

Health and Safety Program and Policies Manual

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1.0 OUR HEALTH AND SAFETY POLICY STATEMENT

Cloverdale Child Care (the “Business”) is committed to the health, safety and wellbeing of its workers and of all individuals who enter its workplace. For the purposes of this policy, the terms “worker” and “workers” include any volunteers, trainees, and apprentices.

It is our policy to provide a safe work environment for all of our workers at all times by continuously promoting safe work practices, educating and training our workers regarding all applicable health and safety laws and best practices (including their specific duties and obligations under health and safety legislation), and regularly inspecting and evaluating our workplace in order to identify any existing or potential hazards so that they can be avoided, if not eliminated.

The duty to maintain a safe workplace is shared equally by all our workers. Supervisory personnel and members of our management are responsible for ensuring that our workers are aware of and carrying out their duties in accordance with all the health and safety policies and procedures that we have in place from time to time, including those that are set out in this policy manual.

It is our goal to foster and maintain a culture of health and safety compliance within our Business so that workplace safety becomes an attitude that all our workers carry with them both on and off the job.

However, we also recognize that the creation, maintenance and promotion of health and safety programs, policies, procedures and protocols is an organic exercise, and as a result, our own programs, policies, procedures and protocols will need to be amended, revised, updated and modified from time to time as the Business changes and matures to ensure that our workplace is safe.

It is the policy of the Business to abide by all of the rules and provisions contained in the *BC Workers Compensation Act*, RSBC 1996 c. 492 (the “WCA”), the *British Columbia Occupational Health and Safety Regulation*, BC Reg. 296/97 (collectively the “OHSR” or the “Regulation”), any successor legislation, and the regulation thereto, as all of them may be amended from time to time, including all of the exemptions set out in *WCA* and *Regulation*. Consequently, the Business’s health and safety programs, policies, procedures and protocols shall be interpreted and applied in accordance with the *WCA* and *Regulation*. For further clarity, should any provision of any of our health and safety programs, policies, procedures or protocols conflict with the provisions of the *WCA* or *Regulation*, then the provisions of the *WCA* or *Regulation*, any other applicable legislation, as the case may be, shall prevail.

Name:

Signature

Position

Date:

2.0 ABOUT THIS POLICY MANUAL

This policy manual serves as the foundation of the Business's health and safety program. We expect that as the Business grows, evolves and matures, its health and safety program will grow, evolve and mature with it. The Business thus recognizes that maintaining a safe workplace is not a static exercise.

For this reason, the terms and provisions of this manual may need to be amended, supplemented or qualified by additional programs, policies, procedures and protocols that the Business may issue from time to time as the needs, duties and obligations of the Business change.

Similarly, should the *WCA* or the *Regulation*, or any other applicable legislation, impose any requirement(s) that are not included in any of our health and safety programs, policies, procedures or protocol, or in the event that the *Regulation*, and any other applicable legislation, is amended so as to impose greater obligations than those set out by the Business in this manual, or in any other program, policy, procedure or protocol, then the provisions of the *Regulation*, and all other applicable legislation, as the case may be, will prevail.

Peninsula Employment Services Limited ("Peninsula") ***cannot and does not*** in any way represent, warrant or guarantee that your Business will be compliant with all applicable health and safety laws, or that it will be immune from enforcement proceedings, including prosecution, as a result of utilizing this policy manual. Proper compliance with health and safety laws is ultimately the responsibility of your Business.

Lastly, neither this policy or any of the material contained in this policy may be reproduced, redistributed, or resold in whole or in part without the prior written consent of Peninsula.

3.0 ROLES AND RESPONSIBILITIES

All worksite parties are required to comply with the *WCA* and *Regulation* and cooperate with a person exercising a duty imposed under the *WCA* or *Regulation*.

If a person has two or more functions under the *WCA* or *Regulation* (e.g., a person could be considered both a worker and a supervisor), the person shall meet the obligations of each function.

3.1 EMPLOYERS

An employer is defined under the *WCA* as including every person having in their service under a contract of hiring or apprenticeship, written or oral, express or implied, a person engaged in work in or about an industry.

Employers shall ensure, as far as it is reasonably practicable to do so:

- (a) the health and safety and welfare of
 - (i) workers engaged in the work of that employer;
 - (ii) those workers not engaged in the work of that employer but present at the work site at which that work is being carried out; and
 - (iii) other persons at or in the vicinity of the work site who may be affected by hazards originating from the work site.
- (b) that they comply with the *WCA* and *Regulation*;
- (c) that the employer's workers
 - (i) are aware of their rights and duties under the *Regulation*, the *WCA*, and of any health and safety issues arising from the work being conducted at the work site;
 - (ii) are made aware of all known or reasonably foreseeable health or safety hazards to which they are likely to be exposed by their work; and
 - (iii) comply with the *WCA* and the *Regulation*.
- (d) that none of the employer's workers are subjected to or participate in harassment or violence at the work site;
- (e) that the employer's workers are supervised by a person who
 - (i) is competent; and
 - (ii) is familiar with the *Regulation* and the *WCA* provisions that apply to the work performed at the work site.
- (f) that the employer establishes, consults and cooperates with the joint work site health and safety committee or the health and safety

representative, as applicable, to exchange information on health and safety matters and to resolve health and safety concerns;

- (g) make a copy of the *WCA* and the *Regulation* readily available for review by the employer's workers and, at each workplace where workers of the employer are regularly employed, post and keep posted a notice advising where the copy is available for review;
- (h) that health and safety concerns raised by workers, supervisors, self-employed persons and the joint work site health and safety committee or health and safety representative are resolved in a timely manner; and
- (i) that on a work site where a prime contractor is required, the prime contractor is advised of the names of all of the supervisors of the workers.

Furthermore, every employer shall ensure that workers are adequately trained in all matters necessary to protect their health and safety, including before the worker

- (a) begins performing a work activity;
- (b) performs a new work activity, uses new equipment or performs new processes; or
- (c) is moved to another area or work site.

3.2 SUPERVISORY PERSONNEL

A supervisor is any person who has charge of a work site or authority over a worker.

Supervisors **shall**:

- (a) ensure that the supervisor is competent to supervise every worker under the supervisor's supervision;
- (b) ensure the health and safety of all workers under the direct supervision of the supervisor;
- (c) ensure that a worker under the supervisor's supervision works in the manner and in accordance with the procedures and measures required by the *WCA* and *Regulation*;
- (d) ensure that every worker under the supervisor's supervision uses all hazard controls, and properly uses or wears personal protective equipment designated or provided by the employer or required to be used or worn by the *WCA* or the *Regulation*;
- (e) ensure that none of the workers under the supervisor's supervision are subjected to or participate in harassment or violence at the work site;
- (f) advise every worker under the supervisor's supervision of all known or reasonably foreseeable hazards to health and safety in the area where the worker is performing work;

- (g) report to the employer a concern about an unsafe or harmful work site act that occurs or has occurred or an unsafe or harmful work site condition that exists or has existed;
- (h) comply with the *WCA* and the *Regulation*;
- (i) consult and cooperate with the joint committee or worker health and safety representative for the workplace; and
- (j) be knowledgeable about the *WCA* and *Regulation* applicable to the work being supervised.

3.3 WORKERS

A worker is defined under the *WCA* as including:

- (a) a person who has entered into or works under a contract of service or apprenticeship, written or oral, express or implied, whether by way of manual labor or otherwise;
- (b) a person who is a learner, although not under a contract of service or apprenticeship, who becomes subject to the hazards of an industry within the scope of the *WCA* for the purpose of undergoing training or probationary work specified or stipulated by the employer as a preliminary to employment;
- (c) an independent operator admitted by WorkSafeBC under the *WCA*; and
- (d) a person deemed by the WorkSafeBC to be a worker under the *WCA*.

Workers shall, when engaged in an occupation:

- (a) take reasonable care to protect their own health and safety and the health and safety of other persons who may be affected by the worker's acts or omissions at work;
- (b) comply with the *WCA* and *Regulation* and any applicable orders;
- (c) carry out his or her work in accordance with established safe work procedures as required by *WCA* and *Regulation*;
- (d) use or wear protective equipment, devices and clothing as required by the regulation;
- (e) not engage in horseplay or similar conduct that may endanger the worker or any other person;
- (f) ensure that the worker's ability to work without risk to his or her health or safety, or to the health or safety of any other person, is not impaired by alcohol, drugs or other causes;
- (g) report to their supervisor or employer

- (i) any contravention of the *Regulation* or an applicable order of which the worker is aware; and
- (ii) the absence of, or defect in any, protective equipment, device or clothing, or the existence of any other hazard that the worker considers is likely to endanger the worker or any other person.
- (h) cooperate with the joint committee or worker health and safety representative for the workplace; and
- (i) cooperate with WorkSafeBC, officers of WorkSafeBC, and any other person carrying out a duty under the *WCA* or *Regulation*.

3.4 SUPPLIERS

A supplier is defined under the *WCA* as a person who manufactures supplies, sells, leases, distributes, erects or installs:

- (a) any tool, equipment, machine, device; or
- (b) any biological, chemical or physical agent to be used by a worker.

Every supplier shall:

- (a) ensure that any tool, equipment, machine or device, or any biological, chemical or physical agent, supplied by the supplier is safe when used in accordance with the directions provided by the supplier and complies with the *WCA* and *Regulation*;
- (b) provide directions respecting the safe use of any tool, equipment, machine or device, or any biological, chemical or physical agent, that is obtained from the supplier to be used at a workplace by workers;
- (c) ensure that any biological, chemical or physical agent supplied by the supplier is labelled in accordance with the applicable federal and provincial enactments;
- (d) if the supplier has responsibility under a leasing agreement to maintain any tool, equipment, machine, device or other thing, maintain it in safe condition and in compliance with the *WCA* and *Regulation* and any applicable orders; and
- (e) comply with the *WCA* and *Regulation* and any applicable orders.

3.5 CONTRACTORS

A contractor is any person, partnership, or group of persons who, through a contract, agreement or ownership, directs the activities of one or more employers or self-employed persons involved in work at a work site.

Every contractor shall, as far as is reasonably practicable to do so, ensure that:

- (a) every work site where an employer, worker, or self-employed person works pursuant to a contract with the contractor; and

- (b) every work process or procedure performed at a work site by an employer, worker, or self-employed person pursuant to a contract with the contractor

that is under the control of the contractor does not create a risk to the health and safety of any person.

Furthermore, every contractor shall, if the contractor is on a work site that has a prime contractor, advise the prime contractor of the name of every employer or self-employed person with whom the contractor directs the work activities.

3.6 PRIME CONTRACTORS

Every workplace where workers of two or more employers are working at the same time is known as a “multiple employer workplace”. Prime contractors are defined under the *WCA* as the directing contractor, employer or other person who enters into a written agreement with the owner of that workplace to be the prime contractor for the purposes of the *WCA*. If there is no such agreement, the prime contractor is the owner of the workplace.

The name of the prime contractor must be posted in a conspicuous place at the work site.

If a requirement in the *WCA* or *Regulation* imposes a duty on an employer or a self-employed person with respect to equipment, work site infrastructure, or an excavation, and the equipment or infrastructure is designed, constructed, erected or installed, or the excavation is conducted by or on behalf of a prime contractor, the prime contractor shall comply with the requirement as if the requirement were directly imposed on the prime contractor.

The prime contractor shall:

- (a) ensure that the activities of employers, workers, and other persons at the workplace relating to occupational health and safety are coordinated;
- (b) establish, as far as it is reasonably practicable to do so, a system or process that will ensure compliance with the *WCA* and *Regulation* in respect of the work site;
- (c) coordinate, organize, and oversee the performance of all work at the work site to ensure, as far as it is reasonably practicable to do so, that no person is exposed to hazards arising out of, or in connection with, activities at the work site;
- (d) conduct the prime contractor’s own activities in such a way as to ensure, as far as it is reasonably practicable to do so, that no person is exposed to hazards arising out of, or in connection with, activities at the work site;
- (e) consult and cooperate with the joint work site health and safety committee or health and safety representative, as applicable, to attempt to resolve any health and safety issues; and

- (f) coordinate the health and safety programs of employers and self-employed persons on the work site, if two or more employers or self-employed persons or one or more employers and one or more self-employed persons on the work site have a health and safety program.

3.7 SELF-EMPLOYED PERSONS

A self-employed person is a person who is engaged in an occupation but is not in the service of an employer for that occupation.

Every self-employed person shall:

- (a) conduct the self-employed person's work so as to ensure that the self-employed person or any other person is not exposed to hazards from activities at the work site;
- (b) when working on a project that has a prime contractor, advise the prime contractor that the self-employed person is working on the project;
- (c) if a requirement of the *WCA* and *Regulation* imposes a duty on an employer or a worker, comply with the requirement as if the requirement were directly imposed on the self-employed person, with any necessary modifications; and
- (d) report, to the extent that it is reasonably practicable to do so, to all affected employers and self-employed persons at the work site, a concern about an unsafe or harmful work site act that occurs or has occurred or an unsafe or harmful work site condition that exists or has existed.

3.8 TEMPORARY STAFFING AGENCIES

A temporary staffing agency is an organization that retains workers and deploys or facilitates the placement of those workers with other employers.

Every temporary staffing agency shall ensure, as far as it is reasonably practicable for it to do so,

- (a) that the worker to be assigned to another employer is suitable to perform the task for which the worker is to be assigned;
- (b) that the worker is equipped with any necessary personal protective equipment prior to deployment to the other employer, or will be so equipped prior to commencing work activities with the other employer; and
- (c) that the other employer is capable of ensuring the health and safety of the worker.

3.9 OWNERS

An owner is the person or organization who is the owner of the land on which work is being carried out or may be carried out, and includes a trustee, receiver, mortgagee in possession, tenant, lessee, licensee or occupier of any lands or premises used or to be used as a workplace, as well as a person who acts for or on behalf of an owner as an agent or delegate.

Every owner shall

- (a) provide and maintain the owner's land and premises that are being used as a workplace in a manner that ensures the health and safety of persons at or near the workplace; and
- (b) give to the employer or prime contractor at the workplace the information known to the owner that is necessary to identify and eliminate or control hazards to the health or safety of persons at the workplace.

3.10 VISITORS

Every person who visits a workplace of the Business ***must***.

- (a) Follow any sign-in and sign-out policy or protocol;
- (b) Refrain from smoking anywhere in the workplace;
- (c) Wear appropriate safety equipment, if necessary;
- (d) Comply at all times with the Business's health and safety policies and protocols;
- (e) Refrain from harassing any of the Business's workers, supervisors, managers or patrons;
- (f) Report any unsafe or potential unsafe condition(s) to any worker or member of management; and
- (g) Not enter areas of the workplace that are normally restricted to workers.

Workers, supervisors, and members of management shall be jointly responsible for monitoring the conduct of visitors to the workplace.

4.0 EDUCATION AND TRAINING

4.1 POSTING HEALTH AND SAFETY LITERATURE IN THE WORKPLACE

The following documents **shall** be posted in a conspicuous location within the workplace:

- (a) A complete copy of the BC *WCA* and *Regulation*;
- (b) A complete and up-to-date copy of this manual;
- (c) An up-to-date copy of WorkSafeBC's "Notice to Workers" poster, as amended from time to time;
- (d) An up-to-date copy of the Business's workplace violence, bullying and harassment policy, including the reporting procedure;
- (e) Information regarding hazardous materials in the workplace, as required by law;
- (f) First Aid Attendant list and evacuation procedures;
- (g) An emergency contact list; and
- (h) If applicable, a list of the names and work locations of current joint health and safety committee members.

4.2 EDUCATION AND TRAINING POLICY

4.2.1 General Training

All workers of the Business shall be provided with occupational health and safety training that complies with applicable health and safety laws.

All supervisors shall be provided with basic occupational health and safety training for supervisors that complies with applicable health and safety laws.

4.2.2 Additional Training and Certified Training

The Business will provide any additional training that is mandated by law and that is required for a worker to carry out his or her duties safely, including (if applicable) but not limited to training to joint health and safety committee members and health and safety representatives, as the case may be, fall arrest training, and WHMIS (Workplace Hazardous Materials Information System) training.

4.2.3 Training Records

All worker training activities will be documented by the Business, including the completion and retention of a list of all workers who have received health and safety training, the nature of the training received (i.e., training program type), and the training completion date.

The information will be listed in **Form A** found in the Appendix hereto (Section 17.0).

4.3 WORKER ORIENTATION AND INDUCTION

Every new worker will be required to undergo health and safety training and orientation prior to commencing work, which training, and orientation is specific to that worker's workplace. The following topics must be included, among others, in the orientation and training:

- (a) the name and contact information for the new worker's supervisor;
- (b) the employer's and young or new worker's rights and responsibilities under the *WCA* and *Regulation*, including the reporting of unsafe conditions and the right to refuse to perform unsafe work;
- (c) workplace health and safety rules;
- (d) hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;
- (e) working alone or in isolation;
- (f) violence in the workplace;
- (g) personal protective equipment;
- (h) location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;
- (i) emergency procedures;
- (j) instruction and demonstration of the new worker's work task or work process;
- (k) the employer's health and safety program, if required under this policy or the *Regulation*;
- (l) WHMIS information requirements that are applicable to the new worker's workplace;
- (m) contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace; and
- (n) Workplace Violence, Bullying and Harassment training.

5.0 WORKER REPRESENTATION

5.1 HEALTH AND SAFETY REPRESENTATIVE

The Business shall in have place a health and safety representative (“HSR”) as required by law if it employs 9 to 19 workers. The HSR must be selected from among the workers at the workplace who do not exercise managerial functions at that workplace.

5.2 JOINT HEALTH AND SAFETY COMMITTEE

The Business shall in have place a joint health and safety committee (“JHSC”) on work sites where there are 20 or more workers. The JHSC must have at least four members and at least half of them must represent the workers. The worker representatives are selected by the workers, or by the union agreement, if one exists. The employer appoints the employer representatives. The JHSC must establish terms of reference and meet in accordance with the requirements of the *WCA* and *Regulation*.

5.3 DUTIES OF THE JHSC AND HSR

In consultation with the JHSC or the HSR, as the case may be, the Business must:

- (a) develop and implement the violence prevention plan and the harassment prevention plan; and
- (b) review the violence and harassment prevention plans when an incident occurs, when the committee recommends it, or annually.

Additional duties of the JHSC or the HSR, as the case may be, include but are not limited to the following:

- (a) receive and address concerns and complaints about the health and safety of workers;
- (b) participate in the identification of hazards to workers or other persons arising out of or in connection with activities at the work site;
- (c) develop and promote measures to protect the health and safety of persons at the work site and check the effectiveness of the measures;
- (d) cooperate with any officer exercising duties under the *WCA* and *Regulation*;
- (e) develop and promote programs for education and information concerning health and safety;
- (f) make recommendations to the employer, prime contractor, or owner respecting the health and safety of workers;
- (g) participate in investigating serious injuries and incidents at the work site;

- (h) maintain records in connection with the concerns and complaints received;
- (i) ensure training and instruction is provided to new JHSC members or HSRs in accordance with the *Regulation*; and
- (j) carry out all other duties and functions of the JHSC or HSR as required under the *WCA* and *Regulation*.

5.4 HEALTH AND SAFETY PROGRAM

An employer who employs 20 or more workers shall establish, in consultation with the joint JHSC, a health and safety program that includes, at a minimum, the following elements:

- (a) a health and safety policy that states the policy for the protection and maintenance of the health and safety of workers at the work site;
- (b) identification of existing and potential hazards to workers at the work site, including harassment, violence, physical, biological, chemical or radiological hazards as well as measures that will be taken to eliminate, reduce or control those hazards;
- (c) an emergency response plan;
- (d) a statement of the responsibilities of the employer, supervisors, and workers at the work site;
- (e) a schedule and procedures for regular inspection of the work site/premises as well as practices to ensure prompt action is taken to correct any hazardous conditions found;
- (f) procedures to be followed to protect health and safety when another employer or self-employed person is involved in work at the work site, including criteria for evaluating and selecting and for regularly monitoring those employers and self-employed persons;
- (g) worker and supervisor health and safety orientation and training;
- (h) procedures for investigating incidents, injuries, and refusals to work;
- (i) procedures for worker participation in work site health and safety, including inspections and the investigation of incidents, injuries, and refusals to work;
- (j) procedures for reviewing and revising the health and safety program if circumstances at a work site change in a way that creates or could create a hazard to workers;
- (k) appropriate written instructions available for reference by all workers, to supplement the *Regulation*;

- (l) provision for holding periodic management meetings for the purpose of reviewing health and safety activities and incident trends, and for the determination of necessary courses of action; and
- (m) the maintenance of records and statistics, including reports of inspections and incident investigations, with provision for making this information available to the JHSC or HSR, as applicable and, upon request, to an officer, the union representing the workers at the workplace or, if there is no union, the workers at the workplace.

Most health and safety programs in British Columbia should be reviewed at least annually to ensure that they are effective and to consider changes in the workplace and work activities. The health and safety program must be revised as appropriate.

5.5 TRAINING REQUIREMENTS

In companies of 9-19 workers requiring a Health and Safety Representative (HSR), any HSR selected on or after April 3, 2017 shall be provided with, as soon as practicable but no more than six (6) months after becoming a member, a total of at least four (4) hours of instruction and training (and annually thereafter).

In companies of 20 or more workers requiring a JHSC representative, JHSC representatives selected on or after April 3, 2017 shall be provided with, as soon as practicable but no more than six (6) months after becoming a member, a total of at least eight (8) hours of instruction and training (and annually thereafter).

6.0 WORKING CONDITIONS

6.1 HOUSEKEEPING

All workers are required to maintain good housekeeping habits, including but not limited to the following:

- (a) refraining from leaving cabinet and desk drawers and doors open when they are not being used;
- (b) when accessing filing cabinets, only opening one drawer at a time (opening multiple drawers can give rise to a serious tipping or tripping hazard);
- (c) refraining from leaning back in or tilting chairs;
- (d) refraining from using or standing on tables, chairs, desks, cabinets or other elevated objects to obtain items that are out of reach;
- (e) refraining from using a ladder or other elevation device when alone, or using a ladder or device that is improperly positioned, broken, tilted, insecure or unstable;

- (f) refraining from leaving office supplies, boxes, bags, or any other storage equipment or items on the floor or in any other area in such a way as to pose a tripping hazard or in a manner that would result in an obstruction during an emergency;
- (g) refraining from placing power cords, phone and internet cables, and similar objects in any location or in any manner that would create a tripping hazard, or that would result in an obstruction during an emergency; and
- (h) immediately reporting any defects, or potential defects, in any flooring, door mechanisms, or other devices that if left uncorrected could pose a safety risk to other workers.

6.2 INSPECTION AND MAINTENANCE

6.2.1 Work Equipment and Safety Equipment

All work and safety equipment will be identified and inventoried. In addition, the Business will, subject to any amendments to or modifications of this policy as may be required from time to time, follow the inspection routine set out in Table 1 below for all work tools, equipment and safety equipment, including:

- (a) Motor vehicles and similar machinery (if any);
- (b) Personal protective equipment, such as safety glasses and safety boots (if any);
- (c) Fire extinguishers and first aid kits; and
- (d) Fall protection accessories, such as ropes, harnesses and belts, and rescue equipment (if any).

TABLE 1 – INSPECTION ROUTINE FOR EQUIPMENT

Items to be visually inspected*	Pre-use Visual	Daily	Weekly	Monthly	Annually
Company vehicles and all similar machinery and equipment (if any)	✓	✓	✓	✓	✓
Personal protective equipment (if any)	✓	✓	✓	✓	✓
Fire extinguishers				✓	✓
Fire alarms				✓	✓
Fall protection equipment (if any)	✓	✓	✓	✓	✓

First Aid kits and accessories				✓	✓
Rescue equipment (if any)	✓	✓	✓	✓	✓
Workplace tools, equipment and machinery (if any)	✓	✓	✓	✓	✓

*All workers must also follow manufacturers' specifications and maintenance and inspection protocols required by law for all vehicles, machinery, tools, equipment and fire safety equipment (i.e., the BC *Fire Code*, etc.) at all times.

6.2.2 Workplace Inspections and Evaluations

The Business shall maintain an inspection log for all equipment, as required, using **Form B** found in the Appendix hereto (Section 17.0).

6.3 PERSONAL PROTECTIVE EQUIPMENT

If applicable, all workers must use suitable safety equipment at all times, including but not limited to safety glasses, protective footwear (e.g., steel toe boots), hard hats, hearing protection (e.g., noise-cancelling ear muffs), flame retardant clothing, face shields, hand protection (e.g., gloves), weather-appropriate clothing, and reflective vests.

All workers will receive proper training regarding how to use any necessary protective equipment. If any worker is unsure how to properly use any protective equipment, they must notify their supervisor or a member of management immediately and ***must not*** perform any work until they have been properly instructed on how to use the equipment.

Also, all workers must ***immediately*** report any defective or non-functional safety equipment to their supervisors or to a member of management.

6.4 LONE WORKING

6.4.1 Definition

"Lone working" is defined as a situation where a worker is in the workplace and assistance is not readily available in the event of an injury, illness, or emergency.

6.4.2 Lone Working Risk and Hazard Assessments

Whenever a worker is required to work alone, the Business shall first:

- (a) Conduct an assessment that is reasonable in the circumstances to identify any existing or potential risks or hazards arising from the conditions and circumstances of the lone work, taking into account factors including but not limited to:
 - (i) The amount of time that the worker can expect to be working alone;

- (ii) The physical and geographic location of the work (e.g., will the worker be in an isolated area with limited access to communication or food and water? Will the worker be working outside? Will the worker be working in a position of visibility?);
 - (iii) Whether the worker might require assistance at any point while working alone (e.g., using a ladder, handling dangerous substances, or lifting heavy materials);
 - (iv) The time(s) of day during which the worker will be performing the lone work;
 - (v) The modes of communication that will be available to the worker while he or she is working alone;
 - (vi) Whether the workplace has functioning security equipment, such as security cameras and alarm systems;
 - (vii) Whether emergency response personnel, such as the police and paramedics, can easily access the workplace;
 - (viii) The transportation needs of the worker (e.g., will the worker be driving or require access to public transit, and if so, will it be available to the worker?);
 - (ix) Whether the worker will have access to first aid equipment in the workplace;
 - (x) Whether the worker will be working with large amounts of money or valuables (i.e., is the worker at risk of being robbed?);
 - (xi) Whether the worker is competent to perform the work alone (e.g., has the worker received appropriate training, including training and instruction regarding working alone, etc.?); and
 - (xii) Whether the worker will have access to any necessary safety equipment, and if so, whether the worker has been properly trained on how to use the equipment;
- (b) Establish an effective means of communication (e.g., telephone, radio, intercom, etc.) between the worker and a person or persons capable of providing immediate assistance to the worker in the event of a hazardous situation or emergency;
 - (c) If an effective means of communication is not possible, establish a system for monitoring and supporting the worker (e.g., a “buddy system”, regular visits to the worker, or a process where the worker contacts the Business at regularly designated intervals) as appropriate, having regard for the conditions and circumstances of the lone work; and

- (d) Take all reasonable measures to ensure that all chosen communications systems (e.g., telephones, cell phones, etc.) are available and in proper working order.

6.4.3 Lone Working Safety Measures

To ensure the ongoing safety of workers who are working alone, or who might find themselves working alone, the Business shall, in addition to the foregoing:

- (a) Take all reasonable steps to control, and if possible, eliminate any risks or hazards identified during the risk assessment process, as set out in subsection 6.4.2 above, including establishing a procedure for monitoring a worker who will be working alone, such as a check-in and check-out procedure, requiring the worker to report to a designated contact person in regular intervals by way of an audio or visual device;
- (b) Provide worker training and education to all workers to limit the dangers of working alone;
- (c) Investigate any accidents, incidents or near misses (including incidents of workplace violence and harassment) that occur while a worker is working alone and then take all reasonable measures to prevent a reoccurrence;
- (d) If necessary, report any accidents, incidents, or near misses to the appropriate authorities (e.g., the police);
- (e) If possible, avoid scheduling hazardous or high-risk work to be performed while a worker is or can be expected to be working alone;
- (f) Take all reasonable measures to ensure that a worker who is working alone has immediate and unimpeded access to emergency assistance (e.g., from the police or from paramedics);
- (g) Develop and implement an action plan for workplace incidents or emergencies that occur while a worker is working alone;
- (h) Establish a travel plan for the worker to get to and from the workplace, including ensuring that the worker's vehicle is in working order if he or she intends to drive; and
- (i) Develop and implement a written procedure in consultation with the JHSC or HSR for checking the well-being of a worker assigned to work alone or in isolation which includes the following: the time interval between checks, the procedure to follow in case the worker cannot be contacted, a designated person to establish contact at intervals, and a check at the end of the work shift.

7.0 FIRST AID

The Business understands that employers who are covered by the *WCA* must have first aid equipment, first aid facilities, and trained first aid personnel at all workplaces.

The Business shall comply with the *WCA* and *Regulation* at all times. The expense of furnishing and maintaining required first aid services and equipment shall be borne by the Business.

The Business shall have in place an appropriate and compliant first aid policy at all times that is in accordance with the provisions of the *WCA* and *Regulation*, and any successor legislation, as amended from time to time.

8.0 WORKPLACE VIOLENCE PREVENTION

8.1 ORGANIZATIONAL COMMITMENT

(The “Business”) is committed to providing a working environment that is safe, secure, and free from threats, intimidation and violence. We maintain a zero-tolerance approach to workplace violence. As such, the Business will not tolerate violent behaviour and will take all reasonable and practical measures to prevent workplace violence and to protect workers from acts of violence.

8.1.1 Objectives

The objectives of this policy are to:

Ensure that no worker is exposed to violence in the workplace; and

Ensure that appropriate disciplinary measures, up to and including immediate dismissal for cause, are taken against any worker found to have committed violence against another worker.

This policy is not intended to discourage a worker from exercising the worker’s rights pursuant to any other law.

8.1.2 Application

This policy applies to all the Business’s workers, including full-time, temporary and contract staff, as well as to any volunteers, students, interns and apprentices. This policy applies to every level of our organization and to every aspect of the workplace environment, including events that occur outside of the physical workplace, such as during business trips and staff events.

Every worker is responsible for taking measures to prevent workplace violence and must promptly report any acts of violence that threaten, or are perceived to threaten, a safe working environment.

All reported incidents will be taken seriously and investigated in accordance with the investigation procedure set out in Section 8.3 (Violence, Bullying and Harassment Investigation Process).

8.1.3 Definitions

For the purposes of this policy:

“Violence”, means the attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

8.1.4 Reporting Procedures for Workers

Any worker who believes that they are the victim of workplace violence should immediately report the incident to management using **Form C**, found in the Appendix hereto (Section 16.0).

If the person alleged to have engaged in workplace violence is the supervisor of the person making the report or a member of management, the incident should be reported to the next level of management, who will determine who is best suited to investigate the allegation.

In the event that there is no next level management to report to or if the person alleged to have engaged in workplace bullying or harassment is the owner of the business, the worker should report the incident to a third party (designated by the business) using **Form C** found in the Appendix hereto (Section 16.0).

Similarly, anyone who has good reason to believe that workplace violence is occurring or has occurred should immediately report the matter to management by using **Form C** found in the Appendix hereto (Section 16.0).

A report of workplace violence must include details about the alleged incident(s), including the date(s), time(s) and location(s), what happened, who was involved and the names of any witnesses.

If an emergency exists and the situation is one of immediate danger, then it should be reported to the police by dialling “9-1-1” as soon as it is safe to do so. A person in a situation of immediate danger must at the same time take whatever steps are necessary to ensure their own safety and to protect themselves from harm or injury. Once a worker is safe, he or she can then report the matter to management.

Workers must notify management if a restraining order is in effect, or if a potentially violent non-work-related situation, such as domestic violence, exists and could result in violence in the workplace.

8.1.5 Duties of Management and Supervisors

Managers and supervisors must act immediately if they observe or are presented with allegations of a potentially dangerous situation. Managers and supervisors are responsible for addressing potential problems immediately and before they become serious.

8.1.6 Investigation

All reports and incidents of workplace violence or domestic violence (including incidents that are observed but not formally reported) will be taken seriously and will be investigated promptly and thoroughly in accordance with the investigation procedures set out in Section 8.3 (Violence, Bullying and Harassment Investigation Process).

Potentially dangerous situations and any necessary precautionary measures will be promptly communicated to individuals who could be affected. Furthermore, the applicable investigation protocol set out in Section 8.3 (Violence, Bullying and Harassment Investigation Process) may be altered if it is determined that it is

necessary to do so, such as where there is a reasonable and imminent threat to a worker's safety.

8.1.7 Reporting to the Police

All physical assaults will be reported to the police, as will any other behaviour that requires police intervention or follow-up, such as a situation of immediate or serious danger.

8.1.8 Intervention

The Business will intervene as appropriate if there is any indication of a violent or potentially violent situation.

If a worker is at risk of violence either from within or outside of the workplace, a plan will be developed to eliminate or minimize the risk and respond to any potential emergency.

8.1.9 Corrective Action and Discipline

If the Business determines that a worker has engaged in workplace violence, harassment or improper workplace activity or behaviour appropriate corrective action will be taken, up to and including immediate dismissal for cause.

In addition, the Business may require that a worker participate in an anger management program or other forms of counselling, either voluntarily or as a condition of continued employment.

If the violent or harassing behaviour is that of a non-employee, then the Business will take appropriate action to ensure that such behaviour is not repeated, and if necessary, take measures to prevent the person from returning to the workplace.

However, not every complaint will warrant corrective action. Rather, corrective action will be determined on a case-by-case basis.

8.1.10 Risk Reduction Measures

The following measures are in place to minimize the potential for violence in the workplace:

Visitors

Visitors are required to sign in while on the premises. Any person with a history of violence or harassing behaviour may be barred from entering the workplace.

Exterior Entrances

All exterior entrances to a workplace are to be locked at all times except for the main entrance. No exterior doors are to be propped open. The main entrance will be open during normal business hours, unless the Business determines that the main entrance should be locked at all times for safety or operational purposes.

In the event that a worker has reason to believe that an individual may be violent or is exhibiting potentially violent behaviour at any entry point to the workplace, he or she must notify management immediately and take any protective action that is reasonably necessary in the circumstances.

Screening

All new workers, including students and apprentices, may be subject to appropriate security checks by management to ensure that they do not pose a risk of harm in the workplace.

Orientation

All new workers will be oriented to this policy, to any risks of violence relating to their employment, and to procedures for managing potentially violent situations.

Training

As part of its training protocols with respect to workplace violence, the Business will provide all its workers with training as appropriate and as required by law.

The training provided to the workers, shall include:

- a) Information on the contents of the Business's workplace violence policy and program.
- b) Information on summoning help in the event of an immediate danger to the health and safety of the worker(s),
- c) Measures and procedures for workers to report incidents of workplace violence,
- d) Information on conducting risk assessments to help reduce or prevent incidents of workplace violence,

The Business will maintain copies of all training records as ministry inspectors or officers may ask to review them.

8.1.11 Annual Risk Assessments, Reviews and Inspections

The Business shall conduct regular and **annual** reviews of this policy, and any other applicable policies, programs and procedures, and conduct regular and **annual** inspections of its workplaces in order to assess hazards related to workplace violence and make any amendments to this policy, and any other applicable policies, programs and procedures, as may be necessary based on the results of its reviews. The Business will also ensure that appropriate corrective action is taken to eliminate or minimize the risks.

The results of any assessment will be reported to the health and safety representative or joint health and safety committee, as the case may be (if applicable).

If there is no health and safety representative or joint health and safety committee in place, then workers will be directly advised of any assessment. If the assessment is in

writing, then workers will be provided with a copy on request or told how they might obtain a copy.

The Business shall perform an Annual Workplace Violence Risk Assessment, as required, using **Form D** found in the Appendix hereto (Section 16.0).

8.1.12 Incident Management

In the event of a significant incident of workplace violence, the Business will immediately assess the situation and arrange for the following interventions as appropriate:

- a) Facilitation of medical attention;
- b) If necessary, reporting the matter to the police;

The Business will investigate the incident(s), and if necessary, conduct a review of its workplaces and reassess the risk of workplace violence, having regard for the circumstances that gave rise to the incident(s) in question.

The results of any assessment will be reported to the health and safety representative or joint health and safety committee, as the case may be (if applicable).

8.2 WORKPLACE BULLYING, HARASSMENT AND IMPROPER ACTIVITY OR BEHAVIOUR

The Business is committed to providing an environment free of harassment of any kind and in which all individuals are treated with respect and dignity.

Workplace bullying and harassment of any kind, will not be tolerated, condoned, or ignored. If a claim of bullying, harassment, or improper activity or behaviour is proven, disciplinary measures, up to and including immediate dismissal for cause, will be applied against the offending worker(s).

8.2.1 Objectives

The objectives of this policy are to:

Ensure that all workers and visitors are aware that workplace bullying, harassment and improper activity or behaviour is unacceptable and incompatible with the Business's standards, as well as being a violation of the law; and

Set out the types of behaviour that may be considered offensive and are prohibited by this policy.

This policy is always intended to promote appropriate standards of conduct. This policy is not intended to discourage a worker from exercising rights pursuant to any other law, including the BC *Human Rights Code*.

8.2.2 Application

The right to freedom from workplace bullying, harassment and improper activity or behaviour extends to all workers, including full-time, part-time, temporary and contract staff, as well as volunteers, interns and apprentices.

It is unacceptable for workers or contractors working on the Business's behalf to engage in bullying, harassing, improper activity or behaviour in the workplace or when interacting with clients and others with whom they have professional dealings, such as suppliers, service providers and potential clients.

This policy applies to every level of our organization and to every aspect of the workplace environment, including events that occur outside of the physical workplace, such as during business trips and staff events.

8.2.3 Definitions of Prohibited Behaviour

For the purposes of this policy:

"Bullying", "Harassment", "improper activity or behaviour" are defined as:

- Any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- Excluding any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.
- The attempted or actual exercise by a worker towards another worker of any physical force to cause injury, and includes any threatening statement or behaviour which gives the worker cause to believe he or she is at risk of injury, and
- Horseplay, practical jokes, unnecessary running or jumping or similar conduct.

8.2.4 Prohibition

No person shall engage in any improper activity or behaviour at a workplace that might create or constitute a hazard to themselves or to any other person.

8.2.5 Examples of What is Not Workplace Bullying, Harassment, Improper Activity or Behaviour

Reasonable action or conduct by a manager, supervisor, or worker that is part of his or her normal work function will not normally be considered harassing. This is the case even if there are sometimes unpleasant consequences for a worker. Examples include:

- Changes in work assignments;
- Scheduling;

- Job assessments and evaluations;
- Workplace inspections;
- The implementation and enforcement of dress codes; and
- Counselling or disciplinary action.

Differences of opinion or minor disagreements between co-workers will also not generally be workplace bullying, harassment, or improper activity or behaviour.

8.2.6 Reporting Procedures for Workers

Anyone who believes that they are the victim of workplace bullying or harassment should immediately report the incident to management by using **Form C** found in the Appendix hereto (Section 16.0).

If the person alleged to have engaged in workplace bullying or harassment is the supervisor of the person making the report or a member of management, the incident should be reported to the next level of management, who will determine who is best suited to investigate the allegation.

In the event that there is no next level management to report to or if the person alleged to have engaged in workplace bullying or harassment is the owner of the business, the worker should report the incident to a third party (designated by the business) using **Form C** found in the Appendix hereto (Section 16.0).

A report of workplace bullying, or harassment must include details about the alleged incident(s), including the date(s), time(s) and location(s), what happened, who was involved and the names of any witnesses.

Anyone who has good reason to believe that workplace bullying, or harassment is occurring or has occurred must immediately report the matter to management.

If an emergency exists and the situation is one of immediate danger, then it should be immediately reported to the police by dialling “9-1-1” as soon as it is safe to do so. A person in a situation of immediate danger must at the same time take whatever steps are necessary to ensure their own safety and to protect themselves against harm or injury. Once a worker is safe, he or she can then report the matter to management.

8.2.7 Duties of Management and Supervisors

Managers and supervisors have the additional duty to act immediately on observations or allegations of workplace bullying, harassment or improper activity or behaviour. Managers and supervisors are responsible for addressing potential problems immediately, before they become serious.

8.2.8 Investigation

Improper activity or behaviour must be reported and investigated as required by Part 3 of the *British Columbia Occupational Health and Safety Regulation*. All reports and incidents of workplace bullying, harassment and improper activity and behaviour will be taken seriously and will be investigated promptly and thoroughly in accordance with

the investigation procedures set out in Section 8.3 (Violence, Bullying and Harassment and Improper Activity and Behaviour Investigation Process).

Potentially dangerous situations and precautionary measures will be communicated to individuals who could be affected.

Furthermore, the applicable investigation protocol may be altered if it is determined that it is necessary to do so, such as where there is a reasonable and imminent threat to a worker's safety.

8.2.9 Reporting to the Police

Any incident involving workplace bullying, harassment or improper activity or behaviour will be reported to the police if the Business deems it to be serious enough to warrant police involvement.

8.2.10 Intervention

If a worker is at risk of bullying, harassment or improper activity or behaviour either from within or outside of the workplace, a plan will be developed to eliminate or minimize the risk and respond to any potential emergency.

Should the Business become aware of an actual or potential incident of workplace bullying, harassment or improper activity or behaviour every reasonable precaution will be taken in the circumstances to protect the affected worker.

8.2.11 Corrective Action and Discipline

If the Business determines that a worker has engaged in bullying, harassment, or improper activity or behaviour, then appropriate corrective action will be taken, up to and including immediate dismissal.

In addition, the Business may require that a worker participate in an anger management program or other forms of counselling, either voluntarily or as a condition of continued employment.

If the bullying, harassing or improper activity or behaviour is that of a non-employee, the Business will take appropriate action in an effort to ensure that such behaviour is not repeated, and if necessary, take measures to prevent the person from returning to the workplace.

However, not every complaint will warrant corrective action. Rather, corrective action will be determined on a case-by-case basis.

8.2.12 Risk Reduction Measures

The following measures are in place to minimize the potential for bullying, harassment and improper behaviour in the workplace:

Orientation

All new workers will be oriented to the workplace bullying, harassment and improper activity policy.

Training

As part of its training protocols with respect to workplace bullying, harassment, and improper activity or behaviour, the Business will provide all its workers with training as appropriate and as required by law.

The training provided to the workers, will include:

- a) Information on the contents of the Business's bullying, harassment and improper activity or behaviour policy and program.
- b) Information and instruction on how to recognize bullying, harassment and improper activity or behaviour at the workplace.
- c) Measures for responding to bullying, harassment and improper activity or behaviour at the workplace.

The Business will maintain copies of all training records as ministry inspectors or officers may ask to review them.

8.2.13 Incident Management

In the event of a significant bullying or workplace harassment incident, the Business will assess the situation and arrange for the following interventions as appropriate:

- a) Facilitation of medical attention;
- b) If necessary, reporting the matter to the police;

The Business will investigate the incident(s), and if necessary, conduct a review of its workplaces and reassess the risk of bullying, harassment and improper activity or behaviour, having regard for the circumstances that gave rise to the incident(s) in question.

The results of any assessment will be reported to the health and safety representative or joint health and safety committee, as the case may be (if applicable).

8.2.14 Risk Assessments

At least annually and minimally after every incident of bullying, harassment, the Business shall complete an evaluation to determine whether a risk of bullying or workplace harassment exists due to the nature of the work or work environment.

Where bullying or workplace harassment risks are identified, the Business will implement any corrective measures that are required to reduce or eliminate the identified risks.

The results of any assessment will be reported to the HSR or JHSC, as the case may be (if applicable).

If there is no HSR or JHSC in place, then workers will be directly advised of any assessment. If the assessment is in writing, then workers will be provided with a copy on request or told how they might obtain a copy.

8.3 VIOLENCE, BULLYING, HARASSMENT, IMPROPER ACTIVITY OR BEHAVIOUR INVESTIGATION PROCESS

8.3.1 Step One: Reporting

Any worker who believes that he, she, or another worker has been subjected to violence, bullying, harassment or improper activity or behaviour must **immediately** report the matter to any supervisor or to a member of management using **Form C** found in the Appendix hereto (Section 16.0).

A report should include details about the alleged incident(s), including the date(s), time(s) and location(s), what happened, who was involved and the names of any witnesses.

Any worker who receives any report or complaint by a worker of violence, harassment, improper activity or behaviour, or who otherwise becomes aware of an allegation or incident of violence, bullying, harassment, improper activity or behaviour must immediately notify a member of management.

No retaliation or reprisals will be undertaken or tolerated against any worker who, in good faith, complains of, reports or participates in any investigation into allegations of violence, bullying, harassment, improper activity or behaviour.

8.3.2 Step Two: Workplace Investigation

Upon receipt of a complaint(s) or allegation(s) of violence, bullying, harassment, improper activity or behaviour the Business shall conduct a prompt, thorough and confidential investigation into the allegation(s) or complaint(s).

The Business will also conduct an investigation if it indirectly becomes aware of an incident of violence, bullying, harassment, improper activity or behaviour that is not formally reported, such as when a worker, supervisor or manager witnesses an incident of violence, bullying, harassment, improper activity or learns about it from a third party.

The Business may, at its discretion, utilize the services of a third-party investigator. The Business may also, at its discretion, or where required by law, utilize the services of outside legal counsel, or such other external expertise as the Business may deem necessary in the circumstances. Ultimately, it is the aim of the Business to conduct investigations that are appropriate in the circumstances.

It is not recommended that a complaint or allegation of violence, bullying, harassment, improper activity or behaviour be investigated by an individual about whom the allegation is made.

The investigation procedure is as follows:

Interview the complainant(s): The investigator(s) shall interview the complainant(s) and reporting person (s) concerning the facts underlying his, her or their allegation(s).

Interviews with witnesses and other individuals: The investigator(s) will then interview any other workers or other individuals who may have witnessed the incident(s) of alleged workplace violence or harassment, or who may otherwise be able to provide information relevant to the investigation.

Interview with the respondent(s): The investigator(s) will interview the worker(s) accused of committing the workplace violence or harassment. The worker(s) will be asked for his, her or their response to the allegation(s) being made and for his, her or their side of the story.

Records: The investigation will be documented, and the record will consist of, among other things, detailed notes of all interviews with workers and witnesses and all other information relevant to the investigation. And,

Report: The results of the investigation will be reported, in writing, to management. The results will include an assessment of the validity of the complaint(s).

8.3.3 Step Three: Action

Upon completion of an investigation, the results should be communicated to the worker(s) who reported the alleged violence, bullying, harassment, improper activity or behaviour. The affected parties should be provided with a written summary of the outcome and of any corrective or disciplinary action(s).

If the investigation corroborates the complaint(s), to the satisfaction of the Business, then it will, among other things, take appropriate disciplinary action against the offending worker(s) and take any other actions or measures it deems necessary to properly address the incident(s) and prevent future incidences of violence, bullying, harassment, improper activity or behaviour from occurring. The nature and extent of any disciplinary or remedial action shall be determined by the Business in its sole discretion and may include the immediate dismissal of the offending worker(s) for cause.

Where an investigation results in disciplinary action, the complainant(s) and the respondent(s) should be informed in writing. If the investigation does not corroborate the complaint(s), then the complainant(s) and the respondent(s) should be also advised in writing and the matter will be closed.

The amount of information provided about the corrective action will depend on the circumstances but should, at a minimum, indicate what steps the Business has taken, or will take, to prevent a similar incident.

8.4 EMPLOYEE COOPERATION

If it is necessary for the purposes of completing, carrying out or protecting the integrity of an investigation, or if it is necessary to maintain a work environment that is safe and free of violence, bullying, harassment, improper activity or behaviour, the Business may require a worker to remain out of the workplace (with pay) while an investigation is being conducted.

The participation and cooperation of all workers is critical to the development and implementation of this policy. The refusal or failure of any worker to cooperate with an investigation is a serious form of misconduct for which a worker may be disciplined up to and including immediate dismissal for cause.

8.5 CONFIDENTIALITY

The Business recognizes the difficulty of coming forward with a complaint of violence, bullying, harassment, improper activity or behaviour, and a complainant's interest in keeping the matter confidential. To protect the interests of a complainant, a respondent, or any other person who may be involved in incidents of violence, bullying, harassment, improper activity or behaviour, including witnesses, and to protect the integrity of the investigation process, confidentiality will be maintained throughout any investigation. Information relating to the complaint will be disclosed only to the extent necessary to carry out this policy, or where disclosure is required by law.

All individuals involved in a workplace investigation are expected to keep the substance of the investigation strictly confidential. Unless otherwise set out in this policy, all records of complaints, including records of meetings, interviews, results of investigations and other relevant material, will be maintained in a confidential file and will be disclosed only to the extent necessary to carry out these procedures or where disclosure is required by law.

All such records will be retained in accordance with any privacy policies and procedures that are in effect, and as required by law.

8.6 REGULAR POLICY REVIEW

This policy shall be monitored and reviewed on an ongoing basis and shall be amended and modified as management deems necessary, or as required by law.

9.0 HAZARD REPORTING

9.1 HAZARD ASSESSMENT

An employer must

- (a) assess a work site and identify existing and potential hazards before work begins at the work site or prior to the construction of a new work site;
- (b) prepare a report of the results of the hazard assessment and methods used to control or eliminate the hazards identified;
- (c) ensure that the date on which the hazard assessment is prepared or revised is recorded on it; and
- (d) ensure that the hazard assessment is repeated at reasonably practicable intervals, when a new work process is introduced, when a work process or operation changes, or before the construction of significant additions or alterations to a work site.

9.2 WHAT IS A “HAZARD”?

For the purposes of this policy, a “hazard” means a situation, condition, or thing that may be dangerous to health and safety.

A “near miss” is any unplanned event or incident that has the potential to cause, but does not actually result in, an injury to a worker, environmental or equipment damage, or an interruption to normal operations.

9.3 HAZARD ELIMINATION AND CONTROL

If an existing or potential hazard is identified during a hazard assessment, the employer must take measures to eliminate the hazard or, if elimination is not reasonably practicable, to control the hazard in accordance with the *WCA and Regulation*.

9.4 PROCEDURE FOR REPORTING HAZARDS AND UNSAFE CONDITIONS

9.4.1 Workers

All hazards encountered by a worker must be reported to a supervisor or to a member of management immediately. The worker must then:

- (a) fill out the Hazard Reporting **Form E** in the Appendix hereto (Section 16.0) along with a supervisor or a member of management; and
- (b) immediately submit the completed hazard reporting form to management.

9.4.2 Supervisors and Management

Upon receiving a hazard reporting form, or upon becoming aware of a workplace hazard, whether reported or not, supervisors and members of management must:

- (a) complete the second part of the hazard report form within 24 hours of receiving it;
- (b) make recommendations regarding how to control the hazard and establish an action plan for carrying out those recommendations;
- (c) assign a member of management, or a supervisor, or both to implement the action plan and to ensure that the hazard is rectified;
- (d) confirm completion and execution of the action plan;
- (e) file and maintain a record of the hazard report;
- (f) if applicable, submit the complete hazard report form and action plan to human resources and to the JHSC or HSR, as the case may be (if applicable); and
- (g) advise the worker who reported the hazard of the outcome of the report and action plan.

9.4.3 Role of the JHSC and HSR (If Applicable)

If applicable, the Business's JHSC or HSR, as the case may be, will monitor incidents of hazard reporting and make any recommendations to management that are deemed necessary.

10.0 INCIDENT, ACCIDENT, AND INJURY REPORTING

10.1 REPORTING POLICY

All workers and staff must ***immediately report*** any workplace incident or accident, which includes a near miss on a project site, to a supervisor and to management, as well as to any JHSC member or to any HSR, as the case may be (if applicable), using the Workplace Accident, Injury or Near Miss Reporting **Form F**, and the Workplace Accident, Injury or Near Miss Witness Statement **Form G**, where applicable, found in the Appendix hereto (Section 16.0). All work site parties must also comply with all other safety legislation, including WCA reporting requirements.

10.2 INCIDENT AND ACCIDENT REPORTING PROCEDURES AND ACTION PLANS

The Business must immediately notify WorkSafeBC of any accident that:

- (a) resulted in serious injury to, or the death of, a worker;
- (b) involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation;
- (c) involved the major release of a hazardous substance;
- (d) involved a fire or explosion that had a potential for causing serious injury to a worker; or
- (e) was an incident which is required to be reported according to the *Regulation*.

The business must also notify WorkSafe BC within 3 business days if:

- (a) injury occurs requiring medical treatment;
- (b) minor injury occurs that could have been potentially serious;
- (c) employee loses time from work.

If an injury or incident referred to above occurs at a work site, if any other injury or any other incident resulted in requiring medical treatment, or if an incident occurred at a worksite and had the potential of causing serious injury to a person, then the prime contractor (or if there is no prime contractor, the employer) shall carry out a preliminary investigation. The preliminary investigation must:

- (a) identify any unsafe conditions, acts or procedures that significantly contributed to the incident, and if unsafe conditions, acts, or procedures are identified, then determine the corrective action necessary to prevent the recurrence of similar events; and
- (b) ensure that a report of the preliminary investigation is prepared in accordance with the policies of the employer's board of directors within 48 hours of the occurrence of the incident, provided to WorkSafeBC on request, and as soon as practicable after the report is completed, either

provide the report to the JHSC or HSR or, if there is no JHSC or HSR, post the report at the workplace.

If the employer takes corrective action, the employer must also prepare a report of the corrective action taken and provide the report to the JHSC or HSR or post the report at the workplace if there is no JHSC or HSR.

Immediately after completing a preliminary investigation, an employer must conduct a full investigation to determine the cause of the incident investigated, identify any unsafe conditions, acts, or procedures that significantly contributed to the incident, and determine the corrective action necessary to prevent recurrence of similar incidents.

Following a full investigation, the employer, within 30 days of the incident, must prepare a report of the full investigation in accordance with the policies of the board of directors and submit the investigation report to WorkSafeBC. In addition, the report must be provided to the JHSC or HSR within 30 days of the incident or posted at the workplace if there is no JHSC or HSR.

Following the full investigation, the employer must promptly undertake any corrective action determined necessary by the full investigation report.

All investigations must be carried out by persons knowledgeable about the type of work involved and, if they are reasonably available, with the participation of the employer or a representative of the employer and a worker representative. Such participation includes but is not limited to viewing the scene of the incident with the persons carrying out the investigation and providing advice to persons carrying out the investigation regarding methods, scope, or any other aspect of the investigation.

The employer must make every reasonable effort to have available for interview by a person conducting the investigation, or by an officer, all witnesses to the incident and any other persons whose presence might be necessary for a proper investigation of the incident.

10.3 ACCIDENTS AND INJURIES INVESTIGATION PROCEDURE

10.3.1 Workers

In the event of a workplace accident or injury as described above, a worker must:

- (a) if a worker has been injured, seek out, or assist with seeking out, immediate medical assistance, such as by dialling “9-1-1”;
- (b) immediately notify, or help notify, a supervisor, a member of management, or a JHSC member or HSR (if applicable);
- (c) cooperate fully and assist with securing the incident scene;
- (d) cooperate fully and assist with any investigation into the incident;
- (e) refrain from tampering in any way with any evidence or other items at the incident scene, including any tools or equipment; and

- (f) complete the Accident, Injury or Near Miss Reporting **Form F** and the Workplace Accident, Injury or Near Miss Witness Statement **Form G**, where applicable, found in the Appendix hereto (Section 17.0).

10.3.2 Supervisors

In the event of a workplace accident or injury as described above, a supervisor shall:

- (a) seek, or assist with seeking out, immediate medical assistance, such as by dialling “9-1-1”;
- (b) immediately notify, or help notify, a member of management or a JHSC member or HSR (if applicable);
- (c) cooperate fully and assist with securing the accident scene;
- (d) cooperate fully and assist with any investigation into the accident;
- (e) refrain from tampering in any way with any evidence or other items at the accident scene, including any tools or equipment; and
- (f) complete the Accident, Injury or Near Miss Reporting **Form F** and the Workplace Accident, Injury or Near Miss Witness Statement **Form G**, where applicable, found in the Appendix hereto (Section 16.0).

10.3.3 Management

In the event of a workplace accident or injury as described above, management shall:

- (a) notify emergency response personnel (i.e., police and paramedics) if they have not been notified already;
- (b) immediately notify the JHSC or HSR, if applicable;
- (c) assume control of and preserve the accident scene as soon as possible;
- (d) carry out the preliminary and final investigations described above;
- (e) obtain the names of and obtain statements from any and all relevant witnesses and complete the Workplace Accident, Injury or Near Miss Witness Statement **Form G** found in the Appendix hereto (Section 16.0);
- (f) take photographs of the accident scene;
- (g) collect all relevant records and other information, such as maintenance reports and equipment inspection records;
- (h) attempt to identify the cause(s) of the accident;
- (i) prepare a preliminary and final investigation report described above and provide such reports to WorkSafeBC in the manner and circumstances set out above; and

- (j) prepare and implement a preventative action plan.

10.3.4 Roles of the JHSC or HSR (If Applicable)

In the event of a workplace accident or injury as described above, a JHSC worker member or HSR, as the case may be, shall:

- (a) attend the accident scene and notify emergency response personnel (i.e., police and paramedics) if they have not been notified already;
- (b) assist with all investigations into the accident, preliminary and final reports, and identification and implementation of corrective action as appropriate; and
- (c) receive and review all preliminary and final investigation reports.

11.0 REFUSAL TO WORK

11.1 POLICY AND APPLICATION

It is the policy of the Business to follow the rules and provisions contained in the *WCA* and *Regulation* regarding a worker's right to refuse work, including all of the exemptions set out in the *WCA* and *Regulation*.

All of the policies and procedures set out in this section shall apply to all workers who are **not exempt** according to the applicable provisions of the *WCA* and *Regulations*. In addition, this policy **does not** bestow rights upon workers regarding refusal rights over and above those specifically set out in the *WCA* and *Regulations*.

Whatever the case, given the Business's commitment to health and safety, and as a result of the implementation of its health and safety program, including the creation and dissemination of this policy manual, the Business expects that there will be few occasions on which its workers will be required to refuse to work on the grounds that it is unsafe.

11.2 WORK REFUSALS

Subject to the provisions of the *WCA* and *Regulations* (including the exemptions contained therein), a worker must not carry out work or do particular work at a work site if the worker believes, on reasonable grounds, that there is a dangerous condition at the work site or that the work constitutes a danger to the worker's health and safety or to the health and safety of another worker or another person.

11.3 REPORTING AND INVESTIGATION PROCEDURE

If a worker has refused to work or to do particular work, he or she must immediately report the circumstances of the refusal to his or her supervisor or to a member of management by completing the Work Refusal Reporting **Form H** in the Appendix hereto found in Section 16.0. Management will then promptly investigate those circumstances in the presence of the worker and, if applicable, in the presence of a JHSC worker member or an HSR, as the case may be.

During the investigation, the worker shall remain in a safe location and available to the Business to answer any questions and to provide any information necessary for a proper investigation.

Following the completion of the investigation, the Business will notify the worker and, if applicable, the JHSC worker member or HSR, as the case may be, of its findings. The Business will prepare a written report of its findings and provide a copy to the worker who refused the work and the JHSC or HSR, as the case may be.

11.4 OUTCOME

If, after receiving the results of the Business's investigation, the worker feels that he or she still has reasonable grounds to believe that his or her work is unsafe, then the Business will investigate the matter in the presence of the worker and in the presence

of a member of the JHSC or HSR (as applicable), a worker selected by a trade union representing the worker (if any), or if there is no JHSC/HSR or trade union, any other reasonably available worker selected by the worker.

If the investigation does not resolve the matter and the worker still feels they have reasonable grounds to believe that his or her work is unsafe, both the worker and supervisor or employer must immediately notify WorkSafeBC.

When a worker has refused to work or to do particular work as described above, the employer shall not request or assign another worker to do the work until the employer has determined that the work does not constitute a danger to the health and safety of any person or that the dangerous condition does not exist. Where the employer does assign another worker to do the work, the employer shall advise the worker in writing of:

- (a) the first worker's refusal;
- (b) the reasons for the refusal;
- (c) the reason why, in the opinion of the employer, the work does not constitute a danger to the health and safety of any person or that a dangerous condition is not present; and
- (d) that worker's right to refuse to do dangerous work under this section.

11.5 DISCRIMINATORY ACTION COMPLAINT

No person shall take discriminatory action against a worker by reason of that worker:

- (a) acting in compliance with the *WCA* and *Regulations*;
- (b) being called to testify, intending to testify, or testifying in a proceeding under the *WCA*;
- (c) giving relevant information about work site conditions affecting the health and safety of any worker engaged in work or any other person present at the work site to any of the following:
 - (i) an employer or a person acting on behalf of an employer;
 - (ii) an officer or another person concerned with the administration of the *WCA*; or
 - (iii) a JHSC or an HSR representative.
- (d) performing duties or exercising rights as a member of a JHSC or as an HSR;
- (e) assisting or having assisted with the activities of a JHSC or HSR;
- (f) refusing to do work as noted above;
- (g) seeking to establish a JHSC or have an HSR designated;

- (h) being prevented from working because of an order under the WCA;
and
- (i) taking reasonable action to protect the health and safety of that worker
or any other person.

A worker who has reasonable cause to believe that the worker has been subjected to discriminatory action as described above may file a complaint with WorkSafeBC within 1 year of the discriminatory action.

12.0 EMERGENCY PROCEDURES

12.1 GENERAL

Emergency preparedness shall be maintained at all times within the workplace in order to handle any emergency situation promptly. The necessary degree of emergency preparedness shall be ensured through training, emergency drills (held at least once a year), personnel qualifications, instructions, and procedures.

The Business will take steps to ensure that emergency exits, and escape routes are designated and marked and free from obstructions, and that all workers are familiar with their surroundings and aware of all available exits and escape routes. The Business will also conduct and keep logs of annual emergency fire and evacuation drills.

The Business must conduct a risk assessment in any workplace in which a need to rescue or evacuate workers may arise, and ensure all workers are given adequate instruction in emergency evacuation procedures applicable to their workplace.

The Business will maintain and post in a conspicuous location in the workplace a completed Emergency Contact Information **Form I** in the Appendix hereto found in Section 16.0. The form will set out, among other things, the following:

- (a) Key personnel names and contact details;
- (b) The names, contact details and work location(s) for the first aid attendants;
- (c) The location of first aid equipment;
- (d) The contact details for the nearest emergency services;
- (e) The address of contact information for the nearest medical facility

12.2 APPLICATION

The Business's emergency protocols, policies, and procedures shall apply to any emergency situation, including but not limited to:

- (a) fires;
- (b) bomb threats;
- (c) chemical spills or leaks;
- (d) severe weather incidents;
- (e) natural disasters; and
- (f) acute medical events (such as a heart attack or a stroke).

Each emergency occurrence shall be formally reported using the Emergency Incident Report **Form J** in the Appendix hereto found in Section 16.0, and if necessary, investigated in line with applicable procedures.

12.3 COMMUNICATION

If an emergency situation occurs, management shall notify all workers of the circumstances of the emergency, and to the extent possible, in a manner that does not further endanger the safety of any worker or person, such as by inciting mass panic.

The Business shall ensure that it has in place at all times a global communication system (such as an alarm) capable of carrying out an immediate business-wide evacuation, such as in the event of a fire or gas leak.

Depending on the nature of the emergency, management shall contact the appropriate emergency service, such as the police, fire services, paramedics, hazard control services, or hydro or gas line repair services.

12.4 EMERGENCY EVACUATIONS

The Business shall have in place emergency evacuation protocols, policies, and procedures to be applied in an emergency that requires an immediate business-wide evacuation, including the following evacuation procedures:

- (a) activate the appropriate alarm system;
- (b) exit the workplace or building using the emergency exit;
- (c) do not use elevators;
- (d) exit the workplace or building in an orderly fashion;
- (e) head directly to the nearest predetermined assembly point, or if one does not exist, to the nearest safe location;
- (f) do not return to the workplace under any circumstances;
- (g) wait at the designated assembly point or safe spot until instructed otherwise or unless it is unsafe to do so (for example, if there is severe weather or falling glass, debris or flames).

Each emergency situation shall be formally reported and investigated in line with applicable procedures.

12.5 RESCUE AND EVACUATION WORKERS

The employer must designate the workers who will provide rescue services and supervise evacuation procedures in an emergency. The worker(s) must be given adequate instruction in the fire prevention and emergency evacuation procedures applicable to the workplace.

The employer must ensure that designated rescue and emergency workers are trained in emergency response by a qualified instructor appropriate to the work site and the potential emergencies identified in the emergency response plan.

Workers assigned to firefighting duties in their workplace must be given adequate training by a qualified instructor in fire suppression methods, fire prevention, emergency procedures, organization and chain of command, firefighting crew safety, and communications applicable to their workplace.

Retraining for firefighting duties must be provided periodically, but not less than once a year. Workers assigned to firefighting duties, must be physically capable of performing the assigned duties safely and effectively before being permitted to do them.

The training must include exercises appropriate to the work site that simulate the potential emergencies identified in the emergency response plan. The training must be carried out at appropriate intervals to ensure that the rescue and evacuation workers are competent to carry out their duties.

13.0 WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

The Business will implement programs, policies, procedures, and protocols to ensure compliance with the WCA and Regulations, and the provisions of the Workplace Hazardous Materials Information System (WHMIS).

If hazardous products are used in the workplace the employer, in consultation with the joint committee or health and safety representative, as applicable, must establish and maintain an effective WHMIS program, as part of the overall workplace health and safety program, which:

- (a) addresses applicable WHMIS Requirements including education and training;
- (b) is reviewed at least annually, or more frequently if required by a change in work conditions or available hazard information, and
- (c) provides for the periodic evaluation of the knowledge of workers using suitable means such as written tests and practical demonstrations.

Without limiting the generality of the foregoing, the Business shall take steps to ensure that:

- (a) SDS sheets for all hazardous products and materials are available to workers

- (b) all workers are properly trained on WHIMS and how to recognize, monitor, handle, and limit their exposure to hazardous substances in the workplace;
- (c) hazardous products and materials are used, handled, and stored in the manner prescribed by WHIMS;
- (d) all hazardous products and materials are identified and labelled in the manner prescribed by WHIMS; and
- (e) proper policies, procedures, and protocols are in place to ensure that proper records and data concerning hazardous materials and products in the workplace are maintained and not tampered with.

14.0 DRUG AND ALCOHOL POLICY

14.1 GENERAL

Workers are strictly prohibited from reporting to work and engaging in work while impaired by drugs, alcohol, or other substances (legal or illegal) which may cause impairment, including cannabis.

In addition, the use, possession, transfer, or sale of any substance (legal or illegal) on the Business's premises or in any parking lot or work site is strictly prohibited.

However, if any worker requires accommodation due to a disability (such as a substance abuse issue) or as a result of being prescribed medically required drugs (including cannabis), then the worker should immediately report his or her condition to management in confidence.

Transportation of medical cannabis in a company vehicle is allowed by the Business, but only with prior consultation with the employee(s), and only with prior proof of a valid prescription from a doctor.

All consumption of cigarettes, vaping, or cannabis in company vehicles is forbidden. In addition, "recreational cannabis" and alcohol should not be transported in a company vehicle.

Employees found in violation of this Drug and Alcohol Policy will be subject to the Progressive Discipline Policy outlined in Section 15.0.

14.2 DEFINITIONS

"Impairment" or "being impaired" means that a worker's normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of substances (legal or illegal, including cannabis), as determined by the Business in its sole discretion. Without limiting the generality of the foregoing, "impairment" includes the inability to safely, competently, or efficiently perform work duties.

14.3 APPLICATION

Any worker who reports to work impaired will not be allowed to work and any worker who is found to be impaired while working will not be allowed to continue working.

If, in the sole opinion of the Business, a worker is deemed seriously impaired, the worker shall be sent home (with pay), and if it is deemed necessary to ensure the worker's safety, he or she will be sent home by taxi or another safe means of transportation. An impaired worker will not be allowed to drive or operate any equipment or machinery under any circumstances.

Subject to any overriding obligations at law (such as a duty to accommodate a disability), any worker who violates this policy by either reporting to work impaired, becoming impaired at work, or working while impaired is guilty of serious workplace misconduct and can be subject to severe disciplinary action, including immediate dismissal for cause.

If a worker is involved in the use, possession, transfer, or sale of a substance in the workplace, management may notify the appropriate authorities.

Management may also deem it necessary to report a worker's illicit conduct outside of work if it presents the potential to cause a risk of harm to workers within the workplace.

15.0 PROGRESSIVE DISCIPLINE POLICY

The following progressive discipline process will, where appropriate, be carried out with the intent of promoting a safe and healthy workplace.

15.1 IDENTIFICATION OF PERFORMANCE ISSUES

A worker's supervisor, or alternatively, the Business's management, shall be responsible for promptly identifying and promptly responding to any unsafe conduct by the worker, including but not limited to any violations of the Business's health and safety program, policies, procedures, and protocols, including this policy.

Before initiating this progressive discipline process, the supervisor or management, as the case may be, shall first communicate the Business's expectations to the worker – and in particular, the importance of health and safety compliance – both verbally and in writing so that the worker is fully aware of the health and safety standards expected of him or her and that failure to comply with those standards will result in discipline.

15.2 PROGRESSIVE DISCIPLINE

If a worker's conduct continues to fall short of acceptable standards, or if the worker commits a serious initial violation of the Business's health and safety program, policies, procedures, and protocols, including this policy, as determined by management in its sole discretion, then management will initiate the Business's progressive discipline policy, as explained in detail below.

15.2.1 Step One: Verbal Warning

The worker's supervisor or a member of management shall meet privately with the worker to discuss his or her conduct and warn the worker that failure to correct his or her conduct could lead to further discipline up to and including immediate dismissal for cause. The supervisor or management representative shall discuss with the worker ways to bring about improvements in the worker's conduct and health and safety compliance and schedule a follow-up interview date.

If management determines that it is appropriate, the worker will be placed on a performance improvement plan with the aim of helping the worker correct his or her conduct.

15.2.2 Step Two: Written Warning

If a worker's performance does not improve following Step One, then the worker will receive a written warning that his or her continued misconduct could lead to further disciplinary action up to and including dismissal. The worker's supervisor or a member of management will again discuss with the worker ways to bring about improvements in the worker's conduct and schedule a second follow-up interview date.

If management determines that it is appropriate, the worker will be placed on a new or updated performance improvement plan with the aim of helping the worker correct his or her behaviour.

15.2.3 Step Three: Dismissal

If the worker's misconduct continues after Step Two, then the worker may be dismissed for cause.

15.3 EXCEPTION FOR SERIOUS MISCONDUCT

The Business may elect to dismiss a worker prior to carrying out any or all of the steps set out in subsection 15.2 above if the Business determines, in its sole discretion, that a worker has engaged in serious misconduct, including engaging in conduct that presents a serious risk to the health and safety of other workers.

16.0 FORMS

Title	Description
Form A	Training/Certified Training Record Form
Form B	Equipment Inspection Log
Form C	Workplace Violence, Bullying and Harassment Reporting Form
Form D	Workplace Violence Risk Assessment Form
Form E	Hazard Reporting Form
Form F	Workplace Accident, Injury or Near Miss Reporting Form
Form G	Workplace Accident, Injury or Near Miss Witness Statement Form
Form H	Work Refusal Reporting Form
Form I	Emergency Contact Information
Form J	Emergency Incident Report

Form A

Training/Certification Training Record

NAME (print clearly)	TRAINING TYPE (print clearly)	CERTIFICATE OR TICKET #	EXPIRY DATE: (dd/mm/yyyy)	WORKER SIGNATURE (initial)

Form B

Equipment Inspection Log Form

TYPE OF HEAVY EQUIPMENT AND RELEVANT DETAILS																																
Type of Equipment	Crane	<input type="checkbox"/>	Truck	<input type="checkbox"/>	Car	<input type="checkbox"/>	Forklift	<input type="checkbox"/>	Excavator	<input type="checkbox"/>																						
	Loader	<input type="checkbox"/>	Tractor	<input type="checkbox"/>	Light Truck	<input type="checkbox"/>	Other (specify):				<input type="checkbox"/>																					
Equipment Details	Manufacturer																Model No.															
	Serial No.																Acquisition date															
Items to be inspected	Day of the month																															
	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Engine oil level																																
Brakes																																
Mirrors																																
Hydraulic system																																
Coolant level																																
Wheel condition																																
Condition of tires																																
Other:																																

Form B

Equipment Inspection Log Form

CORRECTIVE MAINTENANCE ACTION						
No.	Date (dd/mm/yyyy)	Description of failed inspection item	Corrective action taken	Repair completed (dd/mm/yyyy)	Repaired by	
					Name	Signature
1.						
2.						
3.						
4.						
5.						

Form C

Workplace Violence, Bullying and Harassment Reporting Form

INCIDENT REPORTING DETAILS	
Report date (dd/mm/yyyy)	Incident date (dd/mm/yyyy)
Name of person reporting the incident	Location of the incident
Time of the incident (hh:mm)	Reporting person's phone number
Alleged victim's name	Reporting person's contact information
Names of witness	Witness phone number/email address
Witness #1:	
Witness #2:	
Witness #3:	
Witness #4:	
Witness #5:	

Form C

Provide a detailed description of the incident.

Form C

Was any property damaged? Yes ☐ No ☐ Don't know ☐

If "yes", then please provide a detailed description of the damage:

Did the alleged victim suffer an injury? Yes ☐ No ☐ Don't know ☐

If "yes", please provide details of the injury(ies) suffered:

Did the alleged victim receive medical or first aid treatment? Yes ☐ No ☐ Don't know ☐

If "yes", please provide details of the treatment received:

Did the alleged victim miss any time from work? Yes ☐ No ☐ Don't know ☐

If "yes", please provide details, including the dates on which the alleged victim was absent from work:

DECLARATIONS

Name of reporting person	Signature	Date (dd/mm/yyyy)
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I confirm that the information in this report is true and accurate to the best of my knowledge.

Name of person accepting the report	Signature	Date (dd/mm/yyyy)
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Form D

WORKPLACE VIOLENCE RISK ASSESSMENT FORM

This checklist is designed to identify risks (events, conditions, operations, and situations) found in your workplace that may expose a worker to workplace violence. Please check Yes / No or N/A and describe any action taken to reduce the risk of any existing hazards.

Risk Assessments	
<i>What the law says.</i>	<i>What should the employer do?</i>
<ul style="list-style-type: none"> An employer must assess the risk of workplace violence and provide a written report of the results to the health and safety representative (HSR) or the joint health and safety committee (JHSC) (if applicable). If there is no HSR or JHSC, the employer must discuss the risk assessment report with management and employees. Reassessment must be done annually and if a confirmed event has occurred. Risk assessments for domestic violence or workplace harassment are not required. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Develop or customize a workplace risk assessment form/checklist <input checked="" type="checkbox"/> Decide who will perform the risk assessment <input checked="" type="checkbox"/> Set out time frames for completion of the risk assessment <input checked="" type="checkbox"/> Ensure all areas of workplaces are assessed (office, shop, site, mobile etc.)

Physical Environment	Existing Control	Yes	No	N/A	Action Taken
1. Outside building	Fences/Gates				
	Entrance for staff				
	Entrance to public				
	Clear sightlines (look at landscaping, layout, and bushes)				
	Appropriate lighting				

Form D

WORKPLACE VIOLENCE RISK ASSESSMENT FORM

Physical Environment	Existing Control	Yes	No	N/A	Action Taken
	Motion/movement detectors				
2. Parking lot	Parking for employees				
3. Entry control and security system	Coded doors/security doors				
	Employee ID cards and guest passes with sign-in/out				
	Closed-circuit video system				
	Metal detectors				
	Alarms (silent or sounding)				
	Security Mirrors				
4. Reception and waiting areas	Visibility of people entering workplace				
	Means of communication Signages at reception area (re: hours, contact)				
	Reception always staffed				
	Visitors sign in/ sign out policy and document				
	Reception area properly lit				
	Means of communication for				

Form D

WORKPLACE VIOLENCE RISK ASSESSMENT FORM

Physical Environment	Existing Control	Yes	No	N/A	Action Taken
	staff with others available at reception (phones, radios)				
5. Public counters	Widened service desks				
	Barriers (e.g., unbreakable screens)				
	Silent, concealed alarms				
	Emergency call button				
6. Interior design, hidden areas (utility rooms, etc.) and lighting	Restricted public access				
	Clear sightlines				
	Locked doors				
	Angled corners				
7. Stairwells and exits	Exit signs				
	Appropriate lighting				

Form D

WORKPLACE VIOLENCE RISK ASSESSMENT FORM

Physical Environment	Existing Control	Yes	No	N/A	Action Taken
	No obstructions				
	Panic handle				
8. Washrooms	Clear sightlines				
	Locking mechanism for individual bathroom stalls				
	Communication devices or alarms				
	Locks that can be accessed by security				
9. Public meeting rooms, interview, treatment or counselling rooms	Clear sightlines				
	Communication devices or alarms				
	Visible exit				
10. Isolated areas	Clear sightlines				
	Means of communication				

Form D

WORKPLACE VIOLENCE RISK ASSESSMENT FORM

Physical Environment	Existing Control	Yes	No	N/A	Action Taken
	Angled corners				
	Restricted access				
11. Location of cash, goods, and medicines	Locked and hidden storage				
12. Workplace location (shared building, neighbouring businesses, neighbourhood)	Tour of security exits				
	Cameras				
	Secured grounds				
13. Are individual security devices necessary to protect workers?	Individual security devices could include: <ul style="list-style-type: none"> • Personal alarms • Cell phones • Two-way radios • GPS tracking devices or other locating devices 				
14. Are there other measures or procedures needed to protect workers from the risks arising from the physical environment? Measures and procedures might vary based on industry	List the items in the next box.				

Form D

WORKPLACE VIOLENCE RISK ASSESSMENT FORM

Physical Environment	Existing Control	Yes	No	N/A	Action Taken
15. If your workplace has workplace security measures or individual security devices, are workers trained in their use?	Provide workers training on workplace security measures and in the proper use and testing individual security devices.				
16. Are workers and supervisors trained in all relevant measures and procedures that will protect them from violence associated with the workplace's physical environment?	Information, instruction, or training could include: <ul style="list-style-type: none"> Risks of workplace violence arising from their job or location Other relevant measures and procedures 				

Date of Risk Assessment:	
Area Assessed	
1.	2.
3.	4.
5.	6.
Performed By:	Scheduled Annual Assessment:
How was it communicated:	Date of shared:

Form E

Hazard Reporting Form

CONTACT INFORMATION	
Business name	Name of reporting person
Business address	Address of reporting person
Business phone number	Reporting person's phone number
Business's contact person	Status (select one)
	Employee <input type="checkbox"/> Customer <input type="checkbox"/> Contractor <input type="checkbox"/> Visitor <input type="checkbox"/> Other (specify):
Contact person's phone number	Job title (if applicable)
HAZARD DETAILS	
Date on which the hazard was noticed	Time
Was the hazard previously reported?	If so, to whom?
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Supervisor <input type="checkbox"/> JHSC/HSR <input type="checkbox"/> Other (specify):
Names of witnesses	Witness phone number/email address
Witness #1:	
Witness #2:	
Witness #3:	
Witness #4:	

Form E

Hazard Reporting Form

HAZARD DESCRIPTION

Describe the hazard in detail. Include information about the specific location of the hazard, equipment, machines, materials, tools, and people involved and what injury or damage could occur. Include/attach pictures if possible.

Form E

Hazard Reporting Form

SUGGESTED CORRECTION

Please describe in detail how the hazard can be removed, or the risk of injury or damage can be reduced.

DECLARATIONS

Name of person reporting the hazard	Signature	Date (dd/mm/yyyy)

I confirm that the information in this report is true and accurate to the best of my knowledge.

Name of person accepting the report	Signature	Date (dd/mm/yyyy)

Form F

Workplace Accident, Injury or Near Miss Reporting Form

GENERAL INFORMATION	
Event title	Date (dd/mm/yyyy)
Business name	Name of reporting person
Business address	Address of reporting person
Business phone number	Reporting person's phone number
Business's contact person	Status (select one)
	Employee <input type="checkbox"/> Customer <input type="checkbox"/> Contractor <input type="checkbox"/> Visitor <input type="checkbox"/> Other (specify):
Contact person's phone number	Job title (if applicable)
Contact person's email address	Date of birth (dd/mm/yyyy)

Form F

Workplace Accident, Injury or Near Miss Reporting Form

ACCIDENT DETAILS	
Date of the incident (dd/mm/yyyy)	Time of the incident (a.m./p.m.)
Date incident was reported (dd/mm/yyyy)	Time incident was reported (a.m./p.m.)
Location of the incident	Person incident was reported to
	<input type="checkbox"/> Discipline Supervisor <input type="checkbox"/> JHSC/HSR <input type="checkbox"/> Other (specify):
Nature of the incident (please check one)	Type of incident (please check one)
<input type="checkbox"/> Gradually occurring over time <input type="checkbox"/> Sudden specific event/ occurrence <input type="checkbox"/> Occupational illness <input type="checkbox"/> Fatality <input type="checkbox"/> No Injury/Hazard <input type="checkbox"/> First Aid <input type="checkbox"/> Lost Time <input type="checkbox"/> Non-Lost Time <input type="checkbox"/> Other (specify):	<input type="checkbox"/> Struck/caught <input type="checkbox"/> Overexertion <input type="checkbox"/> Repetition <input type="checkbox"/> Assault <input type="checkbox"/> Slip/trip <input type="checkbox"/> Other (specify):
Names of witness	Witness phone number/email address
Witness #1:	
Witness #2:	
Witness #3:	
Witness #4:	
Witness #5	

Form F

Workplace Accident, Injury or Near Miss Reporting Form

REPORTING PERSON'S DESCRIPTION OF THE ACCIDENT/INCIDENT/INJURY

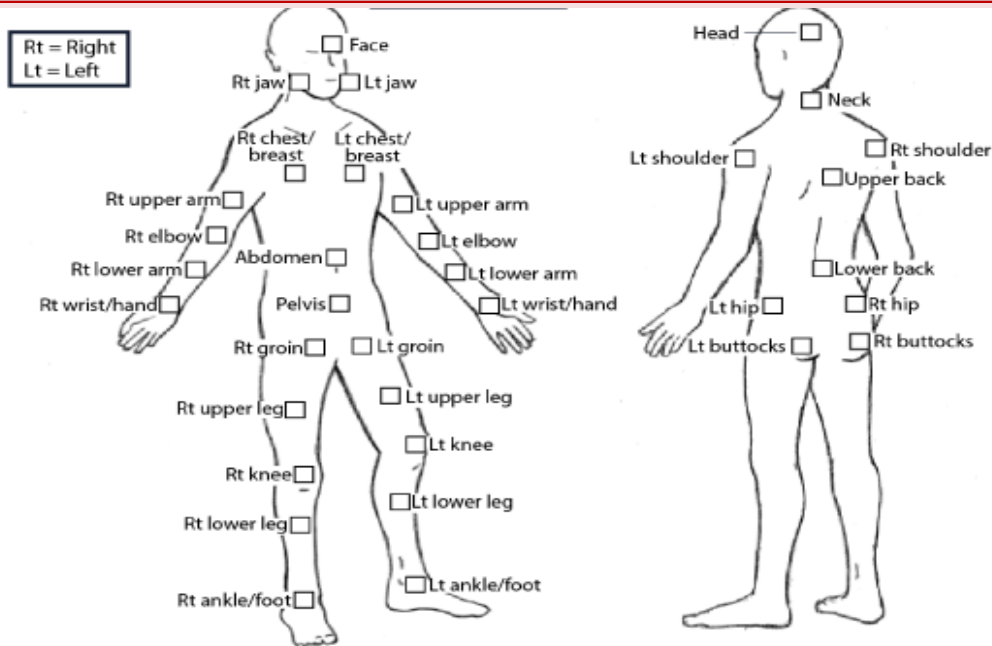
Describe the incident in detail, including details regarding any injuries that were suffered. Include information about the specific location of the incident, equipment, machines, materials, tools, and people involved. Include/attach pictures if possible.

Form F

Workplace Accident, Injury or Near Miss Reporting Form

INJURY DETAILS

If applicable, please indicate which area of your body was injured.



Additional Details:

MEDICAL AID DETAILS

Was first aid treatment given?

Name of first aid attendant

Yes ☐ No ☐

Details of first aid treatment given

Form F

Workplace Accident, Injury or Near Miss Reporting Form

PROFESSIONAL MEDICAL TREATMENT	
Was the injured person taken to hospital?	Was the person treated by a physician?
Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If your answer is "yes", please provide the following information?	If your answer is "yes", please provide the following information?
Name of hospital:	Name of physician:
Hospital address:	Address of physician:
Mode of transportation (e.g., ambulance, own vehicle, etc.):	Treatment or cared received:
LOST TIME	
Did You miss work time due to the incident/accident? (check one)	
<input type="checkbox"/> Returned to regular duties with no time lost <input type="checkbox"/> Returned to modified with no lost time <input type="checkbox"/> Had lost time	
If you did miss work, please provide the following details	
1. How many days of work did you miss? 2. On which date did you first return to work (dd/mm/yyyy)?	

Form F

Workplace Accident, Injury or Near Miss Reporting Form

DECLARATIONS		
Name of person reporting the hazard	Signature	Date (dd/mm/yyyy)
I confirm that the information in this report is true and accurate to the best of my knowledge.		
Name of person accepting the report	Signature	Date (dd/mm/yyyy)

Form G

Workplace Accident, Injury or Near Miss Witness Statement Form

WITNESS STATEMENT FORM		
Witness name	Address	
Date of Birth (dd/mm/yyyy)	Job title/occupation	
Phone number	Email address	
Name of employer	Employer's contact information	
Details of the accident, incident or near miss (write on reverse if necessary)		
DECLARATION		
Name of person reporting the hazard	Signature	Date (dd/mm/yyyy)
I confirm that the information in this report is true and accurate to the best of my knowledge.		

Form H

Work Refusal Reporting Form

REPORTING DETAILS		
Report date (dd/mm/yyyy)	Full name of reporting person	
Job title	Reporting person's phone number	
Reporting person's email address	Reporting person's work location	
Work refusal date (dd/mm/yyyy)	Time work was refused (hh:mm)	
Provide details of your work refusal, including the reason(s) that you believe the work you are required to perform is unsafe.		
Have you previously performed this work without refusing or making a complaint?	Have you ever reported this allegedly unsafe work to your health and safety representative or a JHSC?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	
DECLARATIONS		
Name of reporting person	Signature	Date (dd/mm/yyyy)
I confirm that the information in this report is true and accurate to the best of my knowledge.		
Name of person accepting the report	Signature	Date (dd/mm/yyyy)

Form H

Work Refusal Reporting Form

INVESTIGATION DETAILS	
Name of investigator	Date investigation started (dd/mm/yyyy)
Job title	Date investigation completed (dd/mm/yyyy)
Please describe in detail the steps that you took to investigate the worker's work assignment, including the names and contact information or any other individuals or witnesses.	
Determination: Work is safe <input type="checkbox"/> Work is unsafe <input type="checkbox"/>	
Provide a detailed summary of your findings, including an explanation as to how you determined that the work in question is safe or unsafe:	

Form H

Work Refusal Reporting Form

Investigation results were reported to worker?	If "no", explain why not.	
Yes <input type="checkbox"/> No <input type="checkbox"/>		
If the work was determined to be unsafe, please provide a detailed explanation of the steps being taken to modify the work so that it is safe.		
Did the worker accept the work as modified? If not, explain why.		
DECLARATIONS		
Name of investigating person	Signature	Date (dd/mm/yyyy)
I confirm that the information in this report is true and accurate to the best of my knowledge.		

Form I

Emergency Contact Information

EMERGENCY CONTACT INFORMATION	
Services or organization	Contact information
Local police department or division:	
Local fire department:	
Nearest hospital:	
Landlord or property manager (if applicable):	
Poison control:	
Director of Inspection	
Office team	Contact information
Health and safety representative (if applicable):	
JHSC worker member(s) (if applicable):	
Trained first aid personnel:	
Fire warden:	
Address/location of designated meeting area	Contact person and mobile number

Form J

Emergency Incident Report

INCIDENT REPORTING DETAILS	
Report date (dd/mm/yyyy)	Incident date (dd/mm/yyyy)
Name of person reporting the incident	Location of the incident
Time of the incident (hh:mm)	Reporting person's phone number
Type of incident (check one)	
Fire <input type="checkbox"/>	Bomb threat <input type="checkbox"/>
Chemical spill/hazardous leak <input type="checkbox"/>	Alarm activation <input type="checkbox"/>
Severe weather/natural disaster <input type="checkbox"/>	Theft/security breach <input type="checkbox"/>
Other (specify): <input type="checkbox"/>	
Names of witness	Witness phone number/email address
Witness #1:	
Witness #2:	
Witness #3:	
Witness #4:	

Form J

Emergency Incident Report

Provide a detailed description of the incident.

DECLARATIONS

Name of reporting person	Signature	Date (dd/mm/yyyy)
I confirm that the information in this report is true and accurate to the best of my knowledge.		
Name of person accepting the report	Signature	Date (dd/mm/yyyy)