Safe Work Practices

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Safe Work Practices

Overview

Safe work practices are general guidelines that outline what should or should not be done to perform a job or task safely. They act as helpful reminders of the correct way to carry out tasks.

The safe work practices provided in this package are designed to give both employees and supervisors a quick and simple reference for safety instructions. These practices detail the required personal protective equipment (PPE), the hazards associated with activities, and instructions for mitigating those hazards.

Hazards are categorized as follows:

- **Biological**: Living organisms or their by-products that can cause illness or disease in humans. Examples include bacteria, viruses, insects, plants, birds, animals, and humans.
- **Chemical**: Non-living toxic substances that can cause harm to the body. Chemical hazards may include gases, vapours, dust, and fumes.
- **Musculoskeletal Disorders (MSD)**: Injuries to the musculoskeletal system (muscles, tendons, ligaments, nerves, joints, etc.) caused by repetitive motions, poor ergonomics, or improper workstation setups.
- **Physical**: Forms of energy that can harm the body if not properly controlled. Examples include electricity, extreme temperatures, noise, vibration, radiation, and magnetic fields.
- **Psychosocial**: Conditions or activities that negatively affect physical, mental, or emotional well-being. Examples include workplace harassment, stress, and violence.
- **Safety**: Hazards that could result in injury or loss of life, such as slipping or tripping hazards, improper machine guarding, and equipment malfunctions.

Every employee is expected to be familiar with, understand, and follow the safe work practices relevant to their specific tasks. However, being aware of safe work practices does not replace the need for formal training. Training must be conducted when required by the supervisor, employee, or WorkSafeBC regulations to ensure competency.

A formal review of all Safe Work Practices (SWPs) related to an employee's tasks will be conducted annually.

For standard operating procedures related to specific equipment, refer to the appropriate user manual.

Aerial Lifts and Work Platforms

Overview

Aerial lifts shall be operated, maintained, and controlled in a safe manner in accordance with the manufacturer's directions. All staff utilizing aerial lifts will be trained and certified by a third-party, typically the rental company which the lift was obtained from. Staff will be evaluated by a senior crew leader prior to independent operation of any aerial lift.

All staff will utilize a fall protection harness secured to the lift with a lanyard at all times while operating the lift, unless specifically not recommended by the manufacturer.

Lifts will be inspected each day and before each use, in accordance with the manufacturer's directions and local regulation. Aerial lift inspections will be documented on the provided checklist and uploaded with the job records.

Hazards

The following hazardous occurrences can occur if lifts are not operated safely:

- Crushing injuries to pedestrians and operators
- Damage to property, equipment and material
- Chemical burns and fire hazards from forklift batteries
- MSD if driving for extended periods of time

The following hazards may occur while working from a lift:

- Falls: Critical Injury or Serious Injury
- Musculoskeletal injuries and death

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


High Visibility


Fall Protection


Head Protection


Hearing Protection

- PPE, Fall Protection Harness and Lanyard.
- PEWP Inspection form
- See also Hearing Conservation

Working Safely

Equipment that is not designed for use as a personnel lift shall not be used as a personnel lift (e.g., front end loader buckets, backhoe buckets and cranes).

- Only trained personnel who have been deemed competent and designated by their supervisor are authorized to operate aerial personnel lifts. Operators are also required to review the owner's manual and shall be given ample time to become familiar with the equipment and its controls before operation is permitted.
- Lift controls shall be tested prior to use to determine that such controls are in safe working condition.
- Personnel should not be permitted to stand on the rails of aerial devices.
- A body harness shall be worn, and a lanyard appropriately attached. Ensure you have 100% tie off.
- Other types of personal protective equipment (PPE) such as hard hat, safety glasses, safety gloves, shall be worn according to the task specific PPE hazard assessment.
- Personnel shall not be permitted to use an aerial personnel lift as a means of access, except where permitted to do so by the manufacturer in writing.
- Load limits specified by the manufacturer shall not be exceeded.
- Aerial personnel lifts that can operate horizontally shall set brakes.
- Outriggers, when used, must be positioned on pads or a solid surface, and chock wheels before using on an incline.
- Weather conditions can adversely affect aerial work platform lifting activities. Special efforts may be required to ensure adequate warning is provided to avoid a sudden storm disrupting activities.
- Options for a rescue plan must be in place too quickly rescue a worker suspended after a fall. Secondary lifts and rescue equipment, and training on the rescue plan are essential.
- Look in direction of travel and make sure that path is firm and level. Always be aware of obstructions that may cause the platform to overturn or to collide with people, cables, power lines, vehicles, etc. Ensure barricades and signs are provided as a means of control.
- Articulating boom and extendible boom platforms, primarily designed as personnel carriers, shall have both platform (upper) and lower controls. Upper controls shall be in or beside the platform within easy reach of the operator. Lower controls shall provide for overriding the upper controls. Controls shall be plainly marked as to their function. Lower level controls shall not be operated unless permission has been obtained from the employee in the lift, except in case of emergency.
- Before moving an aerial lift for travel, the boom(s) shall be inspected to see that it is properly cradled and outriggers are in stowed position.

ELEVATED WORK PLATFORMS

Before utilizing any powered work platform ensure you have been trained by a competent person.

If using a boom lift –

- Complete the inspection sheet provided and upload to Skedulo.
- Ensure harness and lanyard are being properly used.
- All workers on site must wear high-visibility attire.

If using a swing stage –

- Ensure all workers are trained in proper operation, emergency procedures.
- Ensure all fall protection equipment is implemented properly.

When working around the public using any machinery -

- Ensure the area is properly marked off with cones, caution tape, signage, and direct traffic for safety when moving machines and operating as necessary.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Aggressive Customers or Persons

Overview

All employees who encounter aggressive customers or strangers must communicate and act in a way that minimizes the risk of a violent encounter and seek appropriate help in situations that may be outside the scope of the worker's ability.

Hazards

The following hazards may occur when encountering aggressive people:

- Violence and Harassment
- Theft or Robbery
- Abusive and Physical Behaviour

Mandatory Requirements

- Emergency Procedures and contact information.
- Workplace Violence and Harassment Policies.
- Emergency Exits.

Working Safely

Warning Signs of a Potentially Violent Individual

- Intense or hostile facial expressions, such as scowling
- Pacing or other repetitive movements
- Noticeable trembling or shaking
- Speaking loudly or aggressively
- Flushed or reddened face
- Invading others' personal space

Steps for Handling Aggressive Customers

- Maintain eye contact and engage with the person; avoid appearing indifferent.
- Stay calm and focused, aiming to de-escalate the situation.
- Avoid absorbing or reacting to the other person’s anger.
- Speak slowly, softly, and with confidence.
- Use simple language, avoiding unfamiliar company jargon.
- Listen actively without interrupting; avoid telling the person to "relax" or "calm down."
- Express empathy, say things like, "Help me understand why you're upset."
- Encourage the person to offer suggestions and show willingness to consider them when appropriate.
- Before ending the conversation, clearly summarize the key points, next steps, and possible solutions to address the issue.

Problem-Solving Tips

- Always accept criticism with a positive attitude. If the criticism seems unjustified, ask for clarification.
- Break down larger problems into smaller, manageable parts, and provide step-by-step solutions.
- Avoid making promises or commitments you cannot fulfill.
- Stay professional and respectful throughout the conversation.
- Politely request small accommodations, such as moving to a quieter area, to facilitate better communication.
- Repeat back the person's request to ensure you understand what they want.
- If you ever feel threatened, seek help immediately. Notify a senior person, and contact the police if necessary.

Guidelines for Dealing with Strangers

- Use a friendly, non-confrontational approach, such as, "May I help you?" when interacting with unfamiliar individuals on the premises.
- If you feel comfortable and the person appears to be lost, offer to guide them to their destination.
- Take mental notes of the person's appearance in case you need to recall details later.
- Report any instance of a stranger loitering to management as soon as possible.
- Build rapport with your regular customers so you can easily identify unfamiliar faces.
- Avoid opening doors to strangers before or after business hours, particularly if you are alone.

Adapted from Violence in the Workplace Prevention Guide 3rd Edition by the Canadian Centre for Occupational Health and Safety.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Battery Charging

Overview

While charging batteries is a common activity, it's not something typically performed by Servus Group. It should be noted that Lead-acid batteries contain lead plates submerged in sulphuric acid, posing potential risks if not handled properly. Only trained and authorized personnel should handle batteries in well-ventilated areas.

Hazards

The following hazards may occur when charging batteries:

- Hydrogen and oxygen are produced when charging or boosting battery and can be ignited by a flame or spark, causing a fire or explosion.
- Sulphuric acid is contained in the battery. Exposure can occur while charging, boosting, or refilling it, causing a chemical burn or inhalation hazard.
- Short circuits can occur due to metal on clothing or if jewelry contacts battery electrodes, resulting in electric shocks.

Mandatory Requirements

Personal Protective Equipment (PPE)

Protective Clothing

Hand Protection

Eye Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Spill Kits

Minimum contents may include:

- Chemical resistant gloves (neoprene, nitrile, etc.)
- Absorbent materials (spill pillows, pads, or other spill absorbent)
- Safety goggles and/or chemical resistant face shield
- Disposal bags
- Chemical resistant shoe covers
- Neutralization agents
- Hand-held brush and plastic dust pan

Working Safely

- Ensure you receive proper training before charging batteries.
- Understand how to operate the charger, its controls, and emergency stop functions.
- Always follow the manufacturer's guidelines for charging rates, connections, and vent adjustments.
- Review the Safety Data Sheet for Sulphuric Acid and be familiar with its contents before handling batteries.
- Remove all metal objects, such as rings, watches, and chains, before starting.
- Keep metal tools away from batteries and ensure nothing metal falls across the terminals.
- Charge batteries in a designated, well-ventilated area.
- Work in a clean, non-sparking zone, and wash any electrolyte spills with water immediately.
- Use proper tools and correct-sized wrenches for tightening cable clamps.
- Avoid overtightening battery connections.
- Turn off the charger before removing clips.
- Inspect batteries, connections, and mounts for wear and damage.
- Clean battery terminals with a tapered brush, removing corrosion carefully.
- Ensure positive (+) and negative (-) signs are clearly visible on the terminals.
- Wash your hands thoroughly with soap and water after servicing batteries.

Working with Battery Acid

Lead-acid batteries can be very heavy, so it's important to use proper lifting techniques to prevent injury.

- Position yourself close to the battery before lifting or lowering it, and avoid leaning over.
- Bend your knees slightly when lifting or lowering the battery.
- If the battery is too heavy, don't lift it alone—ask for assistance or use a lifting device.
- Always use carry straps to lift or transport the battery.
- Avoid twisting your body; lift the battery first, then move your feet to change direction.
- Be cautious of slippery surfaces and any obstacles.
- Place a clean cloth between the battery and your clothing to absorb any spilled acid.

Charging Batteries

- Wear safety gloves and goggles.
- Know where the eyewash station and safety shower is located in the battery charging area.
- Charge batteries in a properly ventilated area.
- Ensure there is an ABC type fire extinguisher nearby.

- Never charge a damaged or frozen battery.
- Break live circuits by connecting the negative cable to the frame or motor block instead of breaking them at the battery terminals.
- Check the electrolyte level before recharging.
- Do not add more water if electrolyte is covering the top of the plates.
- Check that battery ventilation holes are clear and clean to allow the hydrogen gas to escape and prevent the battery from exploding.
- Ground the negative cable to the frame or motor block to prevent short circuits.
- If battery is not maintenance-free, remove the filler caps to vent hydrogen gas.
- Stand at arm's length when removing battery caps.
- Recheck the fluid level after recharging.
- Always use distilled water.
- Don't leave charger unattended overnight.

Battery Charging Overheating

- During charging, some batteries may over heat and emit hydrogen gases.
- May cause flames and explosions if battery over charges.
- Notify immediate supervisor and evacuate the facility if battery smells like sulphuric acid.

First Aid

When administering first aid, avoid direct contact. Wear chemical-resistant protective clothing, if necessary. Following first aid treatment transport the victim to an emergency care facility immediately.

Contact with skin

- Flush contaminated area as quickly as possible with gently flowing lukewarm water for at least 30 minutes.
- If irritation persists, repeat flushing.
- Under running water, remove contaminated clothing, shoes and other leather goods. Discard clothing, shoes.

Acid in eyes

- Immediately flush the contaminated eye(s) with gently flowing lukewarm water for at least 30 minutes while holding the eyelid(s) open.
- Be careful not to rinse contaminated water into the unaffected eye or onto the face.
- If irritation persists, repeat flushing and see a doctor immediately.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Battery Charging – ccohs.ca

Spills – SWP

Bloodborne Pathogens/Biohazards

Overview

Bloodborne pathogens and biohazards are biological or chemical hazards that can lead to various health issues, from skin irritation to serious infectious diseases like HIV or Hepatitis B and C. It is essential for all employees to adhere to proper safety protocols to protect themselves and their coworkers from exposure to these hazardous materials.

Hazards

Biohazards materials include:

- Bodily fluids (blood, vomit, feces, urine, semen, etc.)
- Hypodermic needles and other sharps
- Contaminated broken glass
- Feminine hygiene products
- Used undergarments and clothing
- Discarded food
- Tissues
- Condoms
- Animals

Exposure is not limited to the above list.

Mandatory Requirements

Personal Protective Equipment (PPE)


Protective Clothing


Respiratory Protection


Eye Protection


Foot Protection


Hand Protection

Latex disposable “one-use gloves” must be worn during contact with blood or other body fluids that could possibly contain visible blood, such as urine, feces, or vomit. Inspect, replace, do not reuse.

Bloodborne Pathogens

- Be aware that contact with blood or body fluids can occur during tasks like handling garbage, laundry, cleaning bathrooms, or providing first aid.
- Employees with potential exposure to bloodborne pathogens must complete bloodborne pathogen training.
- Treat all human or animal blood and other potentially infectious materials as if they are infectious.
- Immediately report any suspected exposure to your manager.
- Wash hands and any exposed body parts immediately after contact with blood or other body fluids, and disinfect contaminated surfaces.
- Cover any cuts, sores, or breaks on exposed skin with bandages or other protective barriers.
- Do not take home any clothing contaminated with blood or infectious materials.
- Prevent practices that increase the risk of blood contact, such as sharing razors or toothbrushes.
- Eating, drinking, smoking, applying cosmetics, and handling contact lenses are prohibited in areas where there's a risk of exposure to biohazard waste.
- If you encounter potentially infectious materials outside of your regular duties, notify your manager immediately.
- For sharps disposal, contact your manager to bring a sharp container and always wear appropriate PPE when handling.

Cleaning Spills and Decontaminating Surfaces

All objects or areas that come into contact with blood or bodily fluids must be properly decontaminated. Follow these steps to safely clean a spill or decontaminate surfaces:

- Wear protective gloves and goggles.
- Apply a bleach solution (1 part bleach to 10 parts water) to all affected areas and objects.
- Dispose of contaminated sharp objects in a sharps container.
- Decontaminate gloves while still wearing them.
- Place all contaminated objects in biohazard bags for proper disposal.
- Store any opened bleach containers in the chemical storage area.
- Wash hands thoroughly with soap and warm water.
- If clothing is contaminated with blood, change immediately and dispose of soiled clothing in biohazard bags.

Removing Gloves:

1. **First glove:**
    - Pinch the glove near the wrist to create a fold.
    - Carefully grab the fold and pull towards your fingertips, turning the glove inside out.

- Hold the removed glove in the still-gloved hand.

2. **Second glove:**
   - Slide your index finger under the remaining glove, then rotate your finger 180 degrees to peel it off, ensuring the first glove stays inside the second.
   - Dispose of both gloves in the appropriate container.

Cleaning Up Blood or Other Body Fluids

Appropriate personal protective equipment must be worn at all times when dealing in these situations.

- Restrict access to the contaminated area.
- Dispose of any sharp objects as outlined above.
- Use paper towels to clean up the spill and dispose of them in a waterproof garbage bag or bio-hazard disposal bag.
- If gloves become contaminated, dispose of them and replace with a new pair.
- Warning labels need to be placed on the bags that contain hazardous waste.
- Apply disinfectant or bleach to the contaminated area and let it sit for ten minutes. When using disinfectant or bleach, follow the directions for safe use on the label or Safety Data Sheet (SDS).
- Use paper towels to soak up the disinfectant and dispose of the towels in a waterproof garbage bag.
- Remove personal protective equipment while still wearing gloves. Clean reusable personal protective equipment and dispose of single-use equipment.
- Carefully remove cloves, throw them away, and wash hands thoroughly.

Exposure to Blood or Body Fluids

- Wash hands and exposed skin with soap and water immediately after exposure to blood or body fluids on unbroken skin.
- Immediate medical attention or first aid is required for the following exposure incidents:
  - Any cut or prick by a needle, razor, or anything sharp that has body fluids on it,
  - Any bite from another person,
  - Splash of body fluid onto skin with a small scratch, burn or rash,
  - Body fluid that comes in contact with eyes, nose or mouth.
- For a puncture by a sharp object, let the cut bleed and then wash it with soap and water.
- For body fluid contact with the eyes, nose or mouth, rinse the area with plenty of clean water.

- For a body fluid splash on broken skin, wash with soap and water.

Report all Injuries and incidents to your Supervisor or Manager immediately!

Cleaning Standards Chart

Type of Cleaning	Proper Cleaning Method	Responsible Team
Daily	➢ Appropriate sanitation ➢ Utilize proper Personal Protective Equipment.	Staff
Newly Contaminated	➢ Use a disinfectant such as household bleach, freshly diluted 1:10 in water (1 part bleach to 10 parts water)) or other approved disinfectants as supplied by the property's chemical supplier. ➢ Utilize proper PPE	Manager/Supervisor
Any spill of blood or other potentially infectious material, contaminated water	➢ Use a disinfectant such as household bleach, freshly diluted 1:10 in water (1 part bleach to 10 parts water) or other approved disinfectant as supplied by the properties chemical supplier. ➢ Utilize proper Personal Protective Equipment.	Manager/Supervisor

Guidance on Disposing of Sharp Objects

- Sharp objects, such as needles and razor blades, may pose a risk of contamination from infected blood or body fluids. It is essential to handle these items with caution. Follow these guidelines for safe disposal:
- Do Not Discard in Regular Trash: Avoid throwing potentially contaminated sharp objects into standard garbage cans.
- Wear Protective Gear: Always put on disposable waterproof gloves before handling sharp items.
- Never Recap or Alter Needles: Do not attempt to recap used needles, bend them, or remove needles from syringes.
- Use Proper Disposal Containers: Have a designated container that is clearly marked, leak-proof, and puncture-resistant for the disposal of sharp objects.

- Use Tools for Handling: Utilize tongs or pliers to safely pick up sharp objects, placing them in the disposal container with the sharp end facing down.
- Monitor Container Levels: Empty sharps containers when they are three-quarters full. Do not overload them to ensure safe handling.
- Schedule Disposal Services: Contact your local biohazard or sharps removal company for pickup when the container reaches the three-quarters full mark.

Handling Garbage Safely

- Exercise Caution: Always take precautions to avoid contact with sharp objects or hazardous materials while handling garbage.
- Use Waterproof Bags: Ensure that all garbage is placed in waterproof bags to contain any potential leaks or spills.
- Wear Protective Gloves: Never handle spilled garbage with bare hands. Instead, wear waterproof, puncture-resistant gloves or use appropriate tools for handling.
- Avoid Direct Contact: Do not reach into or pack down garbage using your hands. Use tools instead.
- Be Aware of Sharp Objects: Keep an eye out for sharp items or broken glass that could penetrate the garbage bag.
- Don't Overfill Bags: Leave space at the top of garbage bags to prevent spills and ensure easy handling.
- Carry Bags Safely: When carrying garbage bags, grasp the top of the bag and hold it away from your body to avoid contact with any hazardous materials.

Handling Dirty Laundry Safely

- Laundry may be stained with blood or body fluid, certain hygiene practices are recommended when coming in contact with dirty laundry.
- Wear gloves and other appropriate personal protective equipment while handling laundry.
- Place dirty laundry in bags or containers. Do not sort or rinse at the location where it was used.
- Laundry that is heavily soaked with blood or body fluids should be bagged to prevent leaking.

Infections

Hantavirus

Hantaviruses are a family of viruses spread mainly by rodents and can cause varied disease syndromes in people worldwide. Infection with any hantavirus can produce hantavirus disease in people. Hantavirus spread to people via aerosolized virus that is shed in urine, feces, and saliva, and less frequently by a bite from an infected host. The hantavirus does not appear to cause illness in the rodent hosts, but is shed in their saliva, urine and droppings.

Hantavirus is usually spread to humans when particles of infected saliva, urine or feces are inhaled. Inhalation may occur through direct contact with the rodent, or from breathing airborne dust particles that are generated when rodent excreta is disturbed. The virus can be spread if infected materials contact broken skin or the membrane lining of the eyelids and eyeball.

The virus may be spread if: a rodent bites you (this is very rare); if you touch something that has been contaminated with rodent urine, droppings or saliva, and then touch your nose or mouth; if you eat or drink food or water contaminated by rodents.

Workers who are involved in the clean-up of areas where rodents or rodent droppings are present should also take precautions:

- Clear all unnecessary workers from the area.
- Ventilate the area by opening windows and doors, if possible.
- Put on disposable rubber or plastic gloves before starting clean up.
- Wear a NIOSH approved respirator
- If the area has a heavy rodent infestation, the worker should also wear coveralls (disposable, if possible), rubber boots or disposable shoe covers and protective goggles.
- Don't stir up dust by sweeping up or vacuuming up dry droppings, urine or nesting materials.
- Thoroughly wet contaminated areas with detergent or liquid to deactivate the virus. Most general purpose disinfectants and household detergents are effective, however a solution prepared by mixing 3 tablespoons of household bleach in 1 gallon of water may be used in place of a commercial disinfectant. When using the chlorine mixture, avoid spilling the mixture on clothing or other items that may be damaged.
- Once everything is wet, take up the contaminated materials with a damp towel, and mop or sponge the area with disinfectant.
- Dispose of dead rodents as indicated under Handling Rodents.
  (10) Dispose of all contaminated materials in double plastic bags. Seal the bags and label them to identify the contents. Do not puncture the bags. Bags of waste may be disposed of by burying them in a hole that is at least two feet deep or by incinerating them. Contaminated material may also be disposed of with regular garbage as long as the amount of material can be safely treated by

being soaked in a disinfectant solution and the material is in double plastic bags.
- Wipe or mop surfaces with a solution of disinfectant and detergent.
- Decontaminate and remove personal protective equipment and clothing as outlined under the Decontamination Procedure.

Lyme Disease Prevention

The Lyme disease bacterium, Borrelia burgdorferi, is spread through the bite of infected ticks. Ticks can attach to any part of the human body. Ticks are often found in hard-to-see areas such as the groin, armpits, and scalp. In most cases, the tick must be attached for 36-48 hours or more before the Lyme disease bacterium can be transmitted. Most humans are infected through the bites of immature ticks called nymphs. Nymphs are tiny (less than 2 mm) and difficult to see; they feed during the spring and summer months.

- Be extra-vigilant in the warmer months (April to September), when ticks are most active.
- Avoid direct contact with ticks.
- If possible, avoid wooded and bushy areas with high grass and leaf litter.
- Walk in the centre of trails.
- Wear appropriate insect repellent, ensuring to apply to both skin and clothing.
- Wear long-sleeved shirts, pants, socks, and close-toed shoes if working in any wooded, bushy or high-grass areas. Tuck in shirts, and pants into socks. If possible, light-coloured clothing is preferred, as that makes it easier to spot ticks.
- After completing any work in wooded, bushy or high-grass areas, conduct a full-body tick check (including hair and clothes), and inspect any equipment that was with you.
- Shower or bathe within 2 hours of being outdoors to wash away any loose ticks.

If you find a tick attached to your skin, do not panic. Finding a tick within 24-36 hours usually prevents infection.

- Use fine-tipped tweezers to grasp the tick as close to the skin's surface as possible.
- Pull upward with steady, even pressure. Don't twist or jerk the tick; this can cause the mouth-parts to break off and remain in the skin. If this happens, remove the mouth-parts with tweezers. If you are unable to remove the mouth easily with clean tweezers, leave it alone and let the skin heal.
- After removing the tick, thoroughly clean the bite area and your hands with rubbing alcohol, an iodine scrub.

- Dispose of a live tick by submersing it in alcohol, placing it in a sealed bag/container, wrapping it tightly in tape, or flushing it down the toilet. Never crush a tick with your fingers.
- Avoid folklore remedies such as "painting" the tick with nail polish or petroleum jelly, or using heat to make the tick detach from the skin. Your goal is to remove the tick as quickly as possible. Do not wait for it to detach.
- Notify your supervisor immediately, and ensure the First Aid Log and Incident Report is completed.
- If you have been bitten by a tick, or develop symptoms in the weeks after a tick bite, consult your health care provider IMMEDIATELY. Symptoms of Lyme disease can include one or a combination of the following:
    - fatigue
    - fever or chills
    - headache
    - spasms, or weakness
    - numbness or tingling
    - swollen lymph nodes
    - skin rash
    - cognitive dysfunction (brain fog), dizziness
    - nervous system disorders
    - arthritis and arthritic symptoms (muscle and joint pain)
    - abnormal heartbeat

West Nile Virus Prevention

The West Nile Virus (WNV) is most often spread to people from the bite of an infected mosquito. The WNV normally cycles between mosquitoes and birds. However, people may be infected if they are bitten by a WNV-infected mosquito. Outdoor workers are at risk of WNV infection from the bite of mosquitoes.

The most effective way to avoid WNV is to prevent mosquito bites.

- Use insect repellent when working outdoors, ensuring to apply to both skin and clothing. Mosquitoes may bite skin through clothing.
- When weather permits, wear long sleeves, long pants, and socks when outdoors.
- Take extra care during peak mosquito biting hours, from dusk to dawn, and in the early spring months (April to June).
- Remove or empty any standing water from gutters or other places, on a regular basis.
- When conducting field work, be aware of your surroundings and on the lookout for areas of standing water, such as stagnant ponds.

- If, in the course of your work, you find a dead bird, report it to the local authorities. A dead bird may be a sign that WNV is circulating between mosquitoes and birds in the area.

Reporting

All non-conformances, work-related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Sharp Objects – SWP

Spills – SWP

Bloodborne Infectious Diseases: HIV/AIDS, Hepatitis B, Hepatitis C - Centers for Disease Control and Prevention (CDC)

Burnisher

Overview

A Burnisher is a machine used to clean and polish floors. At the base, this device contains a pad that rotates at high speeds in order to clean and polish floor surfaces. A floor Burnisher is like a buffer that is meant to handle large areas.

This Safe Work Practice will provide tips on how to work safely with and around Floor Burnishers.

Hazards

The following hazards may occur when using a Burnisher:

- Slips, Trips and Falls
- Electrical shock
- Back and muscle pain
- Vibration and noise
- Abrasions, cuts, scrapes or burns
- Entanglement

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


Protective Clothing


Eye Protection


Respiratory Protection


Hand Protection


Hearing Protection

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts. When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Always refer to Manufactures Operating Manual before use.

- Only trained personnel are authorized to operate the burnisher.
- Voltage Check: Verify the voltage rating of the burnisher before plugging it in. Connecting to a higher voltage can cause damage or injury.
- Inspect for Damage: Check the machine and accessories for any damage. Do not use a damaged burnisher or cord. Report issues to your supervisor immediately.
- Only qualified service professionals should perform maintenance and repairs.
- Cord Safety: Avoid pulling or carrying the burnisher by the cord, using the cord as a handle, or running it over the cord. Keep the cord away from heat sources.
- Unplugging: Always unplug by grasping the plug, not the cord, and do not handle the plug with wet hands.
- Floor Preparation: Ensure the floor is suitable for burnishing; do not burnish a floor that requires scrubbing or stripping.
- Use the Correct Pad: Use the appropriate white burnishing pad; a coarse pad may scratch the floor, while a fine pad may lack necessary cleaning action.
- Area Preparation: Burnishing is typically done in high-traffic areas with minimal furniture. Place wet floor signs and have extra pads available.
- Avoid Stationary Burnishing: A stationary high-speed burnisher can quickly damage the floor. Keep it moving to prevent "burning" holes.
- Aggressive Cleaning: High-speed burnishing may cause all finishes to powder.
- Clean the machine and pads using a water and stripper solution.
- Footwear: Wear appropriate footwear as outlined in the PPE policy.
- Awareness: If working alone, face the door while using the burnisher to remain aware of your surroundings.
- Report any hazards encountered during use to your supervisor.
- Power Off: Turn off all controls before unplugging the burnisher.
- Flammable Liquids: Do not use near flammable or combustible liquids.
- Lockout/tag-out any malfunctioning machines and report them

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Carpet Extractor

Overview

A carpet extractor is an electric-powered machine designed specifically for cleaning carpets. It utilizes hot water, detergent, a powered scrub brush, and strong suction to remove deeply embedded dirt from wall-to-wall carpeting. Using the extractor improperly or engaging in unsafe practices can lead to minor personal injuries or damage to the product or property. This Safe Work Practice outlines tips for safely operating the carpet extractor.

Hazards

The following hazards may occur during the use of the Carpet Extractor:

- Risk of fire or explosion if used in flammable environments or for picking up volatile materials.
- Risk of electrical shock.
- Exposure to chemicals used in the machine.
- Risk of personal injury from slips, trips, and falls.
- Back and muscle pain.

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

Protective Clothing

Eye Protectior

Respiratory Protection

Hand Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Always refer to Manufactures Operating Manual before use.

- Consult the Manufacturer's Operating Manual before use.
- Ensure you have completed WHMIS training and received practical training from your Supervisor.
- Read the SDS for cleaning products
- Keep hair, loose clothing, and body parts away from moving parts and openings.
- Wear protective footwear at all times.
- DO NOT operate the machine in explosive environments or near flammable materials and vapours.
- NEVER use this machine to pick up volatile or explosive substances (fuels, solvents, grain dust, etc.).
- This unit is not for dry pick-up of dust or debris.
- Ensure the machine is fully assembled before operation.
- Maintenance and repairs should be conducted only by qualified professionals.
- Do not use if damaged. Report any issues (e.g., drops or exposure to water) to your Supervisor and tag the equipment.
- Avoid immersing the machine in liquid; use only on carpets moistened by the cleaning process. Protect it from rain and keep it indoors.
- Use water no hotter than 60°C (140°F) to prevent damage.
- Store in non-freezing temperatures to protect solution system components.
- Close supervision is required when the machine is near children
- Exercise caution on stairs and clear obstacles before cleaning.

When Using Carpet Extractor

- Check power cord, plug and strain relief for worn or damaged insulation. Repair or replace if necessary.
- Confirm the quick connects located at the back of the machine are properly attached. This is the water supply line and solution water will not be allowed to flow through to the jets if this connection isn't secure.
- Lock the brush assembly in the up position for storage or transport. This is done by pulling up on the black knob/lift mechanism at the front of the machine and allowing the lift stop to rest on the bracket.
- Check the inlet screen and filter bag in the opening of the fresh water/solution tank for damage or debris.
- Remove the clear dome on top of the recovery tank.
- Inspect for damage to the dome and gasket.
- The intake filter screen should be clean of debris and checked periodically for any damage, replace if necessary.

- Connect the power cord plug to a 115 volt grounded wall socket. See Grounding Instructions. Use of an extension cord is not recommended. However, if one is necessary, use only a 14 gauge or larger cord. Smaller or inferior cords are dangerous and may cause damage to the machine.
- Pull backward during operation. DO NOT ATTEMPT TO OPERATE IN A FORWARD DIRECTION. Position yourself behind the machine, grasp the handle and depress the red momentary “Pump/ Brush” switch on the top center of the handle. This switch activates the brush drive motor and the pump to spray cleaning solution. Walk slowly backward and continue to depress the red switch to perform the cleaning process.

Grounding Instructions

- This machine must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING: Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the machine - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

Plug and Cord Safety

- To prevent electric shock or injury, always remove the electrical plug from the electrical outlet before doing any repairs or maintenance to this machine or when leaving the machine unattended.
- To prevent damage to the power cord, do not move this machine over the power cord. Always lift the power cord over the machine. Do not pull or carry cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners.
- Keep cord away from heated surfaces.
- Make sure all switches are turned off before plugging or unplugging the power cord into/from a wall receptacle.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle the plug or machine with wet hands.

For full operational instruction and details refer to the operator’s manual and the training given by your Supervisor.

Reporting	All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.
Additional Resources	None

Chemical Handling

Overview

All workplaces contain various chemicals, from cleaning products and paint thinners to those used in chemical manufacturing. It's essential to understand the hazards associated with the chemicals in your environment and to take the necessary precautions to work safely and prevent injury.

While some chemicals are relatively safe, others can pose significant risks if not handled or stored correctly.

When a hazardous chemical or pollutant is released into the environment in excessive amounts, it is classified as a spill. Spills present serious health, safety, and environmental risks. Therefore, it's crucial to implement preventive measures and establish safe work practices for spill response. Having a spill clean-up plan ensures that all workers are equipped with the necessary tools and training to manage spills effectively.

Hazards

Depending on the chemical being used, the following hazards may occur:

- Burns or dermatitis if in contact with skin
- Respiratory distress, asthma if inhaled
- Eye injury if splashed in eye
- Damage to equipment, property or the environment

CAUTION!

A spill is always possible when chemicals are used in the workplace.

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

Protective Clothing

Eye Protectic

Respiratory Protection

Hand Protection

Ensure your gloves are resistant to the chemicals you are working with. Ensure eye protection used is goggles.

Safe Chemical Handling Guidelines

- Complete proper training on WHMIS 2015 and familiarize yourself with the types of chemicals you may encounter.
- Always read the Safety Data Sheets (SDS) for all chemicals you work with.
- Be aware of the hazards associated with these chemicals, including fire, explosion, health risks, and chemical reactivity.
- Whenever possible, opt for less harmful substitutes that effectively and safely accomplish the task.
- Many chemicals are flammable or combustible. Always eliminate ignition sources when handling these liquids. Common ignition sources include:
    - Sparks from electrical tools and equipment
    - Sparks, arcs, and hot metal surfaces from welding and cutting
    - Tobacco smoking
    - Open flames from portable torches, heating units, boilers, pilot lights, ovens, and dryers
    - Hot surfaces such as boilers, furnaces, steam pipes, electric lamps, hot plates, irons, and electric coils
    - Embers and sparks from incinerators, foundry cupolas, fireboxes, and furnaces
    - Static electricity sparks from rotating belts, mixing operations, or improper transfer of flammable liquids

To reduce ignition sources, you can:

- Remove open flames and spark-producing equipment
- Avoid smoking near flammable liquids
- Use approved explosion-proof equipment in hazardous areas
- Order only the smallest reasonable quantities of chemicals, considering shelf life and available storage space.
- Use the minimum amount of each chemical necessary in the work area.
- Dispose of rags and other materials in approved containers.
- Store, handle, and use chemicals in well-ventilated areas.
- Always use approved containers and dispensing equipment.
- Keep containers closed when not in use.
- Wear appropriate personal protective equipment (PPE) for your tasks.
- Follow all relevant health and safety rules related to your job.

Chemical Spills

Prevention is key. Follow safe work practices when working with chemicals and hazardous substances to minimize the risk of a spill. In the event of a spill, follow these practices:

Be Prepared

Evaluate the hazards of the materials you work with and be prepared to properly and safely clean up a small spill or leak.

- Be familiar with SDS for working materials. Keep them close by to refer to for proper clean up and disposal of spill.
- Ensure appropriate spill kits, tools, and personal protective equipment are readily available. Ensure you have been trained in the use of spill kits and tools and trained and fit-tested for all PPE.
- Ensure that engineering controls are adequate and are working properly.
- Know where the eye-wash stations and deluge shower are located.
- Ensure emergency response contact numbers and information is posted in a visible location.
- Participate in spill response plan simulations.

Spill Response

Respond to the spill based on the hazards of the material and the workplace conditions.

- Wear adequate protective equipment for the hazards present.
- Notify your supervisor and any other people in the immediate area.
- Know when to initiate the emergency response plan.
- If you cannot respond safely, evacuate the area and restrict access. Contact our spill response team or emergency services.
- Remove or extinguish all ignition sources.
- Block off the spill area by using traffic cones or other easy to see signs or markers.
- Review the SDS for proper clean up and disposal.
- If safe to do so, contain the spill to make sure it does not spread.
- Use the right equipment and PPE to clean up the spill. Do not use substitute equipment or materials.
- Dispose of the chemical in a safe manner as outlined in the SDS. Before initiating regular work activities, decontaminate the surface where the spill occurred.
- If the spill is a corrosive material, use a neutralizer during the clean-up process. Follow the SDS to ensure you are using the right neutralizing substance.

- If the spill is of a flammable or combustible material, remember to use rated spark-proof PPE to clean up the spill. Refer to the SDS for more information.
- Know the proper disposal procedures for this jurisdiction. Contact local and provincial authorities or the Ministry of the Environment if you have questions.
- Ensure clothing, equipment and tools are properly decontaminated after the spill has been cleaned up.
- Determine whether the spill is minor or a complex or major spill.

Safe Chemical Handling Procedures:

Minor Spill

- An amount that is safe to clean.
- The ability to contain the spill away from drains, ignition sources, and incompatible chemicals.
- No immediate danger to life or health.
- No risk of fire or explosion.

Complex or Major Spill

- An amount that is unsafe to clean up.
- Potential for atmospheric release, sewer discharge, or soil/water contamination.
- Immediate danger to life or health.
- Likely risk of fire or explosion.
- Lack of available PPE or untrained personnel.

Housekeeping

- Maintain good housekeeping practices.
- Keep chemical storage and usage areas free of combustible materials.
- Use drip trays and empty them regularly in areas with recurring leaks.
- Consider splash guards for machines that eject chemicals.
- Remove obstacles preventing the closure of containers held open by fusible links.
- Ensure chemicals are not stored in a way that blocks escape routes in a fire.

Maintenance

Regular equipment maintenance is crucial for chemical hazard control:

- Ensure maintenance staff are aware of potential hazards.
- Conduct proper repairs, including using approved parts for explosion-proof equipment.

- Do not use damaged safety containers. Discard any that cannot be safely repaired.

Storage

- Store flammable liquids in metal containers unless purity or corrosion is a concern.
- Ensure WHMIS labels are on all containers.
- Avoid storing containers near exits.
- Regularly check storage areas for leaks.

Clean Up

- Place contaminated clothing, PPE, rags, and materials in designated bins separate from regular waste.
- Clean drums after use and dispose of liquid waste in labeled containers.
- Dispose of leftover cleaners and residues properly.
- Use approved waste disposal cans for solid materials soaked in chemicals.
- Never pour flammable liquids down sinks or drains.
- Follow environmental laws for hazardous waste disposal.
- Do not perform work on empty containers until they are thoroughly cleaned of all liquids and vapors.

In an Emergency

- Be prepared to respond to emergencies safely.
- Know the locations of fire extinguishers, spill kits, eyewash stations, and safety showers.
- Familiarize yourself with emergency procedures.
- Evacuate the area if untrained or if the situation exceeds your control.
- Alert others to the emergency and call the fire department immediately.
- Report the issue to the Emergency Response Team.
- Seek first aid for chemical exposure and remove contaminated clothing.

ALWAYS CHOOSE THE LEAST HAZARDOUS CHEMICAL THAT WILL WORK!

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

WHMIS – National Essential Elements Program

WHMIS – whmis.org

Spills – SWP

Cold Weather Services

Overview

Servus Group provides essential cold weather services, including snow removal using shovels and snow blowers, as well as the application of ice melt to ensure safe and accessible areas during winter conditions. Cold weather work presents unique challenges and hazards, such as slippery surfaces, extreme cold, and limited visibility. Through proper equipment use, adherence to safety protocols, and hazard awareness, we aim to minimize risks and maintain a safe working environment.

Hazards

- **Winter Driving Hazards**
  - Icy roads and poor traction
  - Reduced visibility
  - Longer braking distances
  - Mechanical issues due to cold weather
- **Slips, Trips, and Falls**
  - Icy and snowy surfaces
  - Unstable ground conditions
  - Carrying heavy loads
- **Snow Blower Operation**
  - Mechanical hazards (moving parts)
  - Thrown debris
  - Fuel or electrical hazards
- **Exposure to Cold and Hypothermia**
  - Prolonged cold exposure
  - Frostbite
  - Reduced dexterity in cold conditions
- **Overexertion and Fatigue**
  - Shoveling heavy snow
  - Repetitive motions
  - Dehydration or fatigue
- **Working Near Vehicle Traffic**
  - Visibility issues
  - Sliding vehicles
  - Close proximity to traffic
- **Handling Chemicals (Ice Melt)**
  - Skin irritation
  - Environmental impact
  - Inhalation of dust or particles

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


High Visibility


Hearing Protectior


Head Protection


Hand Protection

Wear insulated gloves, a warm hat, waterproof boots, and appropriate eye protection when operating equipment or applying ice melt.

Use anti-slip traction devices on boots in extremely icy conditions to prevent falls.

Working Safely

See Also:
Extreme Temperatures
Driving Safely

Winter Driving Safety

- **Pre-Trip Preparation**:
  - Before starting your trip, clear all snow and ice from the vehicle's windshield, windows, mirrors, and roof.
  - Ensure tires are suitable for winter conditions (winter-rated or snow tires) and check tire pressure.
  - Keep an emergency kit in your vehicle, including blankets, a flashlight, non-perishable food, water, and a first-aid kit.
  - Make sure your phone is charged, and have a backup charger on hand.
- **While Driving**:
  - Drive slowly and allow extra time for travel.
  - Increase following distance—use the 4-12 second rule to ensure plenty of stopping time.
  - Apply brakes gently and avoid sudden movements. Sprinter vans equipped with ABS will shudder and pulse when braking on ice—maintain firm, constant pressure.
  - Avoid distractions, keep both hands on the wheel, and be alert for changing road conditions.

Preventing Slips, Trips, and Falls

- **Work Area Preparation**:

    - Before moving in icy or snowy areas, apply ice melt to high-traffic zones and ensure pathways are clear.
    - Focus on walking on cleared areas, and plan your route to avoid slippery spots.
- **Safe Walking Techniques**:
    - Wear appropriate winter footwear with slip-resistant soles.
    - Walk slowly and deliberately; avoid rushing or running.
    - Avoid walking with hands in your pockets—keep arms free for balance.
    - Take short steps and walk flat-footed on icy areas.
- **Carrying Objects**:
    - Avoid carrying heavy or awkward loads across slippery surfaces. If necessary, clear a safe path before transporting items.
    - Use carts or sleds for moving heavier items when possible.

Working Near Vehicle Traffic

- **High Visibility**:
    - Always wear high-visibility vests when working near roadways or in low-light conditions.
    - Ensure that snow removal tasks are done away from active vehicle lanes whenever possible.
- **Awareness of Traffic**:
    - Stay alert for vehicles that may lose control due to ice or snow.
    - Be cautious when working near roadways, especially during early mornings, evenings, or low visibility.

Cold Weather Exposure

- **Dressing for the Weather**:
    - Dress in layers to manage body heat—remove layers if you begin to sweat and add them back when you cool down.
    - Wear waterproof and insulated outer layers to protect against moisture and wind chill.
    - Keep extra clothing available to change into if your layers become wet.
- **Preventing Hypothermia**:
    - Take regular warming breaks indoors or in heated vehicles, especially during prolonged exposure to cold.
    - Drink warm fluids and eat high-energy foods to maintain body heat and energy.
    - Monitor co-workers for signs of cold stress or hypothermia, such as shivering, confusion, or slurred speech, and seek warmth if needed.

Manual Snow Removal (Shoveling)

- **Shoveling Techniques**:

- Use proper lifting techniques—bend at the knees and lift with your legs, not your back.
- Shovel smaller loads of snow to reduce strain on your body.
- Take breaks to avoid overexertion, especially when removing heavy, wet snow.

- **Using Snow Removal Equipment**:
  - Inspect shovels and other tools for cracks or damage before use.
  - Use ergonomically designed shovels to reduce strain on your body.
  - Use snow blowers properly—clear the work area of obstacles and avoid wearing loose clothing that may get caught in machinery.

Safe Use of Snow Blowers

- **Equipment Inspection**:
  - Before use, inspect snow blowers for wear or damage. Ensure the machine is properly fueled and functioning.
- **Operating Snow Blowers**:
  - Wear appropriate eye and ear protection while operating.
  - Never attempt to clear blockages or perform maintenance with the machine running. Turn off the engine first.
  - Be mindful of surroundings, especially pedestrians or vehicles in the work area.
  - Keep hands and feet away from moving parts at all times.

Combustible and Flammable Liquids

Overview

Combustible and flammable liquids are found in nearly every workplace. Common combustible liquids include diesel fuel and kerosene, while gasoline, turpentine, and acetone are typical flammable liquids.

Both types of liquids are capable of burning, but flammable liquids produce vapors that can ignite easily at normal working temperatures. In contrast, combustible liquids are less likely to catch fire, although they can still pose significant hazards when involved in high-temperature processes.

Other flammable and combustible liquids include:

Solvents	Thinners	Cleaners
Adhesives	Paints	Waxes and polishes

Everyone who works with or around these liquids must be aware of their hazards and how to work safely with them. This Safe Work Practice provides tips on how to work safely with combustible and flammable liquids.

Hazards

The following hazards may occur when handling combustible and flammable liquids:

- Fires, explosions
- Spills
- Chemical exposure can result in bodily harm (burns, dermatitis, asthma)

ALWAYS ASSUME THERE ARE POSSIBLE IGNITION SOURCES PRESENT!

Mandatory Requirements

All work must be done in compliance with the:

- Provincial Occupational Health & Safety Act(s)
- Fire Protection & Prevention Act
- WHMIS
- Policies and Procedures.

Personal Protective Equipment (PPE)


Foot Protection


Protective Clothing


Eye Protectior


Respiratory Protection


Hand Protection

Ensure your gloves are resistant to the chemicals you are working with. If the SDS does not indicate the best type of protective material, you should call the manufacturer. Ensure eye protection used are goggles.

Additional PPE:


Eye wash station


Deluge shower


Fire extinguisher


Spill kit

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

- Ensure you receive proper training before working with combustible and flammable liquids.
- Read the Safety Data Sheets (SDS) for all materials you handle.
- Be aware of the hazards associated with these materials, including fire, explosion, health risks, and chemical reactivity.
- Know whether the materials you work with are classified as flammable or combustible liquids.
- Whenever possible, use non-flammable or less flammable alternatives to perform your tasks safely and effectively.
- Eliminate ignition sources in areas where flammable and combustible liquids are present. Common ignition sources include:
    - Sparks from electrical tools and equipment
    - Sparks, arcs, and hot surfaces from welding and cutting
    - Tobacco products
    - Open flames from torches, heating units, boilers, pilot lights, ovens, and dryers
    - Hot surfaces like boilers, furnaces, steam pipes, electric lamps, hot plates, irons, ducts, flues, electric coils, and hot bearings
    - Sparks from incinerators, foundry cupolas, fireboxes, and furnaces
    - Static electricity sparks from rotating belts, mixing operations, or improper transfer of flammable liquids

You can eliminate many of these ignition sources by:

- Remove open flames and spark-producing equipment from the work area.
- Avoid smoking near these liquids.
- Use approved explosion-proof equipment in hazardous areas.
- Use only the smallest amount of flammable liquid necessary for your tasks.
- Dispose of rags and other materials in approved containers.
- Store, handle, and use flammable and combustible liquids in well-ventilated areas.
- Utilize only approved containers and dispensing equipment.
- Keep containers closed when not in use.
- Bond and ground metal containers when transferring flammable liquids to prevent static buildup.
- Always wear the appropriate personal protective equipment (PPE) for the job.
- Follow health and safety rules that apply to your work.
- Ensure work is conducted in well-ventilated areas.
- Use non-sparking ventilation systems and equipment.

- Ground all metal drums, transfer vessels, hoses, and piping to prevent static charge buildup—ensure ground clips contact bare metal.
- Never heat containers or distribution systems containing flammable or combustible liquids.
- Use flammable or combustible liquids only for their intended purposes.

Housekeeping

Practice good housekeeping to maintain a safe environment.

- Keep areas where flammable or combustible liquids are stored, handled, or used clear of burnable materials.
- Ensure flammable and combustible liquids are not left in locations that could block escape routes in case of a fire.
- Remove obstructions that prevent containers with lids held open by fusible links from closing fully.
- Provide drip trays under equipment and empty them frequently to address recurring leakages.
- Consider using splash guards around machines or processes that eject flammable or combustible liquids.

Maintenance Guidelines for Flammable and Combustible Liquids

Regular inspection and maintenance of equipment are essential for mitigating hazards associated with flammable and combustible liquids.

- **Educate maintenance staff** about the hazards of the materials they may encounter to promote safety awareness.
- **Ensure proper repairs** are conducted on equipment, including specialized items like explosion-proof fittings. Using non-approved parts can lead to fire and explosion risks.
- **Never use damaged safety containers.** If approved repairs cannot restore a container to a safe condition, properly clean and dispose of it.

Storage

- **Use appropriate containers:** Only use metal containers for storing flammable liquids, unless doing so would affect the liquid's purity or cause excessive corrosion of the metal.
- **Label containers:** Ensure all containers have WHMIS labels affixed for easy identification of hazards.

- **Maintain safe storage practices:** Do not store containers in or near exits to allow for safe evacuation in emergencies.
- **Comply with standards:** Ensure storage cabinets meet ULC Standards C1275 for Flammable Liquid Containers and are clearly labeled to indicate the presence of flammable materials, with a warning to keep open flames away.

- **Ensure storage area is:**
    - **Ventilated:** Ensure storage areas are well-ventilated to reduce vapor concentrations.
    - **Ignition Source Controlled:** Keep the area free of ignition sources to minimize fire risks.
    - **Temperature and Humidity:** Maintain a cool and dry environment with controlled temperatures.
    - **Firefighting Equipment:** Equip the area with adequate firefighting and spill clean-up equipment.
    - **Accessibility:** Ensure the storage area is accessible to firefighters in case of an emergency.
    - **Clear Pathways:** Store flammable liquids away from elevators, building exits, and main aisles leading to exits.
    - **Signage:** Label the area with appropriate warning signs, such as “No Smoking.”
    - **Separation from Other Chemicals:** Never store flammable or combustible liquids near other dangerous goods.
    - **SDS Reference:** Always check Safety Data Sheets (SDS) for specific storage precautions for each material.
    - **Fire Extinguishers:** Ensure that fire extinguishers are of “Type B” suitable for flammable liquids.

Static Electricity

Static electricity is an imbalance of electric charges within or on the surface of an object. If not quickly removed, the charge will build up. Eventually it will develop enough energy to jump as a spark to a nearby less highly charged object. In an explosive or flammable atmosphere the spark can set off an explosion or fire. The danger is greatest when flammable liquids are being poured or transferred.

Static electricity can be produced by:

- Non-polar liquid flowing through a pipe or hose (i.e. hydrocarbons).

- Spraying.
- Blending or mixing.
- Filling containers or tanks.
- Movement (and friction) between materials.
- Movement of dry powdered material through chutes or conveyors.
- Movement of non-conducive conveyor belts or drive belts.
- Appliances that are plugged into electrical outlets.
- Flipping a light switch on or off.

Static electricity can be controlled by:

- Bonding and grounding - techniques used to prevent sparks from being created when liquids are transferred between containers. When there is an electrical connection between two or more conductive containers, bonding ensures the containers have the same electrical charge. Bonding does not eliminate the static charge which is why it is used in combination with grounding. A container is grounded when there is an electrical connection between the container and the earth. Grounding quickly drains away the static charge.
- Humidification - keeping relative humidity between 60-70% at 21°C may stop paper or layers of cloth and fibres from sticking together, however high humidity may not prevent the accumulation of static electricity and should not be relied upon solely when there are flammable liquids, gases or dusts present.
- Static collectors - devices used on moving equipment parts and non-conducive materials such as plastic film. Examples include metallic tinsel bars and spring copper brushes. They work by capturing the static discharge. The devices must be grounded.
- Additives - anti-static additives can be added to some flammable liquids, which changes the electrical properties of the liquid.

Clean Up

- Ensure contaminated clothing, PPE, rags and material are put in bins/areas separate from regular garbage/storage.
- Ensure drums are cleaned after use and the liquid waste is placed into an appropriately labeled liquid waste container.
- Ensure all other residue liquids, i.e. leftover cleaners, are disposed of properly.
- Use only approved waste disposal cans for cloth, paper and other solid materials soaked with flammable and combustible liquids.
- Never pour waste flammable liquids down sinks or drains.
- Always follow applicable environmental laws when disposing hazardous waste.

- Empty flammable and combustible liquid containers may still contain enough liquid to create an explosion hazard. Never perform any work (welding, cutting, drilling, soldering) on an empty container until all liquid and vapours have been cleaned out.

In an Emergency

- Be ready to handle emergencies safely.
- Know where the fire extinguisher and spill kit is located.
- Know where the eyewash station and safety shower is located.
- Know our emergency procedures.
- Leave the area at once if you are not trained to handle the problem or if it is clearly beyond your control.
- Alert other people in the area to the emergency.
- Call the fire department immediately.
- Report the problem to our Emergency Response Team.
- Obtain first aid if you have been exposed to harmful chemicals and remove all contaminated clothes.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately.

Additional Resources

Spills – SWP
WHMIS 2015 – whmis.org
WHMIS 2015 General – ccohs.ca
Flammable & Combustible Liquids – ccohs.ca
WHMIS – OH&S Program

Driving Safely

Overview

Traffic collisions are a leading cause of injury and death for individuals aged 5 to 34. In Canada, someone dies every four hours, and a person is admitted to the hospital every 90 minutes due to traffic-related incidents. Whether driving for business or personal reasons, it is everyone's responsibility to prioritize safe and defensive driving.

In British Columbia, motor vehicle collisions are a significant cause of worker fatalities, accounting for a substantial portion of workplace deaths. This risk increases when considering vehicles and mobile equipment used on the job, such as forklifts, tractors, and backhoes. Therefore, adhering to safe driving practices is crucial.

Hazards

The following hazards are associated with driving:

- Drivers may get seriously injured if a collision occurs.
- A fatality may result from a vehicle collision.
- Prolonged driving may cause MSDs.
- A pedestrian may be seriously injured if struck by a vehicle.

Mandatory Requirements

- Be properly licensed and insured.
- Provide evidence of a valid driver’s license upon hire and annually
- Practice defensive driving techniques.
- Follow all applicable provincial traffic regulations.
- Seat belts must be worn at all times!

Fleet Vehicle Policy

Policy

The purpose of this Policy is to ensure the safety of those individuals who drive company vehicles. Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. As such, the Company endorses all applicable motor vehicle regulations relating to driver responsibility. Servus Group clean Vancouver expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely.

Driver Eligibility

- Company vehicles are to be driven by authorized employees only, except in emergencies, or by an assigned mechanic. Family members are not authorized to drive company vehicles.
- Any employee who has a driver's license revoked or suspended shall immediately notify the office, and discontinue operation of the company vehicle. Failure to do so may result in disciplinary action, including dismissal.
- All accidents, regardless of severity, must be reported to the police and the office. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, including dismissal.
- Drivers may not use company vehicles for personal use without express consent of the office under any circumstances, except in emergencies.
- Drivers must immediately report all summonses received for traffic violations during the operation of a company vehicle to Servus Group Clean Residential Vancouver

Driver Safety Rules

- The use of a company vehicle while under the influence of intoxicants and other drugs is forbidden and is sufficient cause for discipline, including dismissal.
- No driver shall operate a company vehicle when his/her ability to do so safely has been impaired by illness, fatigue, injury, or medication.
- All drivers and passengers operating or riding in company vehicles must wear seat belts, even if air bags are available.
- No unauthorized personnel are allowed to ride in company vehicles.
- Drivers are responsible for the security of Company vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
- All other municipal, provincial laws and federal laws as well as Motor Carrier Safety Regulations must be obeyed.

Vehicle Maintenance

Proper vehicle maintenance is a basic element of any fleet safety program, not only to ensure a safe, road worthy vehicle, but also to avoid costly repair expenses and unexpected breakdowns.

- Inspection is the responsibility of the assigned driver.
- Routine inspections of critical items, such as brakes, lights, tires, wipers, etc., must also be completed.
- The vehicle should be cleaned (interior & exterior) regularly to help maintain its good appearance for you and the Company. A clean vehicle makes a good impression on customers.
- The vehicle manufacturer's maintenance schedule should be referenced and closely followed regarding recommended maintenance intervals.
- Drivers must inform the office of any significant damage to the vehicle that may impair its operation.
- Upon agreement with the office, Drivers may be responsible for any periodic maintenance, including oil changes, minor parts replacement (filters, tires etc.) that may or may not be reimbursed by the office.
- Drivers must deliver vehicles to scheduled repairs as directed.

Recommended Vehicle Equipment

- Cell Phone, to be used for emergency situations when you are not operating the vehicle.
- Emergency Vehicle Safety Kit (e.g. ice scraper, booster cables, flares, extra windshield fluid, flashlight, first aid kit, snack).
- Automobile Assistance membership.

General Tips

- Drive responsibly at all times.
- Maintain your vehicle in good working order.
- Perform a circle check to inspect your vehicle before departure.
- **Inspected items include:**
  - Headlights
  - Turn signals
  - Brake lights
  - Horn
  - Windows
  - Wiper blades
  - Oil and fluid levels
  - Tire pressure (including spare), using tire gauge
  - Mirrors
  - Fuel

- Adjust your seat so you can apply the brake with your knee comfortably straight and hands are on the steering wheel with a slight bend at the elbows.
- Be on the alert for slow moving vehicles, children, animals, pedestrians, and heavy traffic.
- Always drive according to the conditions (e.g. construction zones, ice, snow, fog and heavy rain).
- Drive within your capabilities.
- Drive with your headlights “on”.

Distracted Driving

Distracted driving is a leading cause of traffic accidents, and many common activities can divert a driver's attention from the road.

Here are some common distractions to be aware of:

- Eating, drinking, or smoking while driving.
- Reading, including maps or other materials.
- Applying makeup or shaving.
- Adjusting the entertainment system, climate controls, or other settings.
- Changing the position of pedals or the steering wheel.
- Watching people or objects outside the vehicle.
- Engaging in conversation with passengers, particularly in the back seat.
- Using communication devices, such as smartphones.

It's important to note that it is illegal for drivers to use hand-held cell phones or any other electronic devices while operating a vehicle. Prioritizing full attention to driving can help prevent accidents and ensure everyone's safety on the road.

New in-vehicle technologies will only add to the demands on the driver:

- Advanced features of cell phones and other wireless devices including internet, email, and music.
- Other wireless devices such as laptop computers, palm pilots, etc.
- In-vehicle navigation systems, e.g. GPS.
- Night vision systems.

Follow these simple solutions to reduce distractions and make your drive safer:

- Plan your route. Ensure your GPS is set to call out instructions so you don't have to glance down at it.
- Put your cell phone away. Reduce temptation by putting it in the trunk or a bag and turn the ringer off.
- Advise your passengers to be quiet if a risky situation arises on the road.
- Eating and drinking should be avoided while driving. If you need to take a drink, wait until you are stopped at a red light.
- Keep your radio volume at a level that allows you to hear a siren or the screech of brakes from another vehicle.
- Never do personal grooming while driving your car.
- Secure objects so they don't go flying if you have to brake in an emergency.

Driver Fatigue

If you are struggling to stay awake you shouldn't be driving. Here are some tips to reduce your chance of driving while fatigued.

- Make sure you get enough sleep before you drive
- Avoid scheduling trips before or after your usual wake-up and bedtimes.
- Drive during daylight hours when possible.
- On long trips, switch drivers every few hours.
- Try not to drive if you are taking medication that makes you drowsy.
- Take a nap before driving.

Road Rage

Employees are reminded to avoid potential road rage situations. The following are some best practices for avoiding rage:

- Acknowledge your mistakes which can reduce conflict.
- Be courteous and considerate.
- Do not compete or retaliate.
- Leave traffic enforcement to the police.
- Avoid honking your horn unless necessary.
- Stay in your vehicle, lock the doors and call the police if you are being physically threatened.
- Dial 911 to reach emergency services.

Driving Ergonomics

- Discomfort and lower back pain are frequent complaints reported by drivers. Injuries include foot cramps, low back pain, stiff neck, and sore shoulders from poor posture, stress, tension and staying in one posture or position for an extended period. Consider the following factors when selecting a vehicle.
- Does it match the requirements for your body size and any physical limitations you have?
- Does the layout and ergonomic features (e.g. steering wheel, seat, pedals and other controls, displays) meet your needs?
- Does the vehicle have features that assist in the kind of needs you have, e.g. an easy to load trunk for a salesperson.

Anyone spending a lot of time in a vehicle is likely to experience aches and pains. Drivers tend to experience pain more often as it is more difficult to shift body

positions while driving, but passengers can also feel the same effects if they are sitting for prolonged periods without changing position or getting out of the vehicle and stretching, or taking a break every hour or two. These aches and pains can be caused by:

- Poor posture – make sure your seat is adjusted properly.
- Low frequency whole body vibration in moving cars and trucks can contribute to the effects on the lower back.
- The shape of the vehicle seat itself may put pressure on selected parts of the legs, back and buttocks. This can lead to pain or discomfort at pressure points and may affect blood flow to the legs and feet.

Make the following adjustments to help alleviate these aches and pains:

- Adjust the seat - the driver should be able to reach the pedals, steering wheel and other controls without stretching the legs and arms, should have a good view of the instruments, gauges, and all mirrors, and good vision through the front and side windows.
- The back rest should be in contact along the full length of the driver's back. Adjust the lumbar so that the backrest fits the back and provides more comfort.
- The head rest, or head restraint, is designed to restrict head movement if a vehicle is hit from behind. It should be as high as the top of your head but not lower than your ears, and as close to your head as possible (7-10 cm or 2.75-4 inches).
- The air bag works in addition to the seat belt and is designed to deploy in higher speed frontal impacts. Always wear your seat belt. An air bag alone will not prevent you from being ejected from the vehicle.
- Adjust the steering wheel, pedals and gear shift for comfort and ease of use.

Winter Driving

Winter driving in Canada can be risky, so make sure you are prepared. Prevention is better than recovery.

- Before driving clear snow from the windshield and roof.
- Drive within your ability.
- Allow extra travel time and drive slowly.
- Increase your following distance to 2-3 times normal as needed. For example, the 2-4 second rule (counting the time between the vehicle in front of you passing an object and you passing the same object) should be increased up to 4-12 seconds.
- Avoid slamming on your brakes, apply breaks slowly and try and maintain traction. Sprinter Vans are equipped with Anti-lock braking (ABS). If ABS engage

the brakes will shudder and pulse. Maintain firm constant pressure on the brakes and steer as needed.

Get a Winter Vehicle Checkup
Ensure your vehicle is winter-ready by checking the battery, ignition system, lights, brakes, tires, exhaust system, heating/cooling system, and windshield wipers. These components are crucial for handling cold and snowy conditions.

Winter Tires
Use winter tires for better traction. In some provinces, winter tires are legally required. Make sure all tires are the same size, tread pattern, and construction—never mix different types of tires.

Update Your Emergency Kit
Equip your vehicle with essential winter items:

- Small shovel, scraper, and snowbrush
- Blankets
- Sand or kitty litter for added weight and traction if stuck
- Antifreeze
- Winter boots
- Extra gloves or mittens
- Scarf and toque
- Candle and matches

Clear Snow from Your Vehicle
Remove snow and ice from the hood, roof, windows, and lights. Failing to do so can result in poor visibility and fines in some areas. Drive with your headlights on for better visibility.

Plan Ahead and Drive Cautiously

- Check weather and road conditions before setting out.
- Allow extra time to reach your destination.
- Always inform someone of your travel plans, including your route and expected arrival time.
- Ensure you have enough fuel—keep the tank at least half-full during winter.
- Wear warm clothing that allows free movement and always fasten your seatbelt.
- Stick to main roads, drive slowly, and stay alert.
- Keep your phone fully charged in case you need to call for help.

What to Do if You Get Stuck or Stranded

- Stay calm and remain inside your vehicle unless help is clearly visible.
- Make sure the tailpipe is clear of snow to prevent carbon monoxide buildup.

- Use warning flares, turn on the dome light, and light a survival candle for warmth and visibility.
- Watch for traffic or rescuers and avoid venturing out into hazardous conditions.

Maintenance

- Make sure your vehicle is properly maintained and receives regular preventive maintenance.
- Do not drive your vehicle until required repairs are completed.
- Have your vehicle safety certified annually.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Distracted Driving – Ontario Ministry of Transportation

Dealing with Particular Situations – Ontario Ministry of Transportation

Driving and Ergonomics – ccohs.ca

Dryer Vent Cleaning

Overview

Servus Group performs dryer vent cleaning services using air compressors and specialized air skips inserted into exterior vents to effectively remove lint buildup. This service ensures proper dryer function, improves energy efficiency, and reduces fire hazards caused by lint accumulation.

To maintain a safe working environment, our OH&S program outlines specific safety practices for handling air compressors, managing high-pressure air tools, and preventing exposure to dust and debris during the cleaning process. Proper PPE, equipment maintenance, and adherence to safety protocols are essential components of our approach to minimizing risks and ensuring worker safety during dryer vent cleaning operations.

Hazards

Some of the specific hazards of dryer vent cleaning are:

- Noise Hazards
- Electrical Hazards (Electric Compressors)
- Dust and Debris Inhalation:
- Burn Hazards (Gas Compressors)
- Vibration and Ergonomic Stress

Mandatory Requirements

Personal Protective Equipment (PPE)

See also Hearing Conservation

Respiratory Protection

Eye Protection

Hearing Protection

Protective Clothing

Hand Protection

Working Safely

When performing dryer vent cleaning, it is essential to adhere to safe working practices to protect yourself from potential hazards. Always avoid placing the nozzle of the air skip directly against your skin to prevent injury from high-pressure air. Ensure you wear appropriate eye protection, such as safety goggles, to shield your eyes from dust and debris that may be expelled during the cleaning process. Additionally, use respiratory protection, like dust masks or respirators, to minimize inhalation of airborne particles. Be vigilant about controlling dust in the work area by using appropriate dust suppression methods, and always maintain a clean workspace to reduce slip, trip, and fall hazards. Prioritizing these safety measures will help create a safer working environment for everyone involved.

1. Preparation

- **Inspect Equipment**: Before use, inspect gas and electric compressors for damage or leaks. Ensure all safety features are operational.
- **Gather Personal Protective Equipment (PPE)**:
    - Safety goggles
    - Hearing protection (earplugs or earmuffs)
    - Dust masks or respirators
    - Gloves

2. Site Assessment

- **Evaluate Work Area**: Ensure the work area is clear of obstructions and hazards. Identify any potential slip, trip, or fall hazards.
- **Assess Ventilation**: Ensure proper ventilation in the work area, especially if using gas-powered compressors.

3. Setting Up Equipment

- **Position Compressors Safely**: Place gas and electric compressors on stable ground, away from any flammable materials.
- **Ensure Proper Grounding**: For electric compressors, verify that the equipment is properly grounded and that extension cords are rated for outdoor use.
- **Check Fuel Levels (Gas Compressors)**: Make sure the gas compressor has sufficient fuel for the job, and check for leaks or spills.

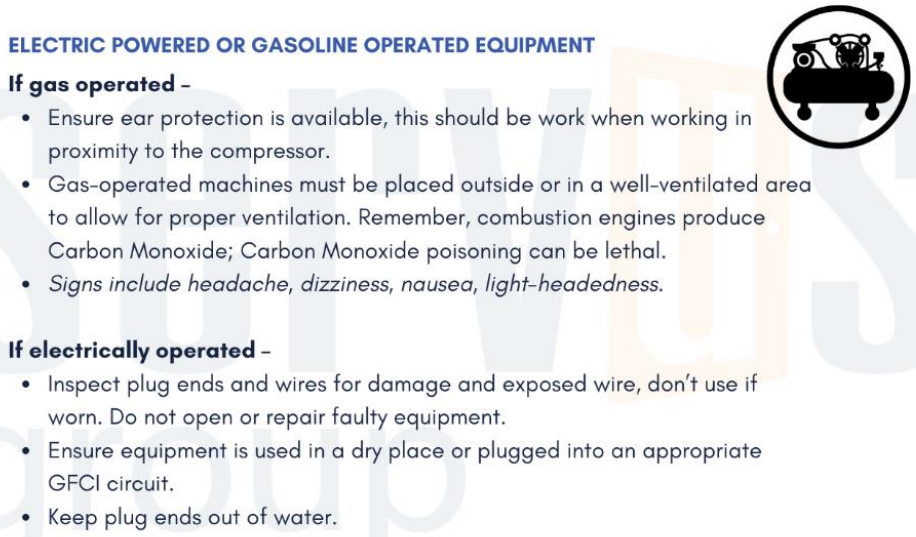
4. Cleaning Procedure

- **Access Exterior Vent**: Identify and access the exterior vent of the dryer duct.
- **Insert Air Skip**: Insert an air hose or "skip" as far as possible into the duct to begin the cleaning process.

- **Blow High-Pressure Air**: With the compressor running, blow high-pressure air through the skip. This action will push (or pull) lint, dust, and other debris out of the ducting.
- **Repeat Process**: Continue the process of inserting the skip and blowing air until no more material is being extracted from the duct.
- **Monitor Equipment**: Continuously monitor the compressor and hoses for any signs of wear or malfunction during operation.
- **Control Dust**: Use appropriate dust suppression methods to minimize airborne dust and lint. Workers should wear dust masks or respirators if necessary.

5. Post-Cleaning Procedures

- **Turn Off Equipment**: Once cleaning is complete, turn off the compressor and allow it to cool down.
- **Inspect the Work Area**: Conduct a thorough inspection of the work area for any remaining debris or hazards.



ELECTRIC POWERED OR GASOLINE OPERATED EQUIPMENT

If gas operated –

- Ensure ear protection is available, this should be work when working in proximity to the compressor.
- Gas-operated machines must be placed outside or in a well-ventilated area to allow for proper ventilation. Remember, combustion engines produce Carbon Monoxide; Carbon Monoxide poisoning can be lethal.
- *Signs include headache, dizziness, nausea, light-headedness.*

If electrically operated –

- Inspect plug ends and wires for damage and exposed wire, don't use if worn. Do not open or repair faulty equipment.
- Ensure equipment is used in a dry place or plugged into an appropriate GFCI circuit.
- Keep plug ends out of water.

- **Clean Up**: Properly dispose of any waste materials and ensure the area is left clean and tidy.

ELECTRIC POWERED OR GASOLINE OPERATED EQUIPMENT

If using pressure washing equipment -

- Ensure ear protection and eye protection are available. Be cautious of flying debris. Wear protection when working close to the compressor
- Avoid contact with high-pressure water which might pose an injection hazard.
- If in a parkade, extend the hose between the wand and machine as required.

If dryer vent cleaning -

- Wear eye protection and respiratory protection to protect against dust.
- Avoid skin contact with high-pressure air.

If using other electric- or gas-powered equipment -

- Ensure safe work practices and operation is discussed with your supervisor and appropriate instructions appear in the comments box beside this section and/or are appended to this form.

Reporting	All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.
Additional Resources	None

Electrical Safety

Overview

This program is intended to protect workers against electrical shock, burns and other potential electrical safety hazards, as well as comply with regulatory requirements. Electrical related hazards include; electrical shock, burns, arc-flash burns and arc flash blasts. Employees are not authorized to modify, work on or repair any electrical component or system, however Servus Group personnel occasionally work near electrical systems, therefor workers should be aware of the basic safety requirements.

All Servus Group personnel, employees and contractors will observe all elements of this program at all times. Any worker who works on electrical systems must be appropriately trained and certified. Electrical work may only be carried out by a suitably qualified person. Only competent, qualified electrical workers (electricians, line technicians etc.) may construct, install, alter, repair, or maintain electrical equipment. Only qualified workers may enter electrical rooms and enclosures containing live parts.

Hazards

- **Electrical Shock:** Contact with live electrical parts can cause electric shock, potentially leading to severe injury or death.
- **Electrocution:** Contact with electric systems can result in electrocution.
- **Arc Flash:** A sudden release of electrical energy can cause burns, blindness, and other severe injuries.
- **Fire:** Faulty wiring, or damaged equipment can spark fires.
- **Burns:** Contact with electrical equipment, hot surfaces, or electrical arcs can cause thermal burns.
- **Short Circuits:** Unintentional connections between conductors can cause equipment failure, overheating, and fires.
- **Electrical Overload:** Excessive current flow can cause wires to overheat, potentially resulting in fires.
- **Equipment Failure:** Faulty electrical equipment can malfunction, causing injury, fire, or shock hazards.
- **Static Electricity:** Can ignite flammable materials
- **Improper Grounding:** Can cause shock hazards and equipment damage.
- **Damaged Insulation:** Exposed wires can lead to electrical shock or short circuits.
- **Working Near Power Lines:** Contact with overhead or underground power lines can cause fatal electrocution.
- **Defective Tools or Equipment:** increase the risk of shock and injury.

- **Training**: Employees working near high-voltage areas or electrical systems must receive basic electrical safety training (e.g., BC Hydro WPP, PSSP, or equivalent).
- **Electrical Hazard Awareness**: All workers will be trained to recognize electrical hazards, prevent shock and arc flash, and understand hazard labels.
- **Authorization**: Employees and subcontractors must only enter electrical areas they are authorized to access by the host company.
- **Limits of Approach**: Workers near high-voltage equipment must adhere to the minimum safe distance:
    - 4-138 kV: 3 meters / 10 feet
    - 138-287 kV: 4.5 meters / 15 feet
    - 287+ kV: 6 meters / 20 feet
- **Assume Energized**: Treat all electrical equipment as energized and hazardous. Follow the "Do Not Touch" rule unless authorized and qualified.
- **Powerline Distance**: Maintain a minimum of 10 feet from residential powerlines; for high-voltage transmission lines, increase this distance if necessary.
- **Appropriate Equipment**: Ensure all electrical equipment, including cords, are rated and approved for their intended use. Cords must be of sufficient gauge, grounded, and properly fitted with approved ends.
- **Cord Inspection**: Inspect all cords before use. Damaged or defective cords must be tagged out and removed from service.
- **GFCI Usage**: In damp areas, only plug cords into a GFCI-certified adaptor or receptacle.
- **Pre-Work Planning**: Electrical hazards must be evaluated and documented in the site safety file before work begins.
- **Obey Host Rules**: Follow all safety rules set by the host company or client facility.
- **Inspection and Tagging**: Inspect electrical tools and equipment before each use. Tag defective or unsafe equipment and cover plug ends with tape.
- **PPE**: When near electrical hazards, always wear a class E hard hat, CSA-approved footwear with insulated soles, and flame-resistant clothing.
- **No Flammable Materials**: Do not store flammable materials near electrical devices.
- **Temporary Use of Extension Cords**: Only use extension cords temporarily. Ensure they are rated for the load and in good condition.
- **Equipment Compliance**: Only use equipment that complies with the program’s safety requirements.

ELECTRIC POWERED OR GASOLINE OPERATED EQUIPMENT

If gas operated –

- Ensure ear protection is available, this should be work when working in proximity to the compressor.
- Gas-operated machines must be placed outside or in a well-ventilated area to allow for proper ventilation. Remember, combustion engines produce Carbon Monoxide; Carbon Monoxide poisoning can be lethal.
- *Signs include headache, dizziness, nausea, light-headedness.*

If electrically operated –

- Inspect plug ends and wires for damage and exposed wire, don't use if worn. Do not open or repair faulty equipment.
- Ensure equipment is used in a dry place or plugged into an appropriate GFCI circuit.
- Keep plug ends out of water.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Extreme Temperatures

Overview

Working in extreme temperatures—whether in hot, cold, or rainy conditions—places significant stress on the body, which can lead to serious health risks if proper precautions are not taken. Hot environments can cause heat-related illnesses like heat exhaustion and heat stroke, while cold conditions increase the risk of hypothermia and frostbite. Even working in rainy or stormy weather can pose hazards due to slippery surfaces and reduced visibility.

Severe weather events such as tornadoes, hurricanes, blizzards, and ice storms are monitored by Environment Canada 24/7. When dangerous weather is on the horizon, the service issues watches, advisories, and warnings through the media, allowing time to prepare and protect against injury, property damage, and potential loss of life. This Safe Work Practice outlines tips on how to stay safe when working in extreme temperatures.

Hazards

Working in extreme temperatures can be hazardous to one's health, especially to workers on medications, pregnant workers or individuals over 40 years old. Exposure to extreme temperatures can cause many serious health concerns, for example:

- Heat Rash
- Heat Fatigue
- Heat Stroke
- Heat Cramps
- Fainting
- Skin Irritation
- Frostbite
- Hypothermia
- Stress and Anxiety

Cold environments

- Be aware of the signs and symptoms of hypothermia:
  - Shivering is an early sign of hypothermia, though as hypothermia worsens, shivering begins to decrease
  - Lack of coordination
  - Slurred speech
  - Confusion
  - Weak pulse
  - Slow breathing
  - Cold skin

- Warm up your body by performing simple exercises before starting to work.
- Wear clothing appropriate for the task and dress in layers. Remember that over 50% of body heat is lost through the head, wear warm hats to prevent heat loss.
- Be sure not to wear cotton as the first layer nearest to your skin, as cotton absorbs sweat. Wear nylon long underwear, head protection, gloves and boots at all times.
- Wear waterproof boots with treads on the soles for traction.
- Avoid sweating. Remove clothing layers to prevent clothes from becoming wet.
- Drink warm fluids, when possible. Limit caffeine consumption to reduce dehydration.
- Prevent contact of bare skin with cold surfaces (below -7°C) as well as avoiding skin contact when handling evaporative liquids (gasoline, alcohol, and cleaning fluids) (below 4°C).
- Avoid standing or sitting for prolonged periods.
- Take frequent long breaks in a warm area (work/warm schedule).
- People should not work alone; use the "buddy" system. Watch for signs of frostbite, hypothermia and/or heat stress in fellow workers. If required to work alone, follow working in isolation procedure.

While there are no maximum exposure limits for cold working environments, there are guidelines that can be used to conduct work/task assessments, create safe work plans, and monitor conditions to protect the health and safety of workers. The following work warm-up schedule provides guidance on warm-up breaks that may

be needed when working in cold conditions. As the wind increases, or as the temperature decreases, additional breaks should be taken. All non-emergency work should be stopped at temperatures of -43°C (-45°F) if there is no noticeable wind.

THRESHOLD LIMIT VALUES WORK/WARM-UP SCHEDULE FOR FOUR-HOUR SHIFT*

Air Temperature Sunny Sky		No Noticeable Wind		5 mph Wind		10 mph Wind		15 mph Wind		20 mph Wind	
°C (approx)	°F (approx)	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks
-26° to -28°	-15° to -19°	(Norm breaks) 1		(Norm breaks) 1		75 min.	2	55 min.	3	40 min.	4
-29° to -31°	-20° to -24°	(Norm breaks) 1		75 min.	2	55 min.	3	40 min.	4	30 min.	5
-32° to -34°	-25° to -29°	75 min.	2	55 min.	3	40 min.	4	30 min.	5	Non-emergency work should cease	
-35° to -37°	-30° to -34°	55 min.	3	40 min.	4	30 min.	5	Non-emergency work should cease			
-38° to -39°	-35° to -39°	40 min.	4	30 min.	5	Non-emergency work should cease					
-40° to -42°	-40° to -44°	30 min.	5	Non-emergency work should cease							
-43° to below	-45° & below	Non-emergency work should cease									

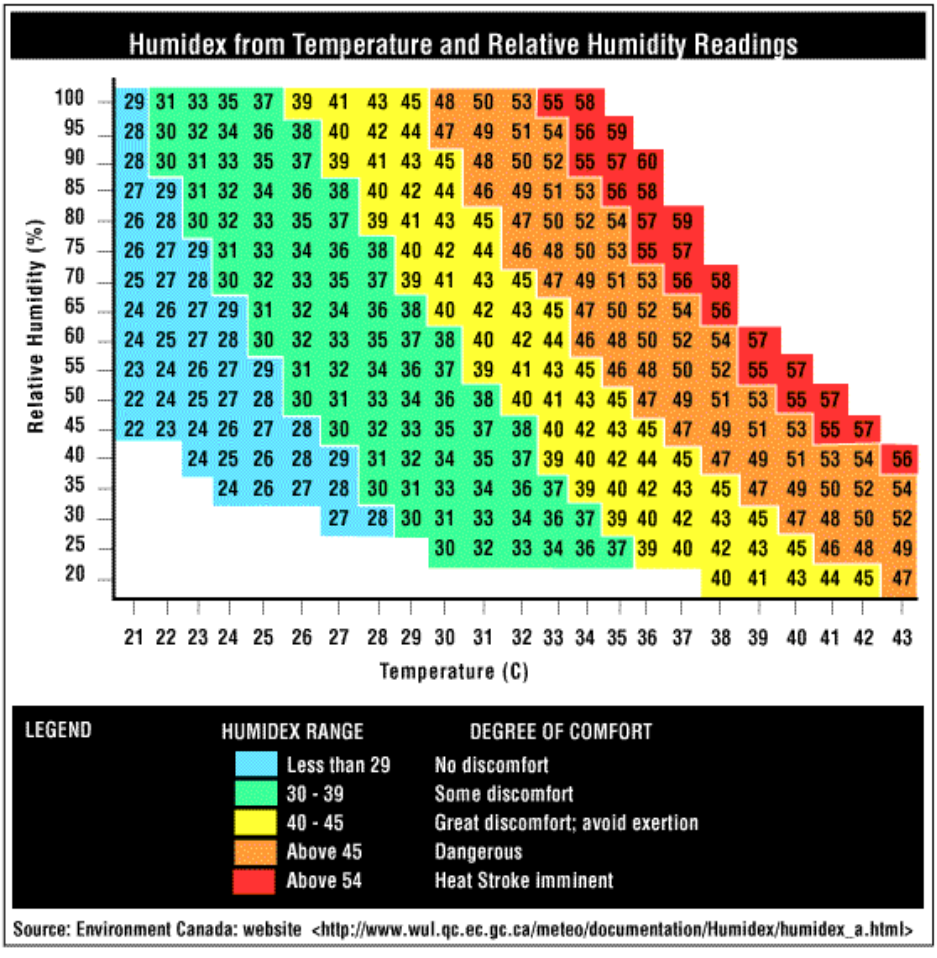
Adapted from Threshold Limit Values (TLV) and Biological Exposure Indices (BEI) booklet: published by ACGIH, Cincinnati, Ohio, 2017, page 217.

Hot Environments

- Acclimatize your body to the heat by slowly increasing your time in hot working conditions over a four-day period or reducing the physical demands of the job for a week or two, or until your body has become accustomed to the heat.
- Find out if any prescription medication you are required to take increase the risk of heat stress.
- Alter work pace. Take ample rest breaks. If possible, complete strenuous jobs at cooler times of day.

- Identify ways to reduce manual physical activity, such as climbing steps, lifting, carrying and walking. Consider using ergonomic aids such as hoists or lifts or other devices.
- Use a buddy system to slow down the pace of work.
- Avoid direct light exposure. Work in shaded areas.

- Wear light fabrics that allows sweat to evaporate.
- Get adequate rest and sleep prior to coming to work.
- Hydrate. Drink 8oz (240 ml) of water every twenty- thirty minutes.
- Avoid eating hot heavy meals prior to working.



Humidex is a measure of how hot people feel, it is the combination of the relative humidity and the actual temperature. Using the humidex rating and the level of acclimatization for moderate work, follow the below chart to help control heat stress from occurring.

Un-acclimatized workers	"Moderate Work" Recommended Action / Response	Acclimatized workers
25 – 29	• Supply water to workers on an 'as-needed' basis	32 – 35
30 – 33	• Post Heat Stress Alert Notice; • Encourage workers to drink extra water; • Start recording hourly temperature and relative humidity/ humidex	36 – 39
34 – 37	• Post Heat Stress Warning Notice; • Notify workers that they need to drink extra water; • Ensure workers are trained to recognize symptoms	40 – 42
38 – 39	• Work with 15 minutes relief per hour; • Provide adequate cool (10-15ºC) water, at least 1 cup (250 mL) of water every 20 minutes; • Worker with symptoms should seek medical attention	43 – 44
40 – 41	• Work with 30 minutes relief per hour can continue in addition to the provisions listed previously • Non-essential warehouse work deferred • Customer Care advises internal partners of heat stress alert and deferred activities	45 – 46
42 – 44	• If feasible, work with 45 minutes relief per hour can continue in addition to the provisions listed previously. Or commence warehouse closure.	47 – 49
45 or over	• Only medically supervised work can continue	50 or over

Source: Occupational Health Clinics for Ontario Workers (OHCOW) – "Humidex Based Heat Response Plan"

Recognize early signs and symptoms of heat stress and know what to do to prevent it!

Health Effect	Symptoms	Treatment
Heat Rash	Red bumpy rash with severe itching.	If a heat rash occurs, have the person: • Change into dry clothes and avoid hot environments. • Rinse skin with cool water. • Wash regularly to keep skin clean and dry
Fainting	Sudden fainting after at least two hours of work; cool moist skin; weak pulse.	GET MEDICAL ATTENTION. • Assess need for CPR. • Move to a cool area • Loosen their clothing • Have the person lie down • If the person is conscious, offer sips of cool water
Heat Cramps	Heat cramps are painful, involuntary muscle spasms that usually occur during heavy exercise in hot environments. The spasms may be more intense and more prolonged than typical leg cramps.	If you suspect heat cramps, instruct the person to: • Rest briefly and cool down. • Drink water or an electrolyte-containing sports drink. • Practice gentle, range-of-motion stretching and gentle massage of the affected muscle group.
Heat Exhaustion	Signs and symptoms often begin suddenly, after excessive exercise, perspiration and inadequate fluid intake. Features resemble shock and include: feeling faint, nausea, ashen appearance, rapid heartbeat, low blood pressure, hot, red, dry or sweaty skin, low-grade fever, generally less than 40°C.	If you suspect heat exhaustion, instruct the person to: • Get out of the sun and into a shady/ air-conditioned location. • Lay down and elevate feet slightly • Loosen or remove clothing. • Drink cold water, not iced, or a sports drink containing electrolytes. • Heat exhaustion can quickly become heatstroke if fever exists (especially greater than 40°C fainting, confusion or seizures occur) CALL FOR EMERGENCY MEDICAL ASSISTANCE.

Heat Stroke	Elevated temperature, generally greater than 40°C, with hot, dry skin and changes in mental status ranging from personality changes to confusion and coma. Other signs may include: rapid heartbeat, rapid and shallow breathing, blood pressure changes, cessation of sweating, irritability, confusion/unconsciousness, fainting.	If you suspect heatstroke: • Move the person out of the sun and into a shady or an air-conditioned space. • Dial 911 or CALL FOR EMERGENCY MEDICAL ASSISTANCE. • Cool the person by covering him or her with damp sheets or by spraying with cool water. Direct air onto the person with a fan or newspaper.

*The items regarding heat cramps, heat exhaustion, and heat stroke are copyright Mayo Foundation for Medical Education and Research. All Rights reserved. Used with permission from www.MayoClinic.com.

Heat Rash and Fainting adapted from Ontario Ministry of Labour Heat Stress Guideline.

Plan for Workers with Symptoms

As with any injury or illness, a staff member with symptoms of heat stress, hypothermia or frost bite will be treated by a first aid attendant. Any staff member needing medical attention will follow the procedures outlined in the First Aid Program.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Fall Protection

Overview

Falls frequently result in severe injuries or fatalities. Unintentional falls are the leading cause of in-hospital deaths and represent the second most common cause of major hospitalizations. Every year many workers are injured from falls at work.

Almost half of these injuries result from falls from height and are very serious. Working at heights is a common activity, but can pose serious hazards if proper controls are not enforced.

Hazards

The following hazards may occur while working from heights:

- Falls: Critical Injury or Serious Injury
- Musculoskeletal injuries and death

Fall protection equipment must be used wherever a worker or workers are exposed to the hazard of falling as follows:

- More than 8 feet off the ground
- If there are additional hazards in the work area such as falling:
    - Into operating machinery
    - Into water or another liquid
    - Into or onto a hazardous substance or object
    - Through an opening on a work surface

All employees working above 3 metres must be properly trained in fall protection

Mandatory Requirements

Personal Protective Equipment (PPE)

Fall Protection Harness

Fall protection training is required for work at height above 10ft

A hazard assessment will be conducted prior to any work at height to identify potential fall hazards, determine the risk of injury, and implement appropriate controls. This assessment shall include a review of the work area, equipment, and tools to be used, as well as the access methods to be employed

OH&S regulations require that all workers use fall protection whenever they could fall 10ft or more. Servus Group has lowered this requirement to 8ft. This is means whenever a Servus Group employee is working with their feet at a height of 8ft or more above the ground or prominent surface below, they need to use some form of fall protection. When working on a sloped roof with a roof pitch below 4/12 this 8ft is counted from the eve or gutter. When working on a roof with a roof pitch greater than 4/12 this will be counted from the highest point accessed.

Fall Protection Hierarchy

Those working at height shall follow the fall protection hierarchy as per WorkSafeBC regulations. Workers should always select the safest method of protection. Select the fall protection with the lowest number below when considering the types of protection:

1. Guardrails meeting the requirements of Part 4 or other similar means of fall restraint shall be used when practicable.
2. A fall restraint system if guardrails are impracticable
3. A fall arrest system or rope access system meeting Part 34
4. If none of the above is practicable, work procedures that minimize the risk of injury shall be followed (Ladder Safety Procedures)

Fall Protection Plan

There must be a written fall protection plan for a workplace if work is being done at a location where workers are not protected by permanent guardrails, and from which a fall of 7.5 m (25 ft) or more may occur. This plan will be recorded on your Field Level Hazard Assessment. If you require assistance with fall protection planning, contact the OH&S manager

The fall protection plan must include:

- The fall hazards expected in each work area
- The fall protection system or systems to be used in each area
- The procedures to assemble, maintain, inspect, use, and disassemble the fall protection system
- The inspection requirements for the anchors and anchorage used and the respective rejection criteria (refer to OHS Guideline G11.10(0.1) Fall protection anchors - Inspection and removal from service)
- The procedures for rescue of a worker who has fallen and is suspended by a personal fall protection system or safety net, but is unable to self-rescue (See the rescue program section)

The employer shall ensure the following safe work practices are implemented:

- Workers shall be trained in the use of fall protection systems prior to working at height.
- Workers shall always use the fall protection system provided by the employer.
- Workers shall be trained in ladder safety and the use of ladder stabilizers.
- Workers shall not work at height if they are fatigued, under the influence of drugs or alcohol.
- Workers shall be trained in emergency response procedures, including rescue procedures.

Workers must:

- Alert the supervisor about previous unidentified fall hazards before doing any work.
- Participate in fall protection planning where relevant and when requested.
- Follow fall protection legal requirements and workplace policy and procedures.
- Actively participate in fall protection education and training.
- Wear and use all protective equipment or devices appropriately, as determined by the employer.
- Inspect your personal fall protection system before each use.
- Protect the protective equipment from damage where possible (e.g., make sure the lifeline or lanyard is protected from sharp edges, heat, flame, or corrosive substances).
- Notify the supervisor or employer of any broken, defective, or missing protective equipment.
- Be aware of your right to refuse unsafe work.

Travel Restraint System

A travel-restraint system limits a worker's movement, preventing them from reaching an edge or fall hazard. The basic travel-restraint system consists of:

- **ANSI- or CSA-approved full-body harness**
- **Lanyard**
- **Lifeline**
- **Rope grab** to attach the harness or lanyard to the lifeline
- **Adequate anchorage**, capable of supporting a static load of 2 kilonewtons (450 pounds), with a recommended safety factor of at least 2, or 4 kilonewtons (900 pounds)

Travel-restraint systems must be thoroughly planned, with careful attention to:

- **Selection of appropriate components**
- **Location of adequate anchor points**
- **Identification of every fall hazard** in the proposed work area

When planning, select an anchor point that is:

- As close as possible to being perpendicular to the unprotected edge
- At the center of the work area

All fall hazards in the work area must be identified, with special attention given to:

- Work areas with irregular-shaped perimeters
- Floor openings or locations near corners

A fully extended lifeline and/or lanyard that adequately restrains a worker from a fall hazard in one section of the work area may be too long to provide the same protection in another section.

Two methods of travel restraint are commonly used:

1. Directly connecting a lifeline to the D-ring of the worker's full body harness, ensuring the length is short enough to prevent a fall.
2. Attaching a lanyard from the D-ring of the worker's full body harness to a rope grab on an adequately anchored lifeline. There must be a system in place (e.g., a knot or stopper) to prevent the rope grab from moving to an unsafe position.

Regardless of the method, the system must be adjusted to prevent the worker from reaching any fall hazard, ensuring secure anchorage at all times.

Fall Arrest System

All fall arrest equipment must comply with **CSA or ANSI standards**.

A fall arrest system must:

- Be securely anchored to an anchor point or lifeline that is:
    - Attached to a static line, securely fastened to an anchor point capable of withstanding the maximum load likely to be imposed or a load of 16 kN (3600 lbs), whichever is greater.
- Include a lanyard that:
    - Is attached to an anchor point or lifeline, preferably above the worker's shoulder.
    - Complies with CSA Z259.11-05 or ANSI Z359.13 for energy absorbers and lanyards.
    - Is as short as work conditions permit.
    - Is constructed from nylon, polyester, polypropylene rope, or webbing, or wire rope equipped with a shock-absorbing device.
    - Is equipped with suitable, self-locking snap hooks.
    - Is approved and maintained.
- Prevent a free fall greater than 1.22 m (4 ft) unless the system includes a shock absorber that reduces the fall force to less than 4 kN.
- Include a full-body harness that:
    - Is attached to the lanyard.
    - Fits the worker properly and complies with CSA Z259.10-M90 or ANSI Z359.11 for full-body harnesses.

Where a **snap hook** is used as part of the system, the employer or contractor must ensure that it is **self-locking, approved, and maintained**.

Ensure that a lifeline:

- Is suitable for the conditions, considering factors such as strength, abrasion resistance, extensibility, and chemical stability.
- Is made from wire rope or synthetic material.
- For vertical lifelines, has a minimum breaking strength of 6000lbs
- For horizontal lifelines, it must be designed, installed, and certified by a professional engineer or manufactured to an approved standard and used according to the manufacturer's recommendations.
- Is free of imperfections, knots, and splices, other than at terminations.
- Is protected where it passes over sharp edges and from heat, flame, abrasion, or corrosive materials during use.
- Is fastened to a secure anchor point with a breaking strength of at least 22.2 kN.
- Is maintained according to the manufacturer's recommendations.
- Has a lower end extending to a safe landing and is protected to ensure it is not fouled by any equipment.

Building Maintenance

For building maintenance work, a **FALL PROTECTION** system is required. Employees must use:

- Properly sized 5-point full-body harness (ANSI or CSA-approved)
- Fall protection anchor
- Rope grab
- Kermantle synthetic rope

All maintenance work requiring fall arrest systems must be performed in teams (minimum of 2 people)

Anchorage

- An anchor should be located on a line perpendicular to the building edge at the drop location to eliminate the swing fall hazard. Where this is not practicable, an anchor may be offset so the angle between the line perpendicular to the building edge at the drop location and the lifeline or primary single point suspension line is not greater than 25 degrees or 12.5 degrees. The distance from the perpendicular line to the anchor should be less than 3 metres (10 feet). As an alternative, the line may be deflected using a Prusik sling, provided the sling is made and used as outlined in OHS Guideline *G11.5-4 Equipment standards - Prusik sling/Triple sliding hitch*.
- If a lifeline is anchored to a parapet clamp on the parapet on the far side of the roof from the drop location, it may not be practicable to tie back the parapet clamp as required by section 13.10. In such cases, the lifeline may be secured to a second anchor using a Prusik sling.

Temporary Anchors:

- A device that has been purposefully manufactured and installed as an anchor to support a personal fall protection system (for example nail on roof anchors)
- A substantial structure, such as a beam, column or similar substantial portion of the structure, selected as a point of anchorage where no dedicated anchor device is available. These *points of anchorage* generally require some supplemental rigging, such as a sling, to allow the anchorage connector of a personal fall protection system to connect to the anchorage.
- Natural anchors, such as large well-rooted trees or rock outcroppings can be acceptable points of anchorage as well if deemed by a qualified person to be able to withstand the forces that may be imposed by the fall protection system.
- A temporary anchor for fall arrest may be established by wrapping a wire or synthetic fibre rope around the base of an anchorage, such as a the base of rooftop penthouse (refer to OHS Guideline G11.1 Definitions - Anchor and anchorage). If the rope is installed so the sling angle at the point of attachment is not in excess of 120 degrees, rope with a rated breaking strength at least equal to that of the lifeline may be used. If the sling angle is in excess of 120 degrees, wire rope of sufficient strength to provide an anchor capability for the installed sling angle, of at least 22 kN (5,000 lbs), must be used. Only one fall arrest lifeline may be attached to each such independent rope wrap.

Permanent Anchors:

- A permanent anchor should be made of stainless steel, hot dipped galvanized steel, or other corrosion-resistant material having similar structural properties.
- An anchor should be located so a lifeline attached to it is not deflected over a guardrail or other part of the structure which has insufficient strength to support the maximum potential load from a fall arrest. Note also OHS Guideline G11.5-7 Protection against abrasion or burning on protecting the line from abrasion.
- An anchor in concrete should be cast in place or through-bolted with a backing plate for adequate load distribution.
- An anchor mounted on concrete with drilled in fasteners (expansion or adhesive type) should use a group of at least three fasteners supporting an anchor plate, sized, and arranged so that if any one fastener in the group is assumed to be carrying no load, the remaining fasteners will have a design capacity to carry the full design load of the anchor.

Fall Protection Equipment

Full Body Harnesses

When working with a fall protection harness, it is essential to follow specific safety procedures to prevent accidents and ensure the system functions correctly:

- Employers must ensure that the full-body harness is properly fitted to each worker, and that the fall protection system is appropriate for the task, regularly inspected, and maintained. Additionally, workers must be trained in the safe use of fall protection before any work begins.
- Only workers who have received proper training in the use of fall arrest systems are permitted to work in situations that require their use.
- After a fall, a competent person must inspect the tie-off point to ensure it remains secure and undamaged.
- Each tie-off point may only be used by one worker at a time.
- Never use fall arrest equipment or a tie-off point that shows signs of deformation or damage.
- Before using a lifeline or lanyard, ensure it:
    - Is free of imperfections, knots, or splices (except for end terminations).
    - Is padded where it passes over sharp edges.
    - Is protected from heat, flame, or abrasive/corrosive materials.
- When using a vertical lifeline, ensure that:
    - The lower end extends to the ground or a safe landing.
    - The lower end is protected to prevent it from being fouled by equipment.
- When using a full-body harness, verify that it:
    - Is properly adjusted to securely fit the worker.
    - Is connected via a proper linkage to a fixed anchor or lifeline.
    - The connecting linkage is securely attached to a personal fall arrest system, lifeline, or fixed anchor.
- Fall protection systems must be inspected by a competent person:
    - Daily, before each use.
    - Annually, as part of a comprehensive safety review.
- Prior to starting any work in areas with fall risks, a detailed fall protection plan must be in place to ensure the appropriate safety methods are used.

  This includes:
    - Conduct a site survey to identify any potential hazards.
    - Determine the appropriate safety equipment needed for the task.
    - Ensure there is access to emergency assistance if required.
    - Employees working in situations that require fall protection must comply with all relevant Acts and Regulations. They must use properly sized and task-specific safety equipment.
    - Ensure all safety equipment is selected based on the specific job being performed.
    - Inspect all equipment before each use.
    - Immediately report any safety defects, violations, or concerns to a supervisor and remove the defective equipment from service.
    - Direct any questions regarding fall hazards or protection measures to your supervisor.

- When working on an elevating platform, such as a scissor lift, employees or contractors must wear a fall arrest system attached to a secure anchor point.
- Always follow the manufacturer's instructions for assembling, maintaining, inspecting, using, and disassembling fall protection systems.
- Ensure all fall arrest equipment is inspected and certified

Daily Inspections

Where the use of a connecting linkage, personal fall arrest system, full-body harness or lifeline is required, the employer shall ensure that a competent person.

- Inspect the connecting linkage, personal fall arrest system, full-body harness or lifeline:
  - Before each use.
  - As recommended by the manufacturer.
  - After the connecting linkage, personal fall arrest system, full-body harness or lifeline has sustained a fall-arresting incident.
- Determines whether the connecting linkage, personal fall arrest system, full-body harness or lifeline is safe for continued use.

Inspection and Maintenance

What should you look for during the safety strap inspection?

- Inspect for cut fibers or damaged stitches inch by inch by flexing the strap in an inverted "U." Note cuts, frayed areas or corrosion damage.
- Check friction buckle for slippage and sharp buckle edges.
- Replace when tongue buckle holes are excessively worn or elongated.

What should you know about hardware (forged steel snaps, "D" rings)?

- Inspect hardware for cracks or other defects. Replace the belt if the "D" ring is not at a 90° angle and does not move vertically independent of the body pad or "D" saddle.
- Inspect tool loops and belt sewing for broken or stretched loops.
- Check bag rings and knife snaps to see that they are secure and working properly. Check tool loop rivets. Check for thread separation or rotting, both inside and outside the body pad belt.
- Inspect snaps for hook and eye distortions, cracks, corrosion, or pitted surfaces. The keeper (latch) should be seated into the snap nose without binding and should not be distorted or obstructed. The keeper spring should exert sufficient force to close the keeper firmly.

How do you inspect the rope?

- Rotate the rope lanyard and inspect from end to end for fuzzy, worn, broken or cut fibers. Weakened areas have noticeable changes in the original rope diameter.

- Replace when the rope diameter is not uniform throughout, following a short break-in period.
- The older a rope is and the more use it gets, the more important testing and inspection become.

How do you inspect the buckle?

- Inspect for loose, distorted or broken grommets. Do not cut or punch additional holes in waist strap or strength members.
- Check belt without grommets for torn or elongated holes that could cause the buckle tongue to slip.
- Inspect the buckle for distortion and sharp edges. The outer and center bars must be straight. Carefully check corners and attachment points of the center bar. They should overlap the buckle frame and move freely back and forth in their sockets. The roller should turn freely on the frame.
- Check that rivets are tight and cannot be moved. The body side of the rivet base and outside rivet burr should be flat against the material. Make sure the rivets are not bent.
- Inspect for pitted or cracked rivets that show signs of chemical corrosion.

How do you inspect the webbing (body of belt, harness or lanyard)?

- Inspect the entire surface of webbing for damage. Beginning at one end, bend the webbing in an inverted "U." Holding the body side of the belt toward you, grasp the belt with your hands six to eight inches apart.
- Watch for frayed edges, broken fibers, pulled stitches, cuts or chemical damage. Broken webbing strands generally appear as tufts on the webbing surface.
- Replace according to manufacturers' guidelines.

How do I clean my equipment?

- Basic care prolongs the life of the unit and contributes to its performance.
- Wipe off all surface dirt with a sponge dampened in plain water. Rinse the sponge and squeeze it dry. Dip the sponge in a mild solution of water and commercial soap or detergent. Work up a thick lather with a vigorous back and forth motion.
- Rinse the webbing in clean water.
- Wipe the belt dry with a clean cloth. Hang freely to dry.
- Dry the belt and other equipment away from direct heat, and out of long periods of sunlight.
- Store in a clean, dry area, free of fumes, sunlight or corrosive materials and in such a way that it does not warp or distort the belt.

Emergency Rescue

An Emergency Rescue Plan must be developed for each work task that requires a worker to use fall arrest equipment.

Reporting	All non-conformances, work-related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.
Additional Resources	Working at Heights – MOL

Fatigue Management

Overview

To ensure our employees recognize to effect of fatigue as related to safely being able to perform work and to establish guidelines for work hours and equipment to reduce fatigue in our business and at our client locations.

This program applies to all Company projects and operations.

The guiding principles of fatigue management shall be incorporated into the normal management functions of the business and include the following:

- Employees must be in a fit state to undertake work
- Employees must be fit to complete work
- Employees must take minimum periods of rest to safely perform their work

These principles will be managed through:

- The appropriate planning of work tasks, including driving, vehicle and equipment maintenance, loading and unloading and other job-related duties and processes such as:
- Providing appropriate equipment to help reduce stress and fatigue
- Regular medical checkups and monitoring of health issues as required by legislation
- The provision of appropriate sleeping accommodations where required
- Ongoing training and awareness of employee health and fatigue issues

Fatigue: a state of mental and/or physical exhaustion which reduces a person's ability to perform work safely and effectively. Fatigue is the result of not getting enough sleep. Managing fatigue is one component of the approach to employee well-being.

Hazards

- **Decreased alertness**: Reduced ability to stay aware of surroundings and react to hazards.
- **Impaired judgment**: Poor decision-making and risk assessment, leading to mistakes or unsafe actions.
- **Slower reaction times**: Delayed responses to emergencies, alarms, or sudden changes in conditions.
- **Increased risk of accidents**: Higher likelihood of workplace incidents, including slips, trips, falls, or equipment mishandling.
- **Reduced cognitive function**: Difficulty focusing, thinking clearly, and problem-solving, which can cause errors.
- **Memory lapses**: Forgetting important tasks or safety protocols, potentially leading to accidents.
- **Physical weariness**: Reduced physical coordination, strength, and endurance, making manual tasks harder and more dangerous.
- **Higher likelihood of microsleeps**: Brief, unintended moments of sleep while still performing tasks, especially dangerous during driving or operating machinery.
- **Emotional instability**: Increased irritability or frustration, leading to conflicts or poor team collaboration.
- **Long-term health risks**: Chronic fatigue can lead to serious conditions like heart disease, depression, or immune system weakness, increasing absenteeism and long-term health costs.

The first step in managing the hazard posed by fatigue is understanding how the hazard is created.

1. The best way to control fatigue is to eliminate the factors causing the fatigue such as driving at night (which is a high-risk task).
2. Substituting safer practices such as increasing the length of breaks in a shift.
3. Engineering controls such as improving ventilation and heating to improve alertness – may be necessary for shift arrangements.
4. Procedures and training programs are critical supports to effective control of fatigue – set work hour limitations and job rotation schedules.

Regular inspections and auditing of all aspects of fatigue management will ensure that risk controls are working as they should be.

It's important to remember there's no way of knowing how a worker may respond to fatigue and how it could impact them and their co-worker's health and safety. Let's take a look at some examples of the signs of fatigue.

Signs of fatigue (Physical / Mental / Emotional)

Signs and symptoms of fatigue include:

- tiredness,
- sleepiness, including falling asleep against your will ("micro" sleeps),
- irritability,
- depression,
- giddiness,
- loss of appetite,
- digestive problems, and
- increased susceptibility to illness.

Effects of fatigue and +

Because fatigue cannot be "measured", it is difficult to separate the effects of long working hours or lack of sleep to any changes in accident or injury rates.

Studies report the effects of fatigue as:

- reduced decision-making ability,
- reduced ability to do complex planning,
- reduced communication skills,
- reduced productivity / performance,
- reduced attention and vigilance,

- reduced ability to handle stress on the job,
- reduced reaction time - both in speed and thought,
- loss of memory or the ability to recall details,
- failure to respond to changes in surroundings or information provided,
- unable to stay awake (e.g., falling asleep while operating machinery or driving a vehicle),
- increased tendency for risk-taking,
- increased forgetfulness,
- increased errors in judgement,
- increased sick time, absenteeism, rate of turnover,
- increased medical costs, and
- increased accident rates.

Causes of fatigue

Work-related factors may include long work hours, long hours of physical or mental activity, insufficient break time between shifts, inadequate rest, excessive stress or a combination of these factors.

Sometimes, a sleep disorder may cause fatigue. You should ask your doctor or health professional for more information. These conditions include:

1. Insomnia

People who suffer from insomnia often complain that they cannot fall asleep, or cannot stay asleep for a full night. They may frequently wake up during the night, wake up too early, not able to fall asleep at night, or have difficulty getting back to sleep if woken. Either way, they do not feel rested. Insomnia can be both short term (in response to a stressful event or change in environment) or long term.

2. Sleep Apnea

Most cases of sleep apnea are caused by a condition called "Obstructive Sleep Apnea". Sleep apnea is a breathing disorder in which there are brief interruptions (lasting a minimum of 10 seconds) in breathing during sleep. This condition is caused by a narrowing (or collapse) of the throat or upper airway during sleep. This narrowing restricts or prevents breathing while you are sleeping (air cannot flow into or out of your nose and mouth even though your body continues to try to breathe). With sleep apnea, there are frequent interruptions to sleep making your sleep unrestful. People often complain of early morning headaches and excessive daytime sleepiness.

Symptoms of sleep apnea include:

- chronic, loud snoring,
- gasping or choking while sleeping,
- excessive daytime sleepiness, and
- personality changes or difficulties thinking.

3. Restless Legs Syndrome

With restless legs syndrome, people report sensations of creeping, crawling, pulling, or tingling which cause an irresistible urge to move their legs. This phenomenon usually happens as a person is trying to fall asleep, making sleep difficult. Movements may also occur during sleep, partially waking the person (even though they might not "notice") and disrupting sleep patterns.

4. Narcolepsy

Narcolepsy is a rare condition associated with sudden sleep "attacks" where a person will have an uncontrollable urge to sleep many times in one day.

5. Other Situations

Substances such as nicotine, caffeine, and alcohol can affect the quality of sleep. Caffeine can remain in the body for about 3 to 7 hours and may affect sleep. Alcohol may shorten the time to fall asleep, but it disrupts later in the night. Nicotine also can disrupt sleep and reduce total sleep time.

How much sleep do people need?

It varies, but on average studies say we need at least 7.5 to 8.5 hours every day. Studies have reported that most night workers get about 5 to 7 hours less sleep per week than the day shift. (You can accumulate a sleep "debt", but not a surplus.)

Humans follow an "internal" or "biological clock" cycle of sleep, wakefulness, and alertness. Although these "circadian" rhythms are influenced by external clues such as the sun setting and rising, it is the brain that sets your pattern. Most cycles are 23-25 hours long and there are natural dips or periods when you feel tired or less alert - even for those who are well-rested.

Prevention

If you suspect you may have a medical condition that interferes with your sleep, go to your doctor and have any concerns investigated.

Sleep Hygiene

There is no one way to get a good sleep - what works for one person may not work for another. In general, suggestions include:

- Go to bed and get up at the same time every day.
- Exercise regularly.
- Eat at regular intervals and consume a balanced diet of fruits, vegetables, whole grains, healthy fats and protein.
- Use your bed primarily just for sleeping (e.g., do not watch television, read or do work in bed).
- If you are not sleepy, do not try to go to bed. Get up and read or do something quiet instead.
- Avoid caffeine, tobacco or alcohol - especially before bed time.
- Turn off the telephone ringer and answering machine speaker.
- Ask family members to be respectful if one person is sleeping. Family members can use headphones for the TV and radio if necessary.
- Make the room as dark and quiet as possible. Use heavy, dark curtains, blinds, or a sleeping eye mask. Soundproof the room where possible or use ear plugs.
- Most people sleep better when the room is cool. Consider using an air conditioner or fan in the summer months.

Strategies to minimize fatigue

- Training workers and supervisors to recognize the causes and symptoms of fatigue is likely the best and most reasonable control that can be taught – making them understand that they need to sleep.
- Critical work, high risk work should be completed when a worker is expected to be most alert. (9a-1pm)
- During extended work shift any worker beyond the 8 hour typical work day or periods of temperature extreme (hot / cold).
- The addition of extra workers could assist in managing the hazard posed by fatigue.

Tips for "good" eating habits that help encourage sleep

1. Establish Regular Eating Times

Our bodies need energy provided by food to be able to perform our daily activities. Having meals at regular times is important to function at our best. If you tend to skip meals or eat at irregular times, you may experience fatigue, food cravings or increased eating at the next meal. Aim to have at least three meals a day including a variety of foods from the four food groups of Canada's Food Guide.

2. Snack Ideas for Your Work Break(s)

Having snacks in between meals is a great way to keep us nourished and give us the energy we need to complete our work shifts. At breaks, opt for healthy snacks that include combinations from a variety of foods from the four food groups.

Here are some ideas:

- crackers and cheese,
- social tea cookies and milk,
- yogurt and a small low fat muffin,
- celery sticks with peanut butter,
- baby carrots with low fat cream cheese dip,
- cut up fresh fruit mixed with plain yogurt.

3. Check your Caffeine Intake

Excessive intake of caffeine can cause insomnia, headaches, irritability and nervousness. It is recommended that foods containing caffeine should not be consumed five hours before sleeping.

Common caffeine sources include:

- coffee,
- tea,
- iced tea,
- cola drinks,
- chocolate,
- headache relievers.

Snacks for sleeping well

Going to bed with an empty stomach or immediately after a heavy meal can interfere with sleep. If you get home hungry, have a snack that is low in fat and easy to digest. A light snack before going to bed helps in getting a good restful sleep. Examples include:

- cereal with milk,
- fresh fruit and yogurt,
- oatmeal with raisins,
- digestive cookies and milk,
- piece of toast with a small banana,
- multigrain bagel toasted and lightly buttered.

From: The Dietitians of Canada, 2002. (Personal communication)

Tips if driving

The best advice is to not drive if you are tired. However, some tips include:

- Keep vehicle well ventilated.
- Avoid caffeine or other drugs to keep you awake (you will feel very tired when they wear off).
- Listen to the radio (especially "talk" radio).
- Eat lightly and avoid heavy fatty foods.
- Stop often (about every two hours). Take a walk and get some fresh air.
- Change drivers if you are travelling with others.

Fatigue is increased by:

- dim lighting,
- limited visual acuity (i.e., due to weather),
- high temperatures,
- high noise,
- high comfort,
- tasks which must be sustained for long periods of time, and
- work tasks which are long, repetitive, paced, difficult, boring and monotonous.

Workplaces can help by providing environments which have good lighting, comfortable temperatures, and reasonable noise levels. Work tasks should provide a variety of interest and tasks should change throughout the shift.

Work Hour Limitations

Company has set the following work hour limitations and will control job rotation schedules to control fatigue, allow for sufficient sleep and to increase mental fitness.

1. Every Employee shall have necessary work breaks in order to avoid fatigue. These scheduled breaks will apply to both driving and on-site hours. The following shall be a minimum:
    - 15 Minutes each 2.5 hours
    - 30 Minutes after 5 Hours
    - 30 Minutes after 10 Hours

2. No Workers shall work more than:
    - 12 hours per day
    - 24 Days Continuous

Reporting	All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.
Additional Resources	None

File Cabinets

Overview

File cabinets are a common feature in most offices. These large pieces of furniture can store massive amounts of information and are useful for organizing papers. However, filing cabinets are a source of many workplace injuries. Taking some safety precautions with the file cabinets in your office can help to prevent many of these common hazards.

This Safe Work Practice will provide tips when working around file cabinets.

Hazards

The following hazards may occur when using filing cabinets:

- Cabinet tipping over if top drawer is open and cabinet is not restrained.
- Drawers sliding open if cabinet is not standing on a level surface and is not locked shut.
- Tipping caused by placing heaviest files or other contents in top drawer, whilst lower drawers are empty or have comparatively light contents.
- Muscular strain-type injuries caused by using excessive force to remove or insert files from tightly packed drawers, (especially in drawers above waist height).
- Open drawers causing obstruction of office traffic ways.
- Equipment damage.

Mandatory Requirements

Ensure employees are aware of file cabinet tip over and that are instructed to not overload files in the cabinet.

- Check relative weights of contents of cabinets and arrange for these to be re-distributed if necessary to place heavier contents in lowest drawers.
- Place cabinets so that the drawers do not open into passageway areas. Ensure that file cabinets bordering on passageways are of the sliding door type with lateral shelving for file storage.
- Secure filing cabinets and storage racks that are three or more times taller than they are deep to the floor, wall, or ceiling. For example, bolt a storage rack to the wall if it is eight feet tall but only two feet deep. As an alternative you can bolt storage racks back-to-back.
- Place back of cabinet close against wall if possible, to minimize risk of tipping forward.
- Check that all file cabinets stand level, and use wedges and spirit level to achieve level position.
- Check all cabinets to ensure that drawers will not slide open when the cabinet is unlocked. Ensure drawers/doors are closed when not in use.
- When opening drawers/doors only open one drawer at a time. Ensure this procedure is communicated to all employees.
- Inspect filing cabinets for damage on a regular basis (i.e. include filing cabinets on monthly inspections). Report any defective equipment to your Manager.
- Periodically review contents of file cabinets and archive or move to a central file storage area.
- Use handles provided to close drawers to avoid catching fingers.
- Avoid overfilling cabinets to avoid paper and staple cuts.
- Empty cabinets before moving.
- Provide stepstools to access higher items if required.

When purchasing filing cabinets

- Look for cabinets that permit only one drawer to be opened at a time.
- Choose cabinets built for end tab file folders (pull out drawers not required).

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Fire Safety

Overview

Fires are composed of three main components: heat, oxygen and fuel. Eliminating any of these components will extinguish a fire. This can be achieved by smothering the fire to eliminate the oxygen, eliminate the heat source through absorption or eliminate the sources of ignition by shutting off the fuel.

Fire extinguishers marked A, B, C are most commonly used to douse fires.

Hazards

Fire may cause:

- Explosion
- Injury or fatality
- Property and/ or equipment loss
- Lung irritation from extinguishing material (ABC extinguishers)

Fire extinguishers contain pressurized gases and therefore canisters are at risk of exploding if not properly maintained.

Improper fueling, use of propane or chemical handling are fire hazards

Mandatory Requirements

Protective Equipment / Measures

- Fire extinguishing media
- Fire resistant separations (e.g. doors, walls, etc.)
- Exit signs

Types of Fire Extinguishers

Class	Material
A	Ordinary combustibles (wood, paper, textiles)
B	Flammable liquids (gasoline, oil, paint)
C	Electricity (live electrical equipment)
D	Combustible metals (magnesium, potassium)

- Train all employees on proper evacuation procedures, review procedures and conduct regular fire drills (e.g. at least once per year).
- Review fire safety plans with the local fire department for approval.
- Do not allow combustible materials such as boxes and wooden skids to accumulate.
- Store flammable liquids in approved containers that are properly labeled and sealed. Keep them away from an ignition source.
- Ensure that space heaters are unplugged before leaving for the night and keep them away from flammables.
- In storage facilities, ensure there is at least 18 inches of clearance between sprinkler heads and furniture.
- Do not overload electrical circuits and ensure prompt removal and disposal of frayed extension cords.
- Ensure that fire exit doors are easily opened in the event of an emergency.
- Ensure fire doors are not obstructed and are not propped open.
- Ensure exit signs are illuminated and visible. Inspect signs on a monthly basis.
- Provide a sufficient number of appropriate fire extinguishers. Ensure they are inspected and maintained according to the local fire code (e.g. inspect monthly).
- Train all employees to be aware of fire hazards and to report any hazard they notice to management or the Health and Safety Committee (HSC) immediately.
- Smoking is not permitted inside any building.

Emergency Response

- Train all employees on proper evacuation procedures, review procedures and conduct regular fire drills (e.g. at least once per year).
- Review fire safety plans with the local fire department for approval.
- Call 911 to dispatch the emergency services.

Fire Extinguishers

- Select the correct fire extinguisher for the type of materials stored. If in doubt, contact your local fire department prevention office for assistance.
- Extinguishers should be located in areas of greatest hazard and at exits.

- Workers should not use a fire extinguisher unless trained to do so as they may put themselves at increased risk in a fire emergency.
- Training shall include the use, limitations, types and location of the fire extinguishers provided at the workplace.
- Extinguishers should be inspected on a monthly basis by checking the pressure gauge, inspecting the rubber hose and fitting, and removing ABC extinguishers from their mounting bracket and inverting them several times to re-suspend the extinguishing material.

When operating a fire extinguisher remember P.A.S.S:

- Pull the pin or release the latch
- Aim the fire extinguisher at base of fire
- Squeeze the trigger
- Sweep the extinguisher from side to side

Installation

- Portable extinguishers weighing more than 18 kg or 39 lbs. should be installed so that the top of the extinguisher is not more than 1.1 m or 3.6 ft. above the floor.
- Portable extinguishers weighing 18 kg or less must not be more than 1.5 m or 5 ft. above the floor.
- Ensure that fire extinguishers are not mounted on posts in areas where there is a lot of vehicle traffic that could result in damage to the extinguisher cylinder.
- Ensure that the hangers securing the fire extinguishers are capable of supporting the weight and are solidly fixed to the mounting structure.
- Ensure that all fire extinguishers are visible to staff.
- Fire extinguishers should be easily accessible and not hidden or blocked by product, boxes or racks.
- Do not store fire extinguishers in areas where there is increased risk of a fire because they may not be accessible in the event of a fire.
- Place signs visible to staff at the fire extinguisher identifying where it is located.

Maintenance

Extinguishers must be properly maintained to ensure they work when needed and are safe to use.

- Regular inspections.
- Recharging as required.
- Complete annual checkup and servicing.
- Records to be kept of all maintenance work and inspections.

Inspections

Fire extinguishers must be inspected at least once a month and more often where needed.

Inspections are visual checks to determine:

- Ensure extinguishers bear the inspection cards with the name of the inspector and the date of the inspection.
- Extinguisher is well supported (hangers are fastened solidly).
- Extinguisher is accessible (easily reached, location signs, class markings, and operating instructions are clear).
- Extinguisher is in working condition (discharge opening is clear, it's fully charged, it hasn't been tampered with, is not damaged, and hydrostatic testing has been done).
- Extinguisher's ring pin is in place.
- Extinguisher's seal is intact.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

National Fire Code of Canada (NFC)

Floor Sweepers and Cleaners

Overview

Floor sweepers and cleaners are intended for indoor floor and garage sweeping purposes only. They are not intended for outdoor use.

These units are all battery operated and must be used in conjunction with the Battery Charging SWP.

This Safe Work Practice will provide tips on how to work with and around Floor Sweepers and Cleaners.

Hazards

The following hazards may occur during the use of these ride-on floor cleaning machines:

- Battery explosion hazard and exposure to acid and hydrogen gas from battery acid.
- Electrocution hazard during maintenance and/or charging.
- Being struck by unit when it is operating in the area.
- Biological exposure hazard – if collecting tanks are not emptied after use.

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

Protective Clothing

Eye Protectior

Respiratory Protection

Hand Protection

Hearing Protectior

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted. See also Hearing Conservation

Working Safely

Always refer to Manufactures Operating Manual before use.

- Only persons that have been provided a detailed training session are permitted to use these machines.
- This machine is a one-person machine, no joyriding is permitted.
- Before starting the machine(s) check:
  - That all safety devices are in place and operate properly.
  - Wire, string, twine wrapped around scrub brushes, remove if necessary but disconnect the positive terminal to the batteries and turn off the machine first.
  - Squeegees for wear or damage.
  - Suction hose for obstructions.
  - Ensure no collected materials have been allowed to sit before draining – biological hazard.
  - Fluid leaks under the machine indicating need for maintenance.
- When starting the units, ensure your foot is on the parking brake and keep the directional pedal in neutral.
- When driving the machine, avoid driving diagonally down inclines; always drive straight down or straight up slopes.
- Do not operate this machinery in areas where flammable vapours are present or where flammable materials have been spilled. This machine is not to be used to clean up chemical spills.
- The brushes throw debris. Stop the motor before lifting the hopper to unclog.
- If any of these machines pick up reactive materials (aluminum, magnesium), an explosive mixture can be formed with collected liquids and materials. Immediately contact manufacturer for appropriate detergent selection to minimize this risk.
- Do not attempt to disassemble or repair the floor sweeper if you are not qualified to do so. Ensure that all complex problems are handled by an authorized service technician.
- Avoid contact with battery acid.
- Use cardboard to locate leaking hydraulic liquid under pressure, not your hands.
- Use only approved manufactured supplied replacement parts.
- When not using the machine(s), leave it in a protected area free from passing vehicles and objects, leave the parking brake on, and remove the key.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Battery Charging – SWP

Garbage Compactor/Cardboard Baler

Overview

Garbage Compactors or Cardboard Balers have many hazards associated with them. Electrical, crushing, puncture, trip/fall, and chemical hazards are just some examples of risks that workers could face when working around this equipment.

Additionally, these dangers are often not visible from the outside. Therefore, it is important to be aware of these hazards and work cautiously when loading items into a compactor or baler.

This Safe Work Practice will provide tips when working with or around the compactor or baler.

Hazards

The following hazards may occur during the use of the garbage compactor or cardboard baler.

- Workers can be trapped by plunger arm of the garbage compactor or cardboard baler causing serious injury or possibly death.
- There are various pinch or crushing hazards on a compactor or baler, such as the doors and guards which either have to be pulled down or pushed shut.
- A garbage compactor or cardboard baler may have exposed electrical wires which can cause serious injury or death.

Mandatory Requirements

Personal Protective Equipment (PPE)

Eye Protection

Hand Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Ensure training is completed to workers operating the Garbage Compactor or Cardboard Baler.

Working Safely

- Follow the manufacturer's recommended operating procedures.
- A copy of the operating procedures shall be made available to all workers showing proper operating use of the machine.
- Keep area around the compactor/baler clean and free of clutter.
- Training in the use of either the garbage compactor or cardboard baler will be provided by the department supervisor
- Ensure operators are all over the age of 18, and no one under the age of 18 is allowed in the area where the machine is located and while in operation.
- While operating the compactor or baler, all guards interlocking safety switches and lockout devices will be in place and in good working order.
- Workers shall not try to remove guards on these machines.
- **Caution:** At no point in time shall any workers work alone or climb into the compactor or baler in an attempt to undo a jam, pack down the cardboard or garbage to make more room. This action will result in serious disciplinary measures. If the compactor or baler is jammed consult the manufacturer's recommended operating procedures, notify your supervisor and use the proper lock out procedures.
- Workers should always work with a partner to ensure that lockout tag-out (LOTO) procedures are in place.
- The manufacturer's recommended preventative maintenance program for the compactor and/or baler will be followed.
- Compactors will be inspected daily to ensure no leaks or missing/malfunctioning components.
- If there are any defects, these will be reported to the employer/supervisor.
- As part of the daily inspection, compactors and balers should be free of any obstructions in front of the doors and control panel. The area around the machines should be dry and clean with no spilled fluids.
- Remove anything you are wearing that hangs or could get caught, such as rings, watches, chains and bracelets.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Grout Scrubber

Overview

The grout scrubbing machine can be used for polishing ceramic tile and deep cleaning grout.

While using the grout scrubber you may encounter some hazards, and it is important to know what they risks are.

This Safe Work Practice will provide some tips on how to work safely with a grout scrubber.

Hazards

The following hazards may occur during the use of the grout scrubber:

- Risk of electrical shock.
- Risk of personal injury such as back and muscle pain.
- Risk of personal injury due to slips, trips and/or falls.
- Risk of pinching or crushing hands and fingers between furniture and scrubber.
- Exposure to chemicals used near the machine.

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

Protective Clothing

Eye Protection

Respiratory Protection

Hand Protection

Hearing Protection

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts.

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

When using an electrical appliance, basic precautions should always be followed, including the following:

- You must be trained to operate the machine. The machine is to be operated for its intended use only.
- Do not operate the machine unless it is completely assembled.
- Always use a three-wire electrical system connected to the electrical ground. For maximum protection against electrical shock, use a circuit that is protected by a ground fault circuit interrupter. Consult your electrical contractor.
- To prevent electric shock, always remove the electrical plug from the electrical outlet before doing any repairs or maintenance and when leaving the machine unattended.
- To prevent electric shock, keep the machine surface dry. Do not subject to rain. Store the machine in a dry building area. Clean the machine with a dry cloth only.
- Machines can cause an explosion when used near flammable materials and vapours. Do not use this machine with or near fuels, grain dust, solvents, thinners, or other flammable materials. Do not use flammables to clean this machine.
- A qualified or authorized person must do maintenance and repairs.
- To prevent damage to the power cord, do not move this machine over the power cord. Always lift the power cord over the machine. Do not pull or carry cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Keep cord away from heated surfaces.
- Make sure all labels, decals, warnings, cautions and instructions are fastened to the machine.
- Place wet floor signs around the area to be scrubbed. Make sure that the signs remain out until the floor is dry.
- Use proper lifting techniques and know your limits if you need to move any furniture.
- Do not use with damaged cord or plug. If the machine is defective in any way, place a tag on the machine to indicate it requires maintenance and report the defect or hazard immediately to your supervisor.
- Ensure that proper footwear is used as prescribed in the PPE policy.
- For security reasons when working alone try to always keep facing the door when using the machine. The noise will impair the ability to hear someone entering the room.
- Adjust the handle height to a comfortable position.
- **AFTER EACH USE:** Store the machine in a clean dry area. Wipe the entire machine and cord down with a clean cloth. Remove the brush and clean thoroughly. Wrap the machines electrical cord onto the handles and the

cord hook provided. CHECK the cord and plug for nicks, cuts or damage. Report these to your supervisor for repair.

- For scrubbing or polishing, select the correct floor brush (your supplier can help you). If in doubt, ask your supervisor.
- NEVER OPERATE THE MACHINE WITHOUT THE BRUSH INSTALLED!
- To properly attach the brush, UNPLUG the scrubber, lay the machine on its side and remove the screw in the bottom of the drive adaptor. Position the brush on the drive adaptor.
- The motor is lubricated for life under normal use. No oiling or greasing is necessary.
- If you have any questions regarding the maintenance of the grout scrubber, ASK YOUR SUPERVISOR.
- Always disconnect the electrical plug from the electrical outlet before performing any service, maintenance, pad changing or inspection of the machine.

Grounding Instructions

This machine must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local building and electrical codes.

WARNING - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the machine - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

For full operational instruction and details refer to the operator's manual and the training given by Supervisor.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Gutter Cleaning

Overview

Gutter cleaning is a critical service for maintaining building safety, preventing water damage, and ensuring proper drainage. Due to the inherent risks involved, including working at heights, the use of ladders, and potential exposure to debris, our Occupational Health & Safety (OH&S) program for gutter cleaning focuses on ensuring the safety of all workers through proper training, the use of personal protective equipment (PPE), and adherence to safe work practices. This program outlines hazard identification, safe ladder use, fall protection measures, and the importance of maintaining a clean and hazard-free work area to minimize risks.

Hazards

- Falls from heights (rooftops, ladders, boom lifts)
- Ladder instability or tipping
- Slippery surfaces due to weather (rain, wet roofs)
- Contact with overhead power lines
- Uneven ground or unstable ladder placement
- Debris exposure (sharp objects, animal nests, insects)
- Strains from lifting and handling debris or tools
- Eye injuries from falling debris or water
- Slips or trips while working on roofs
- Cuts or scrapes from handling sharp debris
- Working near roof edges

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

Fall Protection Harness

Hand Protection

Wear appropriate footware, fall protection as required and rubber gloves to protect your hands.

Working Safely

- Conduct a hazard assessment - Before starting work, conduct a hazard assessment of the work area to identify potential hazards, such as overhead power lines, uneven ground, or obstructions that could interfere with the cleaning process.
- Wear appropriate PPE - Wear appropriate personal protective equipment, including slip-resistant footwear, gloves, and eye protection where applicable.
- Use a stable base - Ensure that the ladder used to access the gutters is stable and secured to prevent slipping or tipping.
- Inspect the gutters - Inspect the gutters for any signs of damage or obstructions, such as debris or leaves that could prevent water from flowing properly.
- Use a scoop or trowel - Use a scoop or trowel to remove debris from the gutters, starting from the downspout and working your way outward.
- Use a bucket or bag - Use a bucket or bag to collect the debris as it is removed from the gutters.
- Use a garden hose - Use a garden hose to flush out the gutters and downspouts to ensure that they are clear of debris.
- Use caution on the roof - If accessing the gutters from the roof, use caution and avoid stepping on or near the edge of the roof.
- Clean up - Clean up the work area and dispose of any waste materials in a safe and appropriate manner.
- Document the work - Document the date of the cleaning, the condition of the gutters, and any observations about the gutters, such as damage or defects, for future reference.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Hearing Conservation

Overview

Servus Group has established a Hearing Conservation Program to protect worker(s) from the hazards of noise on the job. WorkSafeBC Regulation 7.5 requires that each employer implement a hearing conservation program when workers are exposed to noise levels exceeding 85dB. Typically, noise levels exceeding 85dB are experienced by Servus Group staff only while pressure washing or performing renovation work.

WorkSafeBC Regulation 7.2 established the exposure limits of noise greater than 85dB(A) (decibels), expressed as an eight-hour (8-hours), time-weighted average, (TWA).

The noise standard requires the identification by personnel monitoring of employees who may be exposed above the 85db (A), 8-hour, TWA. Hearing protection is also required for specific activities or using certain types of equipment.

Hazards

- **Hearing Damage or Loss**: Prolonged exposure to loud noise can cause permanent hearing damage or hearing loss. Tinnitus (ringing in the ears) is common with prolonged exposure.
- **Communication Difficulties**: High noise levels make it difficult for workers to hear instructions or warning signals, increasing the risk of accidents.
- **Increased Stress**: Constant loud noise can lead to increased stress, anxiety, and frustration among workers.
- **Reduced Productivity**: Noise can cause distractions and hinder concentration, leading to reduced efficiency and more mistakes.
- **Increased Risk of Accidents**: Difficulty hearing alarms, sirens, or machinery malfunctions can result in accidents or injury.
- **Fatigue**: Working in noisy environments can lead to mental and physical fatigue, as workers need to exert more effort to focus and communicate

Mandatory Requirements

Personal Protective Equipment (PPE)

Hearing Protection

CSA Standard Reference:

- CSA Standard CAN/CSA-Z94.2-02 (R2011) - Hearing Protection Devices - Performance, Selection, Care, and Use.

Noise Exposure assessment

A person who assesses noise exposure at a worksite must measure the noise in accordance with CSA Standard Z107.56-13, Procedures for the Measurement of Occupational Noise Exposure.

Measuring Sound

If a person at a worksite measures noise exposure, they should use a sound level meter or a noise dosimeter, or an integrating sound level meter meeting the requirements as specified by ANSI Standards or equipment approved by a Director of Occupational Hygiene.

Procedures

The company has taken a conservative approach to noise hazards by establishing this program. The following elements establish the program:

- An Audiometric Testing Program
- An Employee Education and Training Program
- Monitoring and Analysis of Workplace Noise Levels
- Providing Suitable Engineering Controls
- Providing Hearing Protectors
- Maintain required Records

Audiometric Testing Program

Each new employee whose work exposes them to “excess noise levels” as defined by the provincial OHS Regulation, will receive an Audiometric test as part of a pre-screening physical examination to establish a baseline audiogram against which subsequent audiograms can be compared.

Annually, all employees who are exposed to noise levels exceeding the 85 dB standard will be given a follow-up Audiometric examination to monitor for any significant changes in their hearing ability.

Employees will be formally notified if there is any change in their hearing as the result of the testing.

Audiometric tests shall be performed by a licensed or certified audiologist, otolaryngologist, or other physician, or by a technician who is qualified and recognized by the Director of Medical Services, Employment and Immigration.

An audiologist, otolaryngologist or physician will review problem audiograms and shall determine whether there is a need for further evaluation.

Employee Education and Training

Employees must be trained on the use of personal hearing protection equipment. Also each employee must know how to clean and maintain the hearing protection equipment.

The training will cover the following:

- Training will be for all employees who are exposed to noise at or above the 8-hour TWA of 85 dB.
- The training will be repeated annually for each employee included in the hearing conservation program.
- The effects of noise on hearing
- The purpose of hearing protectors, the advantages, disadvantages, and the attenuation of various types and instruction on selection, fitting, use and care (fitting conducted by a qualified health care professional)
- The purpose of audiometric testing, and an explanation of the test procedures.
- Access to information and training materials.

Monitoring and Analysis of Workplace Noise Levels

The company will periodically or as necessary, conduct noise level surveys of the workplace. The results of these surveys will be made available to employees.

Any job area or company location found to be in excess of the allowable designated noise levels that cannot be brought into compliance with the noise standard will be designated as an area where hearing protectors are to be worn. When signs are posted employees must wear hearing protection.

REMEMBER: A client may determine if a unit or work area is classified as a high noise area. After the determination is made, employees will be instructed to wear the appropriate hearing protection.

Provide Suitable Engineering Controls

Where appropriate, the company will provide engineering controls to reduce noise exposure. Due to the complexity of most job sites, it is difficult if possible, to institute effective engineering controls for most noise exposures. Should this be the case, then employees will be required to wear suitable hearing protection.

Provide Hearing Protectors Where Required

The company will provide the required employees with hearing protectors if his/her 8-hour TWA is above the 85dB (A). They will also make hearing protectors available to all employees exposed to a TWA above 85dB (A) at no cost to the employee. Any employee who may have a significant threshold shift of hearing level will be

required to wear hearing protection if they are exposed to noise TWA of 85dB. They will ensure all Hearing protectors meet the requirements of CSA Standard CAN/CSA-Z94.2-02 (R2011) - Hearing Protection Devices - Performance, Selection, Care, and Use. They will make a concerted effort to fine the right protector for each employee, one that offers the right attenuation, is accepted on the terms of comfort, and is used by the employee.

Hearing Protectors

Employees may choose the type of hearing protection that best suits their particular assignment and personal preference. Each employee required to wear hearing protection is responsible for carrying hearing protection on his/her person. Hearing protection is furnished at no cost to employees.

Recordkeeping

All record-keeping for this program will be maintained in the office.

Records will include:

- Audiometric tests
- Noise surveys
- Employee training
- Engineering controls implemented
- Record of purchase of hearing protector

Reporting

All non-conformances, work-related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Housekeeping - Cleaning

Overview

Maintaining a clean and hazard-free workplace is key to minimizing accidents from occurring.

This Safe Work Practice provides tips on how to maintain a clean, safe work environment when providing housekeeping cleaning services to clients in their home or place of business.

Hazards

The following hazards may occur when cleaning:

- Repetitive motions due to heavy physical workload, excessive bodily motions and awkward positions may result in musculoskeletal disorders.
- Slips, trips and falls from obstacles or wet surfaces can lead to injury.
- Exposure to biological hazards can result in potential diseases and infections.
- Needles or sharps found in garbage can result in serious injury.
- Chemical splashes when cleaning rooms can result in eye/skin irritation.
- Working alone in a room while a home owner is present may lead to psychosocial hazards.
- Working with cleaning chemicals presents health hazards.

Mandatory Requirements

Personal Protective Equipment (PPE)

Respiratory Protection

Hand Protection

Eye Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

- Watch for hazards that may cause accidents and report them immediately.
- Place mops, buckets and other equipment where no one can fall over them.
- Practice safe lifting techniques (See SWP for Manual Material Handling).
- Review SDS for chemicals being used, ensure containers are properly labeled.
- Ensure all staff have WHMIS 2015 training on the chemicals being used.
- If you come across a container with no label, report it to a supervisor.
- Do not rush.
- Keep floors clean, dry and in good condition. Keep area free of obstructions.

Cleaning

- Wear rubber gloves at all times when cleaning.
- Store any found cigarette butts in a separate metal container.
- Place any needles found in the Sharps Container (use tongs or pliers to handle). Refer to Bloodborne Pathogens/Biohazards SWP.
- Roll up all linen, rugs and spreads before putting them into the soiled laundry bundle.
- Push (don't pull) tall or heavy pieces of furniture.
- Ask for assistance if needed.
- Do not stand on the edge of bathroom tubs.
- Do not mix ammonia and chlorine-based cleaners together, it will create a poisonous gas.
- Consider using an extendible handle cleaning tool.
- Do not run up or down the stairs, always walk.
- Use the handrail when cleaning showers, to avoid long reaches above your head.
- Ensure all appliances are unplugged before cleaning.
- Do not touch light switches or handle electrical equipment when your hands are wet or when you are standing on a damp floor.
- Do not try to repair machines or equipment. Report any defective equipment immediately to the Home Owner.
- Do not run your hands along or inside objects unless you have checked first for razor blades, needles, broken glass, etc.

- Do not unplug the vacuum cleaner by pulling on the cord. Pull on the plug only.
- Ensure grounding prong is in place for vacuum. Do not use if it is broken.
- Avoid over stretching with a vacuum or mop awkward bending will increase chances of back injury.

Housekeeping Carts

- Use the wheel lock when the cart is stopped.
- Pack the heaviest items (e.g. linens and towels) on the bottom of the cart.
- Make sure that sheets or towels are not hanging over the cart edges.
- Make sure your view is not blocked by loading supplies too high on the cart.
- Check that all chemical containers are labeled properly on the cart.
- Keep your personal protective equipment (gloves, goggles) on the cart and wear it as required. Ensure PPE is cleaned and any defective PPE is thrown away, in such a case ask for a replacement.
- Choose gloves that fit properly. Gloves that are loose can increase the muscular strain.
- If your cart is too heavy to push, remove some items and return for them later.
- Push the cart slowly at all times (especially going around corners to avoid collisions).
- Keep your hands on the cart handle to avoid bruising them when going through narrow doorways.
- Keep to the right to avoid other traffic.

Bed Bugs

- Notify management and home owner that bed bugs have been identified.
- Rubber gloves must be worn, use a mask if necessary.
- Servus Group will work with a Pest Management Company and the home owner to arrange removal of bed bugs.
- Refrain from touching the area.

Working Alone

- Ensure to lock the door upon entering the home.
- Have a cell phone available at all times
- In the event of a break in, dial 911 immediately.

Cleaning with Home Owner present

- Announce you have arrived and ask permission to begin cleaning.
- Have a cell phone available at all times.
- If you feel you are being threatened or harassed, call the office immediately.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Bed Bugs in the Workplace – ccohs.ca

Bloodborne Pathogens/Biohazards – SWP

Housekeeping - Workplace

Overview

Maintaining a clean and hazard-free workplace is key to minimizing accidents from occurring. This Safe Work Practice provides tips on how to maintain a clean, safe work environment when you are in the workplace.

Hazards

The following hazards may occur as a result of poor housekeeping:

- Potential injury from a slip, trip or fall from obstacles or wet surfaces.
- Falling objects from shelves.

Mandatory Requirements

Ensure employees trained on how to clean and maintain their work areas.
Provide housekeeping tools such as brooms, dustpans and garbage pails.

Working Safely

- Ensure that individual work areas are kept clean at all times, allowing work activities to proceed in an orderly and efficient manner.
- Keep the floor free of garbage, scrap, debris and other trash.
- Clean up spills immediately using appropriate floor cleaning techniques.
- If a spill cannot be cleaned up immediately, cordon off the area or mark it to ensure that no one accidentally encounters the spill.
- Floors should be cleaned frequently but at a time when pedestrian traffic is minimal.
- A “Wet Floor” sign should be used to mark an area that is drying.
- Keep equipment clean and in good working condition. Any equipment leaks should be reported immediately to your Supervisor.
- Ensure that tools, cords, and other materials are not placed in areas where they may cause tripping or other safety hazards.
- Store materials and equipment in appropriate storage locations.
- Shelved items must be placed neatly and arranged so that the items cannot easily fall.
- Avoid storing supplies and equipment in front of shelves. This forces employee to climb or reach over the items stored in order to reach the shelves.
- Keep exits free from obstruction.
- Report to your supervisor if there is nowhere to store materials safely.

Ladders

Overview

Ladders are used in virtually every industry. There are many types of ladders and it is important to choose the right ladder for the task. The misuse of ladders can result in long-term musculoskeletal disorders, electrical contact, or falls from height. The consequences can range from minor mishaps to death.

This Safe Work Practice provides tips on how to work safely with ladders.

Hazards

The hazards associated with ladders include:

- Falls from ladders
- Struck by falling ladders
- Struck by materials falling from ladders
- Tripping over ladders (erect or lying on the floor)
- Lifting heavy ladders
- Carrying long ladders
- Striking persons or objects when carrying ladders
- Contact with electrical equipment

Mandatory Requirements

Personal Protective Equipment (PPE)

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Ensure proper footwear and clothing when working on ladders.

For example, **DO NOT** wear:

- High heels
- Thin heel shoes
- Sandals (open or closed toe)
- Skirts
- Wide or loose legged pants.

Fall protection is recommended whenever practicable, when working at a height of more than 3 metres above the nearest permanent safe level, any open-top tank, pit or vat or above any surface or thing that could cause injury upon contact.

General

- Use the right ladder for the job.
- Inspect the ladder before and after use.
- Get help when moving heavy or long ladders.
- Ensure that portable ladders of all types are placed on a stable surface.
- Use common sense and good judgement at all times.
- You should not be using a ladder if:
    - You are in poor health
    - You are subject to fainting
    - You are using drugs or alcohol
- If you come sick, dizzy or panicky while on a ladder, do not try to climb down in a hurry. Wait, drape your arms around the arm-rails, and rest your head against the ladder until you feel better. Then climb down slowly and carefully.
- When climbing, make sure your footwear is clear of mud, snow and grease.
- Protect the base of the ladder from accident contact with traffic (human or vehicle) by securing it with hazard tape or warning signs or having someone present at the base.
- Face the ladder when ascending or descending – maintain 3-point contact.
- Keep the centre of your body within the side rails.
- Maintain a firm grip. Use both hands when climbing.
- Hoist or attach materials Do not carry materials in your hands.
- Make sure that only person at a time is on a ladder.
- Don't stretch or reach beyond the side rails of a ladder, a shift in the centre of gravity could cause the ladder to slip.
- Never stand any higher than the third rung from the top of a step ladder.
- Never use a chair or any other object to stand on instead of a ladder.
- All workers must be properly trained on the selection, use, and maintenance of a ladder. They must be competent before using ladders or working at heights.
- Never try to gain additional height by placing the ladder on boxes, barrels, unstable bases or scaffolds.

Extension Ladders

Extension ladders usually have two sections that operate in brackets or guides that allow for the ladder to be used at adjustable lengths. These ladders are not self-supporting and require a stable structure that can withstand the intended load.

Working from an extension ladder can be a dangerous task if not performed correctly. Here are some recommended safe work procedures compatible with Canadian WorkSafeBC requirements for working safely on an extension ladder:

- Ensure that a ladder is the right tool for the job. **If any of the following are not true, work must not take place from a ladder without fall protection!**

  ☐ No fall protection anchors are available and making an anchor would require more time than the task

  ☐ Work is light duty (vent cleaning, window washing, gutter cleaning)

  ☐ The work will take less than 15 minutes at each work location

  ☐ Worker can hang onto the ladder with at least one hand

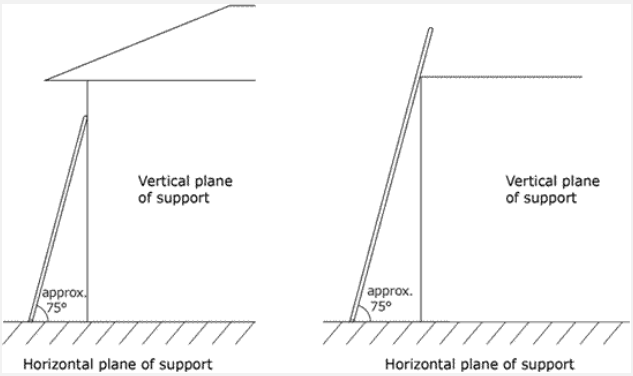
  ☐ Heavy loads or tools do not need to be carried

  ☐ Work can be completed safely from a ladder

  ☐ Other access methods would not be practical given the location and scope of work
- Conduct a hazard assessment - Before starting work, conduct a hazard assessment of the work area to identify potential hazards, such as overhead power lines, uneven ground, or obstructions that could interfere with the ladder.
- Choose the right ladder - Select an extension ladder that is appropriate for the task at hand, ensuring that it can reach the necessary height and has a weight capacity that is sufficient for the worker and any equipment being used.
- Inspect the ladder - Inspect the ladder before use to ensure that it is in good condition and free of defects, such as bent or broken rungs.
- Raise or lower ladders from the ground. Ensure that locking ladder hooks are secure before climbing.
- Place the ladder feet so that the horizontal distance between the feet and the top support is ¼ of the working length of the ladder, i.e. the ladder will be leaning at a 75° angle from the ground.
- Use care when getting on or off the ladder at the top or bottom in order to avoid tipping the ladder sideways or causing the ladder base to slide.
- Secure the ladder - Use ladder stabilizers or tie-off ropes to secure the ladder and prevent it from shifting or falling whenever possible
- Use the ladder safely - Climb the ladder slowly and carefully, facing the ladder and keeping your body centered between the side rails. Do not lean to one side or overreach, and avoid carrying heavy equipment or tools up the ladder.
- When accessing elevated work surfaces, erect ladders so that a minimum of 1 metre (3 feet) extends above the landing platform. Tie the top at support points whenever practicable
- Leave all tie-off devices in place until they must be removed before taking the ladder down.
- Maintain the minimum overlap of sections as shown on the ladder label. Refer to safety regulations.

WorkSafeBC Regulation 13.5 Position and stability

(1) A portable ladder must
(a) be placed on a firm and level surface, and
(b) be of sufficient length to enable the safe performance of the work activity while being used.
(2) A portable non-self-supporting ladder must,
(a) as shown in Figure 13-1, be positioned so that the ladder is leaning against the vertical plane of support at an approximate angle of 75° when measured from the horizontal plane of support,
(b) if the ladder provides access to or egress from an upper landing,
(i) project approximately 1 m (3 ft) above the upper landing, and
(ii) be sufficiently secured in place to ensure the stability of the ladder during access to or egress from the upper landing, and
(c) if the ladder is not already secured in accordance with paragraph (b)(ii), be sufficiently secured in place to ensure the stability of the ladder during use if conditions exist that are likely to cause the ladder to be unstable.



WorkSafeBC Regulation 13.6 Use restrictions

(1) If work cannot be done from a ladder without hazard to a worker, a work platform must be provided.
(2) A worker must not carry up or down a ladder, heavy or bulky objects or any other objects which may make ascent or descent unsafe.
[Enacted by B.C. Reg. 422/2004, effective January 1, 2005.]

LADDER SAFETY

- Do not position the ladder near an edge or where a drop in height would significantly increase the potential fall distance.
- Do not use a ladder without training
- Inspect ladders before each use
- Select an appropriate ladder and ensure the ladder is used within its capacity or weight rating
- Ensure the ladder is placed on stable footing
- If practical, secure the ladder in place or have someone hold the ladder for you.
- Do not climb on a ladder that someone else is on
- Climb safely, maintain 3 points of contact, do not climb with objects in your hands and always face the ladder and do not overreach, your belt buckle should remain between the ladder rails
- If using a portable extension ladder:
  - Ensure a ratio of 1:4, 1 meter out for every 4 meters up
  - If accessing a higher level, ensure the ladder extends one meter or 3 rungs above

Ladder Carrying

- Ladders should be carried in the horizontal position
- Solo carrying ladders in the vertical orientation should only be done to reposition ladders over very short distances across clear unobstructed terrain, such as moving it to an adjacent gutter.

- Use a partner to help carry long or heavy ladders, particularly over greater distances, on slopes or on rough terrain or any areas where there are overhead hazards
- Get help carrying ladders whenever it is needed. (Heavy or large ladders, transporting ladders on steep slopes or uneven terrain or where obstructions are present)
- Never carry ladders vertically near power lines or other overhead hazards where it might become entangled
- Pre-walk all pathways where ladders or other large or heavy objects will be carried to assess for obstructions. Ensure walking paths are free of obstructions and overhead hazards that might become entangled with the ladder

- Ensure lighting and visibility are adequate when carrying heavy or awkward objects such as ladders.
- Use extra caution when using or carrying ladders near obstructions such as trees, through passageways, doorways, or any place where your view might be obstructed.
- Use two people to carry ladders on slopes, hills, rough terrain, or where there are obstructions or other hazards
- Make sure that you and your partner are on the same side when carrying a ladder. Stay in step. Work out in advance any hand or voice signals to coordinate stopping or changing direction
- If you lose control of the ladder when carrying it, drop it or push it away from you and get clear. Do not attempt to recover control of large ladders that are falling. Property damage is preferable to personal injury.

Ladder Inspection

- Inspect the ladder in accordance with manufacturer's instructions.
- Ensure it is not damaged, for example:
    - Missing or loose steps or rungs (they are loose if you can move them by hand).
    - Damaged or worn non-slip feet.
    - Loose nails, screws, bolts or nuts.
    - Loose or faulty spreaders, locks and other metal parts in poor repair.
    - Rot, decay or warped rails in wood ladders.
    - Cracks and exposed fiberglass in fiberglass ladders.
    - Cracked, split, worn or broken rails, braces, steps or rungs.
    - Sharp edges on rails and rungs.
    - Rough or splintered surfaces.
    - Corrosion, rust, oxidization and excessive wear, especially on treads.
    - Twisted or distorted rails. Check ladders for distortion by sighting along the rails. Never use a twisted or bowed ladder.
    - Missing identification labels.
- Do not make temporary or makeshift repairs.
- Tag and remove defective ladders for repair.
- Only CSA or ANSI approved ladders should be used. Ensure all certification stickers are clearly visible.
- Assess hazards that may arise from the area the work is being done. Identify and, where possible, keep work away from power lines or other hazards. If you must work near power lines, ensure that they are identified and always use a fiberglass ladder.
- Determine if this work could be done without using a ladder, e.g. can the work be lowered so it could be done at regular height?
- Inspect the aisles where the ladder will be handled to ensure they are free of any obstacles and debris.

Step Ladders

- Ensure the load rating covers the person's weight and the weight of the tools being used.
- Use a step ladder that is about 1 metre (3 feet) shorter than the highest point you have to reach. This provides a wider, more stable base and places the shelf at a convenient working height.
- Open the step ladder spreaders and shelf fully and lock the braces.
- Check stability. Ensure that all ladder feet are on a firm, level and non-slippery surface.
- Place a step ladder at right angles to the work, with either the front or back of the steps facing the work.
- Keep the step ladder close to the work.
- Avoid pushing or pulling step ladders from the side. Repeated sideways movement can make ladders wobbly since they are weaker or less stable in those directions.
- Don't overreach, always move the step ladder.
- Don't shift or walk a step ladder while standing on it.
- Never stand, climb or sit on the step ladder top or pail shelf.
- Step ladders are meant for one person.
- Never use a step ladder as a brace or support for a work platform or plank.
- Never climb a step ladder that is leaning against a wall. Use a straight ladder instead.
- Ensure the ground is firm enough to hold the ladder that one leg does not sink farther into the ground than others.
- Set up suitable barriers if the step ladder must be set up in passageways, doorways, driveways or other locations where a person or vehicle can hit it.

Portable Ladders

Portable ladders can be easily moved or carried. They are available in various grades – from light duty (grade 3) to medium duty (grade 2) and heavy duty (grade 1).

- Choose the ladder designed for your task. Consider the strength, type, length and the CSA approval rating.
- Read and follow the labels and markings on the ladder.
- Never join two short ladders to make a longer ladder.
- Never paint wooden ladders.
- Ensure the ladder feet are placed ¼ of the ladder's working length from the base of the structure (for example, for every 1.2 metres (4 feet) high, the base of the ladder should be out 0.3 metres (1 foot) from the support point).

- The ladder should extend at least 1 metre (3 feet) above the landing platform or the point of support.
- Place the ladder on firm, level footing. Use a ladder with slip-resistant feet or secure blocking. Brace or tie the bottom of the ladder.
- Rest both side rails on the top support and secure the ladder to prevent slipping.
- Wear a safety harness and tie the lanyard off to a proper anchor (designed fixed support, temporary fixed support, or existing structural feature or equipment) when working 3 metres or more off the ground or when working with both hands. Make sure that you have been trained on how to use fall protection devices. (See Fall Protection requirements under PPE above.)
- Never use a ladder against a flexible or moveable surface.

Rolling Ladders

Rolling ladders and stairways are found in many warehouses and storage facilities. They are generally made of lightweight tubular steel that is welded to large steel tread steps. They can vary in height from short, two-step models to tall, twelve foot models.

- Always climb facing the ladder, using 3-point contact.
- Do not carry loads that are too bulky or heavy.
- Do not over-reach, the ladder could tip.
- Do not move an occupied ladder.
- Never stand with one foot on the ladder and the other on an object such as shelving.
- Do not set up rolling ladders in areas where doors could swing open into the ladder.
- Avoid setting up rolling ladders in direct proximity to forklift or vehicle traffic.
- Never tamper or modify ladder.
- Use the step brake/lock if equipped.
- Consider tying off or securing the rolling ladder if tipping is a concern.

Ladder Storage

- Always return ladders to storage area after use.
- Support ladders horizontally on racks or mount on walls.
- Keep ladders clean and free of foreign materials.

- Do not hang ladders from their rails or rungs.
- Store ladders where they are protected from the weather.

Ladder Transportation

- Avoid long overhangs beyond support points when transporting ladders on vehicles.
- Pad racks on vehicles with soft material to reduce wear and road shocks.
- Tie ladders to each support point to reduce damage.
- Mark ladders which overhang vehicles with a red or orange flag.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee.

Additional Resources

Slips, Trips and Falls – SWP

Fall Protection – SWP

Ministry of Labour Guidelines on Ladders

Manual Material Handling

Overview

Manual material handling involves moving or handling items by lifting, lowering, pushing, pulling, carrying, holding, or restraining. It is a leading cause of workplace fatigue, low back pain, and injuries to the lower back. Anyone performing manual handling tasks is at risk for musculoskeletal injuries. While it's not possible to completely eliminate this risk, the number and severity of injuries can be significantly reduced by following safe work practices.

Hazards

If manual materials handling tasks are completed unsafely, the following injuries may occur:

- Back injuries caused by lifting with poor posture
- Muscle strains or sprains which could lead to chronic pain
- Pain, weakness and numbness in affected body parts
- Falls from stools and ladders

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


High Visibility


Eye Protectior


Head Protection


Hand Protection


Hearing Protectior

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

- Get help with awkward loads.
- Determine the weight of the load.
- Ensure you can lift the load without over-exertion.
- Make sure the load is “free” to move.
- Check the planned location of the load for obstacles and debris.
- Ensure the path to the load’s destination is clear; watch for grease, oil, water, litter, and debris that may cause slips or falls.
- Know the proper handling and lifting technique for the type of load or material.

Proper Lifting:

- Warm up your muscles before lifting.
- Stand close to the load and face the direction you intend to move.
- Use a wide stance to maintain balance.
- Ensure you have a good grip on the load.
- Keep your arms straight.
- Tighten your abdominal muscles.
- Tuck your chin into your chest.
- Initiate the lift using your body weight.
- Lift the load as close and centered to your body as possible.
- Lift smoothly, without jerking.
- Avoid twisting or side bending while lifting.
- Avoid carrying loads with only one hand.

Two-Person Lifts:

- Communicate before starting the lift and throughout the task.
- Assign one person to lead and coordinate the lift.
- Choose a lifting partner of similar height, if possible.
- Walk in step with each other and align your motions.

Carrying, Pushing, or Pulling Activities:

- Carry items in smaller containers or use a cart.
- Push carts and dollies instead of pulling them.
- Face the direction of travel to avoid twisting or awkward shoulder postures.
- Watch for tripping hazards and make sure the load doesn't obstruct your view.
- Walk at a slow and steady pace.

Storing or Retrieving Material:

- Store heavy items below eye level whenever possible.
- Keep the heaviest objects at least 30 cm (12 inches) above the floor or knee height, if possible.
- Use a ladder or step stool to store lighter items above eye level—never use a chair for standing, climbing, or reaching.

Take micro breaks as required

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Manual Material Handling – ccohs.ca

Mezzanines

Overview

To maximize space, some organizations add a mezzanine floor to their warehouse. Used primarily for storage purposes, there have been many incidents of injuries when working at unprotected openings.

Falls from heights is one of the most common causes of workplace fatalities and serious injury.

Hazards

The following hazards may occur if safe work practices are not implemented:

- Slips, trips or falls.
- Falls from heights above 3 metres (10 feet), if accessing an unprotected edge of the mezzanine.

Ensure mezzanine levels have guardrails

Mandatory Requirements

Personal Protective Equipment (PPE)

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

- Fall Protection training for employees working above 3 metres.
- CSA-approved footwear for warehouse mezzanine is required.
- Fall protection is required if guardrails are impractical or have been removed during operations.

Mezzanine Storage

- Reduce the risk of slips or trips by wearing safety footwear, regular cleaning and maintenance of the mezzanine, and storage of items in a stable manner.
- Ensure guardrail remains closed when not in use.
- Never use the forklift to elevate people to the mezzanine.
- Ensure loose pallet loads are wrapped to ensure items do not fall.
- Inspect pallets for broken or loose materials. Never use a damaged pallet.
- Remove items no longer in use to prevent clutter build-up.
- Never leave empty pallets in the middle of the floor.
- Never throw items to another employee working on the ground level.
- Only stack boxes to a maximum of 4 high.
- Ensure tools such as tape guns and utility knives are not left on products stored up high as they could fall and injure someone.
- Do not overload the mezzanine capacity. (Check capacity rating).
- When the gate is open, fall protection must be used.
- When the forklift is delivering material to the mezzanine, ensure the corridor at the bottom is secured to prevent pedestrian traffic in the danger zone.

Guardrail Requirements

- Guardrails will be highly visible and securely fastened and supported.
- Guardrails should have a top, middle, and toe rail.
- The top rail should be at least 91 cm but not greater than 107 cm above the guarded surface.
- If there is a chance of tools or other objects falling on employees below, install a toe board that extends from the guarded surface to at least 125 mm.
- If the toe board would not prevent objects from falling then a solid or mesh panel should be installed from the floor to a height of not less than 450 mm.
- Ensure the guardrail is free of splinters and protruding nails.
- The guardrail system should meet the structural requirements of the provincial building code.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Fall Protection – SWP

Slips, Trips and Falls – SWP

Mopping

Overview

Workers that mop are regularly exposed to risks and hazards which includes walking on wet and slippery floors; stretching to reach in areas; frequent bending and lifting; repetitive movements and awkward positions.

For many workers, these risk factors often lead to musculoskeletal disorders (MSDs) and other work-related injuries.

Hazards

The following hazards may occur when mopping unsafely:

- Slips, trips and falls
- Back or muscle injury

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


Protective Clothing


Hand Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

General Guidelines

- All employees must receive training from their supervisor on proper and safe mopping techniques.
- Ensure all employees have completed WHMIS training.
- Proper non-slip footwear must be worn, as outlined in the PPE policy.
- When working alone, try to face the door for security reasons while mopping.
- Report any hazards encountered during mopping to the supervisor.

Working Safely

Dust Mopping:

- For large floor areas, use a side-to-side motion, covering 8 to 10 feet with each pass of the mop head.
- Avoid lifting the mop head during operation; if shaking the mop is necessary, keep it close to the floor to prevent dust from scattering.
- Keep dust piles small and move them out of traffic areas to minimize scattering.
- When emptying dust pans into bins, do so deep into the cart to avoid dust spreading into the air.
- Clean and treat dust mops daily (use 1 oz. of treatment per foot of mop). Always treat mopheads at the end of the day, and store them off the floor to allow treatment to fully penetrate.

Wet/Damp Mopping:

- Use the correct chemical mixture as indicated by SDS sheets—remember, using more chemical is not always better.
- Properly wring out the mop: hold the mop handle level with the floor, step close to the bucket, and use your body weight to wring out the mop, minimizing strain.
- Place wet floor signs in the area you plan to mop to warn others of slippery conditions.
- When mopping, make a "U" shape and use a figure-eight stroke to cover the area. Shift your body weight from foot to foot to avoid overworking your arm muscles.
- Mop the entire area again with a wrung-out mop, using the same figure-eight stroke for a thorough clean.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Office Workstations

Overview

No matter what industry you work in, computers are commonly used. Extended work with computers can lead to muscular fatigue and discomfort, usually in the back, arms, shoulders and neck.

This Safe Work Practice will help you organize tasks and set up your workstation so that you can maintain a comfortable upright posture.

Hazards

Hazards associated with office workstations may include:

- Musculoskeletal Disorders (MSD)

Working Safely

Setting-up a Computer Workstation

Step 1

- Set the height of the chair so that your thighs are roughly parallel to the floor, with your feet flat on the floor or a footrest.
- Your knee angle should be about 90°.
- The chair should have a well formed lumbar (lower back) support to help maintain the natural lumbar curve.
- Ensure the chair does not put pressure on the back of the legs, if so adjust the seat pan.
- Leave enough space between the front edge of the seat pan and the back of your knee/lower leg to comfortably rest a couple fingers.

Step 2

- Your elbows should be at an angle of 90°, with your shoulders relaxed and your arms hanging naturally at your sides.
- Keep your hands in line with your forearms, so that wrists are straight, not bent up, down or to the side.
- The mouse should be directly beside the keyboard.

Step 3

- Make sure the arm rests do not interfere with natural movements and/or are adjustable to be level with the keyboard holder.

Step 4

- Set your monitor at a height that allows you to keep your neck straight.
- The top of the screen should be at eye level, your line of sight will naturally fall to the middle of the screen.

Step 5

- Organize your work so that usual operations are within easy reach.
- Place documents beside the monitor on a document holder, or at an angle between the keyboard and monitor. Items that are required for high frequency tasks, or those with a long duration, should be placed closest to you.
- Use of a hands free telephone device when working with the computer and telephone at the same time to prevent awkward postures or neck and shoulder strain.

Lighting

Task lighting and ambient lighting should be balanced to reduce harsh contrast and glare. Sometimes, it is the presence of dark shadows contrasting with the bright computer display that can cause eye fatigue. Glare can also cause visual fatigue and discomfort, and it can force the person to adopt an awkward posture to avoid the glare.

There are different types of glare: direct, indirect and masking.

- Direct glare occurs when there are bright light sources directly in the user's field of view (e.g., windows, etc.).
- Indirect glare occurs when light from windows or overhead lighting is reflected off shiny surfaces in the field of view, such as monitors, desks and other office equipment.
- Light from sources directly overhead causes masking glare on the screen, partly obscuring what the user is trying to focus on.

To reduce glare:

- Use light absorbing curtains and blinds.
- Position terminals so the user's line of sight is parallel to windows and overhead fluorescent lights.
- Position workstations between rows of overhead lights.
- Use parabolic filters on overhead lights (these covers only allow light to travel straight down, not disperse at an angle).
- Use indirect lighting (lighting that reflects off ceilings and walls into the work area).
- As a last resort, use glass or plastic antiglare screens.

Task Design

Maintaining any posture over time is fatiguing, no matter how well the workstation is set up. Repetitive tasks such as continual data entry can further contribute to discomfort and possible injury. Any prolonged static postures can begin to induce discomfort that may lead to an MSD. The best remedy is to take frequent breaks from computer work. For example, schedule five minutes of work that does not use the computer for every hour worked. Computer-intensive jobs should be re-designed to include tasks other than computer work.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee.

Additional Resources

Ergonomics Free Downloads – WSPS.ca

Office Workstation Design – WSPS.ca

Office Workstation Checklist – WSPS.ca

Parking Lot Safety

Overview

Parking lots can be very dangerous to pedestrians walking to and from their vehicles, to workers controlling the flow of traffic in and out of the parking lot, and to drivers themselves. Car accidents resulting in injuries and or property damage, aggressive behaviours and/or harassment are high hazards commonly identified in parking lots.

Hazards

The following hazards may occur while in the parking lot:

- Struck by vehicle
- Violence and Harassment
- Extreme Temperatures (Hot or Cold)

Working Safely

Employee Parking

- Always park vehicles near the building in a highly visible and well-lit area.
- If possible, park near the stairs or a well-lit exit in an underground lot.
- Use the main building entrance, avoid rear or secluded exits.
- Keep your valuables, including purses and recent purchases, out of sight. Always lock them in the trunk if they must be left in the vehicle.
- When walking alone, have a plan ahead of time. Know where you can go for safety and how to call for help.
- Lock the doors and roll up windows once in the vehicle.
- If walking to and from vehicles after dark or in high-risk neighbourhood always try to walk with a friend, co-worker, or a security officer.
- If you must walk alone:
  - Have a co-worker watch you from a window. Wave to them on the way to your vehicle.
  - Stay on well-lit streets, and in the centre of the sidewalk. Stay away from hiding spots such as bushes, doorways, alleys and parked cars. Cross the road if necessary.
  - Do not dig in your purse or bag. Have keys ready in hand to unlock vehicle or building door.
  - Do not wear headphones or be distracted by a cell phone conversation.
  - Do not carry heavy briefcases or bags that may get in the way.
  - Do not carry any type of weapon, including pepper spray. Weapons can just as easily be used against you and are illegal in some jurisdictions.

Always be alert to your surroundings. Walk with confidence. Keep your head up and look around. Look directly at people but do not stare at them. Trust your instincts when you feel something is not right and remove yourself from the situation or get help immediately.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Pedestrian Safety – SWP

Pallet Trucks

Overview

Powered pallet trucks, also known as electric pallet jacks, walkies, single or double pallet jacks, or power jack, are motorized to allow lifting and moving of heavier and stacked pallets within a warehouse.

This Safe Work Practice provides tips on how to work safely with and around a pallet truck.

Hazards

The following injuries/incidents may occur as a result of operating a pallet truck unsafely:

- Material may tip over
- Workers may be crushed
- Pedestrians may be struck by truck
- Product can be damaged by forks and cause a slip or fall

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

High Visibility

Hand Protection

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Working Safely

Always refer to Manufactures Operating Manual before use.

- Before using a pallet truck ensure that you have completed the appropriate training.
- Always be alert to the area around you and watch where you are driving. Be careful that you don't get pinned or crushed between the truck and a fixed object such as a wall or post.
- Never ride on the truck or allow anyone else to ride on the truck. There is no safe place to sit or stand on a powered pallet truck.
- Watch your hands and your feet when driving. A foot or hand caught between the truck and a fixed object can easily be crushed or dismembered.
- Keep your hands and feet away from all moving parts such as forks or wheels.
- Keep your truck under control at all times. Operate at a speed that allows you to stop safely. Be even more careful on slippery or uneven surfaces. Do not run over objects on the floor.
- Perform all truck movements smoothly and at a speed that will give you time to react in an emergency
- Be extremely careful when working around docks, dock boards and trailers. Stay away from the edge of docks and ramps. Ensure dock boards are secure.
- Check that trailer wheels are chocked.
- Before you leave your truck:
  - Lower the forks to the floor.
  - Shut the truck off with the key or disconnect the battery.
- Walkie pallet trucks are designed to move loads over short distances and operate in areas with limited space.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Pedestrian Safety

Overview

It is the responsibility of both drivers and pedestrians to ensure each other's safety by following simple rules and being aware of the hazards. Pedestrian duties include any task that requires employees to walk and work around areas of moving vehicles or equipment traffic.

Although all forklift operators are trained to yield to pedestrians through their operator's certification, our company recognizes the need to ensure all staff and visitors are aware of the hazards.

Hazards

The following hazards may occur as a pedestrian in the warehouse:

- Moving vehicles or equipment that may strike a person, causing serious injuries, death or property damage.
- Crushing of lower extremities due to rear end swing of forklifts or sudden acceleration with direction of steering wheel unknown.
- Struck by materials from raised loads due to sudden jerky movements of machine controls.
- Forklift operators themselves can become complacent around equipment. This is particularly true while using a pallet jack to pick product (operating as both operator and pedestrian at times).

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

High Visibility

When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

High-visibility garments provided when applicable as per the Occupational Health and Safety Act and Regulations (i.e. vests, t-shirts, clothing with reflective material, reflective arm and leg bands).

CSA-approved footwear (when applicable as per the Provincial Act and Regulations).

Warehouse

- Visitors to the warehouse will be accompanied by a Supervisor/Manager. The warehouse Manager should be made aware of possible tours expected within the facility.
- Staff and visitors are to properly wear all required PPE in the Warehouse.
- Remain alert at all times and check surroundings often.
- Listen for warnings. Employees must not talk on cellular phones or have headphones on while working in the warehouse.
- Keep a safe distance (20ft) (50ft with raised loads) from forklift traffic and stay out of “blind spots”. Let the operator know you are there if you do not receive eye contact.
- Walk at a safe speed, watch where you are going, change direction carefully. Do not run; do not walk in front of, or around lift trucks.
- Do not walk under the raised platform of any material handling equipment (e.g. order picker, reach truck, dock stocker).
- Do not walk under/pass under undefined racking passageway to get to another aisle.

Walking on Site

- Visitors will be accompanied by a Supervisor/Manager. All visitors must comply with safety regulations.
- Staff and visitors are to properly wear all required PPE in designated areas.
- At a jobsite ensure you are aware and comply with safety expectations and wear required PPE.
- Remain alert at all times and check surroundings often.
- Listen for warnings. Employees must not talk on cellular phones or have headphones on while working.
- Walk at a safe speed, watch where you are going, change direction carefully. Report any safety concerns.

High Visibility Apparel

All employees shall wear CSA-approved high visibility apparel or equivalent while at a customer’s site* under the following conditions:

- When working within a road allowance or on a public way.
- When working on a project where the wearing of high visibility apparel is required under the Occupational Health and Safety Act and the Regulations for Construction Projects.

- In any other location or situation where the employee may be endangered by vehicular traffic or where being visible is important to his/her safety.

At minimum, high-visibility apparel should meet the criteria established in CSA Z96 – Class 2, Level 2, which provides moderate body coverage and superior visibility. The apparel shall have full coverage of the upper torso, and stripes are composed of reflective materials.

It is the responsibility of the foreman to designate, subject to the requirements of these standards, specific operations where high visibility apparel must be worn.

*Approved equivalents to a traffic safety vest are t-shirt, jackets, overalls and other apparel which is safety ("*blaze*") orange or red in colour with reflective tapes on the front and back. "Approved" means that this clothing meets specifications as established by the Health and Safety Coordinator.

Walking on Public Road

- Cross at marked crosswalks or traffic lights, do not cross in the middle of the block or between parked cars.
- Make sure drivers see you before you cross.
- Cross when traffic has come to a complete stop.
- At a traffic light, cross at the beginning of a green light. Don't cross once the "Don't Walk" signal begins to flash or the light has turned yellow. Never cross on a red light.
- Watch for traffic turning at intersections or entering and leaving driveways.
- Wear bright or light-coloured clothing or reflective strips, when walking at dusk or darkness.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee.

Polisher

Overview

A floor polisher or rotary floor machine is an electrical floor scrubber that is used to clean and maintain non-carpeted floors, such as hardwood, marble, tile or linoleum.

It is also known as a floor buffer or burnisher, it is a high speed floor buffer with a pad that rotates at over 1000 RPM.

When using a floor polisher many hazards are associated with using this machine and precautions should be taken.

This Safe Work Practice will provide tips to work safely with a floor polisher.

Hazards

The following hazards may occur during the use of the polisher:

- Slips, Trips and Falls
- Electrical shock
- Back and muscle pain
- Vibration and noise
- Abrasions, cuts, scrapes or burns
- Entanglement

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


Protective Clothing


Eye Protection


Respiratory Protection


Hand Protection


Hearing Protection

Keep hair, loose clothing, fingers and all body parts away from openings and moving parts. When choosing PPE, keep in mind both the task and the environment in which the work is conducted.

Always refer to Manufactures Operating Manual before use.

When using an electrical appliance, basic precautions should always be followed, including the following:

- You must be trained to operate this machine. The machine is to be operated for its intended use only.
- Do not operate the machine unless it is completely assembled.
- Always use a three-wire electrical system connected to the electrical ground. For maximum protection against electrical shock, use a circuit that is protected by a ground fault circuit interrupter.
- To prevent electric shock, always remove the electrical plug from the electrical outlet before doing any repairs or maintenance and when leaving the machine unattended.
- To prevent electric shock, keep the machine surface dry. Do not subject to rain. Store the machine in a dry building area. Clean the machine with a dry cloth only.
- Machines can cause an explosion when near flammable materials and vapors. Do not use this machine with or near fuels, grain dust, solvents, thinners, or other flammable materials. Do not use flammables to clean this machine.
- A qualified or authorized person must do maintenance and repairs.
- To prevent damage to the power cord, do not move this machine over the power cord. Always lift the power cord over the machine. Do not pull or carry cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Keep cord away from heated surfaces.
- Do not use with damaged cord or plug. If the machine is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
- Ensure that proper footwear is used as prescribed in the PPE policy.
- Ensure that you have received information about posture and the risk of over extending your reach. Use proper/safe vacuuming techniques to protect your back and muscles. Take breaks as necessary – when fatigued or sore. Notify your manager of any discomfort.
- For security reasons when working alone try to always keep facing the door when using the machine. The noise will impair the ability to hear someone entering the room.
- Always report any hazards found when using the polisher to your Supervisor.
- Adjust the handle height to a comfortable position.

- AFTER EACH USE: Store the machine in a clean dry area. Wipe the entire machine and cord down with a clean cloth. Remove the pad or brush and clean thoroughly. Wrap the machine's electrical cord onto the handles and the cord hook provided. CHECK the cord and plug for nicks, cuts or damage. Report these to your supervisor for correction.
- Always disconnect the machines electrical plug from the electrical outlet before performing any service, maintenance, pad changing or inspection of the machine.

When Using the Polisher

- To properly attach or remove the brush, always UNPLUG THE FLOOR MACHINE. Remove the brush or pad driver when the machine is not in use. This will help prevent brush damage and reduce wobble problems.
- Both hands should be placed on the handle when the machine is in operation. The machine will glide sideways over the floor by a slight raising and lowering of the handle. Raise the handle slightly to go to the right. Lower the handle slightly to go left. Releasing the switch lever stops the machine at once.

Grounding Instructions

This machine must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the machine - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

For full operational instruction and details refer to the operator's manual and the training given by your Supervisor.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Pressure Washing

Overview

Servus Group provides pressure washing services. Pressure washing can be a powerful and effective method for cleaning surfaces, but it also comes with inherent risks. As such, it's important to follow safe work practices when using pressure washing equipment

To maintain a safe working environment, our OH&S program outlines specific safety practices for handling pressure washers, managing high-pressure tools, and preventing exposure to debris during the cleaning process. Proper PPE, equipment maintenance, and adherence to safety protocols are essential components of our approach to minimizing risks and ensuring worker safety during dryer vent cleaning operations.

Hazards

Some of the specific hazards of dryer vent cleaning are:

- Noise Hazards
- Dust and Debris, inhalation and eye injury
- Burn Hazards (Gas Pressure Washer)
- Carbon Monoxide Poisoning (Gas Pressure Washer)
- Vibration and Ergonomic Stress

Mandatory Requirements

Personal Protective Equipment (PPE)

See also Hearing Conservation

See also Work zone Safety

Respiratory Protection

Eye Protection

Hearing Protection

Protective Clothing

Hand Protection

Working Safely

- Wear appropriate personal protective equipment (PPE) - This includes eye protection, gloves, and slip-resistant footwear. If working at heights, a harness should also be worn.
- Inspect equipment before use - Check hoses, nozzles, and connections for damage, and ensure that all equipment is in good working condition before use.
- Identify hazards - Before starting work, inspect the work area for potential hazards such as overhead power lines, slippery surfaces, and uneven terrain.
- Follow manufacturer instructions - Ensure that pressure washing equipment is used following the manufacturer's instructions
- Use appropriate pressure. Avoid using high pressure on surfaces that can be easily damaged.
- Keep bystanders away - Ensure that bystanders are kept a safe distance away from the work area, and that warning signs are displayed.
- Use proper lifting techniques - When moving equipment, use proper lifting techniques to avoid strain or injury.
- Avoid electrical hazards - Keep pressure washing equipment away from electrical sources and avoid using extension cords.
- Be aware of weather conditions
- Clean up properly - After completing work, properly dispose of cleaning solutions and rinse the work area thoroughly. Store equipment in a safe and secure location.

ELECTRIC POWERED OR GASOLINE OPERATED EQUIPMENT

If gas operated –

- Ensure ear protection is available, this should be work when working in proximity to the compressor.
- Gas-operated machines must be placed outside or in a well-ventilated area to allow for proper ventilation. Remember, combustion engines produce Carbon Monoxide; Carbon Monoxide poisoning can be lethal.
- *Signs include headache, dizziness, nausea, light-headedness.*

If electrically operated –

- Inspect plug ends and wires for damage and exposed wire, don't use if worn. Do not open or repair faulty equipment.
- Ensure equipment is used in a dry place or plugged into an appropriate GFCI circuit.
- Keep plug ends out of water.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Racking/Shelving Storage

Overview

The dangers of storage racking often get overlooked because they are not always evident to the untrained eye. If inspected regularly and maintained properly, storage racks can contribute to a safer and more productive operation

Hazards

Injury may occur if any of the below hazards are not controlled for:

- Racks may fall if not properly secured
- Items may fall from racks
- Racks may be hit by motorized equipment

Working Safely

- Store heavy, bulky items between shoulder and knee level.
- Maintain 3-point contact when using ladders.
- Use pallet lifts or forklifts for removing skids from upper shelves, ensuring safe operation.
- Never throw items from ladders; pass them hand-to-hand.
- Follow load limits of racks and ensure racks are anchored and braced.
- Do not climb or walk on racks.
- Secure loose loads with wrapping and avoid damaged pallets.
- Keep tools off high shelves to prevent falling hazards.
- Discard unused items to avoid clutter.
- Ensure racking allows for 18” clearance from sprinklers and 36” from heaters.
- Inspect racks regularly for weak points or hazards, and address issues immediately.
- Keep walkways clear of obstructions and stack empty pallets flat in designated areas.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Forklift Trucks – SWP
Manual Material Handling – SWP
Pallet Trucks – SWP

Respiratory Protection

Overview

Servus Group staff are not routinely exposed to respiratory hazards, and management will make every effort to ensure that respiratory hazards are identified and controlled before work begins. If any personnel believe they might be exposed to any airborne contaminant while working, they must report this to their manager and health and safety controller immediately so that the hazard can be evaluated. If there is any reason to suspect a worker might be subjected to exposure exceeding the Time Weighted Allowance for any substance, a hazard may be present, and the exact level of exposure to the substance must be measured, or otherwise assessed and documented.

A fit test in accordance with procedures in CSA Standard CAN/CSA-Z94.4-02, must be completed before initial use of a respirator and annually thereafter, or whenever there is a change in respirator face-piece, and whenever changes to the user's physical condition could affect the respirator fit. Where respirator use is required, records of fit testing will be stored in the employees personnel file.

Hazards

- Exposure to airborne contaminants (dust, fumes, gases, vapors, or biological agents)
- Inhalation of toxic substances causing respiratory illnesses
- Oxygen-deficient environments
- Exposure to hazardous chemicals and particulates
- Improper fit or failure of the respirator seal
- Contaminant bypass due to damaged or defective equipment
- Respirator malfunction during critical tasks
- Heat stress or discomfort from prolonged respirator use
- Reduced vision or communication due to respirator use
- Lack of training in respirator use and maintenance
- Cross-contamination from shared or improperly cleaned respirators
- Inadequate filtration for specific hazards

Mandatory Requirements

Personal Protective Equipment (PPE)

Respiratory Protection

- Fit tests must be performed annually
- Wearers must be clean shaven around the sealing surface (trimmed goatees & moustaches are okay and even small beards as long as the respirator seal is against “skin”.
- Wearers must do a “seal check” each time they put on a respirator
- A Quantitative or Qualitative fit test must be completed annually and documented in the employees personnel file. A seal test is *not* a substitute for quantitative or qualitative fit test
- Fit Tests must be used to select the appropriate size and model of respirator
- Fit Tests must be done after a health surveillance evaluation and prior to initial use
- Fit Tests must be repeated:
    - when there is change in the respirator face piece, or
    - when a user’s physical condition changes which may affect the fit of the respirator.

CSA Standard Z94.4-02 Selection, Use and Care of Respirators
Scope and Application:
This standard specifies requirements for the proper selection, use and care of respirators. The purpose is to protect respirator users from a known or potential respiratory hazard in their working environment. The standard also outlines the components for an effective respiratory protection program. This standard does not address the selection of respirators for use against infectious agents or nuclear biological chemical agents. .

Definitions:

- **Air-purifying respirator** - a respirator with an air-purifying element (i.e. Filter, canister, cartridge), which removes specific air contaminants by passing ambient air through the element
- **Atmosphere-supplying respirator** - a respirator which supplies the respirator user with gas/breathing air from an independent source of the ambient atmosphere
- **Fit test** - the use of a quantitative or qualitative method to evaluate the fit of a particular model, make and size of respirator on an individual.
- **Qualitative fit test (QLFT)** - a pass/fail test method that relies on the individual’s *sensory response* to detect a challenge agent to assess the respirator fit
- **Quantitative fit test (QNFT)** - a test method that uses an instrument o assess the *amount of leakage* into the respirator to assess respirator fit
- **Seal test** – a positive and negative pressure seal check used to determine if the respirator is properly seated to the face of the user.

- **Respiratory protection** - provided to protect the user from inhaling a hazardous contaminant, when:

- administrative or engineering control measures are not adequate or practicable
- while control measures are being implemented
- during a shutdown for repair, maintenance or emergency

Respiratory Protection Program must be in written form and be prepared by the employer. The program shall include:

- Roles and responsibilities of individuals administering the program
- Hazard assessment
- Selection of appropriate respirator
- Respirator fit testing
- Training
- Use of respirators
- Inspection, maintenance, cleaning and storage of respirators
- Health surveillance of respirator users
- Program evaluation
- Record keeping

Selection of Respirators is based on:

- a systematic review of the hazards
- an understanding of the current regulatory standards/guidelines
- manufacturer's information on the types of respirators and the limitations to ensure that the appropriate respirator is selected.

Hazard assessment identifies:

- the contaminants present in the workplace
- warning properties, concentration and physical state
- appropriate occupational exposure limit(s)
- routes of entry into the body
- if the atmosphere is oxygen-deficient
- if a particulate hazard is present
- the potential for any oil to become airborne
- if conditions are immediately dangerous to life or health
- if skin or eye absorption occurs
- any irritation characteristics

Accepted Respirators:

1. *atmosphere supplied respirators* – supplied-air; self contained breathing apparatus; combination of supplied air and auxiliary self contained air supply
2. *air-purifying respirators* – non powered/powered respirators; gas masks
3. *special use respirators* – supplied air suits; escape only respirators. A qualified person establishes a change out schedule for the replacement of airpurifying elements of respirators. Change-out may include good warning properties, breathing resistance and maximum use time.

Respirator Fit-Testing:

- the fit test is done only if the user is clean shaven where the face piece seals to
- the skin
- quantitative or qualitative test
- seal test is *not* a substitute for quantitative or qualitative fit test
- used to select the appropriate size and model of respirator
- done after a health surveillance evaluation and prior to initial use
- repeated:
    1. at least every 2 years,
    2. when there is change in the respirator face piece, or
    3. when a user's physical condition changes which may affect the fit of the respirator.

Cleaning and Sanitizing shall be done according to the manufacturer's instructions. Disposable respirators are disposed of after use as directed by the manufacturer's instructions.

Limitations are those restrictions, warnings, cautions and prohibitions imposed by the manufacturers, certification and testing agencies

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Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Roof Hatch Safety

Overview

Roof hatch access is often necessary for maintenance, inspections, and other work tasks. However, working near roof hatches presents significant fall hazards, making safety precautions critical. The Roof Hatch Safety program outlines the necessary procedures and equipment to ensure safe access and prevent falls. This includes the use of guardrails, travel restraint systems, and proper personal protective equipment (PPE). By following these guidelines, employees can reduce the risk of accidents and ensure that roof hatch work is performed safely and efficiently.

Hazards

The following hazards may occur during the use of roof hatches:

- **Fall Hazards**: Risk of falling through the open hatch or off the roof while accessing or exiting.
- **Slips and Trips**: Potential for slipping on wet, icy, or uneven surfaces around the hatch.
- **Unsecured Hatch Cover**: Risk of the hatch cover closing unexpectedly, causing injury or trapping a worker.
- **Limited Visibility**: Poor lighting or weather conditions may reduce visibility, increasing accident risks.
- **Obstructed Access**: Objects or debris around the hatch area can create tripping or access hazards.
- **Overexertion**: Strain from lifting or maneuvering the hatch cover improperly.
- **Weather Conditions**: Adverse weather, such as wind or ice, can make opening or working near the hatch more dangerous.
- **Unstable or Faulty Ladder Access**: If the ladder leading to the hatch is unstable or damaged, it can lead to falls or missteps.
- **Exposure to Hazardous Environments**: Potential for exposure to environmental hazards (e.g., fumes, chemicals) depending on the area accessed through the hatch.

1. Employee Training and Access Authorization:

1.1. Only trained and authorized personnel are allowed to access a roof using a roof access hatch.

1.2. Employees must undergo training on the proper use, potential hazards, and safety measures associated with roof access hatches.

2. Entrance Inspection and Maintenance:

2.1. Inspect the hatch before use to identify and promptly address any physical damage or malfunction of the roof access hatch.

2.1. Ensure that the hatch is free from any obstruction, ensuring smooth and safe operation.

3. Fall Protection:

3.1. Employees must be aware of potential fall hazards when using roof access hatches.

3.2. If guardrails are not installed around the roof access hatch to prevent falls, steps must be taken to eliminate any potential fall hazard caused by the hatch opening. Ensure the roof hatch is kept closed during work or that the hatch is cordoned off and considered part of the fall hazard zone.

3.3. Employees should be aware of the proximity of the access hatch to the roof edge and use fall protection accordingly. The proximity of the roof access hatch to the roof edge determines the need for fall protection.

3.4. Fall protection measures, such as personal fall arrest systems, should be used when approaching within 6 feet of an unprotected edge from which a fall of 10 feet or more could occur

4. Safety Features:

4.1. Locking Mechanisms: Locks should be engaged to secure the hatch, preventing unauthorized access and accidents.

4.2. Automatic Hold-Open Latches: Ensure the use of latches that hold the hatch door open, preventing accidental closures. Ensure hold-open latches are in proper working order and properly set.

4.3. Gas-Charged Opening Devices: gas-charged opening devices allow easy and safe operation with one hand and slow resisted closing. Ensure any gas charged devices are in proper working order.

4.4. If automatic hold-open latches or gas opening devices are not installed or are not functioning properly, exercise extreme caution and manually secure the hatch against accidental closure. Tie the hatch open or place a soft object (rope bag etc.) near the hinge side to limit the effects of accidental closure.

5. Access and Egress Procedures:

5.1. Maintain three points of contact when climbing the access hatch ladder and while opening the access hatch

5.2. Do not place any body part in the “bite” of the access hatch. Avoid placing hands on the sill/frame of the hatch while climbing. Firmly grip ladder rungs. Do not allow your head, arms, or other body parts to be above the roof opening level or in the potential danger zone while the hatch is not secured or held open.

6. Reporting Procedures:

6.1. Any malfunctions, damage, or hazards associated with the roof access hatch must be reported immediately to the supervisor or maintenance department.

6.2. Employees should not attempt to use a damaged or malfunctioning hatch.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Rope Access Program

Overview

Rope access work involves specialized techniques for accessing hard-to-reach areas in a safe and controlled manner. Servus Group's Rope Access Safe Practices are designed to protect workers from fall hazards and ensure compliance with safety regulations. This section of the OH&S Program outlines the requirements for rope access, including the use of certified equipment, proper anchorage, fall protection systems, and emergency rescue procedures. Only trained and certified personnel will perform rope access work, adhering to both provincial regulations and industry standards to minimize risks while working at heights. By following these safe practices, we aim to ensure a secure working environment for all rope access technicians.

Hazards

- **Falls from height** are the primary risk in rope access work, leading to serious injury or fatality.
- **Swing fall hazards**: Improper anchoring or positioning can cause a worker to swing uncontrollably.
- **Anchor failure**: Inadequately installed or weak anchor points may lead to a fall.
- **Equipment failure**: Worn or damaged ropes, harnesses, or connectors could malfunction during use.
- **Weather conditions**: High winds, rain, snow, or ice can reduce visibility and create slippery surfaces.
- **Fatigue**: Prolonged suspension in harnesses can cause fatigue, reducing worker alertness and response time.
- **Falling objects**: Tools or equipment dropped from height can cause injury to workers or people below.
- **Rope abrasion or wear**: Ropes may become damaged by contact with sharp edges, chemicals, or heat.
- **Rescue difficulties**: In the event of an accident, rescuing workers from heights may be challenging.
- **Inadequate communication**: Poor communication between team members can lead to accidents or delays in rescue efforts.

Mandatory Requirements

Those performing rope access must have rope access training
Personal Protective Equipment (PPE)

Rope Access Harness

Helemet

Working Safely

Servus Group will conduct all rope access operations in accordance with the SPRAT Safe Practices Document (available at SPRAT.org) and WorkSafeBC Part 34.

Before undertaking any rope access work, the rope access program administrator and the rope access supervisor must ensure that;

- All staff conducting rope access are suitably trained and have current certification.
- All rope access workers are in procession of a properly completed logbook and certification card, as required by WorkSafeBC regulation 34.7
- All rope access equipment to be used has been inspected within the last 12 months.
- All rope access equipment is inspected before each use and that wherever possible a buddy-check is completed.
- A written rope access plan has been completed.
- All rope access work is planned and conducted in accordance with SPRAT Safe Practices.
- All rope access work is conducted utilizing a two-rope system, including an independently anchored backup system.
- All rope access systems are attached to proper anchors as determined by a qualified supervisor.
- A rescue plan is in place.

Rope Access Program Management

- Servus Group has the overall responsibility for its rope access program.
- Servus Group will provide the resources that are necessary for the development, implementation, and operation of its rope access program.
- Servus Group will appoint a ***Rope Access Program Administrator*** to manage and direct the rope access program.

The Rope Access Program Administrator

- Will, at a minimum, have the knowledge and experience of a Level 3 Technician.
- Will have knowledge of and ensure compliance with relevant regulations that apply to rope access and working at height.
- Will have knowledge of and experience in supervising fall protection programs and incorporating fall protection systems with rope access work.
- Is responsible for the development, implementation, and management of Servus Group rope access program

- Will be the main contact point for matters relating to the safety, training, and regulatory aspects of the rope access program.
- Can delegate a requirement of the rope access program to another work team member, however, the Rope Access Program Administrator remains responsible to ensure completion of the requirement.

The Rope Access Team

Rope Access Supervisor

- A Rope Access Supervisor is responsible for the implementation and oversight of the employer's rope access program at the worksite.
- When the Rope Access Supervisor delegates a task that is their responsibility to another team member, the Rope Access Supervisor remains responsible for ensuring completion of the task.
- The Rope Access Supervisor has the responsibilities of a work team member in accordance with Section 5 to the extent that they do not prevent the effective performance of the responsibilities required by this section.
- The Rope Access Supervisor shall perform any other responsibilities designated in the employer's rope access program or identified by the Rope Access Program Administrator.
- Such responsibilities shall remain within that Rope Access Supervisor's training and abilities for conducting rope access operations and maintaining a safe worksite.
- The Rope Access Supervisor shall notify the Rope Access Program Administrator if assigned a task or responsibility beyond the Rope Access Supervisor's training and abilities.

Rope Access Training and Certification

Only workers trained and certified in rope access by SPRAT will be utilized for rope access work. All rope access technicians must be physically in possession of a valid certificate whenever they are conducting rope access. In addition, head office will maintain a record of certification levels and expiry dates for all rope access workers.

- Level 1 - Rope Access Technicians have attended a basic Level 1 Training course and passed an independent assessment. They will be constantly supervised and assessed until they have demonstrated professional ability and a responsible attitude whilst working at this level.
- Level 2 - Lead Rope Access Technicians will have logged at least 500 working hours at Level 1, attended a Level 2 Training course and passed an independent assessment.

- Level 3 Rope Access Supervisors will have logged at least 500 working hours at Level 2, attended a Level 3 Training course and passed an independent assessment. The Level 3 must at all times have a valid First Aid certificate.

Rope Access Team Manning Levels

Manning levels for Rope Access Teams will be determined by Servus Group and subject to risk assessment to ensure autonomous rescue capability for all foreseeable situations.

The following minimum manning levels will be applied:

- For onshore working or topside on straightforward tasks there will be a minimum of two technicians. In most situations the team should at least consist of a Level 3 and a Level 1.
- Where the Rope Access Program Administrator, or Rope Access Supervisor working for Servus Group, deems suitable the work can be supervised by a Level 2 SPRAT technician, as long as the work is planned and assessed by the qualified Level 3 Technician.

Where a Rope Access Team has more than one Level 3 qualified technician, only one of these shall be the appointed Supervisor and discharge the Supervisor's responsibilities

Rope Access Logbooks

Under WorkSafeBC regulation 34.7, all rope access workers must be in procession of a properly completed logbook. It is also best practice to have your logbook on site at all times and to fill it out daily.

Rope Access Equipment

All rope access equipment will be selected by a competent rope access supervisor and will conform to one of the applicable standards listed under WorkSafeBC Schedule 34-A Standards for Equipment Used in Rope Access Systems. All rope access equipment will be selected from the equipment that is typically used by local training agencies and therefor all personnel should be familiar with the maintenance and operation of all equipment they encounter. Whenever a worker is asked to use a new piece of equipment, they will be instructed in its safe use by a qualified supervisor and they will be given a copy of the manufacturer’s directions to review.

Equipment will be inspected every 12 months and a record of the inspection will be kept on file at head office. Any equipment that is visibly damaged or that does not operate as intended will be retired. All rope access workers will inspect all of their

rope access equipment at the start of each shift. In no case will equipment that is suspect be used until thoroughly investigated and approved by a qualified person.

Equipment will be used and stored so as to minimize the chances of being exposed to any harmful chemicals, mechanical stress or extreme environmental conditions.

General

- Rope access equipment used in any system shall be compatible.
- Rope access equipment should be used according to the manufacturer's instructions and recommendations.
- Rope access equipment shall be suitable and functional in the environment in which it is used.
- Rope access equipment shall have features that prevent unintentional detachment or removal from the rope under normal use.

Standards

- Rope access equipment will satisfy the requirements of WorkSafeBC ***Shedule 34-A***
- Rope access equipment must conform to standards relevant to the intended use.

Rope Access Equipment Management

- Documentation provided with rope access equipment by a manufacturer should be retained.
- Rope access equipment will be inspected, maintained, and retired in accordance with manufacturer's specifications.
- Rope access equipment will be inspected before use to confirm serviceability.
- Inspection of rope access equipment in service will be documented, at a minimum, annually, from purchase to retirement.
- Rope access equipment that does not pass inspection shall be removed from service.

Ascenders

- ***Ascenders*** shall require two or more deliberate actions by the user to be removed from the rope.
- ***Ascenders*** should be easily adjustable in both directions along the ***main rope***.

Backup Devices

- Backup devices must be intended for rope access use.
- A backup device should be suitable for use in rescue.

Connectors

- ***Carabiners*** used within ***main*** and ***backup systems*** shall have gates that close automatically and a locking feature (e.g., screw-gate or auto-locking gate).
- Connectors should have a ***minimum breaking strength*** in the designed direction of loading of at least 18 kN

Descenders

- ***Descenders*** shall allow for controlled descent.
- ***Descenders*** should be auto-stopping or used in conjunction with another component to enable the user to stop automatically.

Helmets

- Helmets shall have a chinstrap or other retention system.
- Helmets will meet *CSA Standard CAN/CSA-Z94.1-05 or CAN/CSA-Z94.1-15,* or *ANSI Standard ANSI/ISEA Z89.1-2009 or ANSI/ISEA Z89.1-2014*

Harnesses

- Harnesses shall be of the full body type.
- Harness attachment points should have a ***minimum breaking strength*** of at least 16 kN (3600 lbf).
- Harnesses should have, at a minimum, two attachment points:
    - Sternal: Upper frontal attachment point typically used for establishing a ***backup system***.
    - Ventral: Lower frontal attachment point typically used for establishing a ***main system***.
- Harnesses should be compatible with a work seat.

Lanyards

- Lanyards shall have appropriate terminations for their intended use.

- Lanyards should be as short as practical.
- The length of a lanyard used within a ***backup system*** should be less than 0.6 m (2 ft).

Rope and Textiles

- Rope and textiles shall be made from synthetic fibers.
- Rope used within ***main*** and ***backup systems*** should have minimal elongation.
- Rope should have an outer sheath that resists undue wear from edges and system components.
- Rope and textiles without terminations should have a ***minimum breaking strength*** of at least 6000 lbf
- Rope and textiles with terminations should have a ***minimum breaking strength*** of at least 18 kN (4047 lbf).

Rope Access Planning

A completed rope access plan will be documented on the Site Safety Document.

The rope access plan must include all of the following information:

- The hazards associated with the work to be performed;
- How the hazards and associated risks will be eliminated or controlled;
- A description of the rope access system to be used at the workplace;
- A description of the types and locations of anchorages to be used at the workplace;
- The procedures to be used to assemble, maintain, inspect, use and disassemble the rope access system;
- The name and duties of each member of the work team;
- The appropriate personal protective equipment to be used;
- The emergency rescue procedures.

Safe Work Practices

The Rope Access Program Administrator, Rope Access Supervisor and Servus Group will ensure that all rope access operations conducted by Servus Group comply with WorkSafeBC Regulation Part 34 and the Society of Professional Rope Access Technicians publication *Safe Practices for Rope Access Work* 2012 Edition or later, as well as industry best practices.

Work Zone Safety

Hazard Zone

- A ***hazard zone*** will be identified, established, and maintained.
- A ***hazard zone*** should be marked or blockaded to warn work team members and others, including the public, of hazards associated with the work being performed. On the roof of high-rise buildings, this may be considered the entire roof-top starting at the roof-top entrance if the edge of the roof is unprotected.
- Appropriate personal protective equipment shall be used by anyone in the ***hazard zone***.

Fall Zone

- ***Fall zones*** shall be identified and established.
- The ***fall zone*** extends a minimum distance of 2 m (6.6 ft) from any unprotected edge.
- When practical the ***fall zone*** should be marked or blockaded to warn work team members and others, including the public, of the risk of a fall
- Appropriate fall protection shall be used in a ***fall zone***.
- Fall protection shall meet the requirements of WorkSafeBC.
- ***Anchorage systems*** should be established outside a ***fall zone***

Rope Access Anchors and Anchorage

Of primary importance is the principle of double protection. All rope access technicians will be attached to two separate ropes by their ascent/descent gear and by a secondary backup device. Each rope will be independently anchored so that the failure of any single component cannot result in an unsafe drop.

Anchorage Systems

- Anchorage systems used as the primary support within a main or backup system shall have a minimum strength of either 12 kN (2700 lbf), or two times the maximum arrest force of the backup system when used in accordance with manufacturer specifications, whichever is greater.
- A minimum of two anchorage systems shall be used to establish the main and backup systems.

- One anchorage (anchor) may be used to establish multiple anchorage systems.
- Main and backup systems should use independent anchorage systems.
- Anchorage systems shall accommodate the range of direction of pull.
- Anchorage systems shall be protected appropriately.

Load-sharing Anchorage Systems

Load-sharing anchorage systems may be used to:

- Incorporate multiple anchorages to achieve the required anchorage system strength.
- Achieve a desired direction of pull or fall line.
- Load-sharing anchorage systems should distribute forces appropriately between the anchorages.

Directional Anchorage Systems

The minimum strength of a directional anchorage system is determined by:

- The interior angle created by the rope passing through the directional anchorage system.
- The anticipated load.

Communication Plan

An effective communication plan shall be established prior to beginning work and shall remain effective while work is actively taking place.

- Communication systems shall be compatible with the work environment.
- Electronic communication systems, primarily cell phones, will be used wherever practical
- Where cellphones are impractical, radios will be used
- Hand or whistle signals shall be reviewed by work team members prior to beginning work.

Buddy Checks

At all times while working within the hazard zone, technicians are encouraged to adopt the practice of “buddy checking” and inter-team supervision, including:

- After the technician has donned their harness and assembled their equipment

- After the technician has attached to the ropes
- Prior to the technician committing to the system
- At all times when the technician is engaged in rope access maneuvers

Technicians will be encouraged to habitually conduct pre-use checks on their equipment. The rope access supervisor will continually monitor the condition of all equipment and anchor points; in addition they will continually monitor the effectiveness of the hazard control measures in place to maintain safe conditions of the worksite

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Sharp Objects

Overview

Injuries resulting from the manual handling of objects and materials with sharp edges is common in the workplace. To reduce the possibility of serious injury, workers should be appropriately trained, provided the correct personal protective equipment, and follow established workplace rules.

Hazards

Lacerations may occur when exposed to the following hazards:

- Handling sharp or strip metal
- Working in an area where sharp edges are handled frequently
- Changing fluorescent lamps
- Contact with machinery blades, tools or knives
- Disposing of glass objects or objects with sharp edges
- Biological hazard may occur if a sharp object was contaminated prior to skin puncture
- Repetitive use of dull knives or tools can create unnecessary force expenditure, leading to musculoskeletal disorders

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

Protective Clothing

Eye Protection

Respiratory Protection

Hand Protection

Always wear the prescribed PPE when handling materials with rough or sharp edges.

Use a cut-resistant glove

If fluorescent lamp breaks, use respiratory protection to avoid inhaling chemical exposure.

Glass or Cans

- Discard broken or chipped glassware and opened cans carefully, e.g. wrap in newspaper.
- Carefully handle the can lid and edges after opening.
- Don't store items in an open can.
- Never pour hot liquids into cold glasses or pitchers.
- Never store silverware or other utensils in glasses or pitchers as it may break the glass.
- Routinely check glassware and crockery for chips and cracks.

Fluorescent Lamps

- Whenever possible, allow lamps to be changed out by trained staff. These employees have been instructed in proper handling and disposal procedures.
- If you must change out spent lamps, take care to avoid breakage.
- Lock and tag-out the breaker or fuse box to avoid anyone inadvertently turning the power back on.
- Wear safety glasses when changing lamps. Any time you work above your head, you run the risk of dust or other materials landing in your eyes.
- Follow all safety rules pertaining to the use of ladders.
- Broken lamps must be immediately bagged and boxed separately. The inner bag should be sealed with tape or some other fastener.
- Immediately place spent lamps in a box to prevent them from breaking. If possible, use the box from which the replacement (new) lamps were taken.
- Waste lamps must not be taped to the outside of the box.
- Odd-shaped lamps can be packed in any box so long as the box is in good condition and sufficient packing material is used to prevent breakage.
- Close the box after adding the spent lamp.
- Ensure that the box is labeled with the words "HAZARDOUS WASTE - LAMPS" and dated with the date that the first lamp was placed into the box. Hazardous waste cannot be stored on site any longer than 90 days.
- Ensure proper disposal in accordance with Ministry of Environment regulations.

If you do break a fluorescent light bulb, Natural Resources Canada recommends the following cleanup procedures:

- Sweep or wipe up the glass fragments and white powder.
- Wipe the area with a damp paper towel to pick up tiny pieces of glass or fine particles.
- If the bulb breaks on a rug or carpet, use sticky tape (such as duct tape) to pick up small pieces and powder. Vacuuming should be avoided as it spreads

mercury through the air. If vacuuming is necessary, remove the vacuum bag or empty and wipe the canister with paper towel after the area is cleaned.

- Double bag the broken pieces, paper towel and vacuum bag and dispose of it in an outdoor trash can for regular garbage pickup.

Note: fluorescent lamps should never be placed in an incinerator.

Machinery and Materials with Sharp Edges

- Follow the manufacturer's instruction manual when operating, cleaning or maintaining equipment.
- Ensure proper lockout/tag-out procedures are in place.
- Make sure all guards are in place.
- Make sure cutting blades are sharp.
- Keep hands away from the edges of cutting blades – make sure you can see both your hands (and all your fingers) as well as the cutting blades.
- Keep hands away from all moving parts and avoid cleaning or brushing off moving parts such as cutting blades or beaters in mixers.
- Regularly check equipment for sharp edges. If a sharp edge is found, file smooth or cover with protective tape, caulking padding or wrapping.
- When transporting metal with rough edges, ensure your pathway is clear and free of obstructions.
- All metal scrap, shavings and small pieces should be placed in a clearly marked container for proper safe disposal.

Biohazard

Sharp objects that come into contact with biological hazards can be very dangerous if they puncture the skin. If this occurs, allow the injury to bleed freely, then wash the area thoroughly with a nonabrasive soap and water, dress the wound appropriately and seek further medical attention immediately.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

First Aid – National Essential Elements Program

Bloodborne Pathogens and Biohazards – SWP

Slips, Trips and Falls

Overview

Slips, trips and falls are some of the leading causes of lost-time injuries. Preventing them should be a goal of every safe and healthy workplace.

This Safe Work Practice provides tips on how to avoid slips, trips and falls.

Hazards

The following slip, trip and fall hazards may occur:

- Spills, greasy, wet or unclean floors
- Seasonal slip, trip and fall hazards (e.g. snow and ice)
- Spills of wet or dry substances
- Loose tiles, uneven floors
- Changes in walkway levels and slopes
- Unsecured mats
- Unsafe use of ladders
- Poor lighting
- Falls from beds of trucks, trailers or loads
- Debris and cables in walkways
- Smoke, steam or dust obscuring view
- Lack of guardrails on mezzanines and balconies
- Unsuitable footwear
- Poorly maintained equipment (e.g. ladders, fall arrest)
- Obstructions that interfere with traffic flow

Safe Work Procedures for Preventing Falls, Slips, and Trips

- Always wear appropriate non-slip footwear that is in good condition, with tied laces and no damage that could cause tripping.
- Walk—don't run—and avoid walking backwards.
- Never engage in horseplay, pranks, or boisterous conduct.
- Ensure adequate lighting; notify your supervisor if light bulbs are burnt out or not working.
- Take extra caution in areas marked with wet floor signs or flagged for hazards.
- Hold handrails when using stairs and avoid leaving items on or near stairways.
- Keep work areas free of slip, trip, or fall hazards; avoid placing materials on the floor or in pathways.
- Use step ladders or stands with non-slip feet and treads.
- Use two hands when climbing or descending ladders.
- Maintain three-point contact when using ladders.
- Clean castors on wheeled carts.
- Ensure sloped surfaces, raised floors, mezzanines, and balconies have proper handrails or guardrails.

Obstructions and Debris:

- Remove obstacles from walkways; keep them free of clutter and debris.
- Keep file cabinets and storage drawers closed.
- Carry small loads close to your body and below chest level to maintain clear vision.
- Ensure power cords, computer, and telephone wires are placed to avoid tripping hazards.
- Ensure garbage bins are not overflowing.
- Cover cables that cross walkways.
- Keep work and walking areas well-lit by replacing used light bulbs and fixing faulty switches.

Flooring:

- Clean spills immediately and post wet floor signs or warning cones in clear view.
- Identify and remove the source of liquid spills.
- Address spills, seepage, and drips as soon as they are noticed.
- Place warning signs for wet floors due to weather conditions.
- Report floors with major cracks or missing tiles/boards.
- Clearly mark different floor elevations in aisles and corridors.
- Use anti-slip mats where necessary.
- Take small, careful steps on uneven or slippery surfaces.

- Report torn rugs or damaged floor coverings.
- Straighten carpets that are bulging or bunched up.

Exterior:

- Keep entrance steps and stairs free of ice and snow.
- Report cracks, holes, or obstructions on walkways.
- Ensure walkways are clear of obstacles such as tools, ladders, and debris.
- Apply salt to work areas, walkways, and parking areas as needed.
- Ensure all exterior lighting is functional and illuminates necessary areas.
- Ensure parking areas, ramps, and entrances are accessible.

Inspect the worksite at the beginning of each work day and remove any hazards

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Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

Housekeeping (Workplace) – SWP

Spills

Overview

Hazardous materials are a fact of life in many workplaces, and if handled incorrectly, could cause injuries, illnesses or fatalities. When a hazardous chemical or pollutant is released into the environment from a vehicle or container in abnormal quantity it is considered a spill. Spills are serious health, safety and environmental hazards. It is vital that precautions are taken to prevent spills and proper safe work practices are implemented to clean a spill if one should occur. A spill clean-up plan helps make sure that all workers have the equipment and training needed to deal with spills.

When employees and employers are aware of the hazards around them and know how to take necessary precautions, the risk of an injury, illness or fatality is significantly minimized.

Hazards

Depending on the material involved, the following hazards may occur:

- Burns or dermatitis if in contact with skin
- Respiratory distress, asthma if inhaled
- Eye injury if splashed in eye
- Damage to equipment, property or the environment

Mandatory Requirements

Personal Protective Equipment (PPE)


Foot Protection


Protective Clothing


Eye Protectior


Respiratory Protection


Hand Protection

Additional PPE may include:


Eye wash station


Deluge shower


Fire extinguisher

Refer to the Safety Data Sheet (SDS) for appropriate PPE for the chemical or hazard being cleaned.

Spill Kits

Minimum contents may include:

- Chemical resistant gloves (neoprene, nitrile, etc.)
- Absorbent materials (spill pillows, pads, or other spill absorbent)
- Safety goggles and/or chemical resistant face shield
- Disposal bags
- Chemical resistant shoe covers
- Neutralization agents
- Hand-held brush and plastic dust pan

Chemical Spill Response Procedure

1. **Treat all chemical spills or leaks as potentially hazardous until identified.**
    - If the spill is deemed severe, the Incident Commander will activate the Emergency Operations Centre (if applicable).
2. **Immediate Action:**
    - Evacuate all personnel from the danger area(s).
    - Identify the spilled or leaking chemical from the label, shipping manifest, or invoice.
    - **Note:** If the chemical type cannot be determined, assume it is the most hazardous substance present.
3. **In Case of Injury or Illness:**
    - Call 911. Provide emergency responders with the name of the chemical involved.
    - Administer first aid as outlined in the Safety Data Sheets (SDS).
4. **Identify Hazardous Materials:** Determine if the chemical falls under one of these categories:
    - Explosive material
    - Flammable gas
    - Poisonous gas
    - Corrosive gas
    - Flammable or combustible liquid
    - Flammable solid
    - Oxidizer
    - Poisonous or infectious substance
    - Reactive material
    - Corrosive material
5. **Consult the SDS:**
    - If the chemical is not one of the above, the spill can be cleaned using standard housekeeping procedures.
    - If it is, notify the Fire Department HazMat team to manage the incident.
6. **Machinery and Processes:**
    - Shut down any machinery or processes if it can be done safely.
7. **Environmental Reporting:**
    - If any substance has entered, or is believed to have entered, a drain or watercourse, immediately notify:

- The Ministry of the Environment
- Local Spills Coordinator
- Local Public Works Department

8. **Documentation:**
    - Document all spills, regardless of size. Records must include:
        - Name of the spilled material
        - Quantity involved
        - Names of those involved in the spill and cleanup
        - Names of anyone requiring medical attention
        - Any outside agencies or contractors involved
        - Method of disposal of the spilled material

Prevention and Preparedness

1. **Be Prepared:**
    - Evaluate the hazards of chemicals in use and be prepared for spill cleanup.
    - Familiarize yourself with SDS for each material and keep them nearby for reference.
    - Ensure spill kits, tools, and personal protective equipment (PPE) are accessible, and that you are trained in their use.
    - Regularly check engineering controls to ensure they are functional.
    - Know the location of eye-wash stations and deluge showers.
    - Ensure emergency contact numbers are posted clearly.
    - Participate in spill response training and drills.
2. **Spill Response:**
    - Wear appropriate PPE.
    - Notify your supervisor and anyone in the area.
    - Initiate the emergency response plan if needed.
    - If unsafe to respond, evacuate and restrict access. Contact the spill response team or emergency services.
    - Remove or extinguish ignition sources.
    - Use cones or markers to block off the spill area.
    - Consult the SDS for proper cleanup and disposal procedures.
    - If safe, contain the spill to prevent it from spreading.
    - Use only appropriate equipment for cleanup—no substitutes.

- Safely dispose of the chemical as outlined in the SDS.
- Decontaminate the affected area before resuming work.
- Use neutralizers for corrosive spills, following the SDS instructions.
- Use spark-proof PPE for flammable materials and refer to the SDS for more information.
- Follow local disposal guidelines and consult authorities if unsure.

3. **Decontamination:**
   - Ensure clothing, equipment, and tools are properly decontaminated after cleanup

Complex or Major Spill

A complex or major spill is defined as:

- Any amount that is not safe to clean up
- There is a potential for release into the atmosphere, discharge to a sewer, or leak into soils of surface water.
- There is immediate danger to life or health.
- There is likelihood of a fire or explosion.
- No PPE is available, or you have not been fit-tested or trained in its use.

Investigate how the spilled occurred and plan how to prevent it from reoccurring

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Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

WHMIS 2015 – whmis.org

WHMIS 2015 General – ccohs.ca

Report a Spill – Ministry of the Environment

Window Cleaning

Overview

Window cleaning is an essential service that enhances the appearance and light quality of buildings. Servus Group provides exterior window cleaning using methods like water-fed poles and traditional squeegees. While cleaning improves the aesthetics and functionality of windows, it also involves potential hazards, particularly when working at heights.

Our technicians are certified in fall protection and SPRAT Rope Access, ensuring compliance with safety regulations and site-specific safety plans. To maintain safety, we conduct thorough hazard assessments, use stable platforms, and wear appropriate PPE, ensuring a safe and effective cleaning process.

Hazards

- Working at heights (risk of falls from ladders, scaffolds, or lifts)
- Slip and trip hazards (wet surfaces, uneven ground)
- Electrical hazards (proximity to overhead power lines or exposed wiring)
- Falling objects (tools, equipment, or debris from elevated areas)
- Manual handling injuries (lifting and carrying equipment)
- Muscle strain (repetitive motions, awkward postures while cleaning)
- Weather-related risks (rain, wind, extreme temperatures)
- Glare or poor visibility (sunlight or reflections obstructing vision)
- Eye and respiratory irritation (dust, pollen, or airborne debris)

Mandatory Requirements

Personal Protective Equipment (PPE)

Foot Protection

Fall Protection Harness

Hand Protection

Wear appropriate footwear, fall protection as required and rubber gloves to protect your hands.

1. Hazard Assessment

- Conduct a hazard assessment of the work area before starting. Identify potential hazards such as:
  - Overhead power lines
  - Uneven or slippery ground
  - Obstructions that could interfere with the water-fed pole or other equipment
  - Weather conditions (wind, rain, glare)

2. Personal Protective Equipment (PPE)

- Wear appropriate PPE, including:
  - Slip-resistant footwear
  - Eye protection (to avoid debris and splashes)
  - Gloves (for better grip and hand protection)
  - Fall protection if working at heights (ladders, scaffolds, etc.)

3. Pre-Task Preparation

- Stretch and warm up shoulders, arms, and neck to reduce the risk of muscle strain.
- Inspect all equipment, including water-fed poles, harnesses, and ladders, to ensure they are in good working condition.

4. Stable Base Setup

- Ensure the water-fed pole or other equipment is used from a stable, level surface (e.g., the ground, scaffolding, or platform).
- If using a ladder or scaffold, verify it is secured and positioned on even ground to prevent tipping.

5. Equipment Use

- Adjust the water pressure on the water-fed pole to suit the type of window being cleaned.
- Begin by wetting the window thoroughly, starting from the top and working your way down.
- Use a gentle, consistent motion to clean the windows, taking care not to apply excessive force that could damage the window or frame.

6. Ergonomics and Fatigue Prevention

- Avoid prolonged overhead work without breaks. If you experience shoulder, arm, or neck fatigue, take a short break and stretch to avoid overuse injuries.

7. Window Inspection and Re-Cleaning

- After cleaning, inspect the window for streaks, spots, or areas that need additional attention. If necessary, repeat the process until the glass is clear.

8. Clean-Up

- Rinse the window thoroughly with the water-fed pole, starting from the top and moving down.
- Clean up the work area by disposing of debris and waste materials safely.

9. Post-Task Reporting

- Document the date of the cleaning, number of windows cleaned, and any observations regarding window conditions (e.g., damage or defects).

10. Emergency Procedures

- Ensure emergency contact information is available on-site.
- Be familiar with first aid procedures and keep a stocked first aid kit nearby.

Reporting

All non-conformances, work-related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Work-at-Height Rescue Program

Overview

The implementation and maintenance of a safe work environment is the collective responsibility of all employees, contractors, and visitors to the jobsite. It is our company policy to provide prompt medical treatment when a worker is injured on the jobsite. To do this, workers may have to perform a working at heights rescue to bring down a worker who has fallen and is suspended in a safety harness.
This procedure applies to all managers, supervisors, forepersons, employees, subcontractors.

When a worker falls and is suspended in a harness, it's important to rescue him or her as quickly as possible because of the following reasons.

- The worker may have suffered injuries during the fall and may need medical attention.
- When workers are suspended in their safety harnesses, they may suffer from blood pooling in the lower body. This can lead to "suspension trauma."
- Suspended workers may panic if they are not rescued quickly.
- The event that led to the fall may create additional risk

Hazards

- **Fall Risks**: Rescuers and victims are at risk of falling during rescue operations.
- **Anchor Point Failure**: Weak or improper anchor points can lead to falls or equipment failure.
- **Equipment Failure**: Ropes, harnesses, or other rescue equipment may fail under stress or improper use.
- **Suspension Trauma**: Prolonged hanging in a harness can lead to suspension trauma in both rescuers and victims.
- **Rescuer Fatigue**: Physical exhaustion from climbing, lifting, or maneuvering can increase the risk of mistakes.
- **Limited Communication**: Difficulty in communicating between ground teams and those at height due to distance, noise, or environmental factors.
- **Improper Use of PPE**: Inadequate or improperly fitted personal protective equipment (PPE) can result in injury or death.
- **Swing Fall Hazard**: Rescuers may face a swing fall if they lose control while suspended, potentially striking structures or the ground.
- **Psychological Stress**: High stress or panic during rescue operations can impair decision-making and increase risks.
- **Improper Rescue Techniques**: Incorrect techniques or procedures may worsen the situation or cause additional injuries to the victim or rescuer.
- **Sharp Edges**: Ropes or equipment may be damaged or severed by sharp edges during high angle rescues.

Emergency Response Plan

If a worker falls and is suspended by a safety harness, implement the emergency response plan by following the steps below. (Note: It's important to know your role.)

1. The site supervisor (or alternate foreperson) will take control of the situation.
2. The site supervisor and all workers in the immediate vicinity of the incident will stop working.
3. The site supervisor will quickly evaluate the situation and identifies any further hazards that could arise.
4. The site supervisor or their designate will go to get help if workers are close by. If no one is close enough, the site supervisor will call for help.
5. If necessary, the site supervisor will call 911 to notify local police, fire, and ambulance.
6. The site supervisor (or a worker assigned to the task) will isolate the accident zone and its perimeter to limit further exposure.
7. The site supervisor (or a worker assigned to the task) will move all non-affected personnel to a safe zone or direct them to remain where they are.
8. The site supervisor will send a designated worker to the site gate to meet the response team (police, medical, fire, etc.) and ensure that they have a safe access path to the accident scene.
9. The site supervisor will assemble the emergency rescue team at the accident site as quickly as possible to determine the best rescue procedure for the situation.

Rescue Procedures

The following rescue procedures are ordered (A) through (D), in order of descending preference.

A. Elevating Work Platform Rescue (BOOM LIFT)

If an elevating work platform (EWP) is available on site and the suspended worker can be reached by the platform, follow the procedure below.

1. Bring the EWP to the accident site and use it to reach the suspended worker.
2. Ensure that rescue workers are wearing full-body harnesses attached to appropriate anchors in the EWP.
3. Ensure that the EWP has the load capacity for both the rescuer(s) and the fallen worker. If the fallen worker is not conscious, two rescuers will probably be needed to safely handle the weight of the fallen worker.
4. Position the EWP platform below the worker and disconnect the worker's lanyard when it is safe to do so. When the worker is safely on the EWP, reattach the lanyard to an appropriate anchor point on the EWP if possible.
5. Lower the worker to a safe location and administer first aid. Treat the worker for suspension trauma and any other injury.
6. Arrange transportation to hospital if required.

FALL ARREST RESCUE WITH BOOM LIFT

If a powered elevated work platform (PEWP) is available on site and the suspended worker can be reached by the platform, follow the procedure below.

1. Contact the office and request assistance, ServiceMaster will dispatch the nearest crew to assist.
2. Bring the lift to the accident site and use it to reach the suspended worker.
3. Ensure that rescue workers are wearing full-body harnesses attached to appropriate anchors in the lift.
4. Ensure that the lift has the load capacity for both the rescuer and the fallen worker.
5. Position the boom lift below the worker.
6. Connect a fall arrest lanyard to the worker's harness from the boom lifts anchor.
7. Carefully elevate the lift below the worker to reduce tension on the worker's lanyard.
8. Disconnect the worker's lanyard when it is safe to do so.
9. Lower the worker to a safe location and administer first aid. Arrange transportation to hospital if required.

B. Ladder Rescue

If an elevating work platform is not available, and a ladder will reach the fallen worker, use ladders to rescue the worker with the procedure outlined below.

FALL ARREST RESCUE WITH LADDER OF CONSCIOUS WORKER

If an elevating work platform is not available, and a ladder will reach the fallen worker, use ladders to rescue the worker with the procedure outlined below.

1. Contact the office and request assistance, Servus Group will dispatch the nearest crew to assist.
2. If the fallen worker is suspended from a lifeline, move the worker (if possible) to an area that rescuers can access safely with a ladder.
3. Set up an appropriate ladder directly under the worker at a 4:1 ratio
4. Rig a new vertical lifeline and have the worker attach to a new fall arrest system.
5. If the worker is able to climb down unassisted have them disconnect the deployed arrester and do so.
6. Once the fallen worker has been brought to a safe location, administer first aid, and treat the person for suspension trauma and any other injury.
7. Arrange transportation to hospital if required.

1. If the fallen worker is suspended from a lifeline, move the worker (if possible) to an area that rescuers can access safely with a ladder.
2. Set up the appropriate ladder(s) to reach the fallen worker.
3. Rig separate lifelines for rescuers to use while carrying out the rescue from the ladder(s).
4. If the fallen worker is not conscious or cannot reliably help with the rescue, at least two rescuers may be needed.
5. If the fallen worker is suspended directly from a lanyard or a lifeline, securely attach a separate lowering line to the harness.
6. Other rescuers on the ground (or closest work surface) should lower the fallen worker while the rescuer on the ladder guides the fallen worker to the ground (or work surface).
7. Once the fallen worker has been brought to a safe location, administer first aid and treat the person for suspension trauma and any other injury.
8. Arrange transportation to hospital if required.

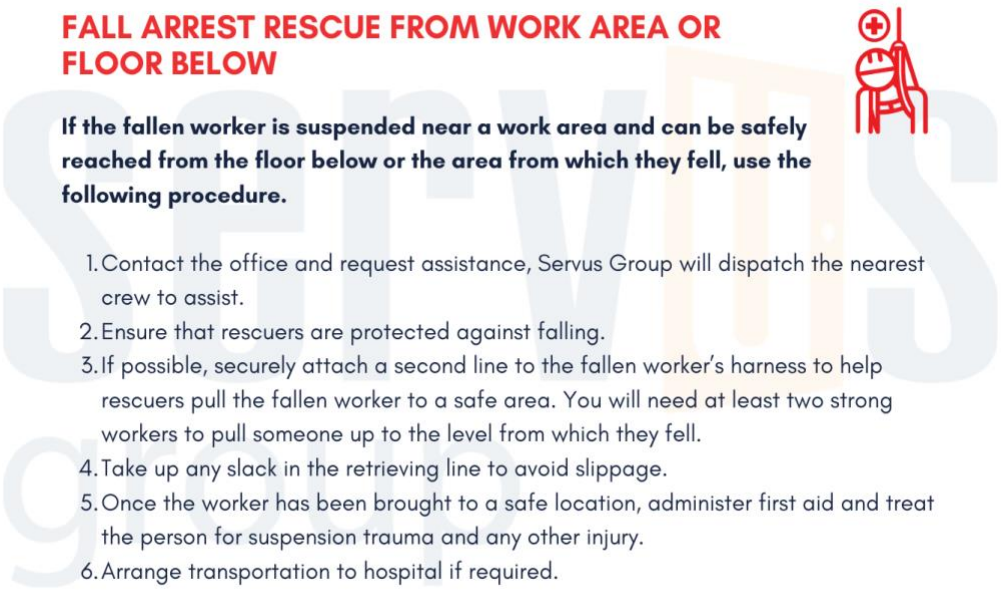
FALL ARREST RESCUE WITH LADDER OF UNCONSCIOUS WORKER PART 1

- Contact the office and request assistance, Servus Group will dispatch the nearest crew to assist.
- If the fallen worker is suspended from a lifeline, move the worker (if possible) to an area that rescuers can access safely with a ladder.
- Set up an appropriate extension ladder directly under the worker at a 3:1 ratio (3 meters up 1 meter out).
- Establish two lifelines from above the suspended worker.
- Secure the foot of the ladder to prevent it from kicking out and/or have someone support it.
- The rescuer will climb the ladder while attached to a vertical lifelines or SRL.
- Attach the second lifeline or SRL to the injured worker.
- Orient the unconscious worker so they are facing the ladder and place one of their legs to either side of the ladder, so they are straddling it.

C. Rescue from Work Area or Floor Below

If the fallen worker is suspended near a work area and can be safely reached from the floor below or the area from which they fell, use the following procedure.

1. Ensure that rescuers are protected against falling.
2. If possible, securely attach a second line to the fallen worker's harness to help rescuers pull the fallen worker to a safe area. You will need at least two strong workers to pull someone up to the level from which they fell.
3. Take up any slack in the retrieving line to avoid slippage.
4. Once the worker has been brought to a safe location, administer first aid and treat the person for suspension trauma and any other injury.
5. Arrange transportation to hospital if required.
6. Post-Rescue Procedure. All non-affected workers should remain in the designated safe gathering zone until the site supervisor notifies them to do otherwise.



D. Rope Access Rescue, High Angle Rescue

Prior to work commencing, roles and responsibilities of team members shall be determined.

Should an incident occur while a worker is operating in suspension all other work activities are to stop, machines turned off and a scene assessment will take place.

The onsite lead technician will communicate with the casualty to determine the severity off the injuries and whether to call medical personnel (911).
All rope access rescues will utilize approved techniques taught in the rope access training course syllabus. Wherever practicable, rope access systems will be pre-rigged for rescue.

Rescue 1 -worker on system pre-rigged to lower.

1. Determine that the worker is only suspended via the pre-rigged to lower access system.
2. Position a team member to receive the injured worker at ground level.
3. Lower the injured worker.

Rescue 2 – rescue of worker using second set of ropes.

1. Determine if the access or backup lines have been compromised.
2. Determine if both lines are tensioned or if the backup line is slack. If back up line is tight a pick off technique (Level 2) will be required, if not descent rescue technique will be used.
3. Extend the pre-rigged to lower system to the full-length anchor knots and confirm they reach deck level.
4. Descend to the injured worker removing any deviation anchors above them.
5. Make two point of attachment from the casualty to the rescuer and transfer the casualty to the rescuers system. Install an extra friction carabineer on the descender, rappel with casualty to deck level.

FALL ARREST RESCUE WITH RESCUE KIT PART 1

- Contact the office and request assistance, Servus Group will dispatch the nearest crew to assist.
- Bring the rescue kit to the anchors from which the fallen worker is suspended.
- Attach the rescue kit anchor carabiner to the closest unused anchor. If necessary, use the anchor the worker is suspended from.
- The rescuer will deploy and attach to a fall arrest lifeline to it to protect themselves while near the edge.
- Deploy the lowering rope from the rescue bag to the worker.
- Attach the worker to the lowering rope. If the worker is conscious, have them attach the lowering rope to their own harness D-ring. If the worker is unconscious, remotely clip the lowering carabiner to their D-ring with a stick clip and extension pole.

FALL ARREST RESCUE WITH RESCUE KIT PART 2

- Wherever possible, attach a backup lifeline or fall arrest system to the worker. If possible use an SRL.
- Take any slack out of the lowering line.
- From the anchor, the rescuer will utilize the pre-rigged haul system to raise the worker the minimum amount necessary to detach the fall arrest system.
- Utilizing the rescue lowering device, carefully lower the worker to the ground.
- Lower the worker to a safe location and administer first aid. Arrange transportation to hospital.

Post rescue

- Begin the accident investigation.
- Quarantine all fall-arrest equipment that may have been subjected to fall fatigue effects and/or shock loading for further investigation.
- Secure the area (the OHSA requires that an accident scene not be disturbed where a fatal or critical injury has occurred).
- Determine whether or not the jobsite-specific rescue and evacuation plans were followed as designed.
- Record modifications or additions to the plans that the rescue team deems necessary.
- Record all documented communications with fire, police, and other contractors involved.
- Record all documented statements from employees, witnesses, and others.
- Save all photographs of the incident.
- Record all key information such as dates, time, weather, general site conditions, and specific accident locales including sketches of the immediate incident area, complete with measurements if applicable.

AFTER THE RESCUE

- Begin the accident investigation.
- Secure the area.
- Quarantine all fall-arrest equipment that may have been subjected to fall fatigue effects and/or shock loading for further investigation.
- Determine whether or not the jobsite-specific rescue and evacuation plans were followed as designed.
- Record modifications or additions to the plans that the rescue team deems necessary.
- Record all documented communications with fire, police, and other contractors involved.
- Record all documented statements from employees, witnesses, and others.
- Save all photographs of the incident.
- Record all key information such as dates, time, weather, general site conditions, and specific accident locales including sketches of the immediate incident area, complete with measurements if applicable.

Reporting

All non-conformances, work related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Work Zone Safety

Overview

Servus Group crew must make every effort to establish a controlled and safe work zone when working around the public or other contractors. Control zones must be established to protect the public from Servus Group operations and to protect Servus Group employees from the public or other contractors. Consideration must be given to both vehicle and pedestrian traffic. When operating in lanes and roadways Servus Group personnel must wear high visibility attire. Vehicle and pedestrian traffic should be controlled by use of signs, cones and caution tape to direct traffic around the work area. Where traffic maybe impacted, a traffic management plan will be implemented as required.

When establishing safe work zones, consideration must be given to all directions, including the vertical. Control zones should be established above and below Servus Group employees to protect both the public and staff from dropped objects.

Hazards

- **Risk of Collision**: Workers may be struck by moving vehicles or equipment.
- **Distracted Drivers**: Drivers may not notice workers, especially in low visibility or high-traffic areas.
- **Poor Visibility**: Low lighting or weather conditions may reduce visibility for both workers and drivers.
- **Pedestrian Interference**: Pedestrians may enter work zones unintentionally, creating potential for accidents.
- **Noise Interference**: Loud traffic may drown out warnings or instructions.
- **Limited Escape Routes**: Workers may have limited space to move away from incoming vehicles or hazards.
- **Speeding Vehicles**: Drivers not adhering to reduced speed limits in work zones can increase the risk of serious injury.
- **Environmental Factors**: Wet, icy, or uneven roads can make both vehicles and workers unstable, increasing risk.
- **Driver Confusion**: Changing traffic patterns around work zones can cause confusion, leading to accidents.
- **Vehicle Reversing Hazards**: Large vehicles with limited rear visibility may pose additional risks during reverse operations.
- **Lack of Barriers**: Inadequate separation between traffic and work areas increases the risk of accidents.
- **Aggressive or Impatient Drivers**: Drivers frustrated by delays may drive erratically or recklessly, endangering workers and pedestrians.

Mandatory Requirements

Personal Protective Equipment (PPE)

High Visibility

Working Safely

Working Around Pedestrians and Vehicles

- Ensure signage is displayed near the work area.
- Sandwich-board signs should be placed at major access egress points and before blind corners cautioning the public that work is taking place.
- If appropriate, establish control zones with cones and/or caution tape.
- Designate area to direct traffic flow with cones or delineators, if required.
- If working in or near vehicle laneways, high-visibility attire must be worn.
- If working above pedestrian pathways or sidewalks secure all tools with lanyards and empty pockets or secure loose items with zippers or Velcro closers.

Reporting

All non-conformances, work-related near misses and injuries are to be reported to your supervisor immediately. Any unresolved issues should be reported to the Health & Safety Committee or Health & Safety Representative.

Additional Resources

None

Glossary

Overview The following terms, acronyms and job titles are used throughout this document. The descriptions reflect the interpretation used in this document rather than a legal definition.

Term	Description
Certified member	A member of the Health and Safety Committee who has received special training in occupational health and safety and has been certified by the provinces health and safety association.
Competent person	Someone who is qualified because of knowledge, training and experience to organize the work and its performance; is familiar with the Act and the Regulations that apply to the work; and has knowledge of any potential or actual danger to health and safety in the workplace.
Critical injury	Any injury that places life in jeopardy, causes unconsciousness, results in significant blood loss, involves the fracture or amputating of all or part of an arm or leg but not a finger or toe, consists of burns to a major portion of the body, or causes the loss of sight in an eye.
Designated Substance	A biological, chemical or physical agent, or a combination thereof, that is prescribed as a designated substance. The exposure of a worker to a designated substance is prohibited, regulated, restricted, limited or controlled.
Employee	In this document, use of the term employee includes those who are performing work for compensation, students working under a work experience program, and volunteers working for no compensation. Worker and employee reflect the same meaning are used interchangeably.
Employer	A person who employs or contracts for the services of one or more workers.
Fatality	Death
Hazard	A hazard is defined as anything that can cause injury or illness in people, or damage to property. A hazard may occur from what people do, or may occur as a result of their working conditions.
Hazard Assessment	The process of evaluating the level of risk associated with identified workplace hazards
Health care	Services provided at a hospital or health care facility and by health care practitioners such as doctors, registered nurses, chiropractors, physiotherapists or dentists.
Health & Safety Coordinator	A manager or someone with authority who will champion the ongoing improvement and sustainability of our health and safety system.

Health & Safety Representative	In workplaces where the number of workers regularly exceeds five and a joint health and safety committee is not required, employers must ensure that workers select a health and safety representative. The representative should be committed to improving health and safety conditions in the workplace.
Internal Responsibility System (IRS)	A system where everyone has direct responsibility for health and safety as an essential part of his or her job. It does not matter who or where the person is in the organization, they achieve health and safety in a way that suits the kind of work they do. Each person takes initiative on health and safety issues and works to solve problems and make improvements on an on-going basis. They do this both singly and co-operatively with others. Successful implementation of the IRS should result in progressively longer intervals between accidents or work-related illnesses.
Health & Safety Committee (HSC)	The Health & Safety Committee is a workplace committee comprised of worker and management representatives. It is responsible to monitor health and safety, identify hazards, and recommend health and safety improvements in the workplace.
Lockout	The process of de-energizing or disengaging machinery or equipment capable of movement before cleaning, servicing, adjusting or setting up operations.
Lost Time	A work related injury or illness that results in the employee missing scheduled time from work resulting in a wage loss.
MOL	Ministry of Labour – Ontario
Near Miss	An event where no property was damaged and no personal injury was sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.
Prescribed	As specified in the regulations made under the Act
Personal Protective Equipment (PPE)	Used as temporary or last line of protection for workers against hazards. PPE depends on work environment, work conditions, and process being performed.
Provincial Health & Safety Act(s)	Outlines the general rights and responsibilities of the employer, the supervisor and the worker through an Act or statute and related regulations.
Provincial Authority	Is the governing body who enforces the Act for health and safety in the workplace. In some jurisdictions it may the Ministry of Labour/Department or the Compensation Boards or the Commission.
Regularly Employed	Interpreted to mean employed for at least 3 months.

Regulations	The regulations relate to a range of subjects including, for example, requirements for specific types of workplaces (industrial establishments, construction sites, mines and health care facilities, farming operations), designated substances, and workplace hazardous materials.
Supervisor	A person, appointed by the employer, who has charge of a workplace or authority over a worker.
Worker	See definition of Employee
Workplace	Any place in, on, or near where a worker works. It could be a building, an open field, a road, forest, vehicle or even a beach. If the worker is being directed to work there, it is a workplace.
WCB	Workers Compensation Board
WSIA	Workplace Safety and Insurance Act, managed by the WCB/WSIB, it governs the no-fault insurance system for work-related injuries and diseases.
WSIB	Workplace Safety & Insurance Board
WSPS	Workplace Safety & Prevention Services