



2019

Health and Safety Program

This manual describes the Complete Concrete Restoration Ltd. Health and Safety Program. This program is based on the internal responsibility system. All employees at Complete Concrete Restoration Ltd. shall undertake ownership, accountability and responsibility for health and safety.

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1 INTRODUCTION

Losses arising from occupational illness or injury impact the quality of life for each of us. The economic losses from an accident disrupt the effectiveness of our business operations. These disruptions have detrimental affects on our corporate culture and thus affect our well being. It is therefore vitally important that an effective occupational Health and Safety Program is developed and implemented, having complete support from management and full cooperation from employees. In doing so, the work environment will be a safe and productive one, one in which all employees at Complete Concrete Restoration Ltd. can work without the fear of harm or injury.

This health and safety policies and procedures manual fortifies that Complete Concrete Restoration Ltd. is committed to achieving excellence in health and safety both on and off the job. This manual shall be made readily available, for the viewing of, by all employees at all times. Furthermore, this manual will be reviewed and updated as required, in accordance with Government Legislation and company requirements with the assistance of the Joint Health and Safety Committee.

2 HEALTH AND SAFETY POLICY STATEMENT

Complete Concrete Restoration Ltd. considers the health and safety of our employees, Trade Contractors, Clients, and the general public to be as important to our success of the quality, schedule, production, and cost control of each Project. Our management team is committed to continuous improvement of measures aimed at ensuring the highest degree of safety in our operations.

It is Complete Concrete Restoration Ltd.'s policy to perform work in a manner which provides our employees a 100% safe work environment utilizing tools such as our Work Safe Program (Plan, Communicate, Observe, & Improve). Our programs generally exceed the minimum requirements of measures mandated by the Ontario Occupational Health and Safety Act, its regulations and similar set requirements. At Complete Concrete Restoration Ltd. we value life and property above all else.

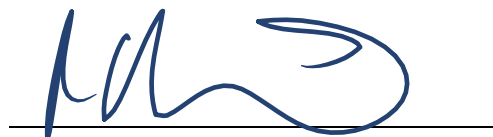
To fulfill the requirements of this policy, an organized and effective safety program is mandatory and carried out at each project location. Incidents can be prevented through planning, training, detailed project execution strategies, and a cooperative effort. It is imperative that we work collaboratively as a team and that we are proactive in our efforts to avoid Injury, occupational illness, and damage to the environment.

Accidental loss can be controlled through good management in combination with active employee involvement. Loss prevention is the direct responsibility of all managers and employees alike.

As an employer, COMPLETE CONCRETE RESTORATION LTD. is ultimately responsible for worker health and safety. As Directors, we give you my personal promise that every reasonable precaution will be taken to protect workers from harm.

All employees of COMPLETE CONCRETE RESTORATION LTD. are responsible to report all unsafe and unhealthy conditions to their supervisors and abide by all health and safety rules and regulations.

I trust that all of you will join us in a personal commitment to loss prevention as a way of life.



Ryan Ankersmit
Director CCRL

January 5, 2019

Date



James Stannard
Director CCRL

January 5, 2019

Date

3 PROGRAM DESCRIPTION

The purpose of this Health and Safety Program is to promote awareness and proper behavior within our organization. This can only be accomplished by developing work ethics and management systems that encourage safe handling practices with the highest values being placed on integrity and the health and safety of workers, visitors, the surrounding community and the natural environment.

This program includes policies, procedures and rules that encompass various areas of health, safety and emergencies. This program also includes various forms, inspections, audits and assessments as well as a process for review, continuous improvement implementation and enforcement of policies. In addition to the above mentioned, processes are also included for ongoing training and review for both the Health and Safety Program as well as behavior-based performances. We believe that this is an important and vital part of the safety program.

Complete Concrete Restoration Ltd. is committed to providing all the necessary means and resources for a healthy and safe working environment. It shall be the responsibility of all workers to ensure that they work in a safe manner, in accordance with the Occupational Health and Safety Act and all applicable regulations, as well as the safety program of the employer.

The Joint Health and Safety Committee (JHSC) will meet on a regularly set schedule to review recommendations made by workers. The Safety Representative or the JHSC shall also make recommendations to management regarding concerns and issues and follow up these with concerns and issues to ensure completion. These will all be properly documented, displayed and filed as the meeting minutes.

4 INTERNAL RESPONSIBILITY SYSTEM

The Joint Health and Safety Committee (JHSC) audits the activities of the Internal Responsibility System (IRS). Under the IRS, all workers, supervisors and employers are legally responsible for health and safety in the workplace. The JHSC gives its members an opportunity to analyze the data they have collected from accident reviews and workplace inspections, in order to determine how well the IRS is working. When the IRS is working, as it should, there is little work for the JHSC. When the IRS is not working, recommendations are written to the employer on what improvements should be implemented. These activities provide the employer with information on how to improve the functioning of the IRS to ensure the protection of workers' health, safety and well being.

It is important that the JHSC understands that the day-to-day health and safety functions and corrective actions to be taken in the workplace are the responsibility of the employer, supervisor and worker. A worker is obligated under Section 28 of the Occupational Health and Safety Act to immediately report hazards to their supervisor who, in turn, is expected to correct the situation. In more cases than not, the JHSC is mistaken as the everyday problem solver and ends up with the entire responsibility for health and safety. This disturbs the IRS of the organization and reduces both the effectiveness of the committee and the effectiveness of the Health and Safety Program and systems of the organization. The concept of the IRS will be reviewed with all employees during health and safety training to ensure an understanding that all workplace parties must share the responsibilities for safety at work. The table below provides an example of how the IRS should function.

Table 1 - Responsibility of Workplace Parties

	Workers	Supervisors and Managers	Top Management
Work	Perform job	Assign task and schedule work	Establish goals and objectives
People	Direct helpers/new hires	Orientate and train new hires	Establish hiring policies. Select and develop managers
Work Performance	Use training, knowledge and skills to perform work	Specify who does what and assign authority	Determine who does what and delegate authority
Direction of work	Follow safe work practices and cooperate with supervisor	Follow safety policies and programs	Establish safety policies, programs and procedures
Relation with people	Follow policies, programs and procedures	Coordinate implementation of programs, policies and procedures	Determine policies, programs and procedures to ensure compliance
Facilities and Equipments	Safely use tools, equipment and machinery	Provide adequate tools, equipment and machinery	Authorize expenditures and assign resources to managers
Conditions of work	Implement and maintain standards. Cooperate with the	Implement standards and train workers, cooperate	Determine health and safety philosophy and policies. Maintain

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Accountability	Safety Rep and/or JHSC. Inspect tools and equipment. Report hazards to supervisor	with the Safety Rep and/or JHSC Inspect work areas, tools, equipment and machinery. Report problems and recommend solutions	effectiveness of committee Account to directors and society for safe operation of work
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5 HEALTH AND SAFETY POLICY STATEMENT

5.1 THE EMPLOYER'S HEALTH AND SAFETY POLICY

5.1.1 Employer Commitment

Safety is every employee working to continuously improve and promote workplace health, safety and protection of the natural environment. Complete Concrete Restoration Ltd. will comply with and exceed where possible all applicable health, safety and environmental laws, regulations and standards. Management is committed to maintain a safe and productive work environment and we will strive to eliminate any hazards, which would result in personal injury/illness or damage to property.

5.1.2 Employer Responsibility

Complete Concrete Restoration Ltd. is responsible to implement and maintain a safe and healthy work environment. This initiative will help to eliminate workplace injury and illness.

5.1.3 Supervisor Responsibility

It shall be the responsibility of all supervisors to demonstrate performance standards and best practices through their own actions as role models. They are committed to maintain safe and healthy working conditions and to ensure that safety requirements are complied with in his/her assigned work area.

5.1.4 Worker Responsibility

It is the responsibility of each employee to protect their own health and safety as well as that of their co-workers by following legislated and employer safe work procedures/practices. He/she is also responsible for reporting all unsafe or unhealthy conditions or acts.

5.1.5 Dated

The posted copy of the health and safety policy statement shall be dated within a 12 month period.

5.1.6 Signed

The posted copy is signed by, the most senior management person.

5.1.7 Posted

The health and safety policy statement and program shall be posted in a high traffic area on every Complete Concrete Restoration Ltd. job site and workplace. It will be accessible to all employees on site and off site.

6 HEALTH AND SAFETY RESPONSIBILITIES AND GENERAL RULES

6.1 GENERAL SAFETY RULES

1. Consuming or being in possession of alcohol and/or illegal drugs on company premises, properties and /or projects is strictly prohibited and is grounds for immediate dismissal.
2. Fighting, horseplay, practical jokes or otherwise interfering with other workers is strictly prohibited.
3. Theft, vandalism or any other abuse or misuse of any property is prohibited.
4. All unsafe acts and conditions, “near miss” incidents, property damage and injuries are to be reported immediately to the supervisor.
5. First Aid treatment shall be administered immediately for any injury that may occur at the project.
6. Hard Hats, Safety Boots and Traffic Vest must be worn at **ALL** times while on the project. Only Long Pants and Shirts must be worn at all times. Sleeveless shirts, sweatpants, shorts and running shoes are strictly prohibited.
7. Safety glasses, goggles or face shields shall be worn in the circumstances where the risk of an eye injury exist (Chipping, Cutting, Grinding etc.)
8. All work shall be carried out as per safe work practices and procedures and under guidance of the project Supervisor.
9. Only tools and equipment shall be used that are in good repair and meet ALL Manufacturers Specifications. Under no circumstances shall guards or safety devices be removed from any **equipment**.
10. Compressed gas cylinders shall be secured in the upright position.
11. Handle hazardous substances according to the Workplace Hazardous Materials Information System (WHMIS) regulations.
12. Do not operate any machinery or equipment that you are not qualified or licensed to operate, and do not engage in any job with which you are not familiar.
13. Riding on any equipment which is used to handle or hoist materials or equipment is prohibited.
14. The workplace shall remain in a clean and orderly condition. Housekeeping must take place throughout the workplace to help eliminate potential hazards.
15. Workers must check in and out with their Supervisor on each shift. Workers must not leave the site unless notification has been given to the immediate Supervisor.
16. No persons under 16 are permitted to work or visit any project site.

7 HEALTH AND SAFETY RESPONSIBILITIES

7.1 HEALTH AND SAFETY RESPONSIBILITIES AND PERFORMANCE ACCOUNTABILITIES

7.1.1 Manager Responsibilities

Complete Concrete Restoration Ltd. is committed to the following responsibilities as outlined in Sections 25 and 26 of the Occupational Health and Safety Act. The duties of employers are as follows:

- To ensure that equipment, materials and protective devices are provided for as prescribed.
- To ensure that the equipment, materials and protective devices provided are maintained in good working condition.
- Ensure that the measures and procedures prescribed are carried out in the workplace.
- Ensure that equipment, materials and protective devices provided are used as prescribed.
- Ensure that a floor, roof, wall, pillar, support or other part of a workplace is capable of supporting all loads to which it may be subjected to without causing the materials therein to be stressed beyond the allowable unit stresses established under the Building Code Act.
- Provide information, instruction, and supervision to a worker to protect the health or safety of the worker.
- In a medical emergency for the purpose of diagnosis or treatment, provide, upon request, information in the possession of the employer, including confidential business information, to a legally qualified medical practitioner and to such other persons as may be prescribed.
- When appointing a supervisor, appoint a competent person.
- Acquaint a worker or a person in authority over a worker with any hazard in the work and in the handling, storage, use, disposal and transport of any article, device, equipment, or a biological, chemical or physical agent.
- Afford assistance and co-operation to the Safety Representative and/or the Joint Health and Safety Committee in the carrying out of their functions.
- Only employ in or about a workplace a person over such age as may be prescribed.
- Not permit a person who is under such age as may be prescribed to be in or about a workplace.
- Take every precaution reasonable in the circumstances for the protection of a worker.
- Post in the workplace a copy of the Occupational Health and Safety Act and any explanatory material prepared by the Ministry of Labour, in English and the majority language of the workplace, outlining the rights, responsibilities and duties of workers.
- Review at least annually the Occupational Health and Safety Policy and Program.
- Post at a conspicuous location in the workplace a copy of the Occupational Health and Safety Policy.
- Provide to the Safety Representative and/or Joint Health and Safety Committee the results of a report respecting occupational health and safety that is in the employer's possession and, if that

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report is in writing, a copy of the portions of the report that concern occupational health and safety.

- Advise workers of the results of a health and safety report and if the report is in writing, make available to them on request copies of the portions of the reports that concern occupational health and safety.

In addition to the duties mentioned above, the employer shall:

- Establish an occupational health service for workers.
- Maintain the established occupational health service to the standards prescribed.
- Keep and maintain accurate records of the handling, storage, use and disposal of biological, chemical or physical agents.
- Accurately keep and maintain and make available to the worker affected such records of the exposure of a worker to biological, chemical or physical agents.
- Notify the Ministry of Labour of the use or introduction of biological, chemical or physical agents.
- Monitor at such times or intervals the level of biological, chemical or physical agents in the workplace and keep and post accurate records thereof.
- Comply with a standard limiting the exposure of a worker to biological, chemical or physical agents.
- Establish a medical surveillance program for the benefit of workers.
- Provide for safety-related medical examinations and tests for workers.
- Only permit a worker to work or be in a workplace who has undergone such medical examinations, tests or X-rays as prescribed and who is found to be physically fit to do the work in the workplace.
- Provide a worker with written instructions as to the measures and procedures to be taken for the protection of a worker.
- Carry out such training programs for workers, supervisors and the Joint Health and Safety Committee members.

If a worker participates in a prescribed medical surveillance program or undergoes prescribed medical examinations or tests, his or her employer shall pay for the following:

- The worker's costs for medical examinations or tests required by the medical surveillance program or required by regulation;
- The worker's reasonable travel costs respecting the examinations or tests; and
- The time the worker spends to undergo the examinations or tests, including traveling time, which shall be deemed to be work time for which the worker shall be paid at his or her regular or premium rate as may be proper.

In addition to the responsibilities mentioned in the above pages as outlined in sections 25 and 26 of the Occupational Health and Safety Act, management will also ensure the following implementations are performed, completed and maintained as outlined in this safety program. They are as follows:

- Workplace inspections.
- Informal information training sessions such as toolbox talks.
- Accident/Incident investigations and injury/illness reporting.
- Employee training as required.
- Corrective action requests for substandard conditions or performances.
- Safety observations.

During the workplace inspections, management and Safety Representatives and/or members of the JHSC will commit to speaking with employees regarding safety awareness; this will be documented as suggestions or concerns and will be brought forth at safety meetings.

7.1.2 Communications

Health and Safety responsibilities will be communicated to all management during the quarterly held operational meeting where all levels of management will be present.

7.1.3 Training

All managers will complete the Complete Concrete Restoration Ltd. Health and Safety Program that will communicate and train them on their legislative and internal health and safety responsibilities. At the completion of training all managers must sign the training record.

7.1.4 Evaluation

A review of the management responsibilities will be done on an annual basis. This evaluation will measure each health & safety responsibility. The performance evaluation system can be made readily available upon request.

7.1.5 Manager Accountabilities

Performance evaluations provide opportunities to detect deficiencies and identify needs for improvement. A formalized performance evaluation will confer Complete Concrete Restoration Ltd. expectations that all managers maintain a healthy and safe working environment for all departments by measuring their responsibilities.

7.1.6 Supervisor Responsibilities

While the Complete Concrete Restoration Ltd. management team is responsible for assigning responsibility and accountability for health and safety to the supervisory staff, the supervisory staff must be given the authority to fulfill their health and safety responsibilities.

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As per Section 27 of the Occupational Health and Safety Act, all supervisors are responsible to complete the following:

- Ensure that workers work in a safe manner utilizing the protective devices, measure and procedures, as required by the Occupational Health and Safety Act.
- Advise worker of hazards in the workplace; educate them in the handling, storage, use, disposal and transport of any article, device, equipment or biological, chemical or physical agent.
- Provide workers of hazards in the workplace; educate them in the handling storage, use disposal and transport of any article, device, equipment or biological, chemical or physical agent.
- Provide workers with written instruction regarding the measures and procedures required for the protection of the worker.
- Ensure that all workers are supervised in the use, or wear of equipment, protective devices or clothing as required by the employer.
- Promptly investigate any incidents resulting in personal injury or property damage in conjunction with a Safety Representative and/or the Joint Health and Safety Committee. Determine immediate and underlying causes, initiate corrective action, and report results of the investigation using the Complete Concrete Restoration Ltd. injury/incident Investigation Report.
- Enforce all company safety rules and regulations, and report hazardous conditions that require improvement.
- Review the health and safety manual with each new worker and instruct him or her in the safety requirements for their particular job. Ensure each new worker receive proper instructions on all assigned personal protective equipment.
- Ensure all workers use only the proper tools for the jobs performed.
- Investigate any work refusal situations immediately, following the refusing unsafe work guidelines in conjunction with a Safety Representative and/or a member of the Joint Health and Safety Committee.
- Take every precaution reasonable in the circumstances for the protection of the worker.

In addition to the responsibilities outlined in Section 27 of the Occupational Health and Safety Act, supervisors at Complete Concrete Restoration Ltd. will ensure the performance of the following:

- Workplace inspections.
- Informal sessions such as tool box talks.
- Injury/incident investigations.
- Employee training as required.
- Correction of substandard acts or conditions.
- Commending employee and supervisor Health and Safety performance.
- Employee safety observations.
- Ensure that all employees use & wear personnel protective equipment required by the employer.

7.1.7 Supervisor Accountabilities

Senior Management will ensure that all supervisors undergo a performance appraisal on an annual basis, with emphases on health and safety.

7.1.8 Worker Responsibilities

Throughout this manual, Complete Concrete Restoration Ltd. makes reference to “workers”; this term refers to regularly employed persons. It shall be the responsibility of all workers to work safely and follow legislated and established safe work procedures and practices. It is also the responsibility of all workers to report unsafe or unhealthy conditions. According to section 28 of the Occupational Health and Safety Act, there are several roles, responsibilities and duties that workers are required to fulfill.

- Work in compliance with the provisions of our Health and Safety Program and the Occupational Health and Safety Act.
- Report all unsafe acts, conditions and hazards to their supervisor immediately.
- Identify and report all absent or defective tools, equipment, structures of protective devices.
- Operate all equipment in a safe and proper manner.
- Handle hazardous substance according to the Workplace Hazardous Materials Information System Regulations.
- Do not operate any machinery or equipment that you are not qualified or licensed to operate, and do not engage in any job with which you are not familiar.
- Report all accidents, illness, or “near miss” incidents to your supervisor immediately.
- Use or wear the protective clothing, equipment or devices required for protecting health and safety and ensure they are properly maintained.
- Worker must wear protective headwear at all times while on a construction site. Safety shoes or boots that meets legislation requirements.
- Never remove any safety guards or devices unless otherwise authorized.
- Refrain from jeopardizing the safety or well being of others in the workplace.
- Refrain from engaging in any pranks, contests or rough and boisterous behavior.
- A worker is not required to participate in a prescribed medical surveillance program unless the worker consents to do so.
- A dress code will be in place on site that does not permit an employee to wear jeans that are torn.

In addition to the responsibilities set out in section 28 of the Occupational Health and Safety Act, all workers who operate equipment or machinery are required to conduct a pre-shift inspection of the equipment they are using to ensure that the equipment is in safe operating condition.

7.1.9 Worker Accountabilities

While supervisors have the responsibility to enforce company policy, management is accountable for defining and setting acceptable standards in the workplace, including those for safe work practices and procedures. To ensure standards are routinely met, management has the responsibility to regularly communicate performance expectations with workers and to confirm that the consequences of non-compliance are understood.

At Complete Concrete Restoration Ltd. management has implemented a formalized progressive disciplinary policy and procedure, which allows adequate opportunity for a worker to alter his/her non-conforming behavior and to personally demonstrate a willingness to change.

All workers will be held accountable for their behaviour, actions and performance at all times, through the progressive disciplinary procedure.

7.1.10 Disciplinary Procedure

Step 1: Written Verbal Warning

When a supervisor identifies that a worker is not complying with company standards, the supervisor will initiate a verbal warning with the worker. If a worker notices another worker not complying with company standards, they must notify their supervisor. The supervisor must at the onset of the discussion, state that the worker is receiving a verbal warning. It is important to ensure that the worker understands the expected performance standard and is properly cautioned regarding failure to meet the standard. The supervisor will fill out the Employee Warning Notice form with appropriate signatures to be retained in the workers' personnel file. During the discussion, the supervisor will advise the worker that continued substandard performance will result in further discipline.

Step 2: Written Warning

If the supervisor observes the worker continually failing to comply with company standards, a written warning will be issued to the worker. The written warning will be administered by the supervisor and will explain the reason for further discipline. It will advise the worker to take immediate steps to correct their behavior. The written warning will also advise the worker that continued failure to comply with acceptable company standards will result in a further disciplinary action up to and including suspension and/or termination from his or her work duties. The written warning with appropriate signatures will be retained in the workers' personnel file.

Step 3: Work Suspension/Termination

Following the written warning, continued non-compliance by the worker will result in suspension or termination solely based on the severity of the occurrence as determined by Supervision and Management.

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Management will maintain accurate records of each safety violation/infraction caused by the worker in their individual personnel file. A violation/infraction will be cleared from the workers' personnel file after one year. Written documentation will include the following information:

- Date and time of safety violation/infraction.
- Description of safety violation/infraction.
- Type and number of previous warnings issued to the worker.
- The disciplinary action taken.
- General comments.
- Signature of the worker being disciplined.

Complete Concrete Restoration Ltd. reserves the right to interpret and apply disciplinary procedures. If an offence is considered by the company to be severe, the company has the right to forego steps in the disciplinary procedure and administer an immediate suspension or termination.

A copy of the disciplinary procedure will be distributed and communicated to all workers so that they are aware and understand the policy and procedures regarding disciplinary action.

7.1.11 Contractor Responsibilities

The term contractors include all contractors, sub-contractors, independent operators and any other person or firm including their workers which Complete Concrete Restoration Ltd. contracts to provide services. All contractors working on site are expected to meet or exceed all health and safety requirements at Complete Concrete Restoration Ltd. All contractors must provide qualified workers and adequate supervision for the work performed and must ensure the health and safety of all workers. The principle contractor is responsible for ensuring that all workers are aware of and in compliance with the following requirements:

- Complete Concrete Restoration Ltd. Health and Safety policies and procedures.
- The Occupational Health and Safety Act and any other applicable governing legislation, regulations and industry standards.
- Ministry of Labour (MOL) and Workplace Safety and Insurance Board (WSIB) reporting requirements.
- Training requirements required to conduct all work in a safe and timely manner as well as hazards associated with all work.

Any violation of the above requirements will result in disciplinary action by Complete Concrete Restoration Ltd. against the contractor responsible for violations of the above requirements and the contractor will compensate Complete Concrete Restoration Ltd. for any losses.

Prior to any work beginning, contractors will receive a copy of Complete Concrete Restoration Ltd. contractor safety program that outlines the specific requirements for contractors while on site and must sign the contractor safety agreement. For more detailed information, please refer to Complete Concrete Restoration Ltd. contractor safety program.

7.1.12 Safe work practices

Complete Concrete Restoration Ltd. has established the following safe work practices, which must be strictly adhered to:

- Contractors must have workers compensation coverage and must supply their number and verification of coverage (WSIB Clearance Certificate) to Complete Concrete Restoration Ltd. A contractor safety agreement and WSIB Clearance Certificate must be provided prior to the commencement of any work.
- Contractors will not be allowed on Complete Concrete Restoration Ltd. premises while in the possession or under the influence of alcohol, incapacitating drugs or medications.
- Contractors are not permitted to use any equipment belonging to Complete Concrete Restoration Ltd. without prior approval by Complete Concrete Restoration Ltd. management team, and must provide proof of training for the requested item.
- Contractors must observe and obey all Complete Concrete Restoration Ltd. regulatory signs as well as any specific direction given by Complete Concrete Restoration Ltd. management team.
- Under no circumstances are contractors permitted to use designated substances as defined by the Ministry of Labour without the prior written consent of Complete Concrete Restoration Ltd. The contractor must provide a list of all products brought onto Complete Concrete Restoration Ltd. premises, including copies of Safety Data Sheets for all WHMIS controlled products.
- Contractors must wear any personal protective equipment required by Complete Concrete Restoration Ltd. at all times and any equipment brought on to Complete Concrete Restoration Ltd. must meet all governing legislation/regulation/industry standards.
- Prior to entering a job site each Contractor is to receive a site orientation by Complete Concrete Restoration Ltd. site supervisor/foreman.
- All Contractors working on site are to participate pre-job meetings and hazard assessments.
- After the completion of a job Complete Concrete Restoration Ltd. will review and a Contractor's performance and determine if said Contractor performance was satisfactory and may should be used on future projects.

7.1.13 Contractor Accountabilities

Complete Concrete Restoration Ltd. management team shall ensure that contract agreements made with contractors are made in accordance with the selection criteria outlined below:

- When deciding on contractors to perform any work. Complete Concrete Restoration Ltd. must consider the contractors safety record including their NEER or CAD-7 statements and the status of their workers compensation (WSIB Clearance Certificate) or insurance coverage.
- Determine contractors' commitment to health and safety by reviewing their health and safety policies and programs. A complete listing of all health and safety related training and orientation including dates completed must be examined.
- Obtain a full and accurate disclosure of all work procedures from contractors including a list of personal protective equipment that will be utilized.
- Verify that contractors have reviewed Complete Concrete Restoration Ltd. contractor safety program and that contractors have workers compensation or insurance coverage in good standing before signing the contractor safety agreement or giving permission to start work.

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- In the event that a contractor does not have their own Health and Safety Manual, they are to review and follow Complete Concrete Restoration Ltd. Health and Safety Plan
- Attach a signed copy of the contractor safety agreement and WSIB Clearance Certificate to all purchase orders, work orders or contracts signed with contractors indicating the acceptance of Complete Concrete Restoration Ltd. policies and procedures and the verification of insurance coverage.
- Adequately monitor contractors while they perform their work and ensure on going communication and documentation between Complete Concrete Restoration Ltd. and contractors.
- Inform contractors of the actual or potential hazards in the area where work will be performed, before work begins.
- Contractor to report all workplace incidents to Complete Concrete Restoration Ltd. and Complete Concrete Restoration is to be part of the investigation process. All incidents are to be reported to the hiring client/site owner.
- Review fire and emergency procedures with contractors before work begins. For evacuation purposes, contractors must report to the appropriate Complete Concrete Restoration Ltd. supervisory personnel at the start and end of each workday.
- If contractors have an open agreement with Complete Concrete Restoration Ltd. to perform work on a regular basis, a new contractor safety agreement must be signed each year and a new WSIB clearance certificate must be provided every 60 days.
- Complete Concrete Restoration Ltd. must keep a copy of all contractor safety agreements on file for the duration of the contract and for a minimum three years after the end of the contract.
- Prior to a contractor entering a job site, Complete Concrete Restoration Ltd. Supervisor is to communicate and provide documentation when possible the hiring client/site owner's Drug and Alcohol policy. All contractors to adhere and be accountable to said policy.

At Complete Concrete Restoration Ltd. management has implemented a formalized progressive disciplinary policy and procedure, which allows adequate opportunity for a contractor to alter his/her non-conforming behavior and to personally demonstrate a willingness to change. All contractors will be held accountable for their behavior, actions and performance at all times.

A copy of the disciplinary procedures will be distributed and communicated to all contractors so that they are aware of and understand the policy and procedures regarding disciplinary action.

7.1.14 Visitor Responsibilities

Complete Concrete Restoration Ltd. welcomes all visitors and the general public onto the premises for business purposes.

The following rules apply at all times and are strictly enforced:

- All visitors and the general public must adhere to Complete Concrete Restoration Ltd. health and safety policies and procedures.
- All visitors and the general public must adhere to the Occupational Health and Safety Act and any other applicable governing legislation, regulations and industry standards.
- All visitors and the general public must sign in at reception and explain the purpose of their visit. They must also be escorted when walking around the workplace.

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- All visitors and the general public must remain in the designated area assigned to them or be under Complete Concrete Restoration Ltd. escort when not in the designated area.
- Appropriate personal protective equipment must be worn in the designated area.
- In the event of an injury/incident or other emergency, all visitors and the general public must immediately notify Complete Concrete Restoration Ltd.
- Smoking is not permitted in the building.
- The use of drugs or alcohol is strictly prohibited.
- No person younger than 16 years of age is permitted to be present in or about the facility or worksite.

8 THE HEALTH AND SAFETY COORDINATOR

8.1 HEALTH AND SAFETY COORDINATOR/MANAGER

The Health and Safety Coordinator/Manager/Advisor is Craig Rodgers. He is responsible for the development implementation and maintenance of the Health and Safety Program, including:

- Workplace inspections.
- Conducting information sessions.
- Conducting injury/incident investigations.
- Ensuring the required training is in the place and current.
- Ensure follow-up and correction of substandard acts or conditions.
- Commending employee and supervisor health and safety performance.
- Employee safety observation.

8.1.1 Health and Safety Coordinator is Experienced and Trained.

The health and safety coordinator, at a minimum, must have experience and knowledge in the following areas:

- Workplace inspections.
- Injury/incident investigation.
- Applicable safety legislation.

The Health and Safety Coordinator may substitute the above with Joint Health and Safety Committee Basic Certification training.

9 HEALTH AND SAFETY STANDARDS & PROCEDURES

9.1 HAZARDS, CONTROLS AND SAFE OPERATING PROCEDURES

9.1.1 Work Environment Health and Safety Hazards

Complete Concrete Restoration Ltd. has identified the common hazards in the work environment by listing the main activities and the hazard associated with them. It identifies the common hazards that exist within the scope of work that Complete Concrete Restoration Ltd. performs. Due to the nature of our work new hazards may be encountered in the future. The Hazard Analysis Inventory will be an on going process, analyzing new hazards and implementing controls when they are recognized. The Hazard Analysis Inventory and Risk Evaluation can be at project site trailers or tool bins and head office.

9.1.2 Hazard Rating for Loss Potential

Each hazard identified in the main activities at Complete Concrete Restoration Ltd. will be rated in terms of loss potential using the Hazard Analysis Inventory and Risk Evaluation. The Analysis will provide the opportunity to implement Health and Safety Controls to eliminate exposure to the hazard. Hazards can be classified in terms of loss potential, as this will help to identified both corrective action and to develop safe operating procedure where required.

Table 2 - Hazard Analysis Rating Method

CLASS	HAZARD
A	A condition or practice likely to cause permanent disability, loss of life or body part, and/or extensive loss of structure, equipment of material.
B	A condition or practice likely to cause serious injury or illness (resulting in temporary disability) or property damage that is disruptive but less severe than Class A.
C	A condition or practice likely to cause minor (non-disabling) injury or illness or non-disruptive property damage.

9.1.3 Safe Operating Procedures for Major Loss Potential Activity

Complete Concrete Restoration Ltd. will develop a step-by-step description for each main activity rated as a major loss potential. Included in this safe operating procedure will be health and safety controls to be followed at each step. All workers performing these activities shall be instructed of the safe operating procedures prior to commencing the work involving a major loss potential The safe operating Procedures can be found at the project site trailers or tool bins and at head office.

9.2 DEVELOPEMENT AND IMPLEMENTATION OF STANDARDS AND PROCEDURES

9.2.1 Injury/Illness reporting

Definition Of An Injury And Illness

Injury: An event that results in physical harm to an employee.

Illness: A deviation from the normal, healthy, state of the body.

When To Report An Injury/Illness

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 or manager immediately.

How To Report (Form)

The worker must report the injury/illness orally and in writing using form 4.1 Injury/Incident Report that is located at the end of this manual to the supervisor or manager immediately. It will be made readily available to all employees.

If a worker is unable due to the nature of the injury or illness to report his/her injury or illness, it is the responsibility of another worker, who happens to see the incapacitated worker, to promptly report the event to a supervisor.

Who Should Be Notified (Internal & External Sources)

The supervisor of the job site, up 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
- Additional rescue/response teams are notified as necessary.

The supervisor is responsible for notifying the appropriate company personal. This should be done at the first opportune moment.

What Treatment Will Be Provided

Upon being informed of an injured or ill worker, a qualified first aid provider will go to the first aid station or room and 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 as required.

Communication

This procedure is communicated to all managers and employees through:

- Production meetings
- Postings on bulletin boards
- Orientation of new employees

9.2.2 Hazards Reporting

Definitions

Unsafe Acts are behaviors, which could lead to an accident

Examples of unsafe acts:

- Using equipment in an unsafe or careless manner
- Operating machinery/equipment without authority.
- Failure to warn or secure.
- Operating equipment at improper speeds.
- Making safety devices inoperable.
- Using defective equipment.
- Failing to use personal protective equipment.
- Improper loading/lifting.

Unsafe conditions are circumstances, which could allow the accident to occur.

Examples of unsafe conditions are:

- Inadequate guards or protection.
- Defective tools and equipment.
- Excessive noise.
- Area congestion.
- Substandard or improper PPE.

When to report a hazardous condition/act

All hazardous condition/act must be defined and reported to the supervisor immediately verbally and where warranted using Form 4.2 Worker Hazard Report.

How To Report

All hazardous condition/act must be reported verbally to the supervisor. It is the responsibility of the supervisor to fill in the Hazard Report form with the assistance of the worker. The Hazard Report Form is provided to every supervisor prior to the start of a project and duplicate copies will be located on every job project in the site trailers. The supervisor must rate all hazards identified as major, moderate or minor hazards. In addition, using the hazard report form detail what actions will be initiated, by whom and when. The supervisor is responsible to ensure that follow-up on any actions/responses are complete in the appropriate time.

Who Should Be Notified

An observed hazardous condition/act must be reported immediately to the person in charge, the supervisor and the joint health and safety committee representative and/or the health and safety representative.

Roles And Responsibilities

It is the responsibility of any workers to report to his or her employer, the existence of any hazard of which he or she is aware.

It is the role of supervisor/manager to ensure that any hazardous condition or act is followed up with a timely response or action.

It is the responsibility of the employer to maintain safe and healthy working conditions.

It is the role of the supervisor to ensure that copies of the hazard report are distributed to the employer, JHSC and the Worker Health & Safety Representative.

Communication/Training

Communication of the hazard reporting procedure will be done on an annual basis by the supervisor or his/her assistant using documented tool box talks.

The Complete Concrete Restoration Ltd. Health and Safety co-ordinator will monitor use of the hazard report form and if needed training in its use will be provided to all employees.

Evaluation

Evaluation of this procedure and the hazard report form will be done on an annual basis or as needed through the use of the procedure.

9.2.3 Emergency Evacuation Plan

An emergency can include any of the following circumstances that may require a halt to business of an evacuation of the premises:

- Fire or explosion.
- Chemical spills.
- Medical emergency.
- Power failure.
- Gas leak.
- Bomb threat.
- Natural disaster.
- Workplace Violence

The purpose of this section is to ensure the preparedness of Complete Concrete Restoration Ltd. in the event of an emergency. This section outlines an effective response plan that minimizes the potential risk to employees, visitors, the community, the building, equipment, property and the environment.

A formal record of training will be maintained to demonstrate that all training requirements have been met.

Responsibilities Of Managers

Managers are responsible for ensuring that the building is equipped with all emergency protection equipment required under the relevant legislation. Complete Concrete Restoration Ltd. managers must:

- Purchase and make available in the workplace fire detection and/or suppression equipment (i.e. fire extinguishers/hoses, pull stations, etc.).
- Develop and implement an emergency evacuation plan.
- Ensure inspections of fire detection/suppression equipment are carried out as required.
- Review this procedure following each emergency situation to determine if changes are required.
- Coordinate maintenance requirements as described in the plan and conduct an annual fire evacuation drill.
- Delegate the responsibility and authority for this procedure appropriately during their absence.

Responsibilities Of Supervisors

Supervisors are the initial representatives of the company in the event of an emergency. All supervisors must:

- Take appropriate preventative actions to minimize the risk of fire or emergency.
- Direct all communication (media inquiries) regarding an emergency situation to management.
- Ensure that this procedure is implemented and maintained and employees receive initial and on-going training.
- Ensure that emergency services have been contacted in the event of an emergency.
- Take a head count at the designated meeting area and report this to management.
- Ensure that there is a person assigned to meet emergency services and direct them to the building.
- Authorize workplace re-entry in consultation with management and emergency services.

Responsibilities Of Workers

Follow the emergency procedures and avoid taking any unnecessary personal risks in the event of an emergency.

- Advise the supervisor of any special needs that they may have such as needing assistance with evacuation and medical conditions.
- Direct all communication (media inquires) regarding the situation to management.
- Report directly to the designated meeting area for head count in the event of an emergency. The designated meeting area on the project sites are the site trailers. If there are no site trailers located on that project then each employee shall meet at the project tool bins.

9.2.4 Emergency Evacuation Plans

Chemical Spills

When a chemical spill occurs, action must be taken as quickly as possible to protect individuals in the area and to contain the spill. Small spills shall be dealt with immediately by the supervisor in charge according to the Material Safety Data Sheet (SDS) for the product.

A chemical spill is defined as the following:

- Any hazardous substances that can, cause adverse health effects, cause property damage or cause environmental damage.
- In the event of a chemical spill:
- Isolate the surroundings to prevent anyone from entering the area and remove anyone who may be in the vicinity.
- If toxic fumes are present, the supervisor will evacuate the building immediately.

The supervisor will then do the following:

- Contact 24 Hour – Canada Wide Emergency Response at 1800 32 SPILL.
- Place signs and caution tape to secure the area if necessary.
- If it is safe to do so, place absorbent material near the area where the spill is moving. All required clean up materials can be found in the site trailers. If no site trailers are on the project then all required clean up materials can be found in the tools bins.
- Clean up the spill as per the requirements of the Material Safety Data Sheet.

After the incident is clean up the supervisor must complete and send a copy of the hazard report to the Health and Safety Officer and the Joint Health and Safety Committee and/or the Safety Representative by the next business day.

Medical Emergency

In event of a medical emergency the following will be adhered to:

- Evaluate the accident area to ensure that it is safe to render first aid.
- Do not move the victim unless greater danger exists.
- The first aid responder must provide first aid to the victim(s).
- Identify and evaluate the injury.
- Contact 911 by sending someone to the nearest phone, or provide immediate transportation to the doctor's office, hospital or home as required.

At the time of the call, provide the following information:

- Location of the injury scene.
- Nature of the injury and the number of victims.
- Stay on the phone until advised to hang up.
- Send someone to notify management of the emergency.

After the emergency situation has subsided:

- The supervisor shall complete the Complete Concrete Restoration Ltd. Accident /Incident Investigation Report and conduct a thorough investigation including all details surrounding the accident. Included in the report will be recommendations to prevent a recurrence. The Accident /Incident Investigation Report can be found at the back of this manual and on all site trailers or tool bins.
- The supervisor will forward this information to the Health and Safety Department where a Form 7 report will be sent to WSIB. The WSIB Coordinator will make sure that the Form 7 is completed.

The Health and Safety Department must complete and send the copy of the Form 7 to the WSIB within three days of learning of the work-related injury or occupational disease. If the worker is unable or unwilling to sign, send the form on without the signature.

Power Failure

In event of a power outage, the emergency lights will come on automatically throughout the facility. All employees shall use care and caution when exiting the building.

In the event of a power failure the following will be adhered to:

- Evaluate the area to ensure that it is safe.
- Do not move unless greater danger exists.
- Identify and evaluate the source of the power outage.

At the time of the call, provide the following information:

- Location of the power outage.
- Nature of the injury and the number of victims, if any.
- Stay on the phone until advised to hang-up.
- Send someone to notify management of the emergency.

After the emergency situation has subsided:

- Complete the Complete Concrete Restoration Ltd. Injury/Incident Investigation Report and conduct a thorough investigation including all details surrounding the accident. Included in the report will be recommendations to prevent a recurrence. The Accident /Incident Investigation Report can be found at the back of this manual and on all site trailers or tool bins. Forward a copy of this form to the Health and Safety department.

Gas Leak

In event of a gas leak the following will be adhered to:

- Evaluate to ensure that it is safe.
- Identify and evaluate any injuries.

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- If required, contact 911 by sending someone to the nearest phone, or provide immediate transportation to the doctor's office, hospital or home as required.

At time of the call, provide the following information:

- Location of the gas leak.
- Nature of any injuries and the number of victims.
- Stay on the phone until advised to hang up.
- Send someone to notify management of the emergency.

After the emergency situation has subsided:

- Complete the Complete Concrete Restoration Ltd. Injury/Incident Investigation Report and conduct a thorough investigation including all details surrounding the accident. Included in the report will be recommendations to prevent a recurrence. . The Accident /Incident Investigation Report can be found at the back of this manual and on all site trailers or tool bins. Forward a copy of this form to the Health and Safety Department.

Bomb Threat

In the unlikely event of a bomb threat, which will normally be received over the telephone, the following procedures shall be followed:

- The receptionist shall immediately call 911 and when time permits, he/she will obtain as much information as possible regarding the situation talking to the caller.
- Once the caller has hung-up, the receptionist shall notify.
- Senior Vice-President.
- Supervisor.
- Health and Safety Coordinator.
- Complete Concrete Restoration Ltd. Management shall initiate an immediate building evacuation.

The receptionist shall page the following announcement three(s) times:

**“ATTENTION
AN EMERGENCY CONDITION EXISTS!
ALL PERSONNEL PLEASE EVACUATE TO THE EMPLOYEE
PARKING LOT IMMEDIATELY”**

- Employees and management shall follow the evacuation procedure upon hearing the announcement.
- Complete Concrete Restoration Ltd. management shall not permit re-entry until the building has been searched and declared safe by the bomb disposal unit.

If a bomb threat is received by any other means than the telephone, the person receiving the threat shall report it immediately to their supervisor. The supervisor shall then report it immediately to the president and health and safety coordinator.

Natural Disaster

In case of a tornado or hurricane the facility management shall monitor the radio to determine if there is an extreme weather warning in place. All employees shall shut down any equipment/machinery they are using. Employees will then gather in the office area, trying to avoid rooms that have outside walls. Employees should also open all doors to help equalize pressure in the facility.

In case of an earthquake, employee in the shop should evacuate to the parking lot until the quake and aftershocks are over. Employees in the front office shall take cover under desks or in doorframes.

In the event of a flood, management must shut off the power to the building and turn off the supply lines to all the flammable gasses. Also, all compressed gas cylinders must be secured.

Fire Or Building Evacuation Procedure

In the case of an emergency that requires the evacuation of the building (i.e. fire, gas leak, etc.) an employee should be sent to the office area to notify the receptionist to make an evacuation page. The receptionist will also be responsible for calling 911 if it is safe for him or her to do so from the office. If it is not safe then they must make the call from the nearest safe location. Employees also have a duty to inform workers in their immediate area of the danger and the necessity to evacuate. If this situation occurs, employees are to do the following:

- The receptionist shall page the following announcement three(3) times:

**“ATTENTION
AN EMERGENCY CONDITION EXISTS!
ALL PERSONNEL PLEASE EVACUATE TO THE EMPLOYEE
PARKING LOT IMMEDIATELY.”**

- Shut off any equipment/machinery they are using.
- Leave the building through the closest emergency exit. All employees once outside are to assemble and remain at the front parking lot.
- If it is not safe for the employees to remain at the front parking lot, or if injured workers need shelter from the weather, then all employees will proceed to the nearest building.
- Once assembled, a member of Complete Concrete Restoration Ltd. office staff is to perform a roll call to ensure that all personnel have successfully evacuated the building.
- If an employee is missing from the roll call, emergency response personnel are to be informed immediately.
- Trained first aid personnel will attend to all injured employees while waiting for emergency services.
- A fire/emergency evacuation drill must be conducted each year.

The circumstance of each emergency situation must be recorded using the Complete Concrete Restoration Ltd. Incident or Accident Investigation Form. This form can be located at the back of this manual. It can also be found in all site trailers or tool bins.

- If an injury or illness is involved, please refer to First Aid personnel will provide treatment.

Forward a copy of all completed reports to the Health and Safety Department and the Safety Representative and/or the Joint Health and Safety Committee.

The evacuation procedure shall be tested, and assessed, at a minimum, on an annual basis. The evacuation/emergency drill form can be found at the end of this manual. They are also located on all job sites tool bins or site trailers.

Fire Drill

The Ontario Fire Code requires that a fire drill be conducted every twelve (12) months for supervisory staff. Fire drills at Complete Concrete Restoration Ltd. will involve all employees, not just supervisors. It is essential that all employees are aware of their responsibilities during an emergency.

The purpose of a fire drill is to ensure that the occupants and staff are totally familiar with emergency evacuation procedures resulting in orderly evacuation with use of fire facilities. A formal record of training will be maintained to demonstrate that all training requirements have been met.

Advance notice will be posted, advising the date of these practice drills. The drills will be reported to the Fire Department. Fire drills will be conducted throughout the day to ensure that all shifts have participated in a drill. Following each drill, all persons of delegated responsibility, will attend a debriefing to report on their actions and the reactions of the occupants. The fire drill form can be found at the end of this manual. They are also located on all job sites tool bins or site trailers.

Fire Extinguisher Use

If the fire is small (and you are confident it can be easily controlled), use a fire extinguisher of suitable type. Always point the extinguisher at the base of the fire. Remember PASS:

P Pull the safety pin at the top of the extinguisher.

A Aim the nozzle, horn or hose at the base of the flame while holding extinguisher vertically.

S Squeeze or press the handle to release the extinguisher agent.

S Sweep from side to side at the base of the fire and at least six inches past the edges of the flames until completely extinguished.

Remember, fire spreads quickly! If you can't find an extinguisher, or if you are unable to put out the fire for any reason, evacuate immediately. Your actions in the first few seconds are critically important. If the fire is out of control, leave the area immediately and initiate a fire emergency response.

Floor Plan Of The Workplace

The floor plan of office building can be located in the kitchen on the main floor or at the back of this manual. The workplace plan of all projects can be located on site in the trailers or the tool bins.

Exit Route

The exit route for all office employees can be located on the floor plans. This document is located at the back of the manual and is also posted on the main floor in the kitchen. All exit routes of projects can be found in the emergency site evacuation plans that are located on all job sites in the trailers or the tool bins.

Employee Assembly Point(S)

The employee assembly point for an office worker is the car parking lot located at the front of the building. The employee assembly point for a project is the tools bins and site trailers unless instructed differently by the site supervisor. The supervisor will communicate the site specific assembly point to the employee during the initial orientation process.

9.2.5 Emergency Equipment

A complete list of emergency equipment will be developed. A review will be conducted, at a minimum, annually, to determine if the current equipment is adequate and in the appropriate location. The review will also consider training requirements, as well as checks, inspections, replacement and calibration.

This list will include the following equipment:

- Fire extinguishers.
- Fire hoses.
- Fire alarm pull stations.
- Fire suppression systems.
- Eye wash stations.
- Deluge showers.
- First aid kits including stretcher/blankets.
- Emergency exits.
- Emergency lighting.
- Chemical spill kits.
- Self-contained breathing apparatuses.
- Electrical panels (circuit breakers).
- Gas shut off valves.
- Other emergency equipment specific to facility.

A formal record of training will be maintained to demonstrate that all training requirements have been met. The emergency equipment list can be located at the back of this document. It can also be located on every project in the site trailers or the tool bins.

The joint health and safety committee and/or safety representative will verify that a review process is documented to ensure that corrective selection of equipment, adequate number of equipment, appropriate location of equipment are in place. The Health and Safety Department will ensure that training requirements for emergency equipment users are met.

All safety representative's, joint health and safety members, supervisors, managers and the health and safety department are responsible to check, inspect, replace and/or calibrate all emergency equipment during there designated inspection. All safety representative/joint health and safety committee member are responsible for conducting monthly inspections. All supervisors are responsible for conducting weekly inspection. The health and safety department is responsible for conducting monthly site inspection.

9.2.6 Refusal to work

One of the major rights workers have under the Occupational Health and Safety Act is the right to refuse unsafe work.

Under Section 43 of the Act, a worker may refuse to work where he or she has reason to believe that:

- Any equipment, machine, device or thing the worker is to use or operate is likely to endanger himself or another worker;
- 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; or
- 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 the Act or the regulations and such contravention is likely to endanger him/herself or another worker.

Reason to believe is a gut feeling or fear. It does not require any other evidence. Therefore, the worker does not have to prove that danger exists. No penalty can be applied if the worker is exercising this right in good faith and is proven wrong. The fact that someone genuinely fears for his or her health or safety is a reason good enough to refuse unsafe work. Our company is committed to maintaining a safe and healthy work environment for all employees. We will take all reasonable measures and precautions to pursue this goal.

If the employee has reason to believe that the work or activity being performed or the equipment being used is likely to endanger their health and safety or that of another employee, it is essential that the following procedure be followed. He or she must inform their supervisor immediately and they must complete the work refusal form that is located at the back of this manual. The work refusal form can also be located on every project in the site trailer or tool bins.

- The employee must stop performing the particular activity and report the situation immediately to his/her supervisor, stating that they are refusing to work and why.
- The supervisor must investigate immediately. The investigation should take place in the presence of the refusing employee and a Safety Representative and/or a worker representative from the Joint Health and Safety Committee. The supervisor is responsible to direct a co-worker to inform the safety representative or a member of the joint health and safety committee that his or her present is required for a work refusal. If the supervisor agrees that the situation is hazardous, corrective action is taken and normal work activities can be resumed.
- If an agreement cannot be reached, and the employee has reasonable grounds to believe that the work is still unsafe, then the Ministry of Labour shall be notified by the health and safety department upon receiving a call from the supervisor investigating the situation immediately. The health and safety officer shall also be present at the work refusal. The inspector shall investigate

the work refusal in consultation with the employer, the employee and the Safety Representative and/or a worker representative of the Joint Health and Safety Committee and forward the written decision to the company.

- Until the investigation is complete, the employee who refused to perform that specific task will be given other reasonable alternate job duties, without reprisal.
- Pending the inspector's investigation, no other worker can be assigned the refused work without being advised of the refusal and the reasons for the refusal. This must take place in the presence of the Safety Representative and/or a worker representative of the Joint Health and Safety Committee, if possible a certified member, or a worker selected by the union or by the workers if there is no union.
- The inspector will decide whether the machine, device, thing or the workplace or part of the workplace, is likely to endanger the worker or another person. The inspector will give a decision in writing "as soon as is practicable" to each of the three parties who participated in the investigation. The decision is usually made at the time and site of the refusal. Sometimes the inspector may require more technical assistance in order to make a decision. If the decision is that no danger exists, the person refusing returns to work. If the inspector decides a danger exists, he or she will issue orders to resolve it.
- A person shall be deemed to be at work and the person's employer shall pay him or her at the appropriate rate during the work refusal process.

A worker may not continue to refuse the work if the Ministry of Labour Inspector has decided the situation is "not likely to endanger".

Any party can appeal an inspector's decision to an adjudicator or the Ministry of Labour within thirty (30) days. The decision of the adjustor is final and binding.

A work refusal flow chat can be found at the back of this document for further reference. In addition this document can be found on all projects in the site trailers or tool bins.

9.2.7 Lock-Out

Definition

Lockout: Means to physically neutralize all energies in a piece of equipment before beginning any maintenance or repair work. Lockouts generally involve: stopping all energy flows (for example, by turning off switches, or valves on supply lines);

Locking switches and valves;

Securing the machine, device, or power transmission line in a de-energized state (for example, by applying blocks, planks or bleeding hydraulic or pneumatic pressure from lines).

Energy Sources That Exist In The Workplace

- Electricity, air, gravity, hydraulics, pneumatics

Isolation Procedure For All Energy Sources

Isolation of energy sources takes place before starting work on any machinery, equipment or process. Isolation of energy sources is a five-step process: LOCK, TAG, CLEAR, and RELEASE.

LOCK – The person in charge of the work will notify all affected personnel of the extent and duration of the shutdown of the machinery, equipment or process. The person in charge of the work will ensure that all machinery, equipment or process are shut down, locked and tagged. Each individual working on or near the equipment must place their assigned lock and tag at the lockout point(s). A lockout scissor clip may be required.

TAG – A tag must be securely attached to each lock. The tag used must be made of non-conductive material with the words “DO NOT OPERATE” written on it, the name of the worker and date of the lockout.

CLEAR – The person in charge of the work will clear the machinery, equipment or process of any hazards or people.

TRY – Once the person in charge of the work is assured that all sources of energy are locked-out and tagged and all is clear, he will try to activate the equipment:

1. Make certain everyone stands clear, then have the equipment controls (push buttons, switches, etc) operated to ensure the machinery or equipment or process will not activate; and
2. Ensure the machinery/equipment/process controls are returned to the off or neutral position immediately after the test, and
3. Relieve or restrain any residual or stored energy, and
4. Ground electrical energy stored in capacitors, and
5. Test with appropriate test equipment and visually check to determine energy sources have been neutralized.

RELEASE – If it is assessed that everything is properly locked out, the person in charge will release the equipment for work to be done. That individual must enter this data into the lockout/tagout log. Equipment removed from service because of safety concerns must be locked, tagged, cleared and tried by the person in charge of the work to ensure it cannot be used.

The individual worker’s lock and tag must remain on any system that was rendered inoperable until such time that:

1. They complete the repair of the system and it is safe to operate or
2. They turn over responsibility for the system to another person, and the lock and tag of the individual accepting the responsibility is properly affixed to the equipment. Workers coming on shift must place their personal locks on all the lockout points before the workers going off shift remove their locks. Alternatively, the supervisor may lock the lock-out points before workers going off shift remove their locks to ensure continuity the lock-out until workers coming on shift can apply their personal locks.

Locks Can Only Be Removed By Owner

If an employee fails to remove a lock and tag and leaves the site, and can be reached, he may authorize the Project Manager/Plant Manager to cut off the lock. If the employee cannot be reached, the Project Manager/Plant Manager after checking that the equipment can be operated safely may authorize the removal of the lock and tag. A written record of such removal must be kept on file. The employee is to be contacted regarding his lock being removed at the earliest opportunity to ensure that he does not return to work on the equipment and not to realize that his lock has been removed and the equipment may be energized.

Stored Energy Hazards

Stored energy hazards can include electrical capacitance, batteries, spring-loaded devices, suspended weight, compressed air or gas. Each type of energy source requires an appropriate means of isolation.

Completion Of Maintenance/Repairs

Upon completion of the maintenance/repairs, the person in charge of the work will make a final inspection to ensure that all repairs are completed; all guards etc. have been replaced.

All personnel are informed prior to the equipment being re-energized. The locks are removed in reverse sequence (the last person to put on the lock will be the first to remove it and the first person to put on the lock will be the last to remove it) and the equipment shall be re-energized by the person in charge of the work.

Equipment Requiring Specific Handling

Some equipment may require a specific "isolation" procedure to ensure all sources of energy are de-energized. The supervisor will ensure that they (equipment and machinery) are identified and an appropriate specific "isolation" procedure is in place and followed.

Multiple Person Lockout

Each person working on the machinery, equipment or process is responsible for locking out the energy-isolating device. Multiple locks can be applied with scissor adapters.

The first worker who applies the lock (must be an authorized company employee) must make sure the lockout is effective and the equipment will not start. When each worker has finished maintenance, the worker removes only his or her personal lock. The worker who removes the last lock (who is the worker that applied the first lock) should check that all workers are in the clear and that the equipment can be safely restarted.

Multiple Point Lockout

Multiple point lockout effectively lockout equipment with multiple energy sources, lockout several energy-isolating devices. An equipment, machinery or process specific lockout procedure will be required in order to identify all the lockout point.

Isolation Of Electrical Energy Sources

Electricity is the most common energy source that needs to be locked out. For plugged in type of equipment, a personal lock is not necessary if the person doing the work keeps the plug in view and under control while working on the equipment. If the worker must leave the equipment, then a lock is required. Before doing any work, the worker must ensure that all moving parts have stopped and are secured.

For hard-wired equipment, the equipment or machine will need to be shut-off making sure that all moving parts have to come to a complete stop. **Isolation by means of Start/Stop Button or Other Control Switch is NOT Acceptable. Pay Particular Attention to Ensure all Multiple Power Sources Are Identified and Included in Isolations.**

Isolation of lighting circuits in fused panels can be achieved by removing the fuse and locking and toggling the lighting panel door closed. It is preferred that having an Electrician removed the fuses additionally isolate systems. Following isolation, the systems are to be locked and tagged.

When operating a power disconnect switch, employees must, look away from the box, stand to one side of the switch box, on the side of handle, and using their left hand, open or close the switch.

Isolation Of Hydraulic Or Pneumatic Systems

Step 1. Identify the machinery or equipment that needs to be locked out.

Step 2. Stop the machine. Make sure that all moving parts have come to a complete stop.

Step 3. Find the energy source and disconnect it. Disconnect the electrical power to the pump/compressor or close the valve feeding the cylinder.

Apply a personal lock to the electrical disconnect or the valve. To make sure that all parts have been secured against inadvertent movement, you may have to pin or block a “weight” that is being supported by the stored pressure in the cylinder. Test the lockout to make sure de-energization is effective. Test to make sure the pump or compressor won’t start and that the flow doesn’t bypass the valve. Make sure there is no residual pressure in the lines, reservoirs, or accumulator feeding the cylinder. Bleed any residual pressure. Test to ensure that there is zero energy in the system.

Qualified Worker

It is important that only qualified workers lockout equipment. In order to be qualified, workers must prove that they are competent; this can be demonstrated by successfully completing a lockout/tagout training course. The supervisor of each department will maintain a list of workers who are competent to complete a lockout/tagout procedure and ensure that the appropriate lock and tag is issued to that person.

Roles And Responsibility

Health and Safety Officer will evaluate the procedure for its effectiveness and review this procedure every five years or as required.

Project Managers will ensure that all potential hazards are evaluated, the necessary precaution taken, and that personnel assigned to isolate energy sources are properly trained prior to any work being done on machinery, equipment or process. Project Managers are responsible for providing personal locks to employees. In addition project managers must implement written procedures where required, administer this procedure on the site and verify that the procedure is in use.

Workers are responsibility to assigned to isolate energy sources to adhere to all the requirements in this procedure. All workers who on work on machinery or equipment requiring lockout are responsible for:

1. Locking out the energy-isolating device or placing a personal lock on the key-securing system in a group lockout procedure.
2. Removing their personal locks on the completion of their work
3. Keeping control of the keys to personal locks throughout the during of the work.

Communication

The employer will arrange for all workers to be trained in isolation procedures where required. The employer shall ensure that job requirements are communicated to each worker. Persons who have placed tags on equipment are asked to remove their tags upon confirmation the work is complete. Prior to the equipment being re-energized, all workers at the work location are informed prior to start-up. The worker and the supervisor communicate regarding work demands and equipment status.

Training

Employees required to isolate energy sources will receive training.

Training will be provided before an employee is required to isolate an energy source. Follow-up training is provided annually where required. Training will be provided for all new machinery, equipment or process. The training will include classroom theory (legislative requirements, internal procedure, specific procedures) with quiz and practice (actual isolation of machinery or equipment). The Training can also be equipment, machinery or process specific.

Definitions

Assigned Lock – This is a lock for which the worker personally controls the key.

Clear – The process of ensuring that no-one is near the system before it is checked to ensure that all power is out

Chemical Energy – Chemical energy refers to the energy that can be released by a chemical reaction. Hazardous chemical energy can be released with flammable, combustible, and corrosive substances.

Energy source – Includes but is not limited to electrical, mechanical, radiation, process liquids, steam, air, water, oil, hydraulic, and vapor sources.

Electrical Energy – This means stopping and securing the machinery, equipment, process or system to protect workers from danger. Such stopping and securing must eliminate or control the danger to the

safety and health of workers from unexpected start up of the machinery, equipment, process or system, or the release of hazardous energy or substances.

Energy Isolating Device (control device) – Isolating devices include switches, circuit breakers, and valves. Stop buttons on control circuits and programmable logic controllers (PLCs) cannot be used as energy-isolating devices.

Kinetic energy – The energy of moving equipment or moving materials.

Lock – Lock is the use of locks to positively secure the control device(s) used to control the hazardous energy or other hazard.

Lockout – Means to physically neutralize all energies in a piece of equipment before beginning any maintenance or repair work. Lockouts generally involve: stopping all energy flows (for example, by turning off switches, or valves on supply lines).

Person in charge of the work – The individual who is responsible to ensure that the work is done according to procedure and completed safely. This individual can also be the person carrying out the actual work. This individual is not necessarily a supervisor.

Potential energy – Potential energy is the energy in suspended, elevated, or coiled materials. An example would be the forks of a forklift truck.

Release – The process of releasing the equipment for the work to be done on it. This means that all is safe to release the system to work on.

Tag – Tag is the use of a danger tag to warn people that the equipment or process was locked-out of service. It indicates the reason and the name of the person in charge.

Thermal Energy – thermal energy is the energy in heat, which is found in steam, hot water, fire, gasses and liquefied gases.

Try – The process of trying out the equipment by pushing its start button to ensure that all sources has been locked-out. This is the process of verifying that all areas of the process or equipment are secured before work is done on it.

Radiation – Radiation energy includes non-ionizing and ionizing radiation.

9.2.8 Confined Space

Authority: Only trained employees may enter a confined space that might be encountered on a specific Complete Concrete Restoration Ltd. project.

Definition

Confined space means a space in which, because of its construction, location, contents or work activity therein, the accumulation of a hazardous gas, vapor, dust or fume or the creation of an oxygen-deficient or oxygen enriched atmosphere may occur.

Qualified Workers

Only qualified workers may enter a confined space and must never enter a confined space without following the proper procedure. In order to be qualified, workers must successfully complete a confined space entry training program and be able to use all required testing devices and personal protective equipment.

Only managers, supervisors and maintenance personnel who are competent may complete a confined space entry permit. Each of these people will complete a training session concerning the confined space entry procedure, potential hazards, preventive measures and emergency preparedness.

Responsibilities: Employer

- Require a work procedure to be written to allow safe entry into each confined space.
- Ensure all individuals responsible for entrants, attendants and rescuers are competent
- Review investigation reports and ensure preventative measures are implemented prior to the authorizations of subsequent entries.

Responsibilities: Authorized Supervisor

- Determine what areas are considered to be a confined space and require a confined space entry permit.
- Determine if the work can be performed outside the confined space.
- Determine what hazards exist at each confined space and develop controls.
- Train the appropriate staff on the confined space entry procedure and use of the confined space entry permit.
- Ensure that the authorized entrants are properly completing the written confined space entry permit.
- Ensure that any equipment is properly locked out. See lockout procedure for details.
- Ensure that the monitoring equipment is properly functioning and calibrated.

Responsibilities: Health And Safety Co-Ordinator

- Develop the confined space procedure and the confined space entry permit.
- Review any investigation reports and ensure preventive measures are implemented.
- Conduct an annual review of the confined space entry procedure and entry permit system.

Responsibilities: Authorized Attendants, When Entering The Confined Space

- Ensure to properly implement the confined space entry procedure.
- Wear the appropriate personal protective equipment

Prior To Entering The Confined Space, The Entrant Must Ensure That:

- They have receive the appropriate training

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- They conduct the required air monitoring to ensure that the environment is adequate.
- They properly use and document their findings on the confined space entry permit.
- They are advised of all the potential hazards
- They are wearing the appropriate personal protective equipment.
- They have an attendant available.
- They advise the authorized supervisor that they are entering the confined space.
- They advise the authorized supervisor when they have exited the confined space.
- They do not smoke, drink or eat in the work area.
- They clean all personal protective equipment prior to and after they have exited the confined space.
- They are trained to recognize any warning signs or symptoms of exposure to a dangerous situation
- They perform the work inside the confined space in a safe and appropriate manner.
- Ensure the requirements of industrial regulation sections 68 to 71 are complied with prior to entry.

Air Monitoring

Normal outside air contains about 21% oxygen. If the oxygen is over 23% it is considered oxygen enriched. If it is 18% the environment is considered oxygen deficient.

Responsibilities: Attendant

Insure that air monitoring has been properly conducted.

- Verify that the confined space entry permit has been signed and posted.
- Maintain communication with the entrant.
- Remain outside the entrance to the confined space.
- Ensure that no unauthorized individual enter the confined space
- Advise the emergency response team on an emergency.

Responsibilities: Emergency Response Team

The company will have a trained emergency response team who are equipped to deal with any emergency. Their training will include but not limited to:

- First Aid including CPR,
- Use and maintenance of the personal protective equipment,
- Confined space entry, and
- Emergency response procedures.

Personal Protective Equipment For The Entrants And/Or The Emergency Response Team

- Steel toed footwear
- Harness and Lanyard
- Hearing protection
- Eye protection
- Head protection
- Respirator

- Life line (must be attached to the person entering confined space and anchor point outside of the confined space)

Means Of Communication

- A radio communication system will be used. This radio system must have fully charged and back up batteries.
- The life line is also to be used as a backup communication system. The emergency signal is 3 short pulls on the life line. The response from the attendant will be 2 short pulls.

Training

Verify that the attendants, authorized entrants, emergency response personnel and personnel authorizing or in charge of the entry receive adequate training to ensure that they are aware of the hazards and appropriate procedures for working safely in and around the confined space.

The following training will be conducted, but not limited to:

- Confined space entry procedure
- Use of the confined space entry permit
- Use and maintenance of the personal protective equipment
- Rescue procedures
- Testing and monitoring procedures
- First Aid including CPR

The records of training will be maintained in the employee's health and safety department.

Confined Space Procedure

- Obtain a confined entry permit from a competent person and ensure that it has been adequately completed.
- Workers planning on entering the confined space must notify the workers around the confined space of the work activities and post the entry permit near the entrance of the confined space.
- A lockout procedure must be performed to ensure that the machine is in a zero energy state and all energy sources have been controlled.
- If it is possible to mechanically ventilate the confined space, the fans must run often at least once an hour to remove any possible hazardous atmospheres.
- The proper fire extinguishers must be present, one 5lb. extinguisher in the confined space one 15lb. available for the person monitoring the confined space.
- The emergency first aid responder must be available in case of emergency.
- Housekeeping in the area around the confined space must be good enough not to hamper any rescue efforts.
- The employee entering the confined space must have the proper breathing protection and be trained in its use.
- The lighting in the confined space must be adequate for the work being done.
- Testing for the confined space must be done and the results recorded on the confined space entry permit.
- The employee entering the confined space must be able to communicate with the outside observer by voice or other means.

- **Always refer to specific regulations regarding confined space entry.**

9.2.9 Hot Work

Hot work includes welding, cutting, grinding, brazing, or soldering of metals or any other process that may create a potential ignition source for a flammable environment. All Complete Concrete Restoration Ltd. employees and subcontractors must adhere to the hot work procedure. Before any employee or subcontractor performs hot work at Complete Concrete Restoration Ltd. they must be made familiar with Complete Concrete Restoration Ltd. hot work procedure and policy. All hot work occurring will fall into one of two different categories.

Qualified Workers

Only competent workers may perform hot work at Complete Concrete Restoration Ltd. Competent workers are those individual who have successfully completed a hot work training program.

Personnel Required

- Trained staff
- Trained First Aider
- Trained supervisor

Protective Measures To Be Applied

- Particular precautions must be adhered to when welding or cutting in a dusty or gaseous environment.
- Adequate ventilation must be provided. This may include the use of a portable ventilation system.
- The area in which the hot work is being completed must be cleared of combustibles, screened off with the proper welding screens and provided with suitable fire extinguishers.
- Hoses and cables must be protected against damage.
- Never feed oxygen from the cylinder into a confined area.
- Protect cylinders, hoses, legs and feet when flame welding.
- Put stub ends of welding rods in a suitable refuse container.
- Never allow oil or grease to come into contact with oxygen or oxy-acetylene equipment or a hose.
- Always remove an oxy-acetylene torch from a confined space when the torch is not in use.

Personal Protective Equipment

- Respirator
- Welding helmets and shield
- Welding screens
- Hearing protection (ear plugs)
- Fire proof clothing
- Leather gloves
- Leather apron
- Leather chaps

Reporting/Reporting (Permit System)

If the hot work cannot possibly be done in the hot work area, a hot work permit must be filled out for the job. Hot work permits for task outside the hot work area are completed for the task being performed and not the company or worker performing the task. This is to ensure that a worker will not bring a source of ignition into a flammable environment if they change from one task to another. A “Competent Person” who understands their duties under the Occupational Health and Safety Act, and knows the actual and potential hazards of the work must complete all permits.

Follow-Up With Work Performed

A fire watch will be provided during and for 60 minutes after work, including any coffee and lunch breaks.

- A fire watch is supplied with the suitable extinguishers, and, and practical, charged small hose.
- A fire watch is trained in use of this equipment and in sounding the alarm.
- A fire watch may be required for adjoining areas, above, and below.

Emergency Measures

- A first aider must be on site at all times in the event of an emergency.
- The supervisor will ensure that all emergency measures are carried out in the event of an emergency involving hot work.

Employee Training Requirements

The supervisor and the employee carrying out the hot work must be trained in the following areas:

- Hazard identification
- Safe welding, brazing, cutting procedures
- Fire and safety precautions
- Control methods
- Proper use and maintenance of the welding equipment
- Proper use and maintenance of the personal protective equipment
- Proper use and completion of the hot work permit

All training records will be kept on file by the health and safety department.

9.2.10 Process and equipment purchases and/or modifications

Complete Concrete Restoration Ltd. is committed to providing all workers with equipment that poses the most minimal risk to workers. In order to meet this commitment, the general purchase/replacement/modification policy with the following objectives has been developed:

- All equipment purchased must meet CSA, ANSI, NIOSH, Ministry of Labour Standards, and safety regulations as required.
- Items requisitioned must comply with all applicable safety and health standards, provincial codes and regulations.

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- To comply with the WHMIS Regulation, all supply purchasing orders must request an SDS for all hazardous products in current use and on all future purchases.
- Safety and health specifications must be included in purchasing orders for equipment/machinery.

All equipment that is modified must meet all applicable health and safety standards as required. Modified equipment must undergo a review prior to using the equipment.

Responsibilities

Complete Concrete Restoration Ltd. is responsible to ensure that all equipment, both new and currently used, is in good working order and conforms to the applicable standards. The purchasing agent must contact the health and safety coordinator to notify them that a piece of equipment has been selected to be ordered. The health and safety coordinator will review and provide feedback to the purchasing agent prior to the equipment being purchased.

Any piece of equipment that must be installed at the facility must be installed according to manufacturer's instructions. If a pre-start health and safety review is required, it will be the responsibility of management to ensure that a Professional Engineer has reviewed and prepared a report with their seal for the piece of equipment. Management and supervisors are responsible to ensure that the piece of equipment has been reviewed to identify any potential health and safety hazards and that the appropriate control measures have been installed. Supervisors must ensure that a safe work procedure has been developed for any significant hazard identified with the new piece of equipment. Supervisors and workers must ensure that the machine is not operated until the proper engineering approvals have been received.

The Joint Health and Safety Committee and/or the Safety Representative will be responsible for designating a representative to review the plans of the equipment to identify potential hazards. The Joint Health and Safety Committee and/or the Safety Representative will also review, as a group, the piece of equipment prior to it going into service to determine any hazards and recommend potential control methods to the employer. The Joint Health and Safety Committee and/or the Safety Representative will also assist management with the development of a daily pre-shift inspection form.

Prior to the piece of equipment going into operation, all potential operators will receive the necessary training to ensure that the equipment will operate safely. All operators will be required to demonstrate to management and supervision that he/she possesses the skills and knowledge to operate the equipment according to the safe work procedure.

Prior to the starting of a piece of equipment, management and supervision must ensure that all guards and safety devices are installed and functioning. All operators are required to complete a daily pre-shift inspection prior to the commencement of daily operation.

Pre-Start Health And Safety Review

Complete Concrete Restoration Ltd. will require a Pre-Start Health and Safety Review to be conducted on machines, equipment or devices when they are being constructed, developed, reconstructed, altered, or installed in a factory and if the machine or device is used in a process that creates a hazardous chemical or requires a shield, guard or another device that prevents access. It is expected that machines, equipment

and devices will be designed, laid out, and all specifications will be done with good engineering practices. The Health and Safety Representative or Joint Health and Safety Committee, Health and Safety Co-ordinator, supervisors, managers and operators will be involved with this process.

Complete Concrete Restoration Ltd. as owner or lessee, shall obtain a report bearing the seal and signature of a professional engineer stating that the machine, equipment or device will comply with the Occupational Health and Safety Act and related regulations and that it has been installed in accordance with the design drawings, layout and specifications.

A Pre-Start Health and Safety Review is not required if the machine, equipment or device is installed in accordance with the manufacturer's instructions and documentation can be provided. It also is not required if the alteration or reconstruction does not reduce the effectiveness of any shields, guards, operating controls or other devices present for the workers protection.

The design drawings should include the following:

- A plot plan.
- Foundation plans.
- Elevations and sections.
- Structural details.
- Floor plans.
- Drawings for the heating, electrical and sanitation systems.
- Details respecting storage facilities.
- Details respecting hazardous locations, including the electrical classification for the location under the Electrical Safety Code.
- Details respecting ventilation systems.
- Details respecting explosion venting and related baffles, chokers or dampers.
- Details respecting any equipment, machine or device used in a process that either uses or produces a designated substance or a substance that is hazardous because of its toxicity, flammability, temperature, pressure or other property.

A review of the new/modified equipment will be conducted to determine whether hazards exist. Controls must be implemented to eliminate exposure to the hazard. If a major hazard is identified then safe operating procedures are to be developed by the health and safety Health and Safety Co-ordinator.

9.2.11 Employee use of Personal Protective Equipment

Personal Protective Equipment

The use of personal protective equipment (PPE) is necessary to help prevent serious injury or illness by eliminating or minimizing exposure to hazardous physical/chemical material.

Personal protective equipment must be worn where required. The maximum degree of protection offered by personal protective equipment will be achieved only if the equipment is right for the job, fitted properly, used properly and maintained properly.

The following list has been developed to ensure that all personnel at Complete Concrete Restoration Ltd. fully understand the personal protective equipment requirements.

- All personal protective equipment to be used at Complete Concrete Restoration Ltd. will be evaluated and analyzed by the supervisor prior to purchase. This will ensure that the equipment is the correct type and is appropriate for the circumstances.
- It is the responsibility of all employees to wear the appropriate personal protective equipment whenever there is potential risk of bodily injury and/or exposure to a hazardous agent (physical/chemical).
- It is the responsibility of the supervisor to ensure that all employees required to wear or use personal protective equipment, receive the proper equipment and are trained in the proper use, care, limitations and maintenance of this equipment. The supervisor must also ensure that the worker is properly fitted with protective equipment.
- Training will be documented by the supervisor, signed by the employee, and kept on file for acknowledgment and verification of training.
- Employees will inspect their personal protective equipment regularly to ensure that it is maintained in proper working condition. Check for cleanliness, missing or broken parts, etc. prior to wear to use.
- All personal protective equipment will be cleaned as required and stored according to manufacturer's recommendations.
- Any violation of the personal protective equipment requirements will result in disciplinary action being taken.

When a hazard exists, a strategy to remove or control the hazardous condition must be developed.

Several of these strategies include the following:

- Engineering controls.
- Material substitution.
- Process change.
- Revised work practices.
- Equipment change.
- Administrative controls.
- Use of personal protective equipment.

A comprehensive program considers the hazards, evaluates all possible control methods, integrates various approaches and re-examines them frequently to ensure a safe working operation. The evaluation of the program should include monitoring and/or auditing for a change in operations or for a breakdown of existing control methods.

Pre-contact control is the primary strategy. This prevents the hazard from ever reaching the worker. This can include, substituting materials or processes that are less hazardous, isolating hazardous processes, retrofitting existing equipment or acquiring safer equipment.

The company shall take all reasonable measures to institute engineering techniques, systems, work practices or administrative controls that eliminate or reduce to a practical minimum those hazards for which personal protective equipment is or would otherwise be required.

If the measures do not eliminate or reduce a hazard to a point where there is no danger to the safety or health or the workers, then the following must apply:

- Complete Concrete Restoration Ltd. shall ensure that workers use the appropriate personal protective equipment as required within the specific job/task procedures.
- Workers shall and must use such equipment as so directed and with due care and caution.

Personal protective equipment should only be:

- As an interim measure before controls are implemented.
- Where pre-contact controls are inadequate.
- During activities such as maintenance, clean-up and repair where pre-contact controls are neither feasible nor an effective means of protection.
- During emergency situations.
- Personal protective equipment is categorized by the area of the body it protects. The following outlines the types of personal protective equipment and the requirements for use.

Foot Protection

Employees, visitors and delivery personnel must wear safety footwear at all times. Safety footwear must be CSA approved, Grade 1 Green Patch in good condition i.e. no steel showing, laced up and down broken stitching. For wet or muddy conditions CSA rubber boots are permitted. There are absolutely no exceptions to this rule.

Eye And Face Protection

Employees and visitors must wear CSA standard eye protection with full side shields or approved wrap around style safety glasses at **ALL TIMES when at any of our projects**. Prescription glasses must have rigid, replaceable clips on side shields. Soft “flexi” style slips on side shields are not permitted. Specialized eye/face protection are required for cutting, grinding, handling chemicals, operating power machinery, etc. There are absolutely no exceptions to this rule.

Head Protection

A worker exposed to the hazard of head injury shall wear head protection appropriate in the circumstances. The hard hat must meet CSAz04. 1-1992 E&G requirements and be in good repair, not be painted and must be worn according to manufacturers recommendation. Every worker shall wear protective headwear at all times when at a project. There are absolutely no exceptions to this rule.

Hearing Protection

Earplugs or muffs must be worn at all times when sound levels exceed 90 decibels or more. The “rule of thumb” is if you cannot speak in a normal speaking voice at a handshake distance from the person you are talking to then you should be wearing hearing protection. The protection must be sufficient to bring the noise level to an acceptable level. There are absolutely no exceptions to this rule.

Fall Protection

A worker shall be adequately protected by a fall protection system that meets the requirements of section 26 of the Regulations for Construction Projects where a worker is exposed to any of the following hazards:

- Falling more than 3 meters.
- Falling more than 1.2 meters, if the work area is used as a path for a wheelbarrow or similar equipment.
- Falling into operating machinery.
- Falling into water or another liquid.
- Falling into or onto a hazardous substance or object.
- Falling through an opening on a work surface.

Complete Concrete Restoration Ltd. shall ensure that a worker who may use a fall protection system is adequately trained in its use and given adequate oral and written instructions by a competent person. Complete Concrete Restoration Ltd. shall ensure that the person who provides the training and instruction prepares a written training and instruction record for each worker and signs the record. The training and instruction record shall include the worker's name and the dates on which training and instruction took place. Complete Concrete Restoration Ltd. shall make the training and instruction record for each worker available to an inspector on request.

Respiratory Protection

If the dissemination of dust is a hazard to a worker, the dust shall be adequately controlled or each worker who may be exposed to the hazard shall be provided with adequate personal protective equipment.

Where a worker is likely to be exposed to an atmosphere with an oxygen content between 18 percent and 21 percent, the worker's safety and health is not endangered.

Skin And Hand Protection

A worker exposed to the hazard of injury from contact of the worker's skin with:

- A noxious gas;
- Sharp or jagged objects which may puncture cut or abrade the worker's skin;
- A hot object, hot liquid or molten metal;
- Radiant heat;
- Shall be protected by wearing apparel sufficient to protect the worker from injury or a shield, screen or similar barrier.

Body Protection

Workers exposed to potential injury through contact with a hazardous material shall be issued the necessary protective clothing suitable to the specific hazard(s).

This category covers chemical-protective clothing, heat-protective clothing, gloves, aprons and leggings as well as clothing designed to minimize exposure to injury or illness (i.e. arm guards, belly guards, shin and leg guards, chemical protection suit, etc.).

Reflective Fluorescent Garment

A worker who may be endangered by vehicular traffic shall wear a garment that covers at least his or her upper body and has the following features:

- The garment shall be fluorescent blaze or international orange in colour.
- On the front and back, there shall be two yellow stripes that are 5 centimeters wide. The yellow area shall total at least 500 square centimeters on the front and at least 570 square centimeters on the back.
- On the front, the stripes shall be arranged vertically and centered and shall be approximately 225 millimeters apart, measured from the centre of each stripe. On the back they shall be arranged in a diagonal "X" pattern.
- The stripes shall be retro-reflective and fluorescent.
- If the garment is a vest, it shall have an adjustable fit.
- A nylon vest shall also have a side and front tear-away feature.
- In addition, a worker endangered by vehicular traffic during nighttime hours shall wear retro-reflective silver stripes encircling each arm and leg, or equivalent side visibility-enhancing stripes with a minimum area of 50 square centimeters per side.

A signaler shall be a competent worker and shall not perform other work while acting as a signaler. A signaler must wear a reflective fluorescent garment as described above at all times while performing their duties.

9.2.12 Harassment in the Workplace

Complete Concrete Restoration Ltd. believes in providing and maintaining a work environment in which all employees are free from workplace harassment, sexual harassment and discrimination. Workplace means any place where business or work-related activities are conducted. Such actions are not tolerated and, where possible, are to be redressed.

"Harassment" means engaging in a course of vexatious comment or conduct that is known, or ought reasonably to be known, to be unwelcome. It may include unwelcome, unwanted, offensive, or objectionable conduct that may have the effect of creating an intimidating, hostile or offensive work environment; interfering with an individual's work performance; adversely affecting an individual's employment relationship; and/or denying an individual dignity and respect.

"Sexual harassment" is any unsolicited conduct, comment, or physical contact of a sexual nature that is unwelcome by the recipient. It includes, but is not limited to, any unwelcome sexual advances, requests for sexual favours, sexual and sexist jokes, racial, homophobic, sexist or ethnic slurs; written or verbal abuse or threats; unwelcome remarks, jokes, taunts, or suggestions about a person's body, a person's physical or mental disabilities, attire, or on other prohibited grounds of discrimination; unnecessary physical contact such as patting, touching, pinching or hitting; patronizing or condescending behaviour;

displays of degrading, offensive or derogatory material such as graffiti or pictures; physical or sexual assault.

Preventing harassment is everyone's responsibility. Employees are requested to report promptly when they become aware of, or hear of, alleged actions or complaints of discrimination or harassment. Employees in management positions are responsible for ensuring discrimination and harassment are not tolerated and, where possible, are redressed.

All complaints shall be handled in a confidential manner and information concerning a complaint, or action taken as a result of the investigation, will not be released to anyone who is not involved. Employees reporting alleged incidents know the matter will be treated confidentially. Retaliation or reprisals are prohibited against any employee who has complained or has provided information regarding a complaint. Any retaliation or reprisals are subject to immediate corrective action, up to and including termination.

Disciplinary action for violations of this policy will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, suspension (with or without pay) or termination (with or without notice). Similarly, deliberate false accusations are of equally serious nature and will also result in disciplinary action up to and including termination

Please refer to the Complete Concrete Restoration Ltd. Workplace Violence and Harassment Policy for Details. Complete Concrete Restoration Ltd. is an Equal Opportunity Employer.

9.2.13 Non-Routine Work

A non-routine task can create hazards that have not been assessed or controlled, therefore placing workers at unnecessary risk. Although there may have been an initial orientation regarding a non-routine task, the infrequent nature of the work can result in workplace parties neglecting critical elements.

Gaining knowledge of the tasks through careful planning can eliminate the uncertainty of non-routine work.

Prior To Starting Any Non-Routine Work, The Following Steps Must Be Followed:

- A pre-work meeting must be held with the workers and supervisors involved.
- Review the activities of work.
- Assess all potential hazards.
- Determine relevant legislation regarding the hazards identified.
- Implement necessary controls.
- Develop safe operating procedures.
- Ensure all workers and supervisors are orientated on the safe operating procedures.

This procedure must be followed every time a non-routine activity is to be conducted.

9.2.14 Drug & Alcohol Abuse Policy

The protection of our workers and those working around us is of extreme importance.

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The use of alcohol, illegal drugs, prescription and cross counter drugs, or other substances, seriously diminishes our ability to provide a safe and healthy working environment. Any person involved in such conduct jeopardizes not only themselves but those working around them. It is for this reason that our policy in this area is very specific and is based on a ZERO tolerance position. The use of alcohol, illegal, prescription and cross counter drugs, or other substances, is forbidden and is grounds for immediate discipline up to and including discharge. Any employee that has cause to use prescription or cross counter drugs must inform their immediate supervisor who will determine the risk of injury to the worker or any other person.

We will not, as a rule, test for drugs and/or alcohol use at work. We do however reserve the right to request a drug and/or alcohol blood level test in circumstances where there is clear evidence of impairment or if an accident has occurred where these substances could have been a contributing factor. Any worker who appears to be under the influence of these substances while at work will be notified of our observations and (if required) be requested to submit to an approved testing facility for testing.

In addition to the above standards we will also provide assistance to any worker who feels that they may have a substance abuse problem. We will make every attempt to put you in contact with the appropriate treatment facilities and professionals to provide you with the assistance you require. All such requests will be held in strict confidence and we will work with you to assist in your recovery.

The WCA clearly states that all workers must work in a manner that does not endanger themselves or other workers. The use of the above substances will be viewed as a direct violation of this obligation.

10 HEALTH AND SAFETY REPRESENTATIVE/COMMITTEE

10.1 THE WORKPLACE HEALTH AND SAFETY REPRESENTATIVE

10.1.1 Selection Process

The worker representative will be elected by their peers. Individuals can volunteer or be nominated. An election will be held to select the 1 representative per shift. In order to be elected the person must receive the majority of votes. The term as a Health and Safety representative is 2 years from the date of election. In the event that a Worker Representative can not continue a new election shall be held.

10.1.2 Recommendations to Employer

Submission Of Recommendations:

Why: A function of the Worker Representative is to make recommendations to the employer and the workers for the improvement of the health and safety of the workers

Who can submit: The Worker Representative will submit their recommendations on the company recommendation form within 3 days of the hazard identification.

Who is it submitted to: The employer (management).

What can be submitted: Any health and safety recommendation to rectify a situation that may be a source of danger or hazard to a worker(s).

When: As soon as the source of danger or hazard is identified which must be within 3 working days.

How: In writing on the company's recommendation form.

10.2 THE WORKPLACE HEALTH AND SAFETY COMMITTEE

10.2.1 Joint Health and Safety Committee Composition

The Joint Health and Safety Committee (JHSC) is an advisory body that oversees the overall occupational Health and Safety Program at Complete Concrete Restoration Ltd. The Joint Health and Safety Committee shall be comprised of worker and management representatives working together to identify and resolve health and safety issues within the workplace.

The Joint Health and Safety Committee will assist in creating a safe place of work, recommend actions that will improve the effectiveness of the Health and Safety Program and will promote compliance with the Occupational Health and Safety Act, related regulations and related standards and guidelines. Complete Concrete Restoration Ltd. is committed to maintaining and supporting an effective and efficient Joint Health and Safety Committee. The health and safety coordinator will be responsible to oversee the development and activities of the Joint Health and Safety Committee.

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Occupational Health and Safety Program*

The health and safety coordinator will also ensure that the policies related to the activities of the Joint Health and Safety Committee are fully implemented and will consult with the Joint Health and Safety Committee regarding any revisions to policies or procedures affecting the health and safety of workers.

The following people are the members of the Joint Health and Safety Committee at Complete Concrete Restoration Ltd.

WORKER REPRESENTATIVE(S)

MANAGEMENT REPRESENTATIVE(S)

Objectives

The Objectives of the Joint Health and Safety Committee are as follows:

- Hold regular scheduled meetings every 3 months, ensuring that the major changes to the Health and Safety Program are being implemented and are running smoothly.
- Identify, evaluate and recommend to management, a resolution of all matters pertaining to health and safety in the workplace.
- Encourage education and training programs so workers can become more knowledgeable of their rights and duties under the Occupational Health and Safety Act.
- Recommend to the employer, and provide information of the workers, regarding the establishment, maintenance and monitoring of programs and procedures for health and safety.
- Participate in consultation to select a designated member representing workers, who shall be present at the beginning of any health and safety testing of the workplace. This is only necessary if the designated member believes his/her presence is required to ensure that valid testing procedures are used or to ensure that the test results are valid.
- Ensure monthly inspections of the workplace are conducted.
- Assist in resolving matters when a worker refuses work on the grounds that it may endanger his/her health and safety. At least one worker representative must assist in all accident investigations, which result in fatalities or critical injuries.
- Develop and review on an annual basis a term of reference for the Joint Health and Safety Committee.

Structure

The Occupational Health and Safety Act require a Joint Health and Safety Committee to be formed:

- At a workplace where twenty or more workers are regularly employed;
- At a workplace where an order from a Ministry of Labour inspector to form a Joint Health and Safety Committee has been issued; or
- At a workplace where fewer than twenty workers are regularly employed, in which a regulation respecting a designated substance applies.

Complete Concrete Restoration Ltd. is required to have a Joint Health and Safety Committee because twenty (20) or more workers are regularly employed. The main goal of the Joint Health and Safety Committee is to provide benefits for the health and safety of the workers.

Composition

The Joint Health and Safety Committee at Complete Concrete Restoration Ltd. shall consist of:

At least two persons, for a workplace where fewer than fifty workers are regularly employed; or

- At least four persons or such greater number of people as may be prescribed, for a workplace where fifty or more workers are regularly employed.

As required by the Occupational Health and Safety Act, at least half of the members must be workers who do not exercise managerial functions.

The Joint Health and Safety Committee at Complete Concrete Restoration Ltd. head office

- 2 Consists of members.
- 1 Member represents management
- 1 Member represents workers

A member of the Joint Health and Safety Committee who ceases to be employed at the workplace ceases to be a member of the Joint Health and Safety Committee.

10.3 SELECTION

Selection Process For Committee Members

At Complete Concrete Restoration Ltd. the members of the Joint Health and Safety Committee who represent workers shall be selected by the workers they are to represent in the form of an election process.

The employer shall select the management members of the Joint Health and Safety Committee from among persons who exercise managerial functions for the employer and where possible, who do so at the workplace.

The workers who selected the members representing workers shall select from among them one or more who are to become certified.

Selection Process For Co-Chairs

The Joint Health and Safety Committee will be co-chaired by two of the members, one of whom shall be selected by the members who represent the workers and one of whom shall be selected by the members who exercise managerial functions. The co-chairs for the Joint Health and Safety Committee are as follows:

WORKER CO-CHAIR

MANAGEMENT CO-CHAIR

Certified Members

The employer does not required any certified members with respect to a project where fewer than fifty (50) workers are regularly employed or with respect to a project that is expected to last less than three months.

The employer will ensure that a least one member of the Joint Health and Safety Committee representing the employer and at least one member representing workers are certified members.

If there is more than one certified member representing workers, the workers who selected the member shall designate one certified member who then becomes solely entitled to exercise the rights required to perform the duties under the Occupational Health and Safety Act of a certified member representing workers.

If there is more than one certified member representing the employer, the employer shall designate one of them who then become solely entitled to exercise the rights required to perform the duties under the Occupational Health and Safety Act of a certified member representing management.

If a certified member resigns or is unable to act, the employer shall, within a reasonable amount of time, take all the steps necessary to ensure that the requirement for certified members is met.

Replacement Process Of Certified Member

The same process as above will be used to replace the certified member.

Selection Of Alternate Members

The same process as above will be used for both the worker and management members when selecting alternates.

Failure To Select Required Number Of Members

If the company is having difficulty selecting JHSC members, management will:

- Make additional efforts to promote the benefits of becoming a JHSC member.
- Educate and train the workers in health and safety.
- Provide information to workers on the roles and responsibilities of the JHSC.

10.3.1 Posting of Members Names and Work Locations

Complete Concrete Restoration Ltd. as per the Occupational Health and Safety Act requires that the names and work locations of the Joint Health and Safety Committee members be posted in the workplace where the majority of workers will come in contact with it.

The names of all Joint Health and Safety Committee members at Complete Concrete Restoration Ltd. are posted on each Health and Safety bulletin board.

10.3.2 Meeting

The Occupational Health and Safety Act require that the Joint Health and Safety Committee meet at least once every three (3) months. At Complete Concrete Restoration Ltd. the Joint Health and Safety Committee will meet this requirement to ensure they remain up-to-date on health and safety issues brought forth in the workplace.

A Joint health and Safety Committee meeting schedule will be developed on an annual basis and posted on each health and safety bulletin board. The purpose of regular meetings is to provide positive participation and cooperation by worker and management representative(s) regarding health and safety in the workplace.

Items that generate discussion at meetings are:

- Inspections of the facility.
- Injury/incident investigations.
- Investigation of worker complaints.
- Consultation with technical experts.

Inspection

The Joint Health and Safety Committee will establish, on an annual basis, a schedule for monthly inspections. During the inspections, the employer must provide the worker who is a member of the Joint Health and Safety Committee with the necessary information to complete the inspection of the workplace.

The worker Joint Health and Safety Committee member will inspect the workplace using the Workplace Hazard Inspection Checklist, created specifically for Complete Concrete Restoration Ltd. as well as making individual observations. Identified and unresolved hazards will be brought to the attention of the entire Joint Health Committee at the scheduled meetings. At this time, the Joint Health and Safety Committee will discuss the hazard, agree on a solution and make a recommendation to management. All recommendations must be documented using the JHSC Recommendation Report form. Recommendations that can be authorized by the management members of the Joint Health and Safety Committee can be completed at the Joint Health and Safety Committee level. Recommendations that required further authorization must be forwarded to the employer who then has twenty-one (21) days to respond in writing.

After the inspection, a copy of the checklist for each department will be given to the respective department supervisor for review and immediate corrective action.

A copy of the most recent Joint Health and Safety Committee monthly inspection report will be forwarded to senior management for review and an additional copy will be posted on each health and safety bulletin board.

Planning

To be successful in meeting overall objectives, the Joint Health and Safety Committee must plan and organize their meetings and activities. This means that, in order to use meeting time effectively:

- Priority problems must be identified in advance.
- Agenda items must reflect both these problems in addition to on-going business.
- Meeting times and agendas must be prepared and distributed to all members one week prior to the meeting.
- All necessary information on each agenda item must be prepared and available prior to the meeting.

Minutes

The Joint Health and Safety Committee must maintain and keep minutes of its proceedings and make them available to workers and for examination and review by an inspector.

The minutes serve as a written report of the Joint Health and Safety Committee activities and the progress of previous recommendations. The minutes itemize the meeting; agreements reached and proposed future action.

Minutes should include at least the following:

- The date, time and location of the meeting.
- The names of all members and other persons present.
- An itemized record of all issues discussed, along with the outcome.
- Reports presented and by whom.
- Problems identified.
- Agreed-upon recommendations.
- Action required by individual members.
- Response by management to the Joint Health and Safety Committee.
- Business that the Joint Health and Safety Committee has agreed to address in the next meeting.
- Discussion with respect to the above.
- Date of next meeting.

The minutes will be sent to all members of the Joint Health and Safety Committee. Copies will also be posted on each health and safety bulletin board and one copy will go to the President for review and sign-off. Minutes for Joint Health and Safety Committee meetings will be recorded on the Joint Health and Safety Committee meeting minutes form.

10.3.3 Recommendations to the Employer

A function of the Joint Health and Safety Committee is to make recommendations to the employer and the worker for the improvement of the health and safety of the worker.

In making recommendations, two important issues must be considered:

- On what basis do the Joint Health and Safety Committee make recommendations?
- How is a recommendation made?

While it is not necessary for every health and safety concern to be the subject of a Joint Health and Safety Committee, every health and safety concern must be dealt with. For example, matter discovered during a workplace inspection must be brought to the attention of the appropriate supervisor for consideration and action.

In general, concerns that do require a Joint Health and Safety Committee recommendation are:

- Concerns for which there is no established corrective procedure.
- Where a request for corrective action brings no results.
- The problem involves a number of different areas or departments and requires a change of procedure.

This could also include recognition of a hazard where appropriate corrective action has not yet been determined, or where corrections may exceed the authority of the supervisor, for example:

- A mezzanine floor with no perimeter rail not previously thought of as a hazard.
- Excessive welding fumes tolerated in the past, but now being complained about.
- Recurrence of a housekeeping problem. The actual problem may be inadequate storage facilities, improper job procedures or faulty equipment.

Making A Recommendation

Recommendations that relate to well defined problems and which are logical, supported by facts, and practical, are the ones most likely to be acted upon by the employer.

The Joint Health and Safety Committee should include references to the Occupational Health and Safety Act, related regulations and related standards and guidelines as much as possible when making a recommendation.

Recommendations must be made in writing to the employer using the JHSC Recommendation Report form, based on consensus from the Joint Health and Safety Committee. The Recommendation should be made to the employer as soon as the source of danger is identified. Recommendations must also be made in writing to the employer using the Recommendation Report form.

The employer must respond in writing within twenty-one (21) days. If the employer agrees, a timetable for implementation must be included. If the employer does not accept a recommendation the reasons must be given.

11 HEALTH AND SAFETY EDUCATION/TRAINING

11.1 THE HEALTH AND SAFETY TRAINING PROGRAM

Worker training is an important element in achieving company objectives in a safe and effective manner. At Complete Concrete Restoration Ltd. all workers will be thoroughly trained so that they have the knowledge and skill base to work in a healthy and safe manner.

New workers, including transferred, re-hired, seasonal, temporary and part-time workers all have different training needs. These training needs are to be identified for each individual and group. The health and Safety coordinator will perform all training if he or she is qualified to do so. If the Health and Safety coordinator is not qualified, the training will be outsourced to a qualified training agency.

11.1.1 Training Needs Review

A training needs review will be conducted, at a minimum, annually to ensure the training requirements at Complete Concrete Restoration Ltd. are current. The review will be based on the following:

- Review of legislative updates.
- Review of each occupation.
- Review of new or modified equipment and/or processes.
- Review of employee training records, including new hires, transferred or promoted employees.
- Establish training objectives
- Determine training methods.
- Time table for completion of training.
- Evaluation of training.

The training needs review at Complete Concrete Restoration Ltd. is a fundamental element of the continuous improvement plan.

11.1.2 Applicable Legislation

Training will involve responsibilities under the Occupational Health and Safety Act as well as internal safety responsibilities. All employees including supervisors and management will receive the above training, which is defined below. A formal record of training will be maintained to demonstrate that all training requirements have been met.

Managers And Supervisors

All managers/supervisors will receive training, which will include:

- Complete Concrete Restoration Ltd. health and safety policy statement.
- The Occupational Health and Safety Act.
- Responsibilities under the OH&S Act, including the requirements for competent supervisor, OH&S Act, s. 25(2)(C).
- Complete Concrete Restoration Ltd. Health and Safety Program manual.

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- Joint Health and Safety Committee roles and responsibilities.
- Hazard Identification.
- Job Safety Analysis.
- Workplace inspections.
- Due diligence.
- Overview of accident investigation.
- How to handle a work refusal situation/work stoppage.
- Early and safe return to work.

After the initial training, an annual review will be conducted by Complete Concrete Restoration Ltd. to ensure that all managers and supervisors are aware of the current legislation and company policies.

Workers

All workers will receive training, which will include:

- Complete Concrete Restoration Ltd. health and safety policy statement.
- Introduction to Health and Safety Program.
- About the Occupational Health and Safety Act.
- Responsibilities (worker, supervisor, employer).
- Rights of workers.
- Reporting – hazards/non-conformance's
- Injury/Incidents.
- Enforcement of the Act and penalties.
- Safety Representative and/or Joint Health and Safety Committee.
- Work refusals.
- What to do in case of work related injury/illness.
- Early and safe return to work.

An annual review will be conducted by Complete Concrete Restoration Ltd. to ensure that all workers are familiar with their responsibilities and the legal framework for health and safety in Ontario.

11.1.3 Workplace Hazardous Materials Information System (WHMIS)

Worker Education

Complete Concrete Restoration Ltd. will provide WHMIS training for all workers where required by legislation. Trained workers recognize what hazardous products are in the workplace and know proper precautions to take when handling, using and storing these products. The Globally Harmonized System is an International initiative to standardize chemical hazard classification and communication globally.

Complete Concrete Restoration Ltd. has a general duty to educate workers who are exposed or likely to be exposed to a hazardous product. In addition, Complete Concrete Restoration Ltd. is obligated to consult the Joint Health and Safety Committee if there is one, or a worker health and safety representative, about the content and delivery of the education program. Complete Concrete Restoration Ltd. will update employees training once per year and this training will be evaluated with a multiple choice quiz that every

employee will have to write. The health and safety department will maintain records of the training tests and the distribution of training cards.

The worker education program must include the following topics:

- Labels – the information required, the purpose of the information and the significance of the information.
- Modes of identification when used at the workplace instead of labels.
- Safety Data Sheets – the information required, the purpose of the information and the significance of the information.
- Procedures for the safe use, storage, handling and disposal of a controlled product, including a controlled product in a piping system or vessel.
- Procedures to be followed where fugitive emissions are present.
- Procedures to be followed in case of an emergency involving a controlled product.

The Workplace Hazardous Materials Information System (WHMIS) is a major response to Canadian workers right to know more about safety and health hazards of materials used in the workplace.

WHMIS legislation provides workers, employers and suppliers nationwide with specific vital information about hazardous materials (called hazardous products in the legislation).

The key requirements of WHMIS are:

- Labels – alerts workers to identify the dangers of products and to basic safety precautions.
- Safety Data Sheets (SDS) – technical bulletins which provide detailed hazards and precautionary information.
- Worker education and training programs.

WHMIS was designed to inform anyone who is exposed to hazardous materials in their workplace as well as the health effects (long and short term) and the appropriate precautions to be used when handling, storing and disposing of such hazardous materials.

WHMIS is comprised of both federal and provincial legislation that is implemented in each province and territory.

The main purpose of the federal legislation is to ensure that all suppliers have available at all times health and safety information regarding the hazardous materials they produce and sell to employers.

The main purpose of the provincial legislation is to ensure that all employers obtain information about the hazardous materials they have purchased for the use in their workplace and that this information is passed on the worker. The development of this legislation evolved with the joint co-operation of labour, industry and government.

Labels

A Label can be any sign, device, stamp, seal, sticker, ticket, tag or wrapper that appears on a hazardous material to provide the user with basic information on how to safely handle the product. The two different types of labels that can be found in the workplace are described below

Supplier Label

Has a distinctive cross hatched border. This label is placed on the product prior to it leaving the place in which it was manufactured.

Workplace Label

This type of label is used when a controlled product has been received without a proper supplier label or when the product is being decanted to a smaller container (i.e. a 4 gallon container of window cleaner is received and then decanted to smaller bottles for easier handling).

Workplace labels are required for WHMIS hazardous products whose original supplier label has been damaged or is missing.

Safety Data Sheet

The Safety Data Sheet provides detailed information on a hazardous material or chemical product. The Safety Data Sheet is required in addition to the label. The label first alerts the worker that the product they are about to use is hazardous, while the Safety Data Sheet provides the worker with additional specific information.

Sixteen categories of information are required on a Safety Data Sheet whether developed by the supplier, or the employer for the workplace produced products. No category of the Safety Data Sheet can be omitted. The categories are as follows and may not necessarily appear in this order:

1. Identification
2. Hazard Identification
3. Composition/Information on Ingredients
4. First Aid Measures
5. Fire Fighting Measures
6. Accidental Release Measures
7. Handling and Storage
8. Exposure Control & Personal Protection
9. Physical and Chemical Properties
10. Stability and Reactivity
11. Toxicological Information
12. Ecological Information*
13. Disposal Considerations*
14. Transport Information*
15. Regulatory Information*

16. Other Information











Note: Sections 12 to 15 require the headings to be present. The supplier has the option to not provide information in these Sections.

Safety Data Sheets must be posted in a conspicuous place where all workers have access. A hazardous material inventory will be maintained by Complete Concrete Restoration Ltd. The hazardous material inventory will be reviewed on an annual basis.

Classification

A hazardous material is any product, material or substance that falls into any of the hazard classes described below as a controlled product.

Pictograms

WHMIS 2015 Pictograms			
	This pictogram is used for indicating flammable gases, aerosols, liquids and solids; pyrophoric liquids, gases and solids; self-heating substances and mixtures; substances and mixtures that produce flammable gases when in contact with water; organic peroxides; and self-reactive substances and mixtures.		For hazardous products that can cause death or acute toxicity after exposure to small amounts of the products, this Pictogram is used to warn users of the potential dangers. It is placed on labels of materials with acute oral, dermal and inhalation toxicity. For instance, the pictogram can be used on containers for cleaning chemicals
	The pictogram is flame over a circle plus a distinctive red "diamond" shaped border. It is used to indicate oxidizing gases, liquids and solids.		This Pictogram is used to indicate a product that causes or is suspected of causing serious health effects. It forms part of labels of products that cause respiratory sensitivity, skin toxicity, germ cell mutagenicity, carcinogenicity, reproductive toxicity, aspiration hazard, specific target organ toxicity after single exposure, and specific target organ toxicity after repeated exposure.
	This pictogram is used to indicate the hazard of gases under pressure such as dissolved gas, liquefied gas, compressed gas and refrigerated liquefied gas.		Used for hazardous products that cause less serious health effects, the Exclamation Mark Pictogram indicates acute toxicity (oral, dermal or inhalation), skin corrosion (irritation), eye irritation, skin sensitivity, respiratory damage, and specific target organ toxicity on single exposure.
	The corrosive pictogram indicates a substance that can irritate the skin and eyes, and damage metals. It is used for hazardous products that are corrosive to metals, cause skin irritation (corrosion), and cause serious eye irritation or damage.		Indicates the presence of organisms or toxins that can cause diseases in humans and animals, The Biohazardous Infectious Materials pictogram has been retained from WHMIS 1988. The pictogram is used on labels of biohazardous infectious materials. For instance, it is used on growths of micro-organisms like E. coli or salmonella bacteria cultures.
	Used to indicate explosion or reactivity hazards, the Exploding Bomb Pictogram is placed on the labels of self-reactive substances and mixtures, and on labels of organic peroxides.		This GHS pictogram has not been integrated into WHMIS, however it stands for Environmental Hazards.

11.1.4 Certifications/Competencies for employees

Training needs review and the Health and Safety record of training will indicate the renewal date/expiry date of all certifications and the timelines for achievement. It will be the responsibility of the health and

safety coordinator to maintain the health and safety record of training and to review it annually for any required training up-dates/renewals. This review will take place during the annual review of the Health and Safety Program.

As a part of the review, a list of positions requiring certifications/competencies will be developed that will identify acceptable standards. Training will be provided for all workers who perform specialized/specific work.

A formal record of training will be maintained to ensure that all training will be met.

11.1.5 Material Handling

Manual Lifting Techniques

Complete Concrete Restoration Ltd. will ensure workers receive knowledge in the proper methods and precautions to lift, move, carry, support and remove materials manually or with a material handling device. This training will include both theoretical and practical methods of conveying the information to workers.

Training includes:

- Purpose of proper manual material handling.
- Hazards of improper manual material handling.
- Back belts/black supports.
- Assessing the load.
- Assessing the lift.
- Safe lifting techniques.

A formal record of training will be maintained to demonstrate that all training requirements have been met. This topic will be reviewed annually during the supervisor and worker review sessions.

Material Handling Forklift Truck

Only trained and authorized operators are permitted to operate Forklift trucks. Training shall include both a theoretical and practical session. It is the responsibility of Complete Concrete Restoration Ltd. to ensure that all operators are trained. Training includes:

- Legislative requirements.
- Fundamentals of powered Forklift trucks.
- How environmental conditions can affect Forklift truck performance.
- Basic Forklift truck operating skills.
- Rules and practices for safe Forklift truck operation.
- Load handlings, maneuvering and traveling.
- Stopping and starting.

Sufficient evaluation and remedial training shall be conducted so that the worker retains and uses the knowledge, skills and ability needed to operate the Forklift truck safely. Refresher courses shall be held at

least every two years or in case of injury/incident attributed to operator error. Each operator shall be certified that they have received the training and has demonstrated competency in the performance of their duties.

Elevated Work Platform

Only trained and authorized operators are permitted to operate elevated work platforms. Training shall include both a theoretical and practical session. It is the responsibility of Complete Concrete Restoration Ltd. to ensure that all operators are trained.

A worker who operates an elevating work platform shall, before using it for the first time, be given oral and written instruction on the operation and be trained to operate that class of elevating work platform. The instruction and training shall include:

- The manufacturer's instruction.
- Instruction in the load limitations.
- Instruction in a hands-on demonstration of the proper use of all controls.
- Instruction in the limitations of the kinds of surfaces on which it is designed to be used.
- Sufficient evaluation and remedial training shall be conducted so that the worker retains and uses the knowledge, skills and ability needed to operate an elevated work platform safely. Refresher courses shall be held at least every two years or in case of injury/incident attributed to operator error. Each operator shall be certified that they have received the training and has demonstrated competency in the performance of their duties

Hoisting Devices

Only trained and authorized operators are permitted to operate hoisting devices and perform hoisting and rigging. Training shall include both the theoretical and practical session. It is the responsibility of Complete Concrete Restoration Ltd. to ensure that all operators are trained.

No worker shall operate a crane or similar hoisting device, unless the worker has written proof of training indicating that he or she is trained in the safe operation of the crane or similar hoisting device or the worker is being instructed in the operation of the crane or similar hoisting device and is accompanied by a person meeting the aforementioned requirements.

No worker shall operate a crane or similar hoisting device that is capable of rising, lowering or moving material that weights more than 7,250 kg unless the worker is certified as a hoisting worker and is using excavation equipment to place pipes into a trench.

Training includes but is not limited to:

- Legislative requirements.
- Ropes and knots.
- Basic equipment and materials.
- Hazards and safeguards.
- Hand signals for hoisting operations.

Sufficient evaluation and remedial training shall be conducted so that the worker retains and uses the knowledge, skills and ability needed to operate hoisting devices and perform hoisting and rigging. Refresher courses shall be held at least every two years or in case of injury/incident attributed to operator error. Each operator shall be certified that they have received the training and has demonstrated competency in the performance of their duties.

11.1.6 Employee Orientation

The job site supervisor is responsible to organize the orientation prior to the deployment of any new workers to their assigned job task. It is imperative that all employees understand their specific job responsibilities and whom they are to report to:

This applies to the following:

- All newly hired employees.
- Employees returning from extended absences.
- Employees hired on a contract basis.
- Student employees.
- Part-time employees.

Orientation will include the following:

- Complete Concrete Restoration Ltd. health and safety policies and procedures.
- Introduction to the Occupational Health and Safety Act.
- Employee responsibilities and rules.
- Introduction to co-workers.
- Introduction to the Safety Representative or the Joint Health and Safety Committee members
- Identification of the location of the first aid kits or first aid station, fire extinguishers, telephones and washrooms.
- Reporting injury/illness
- Reporting hazards
- Emergency plan
- Early and safe return to work program
- Joint health and safety committee member/Worker health and safety representative

The health and safety co-ordinator or the site supervisor will conduct the orientation. The orientation on health and safety must be completed within the first two weeks of hire. The evaluation will be conducted after three months by the employee's supervisor/manager. All training will be recorded on the Orientation checklist. Training records will be kept in the employee personal file.

11.1.7 Training – Promotion/Transfer

Prior to the deployment of any promoted/transferred workers to their new position, it is imperative they understand who they are to report to:

Some aspects in which promoted/transferred employees must be informed of include:

- Complete Concrete Restoration Ltd. health and safety policies and procedures.
- Responsibilities for their own safety as well as co-workers.
- Introduction to co-workers.
- Introduction to the Safety Representative and/or the Joint Health and Safety Committee member.
- Identification of the location of the first aid kits or first aid station, fire extinguishers, telephones and washrooms.
- Reporting procedures for hazards and injury/illness.
- The availability of any applicable protective equipment.
- Return to work obligations.
- Explanation of emergency procedures.

Therefore, it is Complete Concrete Restoration Ltd. responsibility to orientate the new workers and ensure they are able to do the job at hand before allowing them to do so.

Proper training must be given to all new workers. Initial job instructions and job task safety instructions must also be conducted for each worker and they must sign an Orientation/Training Form accordingly. It will be the responsibility of the health and safety coordinator and the supervisor to ensure that all items on the Orientation Checklist are reviewed with any promoted or transferred employee.

A transferred worker, for the purpose of this section, is any worker who changes jobs and/or is transferred into a different department, area of the company or changes jobs within their current group to a new assignment for which they have not been previously trained. In this instance, the transferred employee must be acquainted with all hazards associated with the new job and given proper instruction to operate equipment and /or machinery. If the employee is transferred to a supervisory position, then they must go through the required supervisory training.

The training will include a review of:

- Operating instructions for equipment/processes.
- Identification of hazards and controls.
- Review of any safe operating procedures.

Training must be completed within the first month of employment in the new position. The department supervisor will conduct training. A follow-up evaluation will be conducted after three months. All training will be recorded on the Orientation checklist. Training records will be kept in the employee personnel file.

11.1.8 Initial Job Instruction

Each newly hired or promoted/transferred worker must participate in initial job instruction orientation-training program to ensure that the worker is properly trained in all aspects of health and safety necessary to ensure his/her safety on the job. This training will include safety and hazard training and the proper use of all protective equipment used on the job. All workers shall also receive proper training in their job activities. This training will include the specific critical knowledge and skill requirements needed to perform each job and as such, shall be periodically tested and retrained.

Training must be completed within the first month of employment in the new position. The project supervisor will conduct the training. An evaluation process will be conducted after three months.

The workers supervisor will deliver the initial job instruction and will include, but not be limited to the following:

- Review of operating instructions for equipment/processes.
- Identification of hazards and recommended controls.
- Review of safe operating procedures.

Upon completion of such training, the worker and supervisor will complete the training checklist(s) to ensure that all topics have been covered and understood by the worker. After a pre-determined time-period, the worker shall participate in an individual follow-up session with his/her supervisor to discuss any safety procedures and problems, and to allow for the worker to express any safety concerns etc.

A personal training record will be maintained within the worker's personnel records. The worker's supervisor and management will keep this record up to date. This record will document any additional formal training that the worker requires or undertakes.

11.1.9 Planned Health and Safety Inspections

Health and Safety inspection training is an important element in achieving company objectives in a safe and effective manner. At Complete Concrete Restoration Ltd. all managers, supervisors and Safety Representatives and/or members of the Joint Health and Safety Committee will be thoroughly trained so that they have the knowledge and skill base necessary to conduct effective health and safety inspections.

Training will include the following:

- Legislative requirements.
- Hazard identification and assessment.
- Hazard classification.
- Types of inspections
- Steps to be taken during inspections.
- Recommendations and controls.

A formal record of training will be maintained at the health and safety department to demonstrate that all training requirements have been met. This topic will be reviewed annually during the respective workplace party review session. All planned health and safety inspection training will be completed within the first month of hire for all individual who will be performing inspection. The health and safety co-ordinator is responsible to oversee that training delivery is met. The training will be evaluated with a multiple choice quiz at the end of the course.

11.1.10 Injury/Incident Investigation

Investigations are done to fulfill legal obligations and company requirements as well as, to determine the overall cost effect of an accident or incident. This will also provide the opportunity to determine causes and take appropriate action to prevent a recurrence.

At Complete Concrete Restoration Ltd. all managers, supervisors and safety representative's members of the Joint Health and Safety Committee will be thoroughly trained so that they have the knowledge and skill base to conduct effective injury/incident investigations.

Investigations also help to determine the validity, degree and level of disability of the victim(s).

This is essential to ensure the appropriate follow-up care of the victim within the early and safe return to work program. Training will include the following:

- Legislative requirements.
- Responsibilities.
- Conducting effective investigations.
- Interviewing techniques.
- Return to work program.
- Reports and follow-up.

A formal record of training will be maintained at the health and safety department to demonstrate that all training requirements have been met. This topic will be reviewed annually during the respective workplace party review session. All planned Injury/Incident Investigation training will be completed within the first month of hire for all individual who will be performing Investigation. The health and safety co-ordinator is responsible to oversee that training delivery is met. The training will be evaluated with a multiple choice quiz at the end of the course.

11.1.11 Health and Safety Committee/Worker Representative

Management will ensure that there is a certified health and safety worker and management representative. Training will be provided on an ongoing basis for existing members, including topics such as accident investigations, Safety Representative and/or Joint Health and Safety Committee functions and inspections. Basis certification training will be completed when necessary to fill empty positions. All Safety Representatives and/or Joint Health and Safety Committee members will receive annual training including:

- Complete Concrete Restoration Ltd. health and safety policy statement.
- Legislative requirements.
- How to read the Occupational Health and Safety Act.
- Roles and responsibilities of the Safety Representative and/or Joint Health and Safety Committee members.
- How to conduct an injury/incident investigation and identify immediate and underlying causes of accidents.

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- How to conduct proper workplace inspections and hazard identification including hazard classification.
- Work refusal situations and the role of the Joint Health and Safety Committee member.
- Work stoppages.
- Holding effective meetings including establishing an order of business, presenting new items and making recommendations to the employer.
- Enforcement.
- Recommendations and follow-up.
- Early and safe return to work.

All health and safety representatives will be trained within the first two month from the date that he/she was selected by the workers to respect them. The health and safety coordinator is responsible for the training delivery provided to all health and safety representatives. The training will be evaluated with a multiple choice quiz and the health and safety department will maintain these records.

11.1.12 Emergency Preparedness and Response

Complete Concrete Restoration Ltd. will provide training on the emergency response plan to all employees. This training will include, but not be limited to, who to notify in the event of an emergency, the emergency evacuation plan, designated meeting area, use of equipment used for emergencies, use of rescue equipment, and how to prevent emergency situations. All newly hired employees will receive this training as part of their employee orientation that will be conducted within the first two weeks of hire. Any changes to the emergency response plan will be communicated as required through a toolbox talk. Every worker who may be required to use fire extinguishing equipment shall be trained in its use.

A formal record of training will be maintained with the health and safety department to demonstrate that all training requirements have been met. This topic will be reviewed annually during the supervisor and worker review sessions. The health and safety co-ordinator is responsible for the training delivery provided to all employees. The training will be evaluated by the project supervisor within the first three months.

11.1.13 Personal Protective Equipment Use and Maintenance

All employees will be informed of what personal protective equipment (PPE) requirements are associated with their jobs. A worker required to wear protective clothing or use personal protective equipment or devices shall be adequately instructed and trained in the care and use of the clothing, equipment or device before wearing or using it. This training will be provided by the supervisor for the worker and documentation pertaining to the training will be maintained. This information will be reviewed with employees upon their hire and annually thereafter. The health and safety co-ordinator will be responsible for ensuring training delivery. A record of training will be kept on the employee file at the health and safety department. The supervisor will continuously monitor the employee to evaluate the training.

11.1.14 Other training programs

Propane Handling

Any worker who may be required to handle propane must be properly trained as per the requirements set out by the Technical Standards and Safety Authority. A formal training program must be delivered to those required to connect and disconnect cylinders from various propane powered equipment, including Forklift trucks, elevated work platforms, salamanders, torches, construction heaters, up to 400,000 BTU, and propane equipment and appliances used at mass gatherings. A formal record of training will be maintained as part of the training. Construction propane service and maintenance workers and roofing equipment operators require additional training including certification from the TSSA. Anyone require to handle propane will be trained prior to use. The health and safety co-ordinator will be responsible for all training delivery. Employee record of training will be kept on file with the health and safety department. The supervisor will evaluate the training by observing the employees working procedure.

12 FIRST AID REQUIREMENTS

12.1 FIRST AID REGULATION

12.1.1 Availability of First Aid Kits

In all cases of work related injury, Complete Concrete Restoration Ltd. will ensure that first aid treatment is given immediately in accordance with Regulation 1101 First Aid Requirements under the Workplace Safety and Insurance Act.

First aid stations will be made available and located within quick and easy access for all employees. The first aid kits contain the components required by Regulation 1101. The first aid kits at Complete Concrete Restoration Ltd. are located as follows.

- HEAD OFFICE (Kitchen & Maintenance Shop)
- PROJECTS (Office, Trailers, and/or Tool Bins)

12.1.2 Required Components in the First Aid Kits

Each first aid kit must be adequately stocked with supplies. First aid checklists are provided at the end of this manual. They are also located on all Complete Concrete Restoration Ltd. project in the site trailers or tool bins. The First aid checklists have been created based on the First Aid Regulation 1101, section 8, 9, 10.

12.1.3 Number of Trained/Qualified First Aiders

Complete Concrete Restoration Ltd. will ensure a first aid trained employee is available at all times on all shifts. Complete Concrete Restoration Ltd. will also ensure that the first aid station is at all times in the charge of a worker who is the holder of a valid Standard First Aid Certificate, and who works in the vicinity of the station.

12.1.4 First Aid Treatment/Advice Recorded

All first aid treatments administered will be recorded in the first aid logbook by the certified first aider and shall include all the details surrounding the incident as described by the injured employee.

The first aid treatment logbook will contain the following information:

- Date of the injury.
- Time of injury.
- Names and work locations of witnesses and injured person.
- The nature and location of the treatment given.

These certificates of the first aid trained employees will be posted at the first aid stations. Each first aid station must have its own treatment record logbook.

12.1.5 First Aid Certificates Posted

The certificates of the first aid trained employees will be posted at the first aid stations. These certificates will identify the first aiders to every employee on the project and at the main office.

12.1.6 First Aid Kit Inspection Record

The First Aid kit inspections shall be conducted during the monthly Safety Representative and/or the Joint Health and Safety Committee workplace inspection. An inspection log at the first aid kit must include the date of the most recent inspection and the signature of the inspector. An inspection schedule will be posted on every project in the first aid station.

12.1.7 Stretcher and Blanket(s) Compliance

Complete Concrete Restoration Ltd. will maintain, at a minimum, one stretcher and two blankets.

12.1.8 Transportation to hospital, doctor's office or worker's home

In the event of a critical injury, the supervisor will ensure that emergency services are contacted. If emergency services are not required, immediate transportation to a hospital, doctor's office, or the worker's home shall be arranged by the supervisor for any worker who sustains a work related injury. This will be accomplished through a taxi voucher system. The supervisor will determine who will accompany the injured worker. The person accompanying the injured worker to the hospital, doctor's office, or the worker's home shall record all details of the trip.

Complete Concrete Restoration Ltd. will incur the costs of this transportation. If the worker refuses transportation to the hospital, Complete Concrete Restoration Ltd. will immediately call emergency services. The supervisor must send a Functional Abilities Form (FAF) with a worker who will be seeking medical attention.

Should The Employee Refuse The Transportation, The Company Will Attempt To:

1. Identify any other transportation methods that the worker would prefer.
2. Reiterate the importance of accepting the transportation to the hospital, doctors office or workers home.
3. Call 911 and get the ambulance attendant to administer medical attention on site.
4. Worker will not be allowed to continue work until medical clearance is provided.

Responsibilities Of The Individual Traveling With The Injured Worker

1. Continue to administer first aid, if required
2. Ensure an injury package is taken, (containing the Functional Abilities Form, Material Safety Data Sheet (if necessary) to the medical facility.
3. Maintain contact with the company providing updates when the worker has reached their destination.
4. Return to the company to provide additional follow-up and complete the injury/incident

documentation.

5. Additional duties may be added based on each individual circumstance by the person in charge.

13 Health and Safety Inspections

13.1 INSPECTION OF ASSIGNED WORK AREAS

13.1.1 Responsibility assigned and schedule established/Employee contacts

Inspection, which involves detection and corrective action, is one of the best tools available for assessing potential problems before a loss occurs.

Physical inspections and program audits are carried out to meet such goals as:

- Listening to concerns of others (through worker contact during inspections).
- Gain further understanding of jobs and tasks.
- Identify potential problems.
- Determining underlying causes of hazards.
- Identifying equipment deficiencies.
- Identify effects of change.
- Identify inadequacies in remedial action.
- Recommending corrective action(s) both short term and long term.
- Demonstrate management commitment.

Role Of Inspection

The role of the workplace inspection is not solely to meet a legislated requirement. An effective inspection process allows a company to integrate other Health and Safety Program objectives including the following:

- Identify hazards.
- Set standards and related procedures.
- Measure performance against established standards.
- Evaluate health and safety performance.
- Correct deficiencies and commend success.

To be effective, inspections must be conducted on regular basis and be part of a system aimed at accident prevention.

Conducting The Inspection

In addition to identifying defective and non-conformance items, the inspections should be concerned with identifying and correcting the basic reasons or causes for the specified item, particularly when the same defective item(s) and non-conformance(s) occur repeatedly.

When conducting inspections, follow these basic principles:

- Use the appropriate checklist and add to each checklist as necessary.
- Familiarize yourself with the floor/site plan and the designated areas and departments for location descriptions of any specific hazards that are identified.

- Review any previous inspection reports and inspect any previous corrective measures for completeness and effectiveness.
- Draw attention to the presence of any immediate danger – other items can await the final report.
- Shut down, Lockout and Tagout any hazardous items that cannot be brought to a safe operating standard until repaired.
- Do not operate equipment/machinery. Ask the operator for a demonstration if it is necessary. If the operator of any piece of equipment/machinery does not know what dangers may be present, then it is cause for concern. Never ignore any item because you do not have knowledge to make an accurate judgment of safety.
- Look-up and down, around and inside. Be methodical and thorough. Do not spoil the inspection with a glance or once-over approach.
- Clearly describe each hazard and its exact location in your notes. Ensure all observations are recorded before they are forgotten. Record what you have or have not examined in case the inspection is interrupted. Draw sketches and take pictures where necessary for clarification and proof of hazards.
- Ask questions, but do not unnecessarily disrupt work activities. This may interfere with efficient assessment of the job function and may create a potentially hazardous situation. Document any worker contact and concerns.
- Consider the static (stop position) and dynamic (in motion) conditions of the item you are inspecting. If a machine is shut down, consider postponing the inspection until it is functioning again.
- Discuss as a group, “Can any problem, hazard or accident be generated from this situation when looking at the equipment, the process or the environment?” Determine what corrective action or controls are appropriate.
- Do not try to detect all hazards simply by relying on your senses or by looking at them during the inspection. You may have to monitor equipment to measure the levels of exposure to chemicals, noise, radiation or biological agents. Take photographs if you are unable to clearly describe a particular situation.

Hazard Classification

Every inspection report will document worker contact during the inspection indicating any safety concerns accordingly. Specific names do not have to be mentioned. It is not up to the person or group conducting the inspection at the time to judge a concern. That is left up to the Joint Health and Safety Committee as a whole. Each concern must be classified as if it were a hazard. The results of the inspection must be discussed at the Joint Health and Safety Committee meetings as well as being communicated to the health and safety coordinator.

After each inspection, it is necessary to review the information and rank each issue in terms of loss potential. This is especially true of hazards, which may be classified as A, B, or C depending on the severity of the consequence.

Table 3 - Hazard Analysis Rating Method

Class	Hazard
A	Condition or practice likely to cause permanent disability, loss of life or body part, and/or extensive loss of structure, equipment or materials.
B	A condition or practice likely to cause serious injury or illness (resulting in temporary disability) or property damage that is disruptive but less severe than Class A.
C	A condition or practice likely to cause minor (non-disabling) injury or illness or non-disruptive property damage.

In the event that the hazard cannot be corrected immediately, a representative of the Joint Health and Safety Committee must be notified in order that the Joint Health and Safety Committee can propose possible solutions and make the necessary recommendations to management in order to eliminate hazard

Senior Management Inspection

Senior management shall conduct a personal tour of the workplace, at a minimum, on a semi-annual basis to help identify substandard conditions and practices, as well as provide feedback on positive conditions and practices. Managers/supervisors and/or the Joint Health and Safety Committee may assist senior management in conducting the inspection. A schedule will be developed and senior management assigned on an annual basis. The health and safety co-ordinator will ensure that inspection schedules are being met.

All employee contacts and observations shall be documented, including names of employees and specific observations noted during the inspection. Senior management will perform at least two employee contacts per inspection. It is important that senior management communicate with employees as part of the planned inspection. The employee contact will allow senior management to record health and safety hazards reported by employees during the inspection. Contact with employees can be recorded on the Workplace Inspection Employee Contacts form included at the end of this manual and is also located in every project site trailer or tool bin. Senior management may use the Senior Management Inspection Checklist form in addition to making individual observations. The inspection will only concentrate on **major** health and safety elements, and is not meant to be a comprehensive inspection.

The inspection checklist will include:

- Checklist identifying the areas/equipment/structures to be inspected.
- Employee contacts.
- Inspector signatures
- Date of inspection.
- Work area inspected.
- Reference to positive conditions and practices.
- Description of hazards.
- Location of hazards.
- Rating of hazard (A, B, C).
- Recommendations, assigned responsibility and time frames for corrective action.
- All action taken during inspection.

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A written report along with recommendations for corrective action is to be completed following the planned inspection. The report will be reviewed in the regularly scheduled Joint Health and Safety Committee meeting, and corrective action taken as necessary.

Reporting of the Inspection will include:

- A distribution list.
- A record of the distribution.
- Documented contact of all employees affected by the hazard.

The follow-up of the inspection will include the following elements:

- A standard recording system.
- Assigned responsibility.
- Identified time frames.

Managers/Supervisor/Project Co-Ordinator

Managers are responsible for conducting a quarterly inspection of the department(s) that they have authority over. The inspection is to be conducted separately from the Joint Health and Safety Committee scheduled inspection to ensure that workplace inspections are spaced out. Managers will use the same workplace inspection checklist that has been developed for the Joint Health and Safety Committee. Any deficiencies are to be recorded on the Manager Hazard Inspection Report form.

Supervisors and project co-ordinators are responsible for conducting planned inspections of the workplace on a weekly basis to help identify substandard conditions and practices, as well as provide feedback on positive conditions and practices. Supervisors will use the Supervisor Weekly Inspection Checklist form to record their inspections. Any deficiencies are to be recorded on the Supervisor Hazard Inspection Report form.

It is important that managers, supervisors and project co-ordinators to communicate with employees as part of the planned inspection. The employee contact will provide an opportunity to express any health and safety hazard to the manager, supervisor or project co-ordinator. All employee contacts and observations shall be documented, including names of employees and specific observations noted during the inspection using the Workplace Inspection Employee Contacts form. This form can be found at the end of this manual. It is also located in all project site trailers or tool bins.

Any hazards reported by workers shall be recorded. The inspection checklist includes:

- Checklist identifying the area/equipment/structures to be inspected.
- Employee contacts.
- Inspector signatures.
- Date of inspection.
- Work area inspected.
- Reference to positive conditions and practices.
- Description of hazards.
- Location of hazards.

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- Rating of hazard (A,B,C,).
- Recommendations, assigned responsibility and time frames for corrective action.
- All action taken during inspection

A written report along with recommendations for corrective action is to be completed following the planned inspection. The report will be reviewed in the regularly scheduled Joint Health and Safety Committee meeting by the health and safety representative, and corrective action taken as necessary.

Reporting of the inspection will include:

- A distribution list.
- A record of the distribution.
- Documented contact of all employees affected by the Hazard.
- Instruct all workers affected by changes to safe operating procedures.

The follow-up of the inspection will include the following elements:

- A standard recording system.
- Assigned responsibility.
- Identified time frames.
- Determine if corrective action taken is adequate.
- Determine if corrective action created a new hazard.

If a new hazard has been created, the following must be addressed:

- Rating of hazard.
- Recommendations for corrective action.
- Assignment of responsibility for corrective action and time frames.
- All action taken.
- Follow-up (as indicated above).

13.2 JOINT HEALTH AND SAFETY COMMITTEE OR SAFETY REPRESENTATIVE INSPECTION

13.2.1 Schedule established and responsibility assigned.

The Joint Health and Safety Committee and the Health and Safety Representative will conduct a monthly workplace inspection to help identify substandard conditions and practices. A schedule for these inspections will be developed on an annual basis and Joint Health and Safety Committee and Health and Safety Representative Members assigned. The health and safety co-ordinator will ensure these inspection schedules are being met.

13.2.2 Standard recording system

The Joint Health and Safety Committee and the Health and Safety Representative will use the JHSC/Safety Rep Inspection Checklist in addition to making individual observations. The Inspection checklist will include:

- Checklist identifying the areas/equipment/structures to be inspected.
- Employee contacts.
- Inspector signatures.
- Date of inspection.
- Reference to positive conditions and practices.
- Description of hazards.
- Location of hazards.
- Rating of hazard (A, B, C).
- Recommendations, assigned responsibility and time frames for corrective action.
- All action taken during inspection.

13.2.3 Worker and supervisor contacts

All worker and supervisor contacts and observations shall be documented, including names and specific observations noted during the inspection. The purpose of worker and supervisor contracts are to assist in identifying workplace hazards and implementing corrective action.

13.2.4 Inspection reports are reviewed by senior management

A written report along with recommendations for corrective action is to be completed following the planned inspection. The report will be reviewed in the regularly scheduled Joint Health and Safety Committee meeting, and corrective action taken as necessary. Senior management will review all inspection reports.

Reporting of the inspection will include:

- A distribution list.
- Management signatures/initials on inspection report.
- Management responses and recommendations are recorded and returned to the inspector.

13.2.5 Follow up

The Joint Health and Safety Committee or Health and Safety Representative conducts and documents a follow-up with the employer regarding:

- Responses.
- Recommendations.
- Action taken.
- Identified time frames for action.

Any concerns related to corrective actions previously implemented must address the following:

- Rating of hazard.
- Recommendations for corrective action.
- Assignment or responsibility for corrective action and time frames.
- All action taken.
- Follow-up (as indicated above)

13.3 OPERATOR PRE-USE INSPECTIONS OF EQUIPMENT

13.3.1 Equipment to be inspected

Each worker who operates equipment, machinery or a vehicle is required to perform a pre-shift inspection of his or her workstation, general work area and/or equipment, etc. prior to starting work at the beginning of each shift. This will include all of the equipment:

200 cc Excavator		Deck Finisher
170 L Mixer		Diesel Blow Heater
Compressors	&	Excavator – Mini
Attachments		Bobcat
2002 Skid Steer Loader		Counterbalance Forklift
310 E Concrete Buggy		
Backhoe		
Elevated Work Platforms		Waterproofing Kettle
Rough Terrain Forklift		Pickup Trucks & Vans

13.3.2 Schedule

All operators of machinery/equipment must inspect their equipment prior to use. The pre-shift check list can be found at the back of this document. It is also located on every project in the site trailers or in the tool bins.

13.3.3 A Standard Recording Form

The appropriate checklist must be used to identify any hazards associated with equipment or machinery before it is used. The checklist will include:

- Equipment to be inspected.
- Inspector's signature or initials.
- Date of inspection.
- List of components to be inspected.
- Description of hazards.
- Recommendations for corrective action.
- Action taken.

Each specific checklist must be maintained near the equipment or machinery it is intended for. The inspections are not to be limited to the items on the checklist alone. Other areas/aspects may be inspected as deemed necessary. The checklist will be reviewed at the end of each week and a summary will be made of any non-compliance issues. This summary will be brought to the attention of the Joint Health and Safety Committee.

During the management and Joint Health and Safety Committee inspections, the checklists will be reviewed to ensure consistent implementation and accuracy.

13.3.4 Corrective Action

There must be documentation to indicate that corrective action is taken before the use of the equipment where required. This can be done by taking corrective action and then signing off on the pre-shift inspection check-list that corrective action has been taken and that the equipment/machinery is safe to operate.

13.3.5 Follow-up

The Health and Safety Co-ordinator shall perform a follow-up on operator pre-shift inspections, and shall also review:

- Documentation.
- Checklists.
- Deficiencies.
- Action taken.
- The Safety Representative and/or the Joint Health and Safety Committee inspections.
- Management inspections.

14 Preventive Maintenance

14.1 EMPLOYERS PREVENTIVE MAINTENANCE PROGRAM

An effective tool in preventing injuries/incidents is the preventative maintenance program. Prevention is one of the key aspects of safety. One of Complete Concrete Restoration Ltd. goals is to become a proactive company rather than reactive when it comes to maintenance. This means identifying possible hazardous situations and taking the appropriate steps to prevent injuries/incidents from actually occurring.

A preventative maintenance program for all vehicles, mobile equipment, machines, tools, equipment, structure, grounds, facilities, etc. is another method of achieving such a goal. A preventative maintenance program is not just primarily the responsibility of the maintenance personnel but that of the supervisor and the individual equipment operators.

Facilities, equipment, machines, tools and vehicles must be maintained in a manner, which provides the lowest practicable level of hazards, which might result in personal injury, occupational illness, physical loss or environmental damage.

Complete Concrete Restoration Ltd. will maintain a program for the regular inspection and repair of tools, equipment, machinery and vehicles in accordance with the manufacturer recommendations and specifications as well as any related legislated standards or codes.

14.1.1 An inventory list

A preventive maintenance inventory list will be maintained for all current equipment and machinery, and will be updated when new or modified equipment or machinery is put into use. Items to be included are those that require scheduled servicing, adjusting or replacing of their components including:

- Mobile equipment.
- Production equipment.
- Industry specific equipment.
- Structural or building maintenance equipment.
- Other employer identified equipment.

The equipment inventory list can be found at the back of this manual and on project site trailer or tool bins. This list identifies all equipment at Complete Concrete Restoration Ltd. which requires preventative maintenance.

Construction

All mechanically powered vehicles, machines, tools and equipment rated at greater than 10 horsepower shall be inspected by a competent worker to determine whether they can handle their rated capacity and to identify any defects or hazardous conditions.

The inspection shall be performed before the vehicles, machines, tools or equipment are first used at the project and thereafter at least once a year or more frequently as recommended by the manufacturer.

14.1.2 Standards to be met

It will be our policy to assure that all equipment acquired, designed or modified in its setup and maintenance meets the following:

- Manufacturer's recommendations.
- Industry standards (i.e. CSA, TSSA, ANSI, etc.).
- Legislated requirements.
- Employer's best practices

14.1.3 A Schedule

Complete Concrete Restoration Ltd. will maintain a schedule for the regular inspection and repair of tools, equipment, machinery and vehicles in accordance with:

- Manufacturer's recommendations.
- Industry standards.
- Legislated requirements.
- Employer's best practices.

The schedule for preventative maintenance is identified on the preventative maintenance inventory.

14.1.4 A standard recording system

Maintenance records will be maintained for the life of the equipment, and for six months after the equipment ceases to be the responsibility of Complete Concrete Restoration Ltd.

A standard checklist will be used to record the following:

- List of items to be inspected.
- Inspector name and signature.
- Date of inspection.
- Description of work performed.
- Reporting of any deficiencies.
- Recommendations for correction of deficiencies.
- Action taken.

14.1.5 Inspection by a qualified person

All maintenance work shall be performed under the direction of competent maintenance personnel, familiar and appropriately trained with the equipment being maintained.

14.1.6 Review of Program

The supervisor is to review the preventative maintenance inventory on a monthly basis to ensure that the proper equipment maintenance has been completed. Any deficiency that is reported will be recorded on the preventive maintenance deficiency report form. Supervisors are to take the appropriate corrective actions.

The preventive maintenance program at Complete Concrete Restoration Ltd. will remain the responsibility of the production manager. The program will be reviewed, at least annually, or as new or modified equipment/machinery is purchased.

All employees are encouraged to identify opportunities for improvement to the existing program. Recommendations for corrective action must be submitted to management. Follow-up on corrective action should include:

- Recommendations for corrective action.
- Assignment of responsibility.
- All action taken.

15 Injury/Incident Investigations

15.1 INJURY/INCIDENT INVESTIGATION PROCEDURE

Complete Concrete Restoration Ltd. is sincerely concerned with injury/incident prevention. Our goal is to take a pro-active approach in preventing injuries/incidents at our workplace.

It is our policy to care for any victim(s) first, by providing immediate first aid and emergency transportation if necessary and to ensure that all other personnel are safe. In accordance with the Occupational Health and Safety Act, all workers are to be educated and instructed to report all injuries/incidents (which may or may not have resulted in any damage or loss). All such situations must be investigated to determine why the situation occurred and identify the hazards, which should be eliminated or minimized.

Injury/incident investigation is a vital part of the Health and Safety Program. It provides the process in which to properly assess a situation and care for the people, property, processes and the physical environment. It also ensures that the appropriate remedial action has been taken and followed-up to ensure the possible prevention of a recurrence.

15.1.1 Investigation or review for injuries/incidents

The intention is prevention, not to assign blame or discipline workers or supervisors. In all cases the goal is to identify what needs to take place to eliminate or reduce the possibility of similar injuries/incidents from occurring.

The following types of injuries/incidents require immediate investigation:

- Fatalities
- Critical Injuries.
- Lost time injuries.
- Occupational illness.
- Property damage.
- Fire/explosion.
- Environmental release.

The Safety Representative and/or the Joint Health and Safety Committee shall participate in the investigation of all critical injuries and be offered the opportunity to participate in all other injury/incident investigations as appropriate.

Any healthcare reports, first aid reports or incident reports will be reviewed quarterly to determine any investigation needs. Discretion will be used by the supervisor to determine which first aid injuries will be investigated; most importantly, the supervisor should consider whether or not the first aid could lead to a lost time injury. If so, an investigation must be completed.

It is important to note that during an investigation, no one is looking for fault or blame but to understand the true underlying and basic causes of the injury/incident.

Investigations are done to fulfill legal obligations and company requirements as well as, to determine the overall cost and effect of an injury/incident. This will also provide the opportunity to determine causes and take appropriate action to prevent a recurrence. Investigations also help to determine the validity, degree and level of disability of the victim(s). This is essential to ensure the appropriate follow-up care of the victim within the early and safe return to work program.

Definitions

Injury:

An event that results in physical harm to an employee. An injury is often directly referred to as an accident.

Incident:

An undesired event that could (or does) downgrade the efficiency of the organization. An incident does not cause physical harm to a person or damage to property. However, under slightly different circumstances it could have.

First Aid:

The emergency care given immediately to an injured employee, knowing appropriate first aid procedures saves lives, reduces the number and severity of injuries and promotes recovery.

Health care:

An injury that results in medical attention received from a recognized health care provider (i.e. family doctor or hospital) but does not result in time away from scheduled work or does not result in a wage loss.

Lost time:

A work related injury that results in the injured employee missing scheduled time from work (i.e. time beyond the date of the injury) resulting in a wage loss.

Property damage:

An event where contact is made between two objects resulting in alternation to one or both objects. Property damage is often directly referred to as an accident.

Critical Injury

The Occupational Health and Safety Act defines a critical injury as an injury of serious nature that:

- Places life in jeopardy;
- Produces unconsciousness;
- Results in substantial loss of blood;
- Involves the fracture of a leg or arm (but not a finger or toe);

- Involves the amputation of a leg, arm, hand, or foot (but not a finger or toe);
- Consists of burns to a major portion of the body; or
- Causes the loss of sight in an eye.

If there is any doubt, treat the injury as a critical injury until proven otherwise.

Investigation

The purpose of an injury/incident investigation is as follows:

- To prevent future injuries/incidents.
- To reduce needless pain and suffering.
- To identify actual and potential hazards.
- To evaluate objectively and critically existing control mechanisms.
- To comply with the law.
- To improve the injuries/incident prevention program.
- To increase awareness of hazards.
- To protect staff and visitors.
- To conserve resources.

Incident At A Project

As outlined in section 11 of the Regulations for Construction Projects, the following incidents at a project requires immediate investigation:

- A worker falling a vertical distance of three metres or more.
- A worker falling and having the fall arrested by a fall arrest system other than a fall restricting system.
- A worker becomes unconscious for any reason.
- Accidental contact by a worker or by a worker's tool or equipment with a live electrical conductor or live electrical equipment.
- Contact by a backhoe, shovel, crane or similar lifting device or its load with an energized power line rated at more than 750 volts.
- Structural failure of all or part of false work designed by, or required by the Regulations for Construction Projects to be designed by, a professional engineer.
- Structural failure of a principle supporting member, including a column, beam, wall or truss, of a structure.
- Failure of all or part of the structural supports of a scaffold.
- Structural failure of all or parts of an earth-or water-retaining structure, including a failure of the temporary or permanent supports for a shaft, tunnel, caisson, cofferdam or trench.
- Failure of a wall of an excavation or of similar earthwork with respect to which a professional engineer has given a written opinion that the stability of the wall is such that no worker will be endangered by it.
- Overturning or the structural failure of all or part of a crane or similar hoisting device.

15.1.2 Investigators

Responsibilities

The internal responsibility system at Complete Concrete Restoration Ltd. is organized according to the provisions of the Occupational Health and Safety Act. The essence of the internal responsibility system recognizes that both workers and managers share a common goal of preventing work-related injury/illness. The following is their responsibilities relating to injury/incident investigation.

Managers And Supervisors

- Ensure the required first aid is administered.
- If the worker requires medical attention, ensure the worker is transported to a medical facility or physician. You must send a Functional Abilities Form (FAF) with the worker seeking medical attention. This form can be found in the Supervisor Accident Investigation Package. This package contains:
 - Complete Concrete Restoration Ltd. Injury/Incident Investigation Report.
 - Functional Abilities Form (FAF).
- Inform the worker that Complete Concrete Restoration Ltd. has a modified work program and that this must be communicated to the treating physician.
- Investigate the circumstances of the accident and the accident scene immediately .
- Ensure the worker is provided with the Employee Accident Forms Package, which contains the following:
 - A Functional Abilities Evaluation Form.
 - A letter to the treating physician stating that Complete Concrete Restoration Ltd. has an early and safe return to work program.
- Complete the Complete Concrete Restoration Ltd. Injury/Incident report if any of the following circumstances exist:
 - The worker loses time from work;
 - The worker seeks medical attention; or
 - The worker earns less than regular pay.
- The supervisor must forward a copy of the accident report to the Safety Representative and/or the Joint Health and Safety Committee and a copy of the Form 7 to the injured worker.
- The Form 7 shall be completed by the health and safety co-ordinator and forwarded to WSIB within 72 hours of learning of the above circumstances.

Joint Health And Safety Committee

- The Joint Health and Safety Committee shall assist the supervisor conducting the investigation if a critical injury or fatality occurs.
- All accidents will be reviewed at each Joint Health and Safety Committee meeting unless it is of critical in nature (i.e. a process is shut down due to the investigation). In this case, an emergency meeting should be called.
- The Joint Health and Safety Committee will review recommendations for corrective action for each accident report.
- The Joint Health and Safety Committee will ensure that the appropriate remedial action is taken and that such action is effective.

Health And Safety Representative

- Where a person is killed or critically injured at a workplace from any cause, the health and safety representative may, subject to subsection 51 (2) of the Occupational Health and Safety Act, inspect the place where an accident occurred and any machine, device or thing, and shall report his or her findings in writing to a director.

Workers

- Promptly obtain first aid. It is the responsibility of the person who administers first aid to record it in the injury logbook.
- Report any work related personal injury, illness or accident to your supervisor immediately either verbally or in writing.
- If you are required to seek medical attention (i.e. walk-in clinic, family doctor, hospital) you must take a Functional Abilities Form (FAF) with you. This form will be given to you by your supervisor. The treating physician is responsible to complete the form.
- If you seek medical attention after work hours because of a work-related injury or illness, you must tell your supervisor right away. If you will be at work the next day, notify your supervisor first thing. If you will not be at work, notify your supervisor that you sought medical attention when you call in.
- Provide and review all details of the accident with the supervisor. Cooperate with the supervisor when conducting the accident investigation.

15.1.3 Assessment of the scene

The investigation can be broken down into several steps. These steps include: gathering information, interviewing witnesses, analyzing data and writing the report. When conducting an investigation there are many questions in which answers must be established. The basic questions that should be asked are described below.

WHO?

- Who was involved in the accident?
- What is his/her job?
- What was he/she doing at the time?
- Was he/she sufficiently trained for this job?
- Who else was present when the accident occurred?
- Who are they?
- What were they doing at the time the accident occurred?
- Who witnessed the accident?
- Who heard it?
- Who reported it?

WHAT?

- What equipment was involved in the accident?
- What was it being used for at the time the accident occurred?
- Is this how the equipment operates?
- What was the condition of the equipment? (Use/abuse, maintenance, records?)

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- Does the equipment have a guard? Was it being used?
- What materials were involved?
- What were they being used for?
- Was this the proper use for this material?
- What are the known hazards of this material? (Toxicity, radiation, sharp, etc.)
- Were the materials being handled properly?

Where?

- Where did the accident occur?
- What was the condition of the environment? (Temperature, lighting, noise etc.)
- What was the layout of the equipment/people involved?
- What was the condition of the worksite at the time of the accident? (Housekeeping, traffic, distractions, etc.).
- Where in the line of production did the accident occur?
- Where were the people positioned relative to the accident?

When?

- When was the accident reported?
- When did it occur?
- On what shift?

HOW?

- How did the accident happen?
- How can you be sure this is what happened?
- Can you provide a detailed description of what happened?
- Anything else?

WHY?

- Once all of the above questions have been answered, the reason(s) for the accident should become clear. If not, review the questions again being sure all answers to the questions are thorough and clear.

Gathering Information

It is important that the accident investigation is performed as soon as possible after the accident to ensure that all possible information is obtained. All supervisors should be familiar with this section and their duties. This could include first aid or emergency help, any corrective or preventive action, reassuring workers, securing the accident scene, identifying potential sources of information. After administering first aid and securing the scene, begin to gather information.

The process for gathering information may include any or all of the following:

- Inspection of the site/equipment/material involved in the accident.
- Survey the accident scene.

- Secure the scene with rope, pylons, or hazard tape.
- Notify all relevant parties.
- Write down the facts immediately.
- Take photographs to clarify and highlight the facts, make sketches of the scene if necessary.
- Draw a diagram indicating the angle and position from where the respective photographs were taken.
- Take measurements where necessary.
- Make note of physical evidence including equipment damage, breaks, rips, burnt materials, skid marks and/or signs of impact.
- Make notes of the environment such as visibility, noise level or temperature.
- Make a list of people present at the accident scene for future reference.
- Gather information on such things as equipment maintenance schedules and safe work procedures.

15.1.4 Interviewing

A list of witnesses must be made at the injury/incident scene for future follow-up. In order to have a successful interview and obtain as much information as possible, a few guidelines should be followed. Basic steps for interviewing witnesses include:

- Determine who conducts the interviews, (supervisor, JHSC, health and safety coordinator).
- Interview all people involved (eye witnesses first) as soon as possible after the injury/incident.
- Remind the witness of the purpose of the interview and how the knowledge will help. Expect the most help if the purpose is to prevent accident recurrence and the least help if the purpose is to place blame.
- Initially ask for a complete version. Try not to interrupt, other than to gently probe, keeping them on track. Request witness to repeat scenario, this time taking notes. Read back what has been written and request clarification. Do not ask leading questions and don't supply answers to questions. Request a signature on the statement.
- Help witnesses feel they are an integral part of the investigation. Ask them what they believe contributed to the accident and how to prevent a recurrence, ask them to name the causes; primary or secondary. Ask them if they can be contacted later if necessary.
- The purpose of the interview is to find out as much about what the witness knows as possible. Ask questions who, what, where, why, when and how to obtain as much information as possible.
- Interview other workers who may have performed the same task who can offer information related to work procedures.
- Conduct interviews separately and privately to avoid influence from other persons.
- Ask questions that are simple and to the point but do not elicit a "yes" or "no" response.
- Avoid asking leading questions or questions that require a yes or no answer.
- Do not interrupt while the person is recounting the events surrounding the injury/incident. Ask for clarification later if necessary.
- Ensure witness statements are recorded. Ask the person to verify by repeating. Review notes at the end of the interview to ensure accuracy and understanding
- Repeat the information back to the person in your own way to confirm understanding of what was told you.
- Stay in contact with the person and ask them to contact you if they remember further details.

To make the interview process easier for the person being interviewed:

- Be courteous and try to put the person at ease. Do not put them on the defensive, as you are not trying to establish fault, only cause.
- Explain that the purpose of the interview is to gather information to prevent a recurrence.
- Do not rush their explanation.
- Thank the person being interviewed.
- Let them know their help was appreciated and important for the investigation.

15.1.5 Identifying contributing factors

Analyze Data

Once all information and evidence has been gathered, analyze the information/evidence to find out what the primary and secondary causes are. Analysis of all the information will help to determine all unsafe acts and unsafe conditions that contributed to the accident.

Primary Cause

Primary cause is the obvious cause; the circumstances that immediately precede the contact which causes harm or damage for example, water on the floor, machine not guarded, faulty equipment, chemical splash, etc. Primary causes need to be analyzed to find out why they exist. This analysis will provide the secondary cause.

Secondary Cause

Secondary cause is the underlying or basic cause; the cause that is not so obvious. The secondary cause can be found by asking “why”. Why is there water on the floor? Why is the machine not guarded? Secondary causes could be connected with training, supervision, policies, procedures, manager commitment, etc.

The “why” is the secondary causes that must have existed for the accident to occur. Accidents generally do not occur because of a single cause, but rather because of a combination of primary and secondary causes.

Unsafe Act

Departure from an accepted, normal or correct procedure or practice which has actually produced an injury or property damage or which has the potential for producing such loss; may be an act of commission or an act of omission. Any behavior on the part of an employee which increases his/her chances of being injured.

Unsafe Condition

Any physical state, which deviates from that which is acceptable, normal or correct in terms of its past production or potential future production of personal injury and/or property damage. Any physical state,

which results in a reduction in the degree of safety normally, present and increases an employee's chance of being injured.

Review all contributing factors that may have alone or interacted with another, such as;

- People.
- Equipment.
- Material.
- Environment.
- Process.

15.1.6 Report

The Complete Concrete Restoration Ltd. Injury/Incident Investigation Report must be used to report all of the information gathered during the investigation.

This report goes to those people who need to know what happened, why it happened and what can be done to prevent a similar injury/incident from recurring. The investigation report shall be objective and descriptive. It shall clearly state who, what, where, when, why and how so anyone without prior knowledge of the injury/incident will be able to understand what happened, identify the causes and understand the recommendations for corrective action. In all cases, the report shall be reviewed, signed and dated by the supervisor. A copy shall also be sent to Safety Representative and/or the co-chairs of the Joint Health and Safety Committee. The co-chairs shall then review at the next Joint Health and Safety Committee meeting and sign the back of the form.

An injury/incident investigation report contains the details of the injury/incident, the analysis of the information gathered, recommendations for change or correction and a suggested compliance date. This report can be written only after a thorough investigation has been completed. The more clear and comprehensive the report is, the easier it is to understand and take corrective action to prevent future recurrence. The report should be clear, concise and well organized.

Remember to include only the facts in the report. Personal opinions must not be included in the report. Follow-up after an injury/incident investigation is necessary to ensure that all recommendations are in effect and corrective action has been taken.

Critical Injury Or Fatality

A written report under subsection 51(1) of the Occupational Health and Safety Act respecting an occurrence in which a person is killed or critically injured must specify the following:

- The name and address of the constructor and the employer, if the person involved is a worker.
- The nature and the circumstances of the occurrence and the bodily injury sustained by the person.
- A description of the machinery or equipment involved.
- The time and place of the occurrence.
- The name and address of the person involved.
- The names and addresses of all witnesses to the occurrence.

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- The name and address of the any qualified medical practitioner by whom the person was or is being attended for the injury.
- The steps taken to prevent a recurrence.

In the case of a critical injury or fatality, Complete Concrete Restoration Ltd. will inform the Ministry of Labour immediately by phone and send a written report within 48 hours.

Accident, Explosion Or Fire Causing Injury

A notice under subsection 52(1) of the Occupation Health and Safety Act respecting an occurrence involving a worker shall set out;

- The name, address and type of business of the employer.
- The nature and the circumstances of the occurrence and the bodily injury or illness sustained by the worker.
- A description of the machinery or equipment involved.
- The time and place of the occurrence.
- The name and address of the worker involved.
- The names and addresses of all witnesses to the occurrence.
- The name and addresses of any legally qualified medical practitioner by whom the worker was or is being attended for the injury or illness.
- The steps taken to prevent a recurrence.
- Complete Concrete Restoration Ltd. will give notice in writing, within four days to the Ministry of Labour (if requested), the Joint Health and Safety Committee and the trade union, if any.

Occupational Illness

A notice under subsection 52(2) of the Occupational Health and Safety Act (information and particulars respecting a worker's occupational illness) shall contain the following information:

- The employer's name, address and type of business.
- The nature of the illness.
- The worker's name and address.
- The name and address of any legally qualified medical practitioner by whom the worker was or is being attended for the illness.
- The name and address of each medical facility, if any, where the worker was or is being attended for the illness.
- A description of the steps taken to prevent a recurrence.

Complete Concrete Restoration Ltd. will give notice in writing, within four days to the Ministry of Labour, the Joint Health and Safety Committee and the trade union, if any.

Incident At A Project

Complete Concrete Restoration Ltd. will keep a permanent record of any accident, explosion or fire involving a worker that causes injury requiring medical attention but does not disable the worker from

performing his or her usual work. Complete Concrete Restoration Ltd. will make the record available to the Ministry of Labour upon request. The record shall include particulars of:

- The nature and circumstances of the occurrence and the injury sustained by the worker.
- The time and place of the occurrence.
- The name and address of the injured worker.
- The steps taken to prevent a recurrence.

As outlined in section 11 of the Regulations for Construction Projects, any of the incidents outlined require a notice in writing of the occurrence. A notice under section 53 of the Occupational Health and Safety Act shall set out the circumstances of the occurrence and the steps taken to prevent a recurrence. When acting as constructor, Complete Concrete Restoration Ltd. will give the notice to the Joint Health and Safety Committee and the Ministry of Labour within two days of the occurrence.

Failure Of All Or Part Of

This policy applies with respect to an occurrence for which a report under subsection 51(1) of the Occupational Health and Safety Act or a notice under section 52 or 53 of the Occupational Health and Safety Act is given.

When acting as constructor, Complete Concrete Restoration Ltd. will provide, within 14 days after the occurrence, a professional engineer's written opinion stating the cause of the occurrence if the occurrence involves a failure of all or part of:

- Temporary or permanent works.
- A structure.
- An excavation wall or similar earthwork for which a professional engineer has given a written opinion that the stability of the wall is such that no worker will be endangered by it.
- A crane or similar hoisting device.

15.1.7 Recommendation for corrective action

The person(s) or Joint Health and Safety Committee conducting the investigating shall consider what needs to be accomplished in order to eliminate or reduce the possibility of a similar injury/incident from occurring. The recommendations shall focus on, but are not limited to:

- Assign responsibility for corrective action.
- Policy/procedure revision or development.
- Training or re-training.
- Equipment repair, maintenance or replacement.
- Improved supervision/management.

The recommendations will focus on corrective actions to all the contributing factors that have been identified. Responsibilities will be assigned to the related workplace parties based on knowledge. Recommendations will be recorded and must specify the following:

- What the recommendation is.

- Why the recommendation was presented.
- How the corrective action is to be taken.

15.1.8 Recommendations are acted upon

Once a recommendation is accepted, it is important to ensure the recommendation is acted upon. Actions must be documented, and include:

- What has been done?
- Who completed the actions?
- When the actions were completed.

15.1.9 Recommendations are communicated

Recommendations are communicated to employees by the site supervisor during the weekly safety meeting.

15.1.10 Notification Requirements

In the event of an injury/incident, the following internal and external reporting requirements must be adhered to:

A prompt announcement following an injury/incident has several benefits including:

- Increases safety awareness.
- Actions can be taken before there are other incidents.
- Helps employee relations by providing facts rather than distortions.

Internal Reporting Requirements

- Department supervisor immediately.
- Safety Representative and/or the Joint Health and Safety Committee.
- Health and safety coordinator.
- Early and safe return to work coordinator.
- President.

External Reporting Requirements

- Critical injury or fatality- Ministry of Labour. Immediately by phone and separate written report required within 48 hours.
- Fire or explosion – Ministry of Labour.
- Environmental release – Ministry of the Environment.
- WSIB, within 72 hours, if worker loses time, seeks medical treatment or earns less than regular pay.

16 Senior Management

16.1 THE SENIOR MANAGEMENT TEAM

A key factor in the success of the Health and Safety Program at Complete Concrete Restoration Ltd. is senior management commitment.

The senior management at Complete Concrete Restoration Ltd. is committed to the prevention of occupational illness and injury in the workplace. Complete Concrete Restoration Ltd. is responsible for implementing and maintaining a safe and healthy work environment for all employees and in compliance with legislated requirements.

16.1.1 Continuous improvement plan

The senior management at Complete Concrete Restoration Ltd. will initiate and maintain a plan for continuous improvement of the Health and Safety Program. The continuous improvement plan will address:

- Relevant goals to be achieved according to Complete Concrete Restoration Ltd. needs.
- Target dates for progress review and completion of each goal.
- Assign responsibility for each goal
- Resources required to accomplish each goal.
- Senior management approval of the plan
- Celebration of successes with employees as goals are achieved.

The objectives of the Health and Safety Program are as follows:

- To provide a safe and health working environment for all employees.
- To minimize or eliminate hazards associated with work processes.
- To minimize or eliminate damage to property and equipment.
- To ensure that the highest levels of health and safety are achieved through a comprehensive Health and Safety Program and promotion of safety and well being of all employees.
- To reduce the number of unsafe acts and conditions, thereby reducing the number of accidents, before the annual review of the program.
- To ensure a health and safety training needs review is conducted annually.

Additional specific goals and objectives relating to health and safety will be recorded using the Health and Safety Goals and Objectives Form.

Management of Complete Concrete Restoration Ltd. will prepare a written occupational Health and Safety Program and review it annually with the Joint Health and Safety Committee. It is the responsibility of management to ensure that the program is implemented, maintained and communicated to ensure a safe working environment.

All improvements to Complete Concrete Restoration Ltd. Health and Safety Program will be recorded, and the successes will be communicated to all employees by posting information on each health and safety bulletin board or where necessary, through a training or orientation session.

16.1.2 Review Health and Safety Trends

The continuous improvement plan will be based on current health and safety trends such as:

- Injury/illness cause.
- Workplace inspection.
- Injury/incident investigations.
- Hazard reports.
- Work refusal reports.
- The Joint Health and Safety information available.
- All other health and safety information available.

Health and safety trends will be reviewed at the regularly scheduled Joint Health and Safety Committee meeting.

Improvement opportunities from the above list will be included as goals in the Health and Safety Program's continuous improvement plan.

16.1.3 Responds to recommendations

Recommendations that relate to well defined problems and which are logical, supported by facts, and practical, are the ones most likely to be acted upon by the employer.

The Joint Health and Safety Committee should include references to the Occupational Health and Safety Act, related regulations and related standards and guidelines as much as possible when making a recommendation.

Recommendation must be made in writing to the employer using the JHSC Recommendation Form. This form can be found at the back of this manual and at projects site trailers or tool bins.

The employer will respond in writing within twenty-one (21) days. If the employer agrees, a timetable for implementation must be included. The implementation of the recommendations must include actions taken, actions to be taken and any other information relevant. If the employer does not accept a recommendation the reasons must be given.

16.1.4 Program to regularly communicate health and safety information

All information concerning occupational health and safety will be communicated by management and the Safety Representative and/or the Joint Health and Safety Committee on a regular basis. Management and the Safety Representative and/or the Joint health and Safety information is posted and updated.

Postings on each health and safety bulletin board shall be updated as necessary. Each health and safety bulletin board must be included in the Safety Representative and/or the Joint Health and Safety Committee monthly inspection to ensure all postings are current. In addition a monthly newsletter will also be provided to the workers. All communication will be recorded.

The communication programs address the following:

- Review of Health and Safety Program components.
- Injury/incident trends.
- Investigation reports.
- Claims experience reports.
- Inspection reports.
- The Safety Representative and/or the Joint Health and Safety Committee minutes.
- Early and safe return to work participant summary.
- New health and safety legislation.
- MOL inspection reports.
- Continuous improvement plan progress.

All employees must participate including senior levels of management.

16.1.5 Integration of health and safety into all aspects of the organization

The management at Complete Concrete Restoration Ltd. will ensure integration of the Health and Safety Program to all aspects of the organization through the following methods:

- Inspection including manager/supervisor, the Joint Health and Safety Committee, operator pre-shift and senior management.
- Appropriate training.
- Thorough investigation of incidents.
- Company wide application of the Health and Safety Program requirements.
- Employee participation.
- Management is carrying out duties as described in the employer's safety program.

16.1.6 Program Review

The existing health and safety policy and program will be reviewed at least annually. This will be done to meet the requirements of Section 25 (2) (j) of the Occupational Health and Safety Act and to ensure all programs, policies and procedures are in line with current legislated requirements.

All managers and supervisors will be notified of the results of the review and will be orientated on the changes to the program. Included in this review will be an analysis of all senior management inspections, manager/supervisor inspections, the Safety Representative and/or the Joint Health and Safety Committee inspections, and operator pre-shift inspection. The purpose of this review is to identify any on going or reoccurring problems as well as to determine if the incident rate of unsafe acts or conditions are on the rise.

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The Health and Safety Program changes will be documented and will receive an identifier. There will be a controlled copy available. All programs reviews and/or revisions are recorded.

Complete Concrete Restoration Ltd. will ensure all Health and Safety Program changes are communicated.

16.1.7 Off-the-job health and safety

Complete Concrete Restoration Ltd. will maintain a program for off the job safety. Off the job-safety promotes health and safety as an overall cultural benefit not specifically related to the workplace. The program will communicate, on current issues, by the following methods:

- Newsletter or payroll inserts.
- Safety talks.

16.1.8 Executive management performs workplace inspections.

Executive management will perform an inspection of the workplace on an annual basis with a senior management representative. A schedule of dates and inspectors will be determined at the start of each new year. The purpose of the executive management inspection is to concentrate on critical or important health and safety items.

17 Early and Safe Return to Work.

17.1 ESRTW PROGRAM

The purpose of an early and safe return-to-work program is to adhere to legislated requirements and to re-employ the worker as soon as possible to ensure a minimum of claim costs.

Modified work is of utmost importance in ensuring the timeliest return to regular duties for the injured worker. Workers who are provided with modified duties are more likely to return to their pre-injury jobs in a shorter period of time and with fewer continuing compensable problems.

Modified work is any job, task or function that may be performed safely by a worker who suffers from diminished capacity resulting from a work-related injury/illness. The modified duties must not present the possibility of re-injury/aggravation to the worker and must not allow the possibility of any risk to other workers in the workplace. The work must also be productive and have value.

A modified work program is a strategy, which provides structure and organization to the return of injured workers to the workplace. This program should be part of the company policy, thereby recognizing the employer's responsibility and participation in the effective rehabilitation of all injured workers

17.1.1 Roles and Responsibilities

Following the implementation of Bill 99, both the employer and the injured worker have added responsibilities. While the employer is now expected to be self-reliant, the worker is expected to cooperate in all aspects concerning his/her return to work.

Employer

- The first responsibility of the employer is to ensure that the injured worker receives prompt medical attention in the event of an injury/illness occurring at the workplace. The employer is responsible for the cost of transporting an injured worker to a medical facility.
- An Employer's Report of Injury/Disease – Form 7, must be completed for all injuries where the injured worker receives health care, has earned less than a regular days salary, has been performing modified work (at regular pay) for more than seven calendar days or loses time from work.
- An accident investigation must be conducted, if applicable, and any recommendations to prevent a reoccurrence must be documented.
- The injured worker shall be paid full wages for the entire shift that he/she was scheduled to work on the day of the accident.
- The employer should offer the injured worker modified work in writing as soon as possible.

Program Co-Coordinator

- The program coordinator will ensure that the claims management program is monitored properly and that there is regular communication with all injured workers. Complete Concrete Restoration Ltd. reserves the right to utilize a third party claims management team to manage any outstanding claims.

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- It is the responsibility of the program coordinator to ensure that the doors of communication remain open. If an injured worker is off work or performing modified duties, the program coordinator must provide the worker with the appropriate forms to be completed by the worker's treating physician. As well, it is the program coordinator's responsibility to make sure that the worker understands what the forms are and why they are necessary.

Injured Workers

- Worker must report all work-related injuries/illnesses to their supervisor immediately. If further medical attention is required, the worker must be taken to the first aid station or an appropriate health care facility if required.
- If the injured worker requires medical attention outside of company premises, he/she must take the Functional Abilities Form to the medical practitioner. The worker must also advise the medical practitioner that modified duties are available. It may be advisable to have a Job Task Analysis Form completed and available for each job within the firm.
- If a worker seeks medical help after leaving the workplace, as a result of a workplace injury/illness, he/she must inform the employer immediately after seeing the physician.
- If a worker is advised by the doctor to remain off work, he/she must advise the employer immediately. A Functional Abilities Form will be forwarded to the injured worker to be completed by the treating physician at the earliest opportunity (if not already completed).

Workers are expected to cooperate with the employer in the completion of any company or WSIB forms regarding the workplace injury/illness.

Health Care Provider

When an injured worker visits his/her health care provider, the worker must be accompanied by a Functional Abilities Form. It is the role of the health care provider to complete this and any other WSIB form in order to help facilitate a return to work (either regular duties or modified/alternative duties). A copy of these forms will be returned to the WSIB, the worker and the employer.

As a fee is paid to the health care provider to complete these forms, the form must be completed thoroughly and legibly. The employer will use the information provided on these forms to bring the worker back to work safely and without further physical aggravation.

WSIB

It is important that once a worker is physically capable of returning to some form of work, that the employer makes a modified work offer in writing. A copy of the offer must be sent to the Claims Adjudicator.

If the employer makes a suitable offer of modified work, the injured employee is expected to accept his offer. If the employee refuses the offer, it is then the responsibility of the adjudicator to make a ruling on the suitability of the work offered. If the adjudicator finds that the offer was legitimate, any time lost after the date of the offer will not be paid for by the WSIB.

As well, it is the responsibility of the adjudicator to ensure that the worker's health and care provider is actually providing the documentation necessary to facilitate the worker's return. The employer cannot

communicate with a health care provider without the worker's permission, the adjudicator can speak with the health care provider and get any information necessary.

Procedure

It is extremely important that when a work related injury occurs that the worker obtains and be given immediate first aid and care. The health and safety of the worker and all others is the foremost concern at this time. In the event of a workplace injury/illness, the following procedure must be followed:

- If able, the injured worker shall obtain all the necessary documents and forms, including a Functional Abilities Form, from their supervisor as per the Injury/Incident Reporting Policy.
- The injured worker and any witnesses must complete a written statement. It is advised that if possible, the worker complete the form personally. The balance of the documentation is to be turned over to the attending physician.
- All forms must be completed in their entirety and returned to the company in a timely manner. This will ensure prompt reporting to the Workplace Safety and Insurance Board. Any extra costs will be born by the company.

Further medical assessments by specialists may be required by Complete Concrete Restoration Ltd. or the Workplace Safety and Insurance Board from time to time.

Each time a physician is seen or the injured worker's condition changes, the Claim Consent Form and Functional Abilities Form, or the equivalent must be completed and immediately forwarded to management.

The worker's full cooperation, participation and commitment at these times and throughout the program are essential and required by the Workplace Safety and Insurance Act (WSIA).

Early and safe return-to-work programs are individualized to meet the injured worker's needs. The program coordinator will assist, when required, in establishing the necessary programs and plans. After changes to the work and/or workplace, a thorough analysis is done to assure worker/task compatibility and the health and safety of the worker and their co-workers. Placement in programs must not pose a health or safety hazard to the injured worker or co-workers.

A supervisor or an appropriate designate, is assigned to provide the worker with job instructions, training and evaluation. The worker and the program coordinator must agree to the performance standards by which the worker is to be evaluated.

The early and safe return-to-work program terms are negotiated and all involved parties including the physician reach a consensus. The plan sets out the objectives, programs, activities and time frames necessary to bring the worker back to work, or as close as possible, to the pre-injury earnings profile. Such a plan may be periodically changed depending on the worker's progress and available work.

Modified work, which is a part of the early and safe return-to-work program, is specifically designed to help workers re-adjust to employment so they can gradually improve their physical capabilities and

increase their tolerance. Such programs will also give all parties involved an opportunity to observe how the worker prepares and copes with the assigned tasks.

17.1.2 Contact with the injured worker

The employer must contact an injured worker as soon as possible after learning of a workplace injury/illness. It is the employer's responsibility to maintain contact throughout the worker's recovery period.

By maintaining contact with an injured employee, the employer will have an easier time getting the information needed from the worker in order to safely bring him/her back to the workplace.

It is suggested that a worker off with a serious injury should be contacted once a week. A log should be kept by the employer to track the following:

- Date of contact.
- General comments regarding worker's present physical status.
- Date of next doctor's appointment.

The ESRTW progress report can be found at the end of this manual. It can also be located at projects site trailers or tool bins. It is also suggested that a meeting be held once a month with the injured worker to follow up and treatment and to reassess the situation.

By staying in contact with the worker, the employer will always know when to follow up regarding the most recent doctor's appointment. As a Functional Abilities Form should be given when the worker is scheduled to see his/her doctor, the employer will easily be able to offer modified work based on restrictions given, therefore cutting down the amount of lost time.

17.1.3 Medical monitoring and treatment

An employer cannot directly contact a worker's health care provider without the worker's permission. In order to ensure that the worker's injury is progressing, the employer can provide the worker with a new Functional Abilities Form for every doctor's visit. Once this form is received, the health care provider is obligated to complete the form and give copies to the WSIB, the worker and the employer. An explanatory letter and functional abilities form is provided at the end of this manual. It is also available at project site trailers and tool bins.

On the Functional Abilities Form, there is a space for the treating physician to recommend the amount of hours that the worker is capable of performing job duties, and the estimate duration for restrictions given. Using the information from these two places, the employer may determine when a follow up Functional Abilities Form is needed.

17.1.4 Provisions for modified work

Modified work is any job, task or function that may be performed safely by a worker who suffers from diminished capacity resulting from a work-related injury/illness. The modified duties must not present the

possibility of re-injury/aggravation to the worker and must not allow the possibility of any risk to other workers in the workplace. The work must also be productive and have value.

A modified work program is a strategy, which provides structure and organization to the return of injured workers to the workplace. This program should be part of the company policy, thereby recognizing the employer's responsibility and participation in the effective rehabilitation of all injured workers.

When a worker is physically capable of returning to some form of employment, it does not necessarily have to be modified work. If the worker's pre-injury job does not conflict with any medical restrictions given, there is no reason to find alternative work. As well, a worker can return to the workplace in any capacity (any department within the business) as long as the worker is not at risk of further injury either to themselves or anyone else.

It is important to record what modified job the worker returned to and for what length of time. After two weeks of modified work, it is suggested that the worker return to his/her health care provider for completion of a follow up Functional Abilities Form. As the worker progresses, the employer should be able to see fewer and fewer restriction.

17.1.5 Re-integration of the worker to regular work

The employer can illustrate their commitment to the Early and Safe Return to Work Program by agreeing to the worker participating in a work hardening or transitional work program. Work hardening refers to when an injured employee is partially performing some of their pre-injury activities until being able to completely perform their pre-injury activities. Transitional work refers to when an injured employee is temporarily performing activities other than their pre-injury activities during the recovery period of their work-related injury. The employer in consultation with the injured worker shall determine what form of modified work is most appropriate to the circumstances at hand.

17.1.6 Reporting requirements to WSIB

When an injured worker returns to the workplace in any capacity following an injury/illness, the return must be reported to the WSIB. If it is financially possible to return a worker to modified duties while maintaining the worker's pre-injury wages, the WSIB will stop paying any temporary compensation benefits. This will cut the costs utilized for experience rating purposes.

Employer

An employer is obligated to report an injury/illness to the WSIB under the following circumstances:

- If there is lost time incurred (beyond the date of the injury).
- If the worker receives health care.
- If the worker is performing modified duties at less than pre-accident wages.
- If the worker is performing modified duties (at pre-injury wages) in excess of seven calendar days.

When a worker returns to modified/alternative duties, the WSIB must be informed of the following:

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- Date of return.
- Hours scheduled (Full day? Half day? Graduated hours beginning with 2 hours per day?).
- Wages to be paid (Pre-injury pay? Pay only for hours worked? Reduced wages).
- Changes in the job tasks/duties.
- Worker's failure to cooperate (unexplained absences).
- Inform the WSIB when the worker is able to return to pre-accident job with regular hours and wages.

Health care includes:

- Services requiring the professional skills of a health care practitioner (doctor, nurse, chiropractor or physiotherapist).
- Services provided at hospitals and health care facilities.
- Prescription drugs.

Worker

A worker is required to report an injury/illness to their supervisor immediately upon realization of an injury/illness.

Documentation

- Once the Functional Abilities Form has been completed by the injured worker's physician, it must be returned to the employer as soon as possible to ascertain the specific restriction and determine if modified job duties are in order.
- A completed copy of the Job Task Analysis form should be attached to the Functional Abilities Form to ensure that the doctor is aware of the worker's pre-injury job duties.
- A written offer of modified work should be made to the injured worker, noting that the applicable restrictions are being observed. The Modified Work Agreement form shall be used for this purpose and may be accompanied by a personalized letter.
- A selection of job duties, which observe the injured worker's restrictions, should be identified and set out to establish a strategy for a progressive return to the worker's usual job function.
- A tentative schedule of progression and medical re-evaluation should be arranged to assess the injured worker's progress and to determine subsequent work assignments.
- Once a worker is declared fit for his/her regular job duties, he/she should be removed from the program.

All workers shall be made aware of the expected steps and results of this plan.

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