



Health and Safety Policy and Program

January 2014

Index

Health and Safety Policy.....	1
Introduction	2
Responsibilities	3
Senior Management	3
Supervisors	3
Workers	4
Disciplinary Policy	4
Subcontractors	6
Health and Safety Representative	7
Health and Safety Coordinator	7
Program Administration.....	9
Safety Rules	10
Safe Work Practices	11
Access to Work Areas	11
Air Tools.....	11
Cables & Hoses	11
Compressed Gas Cylinders.....	11
Cranes and other Hoisting Equipment	12
Defective Tools.....	12
Electrical Safety.....	12
Fire Protection	13
Flammable and Combustible Materials	13
Forklifts	13
Grinders and Cutoff Saws.....	14
Hand Tools	14
Housekeeping	15
Ladders	15
Lockout.....	16
Manual Material Handling.....	16
Material Storage	17
Power tools	17
Portable Propane Heating System Setup and Use.....	17
Powder Actuated Tools.....	17
Rigging	18
Scaffolding	18
Traffic Control	19
Trucks and Heavy Equipment Backing Up	19
Wall Bracing.....	19
Welding, Torch Cutting, and Burning	19
Wind Related Hazards	20
Work Benches and Platforms	20
Safety Communication.....	21
On Site Safety Meetings	21
Toolbox talks	22
Posted Materials	22

Health and Safety Program

Emergencies, Accidents, Incidents, and Illness	23
Emergency Response	23
First Aid	24
Accident/ Incident Reporting	24
Accident and Incident Investigations	25
Early, Safe Return to Work	27
 Hazardous Conditions	 32
Hazard Reporting	32
Workplace Inspections	32
Right to Refuse	33
 Standards	 34
Hours of Work	34
Violence and Harassment	34
Drug and Alcohol use	38
Working Alone	40
Personal Protective Equipment	41
Fall Protection	42
Scaffolding	44
Driving	50
Powered Industrial Trucks	50
Training	57
Preventative Maintenance	58
 Acknowledgement	 59

Health and Safety Policy

Zancor Homes is committed to preventing occupational illness and injury in the workplace, and to providing a safe and respectful work environment.

In fulfilling this commitment, we will provide and maintain a safe and healthy work environment as indicated by acceptable industry practices and compliance with legislative requirements. We will strive to eliminate any foreseeable hazards that may result in fires, security losses, and damage to property and personal injuries/illnesses.

Violence, intimidation, harassment and bullying in any form will not be tolerated coming from or directed towards any Zancor Homes employee, for any reason whatsoever. We acknowledge our responsibility to support and assist persons subject to violence and harassment and appropriate action will be taken, whether such conduct is perpetrated by an employee, supervisor, client, domestic/ intimate partner of an employee, or a member of the public.

All employees and Zancor Homes customers must be treated with respect and dignity. Any act of harassment committed by an employee against another employee or customer will be considered employee misconduct. Any retaliation against a complainant or witness by any employee is also a violation and will be considered misconduct.

Workplace hazards, including those of violence and harassment, can be controlled through good management in combination with active employee involvement. Loss prevention is the direct responsibility of all managers and employees alike.

All management functions will comply with Zancor Homes Health and Safety requirements.

All supervisors have the responsibility to ensure that safe, healthy, and respectful work conditions are maintained in their assigned work area.

All employees will perform their jobs safely in accordance with legislative requirements and our Health and Safety program.

Zancor Homes will take appropriate action in response to employee misconduct and this may include disciplinary action up to and including dismissal. Zancor Homes has zero tolerance for harassment and violent actions in the workplace.

Zancor Homes

Date

Introduction

Due Diligence

The term "due diligence" is described in the Webster Dictionary as "an appropriate or adequate degree of care and caution expected of an individual".

In law, this term refers to the requirement of compliance with applicable statutes, and applies the logic to workplace health and safety legislation, as a means to determine liability.

The concept of "due diligence" as a defense was rendered by decision of the supreme court of Canada in the mid 1970's. The case involved a situation where leakage from a dumpsite was found to be contaminating a creek, and the corporation was eventually found guilty of not taking "every precaution reasonable in the circumstances" to prevent the mishap.

Prior to this notion of taking "*every precaution reasonable in the circumstances*" health and safety laws were considered as "absolute liability" - which meant that you were presumed guilty of the offense, no matter what you had done to prevent it from happening.

Due diligence is now entrenched in occupational health & safety law, and has been translated into a concept requiring action on the part of employers and other responsible workplace parties, to ensure that applicable safe work policies, practices and standards are present, applied, and enforced at the workplace.

Accordingly, documentation to support that every reasonable precaution in the circumstances was taken, may also be a defense in a prosecution for failure to comply.

Program Application

All of the work practices and instructions outlined in this program have been decided upon with safety as a primary consideration. Some work instructions are mandated by law, and thus are non-negotiable. Other rules are based on an industry "best practice" or the owners' evaluation of appropriate behaviour.

If you wish to know the reason for any particular rule you are asked to comply with, please speak to your supervisor. If you feel that a work instruction should be changed in order to make a job safer, easier and more effective, we welcome that feedback. However, you are strictly forbidden to make changes to any work instruction or practice without first receiving permission from your supervisor. In cases where such changes would contravene applicable laws, you are forbidden to implement them regardless of your supervisor's response.

Responsibilities

Senior Management

Senior Management's primary responsibility is to provide a safe and healthy work environment, and to ensure that the measures and procedures required by the Occupational Health and Safety Act, its Regulations, and this policy, are carried out on their projects.

Zancor Homes requires all management personnel *including sub-contractor management* at our workplaces to ensure that:

1. All Employers and Employees on our projects comply with the Ontario Health & Safety Act and its regulations.
2. Safe work procedures and practices are carried out on the project at all times.
3. The equipment, materials and protective devices required by law are provided, maintained in good conditions and used as prescribed.
4. Only competent persons are appointed as supervisors. "Competent person" means a person who:
 - a. is qualified because of knowledge, training and experience to organize the work and its performance,
 - b. is familiar with the Occupational Health and Safety Act and the regulations that apply to the work, and
 - c. has knowledge of any potential or actual danger to health or safety in the workplace.
5. Information, instruction and supervision is provided to workers to protect their health and safety.
6. Every precaution reasonable in the circumstances, is taken to protect the health and safety of the workers.
7. Accidents/Incidents are investigated, and the findings forwarded to the senior management for appropriate action.
8. All workers are made aware of any actual or potential hazards that may be present in their job and at the workplace.
9. All employers and employees comply to the requirements of the WHMIS Regulations, and all Material Safety Data Sheets and corresponding labeling are provided for all hazardous material delivered to the workplace.
10. Safety violations are dealt with in accordance to the governing safety policy and result in warnings and disciplinary action.

Supervisors

All supervisors, including subcontractor supervisory personnel shall:

1. Ensure all workers work in a manner that will not endanger themselves or other workers.
2. Ensure all workers use the personal protective equipment, devices or clothing that is required by the employer to prevent injury.
3. Advise workers and management of any actual or potential hazards of which he/she may be aware.

Health and Safety Program

4. Provide information, instructions, and supervision to protect the workers health and safety.
5. Take every precaution reasonable in the circumstances to protect the health and safety of workers.
6. Where prescribed by law, provide oral and written instruction to a worker (in a language he/she understands) of the procedures and measures the worker is to follow for his/her protection.
7. Hold regular safety talks with their crew and provide documentation of these talks to senior management.
8. Inspect the conditions of the workplace and work practices on a regular basis, and record the findings of such inspections. Forward completed inspection forms to head office.
9. Investigate all accidents promptly and report in writing to **Zancor Homes** within 24 hours.
10. Deal with worker safety violations using progressive discipline and provide documentation to this effect.
11. Post all notices and other relevant documentation required by Ontario's Occupational Health and Safety Act, and this policy.
12. **Pay particular attention to ensuring that all workers install and maintain all Fall Protection measures and devices required for their safety.**

Workers

All workers shall:

1. Work in compliance to the Occupational Health and Safety Act and its regulations.
2. Work in compliance with the Corporate Health and Safety policy and program.
3. Use any personal protective equipment that is required by the employer or constructor.
4. Report any hazardous conditions or unsafe practices immediately to his or her supervisor.
5. Work in a manner that will not endanger himself/herself or other workers.
6. Report any accidents or incidents, regardless of severity, to his/her supervisor without delay.
7. **Not remove or make ineffective**, any protective device required by the regulations or by the employer without providing an adequate temporary protective device and when the need for removing or make ineffective the protective device, has ceased, the protective device **shall be replaced immediately**.
8. Not engage in any prank, contest, feat of strength, rough or boisterous conduct, or unnecessary running.
9. Obtain **First Aid** promptly, and notify their supervisor of any **first aid** situation which becomes a **medical aid** condition, so the proper authorities can be notified.
10. Ensure that **Fall Protection Devices** are installed at their respective work areas and that appropriate **Fall Protection** measures are taken when required.
11. Complete Housekeeping before moving to another work area.
12. Maintain up-to-date tetanus shots.

Disciplinary Policy

If any worker chooses to work in an unsafe manner, the supervisor **must** take reasonable precaution for the protection of that worker and all others who may be affected by unsafe work practices. Taking all reasonable precautions may include: re-instruction, re-training and in some

cases, when a worker willfully disregards safe work practices/procedures, progressive disciplinary actions against the worker may be required.

Purpose

To ensure all workers understand the established policy for discipline related to health and safety, company policies & procedures, and quality control.

Scope

All workers shall abide by their health and safety roles and responsibilities as outlined in the health and safety program. Failure to comply with these or any other company standards will result in the application of the progressive discipline procedure.

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

This disciplinary procedure has the following steps:

- **Step one:** Supervisor gives a verbal warning and provides corrective action to worker. Worker must acknowledge receiving verbal warning by signing the Employee Discipline Form. The form will be placed in the worker's file.
- **Step two:** Worker receives a written warning using the Employee Discipline Form. This will outline the issue, corrective and timeframes or compliance. The worker must sign the form in the presence of their supervisor. The form will be placed in the worker's file.
- **Step three:** Should the worker not abide with the corrective action, then suspension or termination will occur.

NOTE: Any form of discipline must be documented and put in the employee's file.

Any written disciplinary action issued by Zancor Homes will take place within fourteen calendar days of the date when the offence became known to the company. Zancor Homes reserves the right to interpret and apply discipline procedures.

If an offence is considered by Zancor Homes to be severe, Zancor Homes has the right to forego steps in the disciplinary procedure and administer an immediate suspension or termination.

Causes for immediate termination include, but are not limited to:

- Behaviour and/or attitude which could cause severe injury or damage;
- Consumption of alcohol or illegal drugs on site;
- Theft and/or fraud;
- Blatant disobedience of any of the company's rules, regulations, policies or procedures;
- Severe insubordination;
- Gross negligence;

Health and Safety Program

- Violence or harassing behaviour towards clients or coworkers;
- Fighting during work; or
- Lack of participation and/or cooperation within any company program where required or prescribed by law.

The safety information in this policy does not take precedence over applicable government regulations, with which all employees should be familiar.

Subcontractors

- All subcontractor personnel who are on site during Zancor Homes tool box talks or safety meetings must take part in these talks/ meetings.
- Reads, understands and signs-off the Zancor Homes H&S Program and Agreement and communicates applicable Zancor Homes standards and OHS&E regulatory requirements to their workers.
- Ensures that their workers perform in accordance with any applicable Federal, Provincial and Municipal regulations
- Demonstrates leadership and ensures that all H&S standards regulations and codes are understood and followed.
- Provides experienced and qualified supervision.
- Ensures that all personnel are qualified through appropriate competency based job training or direct supervision.
- Ensures that their workers have the minimum required PPE and also provide any other task specific PPE.
- Provides current Material Safety Data Sheets for any controlled products they might be using.
- Reports and investigates all accidents, refusals and near-misses to Zancor Homes supervision promptly.
- Communicates any issues that do not comply with Zancor Homes H&S or regulatory requirements to Zancor Homes supervision immediately
- Adequately identifies and controls all hazards that have the potential to cause losses to themselves or to others.
- Stops work when a hazardous condition poses a risk to any individual's health and safety or to the environment.

The subcontractor shall actively promote safe work practices and procedures among their employees. ***All subcontractors must ensure their crew supervisory personnel have received appropriate training in Health & Safety practices and legislation and that they are competent to perform all required work in a safe and legal manner.*** Subcontractor supervisors are required to abide by our specified supervisory responsibilities as listed in our safety policy.

All subcontractors shall ensure that our safety policy and guidelines are communicated, understood, and enforced by their supervisors, workers and subcontractors/suppliers.

In the event of a death or critical injury of a worker, all subcontractors are to **ensure that the accident scene is not disturbed or tampered with** except in the situations described in this manual under “preservation of wreckage”.

In addition to subcontractors providing competent supervisors for their crews, workers should be oriented to the work site safety rulings and requirements by the subcontractor supervisor. All supervisors on our sites, whether working directly or sub contractually for **Zancor Homes** are expected to perform their duties and responsibilities in a manner which ensures that workers under their authority have the knowledge, training or experience to perform their job tasks in the safest manner possible. All supervisors must ensure their workers are familiar with the actual and potential hazards of the job and with an understanding of the safety standards and regulations that apply to their work.

Subcontractors on our projects shall attend all safety meetings that take place while they are onsite.

Health and Safety Representative

The selection of H&S Representatives and their roles, rights and responsibilities are outlined in the Occupational Health and Safety Act.

Specifically, the H&S representative at Zancor Homes is selected through consensus or vote by the non-managerial workers.

H&S Representatives are perceived by legislation as being "employer advisors" for workplace health and safety, and have been provided some specific duties and entitlements to assist this function.

Our H&S representative was selected and trained to assist his/her performance in accordance with Act, as follows:

- They have a primary duty to identify and evaluate workplace hazards.
- They are to be provided information regarding hazards associated with the work.
- They are required to make recommendations to the employer to correct unsafe conditions at the workplace, and to eliminate work related hazards.
- They are to be provided workplace accident and injury information and reports.

Health and Safety Coordinator

The Health and Safety coordinator is accountable to the president for ensuring that all aspects of the Health and Safety program are being applied and that all established safety policies and procedures are administered and enforced at all levels of our organization. The Health and Safety coordinator assists with the development, implementation and monitoring of the health & safety program with the assistance of the management team.

Responsibilities

- Providing information to all personnel on applicable safety legislation and regulations.
- Ensure that senior management is kept up to date with all Health and Safety activities and issues.
- Conduct, review and document workplace inspections.
- Conduct annual Health and Safety audits.
- Report safety infractions to management.
- Assist with investigations of safety issues.
- Assist supervisors with the preparation of agenda and material for regular safety meetings.
- Suggest and help implement improvements to the safety program and procedures.
- Review reports for accuracy and distribution.
- Verify that the supervisors have adequately prepared their workers to act appropriately in emergency situations.
- Arrange for training and education as required.
- Develop and coordinate worker safety orientation.
- Monitor and manage WSIB claims — assist with the Early and Safe Return To Work Program (ESRTW).
- On a monthly basis, prepare and submit to senior management, accident frequency and other reports that measure company safety performance.
- Liaise with professional organizations and the government agencies.

Program Administration

Program Responsibility: The Company Safety Consultant is *Greg Leader of Leader Industries*. He will be working with **Zancor Homes** in all facets of this program and has full authority to make necessary decisions to ensure success of the program. Safety is also the responsibility of every employee of this company.

Program Content

The **Zancor Homes** safety and health program will include, but is not limited to, development and maintenance of the following:

- 1. Company Health and Safety Program Guidelines.**
- 2. Written Programs.**
- 3. Safety Rep.**
- 4. Routine Safety and Health Inspections.**
- 5. Safety Meetings.**
- 6. Accident and Incident Reporting.**
- 7. Accident Investigation.**
- 8. General Safety Rules.**
- 9. Record keeping Requirements.**
- 10. Disciplinary Actions for Willful Unsafe Acts.**

Company Health and Safety Program Guidelines

Zancor Homes will review and evaluate this document:

- On an annual basis.
- When changes occur to The Occupational Health & Safety Act & Regulations that prompt a revision.
- When changes occur to any related regulatory document that prompts a revision of this document.
- When internal operational changes occur that require a revision of this document.

Safety Rules

The following safety rules are established by this company as general safety rules for all workers.

1. Non-prescription drugs or alcohol will not be allowed on the job and any employee found to be in possession of, or under the influence of drugs or alcohol, will be refused from working and is liable to be severely disciplined or terminated from employment.
2. All injuries and accidents/incidents, no matter how minor, must be reported immediately to your supervisor. The supervisor will conduct an investigation and report to management.
3. If you notice any unsafe practice or condition on the job, you are obligated by law and by this company to report the situation immediately to your supervisor, so corrective action can be taken.
4. Never leave tools or materials near edges to openings or levels, as these items may fall onto someone below.
5. Always seek assistance or use mechanical lifting devices when attempting to lift heavy material. Avoid awkward positions and always lift with the legs, not your back. Your back is very susceptible to injury in a bent position.
6. Do not engage in any prank, contest, feat of strength, rough or boisterous conduct or unnecessary running.
7. Do not remove or make ineffective, any protective device, equipment or thing, required by your employer or the Occupational health and Safety Act and its regulations unless the appropriate legislative safety measures are taken for the protection of all workers. Report absent or defective protection devices immediately to your supervisor.
8. Smoking is prohibited on our jobsites.
9. Never work at heights if you are afraid to do so, or if you are ill or subject to dizzy spells. Tell your supervisor. He will respect you for being honest and assign you to other suitable work. Always work within your limitations.
10. Every employee shall wear clothing appropriate for the work being done and which does not impede their safe movement.
11. Always work in adequately lighted conditions. Use portable lighting stations in unserviced areas. No one should ever be allowed to work in the dark. Route accesses and work areas should be adequately lit at all times.
12. If it is necessary to work alone, arrangements should be made to check on the worker at regular intervals.
13. Any confined space work will be done in accordance with regulations.
14. Always remember to disconnect all power sources to power tools before performing adjustments, repairs or alterations.

Safe Work Practices

Access to Work Areas

Access to and from a work area shall be by way of ramp, ladder, stairs or runway. Emergency egress from work areas is a foremost consideration.

Air Tools

Accidental injury may result if an air tool is removed from its supply hose while the hose is under pressure. To avoid this type of accident use the following safe procedures when removing an air tool from its hose:

- 1) Shut off the valve supplying air to the hose.
- 2) Hold the air tool in a safe position; open the throttle or trigger. Vent the hose to the atmosphere through the air tool.
- 3) When all air pressure is exhausted, immediately disconnect the tool from the hose. Prompt removal is necessary to avoid pressure buildup in the hose because of a leak in the air supply valve.
- 4) Tools equipped with quick disconnect fitting may be removed without observing procedures 1, 2, or 3 above. However, the fitting should be held tightly away from oneself.

Cables & Hoses

- a) Electrical cables, extension cords and air hoses must be in good condition and suspended overhead wherever possible.
- b) Only CSA approved double insulated/grounded electrical equipment is recommended.
- c) It is also suggested that all extension cords have ground indicators.
- d) Electrical tape is **not** an acceptable repair solution for damaged cords- the damaged area must be completely removed and new ends put on.

Compressed Gas Cylinders

Compressed gas cylinders pose a real risk to worker if they are not handled and used properly. Always use compressed gas cylinders with extreme caution. Some basic safety rules are:

- a) Only competent and authorized workers are to handle compressed gas cylinders.
- b) All compressed gas cylinders should be stored in a secured and upright position.
- c) After using a compressed gas cylinder, always ensure that the valve has been closed and that the protective valve cap is in place.
- d) **Upon discovery of a compressed gas leak from a cylinder, hose, valve or other connection, discontinue use until the problem has been rectified. Under no circumstances is a leaking compressed gas cylinder to be used. Evacuate the area and notify your supervisor.**
- e) Ensure that no empty cylinders are left inside any enclosed building. Remove them to an outdoor compound.
- f) When storing compressed gas cylinders, always store empty ones separately from full or partially filled cylinders.

Health and Safety Program

- g) Compressed gas cylinders should be stored in a designated outdoor compound, affording adequate ventilation and explosion proof characteristics.
- h) Always keep compressed gas cylinders at least 15 feet away from any heat generating sources.

Overhead protection should be provided to the valves and connections to compressed gas cylinders when there is a risk of materials falling from above.

Cranes and other Hoisting Equipment

- a) Licensed and/or qualified personnel shall only operate all hoisting equipment.
- b) The operator must never leave the controls of the equipment unattended while it is running.
- c) In the event that the view of the operator is obstructed, he shall request the assistance of a competent signal person.
- d) Hydraulic equipment must never be left unattended while any part is in a raised position.
- e) Loads being hoisted are not to pass over workers or handled in such a manner which might endanger a worker.
- f) All logbooks and maintenance records are to be present with the hoisting equipment and kept up to date. A thorough pre-job maintenance of the hoisting equipment shall be performed and recorded in the appropriate logbooks. An inspection/approval report is to be provided to the site superintendent and signed by the licensed mechanic, before the machine is brought on site.
- g) No hoist operator shall swing any loads over existing buildings without prior approval from the building's owners.
- h) The operator must perform daily inspections of his hoist equipment prior to use and record such inspection results in his daily inspection log.
- i) No crane shall be loaded beyond its rated capacity.
- j) The operator shall ensure the hoist boom or device is kept a safe distance from all high power sources as per regulations.

Defective Tools

If a tool is defective in some way, - DO NOT USE IT!

Inspect all tools prior to use and ensure defective tools are repaired.

Watch for problems like:

- a) Broken or inoperative guards
- b) Insufficient or improper grounding due to damage on double insulated tools – eg. cracked casings
- c) No ground wire (broken ground post) on plug or frayed cords
- d) On/off switch is not in good working order – eg. jams, releases.
- e) Improper grinding wheel speeds or chipped/cracked blades.

Electrical Safety

- a) Work on any electrical equipment must only be done by trained and authorized personnel.

- b) Report defective electrical equipment to your supervisor immediately.
- c) Access into electrical rooms is restricted to trained and authorized personnel.
- d) Prior to performing any maintenance or repairs on electrical equipment, power sources must be locked out.
- e) Electrical panels and fuse boxes shall not be covered or hidden by articles of clothing, materials or machinery.
- f) All electrical equipment must be effectively grounded.
- g) Extension cords are to be maintained in proper working order.
- h) Connections between electrical extension cords and power tool cords are not to be tied.
- i) Ground fault circuit interrupters (GFCI) must be used in damp and wet locations.

Fire Protection

Fire extinguishers must be readily accessible at adequately marked locations, properly maintained and promptly refilled after use. Also, they must be inspected for defects or deterioration at least once a month by a competent worker who shall record the date of the inspection on a tag attached to it.

At least one fire extinguisher must be provided where flammable liquids are stored, handled or used; where temporary oil-fired or gas fired equipment is used; where welding or open-flame or gas fired operations exist and on each story of an enclosed building being constructed or altered; and for each workshop with 300 or fewer square meters of floor area.

Every fire extinguisher must be of a type whose contents are discharged under pressure and shall have an Underwriter's Laboratories of Canada 4A40BC rating.

Flammable and Combustible Materials

- a) All flammable materials must be stored in approved containers with caps in place and stored in well ventilated areas, away from heat, open-flame and ignition sources.
- b) Quantities of flammable materials greater than 235 liters must be stored outside in an isolated and fenced area, away from exits and entrances and with "no smoking" signs posted.
- c) All flammable or combustible materials must be clearly labeled as to their inherent dangers, Re: WHMIS supplier and workplace labeling requirements.
- d) Supervisors are to ensure their workers are aware of the volatile characteristics of the flammable and combustible materials they store, use, handle or transport. The supervisor must provide safe work procedures for the worker(s) health and safety.
- e) Be aware of possible vapor build-up in confined spaces and low-lying areas such as pits and trenches.

Forklifts

- a) The operator shall perform daily inspection checks in accordance to the manufacturer's recommendations. Only qualified personnel shall operate forklifts.
- b) Do not drive with wet or greasy hands. You could lose steering control.
- c) Face in the direction of travel.
- d) Make sure that the truck is able to carry the load.

Health and Safety Program

- e) Look behind you before going backwards.
- f) Recheck the brakes with the first load, and when changing to heavier loads. Never drive with faulty brakes. Report faulty brakes right away.
- g) Avoid sudden stops, starts or turns. These could spill the load.
- h) When vision is blocked, stop and sound horn at doors, corners, exits, etc. Use a signal person when necessary.
- i) Drive slowly on wet or slippery surfaces and rough ground.
- j) Cross railroad tracks very slowly, on an angle if possible.
- k) Keep forks close to the ground (4"-6") and tilted slightly back.
- l) Always be aware of and stay well clear of overhead power lines.
- m) No horseplay or stunt driving and no passengers.
- n) Do not lift someone on the forks unless a platform (approved by a professional engineer) is used.
- o) Do not work under raised loads.
- p) Keep all parts of the body inside running lines of the truck.
- q) When driving up or down a slope, the load must always be uphill. Do not drive across a slope and do not park on a slope.
- r) Whenever you leave the truck, lower the platform or fork, set the brake, neutralize controls, and shut off power.
- s) Do not block gangways, exits, or emergency equipment.
- t) Never leave the forks raised with the controls unattended.

Grinders and Cutoff Saws

Abrasive wheels can cause serious injury. Proper storage, use and maintenance of these wheels must be observed.

- a) Familiarize yourself with the manufacturer's operation manual before using the tool. Follow all safety instructions.
- b) Ensure proper guards are in place and that all necessary personal protective equipment is used for your personal safety.
- c) Never exceed the maximum wheel speed (every wheel is marked) Check the marked speed and compare it with the speed of the grinder.
- d) When mounting the wheels, check them for cracks and defects, ensure that the mounting flanges are clean and the mounting blotters are used. Do not over tighten the mounting nut.
- e) Before grinding, run newly mounted wheels at operating speed to check for vibrations. A vibrating or defective wheel could explode causing injury.

Hand Tools

- a) Always use the proper tool for the job.
- b) All hand tools are to be carried in tool pouches or tool bags. Tools such as utility knives, chisels, or screwdrivers shall not be carried in pockets as a worker may fall on these tools and cause a serious puncture wound.
- c) Cutting tools shall always be kept sharp. Care must be taken to work cutting tools away from the body not towards it. Hands should be kept behind the tool not in front of them.
- d) Utility knives must have spring-loaded retractable blades unless specifically approved by senior management.

- e) Prior to use, hand tools must be inspected for damage and any damaged tool is to be tagged with “Do Not Use” red tag and removed from service for repairs or replacement.
- f) Handles on hand tools shall be kept in good repair. Loose handles can create a hazard if the striking or cutting attachment comes free. A hazard could also be created from the damaged handle.
- g) Ends of metal impacting tools such as chisels that are mushroomed shall be dressed to prevent fragments from flying off and causing injury when struck. Eye protection is to be worn at all times.
- h) Wrenches are not to be used with “Snipes” or metal tubing over the end to increase leverage. Hammer wrenches pneumatic impacts or nut splitters should be used if unable to free stuck nuts.
- i) Gloves must be worn at all times when utilizing hand tools.

Housekeeping

- a) All major pathways and work areas shall be kept clean and free of obstructions at all times.
- b) Disposal of any and all chemicals including used lubricants, paints, etc. must be done in accordance with local bylaws.
- c) Use extension cords, air hoses, ladders, etc, in such a way as to minimize tripping hazards or obstructions to traffic. Extension cords should not be run across aisles or through oil or water.
- d) All employees, and especially those working with hazardous chemicals, are strongly advised to wash hands before handling food.
- e) Do not let materials and supplies that are no longer needed accumulate. If it is not needed, return it to its rightful place.

Ladders

- a) Ladders should be set up on a firm level surface and if the base is to rest on soft uncompacted or rough soil, a mud sill should be used.
- b) Straight ladders should be tied off or otherwise secured to prevent movement.
- c) When a task must be done while standing on a step ladder, the length of the ladder should be such that the worker stands on a rung no higher than the second rung from the top.
- d) When climbing up or down, workers should always face the ladder.
- e) Ladders should not be erected on boxes, carts, tables, scaffold or manlift platforms or on vehicles.
- f) Depending on the length, straight ladders should be set up at an angle such that the horizontal distance between the top support and the base is not less than one quarter or greater than one third the vertical distance between these points.
- g) Metal or wire reinforcing ladders, must not be used near energized electrical conductors.
- h) All ladders erected between levels must be securely fastened; top and bottom to prevent movement, extend 900 millimeters (3 feet) above the top landing and afford clear access at top and bottom.
- i) Ladders with weakened, broken bent or missing steps, broken or bent side rails, broken, damaged or missing non-slip bases or otherwise defective must not be used and should be tagged and removed from site.

Health and Safety Program

- j) Ladder should not be used horizontally as substitutes for scaffold planks, runways or any other service for which they have not been designed.
- k) A worker on a ladder should not straddle the space between the ladder and another object.
- l) Three points of contact should always be maintained when climbing up or down a ladder (two feet and one hand or one foot and two hands)
- m) If the work to be performed on a ladder will cause heavy exertion by the worker or the worker to overextend to the sides, in this situation it is best to utilize a scaffold platform.
- n) Under no circumstances should a worker attempt to hand carry materials or equipment, while climbing or descending a ladder. It is important to maintain three-point contact at all times. Use a rope or hoist to lower or raise items from one level to another.
- o) According to regulatory requirements, there must be a minimum clearance of six inches between ladder rungs and any surface. This will ensure the worker obtains a firm footing.

Lockout

- a) "Energy Control" means to neutralize all potential sources of energy or power in the equipment/ machinery to be worked on. No part of the equipment should be capable of inadvertent activation or movement, which may lead to personal injury. Removing a fuse, closing a valve or turning a switch is not an acceptable isolation from the energy source.
- b) Each potential energy source is to be controlled, isolated and locked out by a competent person who is authorized and trained in locking out machinery/ equipment.
- c) All locks must be accompanied by tags stating worker's name, date, time and contact number.
- d) Each authorized and trained worker must attach their lock and tag to all of the necessary locked out points.
- e) No lock can be cut off without permission.

Manual Material Handling

- a) Size up materials to be handled. If an object appears to be awkward in shape or too heavy, it may require additional help to be handled safely. When in doubt, ask for assistance.
- b) When attempting to handle materials with co-workers, communicate with each other prior to handling the material to eliminate guessing. Workers who communicate well are less likely to be injured.
- c) Maintain the lift as close as possible to your center of gravity.

The following are considerations which should be made prior to and during manual material lifting:

- d) Assess the lift (size, shape, etc.) and plan the route.
- e) Keep your feet apart with one foot beside and one foot behind the load. Tuck arms and chin in.
- f) Pelvic tilt.
- g) Tilt the object forward, test weight and bring object close to your stomach.
- h) Using your leg muscles to lift, straighten up.
- i) Turn with your feet. Don't twist your back.

If you feel that you are unable to lift a load safely, do not hesitate to find someone to assist you.

Material Storage

- a) All materials are to be stored in an organized manner in the designated storage area.
- b) Heavy loads are only to be placed in areas which are capable of supporting the load.
- c) Materials must be stored in such a manner that they will not tip, collapse or fall.
- d) Objects or materials are not to be projecting from loads in a dangerous manner.
- e) Materials must not block doorways and aisles.

Power tools

- a) All power tools must be CSA approved. Power tools must be 3-prong ground or double insulated.
- b) When using power tools read and follow the manufacturer's instructions.
- c) Cutting or abrasive attachments such as blades, discs or bits shall be of proper size.
- d) Never force or put pressure on power tools always let the tool do the work. Applying too much pressure may cause the blade, disc, or bit to fail.
- e) Always disconnect the tool from the power source when making adjustments or changing the attachment.
- f) Trigger locking device shall be removed from all tools.
- g) Guards shall be used on all equipment as equipped by the manufacturer. Guards and other safety devices shall not be modified, tampered with, or removed.
- h) Power tools shall not be hoisted or handled by the cord. Cords shall be removed from the receptacles by removing the plug, not by pulling the cord.
- i) When handling power tools always use eye protection appropriate for the job. Use of power tools that may cause flying particles such as grinding and buffing requires goggles and a face shield.
- j) Power tools must be held firmly and material must be properly secured before turning on and starting work. Always use handles provided to help control the tool and prevent twisting.
- k) Never wear loose clothing or dangling jewelry when using power tools.

Portable Propane Heating System Setup and Use

Ontario's Energy Act now requires employers to provide written evidence certifying the competency of persons assigned to connect, activate, handle and disconnect portable propane heating systems with inputs of 400,000 btu or less. No person other than those who have been formally trained and carry such proof of training is allowed to handle this equipment.

Powder Actuated Tools

- a) Only employees who have furnished evidence of having been trained by the manufacturer in its use shall be allowed to operate a powder-actuated tool.
- b) Eye and head protection shall be worn by all personnel exposed to the use of this type of tool.
- c) Tools shall not be loaded until just prior to use and loaded tools shall not be left unattended.

Health and Safety Program

- d) These types of tools are not to be used in or near an explosive or flammable atmosphere and cartridges (power source) shall be kept separated from all other material.
- e) Hearing protection shall be worn by the operator and any workers within the confines of an enclosed area up to 50 feet from the point of discharge and 25 feet in open outdoor locations.
- f) All loads except while in actual usage shall be stored in a location approved for that purpose.

Rigging

- a) All rigging equipment shall be inspected prior to each shift and as necessary during the shift to ensure safety. Damaged or defective slings shall be immediately removed from service.
- b) Wire rope slings shall be lubricated as necessary during use to prevent corrosion.
- c) Only competent workers trained in rigging and signaling shall be allowed to rig and handle loads.
- d) All rigging equipment shall have at least one safety factor of five.
- e) All rigging devices including slings shall have permanently affixed identification stating size, grade, rated capacity and the name of the manufacturer.
- f) Wire rope slings shall be padded or softeners used to protect them from damage due to sharp corners.
- g) Loads handled by slings shall be landed on cribbing or damaged so that slings need not be pulled from under or crushed by the load.

Scaffolding

- a) Equipment at a project must stored and moved in a manner that does not endanger a worker.
- b) No scaffold shall be loaded in excess of the load that it is designed and constructed to bear.
- c) Every scaffold shall be constructed such that it will have uprights braced diagonally in the horizontal and vertical planes to prevent lateral movement.
- d) Every scaffold shall have footings, sills or supports that are sound, rigid and capable of supporting at least 2 times the maximum load to which the scaffold may be subjected without settlement or deformation that may affect the stability of the scaffold.
- e) Scaffolds shall be installed in accordance with the manufacturer's instructions.
- f) Every scaffold shall have safety catches on all hooks.
- g) A scaffold mounted on castors or wheels shall be equipped with a suitable braking device on each castor or wheel as well as the brakes will be applied when a worker is on the scaffold.
- h) Only a competent worker shall supervise the erection, alteration and dismantling of a scaffold.
- i) A scaffold platform :
 - a. shall be at least 460 mm wide
 - b. if it is 2.4 m or more above a floor, roof or other surface consist of planks laid tightly side by side for the full width of the scaffold
 - c. shall be provided with a guardrail
 - d. shall be provided with means of access as required

- e. shall not have any unguarded openings
- f. shall have each component secured against slipping from its supports

Traffic Control

A worker when required to direct traffic shall be a competent worker for such purposes and shall not perform other work while directing traffic; shall be given written instructions in a language the worker can read and understand, setting out the signals the worker is to use; and shall have the instructions explained to him or her orally. The traffic control person shall wear a vest that is reflective fluorescent and colored blaze orange or red.

Trucks and Heavy Equipment Backing Up

All vehicles shall be equipped with back-up beepers and in situations where workers are nearby and possibly in danger, a traffic control person will position himself or herself in view of the vehicle operator and his intended path and direct the operator. The traffic control person and workers in the area should be made aware of the vehicle's blind spots, by the operator.

Wall Bracing

During construction, masonry walls require temporary bracing until installation of the permanent structural members. Masonry walls should not be built higher than ten times their thickness unless they are properly braced.

Welding, Torch Cutting, and Burning

Work involving welding, torch cutting or burning can increase the fire and breathing hazards on any job. The following guidelines should be considered prior to the start of work.

- a) Always ensure that there is adequate ventilation, natural or mechanical since hazardous fumes can be created causing respiratory harm.
- b) Always use the necessary personal protective equipment for your protection such as respirators, cutting goggles and protective clothing.
- c) Ensure there is fire extinguishing equipment suitable for the extinguishing requirements of the operation, nearby for immediate use.
- d) Check cables and hoses to protect them from slag and sparks.
- e) Check the work area for combustible material and possible flammable vapors before starting work. If combustible materials or sensitive equipment cannot be removed, fire blanket protection or a fire watch must be maintained.
- f) Never weld or cut lines, drums, tanks, etc. that have been in service without first making sure that all flushing, ventilating, and purging precautions have been carried out and permits obtained.
- g) Never enter, weld or cut in a confined space without first conducting proper air tests and all other necessary confined space procedures and required lockout and tagging.
- h) When working overhead, cordon off your work zone below and post signs warning other workers to stay clear. Use fire resistant materials (fire blankets, tarps, etc.) to control or contain slag or sparks.
- i) Contact lenses should never be worn by working near welding operations.

Wind Related Hazards

Strong winds and gusts pose a real risk to workers. In these conditions, refrain from handling materials at heights for risk of being blown over. Walls and structures of any type are vulnerable to collapse and special-bracing precautions should be taken.

Work Benches and Platforms

Work platforms shall be a minimum 18 inches wide and be designed and constructed to support and resist all anticipated loads. Workers are to refrain from using spools, ladders as a support for planking, poorly constructed benches, loose objects or inadequate materials.

Safety Communication

A well ordered flow of information is essential to a good safety program. The company, through a program of safety communication at all levels, intends to accomplish the goals of safety awareness, education, and participation.

Safety meeting outlines: The safety officer will maintain outlines covering various topics of importance to the safety of company employees. The outlines will be flexible. They will be intended to be adapted to the widest range of situations and groups. Supervisors can add the level of detail required to make the material completely relevant to their employees.

Safety meeting schedules: Employees will be given safety briefings by their respective supervisors on a regular basis. Safety briefings will be given:

- Upon initial job assignment or reassignment.
- When operational changes to equipment or the job occur.
- When a co-worker in their department is injured.
- When manufacturers provide safety related information pertaining to defects, use, etc., for equipment used by this company.

On Site Safety Meetings.

Charter for the Zancor Homes safety meetings: These safety meetings will encourage safety awareness among all employees & trades. They will be established to monitor safety performance and inspections, and in administering the company safety program.

- To reduce injuries and save lives.
- To constantly be aware of conditions in all work areas that can produce injuries.
- To aid the company in complying with all laws pertaining to safety.
- To ensure that no employee is required to work at a job that is not safe or healthful.
- To place the personal safety and health of each employee of this company in a position of primary importance.
- To aid in the prevention of occupationally-induced injuries and illnesses.
- To the greatest degree possible, aid management in providing all mechanical and physical facilities required for personal safety and health in keeping with the highest standards.
- To maintain a safety and health program conforming to the best management practices of organizations of this type.
- To establish a program that instills the proper attitudes toward injury and illness prevention not only on the part of supervisors and employees, but also between each employee and his or her co-workers.
- To ultimately achieve a safety program maintained in the best interest of all concerned.

Toolbox talks

Toolbox talks are an easy, useful way to share health and safety information and encourage dialogue on health and safety topics. Toolbox talks at Zancor Homes take the following form:

- Supervisors at a job where 2 or more workers are present will perform a short (5 min) safety talk at the start of the first workday of the week.
- The safety talk will be documented by taking attendance on the training sign-in sheet. This documentation will be passed to head office along with weekly paperwork submissions.
- Suggested topics for toolbox talks:
 - Recent or current work activities or workplace incidents
 - H&S topics in the news
 - Taken from the IHSA (CSAO) book of safety talks
 - The contents of the Zancor Homes Health and Safety program
 - A health and safety topic of particular interest to the supervisor or team member
 - Home / home shop safety
 - Health and healthy lifestyle
- The toolbox talk topic will be noted on the sign-in form, either by referencing the material used (page number, etc.) or by a brief description.

Posted Materials

The following materials will be posted or made available at all jobsites and head office:

- The Occupational Health and Safety act and Construction Regulations (current)
- This health and safety program, with the Policy Statement signed and dated within one year
- All applicable Material Safety Data Sheets, dated within 3 years
- WHMIS Regulation
- WSIB Form 82.
- Monthly Safety Rep Workplace Inspections
- Map to nearest hospital
- First Aid kit and requirements of Ontario Regulation 1101

Emergencies, Accidents, Incidents, and Illness

Emergency Response

1. Assess the situation calmly and take command.
2. If there has been an accident, protect the accident scene from further hazards, such as fire, live wires, traffic, machinery, etc.
3. Provide first aid to the injured as soon as possible.
4. Arrange for medical help:
 - Call the Ambulance at 911 or Nearest Hospital,
 - Call the Police at 911 or Nearest Police Precinct.
5. **Injured workers should NEVER be permitted to drive themselves to hospital.** In the case of an injury not requiring an ambulance, the injured party should be transported in a cab to limit liability.
6. Call Head office and let them know to contact the Ministry of Labour immediately.
7. Notify the Safety Representative.
8. **Have someone meet and direct the Ambulance to the accident scene.**
9. Find out which hospital the injured party will be taken to and have someone go there.
10. Isolate the accident scene to ensure nothing is disturbed until the authorities arrive on the scene and all investigations are done.
11. Co-operate fully with all emergency crews and Ministry of Labour personnel.
12. The Supervisor should conduct his/her own investigation as soon as possible for reporting purposes.

“Critical Injury” is an injury of a serious nature where any of the following applies:

- Places life in jeopardy.
- Produces unconsciousness.
- Results in substantial loss of blood.
- Involves the amputation of a leg, arm, hand, or foot but not a finger or a toe.
- Involves the fracture of a leg, arm, hand, or foot but not a finger or a toe.
- Consists of burns to a major portion of the body.
- Causes loss of sight in an eye.

Note: Any time an injured worker is taken by outside emergency services, we will assume the injury to be critical in nature.

Where a person is killed or critically injured from any cause at a workplace, the employer shall notify an inspector from the MINISTRY OF LABOUR, in addition to safety representative, immediately of the occurrence by telephone, telegram, or other direct means and the employer shall within forty-eight hours after the occurrence, send the director (MINISTRY OF LABOUR), a written report of the circumstances of the occurrence containing such information and particulars as the Act and Regulations may prescribe.

Preservation of Accident Scene

Where a person is killed or critically injured at the workplace, **no person shall** interfere with, disturb, alter or carry away any wreckage, article or thing at the scene of or connected with the occurrence until permission to do so has been given by an inspector of the Ministry of Labour, *except* for the purposes of:

- a) Saving a life or relieving human suffering,
- b) Maintaining an essential public service or a public transportation system; or
- c) Preventing unnecessary damage to equipment or property;

First Aid

A certified first aid provider will be available at all times, during each shift where 2 or more workers are present.

Upon being informed of an injured or ill worker, a qualified first aid provider will administer appropriate treatment. All such treatment or advice given must be recorded in the first aid log.

As necessary, the first aid provider will assist in ensuring that an injured or ill worker receives subsequent medical attention.

When necessary, transportation will be provided for an injured worker to the hospital, doctor's office or worker's home. A first aid attendant will accompany the injured worker in serious cases or if continuous care is required.

Accident/ Incident Reporting

All injuries, regardless of severity, must be reported immediately to your supervisor.

Failure to report or delays in reporting may result in difficulty receiving or ineligibility to paid time off in the case of a lost- time injury or illness.

The following categories of injuries and illnesses will be reported, regardless of the nature or severity of the event:

- Fatality
- Critical Injury
- Lost Time Injury
- Healthcare
- Property Damage
- First Aid
- Environmental Release
- Near Miss
- Fire
- Occupational Illness

Worker:

- A worker who sustains an injury or becomes ill as a result of workplace conditions or work activity must report the injury or illness to a supervisor immediately.
- If because of the nature of the injury or illness, an employee is unable to report, it is the responsibility of another worker, who happens upon the incapacitated worker, to promptly report the event to a supervisor.

Supervisor:

The supervisor, upon being notified of the injury or illness, shall:

- Promptly ensure that first aid is administered.
- Ensure the worker is given subsequent medical treatment if necessary; and that such treatment is recorded.
- Give any injured worker who leaves the workplace to receive medical attention the Hospital Envelope containing forms to be completed by the attending medical professional.
- Notify the appropriate company personnel at the first opportune moment.

Accident and Incident Investigations

All accidents/ incidents, including near misses, must be reported and investigated using the Investigation form. Minor injuries requiring only first aid do not require investigation but must be documented on the first aid log.

Near Miss:

An event that under different circumstances could have resulted in physical harm to an individual or damage to environment, equipment, property and/or material.

Lost Time:

A work related injury that results in the injured employee missing his/her next scheduled shift or longer, resulting in a wage loss.

Property Damage:

An event where contact is made between two objects resulting in alteration to one or both of the objects.

Notification Requirements:

- Critical and fatal injuries: (under Critical Injury Regulation) require you to contact the Ministry of Labour immediately and a written investigation report must be completed and sent within 48 hours.
- Fire and Explosion: (Ministry of Labour) immediately, if it results in an injury.
- Chemical Releases: (Ministry of Environment) immediately.
- Lost time, health care, modified work required as a result of first aid only extending beyond 7 days. Workplace Safety & Insurance Board Form 7 to be completed within 3 days of being advised of the injury, and submitted to WSIB within 7 days.

Roles and Responsibilities

Supervisor:

- The responsible supervisor investigates the injury/incident and completes the investigation within 24 hours of the injury/incident.
- In the case of personal injury the supervisor ensures that the injured employee(s) receives appropriate health care.
- The supervisor contacts a worker representative designated to investigate the injury/incident, to assist in the investigation.
- The supervisor notifies appropriate personnel as soon as possible.

Note: The supervisor and the worker representative can request assistance from other managers, supervisors, or any other source that may be available. They are also responsible for securing the scene of the injury/incident.

Worker Representative:

- The worker representative selected by the workers investigates all injuries/incidents.
- The worker representative must be involved in the investigation of a fatality or critical injury.
- The worker representative and the supervisor together conduct the investigation and assist in completing the report. Both the supervisor and the worker representative sign the investigation report.
- Where required by legislation the worker representative submits a copy of the injury/incident investigation to the appropriate authority.
- The supervisor will ensure the investigation report is completed and signed by the appropriate worker and management representative health and safety representatives.

Investigators will:

- **Collect Information:**
 - Interview workers involved.
 - Interview witnesses.
 - Interview outside experts if applicable i.e. suppliers, equipment designers etc.
 - Ensure interviews are conducted as soon as reasonably possible.
 - The interviews should be conducted in a quiet place, one-on-one.
 - The interview must be documented.
- **Perform a Scene Assessment:**
 - Make observations, on site assessment of the scene (site, equipment, material).
 - Use photographs, sketches, drawings, etc.
- **Identify Contributing Factors:**
 - Factors to consider are people, equipment, material, environment and processes.
- **Complete the Report:**
 - Use the Injury Investigation Report form to identify contributing factors through a review of items such as maintenance records, plant layout, training records, time of day, length of service in this work area etc. Consideration is given to lack of safety equipment enforcement and/or the need for safety equipment.
 - The standard Injury Investigation Report must capture all the requirements contained in the investigation procedure.

- Copies of the Investigation Report are sent to the appropriate people.
- **Include Recommendations for Corrective Action:**
 - Responsibilities must be assigned.
 - Recommendations are documented on Injury Investigation Report form.
 - The recommendations focus on corrective action(s) to all the contributing factors identified.
 - **Recommendations should Specify:**
 - What
 - Why
 - When
- **Ensure Recommendations are Acted Upon:**
 - Assign responsibility
 - The actions are recorded on the Injury Investigation Report form
 - Detail what has been done, who has completed the actions and when the actions were completed

Early, Safe Return to Work

When an injury prohibits an employee from performing their regular job function, efforts will be made to work closely with the employee, the attending physician, and Workplace Safety and Insurance Board (WSIB) physicians to modify the workers regular job or develop a job which will allow the employee to return safely to work, and then to their pre-injury job in accordance with the WSIB Legislative requirements.

It is a requirement for Zancor Homes and the injured worker to work collectively on an early and safe return to work plan. Zancor Homes has implemented an ESRTW Program. Workers who decline an offer of appropriate modified duties may forfeit their eligibility for compensation.

For injuries which may prohibit the worker from immediately returning, the injured worker is expected to maintain contact with their supervisor, letting the supervisor know when they will be able to return to regular or modified duties. The worker returning from a lost time accident or work related injury or illness must have medical clearance to return and report to their supervisor before starting back to work.

It is the Company's policy to take all reasonable steps to return injured and ill employees to their pre-injury job as quickly as possible.

Where the employee is unable to return to their pre-injury job, the goal will be to return them to alternative work, which is consistent with their functional abilities as determined by the attending physician.

The Company and its employees are committed to co-operate and participate in the success of the Return to Work Program.

Goals

- To assist employee to return to work
- To encourage an early and safe return following injury, disability or illness

Health and Safety Program

- To improve communication frequency and information exchanges between the Company, employee and medical practitioner
- To demonstrate consistency in the management of all employees with disabilities, regardless of cause.

Objectives

- Increased awareness of disability issues for all employees
- Reduction in days lost due to absence from injury, disability or illness.
- Fair and consistent process for employees returning to work from injury, disability or illness
- Reduce workplace safety and insurance costs

Benefits:

Employee

- Encourages speedier rehabilitation
- Helps the employee to maintain contact with the Company
- Reduces the time needed to return to full work capacity
- Relieves financial concerns due to loss of wages and /or delay in receipt of disability benefit
- Helps to maintain identify and self-respect

Employer

- Maintains high productivity level through the use of already trained workers.
- Reduces the costs involved in hiring and training replacement workers
- Maintains contact with employee
- Reduces WSIB experience rating

Definitions:

Light Duties

Duties assigned when an employee receives a work-related or non-work related injury or illness, and after receiving medical treatment is advised to return to work with light duty restrictions for a short period, resulting in no lost time claim. The supervisor must make every effort to accommodate the worker as a short-term solution.

Modified Work

A job, task, function or a combination thereof, that a worker, who temporarily suffers from a diminished ability to perform their daily duties, may perform safely without risk of re-injury or aggravation of disability, or risk to others. The work must be productive and the result of the work must have value.

Light duties or modified work may take the form of:

- Alternate work arrangements
- Modifications to regular duties/work schedules
- Assignment to a different job
- Modification to work equipment used to perform job

Responsibilities:

Head Office is responsible for administering and monitoring Zancor Home's Return to Work program so as to ensure that an effective return to work service is provided to all employees. In addition it is the responsibility of Head Office to:

- Maintain a complete file on the incident, including all correspondence, completed forms and documentation of all conversations related to the claim.
- Communicate with the employee and supervisor as soon as possible after being made aware of the employee's injury or illness.
- Communicate in writing with the attending physician or health care provider on rehabilitation process (FAF) if necessary.
- Complete, in detail, a WSIB Form-7 as well as any subsequent documentation that may be required and promptly (within 3 days) submit to WSIB.
- Contact the worker as soon as possible after the injury or illnesses occurs, and stays in contact through out the worker's recovery (record contact log).
- Collaborate with appropriate supervisors to develop suitable modified work based on the employees functional abilities
- Provide all documentation including a description of regular, modified and light duties.
- Provide WSIB with any information requested concerning the worker's return to work.

Employee is responsible for co-operating with the administration of the Early and Safe Return to Work as follows:

- Report promptly all work-related and non-work related injuries and illnesses to his/her immediate supervisor. If the supervisor is not available, advise the Human Resources Department.
- Obtain necessary first aid or medical care promptly after a work-related injury.
- Obtain an Early and Safe Return to Work package and take required documents to the attending physician for completion.
- Maintain contact with the Human Resources department and/or Supervisor as soon as possible after the injury or illness happens and stay in contact throughout the recovery period
- Submit promptly all relevant medical certificates, reports, functional abilities form, short term disability form and any additional documentation requested by the company or WSIB to support in their medial rehabilitation/early return to work program
- Schedule rehabilitation activities, such as physiotherapy, as recommended by the attending physician and in a prompt manner
- Work co-operatively with Human Resources and their Supervisor to identify suitable work that is available and consistent with their functional abilities, and when possible that restores their pre-injury earnings
- Attend medical examinations arranged by WSIB if necessary for the purpose of return to work.
- To obtain written medical clearance before returning to regular duties.

Supervisor is responsible for co-operating with the administration of the Early and Safe Return to Work as follows:

- Report details of an employee's illness or injury to Head Office.
- Complete, in detail, the Company's Accident Investigation Report

Health and Safety Program

- Ensure that it is a normal expectation of all employees to participate in the Early and Safe Return to Work Program
- Identify and communicate suitable modified or light duties, when required and medically necessary.
- Maintain confidentiality of medical and other personal information for all employees.
- Monitor the employees progress and provide Human Resources with regular evaluations of the worker's performance

Workplace Safety and Insurance Board

WSIB provides assistance when required (and when appropriate) to help resolve individual cases, and to help us deal with any future return to work issues. Specifically the role of the WSIB is to:

- Provide effective management that monitors the activity, progress, and cooperation between us and the injured worker through the return to work process.
- Offer assistance or intervene if problems or issues arise
- Provides Zancor Homes and our employees with useful and timely information about return to work and good ESRTW practices, about what to do and expect from the process, and about our rights and obligations.
- Obtain or clarify information about the worker's functional abilities.
- Determine the need for a Labour Market Re-entry (LMR) assessment and plan if ESRTW is unlikely
- Provide assistance like ergonomic services, mediation and worksite visits to help us and your injured worker overcome any ESRTW barriers, and help us better deal with future return to work issues
- Make decisions on all claim-related and compliance issues.

Steps to be taken:

1. The employee notifies his/her supervisor immediately of injury or illness.
2. If the incident is work-related, the supervisor must complete an Accident Investigation Report within 24 hours of being notified of the injury.
3. If the injury or illness is not work-related, the employee must submit a medical certificate within 24-hours of absence to Head Office.
4. Upon receipt of the Accident Investigation Report, Head Office will complete a Form-7 and submit to the WSIB within 3 business days of the injury.
5. The employee will communicate with his/her attending physician to ensure all documents are duly completed and forwarded to the company and WSIB.
6. Head Office will communicate with the employee:
 - to ensure all appropriate documentation has been supplied to the treating physician.
 - To ensure all required paperwork has been completed and submitted to WSIB
 - to discuss an early and safe return to work

- to obtain information relevant for developing light or modified duties
- 7. Upon receipt of written medical information surrounding the employee's limitations, Head Office will assess the need for an early and safe return to work program. If return to work is imminent, a return to work plan outlining the duties and hours of work will be developed with the supervisor.
- 8. Head Office will discuss modified/light duties with the employee and a return to work date.
- 9. When the employee returns to work, the supervisor will provide the employee with work instructions.
- 10. Head Office and the supervisor will work with employee based on the Doctor's recommendation in developing a progressive return to work program until he/she is able to resume normal regular duties with the support of a medical clearance from his/her Doctor.
- 11. If the employee is unable to return to modified or light duties within 3-5 business days of being absent, Head Office will communicate with the employee and the case adjudicator to establish a possible return date.
- 12. If after two weeks there is no clear indication when the employee can return to work, Head Office may organize with WSIB for further investigation or medical examination to establish a date.
- 13. Head Office and the supervisor will monitor and evaluate the return to work program and the employee's progress until he/she is able to resume pre-injury/illness duties and a medical clearance is submitted to Head Office.

Non-cooperative employees

Head Office will speak with the Adjudicator and determine eligibility or suitability to implement return to work program.

Steps in completing Return to Work

- Report and investigate the injury promptly
- Determine functional abilities (FAF)
- Obtain consent from the worker to release FAF information
- Develop a written RTW specific plan to encourage a gradual transition to regular duties
- Implement the worker's RTW plan
- Review and evaluate the plan with the injured worker to ensure both parties meet the plan objectives
- Reporting requirements to WSIB such as:
 - Wage changes
 - Change in duties/duration of program
 - Failure to cooperate
 - End of Program

Hazardous Conditions

Hazard Reporting

Anyone who identifies a hazard within their responsibility/ jurisdiction is expected to correct it - if they are trained and able to do so.

All other known or suspected hazards must be either reported verbally or in writing to your immediate supervisor.

The supervisor will investigate the suspected hazard immediately.

Workplace Inspections

The workplace should be inspected regularly for safety concerns. This inspection will be conducted using specific, methodical auditing; checking; or inspection procedures to discover conditions and work practices that lead to job accidents and occupational illnesses.

Inspection team composition: Regular, documented inspections will be performed by both frontline supervisors and by the health and safety representative. Additionally, senior management will perform occasional documented inspections.

Inspection Intervals: The safety rep will conduct monthly inspections. Supervisors will follow a regular schedule determined in agreement with senior management. Senior management inspections will take place at least quarterly.

Hazard priority classification system: Hazards will be rated according to the following rating system. Where it is unclear where a hazard should be rated the next higher priority classification will be assumed.

Class A Hazard. The most serious type of unsafe condition or unsafe work practice that could cause loss of life, permanent disability, the loss of a body part (amputation or crippling injury), or extensive loss of structure, equipment, or material.

Class B Hazard. Unsafe condition or work practice that could cause serious injury, industrial illness, or disruptive property damage.

Class C Hazard. Unsafe condition or work practice that might cause a recordable injury or occupational illness or non- disruptive property damage, a housekeeping item or unsafe work practice infraction with little likelihood of injury or illness other than perhaps a first-aid case.

Inspection report. The person conducting the inspection will document their findings on the workplace inspection checklist, which will be submitted with their weekly paperwork to head office.

Initial Job Review: In addition to regularly scheduled inspections, a pre-start review will be conducted by the supervisor at the start of each job. This review will identify any unique hazards or challenges that could be expected to occur. In cases where the job site is unoccupied, the review will include checking for signs of vagrant occupancy or other unauthorized use that could result in risks of violence against workers.

Right to Refuse

Definition (per the Act, RSO 1990):

A worker may refuse to work where the worker has reason to believe that:

- a. Any equipment, machine, device or thing he/she are to use or operate is likely to endanger himself/herself or another worker;
- b. The physical condition of the workplace or the part thereof in which he or she works or is to work is likely to endanger himself or herself;
- b.1 workplace violence is likely to endanger himself or herself; or
- c. Any equipment, machine, device or thing he or she is to use or operate or the physical condition of the workplace or the part thereof in which he or she works or is to work is in contravention of Health and Safety legislation and such contravention is likely to endanger himself, herself or another worker.

Steps to be taken

- Worker refuses to work and immediately notifies supervisor of the reasons.
- The supervisor will investigate, in the presence of the worker and the worker safety representative.
- Worker withdraws to a safe place while all attempts are made to resolve the perceived problem to the satisfaction of all parties.
- If problem is resolved to the worker's satisfaction, he/she returns to work.
- If not resolved, the work refusal is escalated and the Ministry of Labour must be called to make a decision. Workers in an escalated work refusal must have 'reasonable grounds' for refusing (they must be able to explain *why* they think there is a hazard).
- If not resolved and worker continues to refuse work, another worker may be asked to perform the same task.

Note: Another worker may be asked to perform the job only if that worker is advised of the refusal to work and circumstances, in the presence of the worker safety representative selected by the workers.

- The Governing Authority (Ministry of Labour) investigates the refusal in the presence of the worker, employer, supervisor and the worker representative of the JHSC.
- Pending the outcome of the investigation, the worker shall stay in a safe location near to their workstation, or may be asked to perform reasonable alternate work.
- The worker may **not** be sent home or disciplined for their actions.
- A decision will be made in writing by the Governing Authority and provided to all parties.

Standards

Violence and Harassment

Zancor Homes has adopted a zero-tolerance policy towards violence and harassment.

At Zancor Homes, we are committed to providing a workplace free from violence and harassment in which everyone can expect to be treated with dignity and respect. Workplace violence and harassment will not be tolerated for any reason; they are serious matters which will give rise to disciplinary action, up to and including termination of employment.

This includes violence and harassment both at and away from the actual work site, as long as there is some connection with the work relationship.

All incidents of workplace harassment or violence must be reported to your immediate supervisor. If your supervisor is involved in the incident or otherwise inappropriate to report to, you may report to:

- Another supervisor
- Head office

In cases of harassment, clearly inform the harasser that his or her behaviour is unacceptable and that it must stop immediately. In cases of violence or in other cases where the complainant is not comfortable informing the respondent personally, this may be done by a supervisor to whom the incident is reported.

All complaints or reports of inappropriate behaviour that could be considered harassment or violence will be fully investigated.

We will not discriminate or retaliate against an employee because he or she has been or is perceived to be a victim of workplace violence.

Under the Occupational Health and Safety Act, we have an obligation to warn employees of the identity and personal details of an individual with a history of violent behaviour where there is a risk of workplace violence being perpetrated by that person. Such information will only be provided where the employees concerned could reasonably be expected to encounter that person at work, and where the risk of workplace violence is likely to expose those employees to injury.

Confidentiality will be maintained wherever possible. Information which relates to potentially violent individuals will be shared with employees only on a need to know basis. Employees are therefore expected to maintain confidentiality where they are in receipt of this type of sensitive personal information.

While there is a fine line between “strong management” and bullying, most reasonable and objective bystanders know bullying when they see it. Bullying can have many negative effects

on the individual concerned, including stress, feelings of helplessness, fear, low productivity, physical illness and anxiety. Therefore, Zancor Homes does not tolerate workplace bullying in any form. Supervisors, employees and contractors who engage in such conduct will be subject to disciplinary action, up to and including termination of employment.

Workplace bullying (otherwise known as “psychological harassment”) includes, but is not limited to, the following types of conduct:

- Character assassination; spreading rumours, gossip and innuendo, especially that which is malicious, hurtful and untrue.
- Social isolation; ostracizing or ignoring an individual.
- Violence, intimidation or threats of violence.
- Deliberately undermining someone or stopping that person from completing his or her work.
- Belittling an employee’s work or achievements or constantly taking credit for that person’s accomplishments; removing responsibilities and accountabilities without reason.
- Constantly changing work requirements and/or standards.
- Assigning unreasonable duties or workload to an employee; assigning demeaning and/or insulting work; establishing impossible deadlines designed to set up an employee for failure.
- Withholding necessary information or deliberately giving false information.
- Spying on someone, stalking the person, sabotaging or tampering with his or her equipment or belongings, or otherwise invading that person’s privacy.
- Regularly shouting or using profanity, especially when directed towards the individual concerned.
- Constantly or persistently criticizing an individual; regularly criticizing someone in public.
- Unwarranted, unjust or unreasonable punishment; constantly threatening someone with being fired where termination is not warranted.
- Falsely accusing an employee of misconduct, criminal activities or harassment.

Unless an individual has been unfairly singled out for especially harsh treatment, workplace bullying generally **does not** include situations such as the following:

- Holding people accountable for their performance through the provision of routine coaching and feedback, fair and objective performance appraisals, performance improvement/corrective action plans, or through appropriate and justifiable disciplinary action.
- Providing fair and reasonable constructive feedback or evaluation of the work completed by a colleague or a direct report.
- A manager assigning additional work of a reasonable scope and quantity to his or her direct reports, or requesting an employee to work reasonable overtime hours when required.
- Minor differences of opinion and/or the occasional workplace conflict which does not get out of hand.

Health and Safety Program

- Occasionally showing slight frustration or annoyance, where such behaviour is justified and displayed in a respectful manner with no threat of violence, intimidation or other reprisals.

We all have a role to play in preventing workplace violence and harassment and in dealing with such allegations when they do occur. The roles and responsibilities of the relevant stakeholders are detailed below.

Supervisors:

- To maintain a workplace free from violence and harassment.
- To take allegations of violence or harassment seriously and follow-up appropriately.
- To maintain confidentiality wherever possible.
- To be familiar with the requirements of the Violence and Harassment in the Workplace Policy.
- To be aware of the signs of workplace violence and harassment and be prepared to intervene when appropriate.
- To refer victims or perpetrators of violence or harassment to appropriate resources where applicable.
- To set a good example and maintain a high standard of conduct in all dealings with others.

Workers:

- To treat everyone in the workplace with dignity and in a manner that is respectful and free of violence, threats, intimidation and harassment.
- To make changes to their own behaviour where they become aware that there is potential for such behaviour to harm, intimidate, threaten or cause offence to others.
- To refuse to accept violent or harassing behaviour from others, regardless of whether that behaviour is perpetrated by one's manager or co-workers, or by a customer/client, supplier or member of the public.
- To intervene and/or report instances of inappropriate behaviour on the part of others which could amount to workplace violence or harassment.
- To be supportive of others who are victims of workplace violence or harassment.
- To cooperate fully with any and all workplace violence and harassment investigations.

Complainants/Victims of Violence or Harassment:

- In cases of harassment, to clearly inform the harasser that his or her behaviour is unacceptable and that it must stop immediately. In cases of violence or in other cases where the complainant is not comfortable informing the respondent personally, this may be done by a supervisor to whom the incident is reported.
- To preserve evidence and document dates, times and the names of any witnesses, as well as any attempts to resolve the situation.
- To cooperate fully with any and all workplace violence or harassment investigations.

Respondents/Employees Accused of Violence or Harassment:

- To cooperate fully with any and all workplace violence or harassment investigations.

- To preserve evidence related to instances of alleged violence or harassment, documenting dates, times and the names of any witnesses - especially that which would help prove that any alleged incidents did not occur, or that such events did not constitute violence or harassment.

Investigators:

- To carry out fair and impartial investigations into allegations of workplace violence and harassment.

Health and Safety Representative:

- To be informed where incidents of workplace violence occur which result in personal injury. Wherever possible, the identities of the individuals concerned will be protected.
- To participate in an investigation where there is a work refusal as a result of workplace violence.
- To obtain the results of workplace violence risk assessments.
- To provide recommendations in relation to policies, procedures and programs with regard to the prevention of workplace violence and harassment.
- To respond to employee concerns related to workplace harassment or bullying.

Summoning help:

In cases of violence or impending violence, employees can summon help by calling 911 on their cellular phones. If 911 service is not available, an alternate emergency number will be made available as part of the pre-job planning.

How to report an incident:

All incidents involving workplace violence must be reported to the employee's supervisor, even if the complainant believes that the problem has been resolved satisfactorily.

If the employee does not wish to file a formal complaint of violence or harassment, the problem may be resolved informally through mediation or discussion with a supervisor or manager. Many disputes involving workplace harassment in particular can be successfully resolved through informal discussion and dialogue or some form of mediation.

If allegations of violence or harassment are serious, if efforts to resolve a dispute informally prove to be unsuccessful, or if the employee wishes to do so from the outset, a formal complaint can be filed. Formal complaints include:

- Filing a written complaint for internal investigation under this Policy (normally by filling out and submitting a Workplace Violence and Harassment Incident Reporting Form).
- Filing an application before the Human Rights Tribunal of Ontario, where complaints relate to one or more prohibited grounds of discrimination under the Ontario Human Rights Code.

Investigations:

All complaints of harassment shall be dealt with by Zancor Homes quickly, fairly and confidentially. Any third party who is advised of a complaint of harassment shall promptly

Health and Safety Program

inform Head Office, who will conduct an investigation into the alleged harassment. As part of this investigation, the complainant and the alleged harasser shall be interviewed. All information concerning the incident will be documented fully and accurately and will be kept strictly confidential. The information will be maintained in a file separate from general personnel files.

The purpose of an investigation is to gather evidence and interview both parties to the dispute as well as any witnesses. All relevant information will be gathered, including dates, times and the details of any alleged incidents.

It is our intention to conclude investigations as soon as possible, and to give anyone accused of workplace violence or harassment an opportunity to provide a defence to the allegations and to present his or her side of the story. Both complainants and respondents have the right to seek independent legal advice and/or representation with respect to any investigation, and will be notified in writing of the outcome of the investigation.

If a complaint of harassment is substantiated, Head Office will determine the appropriate action necessary in conjunction with the appropriate supervisor.

If a complaint of harassment on the basis of a protected characteristic is not dealt with to the satisfaction of the complainant, he/she may take it to the Canadian Human Rights Commission.

Drug and Alcohol use

Zancor Homes has adopted a zero tolerance policy towards the use of street drugs, alcohol, and the misuse of prescription drugs and other substances.

It has long been recognized that the use of illegal drugs, alcohol, medications, and other substances can significantly impair a person's ability to work in a safe manner.

For this reason, workers believed to be under the influence of drugs/ alcohol will be asked to stop working immediately and may be required to submit to a drug and alcohol test prior to their return to work.

Employees who are taking prescribed medication which could impair their ability to work safely are required to notify their supervisor of the prescription contents *prior* to resuming work.

In general, we will not perform ongoing tests for drugs and/or alcohol. Nevertheless, the use and/or possession of the above noted substances while at work or prior to reporting to work or being unfit for work due to the substances is a major breach of Company policy and is grounds for immediate dismissal.

This policy is designed to ensure your continued safety and also the safety of your fellow workers. Although this may seem intrusive to some, it is our moral and legislated responsibility to ensure your safety. We take this responsibility seriously. We look forward to your cooperation in this matter.

Definitions:

Illegal drugs are those that, if you were found in possession of, would violate the Criminal Code of Canada and include all of the following categories of drugs. Possession and/or use of any of the below listed substances are considered grounds for immediate dismissal.

- Amphetamines
- Barbiturates
- Benzodiazepines
- Cannabinoids
- Cocaine
- Methadone
- Methaqualone
- Opiates
- Phencyclidine
- Propoxyphene

Prescription drugs are those prescribed by a doctor. The following activities constitute the misuse of prescription drugs, and are grounds for dismissal.

- Taking amounts that exceed the prescribed amount.
- Taking the medication improperly (i.e. with alcohol).
- Taking other person(s) medication.
- Taking medication for reasons other than for the intended purpose.

Any prescription drug use that impairs your ability to perform your work safely must be reported to your supervisor.

Non Prescription Drugs and other Substances are items such as intentional inhalation of gasoline, solvents, paint thinners, adhesives, aerosols, etc., for the purpose of creating a psychoactive effect (to get high). Misuse of these products will be grounds for immediate dismissal.

Alcohol: this refers to beverages regulated by the Liquor Control Board's Legislation and includes beer, wine and spirits. Other products such as mouthwash, cough syrups, etc., may contain an alcohol base so you must use caution when taking medication in combination with these other products.

Drug and Alcohol Policy Violations

Your immediate supervisor has been given the responsibility to enforce our substance abuse policy. If they feel there is "reason to believe" that you are under the influence of drugs and/or alcohol, or you are in an unfit state to perform your assignments in a safe manner due to the use or after effects of drug and/or alcohol use, you will be asked to stop working immediately and may be required to submit to a drug and alcohol test prior to your return to work. Any actions will be discussed with the person violating the policy, the supervisor and a member of senior management prior to deciding a course of action. Any test must be conducted as soon as possible after the alleged violation. If you, the employee, are taking prescribed medication, you must notify your immediate supervisor prior to returning to work of your prescription and its contents.

Health and Safety Program

If a drug and/or alcohol test confirms the presence of any illegal drugs, your employment will be terminated immediately. If the test shows a blood to alcohol level that exceeds 0.04% (40mg/dl) your services will be terminated immediately. Any other substances uncovered by the test, which exceed accepted levels, will result in further medical inquiries. Re-employment with our Company will depend on a person's ability to demonstrate that they can comply with this policy.

Any person who requests professional assistance for a problem with drugs, alcohol, medication, or substance abuse will be directed to a facility that specializes in the problem area. Educational programs are available from a variety of sources.

- The Addiction Research Foundation, at 416.595.6000.
- The Construction Safety Association of Ontario, at 416.674.2726.

Some of the "Reason to Believe" an employee is in violation can include, but are not limited to, the following.

- Visual confirmation by one or more witnesses that drugs and/or alcohol are being used contrary to this policy.
- The discovery of drugs, alcohol, drug paraphernalia or non-prescribed drugs in an area that can be associated with an individual(s).
- Character or personality changes observed by one or more witnesses such as, slurred speech, balance problems, the smell of alcohol on someone's breath, extreme drowsiness, incoherent response to questions, the arrest or conviction of a person for drug or alcohol related offenses while on Company premises, disruptive behavior or horseplay, etc.
- Failure to observe safe work practices on a repeated basis.

The sole purpose of this policy is to protect the safety and well being of all employees. Drug and alcohol misuse continues to be leading cause of accidents in our industry. We recognize that we have no authority to tell you how to live your life while off the job. We do however have a vested interest in this area while you are at work. We look forward to your input and cooperation in this matter.

Working Alone

This section applies if a person is working alone at a worksite and assistance is not readily available in case of illness, injury or other emergency. If any employee is required to work alone, Zancor Homes must ensure that all legislated requirements are adhered to. Measures include, but are not limited to, the following:

- a) Our company must provide a radio, telephone or other effective means of communication.
- b) Employees shall not work alone in hazardous conditions (e.g. potential for exposure to hazardous gases, severe weather) without first ensuring appropriate safety precautions are taken (e.g. personal gas monitors, frequent communications).
- c) Employees shall not work alone under conditions that are deemed to be immediately dangerous to life and health.
- d) Safe work procedures must be in place and workers must be suitably trained.

- e) Equipment must be in safe condition and employees are to have appropriate first aid and emergency supplies on hand.
- f) Employees working alone must inform co-workers of their whereabouts and expected movement/ travel.
- g) Other persons should periodically make contact with those who are working alone and should be alert for any unusual delays in re-establishing contact.

Personal Protective Equipment

Personal Protective Equipment (P.P.E.) is our last line of defense against injury and illness. We will always attempt to alter a process or guard in other ways, against a known hazard before using P.P.E.

You are however expected to wear and use all required P.P.E. in accordance with the manufacturer's specifications. You must not alter or damage this equipment in any way. Our work will require any or all of the following P.P.E., all of which must meet the regulatory requirements:

- a) Head and Foot protection – C.S.A. approved class “E” hardhats and C.S.A. “Green Patch” fully enclosed footwear must be worn at all times while you are on the project.
- b) Appropriate work gloves must be worn when using/ handling tools and materials that could cause injuries to your hands.
- c) Eye and Face protection – Face shields, goggles or glasses must be worn by workers and must be of a design to afford suitable protection when:
 - Welding, burning or cutting with torches;
 - Using abrasive wheels, portable grinders or files;
 - Chipping concrete, stone or metal;
 - Working with materials;
 - Drilling or working under dusty conditions;
 - Sand or water blasting;
 - Waterproofing;
 - Working on energized switchboards;
 - Using explosive actuated fastenings or nailing tools;
 - Working with compressed air or other gases;
 - When working near any of the operations listed above.
- d) Other personal protective equipment, such as body harnesses, respirators, reflective vests, floatation vests, ear protection devices, etc. must be worn as required by your foreman and the law.

For your protection on the job, do not wear:

- Loose fitting clothing or cuffs
- Greasy or oily clothing, gloves or boots
- Torn or ragged clothing
- Finger rings, bracelets or necklaces
- Shorts

Fall Protection

Any worker who is required to use a five-point harness or safety belt must be licensed and trained on fall protection. The worker must provide proof of training upon request. The subcontractor or the worker is to provide a copy of the certificate before work is to commence. No worker shall expose himself to heights greater than three meters when working near an edge to an unguarded floor, roof, platform, opening or on a ladder without first providing travel restraint, fall arrest or guardrail protection. Any person found doing so shall be subject to disciplinary action.

Fall protection is also required if a worker may fall into operating machinery, into water or other liquids, or into or onto hazardous subjects or objects, regardless of height.

Equipment standards and setup:

Full body harnesses and lanyards must be C.S.A. certified and carry a C.S.A. label. Safety harnesses are to be snug fitting and worn with all hardware and straps intact and properly fastened. Lanyards are to be 5/8" diameter nylon or equivalent. The lanyard or lifeline-lanyard combination must be secured to a rigid support capable of resisting the peak arrest forces of 1800 lbs. minimum for fall arrest protection purposes and its' length should be adjusted so the wearer will be prevented from falling no greater than 1.5 meters from where he stands. When the lifeline consists of wire rope, or the connecting lanyard consists of nylon webbing, a shock absorber device must be used at the lanyard connection.

Lifelines: All lifelines shall be:

- 16 millimeters (5/8") diameter polypropylene or equivalent.
- Used only by one worker at a time.
- Free from any danger of chafing.
- Free of any cuts, abrasions, or other defects.
- Long enough to reach the ground or knotted at the end to prevent the lanyard from running off the lifeline.
- Connected at right angles to the worker's position.

Fall arrest protection:

This consists of a shock absorbing lanyard or lifeline/lanyard set-up where the wearer is allowed some movement at an unguarded edge and if he should trip or lose his balance he could possibly fall over this edge. This fall protection system must be adjusted so as to limit the wearer's fall to within 1.5 meters from where he stands or sits and only full body safety harnesses with a shock absorber/lanyard device shall be used for his protection. Roofers and Carpenters are particularly vulnerable to falls when working on roofs and floor levels. Suitable fall arrest protection must be used for workers exposed to such risks. Crew supervisors are responsible to ensure compliance.

Guardrail protection:

Guardrails consisting of a top rail, middle rail and toe board must be provided around work platforms, ramps, and open areas where a worker can fall from one level to another. Guardrail protection is also required at any level where a worker is in danger of falling onto machinery,

water or other objects. Temporary removal of a guardrail by workers in order to perform work, will required the worker(s) to protect themselves by use of either travel restraint or fall arrest protection methods and take appropriate measures to cordon off the work area and post signs warning others to stay clear. The guardrailing must be re-installed once the work is completed.

Cover over openings:

It is generally expected that openings are to be guard railed if at all possible. When coverings are required however, planking laid tightly side by side shall be the material of choice, or such material suitable to support and resist all anticipated loads. All coverings must be securely fastened and marked.

Fall rescue plan

Purpose:

To plan the effective safe rescue of a worker who has fallen and is suspended from their fall arrest system.

Hazards:

Fall hazards, injury resulting from suspension in fall arrest equipment, struck by injury (contacting structure or other objects during fall,) heat/cold stress.

Controls:

Fall protection plan including worker training and rescue plan. Emergency site plan, coordination with off-site emergency response agencies, CSA/ANSI approved equipment and PPE. Communication system, long pants and full T-shirt, sunscreen, cold weather gear.

- All equipment/PPE must be CSA/ANSI approved and workers trained in its use.
- Inform supervision what has happened - subcontractors must inform Zancor Homes supervision ASAP.
- Reassure fallen worker that a rescue is in progress and maintain verbal communication with the worker.
- Assemble rescue team (supervisory personnel and designated workers).
- Designate worker(s) to secure area below suspended worker and at anchorage point of suspended workers fall arrest system.
- Direct all non-essential personnel, equipment, and vehicles away from the immediate area.
- Decide if rescue may be safely implemented by on-site personnel or if outside assistance is required.
- If outside assistance is required place 911 or equivalent emergency response call.
- Designate workers to meet and escort emergency response personnel to suspended worker.

Health and Safety Program

- Designate workers to collect and deploy equipment necessary to effect rescue, i.e. scissor lift, ladders, rescue positioning kit, controlled descent device kit, sufficient fall protection gear for all members of rescue team who may be exposed to fall hazards during rescue.
- All workers exposed to fall hazards during rescue procedure must be protected by the use of an approved travel restraint or fall protection system.
- If work area is a confined space then a confined space entry procedure must be developed and communicated to all workers. This procedure must be adopted by rescue team prior commencing the retrieval of a fallen worker in a confined space.
- If worker is suspended from the edge of the building it may be possible to pull him/her into the building on the floor below the fallen workers anchor point.
- Care must be taken not to cut, abrade or expose suspension lines to fire, or other hazards that might damage them. Put softeners between suspension lines and sharp edges.
- If a second suspension line is required for retrieval, ensure that it is securely fastened to the sliding D- ring of the workers full body harness by means of a safety snap hook and that it is attached to adequate anchorage with no available free fall.
- If pulling a worker to safety make sure that slack is not allowed to accumulate in the line.
- Workers who have had a fall stopped by a fall arrest system must receive a medical examination as soon as possible.
- Rescue timing is the most important factor in reducing post fall medical complications. The team should aim for a rescue time of 15 minutes.
- Some Jurisdictions require that all fall events where a worker is suspended from his/her fall arrest system be reported, i.e. in Ontario the Ministry of Labour requires notification immediately.
- Preserve the scene and all fall protection equipment used as is to allow for an inspection by the MOL or other Regulatory agency and **ZANCOR HOMES** Supervisor, Site Safety Coordinator, Site Superintendent.

Scaffolding

Fixed Scaffolding:

To insure safety and serviceability the following general precautions concerning the care and use of Scaffolding will be observed:

- Footing and anchorages. The footing and or anchorage for scaffolds will be sound, rigid, and capable of carrying the maximum intended load without settling or displacement. Unstable objects such as barrels, boxes, loose brick, or concrete blocks will not be used to support scaffolds or planks.
- Scaffolds and their components will be capable of supporting without failure at least four times the maximum intended load.
- Scaffolds will be maintained in a safe condition at all times in accordance with the manufacturer's recommendations. Fixed scaffolds will not be altered or moved horizontally while they are in use or occupied.

Health and Safety Program

- Any scaffold damaged or weakened from any cause will be immediately repaired and will not be used until repairs have been completed.
- Scaffolds will not be loaded in excess of the working load for which they are intended.
- All load-carrying timber members of scaffold framing will be a minimum of 1,500 f. (Stress Grade) construction grade lumber.
- All planking will be Scaffold Grade as recognized by grading rules for the type of wood used. The scaffold manufacturer's recommendations will be followed.
- Nails or bolts used in the construction of scaffolds will be of adequate size and in sufficient numbers at each connection to develop the designed strength of the scaffold. Nails will not be subjected to a straight pull and will be driven full length.
- All planking or platforms will be overlapped (minimum 12 inches) or secured from movement.
- An access Scaffold or equivalent safe access will be provided. I.e Ladder access.
- Scaffold planks will extend over their end supports not less than 6 inches nor more than 18 inches.
- The poles, legs, or uprights of scaffolds will be plumb, and securely and rigidly braced to prevent swaying and displacement.
- Materials being hoisted onto a scaffold will have a tag line when necessary.
- Overhead protection will be provided for men on a scaffold exposed to overhead hazards.
- Scaffolds will be provided with a screen between the toe-board and the guardrail, extending along the entire opening, consisting of No. 18 gauge Standard Wire one-half-inch mesh or the equivalent, where persons are required to work or pass under the scaffolds.
- Employees will not work on scaffolds which are covered with ice or snow, unless all ice or snow is removed and planking sanded to prevent slipping.
- Tools, materials, and debris will not be allowed to accumulate in quantities to cause a hazard.
- Only treated or protected fiber rope will be used for or near any work involving the use of corrosive substances or chemicals.
- Wire or fiber rope used for scaffold suspension will be capable of supporting at least six times the intended load.
- The use of shore scaffolds or lean-to scaffolds will not be used by this company.
- Lumber sizes, when used in this section; refer to nominal sizes except where otherwise stated.
- Scaffolds will be secured to permanent structures, through use of anchor bolts, reveal bolts, or other equivalent means. Window cleaners' anchor bolts will not be used.
- Special precautions will be taken to protect scaffold members, including any wire or fiber ropes, when using a heat-producing process.

Mobile (Rolling) Scaffolding

To insure safety and serviceability the following general precautions concerning the care and use of Scaffolding will be observed:

- Working loads. Work platforms and scaffolds will be capable of carrying the design load under varying circumstances depending upon the conditions of use.
- The design load of all scaffolds will be calculated on the basis of:
 - **Light** - Designed and constructed to carry a working load of 25 pounds per square foot.
 - **Medium** - Designed and constructed to carry a working load of 50 pounds per square foot.
 - **Heavy** - Designed and constructed to carry a working load of 75 pounds per square foot.
- Nails, bolts, or other fasteners used in the construction of ladders, scaffolds, and towers will be of adequate size and in sufficient numbers at each connection to develop the designed strength of the unit. Nails will be driven full length. (All nails should be immediately withdrawn from dismantled lumber.)
- All exposed surfaces will be free from sharp edges, burrs or other safety hazards.
- Work levels. The maximum work level height will not exceed four (3) times the minimum or least base dimensions of any mobile scaffold. Where the basic mobile unit does not meet this requirement, suitable outrigger frames will be employed to achieve this least base dimension, or provisions will be made to guy or brace the unit against tipping.
- The minimum platform width for any work level will not be less than 20 inches for mobile scaffolds (towers). Ladder stands will have a minimum step width of 16 inches.
- The supporting structure for the work level will be rigidly braced, using adequate cross bracing or diagonal bracing with rigid platforms at each work level.
- The work level platform of scaffolds (towers) will be of wood, aluminum, or plywood planking, steel or expanded metal, for the full width of the scaffold, except for necessary openings. Work platforms will be secured in place. All planking will be 2-inch (nominal) scaffold grade minimum 1,500 f. (stress grade) construction grade lumber or equivalent.
- All scaffold work levels 10 feet or higher above the ground or floor will have a standard (4-inch nominal) toe-board.
- All work levels 10 feet or higher above the ground or floor will have a guardrail of 2- by 4-inch nominal or the equivalent installed no less than 36 inches or more than 42 inches high, with a mid-rail, when required, of 1- by 4-inch nominal lumber or equivalent.
- Wheels or casters. Wheels or casters will be inspected to ensure that they are provided with strength and dimensions to support four (4) times the design working load.

- All scaffold casters will be inspected to ensure that they are provided with a positive wheel and/or swivel lock to prevent movement.
- Where leveling of the elevated work platform is required, screw jacks or other suitable means for adjusting the height will be used.
- Employees are not permitted to ride rolling scaffolds during relocation.
- Adjusting screws may not be extended more than 12 inches.
- Before moving the platform secure all equipment and material.
- Casters or wheels must have a serviceable locking device.
- Be aware of overhead obstructions when moving scaffolds.
- Never run over electrical cords.
- Never pull scaffolds from the top, always push at base level.
- Work only from the platform area- never extend work beyond guard railing.

Erecting Scaffolding. Only trained and authorized employees of this company will supervise the erection of scaffolding. Pertinent OHSA & regulations and information and guidance provided by the manufacturer of the particular type of scaffolding will be used. The following apply:

- Manufacturers erection instructions will be followed.
- Advance planning considerations will be followed during the erection process.
- Only trained and authorized employees will supervise the erection of scaffolding.
- Each component will be visually inspected before use.
- Defective or unserviceable materials will not be used,
- Only approved lumber will be used.
- Consult with the project manager where any instructions are unclear.

Pre-Inspection of Erected Scaffolding.

The three main areas of inspection are for rust, straightness of members, and welds. Only trained employees of this company will conduct the pre-inspection. Pertinent OHSA & regulations and information and guidance provided by the manufacturer of the particular type of scaffolding will be used. The following as a minimum apply:

- Rust. Heavily rusted scaffolding equipment is a possible sign of abuse or neglect. Severely rusted components should be thoroughly inspected and cleaned before approved for use.
- Straightness of members. Mishandling, trucking and storing may cause damage to scaffolding equipment. All members or parts of all steel scaffolding components should be straight and free from bends, kinks or dents.
- Welds. Scaffolding equipment should be checked before use for damaged welds and any piece of equipment showing damaged welds or re-welding beyond the original factory

Health and Safety Program

weld should not be used. The factory weld reference pertains to location and quality of re-welds.

- Check serviceability of locking devices.
- Check alignment of coupling pins and braces.
- Check serviceability of caster brakes (rolling scaffolds).

Final Inspection of Erected Scaffolding.

Only trained and authorized employees of this company will conduct the final inspection of erected scaffolding. Pertinent OHSA & regulations and information and guidance provided by the manufacturer of the particular type of scaffolding will be used. The following as a minimum apply:

- Check for proper support under every leg of every frame.
- Check for wash out (if outside) due to rain.
- Check to ensure all base plates or adjustment screws are in firm contact with supports.
- Check frames for plumpness and squareness in both directions.
- Check serviceability and correctness of all cross braces.
- Check to ensure that all planking and accessories are properly installed.
- Check to ensure that all guard rails are in place.
- Recheck periodically to ensure conditions remain safe.

Dismantling of Scaffolding.

Only trained and authorized employees of this company will supervise the dismantling of scaffolding. Pertinent OHSA & regulations and information and guidance provided by the manufacturer of the particular type of scaffolding will be used. The following apply:

- Manufacturers dismantling instructions will be followed.
- Relocation planning considerations will be considered during the dismantling process.
- Dismantling will be supervised by a competent employee.
- Each component will be visually inspected after use.
- Defective or unserviceable materials will not stored with serviceable materials.
- Avoid dropping or throwing the components as this could result in damage to the equipment.
- Consult with the project manager where any instructions are unclear.

Training.

A training program will be provided for all employees who will be using scaffolding in the course of their duties. The training will be conducted by competent personnel. The program will include but will not be limited to:

- A description of fall hazards in the work area or job site

- Procedures for using fall prevention and protection systems
- Scaffolding access and egress procedures
- Scaffolding equipment limitations
- Inspection and storage procedures for the equipment

Training will be conducted prior to job assignment. Zancor Homes will provide training to ensure that the purpose, function, and proper use of scaffolding is understood by employees and that the knowledge and skills required for the safe application, and usage is acquired by employees. This standard practice instruction will be provided to, and read by all employees receiving training. The training will include, as a minimum the following:

- Types of scaffolding used by this company.
- Recognition of applicable fall hazards associated with the work to be completed and the locations of such.
- Load determination and balancing requirements.
- Safety precautions in the use of scaffolds.
- All other employees, whose work operations are or may be in an area where scaffolding may be utilized, will be instructed to an awareness level concerning the associated hazards.
- Equipment maintenance and inspection requirements.
- Equipment strengths and limitations.
- Certification. Zancor Homes will certify that employee training has been accomplished and is being kept up to date. The certification will contain each employee's name and dates of training. Training will be accomplished by competent personnel.

Refresher training- this standard practice instruction will be provided to, and read by all employees receiving refresher training. The training content will be identical to initial training. Refresher training will be conducted on an as needed basis or when the following conditions are met, whichever event occurs sooner.

- Whenever (and prior to) a change in their job assignments, a change in the type of scaffolding equipment used, or when a known hazard is added to the work environment which affects this program.
- Additional retraining will also be conducted whenever a periodic inspection reveals, or whenever Zancor Homes has reason to believe, that there are deviations from or inadequacies in the employee's knowledge or use of scaffolding equipment or procedures.
- Whenever a scaffolding safety procedure fails.
- The retraining will reestablish employee proficiency and introduce new or revised methods and procedures, as necessary.

Health and Safety Program

- Certification. ZANCOR HOMES will certify that employee training has been accomplished and is being kept up to date. The certification will contain each employee's name and dates of training. Training will be accomplished by competent personnel.

Driving

Zancor Homes promotes safe, respectful, courteous driving and expects this from all employees. All drivers of company vehicles upon hire shall provide a copy of their valid driver's license.

All company vehicles must be in safe operating condition. Operators must observe all road and site speed limits. Use of seat belts is mandatory while driving on any roadway. Unattended vehicles must not be left running. The driver is responsible for the safety of all passengers and the stability of materials being transported.

Use of cellular phones while driving not permitted unless a handsfree device is used. Even with the use of a handsfree device, talking on the phone can be distracting so we suggest limiting phone calls while driving. When answering or dialing directly on the cellular phone, pull over, turn on your four way flashers and then accept or make the call. Where possible, park safely away from traffic before taking and making phone calls.

Cell phones shall not be used with 50 feet of any vehicle that is being re-fueled.

All accidents, driving infractions, and MTO inspections are to be reported immediately to your supervisor. Zancor Homes will at no time accept responsibility for driving infractions issued under the Highway Traffic Act committed by a driver. Also charges such as insecure loads, faulty lights etc. that should have been identified during circle checks will be the driver's responsibility.

Powered Industrial Trucks

Accidents resulting from powered industrial truck operation can result in severe personal injury or death, major property damage and major damage to company products. This poses a serious problem for workers and their employer. The OSHA Powered Lift Trucks Standard establishes uniform requirements to make sure that hazards associated with the use of Powered Lift Trucks are evaluated, and that this hazard information and training is transmitted to all affected workers.

Zancor Homes will ensure that the requirements of the OSHA Standard for powered Lift trucks will be adhered to. This standard practice instruction is intended to address comprehensively the issues of; employee training, authorization, safety requirements, fire protection, new purchase designs, maintenance, and general operation of fork trucks, tractors, platform lift trucks, motorized hand trucks, and other specialized industrial trucks used within our facility.

Responsibility: The Company Safety Officer is GREG R. LEADER from LEADER INDUSTRIES. Greg R. Leader is solely responsible for all facets of this program and has full authority to make necessary decisions to ensure success of the program. The Safety Officer will develop written detailed instructions covering each of the basic elements in this program, and is the sole person authorized to amend these instructions. This company has expressly authorized the Safety Officer to halt any operation of the company where there is danger of serious personal injury. This policy includes respiratory hazards.

Operator training.

Only trained and authorized operators shall be permitted to operate a powered industrial truck. All operator training and evaluation shall be conducted by persons who have the knowledge, training, and experience to train powered industrial truck operators and evaluate their competence. Employees will be trained in accordance with the following guidelines.

- The company Safety Administrator, individual supervisor, or select trainers, (once trained) will have the authority to provide training on the operation of powered industrial trucks.
- Employees of *ZANCOR HOMES* will not operate a powered industrial truck (PIT) unless they have received training in accordance with this standard practice instruction.
- Personnel rotated within the company will have their training verified prior to being allowed to operate a PIT.
- Employee personnel records will be annotated with the date, title, and specifics of said training.
- Any employee who refuses such training will not be permitted to operate a PIT.
- Trainees may operate a powered industrial truck only:
 - Under the direct supervision of persons who have the knowledge, training, and experience to train operators and evaluate their competence; and
 - Where such operation does not endanger the trainee or other employees.
- Retraining shall be provided for all operators:
 - The operator has been observed to operate the vehicle in an unsafe manner;
 - The operator has been involved in an accident or near-miss incident;
 - The operator has received an evaluation that reveals that the operator is not operating the truck safely;
 - The operator is assigned to drive a different type of truck; or
 - A condition in the workplace changes in a manner that could affect safe operation of the truck.
 - Every two years
- Avoidance of duplicative training. If an operator has previously received training in a topic specified in lift truck training, and such training is appropriate to the truck and working conditions encountered, additional training in that topic is not required if the operator has been evaluated and found competent to operate the truck safely.
- Retraining shall reestablish employee proficiency and introduce new or revised control methods and procedures, as necessary.

Health and Safety Program

- Certification. This employer shall certify that employee training has been accomplished and is being kept up to date. The certification shall contain each employee's name and dates of training and any other information as required.

Operation

- Trucks shall not be driven up to anyone standing in front of a fixed object.
- No person shall be allowed to stand or pass under the elevated portion of any truck, whether loaded or empty.
- Unauthorized personnel shall not be permitted to ride on powered industrial trucks. A safe place to ride shall be provided where riding of trucks is authorized.
- Arms or legs are prohibited from being placed between the uprights of the mast or outside the running lines of the truck.
- When a powered industrial truck is left unattended, load engaging means shall be fully lowered, controls will be neutralized, power shut off, and brakes set. Wheels will be blocked if the truck is parked on an incline.
- A powered industrial truck is unattended when the operator is 25 ft. or more away from the vehicle which remains in his view, or whenever the operator leaves the vehicle and it is not in his view.
- When the operator is dismounted and within 25 ft. of the truck still in his view, the load engaging means will be fully lowered, controls neutralized, and the brakes set to prevent movement.
- A safe distance shall be maintained from the edge of ramps or platforms while on any elevated dock, platform, or freight car. Trucks will not be used for opening or closing freight doors.
- Brakes will be set and wheel blocks in place to prevent movement of trucks, trailers, or railroad cars while loading or unloading. Fixed jacks may be necessary to support a semitrailer during loading or unloading when the trailer is not coupled to a tractor. The flooring of trucks, trailers, and railroad cars will be checked for breaks and weakness before they are driven onto.
- The operator will ensure sufficient headroom under overhead installations, lights, pipes, sprinkler system, etc. before operating the vehicle in these areas.
- An overhead guard will be used as protection against falling objects. It should be noted that an overhead guard is intended to offer protection from the impact of small packages, boxes, bagged material, etc., representative of the job application, but not to withstand the impact of a falling capacity load.
- A load backrest extension will be used whenever necessary to minimize the possibility of the load or part of it from falling rearward.
- Only approved industrial trucks will be used in hazardous locations.

- Whenever a truck is equipped with vertical only, or vertical and horizontal controls elevatable with the lifting carriage or forks for lifting personnel, the following additional precautions will be taken for the protection of personnel being elevated.
- Use of a safety platform firmly secured to the lifting carriage and/or forks.
- Means shall be provided whereby personnel on the platform can shut off power to the truck.
- Such protection from falling objects as indicated necessary by the operating conditions will be provided.
- Fire aisles, access to stairways, and fire equipment will be not be obstructed at any time.

Operators:

- Will obey Site Posted speeds and other traffic regulations at all times.
- Will operate loaded trucks with forks no more than 6-8 inches above the ground, with the load carried low and tilted back.
- Will not raise or lower loads while moving.
- Will not carry anything on the overhead guard.
- Will use all plant/Site observation mirrors
- Will ensure vehicle sound/illuminated warning devices are operational.
- Will yield right of way to pedestrians, emergency vehicles, and avoid pedestrian lanes.
- Will drive cautiously on uneven or slippery surfaces.
- Will ensure the load is pointed uphill where the gradient is greater than 10 percent.
- Will ensure fire protection equipment is carried with the vehicle and is in proper working order.

Pre-start requirements. Operators:

- Will verify that all brakes, controls, gauges, lights, seat belts, and routine operational features are in proper working order. They shall be examined before and after each shift. Defects when found shall be immediately reported and corrected.
- Will remove the truck from service any time it is found to be in need of repair, defective, or in any way unsafe, the truck will be taken out of service until it has been restored to safe operating condition.
- Will check for leaks and perform necessary operator maintenance before starting vehicle.
- Will report deficiencies to maintenance.
- Will ensure they know the load capacity and stay within it.
- Will be cognizant of the planned route and aware of areas with inadequate headroom, lighting, obstructions, and floor surface problems.
- Will wear the same level of personal protective equipment as the personnel they are directly working with.

Health and Safety Program

- Will not engage in stunt driving or horseplay.
- Will slow down for wet and slippery floors.
- Will properly secure dock-board or bridge-plates before they are driven over. Dock-board or bridge-plates will be driven over carefully and slowly and their rated capacity never exceeded.
- Will approach any elevators slowly, and then enter squarely after the elevator car is properly leveled. Once on the elevator, the controls shall be neutralized, power shut off, and the brakes set until the desired level is reached.
- Motorized hand trucks must enter elevators or other confined areas with load end forward.
- Running over loose objects on the roadway surface shall be avoided.
- While negotiating turns, speed shall be reduced to a safe level by means of turning the hand steering wheel in a smooth, sweeping motion. Except when maneuvering at a very low speed, the hand steering wheel shall be turned at a moderate, even rate.
- Will use extreme care tilting the load forward or backward, particularly when high tiering. Tilting forward with load engaging means elevated, shall be prohibited except to pick up a load. An elevated load shall not be tilted forward except when the load is in a deposit position over a rack or stack. When stacking or tiering, only enough backward tilt to stabilize the load shall be used.

Loading/Unloading requirements. Operators:

- Will ensure load is within the trucks rated capacity.
- Will place load squarely on forks until load touches carriage.
- Will ensure load is stable and centered on forks, and stack or tie loose or uneven loads (or ensure proper personnel accomplish this prior to loading).
- Will secure the vehicle when not in use to prevent unauthorized personnel from operating the vehicle.
- Will tilt the mast back to lift load.
- Will proceed straight into trailers or railcars to load/unload.
- Will ensure if loading/unloading onto trucks that the wheels are chocked, brakes are engaged, and loading platform is positioned properly.
- Will ensure if loading/unloading onto or from racks the proper safe weight or height-to-load ratio is maintained.
- Will ensure if loading/unloading onto or from stacked materials the proper safe weight or height-to-load ratio is maintained.

Parking requirements. Operators:

- Must select flat parking surfaces, away from traffic where the vehicle does not block, doors, pedestrian routes, aisles, exits, etc.
- Must not leave a truck unattended or be more than 25 feet from the vehicle without:
 - Fully lowering load-engaging means, neutralizing controls, shutting off power, setting the brakes, and removing the keys.
 - Blocking the wheels if parked on an incline.

Refueling requirements. Operators:

- Refuel only in assigned, ventilated areas containing no ignition sources.
- **Turn off engine.**
- Have fire suppression and cleanup equipment available.
- Extinguish smoking materials.
- Use acid-resistant material-handling equipment and wear corrosion-resistant PPE during battery charging/changing.
- Remove battery cap slowly and leave open.
- Pour acid into water, not water into acid.
- Follow the vehicle manufacturer's instructions for gas or propane fueling.
- Never use open flame to check fuel level.
- Try to prevent spills, clean any spills promptly, replace fuel cap before starting or moving vehicle.
- Take empty propane tanks to an authorized compressed gas container disposal/storage area and follow company policy for disposal/storage.
- Spilled electrolyte. Facilities shall be provided for flushing and neutralizing spilled electrolyte, for fire protection, for protecting charging apparatus from damage by trucks, and for adequate ventilation for dispersal of fumes from gassing batteries.
- Battery maintenance requirements. A conveyor, overhead hoist, or equivalent material handling equipment shall be provided for handling batteries. Reinstalled batteries shall be properly positioned and secured in the truck. A carboy tilter or siphon shall be provided for handling electrolyte. When charging batteries, acid shall be poured into water; water shall not be poured into acid. Trucks shall be properly positioned and brake applied before attempting to change or charge batteries. Care shall be taken to assure that vent caps are functioning. The battery (or compartment) cover(s) shall be open to dissipate heat. Smoking shall be prohibited in the charging area. Precautions shall be taken to prevent open flames, sparks, or electric arcs in battery charging areas. Tools and other metallic objects shall be kept away from the top of uncovered batteries.

Configuration

- No modifications or additions which affect capacity and safe operation shall be performed without the manufacturer's prior written approval. Capacity, operation, maintenance instruction plates, tags, or decals shall be changed accordingly.
- If the truck is equipped with front-end attachments other than factory installed attachments, the truck will be marked to identify the attachments and show the approximate weight of the truck and attachment combination at maximum elevation with load laterally centered.
- All nameplates and markings will be verified as being in place and maintained in a legible condition.
- When it is needed to determine a proper configuration to purchase a powered industrial truck, *ZANCOR HOMES* will adhere to the following guidelines. The atmosphere or location where the truck will be used will have to be classified as to whether it is hazardous or nonhazardous prior to the consideration of the type industrial truck to be purchased.
 - D designated units are diesel powered units.
 - DS designated units are diesel powered units that are provided with additional safeguards to the exhaust, fuel and electrical systems.
 - The DY designated units are diesel powered units that have all the safeguards of the DS units and in addition do not have any electrical equipment including the ignition and are equipped with temperature limitation features.
 - The E designated units are electrically powered units that have minimum acceptable safeguards against inherent fire hazards.
 - The ES designated units are electrically powered units that, in addition to all of the requirements for the E units, are provided with additional safeguards to the electrical system to prevent emission of hazardous sparks and to limit surface temperatures. They may be used in some locations where the use of an E unit may not be considered suitable.
 - The EE designated units are electrically powered units that have, in addition to all of the requirements for the E and ES units, the electric motors and all other electrical equipment completely enclosed. In certain locations the EE unit may be used where the use of an E and ES unit may not be considered suitable.
 - The EX designated units are electrically powered units that differ from the E, ES, or EE units in that the electrical fittings and equipment are so designed, constructed and assembled that the units may be used in certain atmospheres containing flammable vapors or dusts.
 - The G designated units are gasoline powered units having minimum acceptable safeguards against inherent fire hazards.

- The GS designated units are gasoline powered units that are provided with additional safeguards to the exhaust, fuel, and electrical systems. They may be used in some locations where the use of a G unit may not be considered suitable.
- The LP designated unit is similar to the G unit except that liquefied petroleum gas is used for fuel instead of gasoline.
- Organic atmospheres. Power-operated industrial trucks operated by this company shall not be used in atmospheres containing hazardous concentration of acetylene, butadiene, ethylene oxide, hydrogen (or gases or vapors equivalent in hazard to hydrogen, such as manufactured gas), propylene oxide, acetaldehyde, cyclopropane, diethyl ether, ethylene, isoprene, or unsymmetrical dimethyl hydrazine (UDMH).
- Metal dust atmospheres. Power-operated industrial trucks shall not be used in atmospheres containing hazardous concentrations of metal dust, including aluminum, magnesium, and their commercial alloys, other metals of similarly hazardous characteristics, or in atmospheres containing carbon black, coal or coke dust except approved power-operated industrial trucks designated as EX may be used in such atmospheres. .
- Other hazardous atmospheres. Power operated industrial trucks used by this company shall be used only in areas approved for their use. Operating areas shall be evaluated for hazards prior to operations in these areas are approved.

Training

All records of training and copies of all certifications will be maintained at head office. Copies are available upon request.

Employees will be required to participate in the required training, which may include (as appropriate):

- Orientation and Job Instruction
- Legislation and Responsibilities
- WHMIS
- Material Handling/Back Care
- Basics of Supervision
- Safety Rep training
- Emergency Preparedness/Response
- First Aid
- Fire Extinguisher Use
- Personal Protection Equipment
- Fall Protection
- Forklift, Elevated Work Platform
- Basic Occupational Health and Safety Awareness Training (Workers & Supervisors)

Workers who are already qualified or trained must submit proof of this qualification or training to head office, i.e. driver's license, electrical ticket, etc. If for any reason this qualification becomes invalid, it is the individual worker's responsibility to inform head office immediately.

Health and Safety Program

Copies of pertinent certifications must also be within easy access while on the job i.e. fall protection, WHMIS (MSDS), elevated work platform etc.

Preventative Maintenance

- a) All tools, equipment, machines and vehicles are maintained according to the specific manufacturer's guidelines.
- b) Records of all such maintenance will be maintained at head office.

Acknowledgement

Your signature below will indicate that you have received a copy of this policy and understand its basic principles. It also indicates that you are willing to work with us to improve and maintain a safe healthy work place for all employees. Thank you for your assistance and cooperation.

COMPANY: _____

Date issued: _____

Site Supervisor name _____
(please print)

Site Supervisor _____
(signature)