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# Element 1 Management

## Section 1.1: Management, Supervision & Administration – Overview

Management, Supervision & Administration - Practice

The basic principles and goals of < > safety program are outlined in the ***Corporate Safety Policy Statement***. The overall success of the safety program depends on recognizing that all persons involved have rights and responsibilities, and that the management of the safety program should be based upon defined goals and measurements.

Responsibilities of Managers and Supervisors

The defined responsibilities of managers and supervisors within the safety program are described in the ***Management and Supervision Practice***.

Rights and Responsibilities of Employees

The defined rights and responsibilities of employees within the safety program are described in the ***Employee Rights and Responsibility Policy***.

Safety Program Records

The establishment, maintenance, and management of a recordkeeping program to support the safety program is described in the ***Recordkeeping Practice****.*

Safety Program Performance Measurement

The development of performance measures for the safety program to evaluate its effectiveness is described in the ***Performance Measurement Practice***.

Safety Program Continuous Improvement

The evaluation of the safety program and the development of goals and objectives to ensure its ongoing success is described in the ***Continuous Improvement Policy***.

References

*Corporate Safety Policy Statement*

## Section 1.2: Management, Supervision & Administration – Management & Supervision

Management & Supervision - Practice

< > expects that its managers and supervisors will support the goals of the ***Corporate Safety Policy Statement***. Managers and supervisors are expected to follow, and will be evaluated on, the general responsibilities described in this practice directive.

Management Responsibilities

The management of < > has an overall responsibility for the success of the company’s safety program. The management of < > has a direct responsibility to:

* Ensure the health and safety of all employees and persons on the worksite,
* Ensure that a safety program is established and functioning,
* Remedy known hazards related to their operations,
* Ensure that employees are aware of the hazards of their jobs and how to do their work safely,
* Provide instruction and training to their employees,
* Provide information to their employees, and
* Consult and cooperate with the worker representative.

Supervisor Responsibilities

< > understands that its supervisors have a direct responsibility for the health and safety of the employees that they supervise. It is expected that supervisors will ensure that the employees that they supervise:

* Are informed of the hazards of their work,
* Understand the safe work procedures for their jobs,
* Are trained in the safe performance of their jobs, and
* Comply with established safe work practices and rules.

Supervisors are also expected to respond to all safety concerns raised by their staff.

References

*BC Workers Compensation Act, Part 3, Division 3, Section 115*

*BC Workers Compensation Act, Part 3, Division 3, Section 117*

*Corporate Safety Policy Statement*

## Section 1.3: Management, Supervision & Administration – Employees

Employee Rights and Responsibilities - Policy

< > recognizes that all of its employees have legislated basic rights with regard to their safety at work, and expects its employees to fulfill basic personal responsibilities with regard to their safety at work.

Employee Rights

All employees of < > have the following basic rights with regard to their personal safety at work:

* The right to know of all hazards related to their work and the means to protect themselves from those hazards.
* The right to refuse unsafe work if they feel that it will put them at undue risk.
* The right to participate in the company’s safety program activities through the role of the worker representative.
* The right to ready access to the ***BC Workers Compensation Act***, ***BC Occupational Health & Safety Regulation***, and company safe work procedures***.***

Employee Responsibilities

All employees of < > have the following basic responsibilities with regard to their personal safety at work:

* The responsibility to report hazards to their supervisors,
* The responsibility to report incidents to their supervisor or to an occupational first aid attendant,
* The responsibility to follow established safe work practices, procedures, and rules,
* The responsibility to wear personal protective equipment and use the correct tools required for their work,
* The responsibility to not engage in workplace misconduct such as horseplay, harassment, or bullying, and
* The responsibility to not engage in work if they are impaired in any way.

Enforcement

Employees will be held accountable for following their workplace safety responsibilities. Failure to do so will be referred to the company’s disciplinary process.

Management Responsibilities

It is the responsibility of all managers and supervisors of < > to ensure that their employees are informed of their rights and responsibilities when they commence employment. It is also the responsibility of all managers and supervisors to support employees in the exercise of their rights and to hold their employees accountable for their responsibilities.

References

*BC Workers Compensation Act, Part 3, Division 3, Section 116*

## Section 1.4: Management, Supervision & Administration – Recordkeeping

Recordkeeping - Practice

Records of safety program activities will be maintained so that they may be accessed when needed and used to manage the program.

Safety Program Records

The following safety program activity records will be retained

* Occupational first aid treatment records
* Incident reports
* Incident investigation reports
* Workplace inspection reports
* Employee safety training records
* Safety meeting records
* \*Tool and equipment inspection reports
* \*Mobile equipment inspection reports
* \*Vehicle inspection reports
* \*Reports and citations from regulatory agencies
* \*Supervisors’ journals
* \*Equipment and vehicle log books
* \*Tool and equipment maintenance records
* \*Mobile equipment maintenance records
* \*Vehicle inspection maintenance records
* \*Audiometric testing records
* \*Environmental monitoring records
* \*Driver’s logs

*\*(Include all that apply)*

Records Management and Retention

A summary of safety program records will be maintained using the ***Safety Program Record Inventory***. The summary will identify:

* The records kept,
* Responsibility for specific records,
* The period of retention, and
* The method and location of retention.

Privacy and Disclosure

Safety program records which include personal information about individual employees are considered confidential. Such records may not be disclosed to anyone other than:

* The employee,
* A person with the employee’s written consent for disclosure, and
* Management and supervisory staff in a direct reporting relationship with the employee.

References

*BC Freedom of Information and Protection of Privacy Act*

*Safety Program Record Inventory form*

## Section 1.5: Management, Supervision & Administration – Program Performance Measurement

Program Performance Measurement - Practice

Safety performance measurement is used to evaluate the effectiveness of the safety program and the overall costs of incidents to the company. Performance measurement is a vital component of the company’s continuous improvement plan, and includes:

* Statistical safety performance measures
* \*Financial performance measures
* \*Safety program activity measures
* \*Safety program audits

*\*Optional*

Statistical Measures

< > safety program uses the standard safety program statistical measurements of injury severity and injury frequency rates:

* **Injury Severity Rates** – which are based upon days of work lost from injuries per 200,000 hours worked. This rate is calculated using the ***Injury Severity Rates Calculation Worksheet.***
* **Injury Frequency Rates** – which are based upon the number of disabling injuries per 200,000 hours worked. This rate is calculated using the ***Injury Frequency Rates Calculation Worksheet.***

\*Financial Measures

< > safety program uses financial performance measures to evaluate the cost of incidents to the company. Financial performance measures include:

**\*Claims Costs.** Total claims costs per month and year to date based upon the WorkSafeBC monthly claims cost report.

**\*Experience Rating.** Discount or surcharge amount of the company’s WorkSafeBC experience rating based upon the annual ***Experience Rating Assessment*** notification letter.

*\*Optional*

\*Safety Program Activity Measurements

< > uses measurements of safety program activities as an indicator of program management performance. Activities measured include:

* **\*Crew meetings.** *Number of crew meetings held. and/or Percentage of staff who have attended a crew meeting within a weekly|monthly|quarterly period.*
* **\*Training completed.** *Percentage of new staff who have received orientation and training. and/or Percentage of staff who have received annual scheduled refresher training.*
* **\*Workplace inspections completed.** *Actual number of scheduled worksite inspections completed. and/or Percentage of scheduled worksite inspections completed.*
* **\*Investigations completed.** *Actual number of incidents investigated. and/or Percentage of incidents investigated.*
* **\*Risk assessments**. Hazards identified through the company hazard identification program which have been assessed and managed.

*\*Optional*

\*Program Audit

< > will conduct periodic audits of its safety program to evaluate program management performance. Audit measurement tools used include:

* **\*The Certificate of Recognition (COR) audit.** On an annual basis the company will conduct a certificate of recognition audit of the safety management system. Outcomes of the audit will include the aggregate audit score, scores for individual elements, and audit recommendations for improvement.
* **\*An Internal Safety Program Audit.** On an annual basis the company will conduct an audit of all or part of the safety program. Outcomes of the audit will include an evaluation of the program’s compliance with the company’s safety performance objectives.

*\*Optional*

Responsibilities

It is the responsibility of *senior manager or owner* to ensure that performance measures for the safety program are established and maintained.

References

*Injury Severity Rates Calculation Worksheet*

*Injury Frequency Rates Calculation Worksheet*

## Section 1.6: Management, Supervision & Administration – Continuous Improvement

Continuous Improvement - Policy

< > accepts that the effective management of workplace safety is a fundamental objective of the company and will actively work towards the continuous improvement of its workplace safety program.

Continuous Improvement - Practice

The ongoing improvement of the company safety program will include the following management steps:

* Ongoing evaluation of the safety program’s performance,
* Meeting periodically to review the safety program,
* Periodic review of the safety program’s elements,
* Setting objectives for future performance,
* Defining ongoing management and supervisory performance expectations, and
* Determining the need for changes or for the continued use of existing program elements.

Program Evaluation

< > will continuously evaluate the performance of its safety program. On a monthly basis this will include tracking the following performance indicators:

* Staff safety meetings held,
* Worksite inspections completed,
* Number of reportable incidents,
* Incident frequency rates,
* Incident severity rates,
* \*Safety program activities, and
* \*Injury claims cost summaries.

*\*Optional*

These performance indicators will be summarized on the ***Safety Program Scorecard*** each month. The calculation and measurement of these program activities is discussed in the ***Program Measurement*** module.

Safety Management Meetings

Safety management meetings will take place on an *annual|quarterly|monthly* basis. Meetings will also take place following a significant incident or event, or if there is a significant change in operations. The basic agenda of safety management meetings will include:

* A review of program performance,
* The identification of areas of concern,
* The identification of areas for improvement, and
* The establishment of program goals.

During safety management meetings safety program performance will be reviewed based upon the following:

* ***The Safety Program Scorecard***,
* Safety program audit results,
* Incident reports,
* Regulatory orders or citations, and
* Worker representative recommendations or reports, and staff input

On an ongoing scheduled basis existing policies, procedures, rules and standards will be reviewed at safety management meetings. Following review there will be a recommendation that the material be discarded, modified or retained.

Safety Management Meeting Record

All meeting outcomes will be summarized in a meeting record which will include, at a minimum:

* The date and place of the meeting,
* Those in attendance,
* All material reviewed,
* Evaluations, and
* Recommended objectives, expectations, and changes.

Responsibilities

It is the responsibility of *senior manager or owner* to ensure that the ongoing evaluation of the safety program is carried out and that safety management meetings take place as scheduled.

References

*Safety Program Scorecard*

*Program Measurement module*

*Management Meetings Practice*

# Element 2 Hazard Management

## Section 2.1: Hazard Management - Overview

Hazard Management Policy

Hazard management is a fundamental element of < > safety program. < > recognizes its duty as an employer to identify the hazards present in its workplace, to assess the risks presented by those hazards, and control hazards which place its employees at risk.

Hazard Management Practice

Managers and supervisors of < > have the responsibility to:

1. Identify the hazards associated with < > workplace and operations,
2. Assess the risks presented by those hazards, and
3. Develop controls for hazards which place < > employees at risk.

High Risk Work

The definition and management of high risk work is described in the ***High Risk Work Practice*** section.

Hazard Recognition

The recognition of hazards present in the work environment and operations is described in the ***Hazard Recognition Practice*** section.

Risk Assessment

The assessment of the risks of hazards found in the work environment and operations is described in the ***Risk Assessment Practice*** section**.**

Hazard Control

The control of hazards which present a risk of incident or injury is described in the ***Hazard Control Practice*** section.

Responsibilities

Managers and supervisors are responsible for identifying all hazards associated with < > operations, assessing the risks of those hazards, developing safety controls for hazards that present a risk, and communicating those controls to staff as described in the ***Management & Supervision***section.

References

*BC Workers Compensation Act, Part 3, Division 3, Section 115*

## Section 2.2: Hazard Management – High Risk Work

High Risk Work - Practice

Certain types of hazards are predetermined to be high risk. Work involving high risk hazards will not be carried out until the hazard has been controlled.

Definition

The term high risk refers to a condition or process which presents a high risk of serious injury, serious illness, or death. An assessment that a condition is high risk includes the consideration of two factors:

1. The likelihood of an incident or exposure occurring, and
2. The likely seriousness of any injury or illness that could result if the incident or exposure occurs.

Defined High Risk Conditions or Activities

By regulation, industry standards, or past experience the following hazards are defined as high risk:

* Working alone and/or in isolation,
* Work with a potential for workplace violence,
* Work requiring lock-out,
* Working at heights over 3 meters (10 feet),
* Work near energized power lines,
* Exposure to electrocution hazards,
* Confined spaces entry,
* Work involving toxic materials,
* Work involving the disturbance of asbestos containing materials,
* Lack of operator protection on mobile equipment,
* Exposure to the risk of being struck by or crushed by material, objects, or mobile equipment, and
* Entry into an excavation over m (4 feet) deep.

Prohibition of High Risk Work

Work which is defined as high risk will not be undertaken until control measures have been developed and implemented.

Responsibilities of Employees

It is the responsibility of employees not to engage in high risk activities and to report any high risk conditions to their supervisor.

Responsibilities of Managers and Supervisors

It is the responsibility of managers and supervisors to respond to high risk conditions reported by staff and to ensure that controls for high risk conditions are implemented and used.

References

*Workers Compensation Board of BC OHS Guideline G-D12-196-2*

*BC Workers Compensation Act, Part 3, Division 3, Section 116*

## Section 2.3: Hazard Management – Hazard Identification

Hazard Identification - Practice

The management of each < > is responsible for identifying all foreseeable hazards associated with their operations.

Hazard - Definition

Hazards are physical or environmental conditions or work processes which have a potential to cause an incident or injury.

Hazard Identification

Hazards will be identified through a number of methods, which include:

* Industry sources,
* Safety program activities, and
* Supervisor activities.

Hazard Identification - Industry Sources

Recognized hazards, which have already been documented by outside sources in industry, will be identified through:

* The ***BC Occupational Health & Safety Regulation***,
* Industry hazard alerts,
* Industry associations,
* Supplier information, and
* Manufacturers’ instructions.

Hazard Identification - Safety Program Activities

New, unique, or local hazards will be identified through safety program activities such as:

* Incident investigations,
* Workplace safety inspections, and
* Worker representative input.

Hazard Identification – Supervisor Activities

Supervisors are responsible for identifying hazards in their area of responsibility through:

* Personal knowledge gained through training and experience,
* Observation of work processes and the workplace, and
* Input from their staff.

Responsibilities of Employees

It is the responsibility of all employees to report any hazards which they encounter in the course of their work to their supervisor.

Responsibilities of Managers and Supervisors

It is the responsibility of all managers and supervisors to respond to hazards which have been reported by their employees and to actively identify hazards present in the workplace.

References

*BC Occupational Health & Safety Regulation*

*BC Workers Compensation Act, Part 3, Division 3, Section 115*

*BC Workers Compensation Act, Part 3, Division 3, Section 116*

*BC Workers Compensation Act, Part 3, Division 3, Section 117*

## Section 2.4: Hazard Management – Risk Assessments

Risk Assessments - Practice

All identified hazards will be assessed to determine the level of risk which they present   
to staff.

Risk - Definition

Risk refers to the likelihood that a hazard will cause an injury or an occupational disease, and the severity of the injury or disease.

Risk Assessment - Definition

A risk assessment is an evaluation of a hazard to determine if it presents a likely risk of causing an injury or disease, and its severity.

Risk Assessments - Methods

1. Most risk assessments will be done internally by a person knowledgeable in the work. An internal risk assessment will include the assignment of a risk ranking and a review by the worker representative.
2. In cases when a risk assessment requires specialized knowledge or qualifications the assessment will be made by a qualified professional.

Internal Risk Assessments

An internal risk assessment must be conducted by a person knowledgeable and experienced in the work being done. If the work requires specialized training or certification then the person conducting the risk assessment must have those qualifications.

An internal risk assessment is based upon the assignment of a risk ranking to a hazard. The assignment of a risk ranking includes the consideration of two factors:

1. The likelihood of an incident or exposure occurring, and
2. The likely seriousness of any injury or illness that could result if the incident or exposure occurs.

Based upon these two factors a hazard will be given a ranking based upon the ***ABCD Risk Ranking Protocol***:

* A Hazards: **Are conditions or practices that have the potential to cause loss of life, critical injury, and/or extensive damage to structures, equipment or materials.**
* B Hazards:  **Are conditions or practices that have the potential to cause a serious injury, illness, or property damage.**
* C Hazards: **Are conditions or practices with a potential for causing non-disabling injuries or non-disruptive property damage.**
* **D Hazards:** Are conditions or practices that have no potential for causing injuries or property damage.

A risk assessment will be documented on a ***Risk Assessment Worksheet*** and explain the rationale for its conclusions. If a risk assessment has not been conducted with the involvement of the worker representative for the site then the worksheet will be reviewed by the representative.

Specialized Risk Assessments

Specialized risk assessments will be carried out on technically complex hazards requiring professional qualifications. Specialized risk assessments may be required for hazards related to such workplace elements as:

* Cranes or hoists,
* Airborne contaminants, or
* Confined spaces.

Specialized hazards will be assessed by a qualified professional such as a:

* Professional Engineer,
* Canadian Registered Safety Professional,
* Registered Occupational Hygienist,
* Certified Industrial Hygienist, or
* Certified Safety Professional.

A risk assessment carried out by a professional will be in writing, will be signed and sealed, and will identify the professional’s qualifications.

Responsibilities of Managers and Supervisors

It is the responsibility of managers and supervisors to ensure that all hazards are assessed for their risks using the appropriate method.

References

*Meetings & Communication – Worker Representative*

*Risk Assessment Worksheet*

## Section 2.5: Hazard Management – Hazard Control

Hazard Control - Practice

All hazards that present a risk to staff will be controlled in order to eliminate or reduce the risk to an acceptable level. In practice, all work which is either high risk or has a risk rating of A,B or C will be reviewed to control the hazards present.

Hazard Control

If an assessment determines that a hazard presents a risk then the risk must be controlled. In order of preference the control measures which will be considered are:

1. Elimination of the hazard,
2. Substitution of a less hazardous process or material,
3. Engineering controls,
4. Administrative controls, and/or
5. Personal protective equipment (PPE).
6. **Hazard Elimination**

Elimination refers to the elimination of the task, equipment, or material which is the source of the hazard or aggravates the risk that the hazard presents.

1. **Hazard Substitution**

Substitution refers to the substitution of a less hazardous procedure, piece of equipment, or substance to reduce the risk the job presents.

1. **Engineering Controls**

Engineering controls involve the design of physical guards, interlocks, or fail safes to reduce the physical risk presented by equipment and work processes.

1. **Administrative Controls**

Administrative controls are rules, procedures, or training that allows staff to understand the hazard and work with it safely. Written instructions are an administrative control.

Personal Protective Equipment

Personal protective equipment such as hard hats, goggles, or respirators are intended to provide a level of physical protection to workers in the event that they are working under hazardous conditions.

Hazard Control Process

Hazard controls will be developed and documented on a ***Hazard Control Worksheet***. Completed worksheets will be reviewed by the worker representative.

Manager and Supervisor Responsibilities

Manager and supervisors are responsible for ensuring that hazard controls are implemented and used for all work which presents a risk to staff.

References

*BC Workers Compensation Act, Part 3, Division 3, Section 115*

*BC Workers Compensation Act, Part 3, Division 3, Section 117*

*Hazard Control Worksheet*

# Element 3 Orientation & Training

## Section 3.1: Orientation and Training - Overview

Orientation and Training - Policy

Each employee must receive the training necessary to ensure that they understand the hazards of their work and how to perform their work safely.

Orientation and Training - Practice

Providing workers with information about the hazards of their work and how to do their work safely is a fundamental part of a safety program. Training and orientation is the initial process by which that information is provided.

Training Inventory

The requirement to develop an inventory of safety training requirements for a jobs and positions is discussed in the ***Training Inventory Practice*.**

General Principles

The basic principles of effective safety training are discussed in the ***General Requirements Practice*.**

Orientation

The requirement to give all employees proper orientation and training in the safe performance of the work is described in the ***Orientation Policy.***

Ongoing Training

The requirement to provide staff with ongoing safety training to ensure that they are able to continue performing their job safely is described in the ***Ongoing Training Practice*.**

Responsibilities

It is the responsibility of each supervisor to ensure that their employees have received training in the safe performance of their job before starting work.

References

*BC Occupational Health and Safety Regulation, Sections 2 – 5*

*BC Workers Compensation Act, Part 3, Division 115*

*BC Workers Compensation Act, Part 3, Division 117*

*Training Inventory Matrix*

*Record of Staff Orientation and Training Form*

## Section 3.2: Orientation and Training – Training Inventory

Training Inventory - Practice

Each employee must receive the training necessary to ensure that they understand the hazards of their work and how to perform their work safely. This requires an individual training program which addresses an employee’s specific job duties, tasks, and work environment.

Training Inventory

An inventory of instructions and training specific to each job will be developed to identify the instructions and training requirements for each position. This inventory will be maintained as the ***Training Inventory Matrix*** and used to structure all staff safety training. Content for the inventory will be identified through the following:

1. The training requirements of a task or job identified through the hazard identification and risk assessment process described in the ***Hazard Management Element*** and ***Emergency Management Elements*** of this manual,
2. The written instructions developed for a task or job as described in the ***Written Instructions Element*** of this manual, and
3. The specific training requirements of the ***Orientation Policy*** and ***Ongoing Training Practice*** of this program element.

Supervisor Responsibilities

Regardless as to whether a written instruction has been developed or connected in the inventory of training to a particular position, a supervisor has an obligation to provide job specific training to an employee in the event that it is apparent the training is relevant to the employee’s assigned work. This requirement may arise from an assignment to a new job or task, an observation by the supervisor that it is needed, or from inquiry from an employee

References

*Training Inventory Matrix*

*Hazard Management Element*

*Emergency Management Element*

*Written Instructions Element*

## Section 3.3: Training and Orientation – General Principles

General Principles - Practice

To be effective, and to meet the company’s responsibilities, training must be provided in a manner which is appropriate to the subject matter and the learner.

Method of Training

Training involves the transfer of skills and/or knowledge, which require different training methods. Knowledge based training includes such subject matter as rules, policies, or hazard information. Appropriate training methods for knowledge based training include:

* Classroom training,
* On-line training,
* Self study, or
* Video based training.

Skills based training includes hands-on subject matter such as wearing personal protective equipment, operating a piece of machinery, or doing a vehicle pre-trip inspection. Appropriate training methods for skills based training include:

* Job shadowing,
* Demonstration,
* Hands-on coaching, or
* Emergency drills.

Most training will probably involve a combination of knowledge and skills based training. Training in safe work procedures will probably involve a classroom discussion of the hazards and purpose of the procedure, followed by a demonstration.

Method of Verification

Effective training must include some method of verifying that the learner has actually understood the training material and is able to apply it properly. The method of verification should be similar to the method of training. In knowledge based training the most common form of verification is a test or exam, either written or oral. For skills based training the most appropriate form of verification would be a demonstration of the skill that has been learned. A combination of the two approaches may be used.

Learner Consideration

Training must be delivered in such a manner that it is understood by the learner. Since all learners are different the method of training used must take into account the different characteristics of the learner. Some learners may not be able to understand the training material as it is presented. Common reasons for such difficulties include:

* Limited literacy,
* Limit English language skills, and
* A lack of the basic skills needed to master difficult tasks.

These limitations must be recognized and the training modified to accommodate the learner.

Responsibilities

It is the responsibility of an employee’s supervisor to ensure that the appropriate method of training has been provided for an employee based on the nature of the material and the needs of the employee, and to verify that learning has taken place after training.

References

## Section 3.4: Orientation and Training - Orientation

Orientation - Policy

Upon hiring, transfer from another location, or return from an extended lay-off staff must receive a safety orientation prior to beginning work.

Orientation - Practice

1. All staff must receive a safety orientation upon commencing employment.
2. Safety orientation will include both general subjects common to all staff and specific instruction relevant to the work of each individual employee.

General Orientation Topics

All new employees must receive a basic safety orientation based upon the ***Training Inventory Matrix*** and which addresses the following subjects:

* The name of their supervisor and how to contact their supervisor regarding safety matters,
* How to report unsafe conditions or request safety information,
* Incident and injury reporting procedures,
* Their right to refuse unsafe work and the procedure for doing so,
* Workplace safety rules,
* General worksite hazards,
* Worksite emergency procedures,
* General site WHMIS information,
* How to summon first aid in the event of an injury,
* Contact information for their worker representative, and
* An overview of the safety program, including directions as to how to access a copy of the program.

Job Specific Orientation

All new employees, or employees who have changed job duties, must receive a basic safety orientation based upon the ***Training Inventory Matrix*** andwhich addresses the following subjects which are specific to their jobs:

* \*Procedures for working alone or in isolation,
* \*How to use, inspect and maintain any necessary personal protective equipment,
* \*Procedures related to violence in the workplace,
* \*Job specific WHMIS information,
* \*Job specific emergency procedures,
* Job specific hazards, and
* Job specific safe work procedures.

*\*(If related to the workplace or job)*

Recordkeeping

All staff orientation will be recorded on a ***Record of Staff Orientation and Training Form*** and retained in the staff member’s personnel file.

Responsibilities

It is the responsibility of the new employee’s supervisor to ensure that the employee receives orientation on both general and job specific topics, and that the orientation is properly recorded.

References

*BC Occupational Health and Safety Regulation, Sections 2 – 5*

*BC Workers Compensation Act, Part 3, Division 115*

*BC Workers Compensation Act, Part 3, Division 117*

*Training Inventory Matrix*

*Record of Staff Orientation and Training Form*

## Section 3.5: Orientation and Training – Ongoing Training

Ongoing Training - Practice

< > recognizes that an employee’s safety training must be kept current with the nature of their job and will provide ongoing training beyond that provided during orientation.

General Training Topics

The following content of the staff safety orientation will be reviewed on an annual basis:

* Worksite emergency procedures,
* General worksite hazards,
* Contact information for their worker representative,
* Workplace safety rules, and
* How to summon first aid in the event of an injury.

Job Specific Training

All areas of an employee’s job specific training must be reviewed annually. In the event of an incident or a failure to follow standard practices which relates to an area of job specific training the specific topic or topics will be reviewed.

Training in New Subjects

Staff will receive such training that they need in order to continue to be aware of the hazards of their work and how to perform it safely. If there is a change to the worksite, changes to operational procedures, or new work hazard information becomes available staff will receive the training appropriate to those changes.

Training for Re-certification

Certifications required for work may include the following:

* Occupational First Aid Certificates,
* Lift Truck Operator’s Certificates,
* Trade or skills qualifications, and
* Professional Driver’s Licences.

The date of expiry of all such certificates will be tracked and recertification scheduled to ensure that a worker remains certified to do their job.

Recordkeeping

All ongoing staff safety training will be recorded:

1. A review of general and job specific training topics may be conducted as a part of a staff meeting and may be documented in the meeting record.
2. Formal specific safety training on new topic areas must be documented on a ***Record of Staff Orientation and Training Form*** and retained in the staff member’s personnel file.
3. Training for re-certification will be documented by retaining a copy of the certificate in the staff member’s personnel file.

Responsibilities

It is the responsibility of an employee’s supervisor to ensure that the employee receives ongoing training in both general and job specific safety topics, remains properly certified, and that the training is properly recorded.

References

*BC Workers Compensation Act, Part 3, Division 115*

*BC Workers Compensation Act, Part 3, Division 117*

*Training Inventory Matrix*

*Record of Staff Orientation and Training Form*

# Element 4 Inspections

## Section 4.1: Inspections – Overview

Inspection Policy

It is the policy of < > to carry out regular inspections of its workplace(s), including buildings, structures, grounds, tools, equipment, and machinery, as well as work methods and practices, at intervals that will prevent the development of unsafe working conditions.

Inspection Practice

It is the practice of < > to carry out inspections of the following:

* All *All worksites|The company worksite*
* Vehicles
* Mobile equipment
* Specialized tools and equipment

*Select all inspections that apply to the business. At a minimum all businesses will conduct worksite inspections.*

Worksite Inspections

Walk around worksite inspections will be carried out on a monthly basis as described in the ***Worksite Inspection Policy.***

Vehicle Inspections

All vehicles used for business purposes will be inspected prior to use as described in the ***Vehicle Inspection Policy.***

Mobile Equipment Inspections

Mobile equipment will be inspected prior to use and according to any manufacturer’s schedule as described in the ***Mobile Equipment Inspection Policy.***

Tool and Equipment Inspections

All specialized tools and equipment whose damage or failure may present a risk to staff will be inspected according to the ***Tool and Equipment Inspections Policy.***

Responsibilities

It is the responsibility of the *senior manager responsible* to ensure that all staff who are required to carry out inspections are informed of their responsibilities, trained in inspection procedures, and carry out inspections according to their responsibilities.

References

*BC Occupational Health and Safety Regulation, Sections 3.5, 3.7, 3.8, & 4.3(2)*

## Section 4.2: Worksite Inspections Policy

Worksite Inspections Policy

*All worksites|The company worksite* will be inspected on a periodic basis to ensure that unsafe conditions do not develop, and that hazards are recognized and managed.

Worksite Inspections Practice

It is the practice of < > to conduct joint workplace inspections on a monthly basis, record the inspection, and correct any hazards found.

Frequency

Worksite inspections will take place on at least a monthly basis. Worksite inspections may be scheduled more frequently in the event of unusual or high risk activities, or if there are changes to the worksite or work environment which may result in the rapid development of hazardous conditions.

Participation

Inspections will be conducted by persons familiar with the worksite and the work being done. In practice this will include a management representative and the worker representative.

Procedure

The general procedure for conducting a workplace inspection is outlined in the ***Workplace Inspection Guidelines*** reference document. In general, inspections will:

* Be conducted in an organized manner moving through the worksite systematically, so that no areas are overlooked,
* Be conducted while work is being done, so that hazardous situations are readily evident,
* Include the observation of work processes and procedures,
* Include talking to and encouraging input from staff.

Hazard Rating Protocol

Hazards identified during a worksite inspection will be prioritized according to the ***ABC Hazard Rating Protocol***:

* A Hazards: **Are conditions or practices that have the potential to cause loss of life, critical injury, and/or extensive damage to structures, equipment or materials. An** A Hazard **requires that work be stopped immediately and the hazard remediated.**
* B Hazards: **Are conditions or practices that have the potential to cause a serious injury, illness, or property damage. A** B Hazard **must be attended to without delay, but work may continue as long as staff are not directly exposed to the hazard.**
* C Hazards: **Are conditions or practices with a potential for causing non-disabling injuries or non-disruptive property damage. A** C Hazard **must be attended to as soon as possible, and monitored for recurrence.**

Recordkeeping

All workplace inspections will be recorded on a ***Workplace Inspection Report Form***. The form will record all identified hazards, their hazard rating, and any recommended corrective actions. The completed form will be signed by all persons conducting the inspection.

Follow-up

Completed ***Workplace Inspection Report Forms*** will be reviewed by the site manager following the inspection. Corrective actions or follow-up activities taken as a result of an inspection report will be signed off by the co-signors of the report.

Responsibility

The *worksite manager* is responsible for:

* Ensuring that site inspections are carried out on a regular basis,
* Ensuring that persons carrying out inspections have been trained in inspection procedures, and
* Ensuring that unsafe conditions identified in inspections are addressed and corrective actions taken to reduce hazards.

References

*Workplace Inspection Guidelines*

*Workplace Inspection Report Form*

*Meetings & Communication – Worker Representative*

## Section 4.3: Vehicle Inspections

Vehicle Inspections Policy

Vehicles will be inspected prior to use to ensure that they may be driven safely. Vehicles for which a manufacturer has provided inspection and maintenance instructions will be inspected according to those instructions.

Vehicles to be Inspected

Vehicles which must be inspected prior to use include:

* Personal passenger vehicles used in the course of work
* Company owned passenger vehicles
* Commercial passenger transportation vehicles
* Commercial trucks

*Select all types of vehicles that apply to the business.*

Passenger Vehicles

Passenger vehicles will be inspected prior to use to ensure that there are no obvious defects or damage which may present a hazard while driving. This applies to both personal vehicles used in the course of work and company owned vehicles.

Commercial Vehicles

Licensed commercial vehicles must be inspected prior to use at the beginning of every shift. The inspection must include the completion of a ***Trip Inspection Report Form***, and the inspection must include all items on the form.

Responsibilities of Employees

It is the responsibility of an employee who is using a vehicle to inspect it prior to use and during use to ensure that it is safe to operate. If the vehicle is a commercial vehicle the employee must complete a ***Trip Inspection Report Form***. If there is a defect then the employee must:

* Remedy the defect if possible, or
* Use another vehicle if possible, or
* Report the defect so that it may be corrected.

Under no circumstances may a vehicle with a defect be used until the defect is corrected.

Responsibilities of Supervisors

It is the responsibility of supervisors to:

* Ensure that employees are aware of their responsibility to inspect vehicles prior to use,
* Ensure that employees are trained in how to inspect vehicles which they might operate,
* Ensure that employees inspect vehicles prior to use, and
* Ensure that corrective action is taken whenever a defective vehicle is reported.

Scheduled Maintenance Inspections

If the manufacturer or supplier of a vehicle has provided instructions for routine inspections, mechanical inspections, or engineering inspections then those instructions will be followed. Routine inspections are the responsibility of the employee using the vehicle, as noted above. Mechanical and engineering inspections will be carried out according to the maintenance inspection schedule provided by the manufacturer. Mechanical or engineering inspections will be conducted by a qualified person and recorded in a maintenance log or file.

References

*All manufacturers’ instructions for mobile equipment*

*Trip Inspection Report Form*

*Inventory of company vehicles*

## Section 4.4: Mobile Equipment Inspections

Mobile Equipment Inspections Policy

Mobile equipment will be inspected prior to use to ensure that it may be operated safely. Mobile equipment for which a manufacturer has provided inspection and maintenance instructions will be inspected according to those instructions.

Mobile Equipment to be Inspected

Mobile equipment which must be inspected prior to use include:

* \*Forklifts
* \*Bobcats
* \*Genie Lifts
* \*Scissor Lifts
* \*Cherry Pickers
* \*Pallet Jacks
* \*Mobile cranes

*\*Select all types of mobile equipment that apply to the business*

Responsibilities of Employees

It is the responsibility of employees who are using a piece of mobile equipment to inspect it prior to use and during use to ensure that it is safe to operate. The inspection must be recorded on an ***Equipment Operators Trip Inspection Form***. If there is a defect then the employee must:

* Remedy the defect if possible, or
* Use another piece of mobile equipment if possible, or
* Report the defect so that it may be corrected.

Under no circumstances may a piece of mobile equipment with a defect be used until the defect is corrected.

Responsibilities of Supervisors

It is the responsibility of the supervisors to:

* Ensure that employees are aware of their responsibility to inspect a piece of mobile equipment prior to use,
* Ensure that employees are trained in how to inspect mobile equipment which they might operate,
* Ensure that employees inspect mobile equipment prior to use, and
* Ensure that corrective action is taken whenever defective equipment is reported.

Scheduled Maintenance Inspections

If the manufacturer or supplier of a piece of mobile equipment has provided instructions for routine inspections, mechanical inspections, or engineering inspections then those instructions will be followed. Routine inspections are the responsibility of the employee using the piece of mobile equipment as noted above. Mechanical and engineering inspections will be carried out according to the maintenance inspection schedule provided by the manufacturer. Mechanical or engineering inspections will be conducted by a qualified person and recorded in a maintenance log or file.

References

*All manufacturers’ instructions for mobile equipment*

*Equipment Operators Trip Inspection Form*

*Inventory of mobile equipment*

## Section 4.5: Tool and Equipment Inspections

Tool and Equipment Inspections Policy

Tools and equipment which might malfunction or fail and result in incident or injury will be inspected prior to use. Tools and equipment for which a manufacturer has provided inspection and maintenance instructions will be inspected according to those instructions.

Tool and Equipment to be Inspected

Tools and equipment which must be inspected prior to use includes:

* \*Hoists
* \*Lifts
* \*Cranes
* \*Cables
* \*Respirators
* \*Fall Protection Equipment
* \*Hand tools

*\*Select all tools and equipment that apply to the business*

Responsibilities of Employees

It is the responsibility of the employee who is using a critical tool or piece of equipment to inspect it prior to use. If there is a defect then the employee must:

* Remedy the defect if possible, or
* Replace the tool or piece of equipment if possible, or
* Report the defect so that it may be corrected.

Responsibilities of Supervisors

It is the responsibility of supervisors to:

* Ensure that employees are aware of their responsibility to inspect critical tools and equipment prior to use,
* Ensure that employees are trained in how to inspect their tools and equipment,
* Ensure that employees inspect their tools and equipment, and
* Ensure that corrective action is taken whenever defective tools or equipment are reported.

Scheduled Maintenance Inspections

If the manufacturer or supplier of a tool or piece of equipment has provided instructions for routine inspections, mechanical inspections, or engineering inspections then those instructions must be followed. Routine inspections are the responsibility of the employee using the tool or piece of equipment as noted above. Mechanical or engineering inspections will be conducted by a qualified person and recorded in a maintenance log or file.

References

*All manufacturers’ instructions for tools and equipment*

*Inventory of critical tools and equipment*

# Element 5 Incidents

## Section 5.1: Incident Management – Overview

Incident Management Policy

It is the policy of < > to manage workplace incidents to reduce their effect and to prevent their recurrence.

Incident Management Practice

It is the practice of < > to:

* Require employees to report all workplace incidents,
* Investigate serious incidents, and
* Report serious incidents to the proper authorities.

Employee Incident Reporting Requirements

Employees will report workplace incidents as described in the ***Employee Incident Reporting Policy*.**

Incident Investigations

Serious workplace incidents will be investigated as described in the ***Incident Investigation Policy.***

Reporting to Regulatory Agencies

Serious incidents will be reported to the appropriate public agency as described in the ***Incident Reporting Policy.***

Responsibilities

It is the responsibility of the *senior manager responsible* to:

* Ensure that employees report all workplace incidents,
* Ensure that serious incidents are followed-up and investigated,
* Ensure that hazardous conditions identified in incident investigations are managed, and
* Ensure that critical incidents are reported to regulatory agencies and other third parties.

References

*BC Occupational Health and Safety Regulation, Sections*

*BC Workers Compensation Act Part 3, Division 10*

*Appendix – Incident Definitions*

## Section 5.2: Incident Management - Employee Incident Reporting Requirements

Employee Incident Reporting Policy

It is the policy of < > that employees must report all incidents in order that they may be investigated and properly followed up.

Employee Incident Reporting Practice

It is the practice of < > to require employees to report the following types of incidents:

* First aid incidents,
* Medical aid incidents,
* Time loss incidents,
* Near misses,
* Occupational diseases,
* Property damage incidents,
* Vehicle incidents, and
* Violent incidents.

Employee Responsibilities

Employees are responsible for reporting all such incidents as soon as is practicable, and in all cases before the end of the day’s shift.

Incident Reporting Method

Employees may report incidents through the following methods:

* In writing on a prescribed report form,
* Verbally to a supervisor, or
* By seeking treatment from an occupational first aid attendant if they are injured.

Management Responsibilities

It is the responsibility of the *supervisor|manager* to ensure that:

* Employees understand their incident reporting responsibilities,
* Employees understand which incidents to report,
* Employees understand how to report incidents, and
* Employees report all incidents as required.

References

*Incident Report Form*

*Appendix – Incident Definitions*

## Section 5.3: Incident Management - Incident Investigations

Incident Investigation Policy

It is the policy of < > to investigate serious and potentially serious incidents to determine their causes and prevent recurrences.

Incident Investigation Practice

It is the practice of < > to conduct a formal investigation of the following types of incidents:

* An incident which resulted in the death or serious injury of an employee,
* An incident that resulted in injury to an employee requiring medical treatment,
* An incident that did not involve injury to an employee, or only involved a minor injury, but had the potential to cause serious injuries,
* An incident that involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation, or
* An incident involving the major release of a hazardous substance.
* *First aid incidents*
* *All near miss incidents*
* *Property damage incidents*
* *Vehicle incidents*
* *Violent incidents*

*The first five types of incidents are mandatory, the last five are discretionary.*

Participation and Involvement

An incident investigation will involve:

* The supervisor of the employee involved,
* The worker representative, and
* If neither of these persons are trained, a person trained in incident investigation methods.

An investigation will also include the participation of the employee involved in the incident and any witnesses.

Time Frame

An investigation will be initiated within 24 hours of an incident and will be concluded without unnecessary delay.

Scope of an Investigation

The general procedure for conducting an investigation is outlined in the ***Incident Investigation Guidelines*** reference document. At a minimum, an incident investigation will seek to determine:

* The cause or causes of the incident,
* Any unsafe conditions, acts, or procedures that contributed to the incident, and
* Any corrective actions which can be taken to prevent similar incidents.

Written Report

Upon completion of the incident investigation a written report will be completed which will include the following information:

* The name of the employee involved in the incident,
* The name or names of the individuals who have investigated the incident and completed the report,
* The cause or causes of the incident,
* Any unsafe conditions, acts, or procedures that contributed to the incident, and
* Recommended corrective actions which can be taken to prevent similar incidents.

The report may take the form of a written report or use the ***Incident Investigation Form*** provided in this manual. Copies of the completed report will be provided to the Workers Compensation Board of BC.

Responsibilities

It is the responsibility of the *senior manager responsible* to ensure:

* That all incidents are investigated,
* That all staff who are required to carry out investigations are trained in investigation practices, and
* That hazards identified during investigations are managed.

References

*Incident Report Form*

*Incident Investigation Form*

*Incident Investigation Guidelines*

*Appendix – Incident Definitions*

*Meetings & Communication – Worker Representative*

## Section 5.4: Incident Management - Reporting to Regulatory Agencies

Incident Reporting Policy

It is the policy of < > to immediately report serious incidents to the appropriate government agency.

Incident Reporting Practice

Incidents which must be reported include:

* Serious workplace incidents, and
* Serious motor vehicle incidents.

Serious Workplace Incidents

A serious workplace incident is:

* An incident which resulted in the death or serious injury of an employee,
* An incident that involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation, or
* An incident involving the major release of a hazardous substance.

The Workers Compensation Board of BC will be notified immediately in the event of a serious workplace incident. In the event of an incident resulting in a death the *RCMP or local police department* will also be notified.

Serious Motor Vehicle Incidents

The *RCMP or local police department* must be notified in the event of the following:

* A vehicle accident resulting in an injury, or
* A vehicle incident resulting in damage in excess of $1,000.

Responsibility

It is the responsibility of the *site manager* to ensure that serious workplace incidents or serious motor vehicle incidents are reported without delay.

References

*BC Occupational Health and Safety Regulation, Sections*

*BC Workers Compensation Act Part 3, Division 10*

*Appendix – Incident Definitions*

## **Appendix: Incident Management - Reporting to Regulatory** Agencies

Incident Reporting Policy

It is the policy of < > to immediately report serious incidents to the appropriate government agency.

Incident Reporting Practice

Incidents which must be reported include:

* Serious workplace incidents, and
* Serious motor vehicle incidents.

Serious Workplace Incidents

A serious workplace incident is:

* An incident which resulted in the death or serious injury of an employee,
* An incident that involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation, or
* An incident involving the major release of a hazardous substance.

The Workers Compensation Board of BC will be notified immediately in the event of a serious workplace incident. In the event of an incident resulting in a death the *RCMP or local police department* will also be notified.

Serious Motor Vehicle Incidents

The *RCMP or local police department* must be notified in the event of the following:

* A vehicle accident resulting in an injury, or
* A vehicle incident resulting in damage in excess of $1,000.

Responsibility

It is the responsibility of the *site manager* to ensure that serious workplace incidents or serious motor vehicle incidents are reported without delay.

References

*BC Occupational Health and Safety Regulation, Sections*

*BC Workers Compensation Act Part 3, Division 10*

*Appendix – Incident Definitions*

# Element 6 Emergency Management

## Section 6.1: Emergency Management - Overview

Emergency Management - Policy

< > recognizes that the nature of it operations and physical location may put staff at risk in the event of an emergency and will take steps to mitigate such potential emergencies.

Emergency Management – Practice

< > will conduct a risk assessment of its operations and locations to identify any potential emergencies. < > will develop emergency procedures to address any potential emergencies which may put staff at risk.

Risk Assessment

< > will assess the risks presented by any potential emergencies as described in the ***Risk Assessment Practice*** section.

Emergency Procedures

Based upon the assessment < > will develop procedures to manage those emergencies for which there is a risk as described in the ***Emergency Procedures Practice*** section.

Occupational First Aid

< > will maintain the ability to provide an appropriate level of first aid care to injured staff as described in the ***Occupational First Aid Policy*** section.

Fire Protection Plan

< > will maintain a fire protection plan to protect staff from the risks of workplace fires as described in the ***Fire Protection Plan Practice*** section.

\*Earthquake Preparedness

< > will make preparations to protect staff in the event of an earthquake during working hours as described in the ***Earthquake Preparedness Practice*** section.

*\*(Only applies to businesses which operate in an area of earthquake risk)*

Responsibilities

Management is responsible for identifying potential emergencies which may put staff at risk and developing preparedness measures to address those risks.

References

*BC Occupational Health and Safety Regulation, Sections 4.13 – 4.18*

[*BC Occupational Health and Safety Regulation Section 3.14*](http://www2.worksafebc.com/publications/OHSRegulation/Part3.asp#SectionNumber:3.14) *– 3.21*

## Section 6.2: Emergency Management – Risk Assessment

Risk Assessment - Practice

< > recognizes that the nature of its operations or its physical location may create a potential for emergency situations. < > will assess any potential emergencies to determine if staff may be put at risk.

Potential Emergencies

Foreseeable emergencies which must be considered in a risk assessment include:

* \*Earthquakes,
* \*\*Power line contacts,
* \*\*Chemical spills, including hazardous materials incidents,
* \*\*Violent incidents,
* \*\*High angle rescues,
* \*\*Confined space rescues,
* Natural gas leaks,
* Interface wildfires,
* Weather, such as torrential rain, heavy snow or tornadoes,
* Catastrophic accidents,
* Civil unrest, such as environmental protests, blockades, or labour disputes,
* Bomb threats,
* Floods, and
* Emergency site shutdowns.

*\*(Note – Discussed in Emergency Management – Earthquake Preparedness module)*

*\*\*(Emergencies related to defined high risk activities)*

In addition to the potential emergencies listed above other potential emergencies may be identified based upon:

* Staff input,
* Past history or recent events,
* Input from public safety authorities, or
* Input from subject matter specialists.

Consideration will also be given to any neighbouring businesses with inherent hazards which may impact nearby worksites.

Risk Assessment

The list of potential emergencies will be evaluated to establish their relative risk and in order to discard any which present no risk. The evaluation will consider both the probability and consequences of each potential emergency using the ***Emergency Preparedness Risk Assessment Tool***. The numerical ranking provided by the tool for the identified risks will allow potential emergencies to be addressed according to their relative risk. Potential emergencies associated with defined high risk activities will be considered high risk.

Annual Review

All potential emergencies and their risk will be reviewed annually, or in the event of a significant change in operations. The review will consider whether the potential emergencies identified still present a risk, and whether any other potential emergencies create new risks which need to be managed.

Responsibilities

It is the responsibility of the site manager to identify any potential emergencies and conduct a risk assessment.

References

*Emergency Preparedness Risk Assessment Tool*

## Section 6.3: Emergency Management - Emergency Procedures

Emergency Procedures - Practice

< > recognizes that the nature of its operations or its physical location may create a potential for emergency situations which could place staff at risk, and will develop emergency preparedness plans to address those risks.

Emergency Preparedness Plan Development

Fire, first aid, and earthquake plans will be developed in accordance with those sections of this manual. In addition, < > will develop preparedness plans for any other potential emergencies for which there is a risk. Written plans will be developed for all identified risks using the ***Emergency Preparedness Plan Template***.Most emergency procedures will address all or some of the following points:

* Potential hazards,
* Actions to be taken,
* Roles and responsibilities,
* Equipment, supplies, and resources,
* Training,
* Internal communication,
* Communication with external agencies,
* Communication with the public, and
* Integration with local public safety agencies and client emergency procedures.

Staff Training and Practice

1. All staff will be oriented as to all emergency plans before commencing work.
2. Emergency plans will be reviewed with all staff at least once a year, or in the event of a potential emergency.

Annual Review

All emergency plans will be reviewed annually, or in the event of a significant change in operations. The review will consider whether the information in the plan is current and whether the plan addresses the potential risks.

Responsibilities

It is the responsibility of the site manager to develop emergency plans as needed, and to review the emergency plans with staff.

References

*Emergency Preparedness Plan Template*

## Section 6.4: Emergency Management - Occupational First Aid

Occupational First Aid Policy

It is the policy of < > to ensure that appropriate first aid care is provided to any staff who are injured in the course of work.

Occupational First Aid Practice

In order to provide an appropriate level of first aid care to any injured employees it is the practice of < > to:

* Conduct an annual first aid needs assessment,
* Ensure that a qualified occupational first aid attendant is available on site,
* Maintain appropriate levels of equipment, supplies and facilities, and
* Maintain current first aid procedures.

First Aid Assessment

Annually, or following a significant change in operations, < > will conduct a first aid needs assessment of its worksite. The assessment will be based upon the first aid requirements published in the ***BC Occupational Health and Safety Regulation***. The assessment will consider:

* The degree of risk presented by < > business operations,
* The number of staff on site, and
* The site’s access to emergency medical services.

First Aid Plan

Based upon the first aid needs assessment a first aid plan will be written which includes the following:

* The minimum number of occupational first aid attendants required,
* The minimum level of first aid qualification of the attendant(s),
* Minimum levels of first aid supplies, equipment and facilities, and
* A written first aid procedure.

First Aid Procedure

The written first aid procedure will be posted on the staff safety bulletin board and contain the following information:

* The name of the designated first aid attendants(s), and
* Instructions on how to obtain first aid.

In addition to posting the first aid procedure all staff will be informed of its contents. New staff will be informed of the site first aid procedure prior to starting work.

First Aid Attendant

Based upon the first aid needs assessment one or more staff members will attend a course of training to obtain the necessary level of first aid certification. < > will at all times ensure that one or more occupational first aid attendants with current qualifications are available to meet the requirements of the first aid plan. At all times at least one designated occupational first aid attendant will be on site during working hours.

First Aid Attendant Responsibilities

The designated occupational first aid attendant has the following responsibilities:

* Providing first aid to injured staff within the limits of their qualifications,
* Ensuring that first aid supplies and facilities are kept in readiness for emergencies, and
* Keeping records of reported injuries and first aid treatment.

Management Responsibilities

It is the responsibility of the site manager or supervisor to ensure the following:

* That an annual first aid needs assessment has been carried out,
* That there is a current written first aid plan,
* That there is a current written first aid procedure,
* That all staff are aware of the first aid procedure,
* That there is a qualified first aid attendant on site during business hours, and
* That there are appropriate levels of first aid supplies, equipment and facilities on site.

Reference

[*BC Occupational Health and Safety Regulation Section 3.14*](http://www2.worksafebc.com/publications/OHSRegulation/Part3.asp#SectionNumber:3.14) *– 3.21*

[*BC Occupational Health and Safety Guidelines, Part 3, Occupational First Aid*](http://www2.worksafebc.com/publications/OHSRegulation/GuidelinePart3.asp#SectionNumber:G3.16-1)

*First Aid Plan Template*

## Section 6.5: Emergency Management – Fire Protection Plan

Fire Protection Plan - Practice

< > will maintain a site fire protection plan to prevent fires and to ensure that staff may safely evacuate the site in the event of a fire.

Fire Emergency Plan

A site fire emergency plan will be established using the ***Fire Emergency Plan Template***. The plan will include the following features:

* A designated fire evacuation signal or alarm,
* Designated fire exit routes,
* A designated evacuation assembly or muster point, and
* A process for fire department notification.

Fire Emergency Plan Training

1. All staff, prior to commencing employment will be oriented to the site fire emergency plan, and
2. The site fire emergency plan will be reviewed with all staff at least once a year.

Fire Emergency Plan Drills

At least annually a scheduled drill of the fire emergency plan will be conducted. The drill will be scheduled to include as many staff as possible, and will be recorded.

Fire Safety Equipment and Life Safety Features

Fire safety equipment and life safety features will be provided according to the requirements of the ***BC Fire Code*** and ***BC Building Code*,** and will include:

* Fire extinguishers,
* Fire exit signage,
* Clear fire exit doors and passages,
* \*Emergency lighting,
* \*Fire Sprinklers,
* \*Fire detection systems, and
* \*Fire hoses.

*\*(Depending on fire or building code requirements)*

Monthly and Annual Reviews

1. The site’s fire protection equipment and life safety features will be inspected on at least a monthly basis as a part of the worksite inspection program. The inspection will ensure that these items are present, in working condition, and clear of obstructions.
2. The site’s fire protection equipment will be inspected at least annually by qualified fire protection technicians to ensure their functional integrity.

Responsibilities

It is the responsibility of the site manager or supervisor to ensure that a fire emergency plan is in place, that fire safety equipment and life safety features are in place and maintained, that staff are trained in fire emergency procedures, and that drills take place at least annually.

References

*Fire Emergency Plan Template*

*BC Fire Code*

*BC Building Code*

## Section 6.6: Emergency Management – Earthquake Preparedness

Earthquake Preparedness - Practice

< > recognizes that its business operations take place in a geographical area with a known earthquake risk. < > will make preparations to protect staff should an earthquake occur during business hours.

Risk Assessment

1. An assessment of the relative risk and potential severity of an earthquake affecting < > is based upon the earthquake hazard information provided by [**Earthquake Hazard Natural Resources Canada**](http://www.earthquakescanada.nrcan.gc.ca/hazard-alea/index-eng.php).
2. An assessment of the relative risks should an earthquake occur and the recommended steps to prepare for such an event is based upon the earthquake preparedness information provided by [**Emergency Management BC**](http://www.embc.gov.bc.ca/EM/hazard_preparedness/earthquake_preparedness.html)**.**

Mitigation and Preparedness

Based upon the guidelines provided by [**Emergency Management BC**](http://www.embc.gov.bc.ca/EM/hazard_preparedness/earthquake_preparedness.html) < > will reduce the potential risk of injuries from an earthquake by mitigating workplace hazards and taking basic preparedness steps. These steps might include:

* Reviewing the storage of materials to reduce risk from falls or breakage,
* Using fastening and fixtures to secure shelves and cupboards,
* Maintaining emergency first aid equipment, and
* Maintaining emergency supplies and equipment as deemed necessary.

Response Plan

Based upon the risk assessment and the guidelines provided by [**Emergency Management BC**](http://www.embc.gov.bc.ca/EM/hazard_preparedness/earthquake_preparedness.html)< > will develop an earthquake response plan which addresses the following points:

* Duck and cover or self protection strategies for staff,
* Emergency evacuation and assembly points,
* The provision of first aid for injured staff, and
* Communication with emergency or rescue services.

Staff Training and Practice

1. All staff will be oriented as to the earthquake response plan before commencing work.
2. The emergency response plan will be reviewed with all staff at least once a year.
3. An earthquake drill or practice will be carried out at least one a year.

Annual Review

< > will review all aspects of the earthquake preparedness plan annually to ensure that it is current and addresses known risks. The review will include:

1. An assessment of the relative risks should an earthquake occur,
2. All mitigation and preparedness measures, and
3. The earthquake response plan.

Responsibilities

It is the responsibility of the site manager or supervisor to ensure that a risk assessment is completed, mitigation and preparedness steps taken, a response plan established, training and practice takes place, and an annual review conducted.

**References**

[*http://www.earthquakescanada.nrcan.gc.ca/hazard-alea/index-eng.php*](http://www.earthquakescanada.nrcan.gc.ca/hazard-alea/index-eng.php)

[*http://www.embc.gov.bc.ca/EM/hazard\_preparedness/earthquake\_preparedness.html*](http://www.embc.gov.bc.ca/EM/hazard_preparedness/earthquake_preparedness.html)

# Element 7 Meetings & Communication

## Section 7.1: Meetings & Communication - Overview

Meetings & Communication - Policy

< > will support its safety program through ongoing engagement with staff and the worker representative.

Meetings & Communication - Practice

Meetings and communication support the safety management system by providing oversight, participation, and engagement. < > will support these outcomes by doing the following:

* Holding regular management safety meetings,
* Holding regular staff safety meetings,
* Holding regular crew safety meetings, and
* Supporting a worker representative.

Management Meetings

Management will meet at least annually to review the company health and safety management system as described in the ***Management Meetings Practice*** and the ***Continuous Improvement Policy***.

Staff Meetings

< > will conduct monthly staff safety meetings to communicate general safety information and to discuss hazards or concerns as described in the ***Staff Meetings Practice***.

Crew Meetings

Supervisors will conduct regular crew meeting to provide their staff with department specific safety information and to discuss any hazards or concerns, as described in the ***Crew Meetings Practice*.**

Worker Representative

< > will appoint a worker representative, in accordance with legislation, and work with the representative as described in the ***Worker Representative Policy***.

Management Responsibilities

The management of < > is responsible for:

* Holding management safety meetings,
* Holding staff and crew safety meetings, and
* Supporting the worker representative.

References

*BC Workers Compensation Act, Part 3, Division 4*

*Meeting Record Form*

*Continuous Improvement Policy*

*Incident Investigations Policy*

*Incident Investigations Policy*

*Risk Assessments Practice*

*Risk Assessment Worksheet*

*ARA Safety Awareness Handbook*

## Section 7.2: Meetings & Communication – Management Meetings

Management Meetings - Practice

Management safety meetings will be held to support the continuous improvement of < > workplace safety program.

Purpose of Management Meetings

Management safety meetings are held to evaluate the effectiveness of the safety program, to review its content, and to set goals for its continuing development. Management safety meetings are intended to support the ongoing safety management process described in the ***Continuous Improvement Policy*.**

Frequency of Management Meetings

Safety management meetings will take place on an *annual|quarterly|monthly* basis. Meetings will also take place following a significant incident or event, or if there is a significant change in operations.

Meeting Agenda

The basic agenda of a management safety meeting will include:

* A review of the program,
* The identification of areas of concern,
* The identification of areas for improvement, and
* The establishment of program goals.

Content of Management Review

When reviewing the program management will consider all aspects of the safety management system, including:

* Safety management system metrics,
* Worker representative recommendations or reports, and staff input,
* Regulatory orders or citations, and
* Existing policies, procedures, rules and standards.

Meeting Outcomes

Following its review of the program’s content management will:

* Evaluate the system’s performance,
* Set objectives for future performance,
* Define ongoing management performance expectations, and
* Recommend changes or detailed reviews of existing program elements, or endorse their continued use.

Meeting Record

The meeting’s outcomes will be summarized in a meeting record which will include, at a minimum:

* The date and place of the meeting,
* Those in attendance,
* The material reviewed,
* Evaluations, and
* Recommended objectives, expectations, and changes.

Responsibilities

It is the responsibility of *senior manager or owner* to ensure that safety management meetings take place as scheduled.

References

*Continuous Improvement Policy*

## Section 7.3: Meetings & Communication – Management Meetings

Management Meetings - Practice

Management safety meetings will be held to support the continuous improvement of < > workplace safety program.

Purpose of Management Meetings

Management safety meetings are held to evaluate the effectiveness of the safety program, to review its content, and to set goals for its continuing development. Management safety meetings are intended to support the ongoing safety management process described in the ***Continuous Improvement Policy*.**

Frequency of Management Meetings

Safety management meetings will take place on an *annual|quarterly|monthly* basis. Meetings will also take place following a significant incident or event, or if there is a significant change in operations.

Meeting Agenda

The basic agenda of a management safety meeting will include:

* A review of the program,
* The identification of areas of concern,
* The identification of areas for improvement, and
* The establishment of program goals.

Content of Management Review

When reviewing the program management will consider all aspects of the safety management system, including:

* Safety management system metrics,
* Worker representative recommendations or reports, and staff input,
* Regulatory orders or citations, and
* Existing policies, procedures, rules and standards.

Meeting Outcomes

Following its review of the program’s content management will:

* Evaluate the system’s performance,
* Set objectives for future performance,
* Define ongoing management performance expectations, and
* Recommend changes or detailed reviews of existing program elements, or endorse their continued use.

Meeting Record

The meeting’s outcomes will be summarized in a meeting record which will include, at a minimum:

* The date and place of the meeting,
* Those in attendance,
* The material reviewed,
* Evaluations, and
* Recommended objectives, expectations, and changes.

Responsibilities

It is the responsibility of *senior manager or owner* to ensure that safety management meetings take place as scheduled.

References

*Continuous Improvement Policy*

## Section 7.4: Meetings & Communication – Crew Meetings

Crew Meetings - Practice

< > will conduct regular crew meeting so that supervisors can provide their staff with department specific safety information, training, and coaching, as well as discuss any hazards or concerns.

Frequency

Crew meetings will be held on a < > basis. In addition, crew meetings will be held in the event of a significant event, and prior to the introduction or a new procedure, process, or piece of equipment.

Content

Crew meetings are intended to be short and informal. The meeting may feature one or more of the following:

* A structured presentation on a relevant topic,
* A question and answer session, or
* A review of a current concern or hazard.

Records

All crew meetings must be recorded on a ***Meeting Record Form***. At a minimum, the meeting record should include:

* The date, time and location,
* All persons in attendance,
* The subject of any presentation, and
* Any concerns or comments brought forward during the meeting.

Responsibilities

Management is responsible for ensuring that supervisors and crews meet with a frequency that is appropriate to the relative hazard of the work being done. Supervisors are responsible for conducting crew meetings and keeping records of the meetings.

References

*Meeting Record Form*

## Section 7.5: Meetings and Communication – Worker Representative

Worker Representative - Policy

< > will appoint a worker representative, in accordance with legislation, and work with the representative to ensure a safe workplace which is free of hazards.

Worker Representative - Practice

The worker representative will contribute to a safe workplace which is free of hazards through the following activities:

* Meeting regularly with management,
* Participating in worksite inspections,
* Participating in incident investigations, and
* Participating in risk assessments.

Selection of the Worker Representative

The worker representative is appointed by the workers at the worksite.

Worker Representative Training

A worker representativeis entitled to eight hours of training each year in relation to their role. The nature of the training is at the discretion of the representative, and might include:

* Attendance at industry safety workshops or conferences,
* Union or labour safety workshops,
* Ministry of Labour Employers or Workers Advisor courses, or
* In-house training.

Reasonable costs related to the training and paid time to attend training are the responsibility of < >.

Worker Representative Meetings

The site manager will meet with the worker representative at least monthly. Meeting subjects may include:

* Reviewing inspection reports,
* Reviewing incidents,
* Reviewing any risk assessments,
* Discussing any concerns brought forward by staff, or
* Discussing any recommendations for improving safety.

Inspections

As noted in the ***Worksite Inspections Policy*** a manager or supervisor and the worker representative shall conduct worksite inspections on a monthly basis.

Investigations

As noted in the ***Incident Investigations Policy*** the worker representative will participate in any incident investigations.

Risk Assessments

As noted in the ***Hazard Management – Risk Assessments Practice*** the worker representative may be involved in conducting risk assessments. If the worker representative is not directly involved in a risk assessment then the representative will review the completed ***Risk Assessment Worksheet***.

Management Responsibilities

The management of < > is responsible for ensuring that a worker representative is appointed and responding to concerns or recommendations from the representative.

References

*BC Workers Compensation Act, Part 3, Division 4*

*Incident Investigations Policy*

*Incident Investigations Policy*

*Risk Assessments Practice*

*Risk Assessment Worksheet*

# Element 8 Written Instructions

## Section 8.1: Written Instructions – Overview

Overview - Practice

Written instructions are a means of documenting and communicating information about workplace hazards and workplace safety practices. There are five general types of written instructions:

* Rules,
* Safe work procedures,
* Standard operating procedures,
* Manufacturer and supplier instructions, and
* Emergency procedures.

Rules

Workplace safety rules directly address hazards by requiring or prohibiting a particular action. Basic workplace safety rules are described in the ***Safety Rules Practice***.

Safe Work Procedures

Written safe work procedures provide information about the hazards of a job and the means by which it can be done safely. Their development and use are described in the ***Safe Work Procedures Practice*.**

Standard Operating Procedures

Standard operating procedures provide direction in the correct method of carrying out standard tasks. Their application and development are described in the ***Standard Operating Procedures Practice.***

Manufacturer Instructions and Supplier Information

Manufacturer instructions and supplier information are provided by manufacturers or suppliers to provide information about the hazards inherent in their products and methods of reducing those hazards. This information will be inventoried and provided to staff as described in the ***Manufacturer Instructions and Supplier Information Practice*.**

Emergency Procedures

Emergency procedures are required to respond to unplanned incidents that might put staff, visitors, or property at risk. The development of emergency procedures is described in the ***Emergency Management Element***.

Responsibilities

Management is responsible for:

* Developing or collecting written instructions,
* Making written instructions available to staff, and
* Reviewing written instructions to ensure that they are current.

References

*Emergency Management Element*

## Section 8.2: Written Instructions – Safety Rules

Safety Rules – Practice

Workplace safety rules are intended to directly address a hazard by requiring or prohibiting a particular action. To ensure that they are effective rules will be:

* Clear in their intent,
* Communicated to staff, and
* Enforced through the disciplinary process.

Establishment of Workplace Safety Rules

The need for workplace safety rules may be required through legislation, or identified through the incident investigation or hazard management process. At a minimum, the following workplace safety rules will be in place:

* The requirement for employees to report unsafe conditions,
* The requirement for employees to report incidents,
* The requirement for employees to follow all safety instructions,
* The requirement for employees to use personal protective equipment,
* Employees are prohibited from working while impaired,
* Employees are prohibited from damaging or compromising safety equipment,
* Employees are prohibited from smoking in the workplace, and
* Employees are prohibited from engaging in workplace misconduct such as horseplay, harassment, bullying, and acts of violence.

Employee Responsibilities

Employees are responsible for following all workplace safety rules.

Supervisor Responsibilities

Supervisors are responsible for ensuring that rules are followed and taking action when they are not followed.

References

## Section 8.3: Written Instructions – Safe Work Procedures

Safe Work Procedures - Practice

Written safe work procedures provide information about the hazards of a specific job or task and the means by which it can be done safely.

When Required

The need for a safe work procedure will be identified during the hazard identification, risk assessment, and hazard management process described in the ***Hazard Management Element***. Written work procedures are required when the hazards of a task or job cannot be managed through elimination, substitution or engineering, and where the information required for a worker to do the job safely cannot be adequately communicated through rules, manufacturer’s instructions, or through basic training and instruction. Work determined to be high risk, as described in the ***High Risk Work Practice***, will require safe work procedures.

Development of Safe Work Procedures

When possible, safe work procedures will be developed by persons familiar with the task or job. Procedures will be developed using the ***Safe Work Procedure Template*** and will include the following features:

* A title describing the specific task or job,
* The hazards addressed by the procedure,
* The general steps or a summary of the procedure, intended for quick reference,
* Detailed steps of the procedure,
* Any personal protective equipment required,
* Any required permits, and
* Dates of development, review or revision.

Review of Safe Work Procedures

All safe work procedures will be reviewed to ensure that they are accurate. At a minimum, safe work procedures will be reviewed:

* By the worker representative following development,
* In the event of an incident involving the task addressed in the procedure, and
* By the responsible supervisor or manager at least annually, and revised if necessary.

Responsibilities

Managers and supervisors are responsible for the development of safe work procedures and for their review.

References

*Safe Work Procedure Template*

*Hazard Management Element*

*High Risk Work Practice*

## Section 8.4: Written Instructions – Standard Operating Procedures

Standard Operating Procedures - Practice

Standard operating procedures provide direction in the correct method of carrying out standard tasks.

When Required

Unlike safe work procedures which address a specific high risk activity, standard operating procedures describe the correct process for doing standard tasks which will prevent the development of hazards. Such tasks might include:

* The proper use of tools,
* The safe operation of equipment, or
* The use of personal protective equipment.

The need for a standard operating procedure may be determined through a number of processes:

* During the hazard identification, risk assessment, and hazard management process described in the ***Hazard Management Element***,
* As a result of recommendations from a manufacturer or supplier identified through the ***Manufacturer Instructions and Supplier Information Practice***, or
* In order to supplement a safe work procedure developed through the ***Safe Work Procedures Practice.***

Development of Standard Operating Procedures

When possible, standard operating procedures will be developed by persons familiar with the work process. Procedures will be developed using the ***Standard Operating Procedure Template*** and will include the following features:

* A title describing the specific task or job,
* The purpose of the procedure,
* The general steps or a summary of the procedure, intended for quick reference,
* Detailed steps of the procedure, and
* Dates of development, review or revision.

Review of Standard Operating Procedures

All standard operating procedures will be reviewed to ensure that they are accurate. At a minimum standard operating procedures will be reviewed:

* By the worker representative following development,
* In the event of an incident involving the work process addressed in the procedure, and
* By the responsible supervisor or manager at least annually, and revised if necessary.

Responsibilities

Managers and supervisors are responsible for the development of standard operating procedures and for their review.

References

*Standard Operating Procedure Template*

## Section 8.5: Written Instructions – Manufacturer Instructions and Supplier Information

Manufacturer Instructions and Supplier Information - Practice

Manufacturer instructions and supplier information will be inventoried and provided to staff as a source of hazard information and safe work instructions.

Manufacturer Instructions

Manufacturer instructions for equipment and machinery include information for proper use and maintenance. Manufacturer instructions may be supplemented with further information, but will not be replaced unless the replacement instructions are certified by a professional engineer or other qualified professional. These instructions describe the proper use of the equipment and will be kept in a location where they can be readily accessed by staff. All instructions will also be itemized and maintained in an ***Inventory of Manufacturer Instructions.***

Supplier Information

Supplier information for hazardous materials describe the hazards of the material, proper storage practices, required personal protective equipment, handling procedures, spill response procedures, and first aid procedures. This information will be detailed on a material safety data sheet (**MSDS**). The provision of this information as well as the obligation to make it readily available to staff is a requirement of the **Workplace Hazardous Materials Information System** (**WHMIS**). Detailed information regarding WHMIS is available through the WorkSafeBC booklet, ***WHMIS at Work***. All supplier material safety data sheets will be kept in a location where they can be readily accessed by staff. All sheets will also be itemized and maintained in an ***Inventory of Hazardous Materials.***

Employee Responsibilities

Employees are responsible for following the information provided through manufacturer instructions and supplier information.

Management Responsibilities

Management is responsible for collecting manufacturer instructions and supplier information, and making that information available to staff.

References

*Inventory of Manufacturer Instructions*

*Inventory of Hazardous Materials (WHMIS Inventory)*

*BC Occupational Health and Safety Regulation Sections 5.3 – 5.19*

*BC Occupational Health and Safety Regulation Section 4.3- 4.8*

*WHMIS at Work (WorkSafeBC Publication)*

# Element 9 Sector Specific Programs

## Section 9.1: Supplementary Procedures

Supplementary Procedures - Practice

This section is a collection of support materials, standard operating procedures, and safe work practices specific to the operations of < >.

Inventory

An inventory of support materials, standard operating procedures, safe work practices, emergency procedures, manufacturer’s instructions, and supplier information follows this introductory page.

Responsibility for Review

It is the responsibility of *senior manager or owner* to ensure that this inventory is reviewed and updated every *annual|quarterly|monthly*