporting requirements are listed in Attachment “A” of Reporting of Natural Gas Releases in the O&M Manual.

1. **Regulatory Audits and Inspections**

When a regulator has identified a non-compliance issue, a formal report will be provided summarizing the steps that will be taken to correct the problem.

1. **Police**

In Alberta, any vehicle collision that results in more than $2,000 damage must be reported to the police in order to obtain a damage sticker (in order for repairs to proceed). Police reports are to be submitted along with the company Incident Report.

If the injury is serious or had the potential to be serious, OHS may also conduct an investigation at the worksite. When this happens, all employees are required to co-operate with the investigation.

Following the investigation of an incident, the investigator or investigating committee shall prepare a written Incident Investigation Report including the description of the incident, any evidence collected during the investigation, an explanation of the Root Cause of the incident and corrective actions taken or recommended to prevent recurrence. Copies of all relevant documentation will be attached to the report.

If inconsistencies are present or more information is required, the incident site must be revisited, or an interviewee called back to provide clarification until causes of the incidents can be explained as fully as possible.

Discussion of the findings of the incident investigation will be held at the next scheduled Monthly Health and Safety Meeting.

## Incident Investigation Follow Up

Follow-up must be conducted by management and documented to ensure that recommendations outlined on the Incident Investigation Report are addressed (either implemented or justification provided as to why the recommendation was not implemented as suggested). Management must sign-off on the investigation to indicate that any recommendations have been addressed and the suggested corrective action implemented.

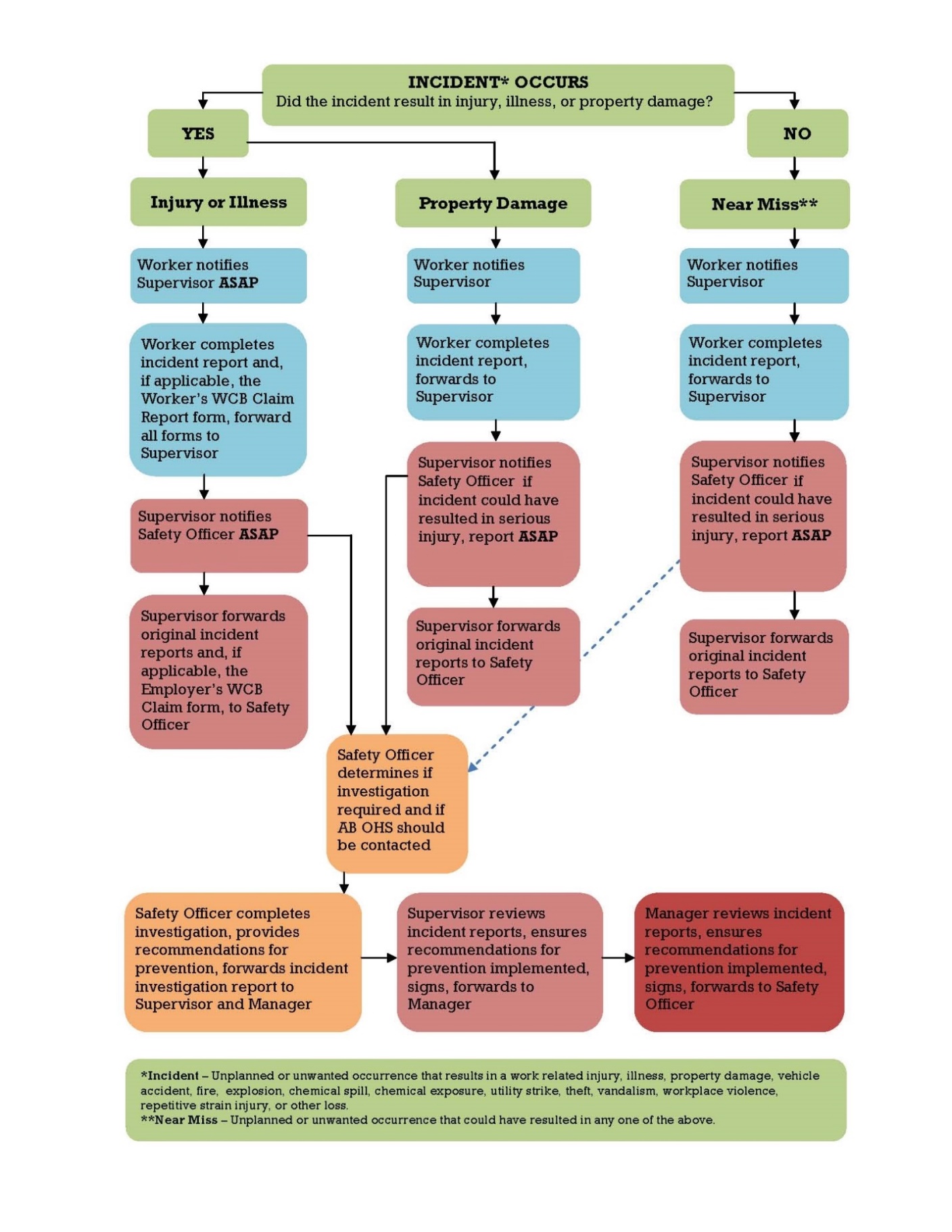
If an Incident Investigation Committee was formed to investigate the incident, a separate Investigation Summary Report (independent of the Incident Investigation Report) must be generated. The report should contain concise statements indicating the Committee’s consideration of substandard acts or conditions preceding the incident as well as other contributing factors. Care must be taken to ensure the recommendations are practical and specific, naming the individual(s) responsible for implementing corrective action and the person(s) who will be held accountable for closing the investigation and signing off on the completion of the follow-up required to ensure that corrective measures have been implemented, as directed.

The Committee will not be expected to perform the engineering or design work necessary to implement their considerations.

## Incident Trending Analysis

Very few incidents are truly isolated events. When reports are analyzed and an identifiable pattern of incidents occur, emerging trends can be identified. Trends can be identified for instance, if a large number of incidents involve the use of certain materials or equipment, with people with certain levels of experience, or if they occur at certain times of the workday. It is the company’s responsibility to ensure that a trending process is managed to analyze all incident data in order to identify potentially serious deficiencies in systems and processes so that corrective measures can be implemented to stop the cycle of recurrence.

## Incident Reporting Flowchart



Section 7: Emergency Response Plan

In order to be prepared to provide an appropriate and immediate response to a workplace emergency, regardless of the level of severity, the company has developed an Emergency Response Plan and a series of procedures to direct response activities. The purpose of this plan is to ensure emergency preparedness by doing the following:

* Supplying an adequate number of personnel trained in Intermediate First Aid and First Aid supplies on all worksites in accordance with the OHS Code, Schedule 2 requirements.
* Ensuring company-wide awareness of the Emergency Response Plan & Procedures.
* Ensuring that there are qualified personnel available at all times to respond to emergency situations.

### 7.0 Emergency Response Plan Policy

**SCOPE**

Planning and preparation for response to potential emergency situations that may arise in the workplace.

**PURPOSE**

The purpose of this policy is to ensure that management, supervisors and workers are prepared to respond appropriately to a variety of potential emergency situations that could arise in the workplace.

**DIRECTIVES**

All employees are required to be trained in the Emergency Response Plan (ERP) and procedures as they are detailed in this HSMS Manual, meeting industry and regulatory standards. The emergency response training, including rescue and evacuation training, will be appropriate to the work being done on company worksites.

Standard training will include planning for specifics regarding location of medical and first-aid equipment, fire control equipment, evacuation routes, muster points, identification & location of hazardous materials stored on-site and contact information and procedures for summoning emergency response services.

Monthly safety meetings are held to review standard operating procedures and safe work practices, as well as to communicate any concerns that personnel may have regarding company safety policy, the ERP, specific safety issues, hazards or industry rules/regulations.

Employees are consulted for input and feedback regarding the development, efficiency and maintenance of the Emergency Response Plan. Employees are also required to attend Pre-Work Safety Meetings (Tailgate Meetings) on company worksites, and to become familiar with the site-specific Emergency Response Plans. Site-specific ERP’s can be client directed and dictate site alarm procedures, muster points, location of ER supplies and equipment and outline an emergency communication plan (including emergency phone numbers), as well as detailed rescue and evacuation plans.

Emergency response and evacuation drills are scheduled to evaluate the efficiency of the ERP and to identify areas that need improvement. Procedures outlined in the ERP are followed directly, in order to respond to every emergency situation in a safe, effective, efficient and controlled manner.

All employees must be familiar with the site-specific **Emergency Response Plan** and the **Standard Emergency Evacuation Procedure** prior to commencing work on any company worksite. If changes to the operation, equipment and/or personnel occur that render the current emergency response plan less effective, it will be adjusted so that the most efficient response can be provided for any emergency that might occur.

The company will provide a copy (paper or electronic) of the ERP for use on all worksites. Further, the company will ensure that the location and contents of the site-specific ERP is communicated to all employees scheduled to work on that site, prior to the commencement of work. In all cases, the site-specific ERP (whether generated by the company or a Prime Contractor) supersedes the general company ERP.

With regard to the media and emergency response, employees will not collect, distribute, publish or post photos, videos, text or audio obtained during the course of work on any company worksite, whether in relationship to work-related emergencies, or otherwise, without prior written approval from management. In the case of a major incident or an emergency situation, employees are prohibited from speaking with the media regarding the event. All communication in such cases, is to be made directly to emergency response personnel, officers of the law, the company’s incident investigation team, government investigators and hospital personnel, as required.

Following the activation of the Emergency Response Plan, an investigation of the incident will take place, identifying root cause and providing recommendations for corrective action. Then, the execution of the emergency response plan and critical aspects of the response will be reviewed and assessed and recommendations for revisions to the ERP will be made, if required, to ensure its efficiency and effectiveness. Once these step have been completed, a full report will be submitted to management.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*The information and policies in this manual do not take precedence over applicable government legislation, with which management, all employees and contractors should be familiar.*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **Emergency Numbers**

**Emergency Phone Numbers**

**.**

**Local Emergency Number** **911** Ambulance | Fire | Police

**.**

|  |  |
| --- | --- |
|  | |
| **AB Emergency Management Agency** (AEMA) | (866) 618.2362 |
| **Utility Safety Partners** (USP) | (800) 242-3447 |
| **AB Serious Incident Response Team** (ASIRT) | 310-0000   (**\*310 Rogers | #310 Bell & Telus**) |
| **Transportation of Dangerous Goods Line** (24Hr) | (800) 272-9600 |
| **AER Energy & Environment ER Line** (24 hr) | (800) 222-6514 |
| **Atco Gas** | (800) 511-3447 |
| **Atco Power** | (800) 668-5506 |
| **Gas Alberta** | (877) 509.7258 |
| **Odorant Emergency Response** | T.B.D by Member Utility |
| **OHS** (Incident Report Line) | (866) 415-8690 |
| **Poison Control Centre** | (800) 332-1414 |
| **Report a Wildfire (AB)** | 310-3473 |
| **Rural Gas Program** | (780) 427-0125 |
| **STARS Emergency Link Centre** | (888) 888.4567 |
| **WCB** | (866) 922-9221 |
|  | |

## **Emergency Response Plan – Field Operations**

The objective of this Emergency Response Plan for Field Operations is to provide guidelines for a prompt and coordinated response to emergency situations.

The directives contained in this plan apply to all emergencies that may be caused by natural disasters (lightning strikes, flooding, severe winter weather conditions, etc.), as well as to all emergencies that may be manmade (line cuts, etc.).

**Response Resources:**

The plan identifies company resources and the additional resources that are available by means of a mutual aid agreement.

**Follow-up Activities:**

The plan will be reviewed annually by management, the Health and Safety Committee/Representative and all personnel. At minimum, Emergency Response Drills (ERDs) will be held annually with management and all personnel in attendance.

**Definitions:**

**“emergency”**

A present or imminent event that requires prompt coordination of actions or special regulation of persons or property to protect the health, safety, or welfare of people, or to limit damage to property and the environment.

**“disaster”**

A sudden event, such as an incident or a natural catastrophe, that causes great damage or loss of life.

**“mutual aid agreement”**

An agreement among emergency responders to lend assistance across jurisdictional boundaries. An agreement that would come into effect when emergency response requirements exceed local resources.

**Emergency Resources:**

The primary resources during an emergency will be the company’s personnel, equipment and supplies. In the event that these resources prove to be inadequate, calls will be made to external services, whether from the private sector, adjoining municipalities or other natural gas distributors. Contact information for all additional resources is maintained in an Emergency Resource List and forms part of the Emergency Response Plan.

**Mutual Aid Assistance:**

Requests for mutual aid assistance shall be in accordance with the directives agreed upon between parties as signatories to a “Mutual Aid Agreement.” Where one exists, a copy of that agreement will be included as part of the emergency response plan.

**Assistance from the Alberta Government:**

Should the available material aid resources be insufficient to deal with the emergency, assistance may be requested from the Government of Alberta. The request can be made through the [Alberta Emergency Management Agency (AEMA)](https://www.alberta.ca/alberta-emergency-management-agency.aspx) local disaster service representative, using the toll free number (866) 618.2362.  
 **Emergency Contact Lists:**

Names and telephone numbers of a mutual aid list will be maintained in the emergency resource list. All personnel included in the telephone list shall be made aware that they are on the list and know what is expected of them. The resource listing is vital and to be effective it must be updated on an ongoing basis. The managers shall ensure that the list is kept current and circulated as appropriate.

**Communication System:**

Cellular and ground line phones, along with a two-way radio system shall be utilized during emergency response. The communication system must be capable of maintaining communication from any point within the franchise system area.  
  
**Public Information:**

To ensure the safety and co-operation of the public, it is imperative that the community be provided accurate information in a timely manner in an emergency situation. The designated company spokesperson will release pertinent information to the public and the media, as is deemed appropriate.  
   
**Recovery/Restoration Phase:**

As soon as possible following the emergency, the insurance broker must be notified. No statements will be filed until such time as a communication has been established with the insurer. An assessment of damage will be carried out by the manager, or by the manager’s designate in their absence. Management will work closely with the insurer during the assessment process, and when the emergency response process and assessment has been completed, management will authorize the restoration of services.

## **Emergency Response Roles and Responsibilities:**

Site supervisors will hold a Pre-Work Safety Meetings at the worksite to identify the whereabouts of first aid supplies and equipment, fire stations, evacuation routes and details regarding the identification and location of any hazardous materials/products stored on site, as well as the location of muster or gathering points. This information is to be made available to all employees onsite in an effort to minimize confusion in the event of an emergency situation.

All personnel are to be aware of the action required in the event of emergency but should follow the instructions set out by the supervisor if an actual emergency situation should arise.

Emergency response equipment and supplies will be found on all company worksites, in vehicles and at shop locations. Employees will be made aware of the location of emergency response equipment (e.g. fire extinguishers, first aid kits, spill kits, etc.) and supplies on all worksites. The exact location of such equipment will be shown to employees upon orientation when they are hired and posted along with evacuation maps in strategic locations throughout the workplace.

Employees are consulted for input and feedback regarding the development and maintenance of an effective ERP. If new hazards are identified onsite, or there are changes to the scope of work (changes to operations, equipment or personnel), a new site-specific Emergency Response Plan will be drafted, and a new pre-work meeting will be held. Site-specific emergency response equipment and supplies will be addressed in the site-specific ERP and the location(s) of the equipment communicated to employees prior to the start of work.

Customers and their regulations will dictate specific procedures for emergency situations related to the individual worksites that they control. These procedures are to be reviewed prior to the commencement of work.

Open communication between clients, supervisors and operators is intended to help facilitate change in policy that will keep the ERP and emergency response procedures current; reflecting the circumstances currently affecting the industry. Annual review of the company ERP will provide the opportunity for management to respond to any areas of concern and to incorporate changes as required.

### 7.3.1 Emergency Response Team Responsibilities

The Emergency Response Team responsibilities can be shared by more than one member of the team and it is the responsibility of the manager to establish potential ownership of these responsibilities and document the team’s plan for response.

7.3.1 (a)

**The Manager or Designate** is responsible for ensuring that an effective 24-hour communication and emergency response system (including availability of material, equipment and trained personnel) is in place and that the responding personnel are trained to assess each situation and enact the appropriate emergency response.

7.3.1 (b)

**The Manager or Designate** when called on must take control, establish communication with the Supervisor/First Responder and assign specific responsibilities to the appropriate response personnel, as required. During resolution of the emergency **the manager or designate is responsible for:**

* Overall remedial actions to be taken to resolve the emergency including documentation of activities.
* Ensuring that all team members are trained and kept informed about the relevant events as they unfold.
* Ensuring that emergency supplies, material and equipment are expediently delivered where needed.
* Contacting any material and aid support services that may be needed, whether it is for standby or mobilization.
* Making consequential decision on actions.
* Acting as a liaison between the staff and the media.

7.3.1 (c)

**Supervisor/First Responder** – in the event of an emergency the nearest emergency response personnel will be dispatched to the site of the emergency without delay. Depending on the magnitude of the emergency, the supervisor/first responder on the scene shall evaluate the risk involved in the response and call-in their evaluation of the situation. When the emergency is of sufficient magnitude to deploy the Emergency Response Plan, the supervisor/responder shall establish a communication link with the manager or designate and assume the following responsibilities:

* Take charge at the scene of the incident, investigate/assess and report the magnitude of the emergency.
* Assess the situation and determine the problem and the action required to make the situation safe.
* Follow emergency procedures set out in this ERP for the specific scenario.
* Ensure public safety by evacuating the area (if necessary).
* Co-ordinate and monitor emergency activities.
* Investigate the cause of the emergency and report findings to management or designate

### 7.3.2 Emergency Communication

**Communication Structure**:

Organized and efficient communication during an emergency response effort is critical.

7.3.2 (a)

#### Main Office and 24-Hour Emergency Answering Service:

* Receives emergency call and notifies the utility manager or designate.
* Manager or designate establishes communication with Supervisor/First Responder.

7.3.2 (b)

**Supervisor/First Responder**

Facilitates communication links from the location of the emergency, as follows:

* Supervisor/First Responder will communicate progress to the manager or designate as they are able.
* Supervisor/First Responder will also maintain a communication link with the police, ambulance, etc., as necessary.
* Supervisor/First Responder will communicate with land owner/customer, as required.

## **Emergency Resources**

#### 7.4.1 Contact Lists

The emergency response plan (ERP) shall include a list of all emergency response resources available. To ensure that the list of resources is kept current, all representatives from each contact list, will participate in at least one of the scheduled annual Table-Top Emergency Response Drills/Exercises. Contacts not represented at this table-top drill/exercise should confirm their ability to respond and the resources (material, equipment & personnel) they will provide in response to an emergency situation, by way of a written confirmation, detailing any changes to their original list of personnel or resources. Management will take the initiative to track this confirmation/response.

#### 7.4.2 Personnel and Equipment

Management is responsible for ensuring that there is properly trained staff, and properly maintained emergency response equipment available at all times to respond to an emergency.

A list of the 24-Hour Emergency Response Numbers shall be maintained and kept current at all times. This emergency response personnel/equipment list shall be given to each member of the emergency response team.

7.4.3  
Training

#### Employees

Employees identified as members of the emergency response team in the Emergency Response Plan (ERP) must be familiar with the ERP and their role in it. They must have access at all times to the Emergency Response Plan and to the appropriate checklists and decision logic flowcharts. The degree of training would be dependent upon that person’s role in the ERP.

All employees must be familiar with the ERP procedures and their roles as set out in this ERP.

It is the responsibility of the manager to ensure that emergency response personnel and employees are trained to an adequate level and to ensure that their training/certification is kept current.

Contractors

Private contractors may be required to be involved in the ERP. Potentially this could include two groups (or types) of contractors, one being excavators and the other being utility tradespersons. Both of these groups of contractors must be made familiar with the Emergency Response Plan and their role in it. They must have access to the Emergency Response Plan and the appropriate checklists and decision logic flowcharts. They will receive their emergency response training prior to being listed in the Emergency Response Plan. The degree of training they receive would be dependent upon their role in the ERP.

It is management’s responsibility to ensure contractors receive the appropriate degree of training to meet the requirements of their role in the ERP.

#### Emergency Response Drills

To ensure that the distributor’s emergency response team and employees are properly prepared and can effectively respond to the specific emergencies covered in the ERP, documented Emergency Response Drills/Exercises will be held on an annual basis.

## **Emergency Response Pre-Planning**

Document and post evacuation routes, emergency exits and muster points, and the names of person(s) to report to for roll-call following an emergency evacuation from a building or field site.

Document and post the location of emergency supplies and materials that may be needed in an emergency situation such as fire extinguishers, first aid kits and eye wash stations.

The appointed “person in charge” is required to notify all employees onsite in the case of an emergency and is required to complete roll call in the muster area. In the case of a fire, the alarm company will dispatch the fire department and the appropriate authorities.

Appoint someone to be responsible for notifying emergency responders about an emergency involving personnel injuries. Supply emergency response dispatch with information such as:

* Approximate Age
* Approximate Weight
* Male or Female
* Mechanism of Injury
* Approximate Time of Incident
* Allergies
* Medications
* Whether the injured party is conscious or unconscious.
* Breathing? Is CPR being performed?
* First Aid treatment received?
* Other potential Hazards (**is a HAZMAT team required?**)

You must establish a back-up plan and have another designated first aid attendant to put in place. The designated person must know ahead of time that they may be required to respond in this capacity.

In the event that an ambulance is required, the site-specific ERP will contain site location information and emergency contact numbers to be provided to the dispatch operator when the call is made to **911**.

## **EMERGENCY RESPONSE PROCEDURE – GENERAL**

Site supervisors/first responders will be responsible for following a series of procedural steps in response to emergency situations in general, as follows:

1. If emergency services are required but are not on site, contact them immediately at **911**, providing the following information:

* State your name.
* Describe **your location** and the **location where the incident occurred**.
* Describe **what happened**.
* Inform the operator of the **number of injuries/casualties**.
* Describe to the best of your ability, the **type of injuries** you observed.
* **Request the service you believe is required** (ambulance/police/fire department).
* **Stay on the line** until the operator advises you that they no longer need you to do so.
* **Return to the scene** of the incident and assist in the administering of first aid as required. Do not leave until authorities onsite have advised you to do so.

1. Notify company manager.
2. Notify the OHS Contact Centre at **(866) 415.8690** if an incident or injury:

* Results in a death.
* Causes a worker to be admitted to the hospital.
* Involves an unplanned or uncontrolled explosion, fire or flood that causes or may cause a serious injury.
* Involves the collapse or upset of a crane, derrick or hoist.
* Involves the collapse or failure of any component of a building or structure.
* Involves a worker exposure to radiation in excess of the maximum limits prescribed in the OHS Code.

1. Ensure that the site of the incident remains undisturbed until the authorities or an inspector has arrived, unless:

* You are otherwise instructed by an OHS officer.
* You have to attend to someone who has been injured or killed.
* You have to take action to prevent further injuries.
* You have to protect property that is endangered by the incident.

1. Prepare a written report on the circumstances of the incident and submit to management and the appropriate authorities.

## **EMERGENCY RESPONSE PROCEDURE – EVACUATION**

Site supervisors/first responders will be responsible for following a series of procedural steps in response to emergency situations requiring evacuation, as follows:

1. Warn others in the immediate vicinity that an incident has occurred.
2. Shut down equipment – if situation permits.
3. Initiate evacuation procedures.
4. Direct **ALL** workers to leave the site and proceed to the designated muster point.
5. If emergency services are required, but are not on site, contact them immediately.
6. If rescue is necessary, follow site-designated ERP rescue procedures.
7. If first aid is required, administer when safe to do so.
8. **DO NOT** return to evacuation site until authorities have given the clearance to do so.

## **EMERGENCY RESPONSE PROCEDURE** **– CRITICAL INJURY/FATALITY**

A critical injury is one that is defined as an injury of a serious nature that:

* places life in jeopardy;
* produces unconsciousness (or an altered state of consciousness);
* results in a substantial loss of blood;
* involves the fracture of a leg or arm, but not a finger or a toe;
* involves the amputation of a leg, arm, hand or foot, but not a finger or toe;
* consists of burns to a major portion of the body; or
* causes the loss of sight in either or both eyes.

Site supervisors/first responders will be responsible for following a series of procedural steps in response to emergency situations involving critical injury or fatality, as follows:

1. Contact Emergency Responders immediately at **911**, then:
   * State your name.
   * Describe **your location** and the **location where the incident occurred**.
   * Describe **what happened**.
   * Inform the operator of the **number of injuries/casualties**.
   * Describe to the best of your ability, the **type of injuries** you observed.
   * **Request the service you believe is required** (ambulance/police/fire department).
   * **Stay on the line** until the operator advises you that they no longer need you to do so.
   * **Return to the scene** of the incident and assist in the administering of first aid as required. Do not leave until authorities onsite have advised you to do so.
2. Notify company manager.
3. Notify Occupational Health and Safety (OHS) at **(866) 415.8690**.
4. Ensure that the site of the incident remains undisturbed until the authorities or an OHS inspector has arrived. Prepare a written report on the circumstances of the incident and submit to management and the appropriate authorities.

## **7.9** **Injury/Medical Emergency**

In the event of a severe injury or medical emergency, the following procedure will be followed:

* Call 911.
* Freeze the scene/restrict entry to all non-essential personnel to the emergency.
* Obtain first aider, first aid kit and AED (if applicable).
* Provide immediate first aid if possible.
* Tend to worker, stay on phone with EMS, follow all instructions EMS provides.
* Have company representative meet with EMS and direct EMS personnel to incident location.
* Have Manager or company designate follow up with EMS and communicate sustained injury/illness to family/emergency contact of injured/ill worker once sufficient information is obtained. Follow up at hospital as required.
* Notify H&S Representative and complete incident report. Follow section 6 of HSMS Manual-Incident Reporting and Investigation.

**AREA NOT SAFE (hazards in area: fire, chemical, electrical, environmental, etc.):**

* Call 911.
* Restrict access to incident location.
* Clear area immediately.
* Evacuate incident location and/or building following general evacuation procedures.
* Account for all personnel at muster point or determined location.
* Notify H&S Representative and complete incident report. Follow section 6 of HSMS Manual-Incident Reporting and Investigation.

## **7.10 EMERGENCY RESPONSE PROCEDURE** **– HAZARDOUS SPILL** **CLEANUP**

If you witness a hazardous material spill, evacuate the spill site and warn others to stay away. Call **911** if you believe the spill may be life threatening. If you can determine that the spill is not life threatening, follow the procedures outlined below:

**General Spill Cleanup Information**

* Isolate the spill area to keep everyone away and post warning signs as necessary.
* Contain the spill quickly and safely, if you have the proper training and PPE to do so.
* If necessary, move out of the spill area and proceed to a safe location nearby, to assess whether or not you have the proper training and appropriate PPE and equipment to clean up the spill.
* If you are able to clean up the spill, follow spill cleanup procedures as directed by the SDS.
* If you are unsure about how to proceed with the cleanup, call the Alberta Environmental Response Call Centre (24-hour line) at **(800) 222.6514** for detailed information and to ensure that the process implemented minimizes the environmental impact from the spill or release.
* Manage the waste generated from the spill cleanup appropriately.
* Report all hazardous spills to management and to government authorities, as appropriate.

**Fluids**

On-site personnel shall, without causing harm or creating the potential for harm to themselves or others, safely contain what fluids they can using the following procedure:

1. Contain the spill.
2. Alert emergency services or designate a caller to do so, if necessary.
3. Use appropriate personal protective equipment.
4. Ensure rivers, creeks, lakes, lagoons, etc. are protected.
5. Use shovels to trench or redirect flow of spilled fluid, as required.
6. As necessary, contact other local contractors for additional support and/or equipment.
7. Complete Incident Report and Spill/Release Report Forms, as required.

**Solids**

Onsite personnel shall excavate contaminated soil in the safest and most efficient manner possible while using the following procedure:

1. Contain spill.
2. Alert emergency services or designate a caller to do so, if necessary.
3. Use appropriate personal protective equipment.
4. Ensure rivers, creeks, lakes, lagoons, etc. are protected.
5. Ensure that local utilities are consulted/notified prior to digging.
6. Small spills can be shoveled into pails or barrels, sealed and disposed of at approved waste disposal facilities.
7. Large spills will require equipment necessary for the size of the spill and lined dump trucks.
8. Soil samples may be required.
9. Complete Incident Report and Spill/Release Report Forms, as required.

The job is not complete until all the paperwork has been filled out. This includes all government and police reports if applicable. A follow-up report may be requested.

If you require assistance to clean up a spill, contact the Alberta Environmental Response Call Centre (24-hour line) at **(800) 222.6514.**

## **7.11 EMERGENCY RESPONSE PROCEDURE** **– DECONTAMINATION**

If work requires that an employee is present on a site where there is a possibility for exposure to harmful substances, the employer will ensure that immediate access to emergency baths, showers, eye-wash equipment and other decontamination equipment, as would be required for the potential level of exposure, is available on-site.

In the event of personal injury, the treatment of the injury must take precedence over the clean-up of a spill or decontamination procedures, even with contaminated persons. Contamination will be minimized by confining all contaminated persons to a restricted area as long as doing so does not add to the extent of any existing injuries, to their suffering, or impede in any way the possibility of recovery.

Exposure to harmful substances and/or related decontamination procedures may require the activation of the Emergency Response Plan. All employees must be familiar with the Company ERP and the Site-Specific ERP (primarily dictated by the client and their regulations) before commencing work on any job site.

## **7.12 DAMAGED 3RD PARTY UTILITY LINES**

1. Stop work immediately. Turn off all sources of ignition, leaving the equipment where it is, if possible, in order to minimize any damage to engines.
2. Ensure the risks to people and property are kept to a minimum by evacuating the area immediately and isolating the area from people and equipment until proper authorities arrive.
3. Notify your Supervisor.
4. If possible, go up wind a good distance and notify the Utility Company. Phone #611 from cell if you strike an underground phone line.
5. When a leak or break occurs on a high-pressure pipeline operating in excess of 100 psi, the licensed holder is required to immediately notify Alberta Environment of the location of the leak or break. This call will be placed by the manager or designate. The emergency number-1-800-222-6514. They will ask you the following information: Location with LSD, Gas Line License #, Size and Type of line, contact name and number, time and date of break, contractor name and owner name. They will give you a reference number and forward the incident details to the Field Centre. A pipeline inspector will be assigned to investigate, and they will contact the person you provided above and start the inspection. The information will be automatically forwarded to the AER so there is no need to contact them directly.
6. If there is danger of a fire, call 911.
7. Do not attempt to repair.
8. Investigate to determine if the utility is in an incorrect location. If this is the case, collect all information, photographs, etc., to be used in the case of dispute.
9. Complete Incident Report. For a high-pressure line hit, a written report must be submitted to Alberta Environment within 7 days of the incident.

## **7.13 ELECTRICAL LIVE CONTACT WITH VEHICLE OR EQUIPMENT**

1. Stay in your vehicle or equipment.
2. If possible, move the vehicle/equipment away to break contact with the line (minimum 10 meters away).
3. Assess the scene.
4. Establish your hazard zone - 10 meters (33 feet) back from anything in contact with the power line.
5. Evacuate personnel from within the hazard zone (if possible). Search and Rescue should not be attempted if it places any life in danger.
6. Call the Supervisor and First Aid Designate (if required).
7. Notify electric company.
8. Wait for the line to be shut down.
9. If there is a fire and you must exit the vehicle/equipment, jump out with your feet together. While exiting, never touch the ground and equipment at the same time.
10. Use the HYDRO SHUFFLE to leave the hazard zone. HYDRO SHUFFLE: You can avoid shock by keeping your feet close together and taking close short, shuffle like steps, never allowing the heel of one foot to move beyond the toe of the other, until you are clear of the energized area (10 meters or 33 feet). Alternately, you can hop with both feet until you’re out of the hazard zone.
11. Potential Explosive situations: Are there broken live wires across stored fuel, stored cylinders, etc.? A live electrical line does not have to be in direct contact with a potential fire hazard, but only in the vicinity to create a larger hazard zone. Prepare for a fire emergency if the potential is there. Secondary fire sources include brush piles, forests, dry grass. Has slack in the power line beyond the immediate adjacent poles created secondary hazard zone away from the initial scene?
12. An electrical release through crane, boom or excavator may permanently damage the bearings or structural integrity of the equipment. Inspections or certifications must be obtained if a live line contact of this nature has occurred.

## **7.14 BEE OR WASP STING**

Always let your manager, supervisor, H&S representative and crew know if you’re allergic to bee stings, if you carry an EpiPen with you and its location.

1. Notify a staff member immediately that you have been stung. Watch for trouble breathing, feeling of faintness or dizziness, hives, and a swollen tongue. Inject EpiPen and/or call 911 if any of these symptoms occur. If not, continue to step 2.

**How to use an EpiPen:** Inject epinephrine (pure adrenaline) if the person is unable to. If the person has a history of anaphylaxis, don't wait for signs of a severe reaction to inject epinephrine. Remove the blue cap and inject epinephrine into outer muscle of the thigh only (blue to the sky, orange to the thigh). Massage the injection area for 30 seconds so that the medication disperses quickly. The person may need more than one injection if there's no improvement after the first 5 mins. A person should always go to the ER after an epinephrine injection, even if the symptoms subside. Turn the EpiPen into the Doctor on arrival.

1. Use tweezers to remove the stinger (bee) and wash the area with soap and water.
2. Ice and elevate the area. Remove jewelry from the area of the sting as it may be difficult to remove once it swells.
3. For pain, take acetaminophen or ibuprofen. For itchiness, take an antihistamine or apply a mixture of baking soda and water or calamine lotion.
4. Report the incident to a supervisor or the H&S representative and fill out an incident report.

## **7.15 DOG ATTACK**

1. If the dog runs and jumps to attack move sideways instead of backwards.
2. Feed the dog a barrier item such as your jacket, clip board, umbrella, shovel, or anything you can put between yourself and the dog. The barrier should be in front of you not beside you.
3. Once the dog has a hold of your barrier, punch or kick the dog in the side of the head, throat, and nose. This will stun the dog and hopefully give you time to get away.
4. Never expose your back, get against a wall or car.
5. If you have mace, point the dog deterrent spray at the dog’s face and press the trigger. Be aware of the wind direction or you may spray yourself instead.
6. Wash any wounds with soap and water.
7. Loosely cover the wound with gauze.
8. Go to the emergency room and have the doctor determine your need for a rabies vaccine and a tetanus shot. The hospital will call Animal Care and Control and that dog will be put on a 21-day watch.

## **7.16 EXCESSIVE EXPOSURE TO COLD ENVIRONMENT**

**Frostbite** is the actual formation of ice crystals (freezing) in exposed body parts. Pain in the extremities may be the first sign of danger. Ice forms in the tissue and destroys it. Frostbite usually affects the nose, fingers, or toes. The affected part becomes pale and numb.

**If frostbite is suspected, do the following**:

1. Move the victim to a warm place.
2. Apply warmth (do not massage) to the affected parts.
3. Blow on affected fingers. If the nose is frostbitten, apply warm hands. If the hands are affected put them in lukewarm (not hot) water.
4. Remove tight clothes and jewelry.
5. Use body warmth to warm the affected parts.
6. Wrap the frostbitten area in soft material and elevate the affected area.
7. Frostbite is serious if the skin starts to harden and turns blotchy or blue. In this case, obtain medical help as soon as possible.
8. Frostbitten skin is highly susceptible to bacterial infection. Loosely cover the affected area with a sterile dressing and take precautions against bacterial infection.
9. Do not rub the frostbitten area(s).
10. Do not pull the hand away if it should be accidentally attached to cold metal. Pour warm water or any other fluid to separate it.
11. Do not break any blisters that form because of frostbite.
12. Do not thaw a frostbitten area unless it can be assured it will not freeze.

**Hypothermia** is the overcooling of the body due to excessive loss of body heat, which may lead to death. Signs of hypothermia include exhaustion, confusion, memory loss, slurred speech and drowsiness. The desire or ability to seek protection from cold is lost, resulting in rapid loss of body heat. Hypothermia slows down the heart rate. It may be difficult to feel the pulse rate of the victim. People with diabetes, injuries, kidney problems, epilepsy and arthritis are at a higher risk of hypothermia in comparison to healthy people.

**If hypothermia is suspected do the following:**

1. Call 911 and wait for help to arrive.
2. Give dry clothes to a person removed from cold water. If no dry clothes are available, cover the person with material such as a plastic sheet or raincoat.
3. Help or carry the victim to a warm shelter as soon as the signs of hypothermia are noticed. Such signs are excessive shivering, blue lips and fingertips, slurred speech, and poor coordination.
4. Use a blanket and body-to-body heat to warm the person.
5. Give a conscious victim warm, non-alcoholic, drinks in small quantities.
6. Do not use alcohol as a warming agent. Alcohol may seem to provide warmth, but, it interferes with the ability to retain heat, resulting in a dangerous drop in body temperature.
7. Do not submerge a hypothermia victim in hot water or a hot shower as a means of re-warming. This may result in “re-warming shock” which could be fatal.
8. Do not allow a hypothermia victim to exert himself / herself. Physical exertion such as walking, climbing, lifting, etc. may cause heart failure and death. A mild hypothermia victim will slowly re-warm and return to normal health.

## **7.17 EXCESSIVE EXPOSURE TO HOT ENVIRONMENT**

**Heat Cramps -** Treatment requires water and salt replacement. Have the worker rest in a cool place.

**Heat Exhaustion -** Common symptoms are general weakness, fatigue, dizziness, headache, and nausea.

Have the patient lie down in a cool place. Cool the patient by sponging or directing air movement over the body. If fully alert and there is no nausea, give fruit juices or salt solution (1 teaspoon per 500 ml.).

**The patient should be taken to the hospital for medical evaluation and treatment.**

**Heat Stroke -** With heat stroke the skin is hot, dry and flushed. Sweating is absent. There may be visual disturbances, and an altered mental status that may include irritability, confusion, convulsions, delirium, or coma. The breathing rate is increased and may be accompanied by an irregular pulse. Shock may develop and finally cardiac arrest. **THIS IS A LIFE-THREATENING MEDICAL EMERGENCY. WITHOUT PROMPT TREATMENT THE PERSON MAY DIE.** Every effort must be made to lower the patient's core body temperature while awaiting transport and continued enroute.

1. Call 911 and wait for help to arrive.
2. Move the patient to the coolest spot available (e.g., placed in the shade).
3. Remove all outer clothing.
4. Lay the patient down either on their back, or if vomiting or seizures are present, the recovery position.
5. Apply cold water to the patient either by dousing (being careful not to drown the patient) or applying wet cool sheets. Spraying or sponging the entire body with cold water is also effective. Fanning the patient also promotes cooling.
6. If the core body temperature can be measured, stop cooling efforts when the temperature falls to 38.5°C.
7. Watch carefully for signs of hypothermia when rapidly cooling a heat stroke patient.

## **7.18 Severe Weather (Field Operations)**

LIGHTNING

Many lightning fatalities and injuries occur as a storm is approaching, due to people ignoring signals such as high wind or rain. The danger zone is less than 10 km away.

1. A good rule of thumb is to use the 30-30 rule (if you can count 30 seconds or **less** between hearing thunder and seeing lightning, seek shelter immediately).
2. Do not resume outdoor work until 30 minutes after the last audible thunder or visible flash of lightning is noted.
3. Get indoors, firstly inside a building, or secondly inside a rubber-tired vehicle.
4. If you cannot get indoors, make yourself as small a target as possible:

* Do not let any part of your body touch the ground other than your feet.
* Put your feet as close together as possible and crouch down with your head between your legs and your hands over your ears.
* Do not stand too close to another person as lightning has been known to travel over 6 feet after striking one person.

1. Remove your tool belt and don’t hold any objects in your hands.
2. Stay away from trees and water as they attract lightning.

**Remember when Thunder roars, go Indoors!**

TORNADO

1. Monitor link to Environment Canada, Alberta Emergency Alert app and local radio station.
2. When it becomes a “Watch”, employees should be notified by mass text. Take necessary steps to make sure everyone is notified by requesting that the field members reply to the text. No requirement to notify office staff at this time.
3. If it evolves past a “Watch” to a “Warning” and it is in the vicinity of the office building, office employees will be notified. Field employees will be notified by mass text to seek shelter immediately if they are in the area.
4. Stay away from windows if sheltered inside a building. Move to interior rooms.
5. If time permits the manager or designate will be in charge of turning off the power and gas before the tornado hits. It is important to turn them off to prevent electrical fires and gas leaks.
6. The employee on reception duty will be responsible for producing the “sign in logbook” which will be reviewed, and a roll call done at that time by that employee. If an employee is missing, an attempt will be made to locate that employee if safe to do so.
7. Shelter in place may be required. Refer to shelter in place procedure for additional information.

## **7.19 EXCAVATION COLLAPSE**

One cubic foot of soil weighs approximately one hundred pounds; a victim buried under just two feet of soil will have seven hundred to one thousand pounds concentrated on the chest and back. It’s unlikely a victim will survive more than three to four minutes.

1. Don’t panic, try to remain calm.
2. Move equipment back, shut down all equipment and stop nearby traffic that can cause vibration and aggravate the situation.
3. Call 911
4. Follow the instructions of the 911 operator.
5. Assess the situation – note exact time, number, and location of workers.
6. Approach the excavation from the short wall (end) not the long wall or collapsed area.
7. As a Gas Co-op, excavations are usually 3 to 5 feet deep and no more than 10 feet in length so rescuing a buried worker safely and quickly is possible especially if the soil is sandy. Assess the situation to determine if it is safe to enter the excavation to rescue a worker.
8. Hand dig around the location of the buried worker or use a hard hat. You want to clear the area around their face first so they can breathe. Avoid using a shovel, if possible, as you may injure the worker. Never use mechanical digging.
9. Remove the buried worker from the excavation, evaluate their injuries and start CPR if needed.
10. If it is not safe to rescue the buried worker, get workers not trapped out of the trench. Leave all tools in place. Tool location can assist in finding buried workers.
11. Keep all personnel 50 feet away to prevent further cave in.
12. Prepare for rescue personnel. They will need to know:

- How deep is the trench?

- The type of soil?

- How much has collapsed?

- Number of people trapped.

- How much soil is covering the victim?

- How long have they been trapped?

- Types of utilities involved and are they hazardous?

- Are conditions stable (flooding, additional collapse)?

## **7.20 H2S RELEASE AND WORKER EXPOSURE**

1. Get to a safe area immediately by moving upwind or crosswind from the release. Move to higher ground if possible.
2. Notify Supervisor that there is an H2S release and that you may require assistance.
3. Assess the situation. Do a head count and consider all hazards.
4. If a worker is overcome by H2S, **DO NOT ATTEMPT TO RESCUE THEM WITHOUT A POSITIVE PRESSURE SELF-CONTAINED BREATHING APPARATUS**.
5. Call 911.
6. If the worker is not breathing, perform CPR until the victim revives or until help arrives. Resuscitation must be prompt.
7. Remove contaminated clothing but keep the individual warm.
8. Keep conscious individuals at rest.
9. Be aware of possible accompanying injuries (i.e.victim may have fallen when overcome) and treat them accordingly.
10. If the victim’s eyes are red and painful, flush with large amounts of clean water for at least 15 minutes.
11. Ensure the victim receives medical care as soon as possible. The worker must not be allowed to return to work or other activities and must be monitored for at least 48 hours after exposure.

## **7.21 VEHICLE ACCIDENT**

1. Shut off your engine. (You may move the vehicle to a safer location if there are no deaths, injuries or suspicion of alcohol/drugs involved).
2. Call 911.
3. Assess and remove/isolate any further hazards or as a last resort remove casualties from hazardous situations, (burning vehicle, roadway, etc.).
4. Apply first aid and assistance to anyone injured.
5. Contact your Supervisor.
6. Direct available manpower to:

* Secure the site from unauthorized access.
* Ensure that clear access and directions are provided to emergency response.
* Ensure crowd control.

1. Do not admit liability/fault or discuss the accident with anyone but the Police.
2. Give the Police your name, address; show your driver’s license and vehicle registration.
3. Exchange information with other vehicle occupant if applicable and fill out a company collision report. Take pictures of accident scene if possible.
4. See a doctor – you might be injured and not know it.
5. Report to the insurance company immediately.
6. File an official collision report with the Police and submit a completed incident report to your Supervisor.

## **7.22 Working Alone**

This procedure applies to staff working in remote situations.

Should an alert be sounded for an employee or an employee fails to check in, the supervisor or monitoring employee shall attempt to make contact with the employee, and any emergency response procedure associated with the monitoring will also be put into place. Refer to Working Alone section of the O&M Manual.

Should an alert be triggered, the employee’s supervisor or monitoring employee shall attempt to contact the worker. If contact with the employee cannot be established, the supervisor or monitoring employee shall contact the nearest Co-op/individual to perform a physical check in. If still unable to verify employee's wellbeing, emergency services shall be notified by the employee’s supervisor or monitoring employee to initiate response/rescue operations as necessary.

# Building Emergency Response Plan

All employees working from a company building need to be familiar with the building emergency response plan (ERP). As part of an effective prevention and response program, the ERP needs to be read carefully and understood. The following important points form a knowledge base for effective response in a building emergency situation.

Employees should have knowledge of:

* Evacuation routes, exit points, and where to report for roll-call after a building evacuation.
* When and how to evacuate the building.
* Locations of emergency supplies and materials, such as fire extinguishers and first aid kits, that may be needed in response to an emergency.
* Proper procedure for notifying emergency services about a building emergency.
* Any potential for exposure to hazardous materials or processes, in and around the work area, as well as any means of protecting yourself in the event of an emergency.

## **7.23 BUILDING EMERGENCY RESPONSE PROCEDURE – EMERGENCY NOTIFICATION**

**Immediate Emergency Notification**: **911** (Ambulance/Fire/Police)

1. Dial **911** from a safe location.
2. Stay calm.
3. Be prepared to answer the following questions:
4. Your name and the phone number you are calling from?
5. Where is the emergency located?
6. What is the emergency? (fire/medical/hazardous material/etc.)
7. If it is a medical emergency pertaining to a person:
   * Approximate age/weight
   * Male or Female
   * Type of Injury
   * Approximate Time of Injury
   * Any Known Allergies
   * Medications Taken
8. How did it happen?
9. When did it happen?
10. Report any information that may be useful to emergency responders. (i.e.: injuries involved, action already taken, etc.)
11. Do not hang up until instructed to do so by the dispatch officer.

When calling in an emergency it is not imperative to know the answers to all of these questions, but to quickly gather as much useful information as possible and then from a safe location, contact the appropriate emergency services authority.

Ensure that specific directions to your location are given to the emergency responder and stay with the inured party. Keep them calm and comfortable and continue with ongoing assessment of the situation until someone with equal or greater scope of practice relieves you of your duty.

## **7.24 BUILDING EMERGENCY RESPONSE PROCEDURE–GENERAL EVACUATION**

If the need arises for the evacuation of any company building or work area, the following procedure will be used:

1. Stay calm, do not rush or panic.
2. Safely stop your work.
3. Gather your personal belongings if it is safe to do so.
4. (Reminder: take prescription medications out with you if at all possible; it may be hours before you are allowed back into the building)
5. If safe, close your office door and window, but do not lock them.
6. Proceed to the nearest exit.
7. Proceed to the designated muster area.
8. Unless it is unsafe to do so, or a fire warden/officer directs you otherwise, you must remain in the muster area to enable a roll-call to take place.
9. Wait for instructions from the emergency response official.
10. DO NOT re-enter the building or work area until you have been instructed by the emergency response official that it is safe to do so.

## **7.25 BUILDING EMERGENCY RESPONSE PROCEDURE – EMERGENCY INFORMATION**

Evacuation information, emergency phone numbers and muster area details are posted in the following locations:

* Office, shop and electronic bulletin boards.
* All HSMS Manuals (on back cover of paper copies and on the last page of digital copies).

## **7.26 BUILDING EMERGENCY RESPONSE PROCEDURE – FIRE**

In the event of a fire in any company building or work area, the following procedure is to be followed:

1. Dial **911** from a safe location and provide details of the situation.
2. If you are trained in the use of a portable fire extinguisher and are able to safely extinguish the fire, do so. However, make sure that you have a safe exit from the area before making any attempt to extinguish a fire.
3. DO NOT use water (red colored) extinguishers on electrical fires; carbon dioxide (black colored) extinguishers are provided for this purpose.   
   **\*Water extinguisher used on an electrical fire creates a risk of electrocution**.
4. When exiting the building, warn others nearby.
5. Move away from fire and smoke.
6. Close doors and windows if time permits.
7. Touch closed doors – DO NOT open them if they are hot.
8. Move well away from the building and go to the designated muster area.
9. DO NOT re-enter building until you have been instructed by the emergency response official that it is safe to do so.

**OPERATION OF A FIRE EXTINGUISHER**

1. Grasp the extinguisher securely and remove from its location.
2. Carry the extinguisher in an upright position to the fire.
3. Always keep an exit at your back.

**Remember the word...PASS**

1. **P**ull the pin. This will allow you to discharge the extinguisher.
2. **A**im at the base of the fire. Hold the hose or horn in one hand. If you aim at the flames (which is frequently the temptation), the extinguishing agent will fly right though the fire and do no good.
3. **S**queeze the handle. This releases the extinguishing agent. Be careful exposing yourself or others to the contents.
4. **S**weep from side to side…until the fire is completely out. Start using the extinguisher from a safe distance away and then move forward. Move away when the extinguisher empties. Never turn your back to the fire. Keep an eye on the area in case it re-ignites.
5. Promptly report the use of the extinguisher to a supervisor.
6. Take the extinguisher out of service, have it recharged and put back into service immediately.

## **7.27 BUILDING EMERGENCY RESPONSE PROCEDURE** **– FIRE PREVENTION**

To help prevent fire, the following good housekeeping rules are to be observed:

* Flammable and combustible materials are to be stored in an approved manner.
* The accumulation of flammable or combustible materials in work areas is to be avoided.
* The build-up of excess refuse is to be avoided.

Additional measures to be taken in support of the efforts for fire prevention:

* All extinguishers are to be approved and regularly maintained in accordance with OHS specifications.
* All exits are to be clearly marked and a full emergency evacuation program posted at all designated areas.
* All employees are to be oriented on fire safety and fire prevention.
* Always ensure proper housekeeping.
* All fire extinguishers must be inspected and fully charged according to OHS regulations (once per year). If it is discovered that the tag is missing on any extinguisher, ensure that it is replaced immediately.
* Do not weld or grind without using barriers.
* If burning debris outside, pay attention to wind strength and direction.

## **7.28 BUILDING EMERGENCY RESPONSE PROCEDURE** **– FIRE & EXPLOSION-General**

In an effort to prevent fire and explosion, flammable substances:

* Will not be stored in quantities that would produce an explosive atmosphere if inadvertently released.
* Will not be stored within 30 meters of an underground shaft.
* Will not be stored in the immediate vicinity of the air intake of any ventilation system, internal combustion engine, or the firebox of a fire heater/furnace.
* Will only be stored in containers that are CSA or ULC approved.

If at any time, work requires that the contents of metallic or conductive containers be transferred from one to another, it will be ensured that static electricity is controlled while the contents are being transferred.

In the event of an employee’s skin becoming contaminated with a flammable or combustible liquid, the employee will wash the skin immediately.

In the event of an employee’s clothing becoming contaminated with a flammable or combustible liquid, the employee must:

* Avoid any activity where a spark or open flame may exist or be created.
* Remove the contaminated clothing.
* Ensure that the clothing is decontaminated before it is used again.

If a worksite is deemed to be a hazardous location, any internal combustion engine to be used on-site is either to be located outside of the boundaries of the hazardous location or is to have a combustion air intake and exhaust discharge that are equipped with a flame-arresting device.

Open flames from flare stacks (as a potential source of ignition) must be positioned at least 25 meters beyond the boundary of any hazardous location.

No worker, other than an adequately trained and competent worker, responding to an emergency, can enter a work area if the atmosphere exceeds 20% of the LEL (lower explosive limit). Above this limit there is little room for error.

Atmospheric testing will be necessary prior to any work being done in an area containing a flammable substance. When testing is required, it must be done before work begins and may be required at regular intervals throughout the work process to ensure worksite safety.

#### Smoking is prohibited in a work area where a flammable substance is stored, handled, processed or used.

A Hot Work Permit is required for any work process involving open flames or the production of heat and/or sparks in an explosive atmosphere.The permit must specify precautions and procedures that will be used to ensure that the work is completed safely.

Flammable solvents must not be used or be present in an area where hot work will take place. All combustible materials within 7.5 meters of the hot work must be suitably isolated or removed from the area.

Oil surfaces and oil spills must be hosed down and sanded over (minimum depth – one inch). Oil soaked ground must be dug out and removed. Additionally, all trash and oily rags must be removed from the hot work area.

Particular attention will be required to monitor for the danger of expansion of oil or gas in equipment (lines, vessels, etc.) immediately adjacent to the hot work area.

Fire blankets or appropriate fire-retardant materials shall be used when there is a danger of sparks being carried outside the work area. Fire blankets should be kept damp if intensive spark-control is required.

Valves cannot be accepted as leak proof. Bleeder valves on pumps, lines and vessels shall be plugged off when such pumps, lines or vessels contain flammable fluids.

Wherever an explosive atmosphere is possible, the use of cellular phones, two-way radios, or other non-intrinsically safe electrical equipment is not permitted without the permission of the site supervisor.

When assessing fire and explosion hazards, critical risk factors must be considered. While the risk of one of these factors may be low, the addition of other factors may significantly increase the risk to unacceptable levels. Risk factors to consider:

* Liquid hydrocarbons
* Oil-based work-over fluids
* Mixing of fluids
* Hydrogen sulfide (H2S)
* Flow into closed systems
* Rapid pressure or temperature changes
* High pressures and temperatures
* Pre-existing trapped air
* Well hand-off (shift change)

Adequate ventilation should be maintained to prevent a build-up of exhaust gases when using portable heaters, and they should be used only for the service for which they have been approved. All flammables are to be removed from the immediate area.

Walkways, ladders, tank or tower manways and other approaches to work areas must be accessible and free from obstacles that may obstruct personnel engaged in fire-fighting or in escape from the area in the event of a fire.

## **7.29 BUILDING EMERGENCY RESPONSE PROCEDURE – FIRE & EXPLOSION**

**Compressed and Liquefied Gas**

The procedures for handling compressed and liquefied gas is as follows:

* Compressed or liquefied gas containers will be used, handled, stored and transported in accordance with manufacturer’s specifications and Occupational Health and Safety legislation.
* All cylinders of compressed flammable gas will be stored separately from cylinders of compressed oxygen.
* Compressed or liquefied gas cylinders, piping and fittings are to be protected from damage during handling, filling, transportation and storage.
* Compressed or liquefied gas cylinders will be equipped with a valve protection cap if manufactured with a means of attachment.
* All oxygen cylinders or valves, regulators or other fittings of the oxygen-using apparatus or oxygen distribution system will be kept free of oil and grease.
* Compressed or liquefied gas systems will not be exposed to heat sources that generate temperatures which have the potential to:
  + Result in the failure or explosion of the contents or system, or
  + Exceed the maximum exposure temperatures specified by the manufacturer.
* Any compressed or liquefied gas system will be kept clean and free from oil, grease and other contaminants that have the potential to:
  + Cause the system to fail, or
  + Burn or explode if they come in contact with the contents of the system.
* Each hose of an oxygen fuel system will:
  + Have a flashback device installed at either the torch end or the regulator end, and
  + Have a back-flow prevention device installed at the torch end.
* Compressed or liquefied gas cylinders will be secured in the upright position unless a professional engineer certifies another method of storage that protects against the hazards caused by dislodgement.
* After use, all cylinders must be returned immediately to an approved storage area.
* Any cylinder containing acetylene will **ALWAYS** be secured and stored upright.

## **7.30 BUILDING EMERGENCY RESPONSE PROCEDURE – FIRE EQUIPMENT**

All fire-fighting equipment provided at the worksite shall be routinely inspected and readily available to personnel at all times. Personnel shall be fully familiar with the operation of such equipment

Portable fire extinguishers permanently located in an operating area must not be used as standby fire equipment for hot work.

Portable fire extinguishers shall be placed in an accessible location and not so close to hot work being performed, that they become involved should a fire take place.

Fire retardant outer workwear (including hoods) are required when working on any site within 25 meters of a potential hydrocarbon source.

## **7.31 BUILDING EMERGENCY RESPONSE PROCEDURE** **– HAZARDOUS SPILLS**

Any employee that witnesses a hazardous material spill, is to evacuate the spill area and warn others to stay away. If the spill is believed to be life threatening, call **911** immediately. All employees will be knowledgeable of general hazard information, proper procedures for prevention of spills, and emergency procedures for dealing with a hazardous spill.

In the event of a hazardous material spill, the following procedure is to be followed:

1. Leave the area of the spill and proceed to a safe location nearby.
2. Assess whether or not you have the proper training, equipment and protective gear necessary for safe clean-up of the spill.
3. Spill site is to be isolated and warning signs posted as necessary.
4. If you are able to clean up the spill, follow proper cleanup procedures and use appropriate PPE.
5. Any waste generated must be managed appropriately. A supervisor should be consulted if necessary.

If assistance is required for cleaning up a spill, contact the Alberta Environmental Response Call Centre (24-hour line) at **(800)222.6514.**

## **7.32 I.T, Communications & IT Security Issues**

If an event prevents or impairs the Company’s ability to receive requests for service from members or dispatch its’ people in response, an emergency may exist. There may be times when the Company is faced with an interruption of the IT network, communications, or critical electronic equipment within the Company.

The Company must work quickly and effectively with vendors and suppliers of the equipment or service to ensure that down time is minimized and that all possible steps taken to address problems:

* Determine the likely cause of the service disruption.
* If the disruption appears to be caused by the failure of telephone company facilities or damage to a telephone service line outside of our building, report the loss of service to the telephone company as quickly as possible from an operable telephone or cell phone.
* If the disruption is caused by damage to the telephone service inside our building (by fire, water, or mechanical forces), eliminate the source of the damage and contact the telecommunications service provider as quickly as possible from an operable telephone to request repair.
* If the disruption is caused by a power outage, contact the electrical power company as quickly as possible from an operable telephone to report the problem
* In all cases, try to determine the likely duration of the service disruption.
* Identify an alternative place or method by which telephone calls can be temporarily received.
* If warranted, report the loss of ability to receive calls to the police and fire officials in the service area, giving them the number of the temporary telephones
* Report the events to senior Company personnel.
* If the disruption is expected to be lengthy (greater than one day), request telephone operator intercepts and redirects incoming calls.
* If the disruption will be lengthy, consider contacting Company members and regular contacts through alternate means of communication (email, text messages or telephone).

**IT Security Issues**

* If IT systems have been compromised due to a cyber security attack or incident, quickly create an incident response team consisting of Company leaders and outside vendors.
* Secure the IT system by suspending access to the network and locking it down, if necessary.
* Conduct a thorough investigation to determine the source of the cyber attack.
* Mitigate losses by re-routing network traffic, filtering or blocking traffic, or isolating all or parts of the network.
* Contact insurance carriers and/or law enforcement if the incident is deemed to be an attack.
* Notify all persons impacted by the network breach and document the breach.

## **7.33 Bomb Threats and Suspicious Packages**

* Any person receiving a phone call involving a bomb threat should attempt to obtain as much information as possible from the caller.
* When a bomb threat is received, listen, speak in a calm voice, and do not interrupt the caller.
* Persons receiving such calls should be aware of the following guidelines and suggestions:
* Be calm; be courteous; listen; do not interrupt the caller; write notes on any paper available.
* Try to keep the caller on the line if possible, to obtain as much information or characteristic comments or accents as possible.
* Of utmost importance are the EXACT WORDS of the caller and information.
* Write down as much information as possible.
* Try to engage the caller in conversation.

Record the following information:

* Time of call.
* Age and gender of caller.
* Speech pattern, accent, possible nationality, or other information about caller.
* Emotional state of caller.
* Background noises.
* Call 9-1-1 to get in touch with local Police/Fire Department.
* Evacuate all persons in the building.
* Muster at a safe distance from the buildings, with consideration of potential explosion within the building.

**Suspicious packages may require these precautions and steps:**

* If the package is suspected of being hazardous, contains residue of an unknown powder, do not open it.
* The package may arrive from an unknown source and is not trustworthy.
* Avoid moving the package and keep people clear of the package.
* Call 9-1-1 to get in touch with local Police/Fire Department.
* Evacuate all persons in the building and muster at a safe distance from the building.
* Follow instructions from the Police and Fire Department.

## **7.34 ARMED PERSON (OFFICE)**

1. If possible, personnel in proximity of the door will quickly lock it before the person enters and call 911 and/or press a panic button (if equipped).
2. If it is safe to do so, an announcement will be made to staff indicating “Gun” and the location will be communicated.
3. Office staff will grab their cell phones and lock themselves in the nearest room/office, turn the light off and be quiet until help arrives. If the person is already inside, staff will get under their desks and stay quiet until help arrives.
4. Office staff will call 911.
5. DO NOT respond to anyone at the door while you are in lockdown mode. Law enforcement will always announce themselves. Verify, if possible, prior to unlocking any door. At this time, they will release anyone in that room.
6. If you are directed to leave your secured area by police, do so as quickly and quietly as possible and follow their specific directions. Assist those who may require help moving.
7. Should the fire alarm be activated during a lockdown, wait for direction from management or the police before evacuating the building if there is no immediate danger. If there is smoke or fire present, you may need to evacuate. Ensure it is as safe as possible before attempting to evacuate.
8. Wait for the "all clear" instruction from authorities.
9. As a last resort, use anything to distract or disable the suspect. ONLY CONFRONT THE PERSON AS A LAST RESORT EFFORT TO SAVE YOUR LIFE.
10. If you are confronted by the threat and have to run, try to zig-zag. Keep objects between you and the threat to block visibility and projectiles. If you or others around you are hurt “playing dead” may fool the threat. If caught by the assailant do not threaten them. Do not speak unless spoken too and do not look them in the eye.

**Following the incident:**

1. Cooperate with emergency personnel to assist in an orderly evacuation.
2. Comply if handcuffed or segregated by police, as they are simply ruling out suspects. Police may require individuals to remain available for questioning following the lockdown.
3. Employer must advise all employees to consult a health care professional.
4. Do your best to avoid reminding staff of the situation.

## **7.35 Shelter in Place**

This is an acceptable safety action when there is no advanced warning to the incident. This is generally considered when:

* There is not enough time or warning to safely evacuate people  
  immediately or evacuation routes are blocked.
* Agencies and people are waiting for evacuation assistance.
* Location of the release is not identified, or the release is of such magnitude that anyone outside will be at great risk.
* People would be at a higher risk if they are evacuated.
* Sheltering in place involves the following steps:
  + Make an announcement of SHELTER-IN-PLACE to all occupants of the building
  + Close and lock all exterior doors to prevent inadvertent opening
  + Use rolls of polyethylene and duct tape to seal doors if appropriate
  + Move everyone to interior rooms, if possible, but individuals can move freely within the building
  + Take names of everyone in the building and ensure they know what to do
  + If there are clients, contractors, or visitors in the building, provide for their safety by asking them to stay and not leave
  + Turn off all heating, ventilation, and air conditioning (HVAC) systems if appropriate
  + Remain in position until the all-clear signal is given through available communication channel

## **7.****36 Prolonged Power Outages**

* Power outage to the building will result in disruption of communications, IT services and heating ventilation and air conditioning.
* Ensure safety and well-being of all employees if the power outage lasts longer than one day. This may mean working at alternate partner locations or work from home.
* Priority is to ensure critical functions and operations are operational. Identify critical power needs for planning purposes.
* Consider instructions to all employees about saving work at the onset of a power outage.
* Ensure that available back-up generators are put into service to supply power to critical functions (if available).
* If portable generators are available, they may be a short-term option for limited power. Under no circumstances will employees connect portable generators to building circuits, nor operate portable generators inside buildings, shops, or any enclosed space. Priority is consideration of maintaining both information technology (IT) and measurement infrastructure. Call upon formal and informal Mutual Assistance Partners to provide resource assistance (if possible).

## **7.37 Natural Disasters (Severe weather, tornado, earthquake, flood)**

There are many types of Natural Disasters, that are beyond your control, that may require Emergency Response Procedures. These scenarios are generally responded to by the local Municipal Government’s Emergency Response Personnel. The Company may be asked by the governing authority for their assistance.

If at any time the Company is threatened by a severe weather incident (thunderstorm, tornado, hail, blizzard, high winds, heavy rain, or flood) the shelter in place procedure will be initiated unless otherwise indicated by the Manager or Designate. The following should be prioritized:

* Safety of Personnel
* Environmental Protection
* Protection of Facility Assets

Effective use of lead time, prior to the arrival of the severe weather, is essential to achieve:

* Early evacuation to prevent exposure to unsafe conditions
* Shelter in Place preparations including adequate water supplies
* Minimize personnel exposure to hazardous conditions by rescheduling services, deliveries, and non-essential activities

## **7.38 Loss of Key Business Functions**

If an employee is severely injured, or is not available, their knowledge is lost and their abilities to perform critical functions is eliminated or limited.

* The Company will ensure that important knowledge is shared amongst staff and documented (where possible) to ensure that in the event of loss of a key employee, operations and knowledge of critical system integrity remains.
* Determine if the employee’s knowledge or job-specific information is contained in electronic or hard copy.
* Review ‘Succession Planning’ for that person and their position within the Company.
* If a succession situation has been identified, contact that person, and determine their knowledge and availability to move into the vacated position.
* Consider ‘worst case scenarios’ with situation at hand.
* Contact alternate resources in the event the person identified in the Succession Plan is not available.
* Implement recovery and business resumption as soon as possible.

If employees or the business is unable or restricted from carrying out regular work/duties at the Company Centre, the following should be considered:

* Contact Company management to develop plans and confirm actions to be taken.
* Monitor radio stations and news outlets for updates of what to do.
* Try to determine the likely duration of restrictions.
* If the disruption is expected to be lengthy, consider contacting Company members and key stakeholders to update them of the situation, provide contact information and action plans to maintain business operation.
* The priority is to ensure critical functions and operations are operational. In order to ensure this, it will require working at alternate partner locations or working from home as deemed necessary. Refer to the Company Working from Home Policy for additional information.
* It is an expectation that employees can maintain their business functions from outside of the Company Centre. This means having electronic devices (laptops) on their person after hours in the event working from home becomes mandatory with short notice and/or the inability to retrieve said devices.
* Continue to follow all direction provided by Company management, local authorities and/or the Government until the go ahead is provided to resume regular work/duties at the Company Centre.

## **7.39 BUILDING EMERGENCY RESPONSE PROCEDURE-FLOODING/PLUMBING FAILURE**

In the event of a flood or plumbing failure in a company building, the following procedure will be followed:

1. Cease using all electrical equipment.
2. Shut off main water source.
3. Notify manager or designate.
4. Notify building maintenance department, if applicable.
5. If necessary, evacuate the building (see **General Evacuation Procedure**).
6. If necessary, contact emergency response services.

## **7.40 BUILDING EMERGENCY RESPONSE PROCEDURE** – **NATURAL GAS LEAK**

In the event of a natural gas leak in a company building, the following procedure will be followed:

1. Cease all operations immediately.
2. DO NOT switch lights on or off.
3. Evacuate building as quickly as possible (see **General Evacuation Procedure**).
4. Notify gas service/supply company.

## **7.41 Injury Descriptions**

**Personal Injury Description**

Personal injury will initially be identified as First Aid (FA), Medical Aid (MA), or Lost Time Injury (LTI) for reporting purposes. It is recognized that the injury status may alter during medical treatment depending on the medical evaluation.

**First Aid**

First aid is any work-related injury or illness which includes onetime treatment and subsequent observation, and which does not ordinarily require medical care even though it may be provided.

**Medical Aid**

Medical aid injuries are those injuries that require medical attention and that could not be treated by a First Aider using the first aid supplies available on a worksite. A Medical Aid injury will not be so serious that the injured person is not able to report to work the next work day following the injury.

**Lost Time Injury**

In the event that an injury results in a worker not being able to report to work on the day following the injury, that injury will be classified as a "Lost Time Injury." Should an injured person attempt to return to work and determine that this is not possible, this injury would be labelled as a Lost Time Injury (LTI).

**Modified Work Plan**

The company is committed to providing all reasonable support to an injured employee. When an injured employee is unable to return to their regular duties due to the restrictions of an injury, that employee may be placed on a modified work plan. If regular job duties are altered or work assignments are changed to accommodate an employee’s recovery from a workplace injury, the resulting list of temporary duties would be labelled as “Modified Work.”

A modified work plan may include changes in:

* Work tasks or functions.
* Workload (e.g. hours or work schedules).
* Work environment or work area.
* Equipment.

It may also include:

* Work normally performed by others.
* Work specifically designated as part of the modified work plan.

Modified work needs to be:

* **Achievable** - given the employee's injury, are they able to physically do it?
* **Safe** - the modified work plan should not endanger the employee’s recovery or safety, or the safety of others.
* **Constructive** - the modified work plan should contribute to the employee's skill development and their return to full work duties.
* **Productive** - the employee's duties should be meaningful to the organization.

In order for an injured worker to be placed on modified work, the worker and their doctor must agree on the Modified Work Plan. This will be accomplished by the use of a Physical Demands Analysis, documented on a form provided by the WCB. The injured employee will be asked to review and sign a Modified Work Agreement outlining both the responsibilities of the employer and those of the injured employee. The injured employee will receive a copy of the Modified Work Agreement and a copy will be sent to the WCB, along with a copy of the Physical Demands Analysis form completed by the attending physician.

When the injured employee is ready to return to regular duties, a written approval will be required from the attending physician and a copy will be sent to the WCB, along with a copy of the completed Return to Work form.

## **7.42 Training and Documentation**

Training is an integral part of emergency preparedness and response. All employees will be trained on the Building Emergency Response Plan, evacuation routes, the designated muster area and specific emergency response procedures. As a supplement to the training however, copies of the building evacuation routes and emergency exits are posted in conspicuous locations throughout the building to ensure that occupants and guests can safely exit in the event of an emergency evacuation.

The Building Emergency Response Plan, Evacuation Procedure and other building safety information is made available to employees either in paper or electronic copies. ERP training is required as part of the Employee Safety Orientation and is reviewed annually with all personnel.

Other training required for personnel working in company buildings, is First Aid, CPR and the use of Fire Extinguishers. Personnel assigned specific emergency response duties must also receive whatever specialized training they need to ensure they are competent to perform their assigned tasks. Employees assigned to be first aiders, fire fighters, etc., must know how to respond appropriately and how to use any emergency equipment required. Those with less responsibility in the event of an emergency must, at a minimum, know how to respond to an alarm and who to call for assistance. Everyone should know who will take charge and coordinate the evacuation, who will sound the alarm and who is trained in first aid.

## **7.43 Emergency Equipment**

The company will ensure that appropriate emergency equipment is available on site and is in good operating condition. Requirements will depend on site locations and on the nature of the work. OHS legislation will determine the minimum requirements for first aid kits, fire extinguishers, water hoses, emergency showers, emergency lighting, breathing apparatus, ladders, stretchers and emergency communication equipment, etc.

Emergency equipment (fire extinguishers, first aid kits, etc.) will be placed in company vehicles and/or in locations that are easily accessible throughout company buildings. A regular schedule of inspections and maintenance will be implemented for all emergency equipment, including first aid and rescue equipment.

## **7.44 Transportation Plan**

The company will provide appropriate transportation for all personal injury incidents. In the event that a person requires transportation to a medical facility but does not require immediate emergency care, and if the injuries allow the person to be transported by a company vehicle, the injured person will be transported to a medical facility using the company vehicle. In the event that an injured person is transported by a company vehicle, there will be a qualified First Aider in attendance.

In the event that an injured person requires transportation to an active treatment facility, an ambulance will be called and the injured person will be transported by ambulance. A designated company representative will follow the ambulance to the hospital and provide support to the injured person, as required.

## **7.45 Emergency Response Drills**

The Company Safety Officer or designate is responsible for conducting and documenting emergency response drills (ERDs), as scheduled. The purpose of the ERD is to determine whether the emergency response plan, procedures and equipment in place are adequate for an appropriate response to anticipated emergencies. Drills will be held annually and will cover all types of emergencies and include all work areas and all shifts, so that all personnel has a chance to participate and practice their expected response. Records of drills and actual emergencies should be kept and reviewed in order to help identify ERP deficiencies and areas where system improvements can be made.

## **7.46 Disaster Services**

For certain types of emergencies, local disaster services and emergency response agencies may be contacted for assistance. The company will review the emergency response plan with local emergency response agencies to ensure they have all the information they need to mount an effective response in the event of a “Disaster” emergency.

## **7.47 Summary**

All employees must be prepared for emergencies and be knowledgeable of the procedures outlined in this **Building Emergency Response Plan**. Employees need to participate in regular drills and assist in evaluation of the same to help identify areas that need improvement. Emergency response planning needs to cover regular working hours, after hours and weekends, as applicable, to ensure that response in all areas of operation has been tested and evaluated.

Employees with special needs should consider what additional steps they may need to take in order to be prepared and what, if any, assistance they may require in an emergency situation.

All employees are responsible for emergency preparedness and for following correct procedure in the event of an emergency. **Always refer to the ERP.**

## **7.48 Critical Incident Follow-Up**

**Critical Incident Review**

Following a Critical Incident or the deployment of the Emergency Repose Plan, a review of the incident and response will be conducted by management and the Health and Safety Committee/Representative. The review process will verify whether the emergency response plan, procedures and equipment in place were suitable for an appropriate response to the critical incident experienced and for responding to future emergencies.

Any material, procedural, or ERP deployment deficits identified in the Critical Incident Review will be addressed and recommendations made for revisions to the Emergency Response Plan to resolve those deficits.

If revisions are made to the Emergency Response Plan (ERP), or a specific element of the ERP, the revised material will be reviewed in a subsequent Health and Safety Meeting and posted (paper or electronic copy) in an area where it is easily accessible to all personnel.

**Critical Incident Debriefing**

Within two working days of a critical incident event, a debriefing of the incident will take place. The manager, all staff and at least one board representative will participate in the debriefing. Notes, conclusions and recommendations will be recorded for future reference.

In the event that a critical incident results in a serious injury or fatality, the debriefing process will include a plan for assisting personnel in obtaining the post-incident counselling support necessary to help them manage stress related to dealing with the traumatic event.

*For additional information relating to emergencies not covered in section 7 of the HSMS Manual, please refer to the Emergency Preparedness and Response Section of the O&M Manual.*

# SECTION 8: Policies for Special Conditions & Activities

### Health & Safety Policy Development

**SCOPE**

Health & safety policies will be developed to establish rules, guidelines and standards to be put in place as part of an incident and loss prevention plan.

**PURPOSE**

Company policies will define and regulate rules, guidelines and standards intended to promote a positive safety culture, prevent incidents and support loss-control strategies.

### Appointment of a Company Safety Officer

**SCOPE**

The appointment of the Company Safety Officer (CSO) and designated alternate CSO.

**PURPOSE**

The Board of Directors shall appoint the General Manager to act as the Company Safety Officer (CSO). A designated alternate Company Safety Officer shall also be appointed to fill the role in the manager’s absence. The appointed parties shall ensure that all required health and safety processes are managed in accordance with company policy and that documentation of the same is current, accurate and timely.

### Occupational Health & Safety Legislation

**SCOPE**

The company will comply with the Occupational Health and Safety Act, Code and Regulations as a basis for developing its safety standards and policies.

**PURPOSE**

As quoted from the OHS Act: “Every employer shall ensure, as far as is reasonably practicable for him/her to do so:

1. The health and safety of:
   1. Workers engaged in the work of that employer, and
   2. Those workers not engaged in the work of that employer but present at the worksite at which work is being carried out, and
2. That the workers engaged in the work of that employer are aware of their rights, responsibilities and duties under this Act and the Regulation.

### Incident Prevention Policy

**SCOPE**

To provide a standard for incident prevention aimed at protecting the health and safety of company employees, the public and the environment.

**PURPOSE**

The protection and safety of employees, the public and the environment, as well as the protection of company assets is a primary concern. It is our belief that a high level of safety performance can be achieved through the understanding and the observance of basic incident prevention standards and policies. The company is engaged in vital public services and has an obligation to provide those services courteously, efficiently and with regard for the safety and protection of all entities concerned.  
  
The incident prevention policy is intended to:

1. Integrate safety with production and operations.
2. Provide safe working conditions, proper tools, equipment and protective devices.
3. Train employees in safe work practices and procedures.
4. Enforce government legislation and company policy.

**DIRECTIVES**

In order to provide an effective incident prevention policy for specific situations and working conditions, the following will apply:

1. In addition to basic policy, specific instructions may be issued to a location or activity, provided that these instructions conform to the spirit of the Incident Prevention Policy.
2. Company safety rules are mandatory, they shall be observed as a condition of employment.
3. Where conflict exists between safety rules and specific job-descriptions, the safety rules will take precedence.

### Operations and Maintenance Program Policy

**SCOPE**

The company is committed to adhering to the Operations and Maintenance (O&M) Guidelines as adopted by the Board of Directors.

**PURPOSE**

The Health and Safety Management System is directly tied to the Operations and Maintenance Guidelines, as adopted, and shall be referenced accordingly.

### Fall Protection Policy

**SCOPE**

Ensuring that guidelines and procedures are in place with respect to Part 9 of the OHS Code (2021) for Fall Protection in the workplace.

**PURPOSE**

To provide guidelines for ensuring worker safety when working at heights and/or when working above other dangerous work-processes or ground-surfaces.

**DIRECTIVES**

Employees must use fall protection at temporary or permanent installations if a worker could fall:

* More than 3 meters.
* Less than 3 meters, when there is a possibility that a worker could sustain injuries more serious than those likely to result from landing on a solid, flat surface (e.g. over moving or rotating equipment, open water or tanks, ice or heated surfaces).
* More than 1.2 meters, but less than 3 meters, in the case of a permanent installation where guardrails or other similar means of fall restrained have not been provided.

Examples of fall protection systems:

* A Fall Arrest System
* A Travel Arrest System
* A Safety Net
* A Control Zone

The company will ensure the use of guardrails whenever practicable as they are the best method of fall protection. A standard guardrail consists of a top rail located between 92 cm (36 in) and 107 cm (42 in) above the work surface and a mid-rail that is spaced midway between the top rail and the work surface. A guardrail must be capable of supporting a worker who may fall against it.

The company will ensure that the equipment used as part of a fall protection system is inspected by employees as per manufacturer specifications before it is used. Additionally, it will be kept free from substances and conditions that could contribute to deterioration of the equipment.

The company will remove a fall protection system from service when it is defective, when it has come into contact with excessive heat, or with a chemical or any other substance that may corrode or cause damage that may render the system less capable to perform in the capacity for which it was designed or if it has arrested a fall.

If a fall protection system has been removed from service, it may not be re-used until it has been inspected and re-certified as safe for use by the manufacturer or a professional engineer.

It is considered Industrial Rope Access Work when work or activities at heights incorporate a working line, safety line and a full body harness in combination with any other devices that allow a worker to ascend, descend and traverse to and from a work area under their own control.

Areas below where an employee is working overhead shall be roped off, or other equivalent measures taken to protect workers on the worksite below. “Danger – Workers Overhead” signs shall be noticeably posted. If a safety watch is required, that person shall be stationed within distance of voice communication.

The company will ensure to have a plan to retrieve a suspended worker from a fall arrest system if a system-failure were to occur. Written rescue procedures will be established and in place before any worker uses a fall arrest system at a worksite. The plan will include a method to be used to rescue a suspended worker from a fall arrest system following a fall. If external emergency services are to be used, ensure they are capable of performing that method of rescue and that they are readily available to assist.

### Scaffolding Policy

**SCOPE**

All scaffolds and platforms must be maintained, erected and dismantled in accordance with applicable Occupational Health and Safety legislation, as well as with manufacturer’s specifications and regulations.

**PURPOSE**

To provide guidelines and procedures for the protection of workers using scaffolding or temporary platforms in the workplace.

**DIRECTIVES**

Reasonable measures must be taken to protect scaffolding or a temporary work platform from being contacted or damaged by powered mobile equipment or from a vehicle contacting it.

Safe Work Permit requirements must be met and Safeguard, Fall Protection and CSA approved PPE procedures must be followed.

All employees have the right to refuse dangerous work.

**The company will ensure that the load to which a scaffold is subjected never exceeds the equivalent of one quarter of the load for which it is designed.**

**The company will ensure that a scaffold is color coded using tags at each point of entry indicating its status and condition as follows:**

* **A green tag with “Safe for Use,” or similar wording, to indicate it is safe for use.**
* **A yellow tag with “Caution: Potential or Unusual Hazard,” or similar wording, to indicate the presence of a potential or unusual hazard.**
* **A red tag with “Unsafe for Use,” or similar wording, to indicate it is not safe to use.**

**The company will not permit any worker to use a scaffold if it has a red tag, a green or yellow tag that has expired, or no tag at all.**

The following procedure should be adhered to regarding scaffolding:

* Perform a Pre-Work Hazard Assessment and hold a Pre-Work Safety Meeting.
* Use appropriate PPE, as required to do the job.
* Perform pre-use equipment and tool inspections.
* Ensure grounding on a firm and level base.
* Maintain the established minimum clearances from all power lines.
* Provide a safe access ladder.
* Ensure scaffold has a platform perimeter handrail.
* Anchor or tie a free-standing scaffold according to regulations.
* Do not use a ladder sloped against the side of a scaffold at any time.
* A toe board is required on all platforms.
* Ensure tube and clamp modular construction is utilized.   
  (Wood construction is to be used only when absolutely necessary)
* Ensure proper safe scaffold tags are installed.
* Utilize a tag line when hoisting material.
* Minimize tools, material and debris on the platform.
* Ensure a hand-line with a tool bag for tools is utilized.
* Report any unsafe acts or conditions to your acting supervisor.
* Follow ERP

### Site Inspection Policy

**SCOPE**

Mitigating risk and controlling loss with regard to personnel and material resources by use of regular inspections of the workplace to identify and correct unsafe acts and working conditions.

**PURPOSE**

The purpose of the site inspection policy is to reduce the risk of personnel injury, property damage and effects on the public and the environment while performing work on company worksites.

**DIRECTIVES**

It shall be the responsibility of company supervisors to ensure that this policy is followed and that proper documentation is completed for review by management.

With the above purpose in mind, the following procedures will be followed:

* Field, office and shop inspection forms are to be completed by personnel associated and familiar with the operating areas being inspected.
* Pre-work hazard identification and assessment shall be performed prior to the start of work on all worksites, including an aspect of inspecting the site for unsafe working conditions.
* Site inspections will be performed by both management and supervisors in order to ensure that all employees are performing work safely and taking note of (and controlling) all hazards on company worksites.
* Quarterly shop/building inspections shall be completed by competent personnel.
* Review of inspections shall occur at monthly safety meetings.

Standard Operating Procedures will be used to help determine the level of safety compliance in operations and to gauge workplace efficiency.

### Rental/Lease Equipment Policy

**SCOPE**

Protection of workers and the workplace by managing safety requirements for the rental and lease of equipment for use in company work-processes.

**PURPOSE**

To provide guidelines for ensuring that all rental and leased equipment meets legislated OHS requirements.

**DIRECTIVES**

The following applies when the company is renting/leasing equipment. The equipment must be:

* Safe for use and meet legislative and any other legal requirements.
* Provided with maintenance and operation manuals.
* Operated by only competent workers who employ the proper PPE.

### Tools, Equipment and Machinery Policy

**SCOPE**

Protection of workers and the workplace by managing safety requirements for use, care and maintenance of tools, equipment and machinery used in the workplace.

**PURPOSE**

To provide guidelines for ensuring that all tools, equipment and machinery are used and maintained as per manufacturer’s instructions and in keeping with health and safety regulations and legislative requirements.

**DIRECTIVES**

As the potential for contact with the moving parts of equipment/machinery, or electrically energized equipment may exist on a worksite, employees will ensure compliance with the following policy:

* Only close-fitting workwear will be worn on the job site.
* No bracelets, dangling neckwear or similar articles will be worn on the job site.
* Hair and facial hair will be kept short or confined in a way that will prevent it from being snagged or caught in the moving parts of any equipment.

Also, before starting any equipment/machinery, it is the responsibility of the operator to ensure that the starting of that equipment/machinery will not endanger the operator or any other worker on site. The operator will perform a pre-use inspection to ensure that the operation of the equipment/machinery will not endanger the operator or any other worker on site.

If any tools are found to be defective, they must be removed from service, tagged as “out of service.” It will not re-enter service until it has been repaired, inspected and determined to be ‘safe for use’ by a qualified person.

A power tool may only be operated by a trained and competent person. No employee will be permitted to operate a power tool until that employee has been adequately instructed and trained on the operation of the tool and has demonstrated an ability to operate it safely.

Hand and/or power tools will be appropriate for the job for which they are intended and will be used solely for the purposes for which they were designed. No tools may perform jobs outside the scope of what they were intended/designed for.

A formal documented hazard assessment will be completed on the performance of tasks and the tools used to perform those tasks. Within the hazard assessment there will be PPE requirements in order to assist in controlling the hazard presented by the tools used. With specific regards to hand/power tools, employees are exposed to the hazard of falling, flying, abrasive and splashing objects. In addition, they are further exposed to the harmful dust, fumes, mists, vapors or gases that come as a result of using those tools. The company will provide all employees with appropriate PPE to control the hazards associated with using tools.

Employees must select tools that are ergonomically correct for the appropriate task based on the nature of the job, the workplace layout and the job design. Other factors to consider include, but are not limited to: Low-vibrating tools, lightweight tools, tools with vibration-absorbing handles, tools that are easier to manipulate and handle, etc.

### H2S (Hydrogen Sulfide) Policy

**SCOPE**

Protection of workers and the workplace by managing health and safety requirements for work-processes carried out on worksites where workers may be exposed to Hydrogen Sulfide (H2S).

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for ensuring that workers are protected on worksites where there is the potential for exposure to Hydrogen Sulfide (H2S).

**DIRECTIVES**

If there is a risk of exposure to H2S when working in the field, appropriate precautions must be taken. H2S can be found in many different types of field locations, some examples include:

* RMO Buildings
* Intermediate Regulator Stations
* Meter Sets
* Wellheads
* Piping systems
* Vessels
* Tanks
* Pits and low spots
* Sludge or fluids

Pre-work hazard inspections must be performed on all sites, including assessments to determine any potential for exposure to chemical, biological and/or other harmful substances.

Using the Pre-Work Hazard Assessment and the Job Site Hazard Inspection Process, in conjunction with any other safety checklist required by a client, operators will identify any risk of exposure and pre-determine any corrective action to be taken.

H2S is a deadly gas that attacks the nervous system and can cause a person to stop breathing. Exposure to lower levels (sub-acute exposure) may result in headaches, dizziness, loss of balance, agitation, nausea and/or diarrhea. Exposure to high concentrations of hydrogen sulfide (acute exposure) can cause immediate coma and death from respiratory failure.

As work may be performed on excavation sites where exposure to Hydrogen Sulfide has been identified as a potential hazard, all employees are trained by a certified safety training facility in H­2S Alive & Rescue (or equivalent course) and the related Code of Practice relating to H2S. The training will ensure that the trainee is informed of the hazards associated with H2S exposure, understands the process and the necessity of measuring airborne H2­S concentrations and the procedures for minimizing exposure. **At no time** will an employee be exposed to an H2S concentration level that exceeds 15 ppm, without the use of respiratory equipment.

All employees will be expected to complete the H2S training and to use the procedures presented and apply the training appropriately. SCBA (Self Contained Breathing Apparatus) is supplied for work areas deemed to be at risk for H2S exposure. As H­2S is a gaseous chemical to which exposure hazards are principally limited to inhalation and cannot be washed off, decontamination procedures are not required. Wearing your gas mask, testing for H2S and knowing what to do when your monitor goes off, are all safety precautions to prevent injury or death.

As you enter a worksite, make sure you take note of wind direction and a safe area (upwind of potential leak and higher ground). While planning an emergency response plan, communicate these notes to your co-workers.

Air packs are required if a site is deemed sour (over 10ppm of H2S). Make sure that the mask of the air pack fits well around your face (which must be clean shaven), in addition, ensure that the air pack is in good working condition; if the mask does not make a tight seal and there are high amounts of H2S, you may not even notice that there has been a leak in your mask before you lose consciousness. The tank has an alarm built into it so that when the air is low, it will warn you. If the alarm goes off or vibrates, that means you have 20-25% air left, which is enough time for you to remove yourself to a safe location to change your tank. For longer jobs, a direct air supply may be needed.  
  
Avoid injury or death when working in areas with the chance of being exposed to H2­S by utilizing the following:

* Awareness
* Education
* Pre-Planning
* Hazard Assessment
* Equipment Inspections
* Emergency Response Plan
* Good Communication

The following procedures will be adhered to when working with H2S:

Seven step initial response strategy:

1. **Evacuate** – get to a safe area

* Upwind if the release is downwind.
* Crosswind if release is upwind.
* Move to higher ground if at all possible.

1. **Alarm** – call for help (e.g. “Man Down!”), sound bell, horn, whistle or call by radio.
2. **Assess** – do a head count and consider other hazards.
3. **Protect** – put on breathing apparatus before attempting rescue.
4. **Rescue** – Remove affected worker(s) to a safe area.
5. **Revive** – apply first aid (CPR), if necessary.
6. **Medical Aid** – arrange transport of patient to medical aid and provide information to

Emergency Medical Services (EMS).

Regarding Hydrogen Sulfide, a Code of Practice is required when:

* The pure substance is present on a worksite in an amount exceeding 10 kilograms, or
* The pure substance is present in a mixture on a worksite in which the amount of the substance is more than 10 kilograms and at a concentration of 0.1 percent by weight, or more.

At no time shall any employee be exposed to a chemical, biological hazard or other harmful substance at a concentration level which exceeds the ceiling limit that is stated in Schedule 1, Table 2 (OHS Code, Page S1-1).

### Silica Policy

**SCOPE**

Protection of workers and the workplace by managing health and safety requirements for work-processes carried out on worksites where workers may be exposed to Silica.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for ensuring that workers are protected on worksites where there is the potential for exposure to Silica.

**DIRECTIVES**

Pre-work hazard assessments must be performed on all worksites, including inspection to determine any potential for exposure to chemical, biological and/or other harmful substances.

Using the Pre-Work Hazard Assessment form and the site inspection process, in conjunction with any other safety checklist that may be required by a client, operators will identify any risk of exposure and pre-determine any corrective action to be taken.

At no time shall any employee be exposed to a chemical, biological hazard or other harmful substance at a concentration level which exceeds the ceiling limit that is stated in Schedule 1, Table 2 (OHS Code).

At all times, trained and competent employees using safe work practices will ensure, as far as is reasonably practicable, that minimal amounts of silica are released into the air during the course of operations. Safe work practices will also ensure that the worksite is kept clear of unnecessary accumulations of silica and/or other waste materials that may contain silica, and that the methods used to decontaminate the work area, workers, equipment, and protective clothing, as much as is reasonably practicable, minimizes the generation of airborne silica.

If airborne exposure to silica on a worksite is a known hazard, employees will be supplied with appropriately selected, properly fitting, approved respirators when engineering controls alone are insufficient to keep exposure levels within a safe range.

If work requires that an employee is present on a site where there is a possibility for exposure to harmful substances, the employer will ensure that immediate access to emergency baths, showers, eye-wash equipment and other decontamination equipment, as would be required for the potential level of exposure, is available on-site.

Exposure to harmful substances and/or related decontamination procedures may require the activation of the Emergency Response Plan (ERP). All employees must be familiar with the company ERP and the site-specific ERP (primarily dictated by prime contractors and their regulations) before commencing work on any worksite.

With regard to crystalline silica used on a worksite, a Code of Practice is required when:

* The pure substance is present in an amount exceeding 10 kilograms.
* The substance is present in a mixture, in which the amount of the substance is more than 10 kilograms and at a concentration of 0.1 percent by weight or more.

If conducting abrasive blasting, wherever it is reasonably practicable, crystalline silica will be replaced by a less harmful substance.

With regard to personal hygiene on the worksite, employees will refrain from eating, drinking or using tobacco products in dusty areas. Employees will wash hands and face before eating, drinking or smoking outside dusty areas. Both company and personnel vehicles will be parked where it is least likely that they will become contaminated by dust.

If workers are exposed to silica above the occupational exposure limit, they will be provided health assessments. The health assessment must comply with the requirements outlined in Part 4, Section 40 (2) of the OHS Code. The person with the custody of the health assessment record must ensure that no person, other than the worker or health professional who conducts the health assessment, has access to the exposed worker’s health assessment unless:

* The record is in a form that does not identify the worker, or
* The worker gives written permission for access by another person

The company will ensure that a worker undergoes a health assessment:

* Not more than 30 calendar days after the worker becomes an exposed worker, and
* Every two years after the first health assessment.

Exposed workers may refuse to undergo part or all of a health assessment by giving the employer a written statement refusing it. The company will pay the cost of the health assessment. The company will ensure that, if it is reasonably practicable, a health assessment is performed during normal work hours.

All workers will be provided in-house training on the health hazards associated with exposure to silica, they will be informed of measurements made of airborne concentrations of harmful substances at the worksite and additional in-house training will be provided on procedures to be used in order to minimize worker exposure.

### Noise Exposure Policy

**SCOPE**

Protection of workers by managing the exposure to noise in the workplace while meeting the health and safety requirements and government legislation for noise exposure limits and PPE controls.

**PURPOSE**

To provide guidelines and procedures for ensuring that workers are protected on worksites where there is the potential for ongoing or excessive exposure to noise that exceeds legislated limits.

**DIRECTIVES**

The company will take all reasonable steps to institute controls to reduce noise exposure in a way that the continuous noise levels generated are not more than 85 dBA or as low as reasonably practicable.

The company will provide all employees with personal protective equipment to guard against noise exposure. All affected employees will be properly trained in the use, care and maintenance of the hearing protection provided and must take responsibility for using it in accordance with the manufacturer’s specifications and the training provided by the employer.

The company will ensure that the noise management program includes training with an intent to educate employees in the hazards of exposure to excess noise, and to train employees in the correct use of control measures and hearing protection. All employees required to use hearing protection devices will be fit tested for the hearing protection devices they use prior to use. CSA Standard Z94.2-14 must be adhered to for HPD fit testing.

As the company cannot control the source of noise generated on a field worksite, the client will be responsible for noise exposure assessment and the required development and implementation of a noise management program, as necessary. All employees will be required to abide by the client’s signage, as posted, in addition to following company policy.

As it can be assumed, due to the nature of company operations, employees may be exposed to excess noise levels while carrying out work-related tasks. As a result, the following policy has been adopted:

* To minimize or eliminate risk of noise exposure, all affected employees are to wear industry approved hearing protection on all job sites where noise is considered to be a hazard. All PPE will conform to OHS Code, applicable regulations and CSA industry safety standards.

Furthermore, CSA approved hearing protection is mandatory on all worksites where a noise hazard of 85 dBA or greater has been identified.

Audiometric testing will be done (at the company’s expense) in accordance with CSA Standard Z107.6:16, for any worker who is exposed to excess noise. An initial baseline test will be done as soon as practicable, but no later than 6 months after the worker is employed or within 6 months after a worker is exposed to excess noise because of a change in the worker’s duties or process conditions. A test will not be performed any later than 12 months after the initial baseline test, and at least every year thereafter. Audiometric assessments and testing results will be retained for 3 years minimum.

A person who assesses noise exposure at work must measure the noise in accordance with CSA Standard Z107.56-18, *Measurement of Noise Exposure*.

The company would like to ensure that the best hearing protection possible is provided to employees according to the job at hand.

Procedures to be followed regarding noise exposure:

* **Noise assessments will be conducted at 82dBA. Where noise levels are 85 dBA and above, hearing protection must be used at all times.**
* One of three types of hearing protectors (plugs) and circumaural protectors (earmuffs) will be used, as follows:
  + Molded types
  + Moldable types
  + Custom fitted

|  |  |
| --- | --- |
| **Noise level (dBA Lex for an 8-hour shift)** | **CSA Class of hearing protection** |
| 85-90 | A, B or C |
| 90-95 | A or B |
| 95-100 | A |
| 100-105 | A |
| 105-110 | A type earplug + A or B type earmuff |
| >110 | A type earplug + A or B type earmuff and limit exposure time to achieve <85 dBA Lex |

Generally, the following NNR equivalencies to ABC may be considered:

* An NNR of 24 is equivalent to a class A protector, as long as the mean attenuation values of 26, 31 and 33 dBA at 50, 11 and 200 Hz have been established.
* An NNR of at least 17 is usually equivalent to a class B protector.
* An NNR less than 17 is usually equivalent to a class C protector.
* Hearing protection must be rolled between pointer finger and thumb until very thin and round.
* With the opposite arm and hand, reach behind your head with head tilted and gently grab top side of the opposite ear and pull in a backwards motion. Place ear plug into ear canal and push in until you can feel a slight bit of discomfort (some experience a gagging reflex). Hold the ear plug in the ear with your pointer finger or thumb for 15 seconds until the plug expands fully. Ear plugs should come back to the hard cartilage on the inside of the ear only by a few millimeters.
* If, at any time, after work your ears feel plugged, sound is muffled and/or your ears have a high-pitched ring (tinnitus), you have been over-exposed to noise.
* Re-assess the decibels and re-assess the types of hearing protection used.
* If you have questions or concerns about noise exposures, bring them to the attention of your supervisor or manager.
* Report to supervisor or manager if noise exposure control measures have not been addressed or if further attention is required.

Report to supervisor or manager if you feel your hearing has suffered or if you experience any pain and/or dizziness due to hearing protection.

### Working Alone Policy

**SCOPE**

Protection of workers and the workplace by managing health and safety requirements for work-processes carried out on worksites where workers will be working alone.

**PURPOSE**

To provide guidelines and procedures in keeping with current occupational health and safety legislation, to ensure that workers are protected on worksites where they will be working alone.

**DIRECTIVES**

The purpose of the Working Alone Policy is to ensure that employees understand the hazards of working alone and take all preventative steps that can be reasonably taken to reduce or eliminate potential risks. When working alone is unavoidable, such as when one employee leaves the worksite and another stays behind, the process will be considered and assessed as a hazard requiring a new pre-work hazard assessment and appropriate controls.

It should be noted that the planning for visits or contact with a worker while working alone will be added to the Pre-Work Hazard Assessment document and the corrective action to be taken will be planned intervals for visits or contact with timing that is appropriate for the nature of the hazards associated with the work being performed.

**The following shall be adhered to with regards to working alone on a company worksite:**

* Employees working alone shall have on hand, a list of phone numbers specific to the worksite location. This list shall include the emergency phone number for their immediate supervisor and for the client contact, if applicable.
* In the event that cell phones are not functional on a location, a Working Alone “check-in” time-line and specific check-in location (where the employee will be located when they call to ‘check-in’) shall be added to the Pre-Work Hazard Assessment document.
* Employees will take all necessary precautions to protect themselves while working alone, always conducting themselves in a safe and responsible manner, and using safeguards and appropriate PPE, as required.
* Employees will strictly adhere to the planned check-in schedule, initiating, checking-in and closing the working alone protocol in accordance with company directives, in order to mitigate the risks associated with working alone.
* Supervisors will be notified of any unsafe acts or conditions.
* All potentially serious incidents (PSIs) will be reported.
* While working alone, employees will try to avoid or reduce types of work that may compromise body mechanics.
* Radios, cell phones and personal monitors will be tested and confirmed as functioning properly prior to the start of a working alone assignment.
* When working alone, employees will maintain a vigilant awareness of their surroundings, including the potential for exposure to wildlife and/or domestic animals in the work area.

**\*\*\*Refer to Working Alone section of O&M Manual for additional information relating to policies and procedures for Working Alone.\*\*\***

### Working at Night Policy

The following shall be adhered to with regard to working at night:

* Whenever possible, employees should be given at least 24 hours notice, prior to working the first night shift to help prevent fatigue.
* The pre-work hazard assessment must specifically address hazards unique to performing work at night. This assessment must include a review of the following potential hazards:
  + inadequate lighting and reduced visibility on the worksite
  + risks associated with working alone at night
  + reduced emergency response resources during night hours
  + the impact of potential impairment due to worker fatigue related to:
    - short-notice prior to start of a night shift
    - scheduled overtime
    - unplanned/emergency call-out shifts
    - extended emergency response shifts
    - lack of adequate worker preparation for planned night-work
  + the possibility of increased wildlife activity at night
* In cases where personnel will be working alone at night, Working Alone protocol will be initiated.
* Adequate, effective lighting must be in place specific to site conditions and scope of work to ensure the protection of workers while working at night.
* All personnel must wear highly visible reflective outerwear while performing work at night.

On worksites where multiple contractors are working at night, each contractor must provide clearly visible signage, flags, cones or personnel to safely direct site-traffic and provide minimum safe clearance distances around their area of work.

### Personal Protective Equipment (PPE) Policy

**SCOPE**

Where hazards cannot be completely eliminated or risk mitigated by the implementation of engineering controls and/or substitution of materials, appropriate personal protective equipment (PPE) will be used to minimize the opportunity for injury.

**PURPOSE**

The purpose of this policy is to minimize injuries to employees by ensuring the use of proper personal protective equipment. All precautions must be taken to control or eliminate hazards on worksites. All employees will be trained in the proper care, use, limitations and assigned maintenance of the PPE that they are required to use. In addition, the pre-work hazard assessment process will include assessing the possibility of the PPE itself endangering the employee(s) in a particular circumstance and corrective action planning will document controls to mitigate that risk.

**DIRECTIVES**

All employees will be trained in the proper care, use, limitations and assigned maintenance of the Personal Protective Equipment (PPE). And, the hazard assessment procedure will include   
assessing the possibility of the PPE itself endangering the employee(s) in a particular circumstance.

**If hazard assessment indicates the need for Personal Protective Equipment (PPE), employees will be required to:**

* Use PPE that is correct for the hazard.
* Properly inspect and maintain PPE.
* Ensure that the PPE is in good working condition and capable of performing the function for which it was designed.

Employees shall, in accordance with instructions, wear appropriate protective clothing and equipment as supplied. Fire-retardant clothing (coveralls, winter parkas and jackets, etc.) shall be worn in work areas where the potential for exposure to fire, explosion or unknown concentrations of natural gas exist.

If there is any doubt, it is the responsibility of the employee to check with a supervisor or management to determine the personal protective clothing, devices or equipment appropriate for the scope of work to be performed and shall ensure that they are worn or used as directed.  
 **Company policy requires that the following PPE (appropriate to the scope of work being performed and the potential hazards involved) be worn at all worksites:**

\*Hard Hats.

\*\*Safety Glasses, Face Shields, or \*\*\*Prescription Safety Glasses

Hearing Protection (if noise hazard has been identified in excess of 85 dBA)

Fire Retardant Coveralls or Fire Retardant Rain Gear

\*\*\*\*Steel Toed Footwear

Protective Gloves

Reflective Safety Vests or Reflective Strips on PPE Clothing

Respiratory Protection, as required.

* When SABA (supplied air breathing apparatus) or SCBA (self-contained breathing apparatus) is being used, an employee acting as a safety watch must be readily available.
* When directed by either a company supervisor or when Safety Data Sheets deem them appropriate, half face masks are required as a minimum form of protection.

All PPE used by company representatives shall conform to OHS specifications, applicable regulations and industry safety standards.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* approved to **CSA Standard Z94.1-15 (R2020)**

**\*\*** properly fitting eye protection equipment approved to **CSA Standard**  **Z94.3:20,** which is appropriate to the work being done and the hazard involved.

**\*\*\*** safety eyewear which complies with **CSA Standard Z94.3:20 – Industrial Eye and Face Protectors.**

\*\*\*\* approved to **CSA Z195:14 (R2019) – Protective Footwear.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **The following rules regarding personal protective equipment will be strictly adhered to**:

1. All field workers must wear CSA Approved Steel Toed Boots, with a good fit, ankle support and good grips. If the steel toe is exposed and frayed or insoles become exposed, then boots must be replaced.
2. Hard hats must be worn at all times in designated areas and on field worksites, as required. Hard hats must fit with a good, tight, secure fit, be free of any defects (cracks) and must be replaced on or before the expiry date, or whenever an incident of high impact occurs.
3. If hazard assessment indicates that an employee’s hand, arm, leg or torso may be injured or if there is a risk of skin exposure to hazardous substances during operations, properly fitting hand, arm, leg or body PPE (appropriate to work being performed and the potential hazard involved) must be worn.
4. CSA Approved Hand Protection is a requirement if a JHA has identified a risk of exposure. If, at any time, your body is affected by a chemical agent through absorption or may adversely pose other health risks, report to First Aid and your supervisor.
5. Appropriate eye protection (safety glasses or face-shields) will be supplied to all employees and must be worn at all times in designated areas, or as directed by a supervisor. CSA Approved Safety Glasses and/or Goggles are to be replaced if they become scratched or if they become compromised. If you wear contact lenses know that there are potential risks involved and be aware that there are alternatives. If you wear glasses note that you are required to wear only safety approved prescription eyewear that complies with section 229 (1) must meet ANSI Standard Z87.1- Practice for Occupational Health and Educational Eye and Face Protection.
6. Fire Retardant Coveralls and/or Fire Retardant Rain Suits must fit closely to the body, must not compromise body movement and must have reflective strips. Clothing worn beneath flame resistant outerwear and against the skin must be made of flame resistant fabrics or natural fibers that will not melt when exposed to heat. Absolutely no coats with hoods shall be worn on company worksites and hooded sweatshirts or “hoodies” are only permitted if the hood is completely tucked into the body of the coveralls at all times.
7. Hearing protection must have the proper NNR for your type of work (refer to Noise Exposure Policy).
8. 4-Head H2S monitors are to be used in any atmosphere compromised situation. Follow manufacturer’s specifications and training received when dealing with the proper care and use of this equipment.
9. If defects or other safety issues are identified with any PPE or equipment, report to management/supervisor, and items will be tagged unsafe and disposed of or repaired according to manufacturer’s specifications.
10. It is the responsibility of employees to maintain issued PPE in a proper state of repair, as per manufacturer’s instructions. Items will be replaced, as required, due to wear and tear.

### Lightning Policy

**SCOPE**

Preventative measures to be put in place to protect workers from harm in inclement weather involving lightning

**PURPOSE**

The purpose of this policy is to prevent injuries or deaths related to lightning strikes.

**DIRECTIVES**

**The following procedure shall be adhered to with regards to the lightning policy:**

* Use the 30/30 rule to assess danger.
* Cease operations immediately when the flash-to-bang gap is less than 30 seconds.
* Seek shelter in enclosed metal vehicle or a large permanent structure.
* If there is no shelter, crouch down with feet together preferably at least 20 meters away from solitary tall objects.
* Only resume operations when 30 minutes has elapsed since the last lightning strike.

Background

* Sound travels at about one (1) kilometer every three (3) seconds; count the time between the lightning flash and the bang of the thunder and divide by three to get the distance away in kilometers.
* Storm cells typically move at around 40 km/hr.
* Half of successive lightning flashes are around 9 km apart.
* Lightning can spread out some 20 meters after striking the earth.
* Lightning often strikes as far as 15 km away from any rainfall. Many deaths from lightning occur ahead of the storm because people try and wait to the last minute before seeking shelter.
* Lightning injuries can lead to permanent disabilities or death. On average, 20% of strike victims die; 70% of survivors suffer serious long-term effects.
* If your clothes are wet, you are less likely to be seriously injured if struck, as most of the charge will conduct through the wet clothes rather than your body.

Be Aware & Prepare

* The first preventative measure to mitigate the lightning hazard is for all personnel to check the weather report each day before coming to work. In this way, everyone will be aware of the possibility of a storm forming or moving into the area during the day.
* Prior to commencing each job determine the potential risk of weather-related hazards and review the proper protocol for mitigating the hazards.
* If storms are possible, prepare employees that work may be interrupted and inform others of the protocol that will be followed.
* If storm clouds are observed, monitor their proximity by measuring the flash-to-bang gap.

Identify the Risk

* If lightning is observed or thunder is heard, count the time between the lightning (flash) and the thunder (bang). If the time delay is less than thirty (30) seconds, then the strike was closer than 10 km and all operations should be ceased immediately.
* Pay much more attention to lightning threat than to rain. It need not be raining for lightning to strike; lightning can strike a long distance from the rain shaft.
* If in doubt, seek shelter as soon as lightning is observed, or thunder is heard. Lightning can strike ground up to 10 km from a cloud.
* All employees are responsible for identifying the risk and must trust the judgement of others on-site who have identified risk.

Seek Shelter

* Seek shelter in a large building or a fully-enclosed vehicle.
* If inside a fully-enclosed metal-bodied vehicle, park away from trees, power lines, etc. and stay inside vehicle, but DO NOT touch or lean on metal body parts.
* If in the open away from shelter, crouch down (singly), preferably in a hollow, with feet together and remove metal objects from head and body. DO NOT lie down, but instead avoid being the tallest object in the vicinity.
* If your hair stands on end, or you hear buzzing from nearby rocks, fences, etc., move immediately. At night, a blue glow may be seen if an object is about to be struck.
* Don’t handle long or metallic objects in the open.
* Don’t touch or move close to metal structures, wire fences, goal posts or light towers.
* When inside a building AVOID use of the telephone, taking a shower, washing your hands, doing dishes, or any contact with conductive surfaces that may have a connection to the outdoors such as metal door or window frames, electrical wiring, telephone wiring, cable TV wiring, plumbing, etc.
* Cellular or mobile phone may be used.

First Aid

* If someone is struck apply first aid techniques immediately.
* There is no threat of electrocution through bodily contact with someone who has been struck by lightning.
* Lightning fatalities are usually caused by cardiac arrest; the lightning causes the heart to stop.
* Where necessary, apply immediate heart massage and mouth-to-mouth resuscitation (CPR) to lightning victims until medical help arrives and they will have a good chance of survival.

Resumption of Operations

* Thirty (30) minutes must have passed since the last lightning strike was seen, or the last observation of thunder has been heard before operations are to resume.

### First Aid Policy

**SCOPE**

Compliance with current applicable Occupational Health and Safety Regulations for the provision of standards and guidelines for worksite First Aid training, supplies, equipment, services and treatment.

**PURPOSE**

To provide guidelines for the maintenance of a First Aid program standard that is employed in accordance with the OHS Code, Part 11, Section 177 - Section 184.

**DIRECTIVES**

All employees will successfully complete First Aid/CPR training by an approved training agency (meeting standards that are adopted by the Director of Medical Services in consultation with the Joint First Aid Training Standards Board) and become certified in Basic, Intermediate, or Advanced First Aid (Intermediate being the preferred method, if not Advanced).

All worksites will provide access (at, or near the worksite) to first aid supplies, equipment and services as may be required considering the type of work being performed and the number of employees on-site during working hours.

All OHS approved First Aid equipment and Eye Wash Stations will be provided to employees by the company. The orientation training will provide the locations of First Aid Stations, Eyewash Stations, and locations of all SDS and muster areas.

All First Aid equipment and supplies will be maintained in a clean, dry and serviceable condition and contained in a material that protects the contents from the environment and which is clearly labelled as “First Aid Equipment & Supplies.” First aid supplies will be re-stocked after use or as soon as practicable and supplies will be checked on a regular basis to ensure that all contents are accounted for and available should a situation occur that requires first aid.

During pre-work safety meetings, prime contractors will communicate to the employees the locations of the first aid facilities on site during hours of operation. Signs will be posted in conspicuous places on the worksite, indicating the location of first aid supplies, equipment or services, whenever practicable. Otherwise, review of site-specific Emergency Response Plan (ERP) will specify the location of first aid supplies and equipment prior to commencement of work on a site.

Transportation of workers from a worksite to the nearest health care facility must be considered and arranged prior to the commencement of work and discussed in the pre-work review of site-specific ERP.

The number of First Aid certified employees and equipment present on a worksite will, at all times, comply with the OHS Code, Schedule 2, Tables 5, 6, or 7, as applicable.

The company will ensure that an employee that is injured or taken ill at work receives immediate attention.

All employees must review the site-specific ERP prior to the commencement of any work on a company worksite to ensure that they are knowledgeable of the site-specific procedure for emergency communication and the summoning of first aid response.

It is the responsibility of the employee to provide the company and co-workers with information on any health concerns or conditions.

Records of employee First Aid certificates and expiry dates will be kept on file to ensure that certification is kept current and meets OHS Code requirements (Part 11, Schedule 2, Tables 5, 6, or 7).

All first aid incidents are to be recorded and the records retained on file for a period of three years from the date of the incident. Additionally, confidentiality of first aid records is to be maintained.

All workers must report incidents, potentially serious incidents, injuries and illnesses immediately after they occur to the company.

Ensure to address the following procedures regarding first aid:

* Do an equipment check prior to leaving the company yard. Ensure that your first aid kit and eyewash kit are adequately stocked with clean, dry supplies.
* Indicate on all Pre-Work Hazard Assessment documents that the appropriate number of First-Aiders are available on each worksite in accordance with the level of risk involved in the scope of work. If worksite conditions or hazards change, the requirements for trained First Aid personnel onsite must be reassessed accordingly.
* Always follow the ERP, make sure back-up first-aiders, drivers and backup drivers are arranged, as required. Prime contractor may assume responsibility for these arrangements. If so, make sure that the arrangements have been made and discussed prior to work commencing.
* Remember that you have only been trained to do first aid to the level you have been certified (i.e.: Basic First Aid/Intermediate First Aid). Stay within the scope of your training/certification. Never force treatment and never abandon your patient. Continue to provide First Aid, as needed, until someone with training/certification equal or better than yours can take over.
* If there is an emergency or an incident with the potential to result in serious injury, report to the company supervisor and/or the prime contractor’s supervisor as soon as is practicable and ensure that the necessary documentation is completed.

### Contractor/Subcontractor Management Policy

**SCOPE**

Protection of workers and the workplace by managing health and safety requirements for work-processes carried out on worksites by contractors/subcontractors.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for ensuring that workers, the public, the environment and company assets are protected on worksites where work-processes are being carried out by contractors/subcontractors.

**DIRECTIVES**

The company is responsible for protecting the health and safety of contractors and subcontractors while they perform work on company worksites. Therefore, we use a contractor assessment and prequalification process to carefully evaluate prospective contractors prior to selection. This step helps us to ensure alignment between our company safety philosophy and that of the contracting company.

Post-hire monitoring of contractor health and safety performance, on an ongoing basis, helps to ensure compliance with OHS legislation and company policy. All rules, policies and procedures that apply to company employees, apply to contractors and subcontractors as well.

Any contractor/subcontractor hired by the company will be expected to provide proof of the following:

* Verification of valid and current WCB coverage.
* Proof of Current Commercial General & Vehicle Insurance
* Safety statistics for the last 3 years.
* Copies of personnel training certificates.
* SECOR/COR certification, or a current and functional Health and Safety Management System that meets the minimum requirements of OHS legislation.
* Orientation to the company Health and Safety Management System.

All contractor/subcontractor incidents & potentially serious incidents must be reported immediately to the site supervisor, as per company policy and legislated requirements.

**Contractor Prequalification**

All prospective contractors will complete a Request for Contractor/Subcontractor Information form and provide the required supporting documentation for review.

Past performance of a contractor can be a useful predictor of future work performance and can be measured prior to a contractor arriving at the worksite. The company will evaluate the Health and Safety Management System, personnel training records, OHS statistics, work references, insurance coverage and WCB industry rates, etc. of all prospective contractors as part of the selection/hiring process.

**Contractor Orientation**

Once a contractor/subcontractor has been pre-qualified, and the scope of work agreed upon, they are required to complete the company Health and Safety Orientation. This process consists of reviewing the Health and Safety Orientation material, completing a questionnaire, reviewing site-specific requirements with a company representative, and providing proof of applicable training. The orientation is valid for the calendar year in which it is taken.

**Contractor Communications**

Contractors/subcontractors are required to attend all Pre-Work Safety Meetings (Tailgate Meetings) held on the company-controlled worksites where they perform work. In the Pre-Work Safety Meeting, the findings of the Pre-Work Hazard Assessment and the site-specific ERP are shared with affected workers and contractors. Any relevant information regarding site-specific inspections and/or investigations is also shared at that time. Digital copies of OHS legislation, company HSMS, Codes of Practice, Standard Operating Procedures and Safe Work Practices are available to all workers, at any time, via a mobile device on any active worksite.

**Contractor Supervision**

The Health and Safety Orientation serves to clarify roles and responsibilities at the worksite, and clearly communicates compliance expectations. As a result, site supervisors use a streamlined process of worksite observation, mentoring and leadership to support workers and contractors in meeting compliance expectations.

Supervisors will observe and assess contractor performance based on their demonstrated level of experience and the complexity of the task, and will document any identified deficiencies, concerns, etc. and discuss the correction of the same with the contractor.

Company supervisors will stop work or pull a contractor’s Safe Work Permit if the contractor is observed to be performing work in an unsafe manner or is deliberately non-compliant with regard to company policy or government legislation.

### Preventative Maintenance Policy

**SCOPE**

Protection of workers, the workplace and company assets by managing health and safety requirements and OHS legislation regarding the proper maintenance of tools, equipment, machinery and vehicles.

**PURPOSE**

The purpose of this policy is to reduce the risk of injuries to employees or damage to property by ensuring the proper maintenance of tools, equipment, machinery and vehicles.

**DIRECTIVES**

Equipment breakdowns can cause injuries, property damage, and costly production delays, all of which can be reduced by the implementation of a preventative maintenance system. To proactively avoid hazards caused by the breakdown of equipment, tools, and machinery the development and implementation of a Preventative Maintenance Program (PMP) and equipment maintenance schedule will be deemed a top priority.

The company is responsible for providing employees with equipment that is both well maintained and appropriate for the work being performed (all work-specific tools will be made available). Employees will ensure that defective tools, equipment, machinery, vehicles and unsafe work practices or conditions are reported immediately to the supervisor to be repaired, replaced, or corrected.

An inventory of the company’s machinery and equipment will be documented and kept current. When new machinery or equipment is acquired, it will be added to the inventory.

A schedule of preventative maintenance will be established for the machinery and equipment listed in the inventory based on manufacturer requirements and industry standards.

Records of preventative maintenance performed on machinery or equipment will be documented and retained for as long as the company is in possession of the machinery or equipment.

Any equipment that undergoes inspection and is found to be defective in any way is to be reported to a supervisor and must be tagged out of service. Once tagged out, it must be repaired/replaced before being used again.

**The following shall be adhered to with regards to the preventative maintenance policy:**

* Supervision shall ensure that all preventative maintenance is carried out by qualified personnel, according to established schedules and that records are maintained.
* Employees shall not attempt to operate any tool, piece of equipment or machinery, or vehicle unless properly trained to do so.
* Scheduled inspections and maintenance will be performed and recorded for all equipment.
* All contractors will complete scheduled inspections and maintenance on equipment brought on company worksites, as per manufacturing specifications.
* All rented equipment will be inspected, prior to use, to ensure that any necessary maintenance has been completed. Equipment operators are responsible for bringing any equipment deficiencies to the attention of their supervisor.

The qualifications of maintenance personnel are key to the success of a maintenance program. All individuals who perform maintenance work should have the appropriate skills, accreditation and/or certification. This applies to both company personnel and contracted maintenance services. Documentation must be kept recording all maintenance work detailing what was done, when, and by whom.

### Materials & Equipment Purchasing Policy

**SCOPE**

Protection of workers and the workplace by managing health and safety requirements for the purchasing of materials and equipment.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the implementation of a system of control over the purchasing of materials and equipment.

**DIRECTIVES**

It shall be the responsibility of authorized supervisors to request input on materials and equipment requirements from workers and to make approved purchases of the same, as required.

**The following procedure shall be adhered to with regards to the materials & equipment purchasing policy:**

* All levels of personnel are encouraged to identify company material requirements.
* The operations supervisor or designate will be responsible for the purchasing of all goods and services.
* Purchasing of CSA approved safety equipment is mandatory and when available, practical Original Equipment Manufacturer (OEM) parts are to be used as automotive and operating equipment replacement parts.
* Operations supervisor will review requirements as required.
* This policy will be used to maintain equipment efficiencies and to comply with Federal and Provincial rules and regulations.

### Cellular Phone Use Policy

**SCOPE**

Protection of workers, the public and company assets by managing health and safety requirements for the use of cellular phones in company vehicles.

**PURPOSE**

The purpose of this policy is to protect employees and the public from injuries and damage associated with company vehicles being operated without proper care and attention, as relates to the use of cellular phones.

**DIRECTIVES**

Communication is an important part of all business operations and cellular phones are an integral tool used in support of that process. However, statistics prove that distracted driving causes accidents. This policy prohibits the use of cellular phones while operating company vehicles unless a hands-free device is being used.

**The following procedure shall be adhered to with regards to the cellular phone use policy:**

* Whenever possible, let your voicemail take your incoming calls if you are driving.
* Do not engage in stressful or emotional conversations while driving.
* If phone communication is necessary, always use a hands-free device.
* Ensure that you are familiar with your cellular phone and its features.
* Do not take notes or looking up phone numbers while driving.
* Ensure that cellular phones and wireless devices are turned off while fueling.

### School Bus and School Zone Safety Policy

**SCOPE**

Protection of pedestrians by establishing safety protocol governing the operation of company vehicles in school zones.

**PURPOSE**

The purpose of this policy is to ensure the protection of children and the public from incident and injury associated with the operation of company vehicles in school zones.

**DIRECTIVES**

Children are often injured as pedestrians as they cross the road to get on, or after getting off, the bus. Drivers need to be alert and adhere to traffic laws in school zones and when approaching a school bus.

Whenever you approach a bus that is alternately flashing red lights, the **Alberta Highway Traffic Act** requires that you stop before reaching the bus. This rule applies no matter which direction you are travelling. You may proceed when the lights stop flashing. The only exception to this rule is when the bus is on the opposite side of a two-lane divided highway.

A bus that is flashing amber lights is slowing down to stop. If you approach a bus flashing amber lights, slow down and be prepared for the bus to stop and flash its red lights.

Some municipalities have passed bylaws not requiring school buses to flash red lights when they stop. In this case, you do not need to stop, but you should still be cautious and watch for pedestrians when the buses are loading or unloading students.

Regardless of where you live or drive:

* Always stop for buses flashing red lights.
* Be prepared to stop for buses flashing amber lights.
* Be cautious of school buses loading/unloading students, even if the lights are not flashing.
* Always be alert for children and adhere to posted speed limits.

Driving in school-zones means encountering more children walking and biking on the roads. Because younger children often have limited experience with traffic and lack the skills to negotiate traffic safely, motorists need to take special care while driving.

We all have an obligation to keep school-zones safe **by following these important safety rules**:

* Reduce speed in school zones.
* Be aware of school zone signage.
* Be ready to stop at all times. Children do not always notice oncoming traffic.
* Always try to make eye contact with children wanting to cross the road.
* Be patient and wait for children to complete their crossing before proceeding.
* Obey all yield, stop and traffic signal controls. **It's the law**!
* Always stop when a STOP paddle is held up by a crossing guard.

### Right to Refuse Dangerous Work Policy

**SCOPE**

Protection of workers from imminent danger/undue hazards caused by unsafe acts or dangerous working conditions in the workplace.

**PURPOSE**

The purpose of this policy is to reduce the risk of injuries to employees or damage to property by ensuring that workers understand their right to refuse work that they deem to be dangerous or unsafe.

**DIRECTIVES**

Any employee has the right to refuse to commence work or to continue work, operate any tool, or operate any equipment if they, on reasonable and probable grounds, believe that there exists an imminent danger/undue hazard to:

* Their health or safety.
* The health or safety of a fellow-worker.
* The health or safety of the public.
* The health or safety of the environment.

Any employee who refuses work on these grounds, must immediately notify the Site Supervisor of the refusal, the reason for the refusal, and to whom the refusal was made. The manager must also be notified as soon as possible.

The work refusal shall be investigated and documented by the Company Safety Officer (CSO) and the Site Supervisor and acted upon appropriately. All parties involved will receive a copy of the investigation report which will include the details of the work refusal, the investigation and the action taken.

During the investigation, the worker will be assigned suitable alternate work and will be paid normal wages and benefits until the investigation has been completed. Another worker shall not be assigned to do the work until it has been determined that the work does not constitute an undue hazard to the health and safety of any person or that an undue hazard does not exist. Following the investigation:

1. If the conclusion is made that imminent danger/undue hazard did/does in fact exist, steps must be taken to make sure that the condition or area is safe before work resumes.
2. If the investigation reveals that the hazards are properly controlled and normally expected for the occupation or task, the employee will be requested to continue.
3. If further refusal is made, the worker may file a complaint with an OHS Officer.
4. If the worker is not satisfied with the OHS Officer’s report and recommendations, he/she must legally return to work, but may appeal the report within 30 days.

No employee shall face disciplinary action for refusing what they believe to be dangerous work.

All employees will be made aware of their right to refuse dangerous work (and associated procedures for refusing dangerous work) at orientation and again whenever a safety meeting is held on the topic.

All refusal of work occurrences will be documented and reviewed to detect any patterns. If repeated refusals for certain tasks occur, a new task hazard assessment will be performed and documented with a special focus on re-assessing the task’s procedures and control methods and applying revisions, as required.

### Visitors Policy

**SCOPE**

Protection of visitors to company worksites from the risk of incident or injury resulting from hazards that may be commonly found in the workplace, as well as protection of company assets and work processes from the risk of damage or interruption caused by visitors who are granted access to company worksites.

**PURPOSE**

The purpose of this policy is to protect the health, safety and security of company personnel and property and the health, safety and security of any visitors who are granted access to company worksites.

**DIRECTIVES**

All visitors to a company facility or worksite are required to report immediately to the office or to the acting site supervisor. Visitors are not allowed in work areas without prior authorization from management or its designate. All visitors will receive a visitor’s orientation upon arrival and must be accompanied by an escort at all times while on the worksite. Appropriate use of PPE will also be required.

### Fit for Duty Policy

**SCOPE**

Protection of workers, the workplace, the public, the environment and company assets from incident or injury caused by workers that attempt to perform their duties while they are unfit to do so.

**PURPOSE**

The purpose of this policy is to provide guidance and procedures for ensuring that all reasonable steps have been taken to see that all employees at work on company worksite are at all times, ‘Fit for Duty.’

**DIRECTIVES**

Company personnel are expected to arrive at work fit for duty, able to perform their duties to company standard and remain fit for duty throughout the duration of their shift, refusing unscheduled requests to come into work if they are unfit to do so.

No employee will be allowed to enter or remain on a worksite if there is reasonable suspicion that they may be impaired. If any employee is suspected to be impaired on a worksite, they will be removed from the site immediately and asked to submit to Drug and Alcohol testing. Until an employee has been confirmed to be “Fit for Duty”, that employee will not return to work.

If employees are taking prescription medication that may impact their ability to perform work safely, they must inform their supervisor. Over-the-counter medications for allergies, colds and flu, etc., may also impair a worker’s ability and must also be reported.

If an employee has been determined to be unfit for duty, the company will take steps to provide reasonably practicable assistance to that employee.

An employee may be transferred from one position to another provided they are fit and competent to perform the tasks in the new position. If required, training will take place in order to ensure that the employee is competent to perform work in the new position. If the employee is not able to transfer positions, or the company decides the employee is unfit for work that day, a leave of absence may be given for the day. Repeated or impractical requests for a leave of absence may result in the company re-assessing the ability of that employee to perform work for the company.

No worker shall accept shift-change relief from another worker that they know or suspect to be impaired. The suspected impairment must be immediately reported to a supervisor.

The company assumes responsibility for:

* Generating, implementing and enforcing ‘Fit for Duty’ practices and appointing resources to support the Fit for Duty program, as applicable.
* Ensuring that all employees are Fit for Duty:
* When reporting for scheduled on-call work for the company or a prime contractor.
* When working on company or prime contractor worksites.
* Throughout the entire course of business activities undertaken in the progression of operations, on and off company or prime contractor premises.

Examples of employees that are unfit for work:

* Injured
* Fatigued
* Ill
* Impaired
* Suffering from physical or psychological health issues

### File Retention Policy

**SCOPE**

Provision and maintenance of a system for the retention of files and documentation related to the company Health and Safety Management System and its programs.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of all records related to the company Health and Safety Management System and its programs, including documentation related to transportation and personnel.

**DIRECTIVES**

All reports related to the Health and Safety Management System will be kept on file and will be readily available for review.

The following forms will be kept for a minimum of 5 years:

* New Employee Orientation Forms
* Employee (OJT) On the Job Training Forms
* Visitor and Subcontractor Orientation Forms
* Safety Meeting Minutes
* Incident/Potentially Serious Incident Reports
* Inspection Reports
* Investigation Reports

Medical/First Aid Reports

### Radiation Exposure Policy

**SCOPE**

Protection of workers from the risks associated with working on sites where they may be exposed to ionizing radiation.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of workers and worksites where workers may be exposed to the hazards related to ionizing radiation.

**DIRECTIVES**

If workers may be exposed to ionizing radiation at a worksite, the company will inform the workers of the potential hazards of ionizing radiation and the radiation source. Training will be provided in-house.  
  
All unnecessary exposure to ionizing radiation is undesirable and exposure to such radiation fields should be limited to the lowest level reasonably achievable.

Employees are not considered Atomic Radiation Workers; therefore, permissible doses for members of the general public will apply.

If an employee is pregnant, she must notify management in order to reduce/remove exposure to any sites where radiation may be present.

In general, minimizing radiation exposure to radiation may be accomplished by following a few basic rules:

* Stay outside of the field of radiation (which should be marked clearly)
* Utilize appropriate engineering controls (e.g. Shields).
* Avoid any ingestion, inhalation or absorption of radioactive material through the skin. While small quantities of radioactive material may be present an insignificant external hazard, once absorbed into the body may collect selectively in one or more organs and present a much greater risk.

The maximum allowable radiation field for any worker area is 0.025 Sv per hour (0.25 mR/h).

The radiation dose received by an individual is a function of:

* The length of time spent in the radiation field.
* The distance from the source.
* The emergency of the radiation emitted.

Follow the procedures listed below to minimize exposure to radiation:

1. **Time**

Minimize exposure time. The radiation dose an individual receives is directly proportional to the length of time spent in the radiation field. If possible, avoid spending any time in the radiation field. If it is not possible to avoid being in the radiation zone, practice using a non-radioactive blank before attempting to work in the field. This should make you aware of any technical difficulties which would otherwise contribute to delays while working within the radioactive field. Familiarity with the procedure should also reduce the possibility of incidents.

1. **Distance**

Maximize the distance between you and the source. Distance is a very effective way to reduce the intensity of radiation incident on the body. Keep as much distance as possible between you and the radiation source.

The relationship between radiation dose and distance follows the inverse square law for point emission sources:

|1-=(D2)2 where |1 is the intensity of radiation at distance D1 from the source

|2 (D1)2 and |2 is the intensity at distance D1 from the source.

1. **Shielding**

Use appropriate shielding. When it is not possible during the course of a procedure to minimize the time and distance between the user and the radiation source, use of adequate shielding is necessary. Depending upon the type and energy of the radioisotope in use, different shielding materials are recommended.

### Asbestos Awareness Policy

**SCOPE**

Protection of workers from the risks associated with working on sites where they may be exposed to asbestos.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of workers and worksites where workers may be exposed to asbestos.

**DIRECTIVES**

**The company will provide in-house asbestos awareness training for employees whose work activities may come into contact with asbestos containing material (ACM) or presumed asbestos containing material (PACM).**

**Asbestos has historically been used in the manufacture of heat-resistant clothing, automotive brake and clutch linings, and a variety of building materials including insulation, soundproofing, floor tiles, roofing felts, ceiling tiles, asbestos-cement pipe and sheet and fire resistant drywall. Asbestos may also be present in pipe and boiler insulation materials, pipeline wrap and in sprayed-on materials located in beams, in crawlspaces and between walls. Friable asbestos material can be crumbled with hand pressure and is therefore likely to emit fibers. The fibrous or fluffy sprayed-on materials used for fireproofing, insulation or sound proofing are friable, and they readily release airborne fibers if disturbed. Materials such as vinyl-asbestos floor tile or roofing felts are considered non-friable and generally do not emit airborne fibers unless subjected to sanding or sawing operations. Asbestos-cement pipe or sheet can emit airborne fibers if the materials are cut, abraded, sawed or if they are broken during demolition operations.**

**Prolonged exposure to asbestos fibers has been shown to cause asbestosis, mesotheliomas and various other types of cancer.**

**All employees are required to observed posted signs and/or labels identifying asbestos containing material (ACM) and/or presumed asbestos containing material (PACM). ACM and PACM must NOT be disturbed.**

### Electrical Safety Policy

**SCOPE**

Protection of workers from the risks associated with exposure to electrical hazards in the workplace.   
  
**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of workers and worksites where workers construct, install, alter, repair or perform maintenance on an electrical system in the workplace.

**DIRECTIVES**

**The company will permit only competent, qualified electrical workers to construct, install, alter, repair, or maintain electrical equipment. Only qualified electrical workers may enter electrical rooms and enclosures containing live parts.**

**All company employees shall be provided basic in-house electrical safety training. Employees should be provided training on working safely with electricity, recognition of electrical hazards, prevention of electrical shock and arc flash and recognition of electrical shock and arc flash hazard labels.**

**The company will ensure that electrical equipment shall be of a type and rating approved for the specific purpose for which it is to be used.**

**The company shall ensure that an electrical extension or power supply cord used for supplying energy to any electrical equipment:**

* **Is approved for the intended use and location of the electrical extension or power supply cord**
* **Is fitted with approved cord end attachment devices that are installed in an approved manner**
* **Is provided with a grounding conductor**
* **Is maintained and protected from physical or mechanical damage**
* **Is plugged into an approved GFCI plug adapter or GFCI receptacle (if used in a damp location)**

**The company will mark or tag as unsafe and remove from service any equipment with damaged or defective electrical components (e.g. damaged power cord or plug) that may render it unsafe for use.**

**When used outdoors or in a wet or damp location, portable electrical equipment shall be protected by an approved, CSA Certified, ground fault circuit interrupter.**

**Flammable material shall not be stored or placed close to electrical equipment.**

**Before any work begins on an electrical conductor or electrical equipment and during the progress of that work, an employer shall ensure that the electrical conductor or electrical equipment is isolated, locked-out, and connected to the ground. If it is not reasonably practicable to de-energize electrical equipment before performing electrical work, alternative hazard controls must be implemented and approved before electrical work begins.**

**PPE requirements within the arc flash boundary shall be determined by completing an arc flash hazard analysis. PPE must cover the entire body when working within the arc flash boundary. This may include, but is not limited to:**

* **Arc flash suit with face shield**
* **Safety glasses**
* **Non-conductive head protection**
* **Leather gloves**
* **Footwear**

**Rubber insulating gloves shall be worn for protection from electrical shock due to inadvertent contact with an energized electrical conductor or circuit parts. For more information, please refer to CSA Standard Z462:21.**

### Flammable and Combustible Substances Policy

**SCOPE**

Protection of workers from the risks associated with exposure to hazards related to flammable and combustible substances in the workplace.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of workers and worksites where workers are exposed to the hazards related to flammable and combustible substances in the workplace.

**DIRECTIVES**

**Employees that handle or work around flammable or combustible substances will be provided with in-house training for the safe handling, use, storage and disposal of the substance. They must be provided with adequate information concerning the identity, nature and potential hazards of the substance.**

**Any source of ignition is prohibited in areas where flammable and combustible sources are stored. This includes cigarette smoking, sparks from welding or grinding, open flames, etc. Flammable and combustible substances must be stored in areas away from substances that may cause a reaction, such as an oxygen tank.**

**Where work or manufacturing processes involve the use of a flammable liquid, vapor or gas, the concentration of the liquid, vapor or gas in the work area shall not be greater than 10% of the lower explosive limit (LEL) of the substance involved.**

**Flammable and combustible substances must be stored in approved containers. Flammable and combustible chemicals must be stored in fire resistant cabinets or a designated storage room or building with adequate ventilation.**

**When transferring flammable and combustible liquids from one conductive container to another, grounding and bonding must be used to prevent the build-up of static electricity.**

**Waste material contaminated with a solvent, oil, grease, paint or other flammable substance shall be placed in covered metal containers before disposal and shall not be stored in work areas.**

**An ABC fire extinguisher will be readily available when working with or near flammable and combustible liquids.** All fire-fighting equipment shall be inspected by a certified third-party inspection facility on an annual basis. Any fire-fighting equipment deemed to be defective shall be immediately tagged and taken out of service and either repaired or replaced as required.

### Behavioral Based Safety/Job Observations Policy

**SCOPE**

Provision of a system for managing the continual assessment and improvement of the company safety culture and work processes.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of workers and worksites.

**DIRECTIVES**

Worksite observations are used to identify unsafe behaviors. They provide direct, measurable information on employees’ work practices. The company will never use job observations to discipline employees, they are only intended to assist employees in identifying the safest ways to perform their work.

The company will provide employees training on job observations. Training will include how to conduct an observation and how to provide effective feedback on observed behavior. Training will be provided to employees in-house.

Upon completion of an observation, the observer is expected to have a discussion with the employee he/she observed. The observer will review the results with the observed employee, reinforce safe behaviors observed, describe unsafe behaviors observed, and obtain feedback from the employee on why the work was performed that way. The company will ensure that the purpose of observations is helping employees perform their jobs safely and not to punish or discipline.

The company will ensure that job observations will be documented on an observation form or checklist. Records of observations will be kept for a minimum of 3 years.

The results of observations will be reviewed by either Management, the Safety Department or both in order to identify trends and enhancements to the program that can make work activities safer.

### Worker Competency Policy

**SCOPE**

Provision of a system for managing the continual assessment, documentation and management of worker competency.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of worker competency in the workplace.

**DIRECTIVES**

Work competency is important to the company and all new employees will be given a formal documented orientation and on-the-job (job specific) training to ensure they are adequately trained and competent to perform their work. Through this method they will be educated on the company’s procedures and policies for work competency.

There will be a set of minimum requirements for each position within the company in terms of job experience or training prior to hire. Previous experience for laborers is not required, but when considering who to hire, priority shall be given to those with experience in the field. Operators hired will be required to have previous experience/training prior to stepping into their role with the company.

Documentation proving work competency shall be acquired from employees (if available) and put in each employee’s file for reference. Re-training will be provided as needed.

Employees will be assessed by supervisors/management for competency regularly and prior to allowing employees to work independently. In this way the company will ensure that employees have the necessary education, experience and training to perform their job tasks efficiently and safely.

The company will ensure that all employees hired are capable of performing the work required of them without injuring themselves due to physical exertion.

No employee will be allowed to enter or remain on a worksite if they are under the influence of drugs and/or alcohol. If any employee is found to be impaired while at work, they will be removed from the site immediately and the occurrence documented and investigated. Progressive disciplinary action will be taken, as required, up to and including possible termination of employment.

If employees are taking prescription medication that may impact their ability to perform work safely, they will inform their supervisor. Medications for allergies, colds and the flu may also impair a worker’s ability and are to be reported as well.

All employees are expected to arrive at work fit for duty and to perform their work efficiently and safely. Supervisors are expected to monitor work performance to ensure employee compliance on this matter. If any employee is exhibiting unsafe behavior, they will be removed from the worksite.

If an employee has been determined as unfit for duty, the company will take steps to provide reasonably practicable assistance to that employee. The management of change program allows for employees to be transferred from one position to another provided they are competent to perform the tasks in the new position. Competency training will take place in order to ensure they are fit to perform work in that position. If the employee is not able to transfer positions, or the company decides the employee is unfit for work that day, a leave of absence may be given for the day.

Repeated requests for an impractical leave of absence may result in the company re-assessing the ability of that employee to perform work for the company.

### Fatigue Management Policy

**SCOPE**

Protection of workers from the risks associated with fatigue in the workplace.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of workers and work-related fatigue.

**DIRECTIVES**

The company will provide employees with in-house training on how to recognize fatigue, how to control fatigue through appropriate work and personal habits and on fatigue reporting.

The company will set work hour limitations and will control job rotation schedules to control fatigue, allow for sufficient sleep and increase mental fitness. When the company schedules work, the following will be taken into consideration: Amount of rest between workdays, shift work, on-call time, traveling across different time zones, etc.

Task hazard assessments will be performed on all tasks performed in each position within the company. These hazard assessments will be periodically analyzed and evaluated. Fatigue hazards will be minimized at any opportunity. Examples of fatigue hazards include, but are not limited to: Type of work task, length of work task and workplace conditions.

The company will provide sufficient rest breaks for workers to allow for rest and recovery time. If the location allows for it, this may also include access to proper nutrition and opportunities for physical activity.

If an employee is excessively fatigued, they will not be permitted to operate motor vehicles and/or heavy equipment. Additionally, that employee must report excessive fatigue to their supervisor. That supervisor must take appropriate measures to prevent loss/incident.

### Vehicle Safety Policy

**SCOPE**

Protection of workers from the risks associated with the operation of company vehicles.

**PURPOSE**

To provide guidelines and procedures in keeping with health and safety regulations and legislative requirements for the proper management of workers using company vehicles while performing their duties.

**DIRECTIVES**

Employees are expected to adhere to policy directives and follow all traffic laws and rules of the road while on company business.

Employees are responsible for possessing a valid driver’s license of the proper class for the type of motor vehicle being operated. A driver’s abstract containing information on the operator’s license, convictions, demerit points and suspensions will be obtained and filed for all company drivers annually. Copies of the operator’s license and driver’s abstracts become part of the Driver’s Record File and operators are responsible for informing a supervisor, without delay, of any suspensions, cancellations, prohibitions or change in the classification of their driver’s license.

All operators and passengers of company owned vehicles will wear seatbelts at all times during the operation of the vehicle.

Any cargo on or in motor vehicles must be adequately stored and secured in order to prevent unintentional movement which could cause spillage, damage to the vehicle, or injury to the operator/passenger(s).

Operators will drive defensively and obey all posted speed limits, decreasing speed for curves, adverse weather conditions, hazardous road conditions, road construction and expressway exits.

At no time will an employee operate a company vehicle while under the influence of alcohol, drugs, prescription medication, or any other intoxicating substance (legal or illegal) that may affect their ability to perform work safely. A strict rule of **ZERO-TOLERANCE** applies in all situations. Non-compliance will be grounds for disciplinary action, up to and including possible termination of employment.

Employees will not use hand-held cellular phones while operating a motor vehicle. If the use of a hand-held cellular phone is required, pull over and place the vehicle in park prior to making/taking the call. Ensure that your parked vehicle is not a hazard for other drivers.

Except where specifically exempted, vehicle trip inspections must be completed and documented in writing, once in every 24-hour period. This visual inspection requires that a driver walk a complete circle around the vehicle, with the intent of visually identifying and documenting defects, as per the Vehicle Trip Inspection Checklist and to ensure that there are no barriers blocking the vehicle’s path.

Company owned vehicles will have a maintenance program in place for meeting the minimum manufacturer’s maintenance recommendations. In situations where employees are driving personal vehicles for company business, the requirement for completing trip inspections and vehicle maintenance is still applicable.

Drivers performing work for the company must perform pull-through parking or back into a parking space wherever possible. This provides the operator easier exit from the parking area as well as a quick exit in case of an emergency.

The use of a spotter is recommended when backing on congested worksites or when driver visibility is compromised.

All motor vehicle incidents that occur while on company business must be reported. An incident report must be completed and submitted to a supervisor as soon as possible following an incident event. All incidents will be investigated by a trained individual and a formal Incident Investigation Report will be generated. Incident investigation summaries will be reviewed in subsequent Monthly Health and Safety Meetings, with the intent of using investigation findings as a means for further education and/or training of personnel and as a method for strategizing for prevention of similar incidents in the future.

*The information and policies in this manual do not take precedence over applicable government legislation,   
with which all employees and contractors should be familiar.*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **Special Condition** – Heat Stress

Precautionary measures must be taken to control the potential for personal injury and/or property damage while working in the heat. When the body is unable to cool itself by sweating, several heat-induced illnesses such as heat stress or heat exhaustion and the more severe heat stroke can occur. Heat-induced illnesses are serious and in the worst-case scenario can even cause death.

**Heat Stress Factors**

* High temperature and humidity;
* Direct sun or heat;
* Limited air movement;
* Physical exertion;
* Poor physical condition;
* Some medications; and
* Inadequate heat tolerance, in general.

**Symptoms of Heat Exhaustion**

* Headaches, dizziness, light-headedness or fainting;
* Weakness and moist skin;
* Mood changes, such as irritability or confusion;
* Upset stomach or vomiting.

**Symptoms of Heat Stroke**

* Dry, hot skin with no sweating;
* Mental confusion or losing consciousness;
* Seizures or fits.

**Prevention of Heat Stress**

* Know signs/symptoms of heat-related illnesses; monitor yourself and your co-workers;
* Block out direct sun or other heat sources, whenever possible;
* Drink lots of water; about 1 cup every 15 – 20 minutes;
* Wear lightweight, loose-fitting clothing;
* Use sunscreen. Avoid getting sunburned.
* Avoid alcohol, coffee, tea and caffeinated soft drinks, which cause dehydration;
* If co-workers are adequately trained, trading job duties may allow some reprieve.

**Emergency Procedure for Heat Related Illness**

1. Call **911** immediately.
2. While waiting for help to arrive:
3. Move the affected person to a cool, shaded area.
4. Loosen or remove heavy clothing.
5. Provide cool drinking water.
6. Fan and mist the person with water.

## **Special Condition** – Winter Weather Safety

Precautionary measures must be taken to control the potential for personal injury and property damage while working in winter conditions. The body is vulnerable to deep frostbite during periods of prolonged exposure to the cold if proper precautions are not taken.

Anyone working in the cold weather needs to be especially alert for signs of frostbite to face, ears and extremities.

Apply the following guidelines to ensure cold weather safety:

1. Check the weather forecast.
2. Dress appropriately for the weather:
   * 1. The use of head and face protection (such as hats, masks, balaclavas, etc.) during extremely cold weather is highly recommended, as 50 – 70% of your body heat is lost from your head.
3. Under your coveralls wear layers of warm clothing, with a wind resistant outer shell.
4. Breathe through your nose.
5. Check frequently for signs of frostbite.
6. Use vehicle to warm up, as necessary.

|  |  |
| --- | --- |
| **Frost Nip**:  A mild form of frostbite, where only the skin freezes. The skin appears yellow or white,  but feels soft to the touch. | * DO NOT rub or massage the area. * Warm the area gradually using body heat (a warm hand) or warm water (40-42º Celsius); avoid direct heat, which can burn the skin. * Once the area is warm, if possible, try not to re-expose affected area to the cold. |
| **Frostbite**:  The soft tissue and the skin freeze. The skin appears yellow or white but feels soft to the touch. There is a painful tingling or burning sensation. | * Get medical help, frostbite can be serious. * DO NOT rub or massage the affected area. * DO NOT warm the area until you can ensure that it will stay warm. * Warm the area gradually using body heat (a warm hand) or warm water (40-42º Celsius); avoid direct heat, which can burn the skin. |
| **Hypothermia**:  Feeling cold over a prolonged period of time can cause a drop of the body temperature (below the normal 37º Celsius). Shivering, confusion, and loss of muscular control can occur. This can progress to a life-threatening condition when the shivering stops, the person loses consciousness, and cardiac arrest may occur. | * Get medical attention immediately. * Get the person indoors and gently remove any wet clothing. Lay the person down and avoid rough handling, particularly if the person is unconscious. * Warm the person gradually, using any available source of heat. |

Outdoor work must be monitored very carefully, and vigilant care taken to prevent prolonged worker exposure ifwork must be completed in extremely cold temperatures (e.g.: response to gas outage).

For all other outdoor work situations, work must cease under conditions displayed in the table below. Outdoor work is considered work that does not have immediate access to a shelter or equipment that is heated (e.g. heated cab.)

|  |  |
| --- | --- |
| **Wind speed/description (km/h)** | **Air temperature** |
| **No wind** | **-43°C** |
| **8** (wind sock moves) | **-40°C** |
| **16** (wind sock fully extended) | **-38°C** |
| **24** (raises newspaper page) | **-35°C** |
| **32** (blowing and drifting snow) | **-32°C** |

# SECTION 9: The Environment

In an effort to minimize the impact of work processes on the environment, every effort will be made to ensure that responsible practices and procedures are followed.

Employees working on a prime contractor’s worksite must adhere to that prime contractor’s environmental rules, practices and procedures. All effort will be made to meet or exceed industry expectations.

The company will ensure that the following is done:

* Know and understand the environmental requirements for the job, including but not limited to the following considerations:
  + Cultural
  + Historical
  + Paleontological
  + Archeological Resources
  + Sensitive Soils
  + Streams
  + Vegetation
  + Ecosystems
* Ensure that hazardous materials and wastes are properly stored and handled in accordance with current WHMIS protocol and applicable legislation.
* Hazardous materials and waste must be properly transported and disposed of in accordance with applicable Provincial regulations. All necessary steps will be taken to prevent spills and control airborne emissions. Unintentional release or spill of a hazardous material or controlled substance will be considered an incident and the proper incident reporting procedure will be used. Cleanup will begin immediately, as per company policy and the cleanup procedure will be documented in the incident report.
* Worksite assessments will include consideration of potential impact on any wildlife in the area and/or timing constraints related to seasonal cycles of migration, hibernation and denning and will include assessment of creek crossing that may affect fish habitat.
* Be aware of local environmental or community issues and take the steps needed to deal with them.
* Ensure that vegetation control (herbicide application) is carried out by licensed applicators.

The company will take into consideration the impact a product has on the environment before purchasing. If at all possible, products purchased will have minimal impact on the environment and shall be made of a recyclable material, energy efficient, etc.

Vehicles and equipment will be kept in good working condition, preventative maintenance will be performed on schedule, vehicles will not be left idling unnecessarily and alternative fuels will be used whenever possible. Energy efficiency and environmental impact will be a consideration when company vehicles and equipment are purchased or replaced.

Energy conservation measures and work practices will be implemented whenever possible. This includes shutting down equipment when it is not in use, ensuring that equipment is properly maintained and functioning efficiently, using energy efficient light bulbs and the incorporation of new energy efficient technology whenever practicable.

Water conservation measures will be taken whenever possible. This includes repair on any equipment leaking water, use of a broom instead of a hose for cleaning purposes, upgrading equipment efficiency whenever practicable and educating personnel on the potential for reducing negative environmental impact via the implementation of sustainable water conservation practices.

## Pre-Development Environmental Planning and Assessments

Before conducting any field assessment on private land, the company must confirm that landowner permission has been obtained. If uncertain, contact the prime contractor’s environmental advisor to confirm that permission has been obtained.

Before beginning any activity in or about a watercourse, stream or wetland, the company must confirm with the prime contractor that proper regulatory permits are in place.

## Wildlife

The company must take all practicable steps to minimize disturbance to wildlife and wildlife habitat. Feeding, intimidating or harassing wildlife must not occur. Violation of this expectation may result in limited access to prime contractor locations and possibly disciplinary action.

Company employees will not take, feed or otherwise harm species or their habitats, or migratory birds or their nests, in accordance with Provincial and Federal regulations. If construction activity affects species or their habitats, or migratory birds or their nests, the company will stop activity in the area and notify the prime contractor representative and wildlife regulatory agency, as required. Work may only resume after the prime contractor environmental advisor has been contacted and the prime contractor or regulatory agency authorizes the resumption of work.

Wildlife sightings must be reported where required as part of area-specific operating requirements. In particular, wildlife observed in sensitive habitat areas such as grizzly bear range, caribou range and native prairie habitat must be reported. Contact the prime contractor’s environmental advisor for additional information regarding wildlife sighting reporting requirements and to obtain wildlife sighting cards.

The company must notify the prime contractor’s site representative of any animal in distress or deceased, regardless of whether it is on-site or off-site. The prime contractor’s site representative will notify the appropriate wildlife agency and request assistance as needed.

The company will contact the prime contractor’s environmental advisor directly if any wildlife habitat features such as dens, nests, mineral licks or burrows are encountered in the field. When reporting features, the company will provide location coordinates and, if possible, photos.

When activities may affect the local animal or plant population or habitat, a plan will be in place to minimize any environmental impact to them.

## Waste Management & Environmental Considerations

The company will estimate the waste that will be generated prior to work being performed so that the need for containers and waste removal, if necessary, can be determined. This will assist in limiting the amount material used, leftover as waste, or transported.

The company will coordinate with the project site or owner to ensure proper disposal of wastes (including wastewater) or scrap materials. For example, the company must ensure the owner is aware of whether wastes and scrap materials will be taken off site by the company or will be disposed of on the owner’s site.

The company will assign an employee to be in charge of waste disposition at the worksite.

Employees will be instructed on the proper handling, storage and disposal of waste (including wastewater). This may include general handling instruction on disposal of non-hazardous wastes, trash or scrap materials. Chemical substances will be stored in proper containers to minimize the potential for a spill. Whenever possible, chemicals will be kept in closed containers and stored so they are not exposed to storm water. For all waste that is considered hazardous, employees will be given specific training on how to properly dispose of such waste.

Standard Operating Procedures will address the safe handling and storage of waste, scrap, and/or leftover materials. Appropriate PPE will be provided for these specific tasks (e.g. gloves, RPE, etc.).

The content of any wastewater will be known before discharging. If the contents of the wastewater are hazardous (toxic, corrosive, flammable, etc.), the wastewater needs to be disposed of in a facility authorized to dispose of hazardous waste.

Waste generated by the company while working on any worksite should be reduced, reused, recovered or recycled wherever possible. Contact the prime contractor’s environmental advisor, or government regulatory agency, if applicable, for additional information. Additionally, the following should be considered:

* The proper safeguard of our environment is important to our company.
* While doing our work, we shall consider the appropriate protection of humans, animals, plant life, air, water and soil.
* We expect all company personnel to do their best to prevent harm to the environment.
* Our goals on the job can be met without risking harm to the environment.
* We shall use, store, and dispose of products in such a manner that will provide appropriate protection to the environment.
* Management will develop and enforce good environmental standards in accordance with relevant legislation.
* All personnel will be kept informed on how to do their jobs in such a manner as to cause minimum environmental harm and waste of materials.
* Wherever possible, we shall recycle and promote the use of recycled products.

The company will ensure that project related wastes are stored and maintained in an organized fashion to encourage proper disposal and minimize risks to employees. For example, proper waste receptacles must be provided for trash and materials that may be reused or recycled during a project.

The company will encourage proper segregation of waste materials to ensure opportunities for reuse or recycling.

Employees will be instructed on the proper response procedures for spilled materials. The training will include materials available for use, proper waste disposal and communication procedures.

All environmental spills will be reported to environmental authorities. The reporting procedure will be based upon the type and quantity of materials spilled.

The company will make every effort to protect the current climate by addressing greenhouse gas emissions. The company will use low-emission technologies, drive less or car pool and use renewable energy whenever practicable.

## Spills, Releases and Emissions

Employees will be instructed on the proper response procedures for spilled materials. The training should include materials available for use, proper waste disposal and communication procedures.

A spill kit containing the appropriate supplies for materials that may be spilled will be provided and will be readily available for use if a spill should occur. Considerations will be made for both the type and quantity of materials.

The company will ensure the availability of adequate spill response supplies by periodic inspection to assess their availability and adjust inventory as necessary.

The company will report any spill, release or loss of containment (including gases) as an incident to the prime contractor’s representative, if applicable, and to the appropriate regulatory agency.

The company will have spill response equipment and procedures in place for management of spills that may be generated by work activities that include steps to contain, mitigate and remediate the spill.

## Water Well Incidents

If the company becomes aware of a landowner that has a complaint associated with their water well that they believe to be a result of company or prime contractor worksite operations, the company will notify the prime contractor’s site representative as soon as practicable and/or take immediate steps to obtain resolution with the landowner.

If a landowner wishes to register a complaint, the number for the Province of Alberta is: (800) 222.6514.

## Water Withdrawals and Tracking

Proper regulatory permits and authorization must be in place before any water can be removed from either a surface water or groundwater source. Check with the prime contractor, if applicable, or obtain authorization from the appropriate authorities to ensure that withdrawal is permitted from that source.

In order to satisfy both regulatory reporting requirements and prime contractor requirements, all water withdrawals (both surface and groundwater) must be recorded and reported, as specified in site-specific project documentation.

## Erosion and Sediment Control

Job planning must be conducted pre-work, while work is being performed and post-job. Pre-work meetings must be held to plan for the least amount of disturbance as necessary and what control measures need to be put into place. Job planning shall be conducted during work to ensure that erosion and sediment control measures are in place and the procedures are being followed. Post-job planning shall be in place to ensure that temporary controls have been removed and that all potential problem areas have been addressed.

When clearing, stripping land, and excavating, the schedule must include a plan to minimize the extent of soil exposure at any one time in order to reduce the amount of erosion and sedimentation that occurs.

When activities require a disturbance of the soil, the employer shall utilize erosion controls devices to prevent erosion and ultimately to help prevent sedimentation. Examples of erosion control devices include: temporary seeding, temporary mulching, permanent sodding, erosion control blankets and vegetative buffer strips.

Entry and exit points for any water runoff must be controlled with the use of sediment control devices to prevent sediment from entering any waterways. Commonly, storm drain inlets are protected to prevent sediment from entering the storm drain. Examples of sediment control devices include: silt fencing, straw bales, storm inlet traps, sediment ponds, rock check dams and intercepting berms.

When erosion and sediment control devices are in use, the employer shall ensure that an inspection and maintenance plan is in place for these devices. A set inspection schedule should be established to view all areas where erosion and sediment control devices are used as well as all disturbed areas. Any erosion or sediment control devices that are found to be damaged or deficient during the inspection shall be corrected as soon as possible. Maintenance must also include removing sedimentation to prevent a breakthrough.

Employees that are responsible for erosion and sediment control devices must be competent in the design, installation and maintenance of the devices. In-house training with be performed.

# SECTION 10: Vehicle Safety Guideline & Best PracticeS

### [Vehicle Safety Guideline & Best Practices Manual](https://www.dropbox.com/s/47aj02925qt40ib/Vehicle%20Safety%20Guideline%20%26%20Best%20Practices%20Manual%20%282018-10%29.pdf?dl=0)

# SECTION 11: HEALTH AND SAFETY COMMITTEES

## Health and Safety Committee (HSC)

The company is committed to ensuring that the management of health and safety related complaints and concerns is a top priority and when applicable (as per legislated requirements), a Health and Safety Committee will be assembled to promote communication and investigation related to these issues.

The HSC forms an important part of the internal responsibility system and helps ensure that all worksite parties are aware of their roles and responsibilities in the workplace. The Committee also provides a forum for the discussion of new ideas, promotes awareness and interest in health and safety and acts as a means of dealing with complaints and concerns, with decisions being made quickly and effectively.

##### **11.1.1 Terms of Reference**

* The committee’s membership will provide appropriate representation of all OHS concerns at the worksite.
* The committee will coordinate with the employer to replace a member of the committee during the member’s term of office, if required.
* In the case where the HSC is unable to reach consensus for the resolution of a matter before them, a compromise solution or more than one recommendation may be made, setting priorities in the matter and/or establishing interim measures that could be taken as options for building a set of recommendation to present to the employer.
* In the case where more than one HSC is active on a worksite, the site supervisor will coordinate with all HSCs to establish a single Joint Worksite Health and Safety Committee to act in the best interest of all workers onsite.

##### **11.1.2 Health and Safety Committee Duties and Responsibilities**

Health and Safety Committee members have a number of duties and functions they must fulfill to help prevent workplace injuries and illness, including:

* + Receiving, considering and communicating worker health and safety concerns.
  + Participating in the employer’s hazard assessment process.
  + Making recommendations about worker health and safety to the employer.
  + Reviewing the employer’s work site inspection records.
  + Cooperating with an OHS officer exercising duties under the Occupational Health and Safety Act, Regulations and Code.

##### **11.1.3 Committee Representation**

The Health and Safety Committee will represent all personnel with regard to OHS concerns and be comprised of at least four (4) members. At least half of the members must represent the workers. The worker representatives are to be selected by the workers themselves and the employer representatives are appointed by the employer.

Each HSC must have two (2) co-chairpersons. An employer co-chair is chosen by the employer members and the worker co-chair is chosen by the worker members. The co-chairs alternate in serving as the chair at HSC meetings and participate in all decisions of the committee.

The names and contact information of committee members must be posted and easily accessible to all worksite personnel.

**11.1.4 Term of Office**

Committee members are elected to a term of not less than one-year. Members may continue to hold office until reappointed or re-elected, or until a replacement is appointed or elected. Members can hold office indefinitely.

**11.1.5 Authority**

The Health and Safety Committee has been authorized to hold regular meetings, participate in inspections and investigations, advise on worker refusal cases and assist with the monitoring of health and safety compliance. With the main role of the committee being to make recommendations for action.

The company may choose to extend the minimum authority granted to the committee by legislation, however, as with all committee matters, the degree of authority will be resolved through joint labour/management discussion and agreement.

Assigning authority to the Health and Safety Committee does not lessen the company’s accountability or responsibility for managing health and safety in the workplace. The company continues to be responsible for taking action and hence the accountability for non-compliance remains with the company.

**11.1.6 Reporting**

The Health and Safety Committee will report directly to the senior manager, who will be responsible for taking action on all health and safety issues reported. The senior manager will be fully knowledgeable of committee duties, health and safety issues and will be committed to the prevention of workplace incidents and injury.

**11.1.7 Meetings**

The Health and Safety Committee will meet within 10 days of being established and quarterly thereafter, providing written reports on its activities to both the employer and the employees. All meetings will be held during normal hours of business for the company.

To meet the goal of supporting continuity and commitment in matters related to workplace health and safety, full attendance at committee meetings is expected. A quorum will constitute minimum attendance, however, with designated alternates in place the committee should aim to exceed the minimum requirement.

***Quorum used in this application*** means that at least half of the HSC members must be present, both worker members and employer members are represented, and that at least half of those present represent workers. Any business of a health and safety committee that is conducted where a quorum is not present is not validly transacted, and any meeting of a committee that is held where a quorum is not present is not a valid meeting of the committee.

Meeting dates and times should be regular (set time of day and day of week) and are to be determined well in advance so that committee members have sufficient time for scheduling and preparation. Meetings will not be postponed unless cancelling or rescheduling is unavoidable.

Committee members are entitled to take time away from their regular duties to prepare and attend meetings, to carry out their duties as may be assigned during those meetings.

Meeting agendas will be prepared and distributed to members prior to meetings with relevant content itemized and designated ‘start’ and ‘finish’ times indicated. Scheduling of meetings will allow sufficient time for members to consult with the group they represent, the review of items/topics included on the meeting agenda and for information gathering.

Meetings will be well-organized and are to start and finish as scheduled.

The HSC meeting agenda will include the following elements:

* Attendance Record
* Introduction of Visitor(s)
* Approval of Minutes
* Business Arising from Minutes   
  (including review of committee Action Plan and/or progress reports)
* Review of Reports  
  (hazard reports, inspections, incidents, work-refusals, investigations, statistics, etc.)
* New Business:
  + Items submitted by the company or employees to a committee member for consideration.
  + Items will be relevant to the subject of health and safety in the workplace.
  + Items will be screened, approved and prioritized by committee chair(s) prior to being added to the agenda.
  + Priority will be given to items addressing incidents, investigations, inspections and the introduction of new work processes, equipment, policy or procedures.
* Training/Education Session
* Time, date and location of next meeting.
* Adjournment

Committee members will be expected to treat each other with respect and consideration at all times. Meetings are not to be interrupted by a member’s phone calls, texts or emails. All devices should be silenced prior to the meeting.

Meeting time will not be used as an opportunity to air general complaints and/or grievances or to address individual cases of unsafe acts or conditions that should be resolved, onsite, by supervisors or line-managers. Those items should only be addressed by the committee when inspection reveals general non-compliance with health and safety policies/rules/procedures or when other methods of resolution have failed. At the same time, the committee should be made aware of any corrective action taken by supervisors or line-managers, in order to determine whether a learning opportunity exists in sharing the information, or whether further action should be taken.

Minutes of each committee meeting will be approved by the committee and presented to the employer within seven (7) days of the date the meeting was held. Copies of the minutes will also be posted in a prominent location at the worksite or distributed to workers electronically. Copies of the meeting minutes will be retained for a minimum of 2 years and be readily available for inspection by an HSC member or an OHS Officer upon request.

An HSC must convene a special meeting if requested to do so by an OHS Officer.

**11.1.8 Legislated Requirements for Establishing a Health and Safety Committee**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **When do I need one?** | **Size of Committee** | **Representation** |
| **Canada** | Mandatory – 20 or more employees. | At least 2 members. | At least half to represent employees. |
| **Alberta** | Mandatory – An employer must establish an HSC if the employer regularly employs 20 or more workers.  OHS statutory directors can also require an HSC or an HS representative at any work site.  If there are two or more employers at a work site and there are 20 or more regularly employed workers in total at the site, the employers must establish a work site HSC. | At least 3 and not more than 12 members. | At least two employee representatives and one employer representative, or at least half of the members represent employees. |

NOTE: When determining the number of committee members required, you average the minimum number of employees on staff for the 12 months prior to establishing the Health and Safety Committee.

**11.1.9 Training**

The company shall train HSC members or HS representatives to meet the training requirements set out in the OHS Code. The training will include: The roles and responsibilities of co-chairs, HSC members and HS representatives, work site party obligations and worker’s rights under the OHS Act. The company may choose to develop and provide the training internally or use an outside training provider.During training, a committee member is deemed to be at work and must be paid at their regular rate of pay.

**11.1.10 Circulation of Health and Safety Information**

Information that is developed in-house or received from external sources will be circulated to employees in a variety of ways via the HSC. Safety bulletins many be developed internally to be discussed at safety meetings or posted in prominent locations. Similarly, bulletins from the government or industry associations may be circulated for discussion and posting. Other safety related information may be provided as a reminder about the importance of good health and safety practices.

**11.1.11 Health and Safety Committee Participation in Worksite Inspections**

The Health and Safety Committee (HSC) must be involved in reviewing the employer’s work site inspection records. The HSC will review worksite inspection records on a quarterly basis at a minimum. In addition, an officer may request any member of the joint health and safety committee, their designates or a health and safety representative to be present at a worksite inspection.

**11.1.12 Health and Safety Committee Participation in Worksite Investigations**

The HSC may participate in the investigation of incidents, injuries, illness, work refusals and potentially serious incidents. Potentially serious incidents (PSIs), must be reported to OHS as soon as is reasonable practicable.

Effective incident investigations will identify direct and indirect causes of incidents. Committee members will focus on fact-finding, not fault-finding, in order to help prevent similar incidents from occurring in the future.

##### **11.1.13 Disclosure of Personal Information**

During the course of performing their duties, HSC members will not disclose an individual’s personal information unless the disclosure is required by law.

##### **11.1.14 Collaboration Between the HSC and the Employer**

When working with the Heath and Safety Committee, the employer will:

* Consult and co-operate with the HSC on the development of policies, procedures and practices for the worksite,
* Provide committees with reasonable opportunity to inform workers on OHS matters,
* Allow committee members to examine records, policies, procedures and practices, reports or manufacturer’s specifications required under OHS legislation,
* Provide information or documentation addressed to the HSC as soon as possible after it is received,
* Provide resolution to concerns raised or address recommendations made by the HSC within 30 days, or
* If the matter cannot be resolved within 30 days, inform the HSC in writing, stating how the concerns or recommendations will be addressed, including:
  + - the timeline for implementing required changes, and
    - any interim control measures that have been implemented to address matters,   
        
      or
    - if the company disagrees with any recommendations or does not accept or believe there are any health and safety concerns, the company representative shall give reasons why they disagree with the recommendation(s) or do not accept or believe there is a health and safety concern.
* Where the HSC and the company representative cannot resolve an issue or address a concern after the provision of written reasons by the employer, the company representative, the Health and Safety Committee or a member of a Joint Worksite Health and Safety Committee, if applicable, may refer the matter to an OHS Officer.

## Health and Safety Representative (HSR)

The company is committed to ensuring that the management of health and safety related complaints and concerns is a top priority and when applicable (as per legislated requirements), a Health and Safety Representative (HSR) will be designated to promote communication and investigation related to these issues.

The HSR functions are an important part of the internal responsibility system and helps ensure that all worksite parties are aware of their roles and responsibilities in the workplace. The HSR discusses new ideas with workers, promotes awareness and interest in health and safety and receives and coordinates with management to handle complaints and concerns, to ensure that decisions are made quickly and effectively.

**11.2.1 Health and Safety Representative Duties and Responsibilities**

The Health and Safety Representative has a number of duties and functions they must fulfill to help prevent workplace injuries and illness, including:

* + Receiving, considering and communicating worker health and safety concerns.
  + Participating in the employer’s hazard assessment process.
  + Making recommendations about worker health and safety to the employer.
  + Reviewing the employer’s work site inspection records.
  + Cooperating with an OHS officer exercising duties under the Occupational Health and Safety Act, Regulations and Code.

**11.2.2 Term of Office**

Health and Safety Representatives are workers chosen by their peers to fill this role for a term of not less than one (1) year. The designated HSR may continue acting in this capacity until the term of office expires, they resign, or until a replacement is chosen. The HSR may hold successive terms of office, with no limit.

**11.2.3 Authority**

The Health and Safety Representative has been authorized to participate in inspections and investigations, advise on worker refusal cases and assist with the monitoring of health and safety compliance. With the main role being to make recommendations for action.

The company may choose to extend the minimum authority granted to the HSR by legislation, however, the degree of authority will be resolved through discussion and agreement between the HSR and management.

Assigning authority to the Health and Safety Representative does not lessen the company’s accountability or responsibility for managing health and safety in the workplace. The company continues to be responsible for taking action and hence the accountability for non-compliance remains with the company.

**11.2.4 Reporting**

The Health and Safety Representative will report directly to the senior manager, who will be responsible for taking action on all health and safety issues reported. The senior manager will be fully knowledgeable of committee duties, health and safety issues and will be committed to the prevention of workplace incidents and injury.

**11.2.5 Legislated Requirements for a Health and Safety Representative**

|  |  |
| --- | --- |
|  | **When do I need one?** |
| **Alberta** | Mandatory – An employer must designate an HS representative if the employer regularly employs 5 to 19 workers.  OHS statutory directors can also require an HSC or an HS representative at any work site. |

NOTE: When determining the number of employees on a worksite, you average the minimum number of employees for the 12 months prior in order to determine the need for a Health and Safety Representative.

**11.2.6 Training**

The company shall train HSC members or HS representatives to meet the training requirements set out in the OHS Code. The training will include: The roles and responsibilities of co-chairs, HSC members and HS representatives, work site party obligations and worker’s rights under the OHS Act. The company may choose to develop and provide the training internally or use an outside training provider.

During training, the HSR is deemed to be at work and must be paid at their regular rate of pay.

**11.2.7 Circulation of Health and Safety Information**

Information that is developed in-house or received from external sources will be circulated to employees in a variety of ways via the HSR. Safety bulletins many be developed internally to be discussed at safety meetings or posted in prominent locations. Similarly, bulletins from the government or industry associations may be circulated for discussion and posting. Other safety related information may be provided as a reminder about the importance of good health and safety practices.

**11.2.8 Health and Safety Representative Participation in Worksite Inspections**

Health and Safety Representatives must be involved in reviewing the employer’s work site inspection records. The HSR will review worksite inspection records on a quarterly basis at a minimum. In addition, an officer may request any member of the joint health and safety committee, their designates or a health and safety representative to be present at a worksite inspection.

If an OHS officer conducting a worksite inspection requests it, the HSR will accompany the officer on the inspection.

**11.2.9 Health and Safety Representative Participation in Worksite Investigations**

The HSR may participate in the investigation of incidents, injuries, illness, work refusals and potentially serious incidents. Potentially serious incidents (PSIs), must be reported to OHS as soon as is reasonable practicable.

Effective incident investigations will identify direct and indirect causes of incidents. HSRs will focus on fact-finding, not fault-finding, in order to help prevent similar incidents from occurring in the future.

##### **11.2.10 Disclosure of Personal Information**

During the course of performing their duties, the HSR will not disclose an individual’s personal information unless the disclosure is required by law.

##### **11.2.11 Collaboration Between the HSR and the Employer**

When working with the Heath and Safety Representative, the employer will:

* Consult and co-operate with the HSR on the development of policies, procedures and practices for the worksite,
* Provide the HSR with reasonable opportunity to inform workers on OHS matters,
* Allow the HSR to examine records, policies, procedures and practices, reports or manufacturer’s specifications required under OHS legislation,
* Provide information or documentation addressed to the HSR as soon as possible after it is received,
* Provide resolution to concerns raised or address recommendations made by the HSR within 30 days, or
* If the matter cannot be resolved within 30 days, inform the HSR in writing, stating how the concerns or recommendations will be addressed, including:
  + - * the timeline for implementing required changes, and
      * any interim control measures that have been implemented to address matters,   
          
        or
      * if the company disagrees with any recommendations or does not accept or believe there are any health and safety concerns, the company representative shall give reasons why they disagree with the recommendation(s) or do not accept or believe there is a health and safety concern.
* Where the HSR and the company representative cannot resolve an issue or address a concern after the provision of written reasons by the employer, the company representative, a member of a Joint Worksite Health and Safety Committee, if applicable, or the Health and Safety Representative may refer the matter to an OHS Officer.

# SECTION 12: HSMS PROGRAM ADMINISTRATION

Health and safety program management is a dynamic and constantly evolving process. Program administration ensures that all aspects of the Health and Safety Management System are recorded, tracked, and maintained. A record tracking system allows for statistical analysis and the identification of trends that may identify system areas which are in need of revision or improvement.

Records which need to be maintained include:

* Employee training records
* Orientations
* Hazard Assessments
* Emergency Response Drills
* Worksite Inspection Records
* Incident Investigation Reports
* Preventative Maintenance Records
* Health and Safety Meeting Minutes
* Copies of Personnel Training Certificates

Records will be kept for a minimum of five years.

## Communication & Feedback

It is important to involve everyone in the development and maintenance of the Health and Safety Management System and to provide opportunities for management, supervisors, contractors and personnel to give feedback on health and safety issues in the workplace. Two-way communication is encouraged through Health and Safety Meetings, training sessions, Health and Safety Committee Meetings, field-level hazard assessments and procedure/ practice reviews, etc.

## Accountability

Program administration also involves the development of a process for measuring accountability related to the company Health and Safety Management System. It is important that everyone understand their responsibilities for workplace health and safety:

* The company holds the ultimate responsibility and is legally and morally responsible for what happens on their worksites.
* Supervisors are responsible for ensuring that the required level of training, supervision, and enforcement, etc. are maintained and that the desired results are achieved.
* Workers have the immediate responsibility to take the required training, use the assigned controls, follow all rules, and participate where required in health and safety programs.

The company Action Plan, informed by company policy and standards, identifies who is responsible for what, the date by which actions must be completed, and the follow-up required to ensure that the required action was taken, as required.

## Monitoring Statistics

There are two types of performance measurements an organization can use to determine their level of health and safety performance. Leading indicators measure the activities used by the organization to reduce the likelihood of an incident. Lagging indicators analyze the frequency, severity, and the type of incidents.

The following items are used with respect to record keeping and reporting of statistics both internally and externally:

Leading Indicators:

* Orientations
* Meetings (e.g. Pre-Work Safety Meetings, Tailgate meetings, Monthly Health and Safety Meetings)
* Training
* Inspections and Audits

Lagging Indicators:

* First Aid/Medical Aid Records
* Occupational Illness
* Lost Time Injury
* Modified Work
* Potentially Serious Incidents (PSIs)
* Incident (Other): any type of incident that results in damage to property or equipment.
* Recordable Vehicle Incident (RVI): is any occurrence involving a licensed motor vehicle while on business use (e.g. commuting to and from work, going to and from lunch are included) that results in death, injury or property damage).

## Retention of Records

For records pertaining to health and safety, the Health and Safety Officer has overall responsibility for the identification, storage, protection, retrieval, retention and disposition of all management system records.

All records must be maintained in a manner that ensures, they are:

* legible, identifiable, and traceable to the activity, product or service
* readily retrievable
* protected against damage, deterioration or loss

Designated personnel are responsible for periodically evaluating records under their management versus applicable retention times. Records that have been maintained in excess of their retention times can be disposed of, and potentially sensitive records are to be shredded prior to their disposal. Records retained beyond the assigned retention requirements are considered historic records.

The following table identifies forms that may be used by the company and its personnel and provides submission and retention requirements for these forms. **Form/Record Retention Requirements**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Form/Record** |  | **Retained in Office**  **(# of years)** | **Copy to others** |  |
| Audits |  | 10 | Board Chairman, Executive Director, Operations Manager, Health and Safety Officer |  |
| Confined Space Entry Checklist/Logs |  | 1 |  |  |
| Contractors: | | | | |
| * Contractor Prequalification Questionnaire |  | UOS | Operations Manager |  |
| * Worksite Health & Safety Orientation |  | UOS |  |  |
| Controlled Area Access Agreement |  | UOS |  |  |
| Crossing Report |  | L/P |  |  |
| Environmental Records |  | 10 |  |  |
| Fall Protection Plan |  | 1 |  |  |
| First Aid – Injured Worker Transportation Plan |  | 5 |  |  |
| Fit Test Forms (Respirator + Hearing Protection) |  | 3 |  |  |
| Ground Disturbance Checklist |  | 5 |  |  |
| Hazardous Materials Handling: | | | | |
| * Handling/Disposal Records |  | 2 |  |  |
| * TDG Declarations |  | 2 |  |  |
| Health/Hygiene Monitoring: | | | | |
| * Air Monitoring Record |  | L/P |  |  |
| * Automatic Test Results |  | L/P |  |  |
| Hot Work Permit |  | 3 |  |  |
| Incident Report |  | 5 | Operations Manager; Health and Safety Officer |  |
| Initial Condition Report |  | 2 |  |  |
| Incident Investigation Reports |  | 5 | Operations Manager |  |
| Inspections: | | | | |
| * Crane Inspections |  | 3 | Operations Manager |  |
| * Facility/Meter Station/Block Valve |  | L/P | Operations Manager |  |
| * Fire Extinguisher Checks – Monthly |  | 2 | Operations Manager |  |
| * Fire Extinguisher Inspection – Annual |  | 3 | Operations Manager |  |
| * Loss Prevention/Boiler & Machinery Inspections |  | 3 | Operations Manager |  |
| * SCBA – Annual |  | 5 | Operations Manager |  |
| * SCBA – Hydrostatic Testing |  | 10 | Operations Manager |  |
| Lockout Forms |  | 1 |  |  |
| SDS |  | UOS |  |  |
| Meetings | | | | |
| * Pre-Work Hazard Assessment |  | 1 |  |  |
| * Tailgate Meeting |  | 1 |  |  |
| * Monthly H&S Meeting Report |  | 5 | Operations Manager |  |
| * Pre-Work Safety Meeting Report |  | 1 |  |  |
| * JHA/THA Review Meetings |  | UOS | Operations Manager |  |
| * Project Meetings |  | 5 |  |  |
| One Call Forms |  | 2 |  |  |
| Orientation – Visitor |  | 1 |  |  |
| Orientation – Field Employee |  | L/S |  |  |
| Orientation – Office Employee |  | L/S |  |  |
| Risk Management Bulletins and Other Safety Communications |  | 5 | Operations Manager |  |
| Safety Observation Form |  | 3 |  |  |
| Safe Work Permit |  | 1 |  |  |
| Suggestion for Improvement Forms |  | 5 |  |  |
| Surface Water Release Checklist(s) |  | 5 |  |  |
| Training | | | | |
| * On-the-Job Training |  | L/P |  |  |
| * Non-Certifiable Safety Training (Fire fighting, WHMIS and ERP training) |  | UOS |  |  |
| * Certifiable Safety Courses  (First Aid/CPR, H2S, Ground Disturbance and TDG) |  | UOS |  |  |
| * Competency Assessment Reports |  | L/P |  |  |
| * Manufacturer Training (e.g.: Aerial Lift) |  | L/P |  |  |
| Vehicle Trip Inspection Checklists |  | 1 | Operations Manager |  |
| Workers’ Compensation Claim Forms  (lost time and medical aid) |  | L/P | Operations Manager |  |
| Working Alone Check-in Sheets |  | 1 |  |  |
| Workplace Hazard Report Forms |  | 3 | Operations Manager |  |
| Written Refusal to Perform Dangerous Work |  | 5 | Operations Manager |  |

L/P = Life of Pipeline

UOS = Until Obsolete or Superseded

## Audits

Audits are systematic, documented, objective processes used to evaluate the effectiveness of the Health and Safety Management System and its associated elements and programs. Audits may be performed externally by regulatory groups or by certified internal or third-party auditors.

Auditing the system allows the company to:

* Obtain valuable input from employees and others at the worksites on the effectiveness and practicality of the Health and Safety Management System and its programs.
* Ensure the system is operating as designed and meeting the intended goals.
* Verify compliance with health and safety standards and practices and to applicable health and safety regulatory requirements.
* Maintain the Health and Safety Management System and supporting documentation in accordance with the standards of the Certificate of Recognition (COR) protocol that is recognized by Occupational Health and Safety and the Provincial Worker’s Compensation Board.

# Glossary of Health & Safety Terms & Acronyms

|  |  |
| --- | --- |
| **Abnormal Event** | An unplanned, unusual, occurrence or emergency. |
| **Aerosols** | Substance dispersed into the air such that the droplets or particles remain in suspension for a significant period of time. |
| **Air Exchange Rate** | The rate at which inside air is replaced by outside air. The rate may be expressed as the number of changes of air per unit of time (e.g. Air Changes per Hour - ACH) or the volume of air exchanged per unit of time. (e.g. Cubic Feet per minute (CFM) |
| **Ambient** | Surrounding, e.g. Ambient temperature usually means the outside temperature. |
| **Appointed Person** | A person who has been nominated to take charge in the event of an accident or illness (and support designated first aiders if present) and has been trained in basic lifesaving first aid techniques. (See Designated Person) |
| **Asbestos** | Hydrated magnesium silicate in fibrous form. |
| **Audit** | An evaluation of an organization’s Health and Safety Management System against an approved standard. |
| **Auditor** | An individual certified by a Certifying Partner to conduct health and safety audits. |
| **Carcinogen** | Substance that is known or suspected of causing cancer. |
| **Chronic** | Occurring over an extended period of time. |
| **Code of Practice** | Rules established by regulatory bodies or trade associations, which are intended as a guide to acceptable behavior. As such they do not have the force of law behind them. |
| **Combustible Liquid** | Liquid with a flash point above 37.8 C (100° F) . |
| **Competent Person** | A person who is adequately qualified, suitably trained, and with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision. |
| **Compliance** | The act or process of fulfilling requirements. |
| **Competent Worker** | An adequately qualified, suitably trained worker with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision. |
| **Compressed Gas** | Substance that is a gas at normal pressure and room temperature but is held in a pressurized container resulting in it becoming a liquid. |
| **Concentration** | The quantity of one substance contained in another substance e.g. the amount of salt dissolve in sea water. |
| **Contaminant** | Substance - usually undesirable - in another substance, product or space where it is not normally found, e.g. environmental pollutants. |
| **Continuous Improvement** | Always striving to innovate, implement and improve on current conditions. |
| **Contractor** | An individual or employer hired under contract to provide materials or services to another individual or employer. |
| **Certificate of Recognition (COR)** | A certificate jointly issued by Partnership and a Certifying Partner to employers who have successfully completed a Health and Safety Management System audit, demonstrating that their system meets the Provincial Partnerships standard. A valid COR is required before and employer is eligible to receive financial incentives through the WCB’s Partner in Injury Reduction (PIR) program. |
| **Certifying Partner** | An industry/safety association that has entered into an agreement with Partnerships to provide health and safety training, certify and maintain a list of auditors, and conduct quality assurance reviews on submitted audit reports. |
| **Corrosive** | Substance that causes destruction of another substance, including human tissue. |
| **Critical Job** | A job with high potential for serious loss or injury. |
| **Designated Person** | A person who has been designated as a first aider at work and has been trained to have the knowledge and confidence to deal with any first aid emergency. (See Appointed Person) |
| **Documentation Review** | Part of a health and safety audit, designed to determine if an employer has the required processes, policies, and procedures in place, and if adequate records are being kept. |
| **Dose** | The amount of substance to which a person is exposed in terms of the concentration of the substance and the time period during which the exposure occurs. |
| **Employee** | Anyone who works for an organization (e.g. senior managers, managers, supervisors, and workers). |
| **Ergonomics** | The application of information about human characteristics to design applications, e.g. equipment, tools, work tasks, with the aim of improving safety and efficiency. |
| **Exposure Limit** | Established concentration of a substance that, if not exceeded, will not normally result in adverse effects to persons who are exposed. |
| **Fatigue** | Transient reduced ability to work as a result of previous activity, resulting in reduced efficiency. |
| **Fires** | **Class A** - Fires in ordinary combustible materials such as wood, cloth, paper, etc. **Class B** - Fires in flammable liquids and liquefiable solids such as oils and paints. **Class C** - Fires involving gases. **Class D** - Fires involving combustible metals such as potassium or sodium. **Class F** - Fires involving cooking oils or fats. |
| **Fire Prevention** | Precautions designed to avoid an outbreak of fire, reduce the potential for fire to spread and safeguard persons and property in the event of fire. |
| **Flammable Gas** | Gas that when mixed with air forms a flammable mixture at ambient temperature and pressure. |
| **Flammable Liquid** | Liquid with a flashpoint below 100°F (37.8°C). |
| **Hazard** | A situation, condition, or behavior that has the potential to cause an injury or loss.  Health Hazard: a physical, chemical, biological or psychological hazard which may cause acute or chronic health effects in exposed employees. (e.g. noise, dust, heat, ergonomics, etc.)  Safety Hazard: a substance, process, action or condition which may endanger the immediate safety of employees. (e.g. chemical burns, shear points, slips and falls, etc.) |
| **Hazard Assessment** | A process used to identify and evaluate the health and safety hazards associated with job tasks. Provides a method for prioritizing health and safety hazards. |
| **Hazard Control** | Method used to eliminate or control loss.  Engineering Controls: Preferred method of hazard control if elimination is not possible; physical controls implemented at the design, installation, or engineering stages (e.g. guards, auto shutoff, etc.).  Administrative Controls: Processes developed by the employer to control hazards not eliminated by engineering controls (e.g. safe work policies, practices and procedures, job scheduling or rotation, and training).  Personal Protective Equipment (PPE): equipment used or clothing worn by a person for protection from health or safety hazards associated with conditions at a worksite (e.g. gloves, safety glasses, fall protection, etc.). Used when engineering or administrative methods cannot fully control the hazards. |
| **Health and Safety Committee** | A committee that promotes health and safety in the workplace, with members representing employees and management from all sections of an organization. |
| **Health and Safety Representative** | An employee representative that discusses new ideas with workers, promotes awareness and interest in health and safety and receives and coordinates with management to handle complaints and concerns, to ensure that decisions are made quickly and effectively. |
| **Imminent Danger** | In relation to any occupation:  (a) a danger that is not normal for that occupation, or  (b) a danger under which a person engaged in that occupation would not normally carry out the person’s work. |
| **Incident** | A preventable, undesired and unexpected event that results, or has the potential to result, in physical harm to a person or damage to property (loss or no loss). |
| **Ingestion** | Taking a substance into the body through the mouth, for example in the form of food or drink. |
| **Inhalation** | Taking a substance, typically in the form of gases, fumes, vapors, mists, aerosols or dusts, into the body by breathing it in. |
| **Inhibitor** | A substance which, when added to another substance, prevents or slows down an unwanted change or reaction. |
| **Inspection** | A planned, systematic evaluation or examination of any activity or worksite, checking or testing against established standards. |
| **Interview** | Part of a health and safety audit. A method used to gather and verify information about an organization’s Health and Safety Management System. Includes either formal discussion using standard questions, or a questionnaire. |
| **Legislation** | Provincial or Federal government standards in the form of written acts, regulations, and codes. |
| **Lock-Out** | Mechanisms that, as part of engineering controls, are designed to prevent potentially dangerous equipment from being energized during routine maintenance and/or repair work. |
| **Manager** | A person who administers and/or supervises the affairs of a business, office, or organization. |
| **Safety Data Sheet** | Contain information on the hazards associated with a chemical, along with guidance on its safe use. |
| **Narcotic** | A substance that has the potential to affect the nervous system by, for example, inducing drowsiness, stupor or insensibility. |
| **Potentially Serious Incident (PSI)** | An incident occurring at a worksite that had a likelihood of causing a serious injury or illness or there is reasonable cause to believe that corrective action may need to be taken to prevent recurrence. |
| **Observation** | Part of a health and safety audit designed to allow an auditor to observe and verify specific conditions at a worksite. |
| **Policy** | A statement of an organization’s strategy for achieving a safe and healthy working environment and the responsibility, organization and arrangements for pursuing and implementing the strategy. |
| **Preventive Maintenance** | Maintenance (including inspection, cleaning, and repair) of equipment on a regular basis that is sufficient to prevent unplanned failure |
| **Records** | Employer documents retained on file. |
| **Regulation** | A requirement of compliance having the force of law |
| **Risk** | A quantifiable expression of the likelihood of injury or harm resulting from a hazard. |
| **Risk Assessment** | A formal estimation of the likelihood that persons may suffer injury or adverse health effects as a result of identified hazards. |
| **Risk Management** | The introduction of change or control measures with the intention of eliminating or bringing the level of risk associated with a hazard within acceptable limits. |
| **Root Cause** | The underlying or basic factors which contribute to an incident. |
| **Safety Culture** | A general term for the degree to which the culture of an organization promotes and cooperates with safe and healthy work practices. |
| **Safe Work Practice** | A written set of guidelines which establish a standard of performance for an activity or work process. |
| **Standard Operating Procedure** | A written, step-by-step instruction of how to perform a task from beginning to end. |
| **Self-Assessment** | Assessments performed by individuals (or organizations) to determine how safely they are working and meeting their health & safety responsibilities toward themselves and others. |
| **Solvent** | Substance that is capable of dissolving another substance. |
| **Stress** | The physical and emotional responses arising when there is a mis-match between the demands of a job and the capabilities/resources of the worker. Such responses are often harmful, leading to health and safety related problems, for example; depression, cardiovascular disease, musculoskeletal disorders and an increased tendency to be accident-prone. Typical work-related stress factors are cited as fear of job loss, ineffective management, excessive workloads and technological change. |
| **Supervisor** | Anyone who directs the work of another. |
| **System** | A group of interrelated items, individuals, policies, procedures, records, etc. that achieve desired results. |
| **Toxic** | Substances that cause irritation of are otherwise harmful to health, such as carcinogens and poisons. |
| **Undue Hazard** | A hazard that poses a serious and immediate threat to the health and safety of a person. |
| **Unsafe Act** | Inappropriate action taken by a person that could result in loss. |
| **Unsafe Condition** | A condition that could result in loss. |
| **Vapor** | The gaseous form of a substance that is normally liquid or solid at room temperature. |
| **Ventilation** | Movement of air, usually associated with the introduction of fresh air. |
| **Visitor** | Any person present at the worksite who is not under the direct control of the employer (e.g. courier). |
| **Work Permit** | Formally delivered criteria for control/risk reduction when undertaking pre-planned work that is hazardous, either because of its location or the nature of the activity. |
| **Worksite** | A location where a worker is, or is likely to be, engaged in any occupation and includes any vehicle or mobile equipment used by a worker in an occupation. |
| **Worker** | An employee supervised by a manager or supervisor/foreman. |
| **Workers’ Compensation Board of Alberta (WCB)** | The Workers' Compensation Board (WCB) Alberta is a not-for-profit organization legislated to administer the workers' compensation system for the province. |
| **Acronyms** | |
| **COP** | Code of Practice |
| **COR/SECOR** | Certificate of Recognition/Small Employers Certificate of Recognition |
| **CSE** | Confined Space Entry |
| **DOT** | Department of Transportation |
| **ER** | Emergency Response |
| **ERD** | Emergency Response Drill |
| **ERP** | Emergency Response Plan |
| **FLHA** | Field Level Hazard Assessment |
| **GD** | Ground Disturbance |
| **HAA** | Hazard Assessment Analysis |
| **HSC/HSR** | Health and Safety Committee/Health and Safety Representative |
| **JHA/JSA** | Job Hazard Analysis/Job Safety Analysis |
| **LEL** | Lower Explosive Limit |
| **MWA** | Modified Work Agreement |
| **O&M** | Operations & Maintenance |
| **OHS** | Occupational Health & Safety |
| **OJT** | On the Job Training |
| **PDA** | Physical Demands Analysis |
| **PIR** | Partners in Injury Reduction (program) |
| **PPE** | Personal Protective Equipment |
| **PSI** | Potentially Serious Incident |
| **PWHA** | Pre-Work Hazard Assessment |
| **QMP** | Quality Management Plan |
| **RPE** | Respiratory Protective Equipment |
| **RTW** | Return to Work |
| **SCBA** | Self-Contained Breathing Apparatus |
| **SDS** | Safety Data Sheets (replaced MSDS…Material Safety Data Sheets) |
| **SJP** | Safe Job Procedure |
| **SOP** | Standard Operating Procedure |
| **SWP** | Safe Work Practice |
| **THA** | Task Hazard Analysis |
| **WCB** | Worker’s Compensation Board |
| **WAD** | Working Alone Designate |
| **WHMIS** | Workplace Hazardous Materials Information System |
| **F** | Fatalities |
| **FA** | First Aid Case (one-time treatment of minor injuries such as scratches, cuts, burns, splinters, etc., NOT requiring medical aid |
| **FAF** | First Aid Frequency Rate |
| **LTI** | Lost Time Incident (a worker misses at least one day of work due to a work-related injury) |
| **LTIR** | Lost Time Incident Rate |
| **LTS** | Lost Time Severity |
| **MA** | Medical Aid Case |
| **MW** | Modified Work Case |
| **NMI** | Near-Miss Incident |
| **NMIR** | Near-Miss Incident Rate |
| **TRIR/TRIF** | Total Recordable Incident Rate/Total Recordable Incident Frequency |
| **VI** | Vehicle Incident |
| **VIR** | Vehicle Incident Rate |

# HSMS Manual Revision Schedule

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | | |
|  | Draft Date | Presented for Review | Health & Safety Working Group (HSWG) Approval Date | Release Date |
| Version 1 (2019) | 2019-01 | 2019-03-06 | 2019-03-27 | 2019-03-02 |
| Version 2 (2022) | 2022-01 | 2022-06-01 | 2022-06-01 | 2022-06-01 |
| Version 3 (2023) | 2023-01 | 2023-01-26 | 2023-04-04 | 2023-05-08 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  | | | | |