

## **SUPERVISOR SAFETY TRAINING PROGRAM OBJECTIVE**

The intention of this training program is to provide Supervisors with the knowledge and skills necessary to competently perform the responsibilities required of a Supervisor to establish and maintain, a safe working environment for his/her workers.

### **OBJECTIVES**

After going through this program,  
you should have a clear understanding of

1. WCB Regulations and How to Use Them
2. Company's Occupational Health & Safety Program
3. Supervisors' Responsibilities and How to Comply
4. Effective Supervision Techniques

# **PART 1**

## **WCB REGULATIONS**

### **OBJECTIVES**

After going through this unit,  
you should have a clear understanding of

1. WCB Regulations and How to Use Them

## **1.0 WORKERS COMPENSATION ACT**

The purpose of the Occupational Health & Safety Regulations & the Workers Compensation Act is to ensure employers create a working environment that protects the health, safety and well being of all workers.

We have developed our company Occupational Health & Safety Program to first and foremost, create a safe working environment for our employees and secondly, to comply with these regulations.

On occasion you may need to consult the WCB Occupational Health and Safety Regulations for further details or clarification. The regulations consist of four parts (four books), refer to the book called "Index & Users Guide" for complete instructions on how to use the regulations or call the company Safety Coordinator for assistance.



## **PART 2**

### **COMPANY OCCUPATIONAL HEALTH & SAFETY PROGRAM**

#### **OBJECTIVES**

After going through this unit,  
you should have a clear understanding of

1. Elements essential for creating a safe working environment

## **2.0 Company Occupational Health & Safety Program**

During your Supervisory training, you will have the opportunity to thoroughly read through the contents of this Occupational Health & Safety Training Manual. Use this manual for reference and as your guide to performing your duties as a Supervisor. Refer to and follow the safe work practices and procedures, as defined in this manual and instruct your workers accordingly.

**The program consists of twelve elements essential for creating a Safe Working Environment:**

### **TWELVE ELEMENTS FOR A SAFE WORKING ENVIRONMENT**

- **Element # 1 Safety & Health Policy Statement**
- **Element # 2 Joint Occupational Safety & Health Committee**
- **Element # 3 Written Work Procedures ( JSP's – Job Safe Procedures )**
- **Element # 4 Education & Training**
- **Element # 5 Supervision of Workers**
- **Element # 6 Safety Inspections**
- **Element # 7 Accident / Incident Investigations**
- **Element # 8 Medical Examinations & Health Monitoring**
- **Element # 9 W.H.M.I.S.**
- **Element # 10 First Aid Service & Equipment**
- **Element # 11 Records & Statistics**
- **Element # 12 Review of our Occupational Health & Safety Program**

***The twelve elements simply put:***

**ELEMENT # 1      SAFETY & HEALTH POLICY STATEMENT**

States the company's' position in creating a safe working environment.

**ELEMENT # 2      JOINT OCCUPATIONAL SAFETY & HEALTH COMMITTEE**

Identifies worker and employer representatives that make up the committee and their activities.

**ELEMENT # 3      WRITTEN WORK PROCEDURES ( JSP's )**

Written work procedures a.k.a. JSP's (Job Safe Procedures) identifies the hazards associated with performing the task and how to perform the task safely. There are Job Safe Procedures for just about any task we may encounter working in our industry, that could be hazardous or could present a risk of injury to the worker. The JSP could be as simple as working from a ladder to a complex procedure of Welding, Cutting & Grinding Processes, Confined Space Entry or Fall Protection.

**ELEMENT # 4      EDUCATION & TRAINING**

Is aimed at educating & training two groups; the Supervisor and the Employee. The training program takes both, through a Core Program which is more general in nature covering topics just about any worker might encounter on a typical construction site and then moves onto safe work practices & procedures, specific to the worker's trade or to the task to be performed.

**ELEMENT # 5      SUPERVISION OF WORKERS**

Identifies all activities that fall under supervision of workers. For the most part, these activities are to be carried out by the Supervisor.

**ELEMENT # 6      SAFETY INSPECTIONS**

In addition to general monitoring of the work site, there is a need for four different types of inspections:

***Planned Inspections:*** Cover the entire operation and include both the observation of work practices and conditions.

***Equipment Inspections:*** Workers are trained to inspect their equipment and workplace regularly and be on constant alert for hazards.

***Special Inspections:*** Include inspections due to malfunctions or accidents.

***Supervisory Inspections:*** Are ongoing and include planned job observation as well as hazard control.

**Rating Hazards:**

**Hazards identified in any of the above inspections must be rated according to the degree of severity.**

**A – HAZARD**      **Requires immediate correction, as it is an imminent hazard. Activity must be discontinued, until hazard is corrected.**

**B – HAZARD**      **Urgent situation. Requires attention as soon as possible.**

**C – HAZARD**      **Not an emergency, but needs to be corrected without delay.**

**ELEMENT # 7      ACCIDENT / INCIDENT INVESTIGATIONS**

Identifies when and how to perform an accident/incident investigation and who is involved in the process.

**ELEMENT # 8      MEDICAL EXAMINATIONS & HEALTH MONITORING**

Determines isolated or general conditions in the workplace, which are likely to cause industrial diseases.

**ELEMENT # 9      W.H.M.I.S.**

Deals with working with controlled products, labeling containers and MSDS (Material Safety Data Sheets).

**ELEMENT # 10     FIRST AID SERVICES & EQUIPMENT**

Defines First Aid Services & Equipment required depending on the degree of hazards for that job, the number of workers on the site and how far the site is from a hospital. Two easy to read schedules are included to determine the requirements.

**ELEMENT # 11     RECORDS & STATISTICS**

Keeping records of accidents/incidents is useful to identify trends and unusual conditions. This section defines what statistics we record and how often.

**ELEMENT # 12     REVIEW OF OUR OCCUPATIONAL SAFETY & HEALTH PROGRAM**

Once a year the safety committee carries out a systematic review of the entire workplace, including such situations as air quality, physical conditions and safety practices & procedures. The intention of the review is to identify the extent and effectiveness of existing safety activities, as well as deficiencies.

## **PART 3**

### **RESPONSIBILITIES OF A SUPERVISOR**

#### **OBJECTIVES**

After going through this unit,  
you should have a clear understanding of

1. Who is considered a Supervisor
2. What a Supervisor is responsible & accountable for
3. How to perform your responsibilities, as a Supervisor
4. How to enforce compliance with WCB Regulations & Company Safety Policies

### **3.0 RESPONSIBILITIES OF A SUPERVISOR**

The responsibility for a successful safety program lies with the supervisory personnel at all levels.

Supervisors include all management, superintendents, foremen, lead hands and anyone in charge of a group of workers.

As a first-line Supervisor, you have a powerful influence on the attitudes and actions of your workers. Your day-to-day actions are observed by your workers and it is from these actions, that your workers will take their cue for how to behave on the work site.



#### **A SUPERVISOR IS RESPONSIBLE FOR:**

- **Instructing workers on correct use & enforcing use of PPE**
- **Provide Workers with Site Specific Orientation**
  
- **Perform Safety Inspections**
- **Perform & Record “Tool Box” Safety Meetings**
  
- **Remediate Deficiencies**
- **Perform or Participate in Accident/Incident Investigations**
  
- **Observe Job Performance, to ensure workers understanding**
- **Provide worker(s) with Follow Up Training, when required**

**Supervisors are responsible and accountable for the following:**

### **3.1 Leading by Example**

As a first-line Supervisor you have a powerful influence on the attitudes and actions of your workers. Your day-to-day actions are observed by your workers and it is from these actions that your workers will take their cue for how to behave on the work site. You must first and foremost *“Lead by Example”*.

### **3.2 Provide Workers with a Site Specific Safety Orientation Session**

Every new hire is required to complete the “Employee Core Safety Training” and testing, before reporting for on-site work.

Most of our clients will provide a “Contractor Safety Orientation” session for all Contractors and their employees, working on their site. As a First-Line Supervisor, you must ensure every requirement noted on the checklist below, is covered in their orientation session. If not, you must ensure all workers under your supervision have a thorough understanding of the safety practices & procedures noted on the checklist below and detailed on the following pages:

***Ensure you provide your workers with Site Specific instruction in the following:***

#### **Site Specific Worker Orientation**

- P.P.E. (Personal Protective Equipment)
- Fire Prevention (Wet Down Procedure & Fire Watch)
  
- Lock Out Procedure
- Fall Protection Procedure (Site Specific Fall Protection Plan)
  
- WHMIS (Working with Controlled Products)
- Location of First Aid Facilities & How to call for help
  
- Location of Fire Exits, Fire Extinguishers, or any Emergency Equipment
- Safe Work Procedures – Specific to the project

**As a First-Line Supervisor, you are responsible to conduct a “Site Specific Worker Orientation” session with every worker under your supervision, which will cover the following:**

### **3.2.1 P.P.E. – PERSONAL PROTECTIVE EQUIPMENT**

Each JSP (Job Safe Procedure) form has a section at the top of the page that states the P.P.E required to perform the task safely. Instruct your workers, that they are each responsible to have and use at all times the following standard equipment, as well as any “task specific” safety gear, when necessary:

#### **Standard Safety PPE**

- Hard Hat
- CSA Approved Footwear
- Safety Glasses or Goggles
- Hearing Protection
- Work Gloves

The following PPE is to be used when required and must be an appropriate choice of protection, for the task at hand:

#### **Task Specific Safety PPE**

- Gloves – Welding, work or chemicals - Suitable for the task to be performed
- High Visibility Vest
- Leather Aprons – For jobs creating hazards from slivers or flying debris
- Leg Guards & Face Shield – When operating a chainsaw
- Splash Goggles – When working with chemicals
- Personal Fall Protection System – When working at heights of 10'+
- Respirators – When exposed to concentrations of air contaminants or oxygen deficient atmospheres.



### **3.2.2 GENERAL SAFETY RULES**

The following list of rules are considered general safety rules that all employees are expected to follow:

1. "Hot Work" activities ( Arc Welding, Acetylene Welding, Flame Cutting, Oil or Propane Heaters, Grinding, Open Electric Equipment, Equipment involving Internal Combustion or any other activity that may cause dust explosions or fire ) must not commence until a "Hot Work" Permit has been completed or you have checked with your Supervisor.
2. Safety glasses must be worn in any area where there may be a hazard to the eye, such as any impact work: chipping, grinding, mixing, cutting, burning, welding operations, chainsaw operation or for work with high pressure hoses.
3. Appropriate training & authorization are required before the use of any power equipment, mobile or fixed. Ensure other workers are clear before starting or operating power equipment.
4. Safety devices & safety guards must be maintained and must never be impeded or removed. They are there for a reason.
5. Oxygen/Acetylene bottles must be kept upright and secured before transporting. After transporting, allow bottles to sit upright for (1) hour before use.
6. Workers working in or over a recognized water hazard must wear a lifejacket.
7. Compressed Air must never be used to clean cloths, while wearing them.
8. Mobile equipment must be given the right of way.
9. Long hair must be tied back; it can catch and drag you into machinery.
10. When welding overhead, use ear plugs or cover your ears to prevent sparks or dropping slag from entering your ear. Ensure your coverall leg cuffs are over your boot to prevent sparks or slag from dropping into your boots.
11. Loose clothing must not be worn; it can catch and drag you into machinery.
12. Remove jewelry before reporting for shift.
13. PPE must be worn in the designated areas, adhere to the posted signs.
14. Lift with back straight and knees bent. You have one back for life, protect it.  
**Recognize when the load is too heavy or awkward to lift alone – Get help!**

15. Do not step or jump onto or over conveyors, machinery or equipment. Use walkways and stairs.
16. Violence and fighting on company or client property is prohibited.
17. Practical jokes & horseplay on company or client property is not permitted.
18. Butane lighters are not to be carried on person. As they can explode in your pocket.
19. Always secure (tie down) a ladder, before climbing on it.
20. Smoking is permitted in designated areas only.
21. Consumption of alcohol or the taking of illegal drugs on company or client property is strictly prohibited. This includes coming on shift while under these influences. Strict disciplinary action must be enforced (Follow the Progressive Disciplinary Process).
22. Obey all safety signs.

**Failure to comply with General Safety Rules  
must result in disciplinary action.**



### **3.2.3 FIRE PREVENTION WET DOWN PROCEDURE & FIRE WATCH**

As a Supervisor, one of the most important safety procedures you are responsible to provide training for and enforce, is that of “Fire Prevention & Protection”. It is necessary that you instruct your workers, in the following “*Wet Down & Fire Watch*” procedure. Your workers must be trained to follow these procedures anytime a “Hot Work Permit” is required.

#### **Hot Work Permits**

Most of the sites at which we work, our employees are required to apply directly to the clients/owners Fire Chief for a “Hot Work Permit” before commencing any hot work operation.

If the client/owner does not require this, the worker must advise you where he/she will be working. Ensure the worker fully understands and complies with the Fire Prevention & Protection Procedure and Fire Watch Practice, for any of the Hot Work Processes noted below:

Note: If the hot work process to be performed, is to be done near automatic sprinkler heads, smoke detectors or automatic fire alarms, then fire resistant shields and damp cloth guards must be positioned over these devices to prevent activation. As the Supervisor, you must ensure your workers remove these shields and guards, upon completion of the process.



#### **Work Activities requiring a “Hot Work Permit”**

- Arc Welding
- Acetylene Welding
- Flame Cutting
- Oil or Propane Heaters
- Grinding where sparks are produced
- Open electrical equipment
- Equipment involving internal combustion
- Other activities or equipment, which may cause dust explosions or fire

## **Fire Prevention & Protection**

**Before a worker commences any Welding, Cutting or Grinding Process or any process requiring a “Hot Work Permit” you must ensure the worker(s) under your supervision take the following precautions:**

### **Fire Prevention Procedure:**

- a. Whenever practical, move the object to be welded or cut, to an area free from fire hazards.
- b. If the object can't be moved, then make sure all movable fire hazards are removed to a safe minimum distance of 15m (50'). Be aware of fire hazards such as sawdust, oil, and grease that might be in the area.
- c. If the object can't be moved and the moveable fire hazards cannot be moved, then appropriate guarding must be used to confine the heat, spills and slag, to protect the immovable fire hazards.

**When the nature of the work to be performed falls within the scope of “c”, noted above, the following pre-cautions must be taken:**

- a. Sweep combustible floors clean and protect them by thoroughly wetting with water, cover with wetted soil or protect with fire resistant shields, including the floor below, or ceiling & braces above, if combustible.

Ensure the worker knows how to protect himself from electrical shock, when the floors are wetted down, by taking the following precautions; ensure he/her seals the cable joints in plastic or tape, elevates the cable and wears rubber boots.

- b. If the worker is working in an area containing equipment which can move a smoldering spark or burning dust, like conveyors, it may be necessary to shut down and lock out the equipment, while work is being performed and for ½ an hour after completion. As the Supervisor you will have to consult with the client's project manager, to determine the requirements of this necessity.

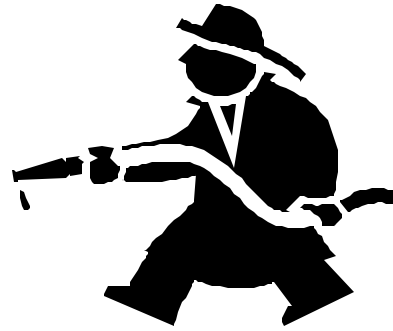
- c. Ensure all windows and doors are closed. All openings in the floors and walls within 15 meters (50') must be tightly sealed. If the possibility exists, of sparks leaking through floor openings or cracks onto combustible materials, precautions must be taken to protect these materials. The same precautions must be taken with any openings that may allow sparks to ignite combustible materials in adjacent areas.
  
- d. Approved fire-extinguishing equipment appropriate for the fire hazard, must be located and accessible to the worker. Some approved fire-extinguishing equipment is:
  - ❑ Fire Hoses (Charged - Use if equipment is particularly vulnerable)
  - ❑ Wash Hose ( Charged - Ensure wash hose is adequate for hazard)
  - ❑ Portable Fire Extinguisher (Ensure expiry date is valid)
  - ❑ Buckets of sand (Ensure this would be adequate for the potential hazard)

**Failure to comply Fire Prevention Procedure  
must result in disciplinary action.**



## **Fire Watchers**

**As a Supervisor, you must ensure a “*Fire Watcher*” has been assigned and trained in the fire watching duties, whenever hot work is performed in locations where the following conditions exist:**



- a. Combustible material is closer than 15m (50') to the point or site of the hot work.
- b. Combustible material is more than 15m (50') away but is easily ignited by sparks.
- c. Wall or floor openings within a 15m (50') radius expose combustible material.
- d. Combustible material is adjacent to the opposite side of metal partitions, wall ceilings or roofs and is likely to be ignited by heat conduction or heat radiation.

**Ensure the worker you assign as Fire Watcher, is adequately trained and instructed in the following:**

- a. Use of available, approved fire-extinguishing equipment.
- b. Knows the location of the nearest fire alarm
- c. Knows to watch for fire in all exposed areas
- d. Trained to extinguish only those fires that are within the capacity of the available fire-extinguishing equipment
- e. Knows the hot work area must never be left unattended. He/she must have another worker (trained in Fire Watching duties) cover him/her for breaks, lunch or anytime they need to leave the area
- f. Continue the fire watch duties for at least 30 minutes after completion of work

### 3.2.4 LOCK OUT PROCEDURE



If the possibility of unexpected energization or startup of machinery or equipment or the unexpected release of an energy source could cause injury, you must ensure your workers are adequately trained to lock out that energy source, as follows:

**SOURCES OF ENERGY, WHERE “LOCK OUT” IS REQUIRED:**

- Electrical
- Air
- Hydraulic
- Gravity ( *If equipment is in the air when locked out, it could release* )

#### **When Lockout is required:**

Anytime machinery or equipment is shut down for maintenance; no work may be done until:

- a. all parts and attachments have been secured against inadvertent movement and start up,
- b. where the work will expose workers to energy sources, the energy source must be locked out prior to work commencing
- c. the energy isolating devices, must be locked out

**Lock Out Rules:**

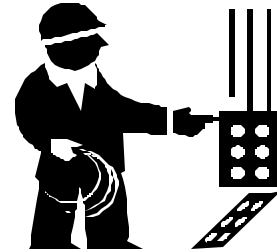
- a. All equipment must be stopped and locked out by the person who will be performing the work, in any situation where the starting of that equipment could create a hazard to himself or others.
- b. Each person working on a machine is to use their own locks, which must be marked with their name or number.
- c. Under no circumstances are locks to be loaned or borrowed.
- d. If work is not completed at shift change, locks must not be removed until the persons coming on shift or the Supervisor has placed a lock on all control devices.
- e. If it is necessary to remove a lock left on in error, a Supervisor can only remove it. The Supervisor must follow the "Lockout Removal Procedure".
- f. If the worker has any doubts or questions regarding how or when to use the Lockout Procedure, he must ask his Supervisor.

**Failure to comply with Lockout Procedure  
must result in disciplinary action.**



**Lockout Procedure:**

- a. Stop the machine or equipment, using the control button and then LOCKOUT at the main switch controlling the flow of power. Anytime “Air” is involved, the main line must be locked out and the valve must be bled. Activate the valve controlling the air to test and ensure proper lockout.
- b. After locking out, the worker must test/check the equipment, to ensure that it cannot be operated. This includes ensuring air/hydraulic valves are totally bled. If gravity feed could pose a hazard, all obstructions and overhead hazards must be removed before the work commences. If more than one person is to work on the machine the following steps must be taken:
  - 1. The first person entering or accessing the equipment or machine must complete the lockout procedures, including ensuring the equipment will not start up.
  - 2. Subsequent workers entering or accessing the equipment or machine must also apply their lock(s) on the panel, but must not push the start button to test if another worker is working on the equipment or machine. Subsequent workers must verify with the first worker that the equipment has been tested to ensure it will not start up.
  - 3. In the case of “interlocked” equipment, the machine must be tested in the exact start up order for that machine, to ensure proper lockout has been completed.
- c. Each worker must LOCKOUT equipment him/herself. Use a scissor clamp to accommodate more than one lock on a lock out position.
- d. All locks installed must bear the name of the user.
- e. Worker must be advised to contact their Supervisor if they are unsure of any of the steps of the procedure or if unsure of the location of the switch or the method of pulling the switch.
- f. WHEN PULLING THE SWITCH, STAND TO THE HINGED SIDE OF THE SWITCH AND TURN YOUR HEAD AWAY.



- g. When using lockout cables, the following procedure must be followed:
  - a. A cable may not be used through more than four (4) panels, unless specifically covered in the JSP for that position.
  - b. No more than one cable may be used with each lock.
  - c. Cables must not be longer than 72"
- h. No worker will remove any lock, but his own.
- i. Any worker forgetting to remove his lock, will be called back in at any time to remove it, at his own expense.

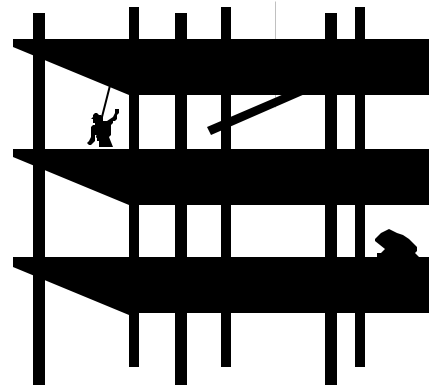
### **Lockout Removal Procedure:**

The only time a lock can be removed by a Supervisor is when the worker is known to be off site. In this case the following actions must be taken:

- a. Make every effort to contact the worker.
- b. If still unable to determine the whereabouts of the worker, the Supervisor and one other worker must make a physical check of the equipment or machine in question.
- c. After ensuring the equipment or machine is safe to operate, the Supervisor may remove the lock and give permission to energize the switch-gear.
- d. The Supervisor must then write up a report on the incident and forward it to Head Office.

### **3.2.5 FALL PROTECTION**

As the Supervisor, you are responsible to protect your workers from a fall of 3 meters (10'). To do this you must ensure your workers are adequately trained and comply with fall Protection Requirements, by instructing them in the following procedures:



#### **Definitions:**

##### **FALL PROTECTION SYSTEM**

Means any of the following when used to protect a worker from a fall or minimize the risk from falling:

- a. Guardrails
- b. Safety belt or full body harness with a lanyard and/or lifeline and an anchor, and their related equipment
- c. Safety net
- d. Control zone
- e. Safety monitor with a control zone

##### **FALL RESTRAINT SYSTEM**

Means a work positioning system to prevent a worker from falling from a work position or a travel restriction system such as guardrails or a personal fall protection system to prevent a worker from travelling to an edge from which the worker could fall.

##### **FALL ARREST SYSTEM**

Means a system that will stop a worker's fall before the worker hits the surface below.

**Fall Protection Procedure:**

1. Fall protection system is to be used when work is being done at a place:
  - a. from which a fall of 3 meters (10') or more can occur, or
  - b. where a fall from a lesser height involves an unusual risk of injury for example working over water, protruding rebar, pits and tanks.
2. The Supervisor must ensure that guardrails, or similar means of fall restraint are used whenever practical.
3. When guardrails are not practical, the Supervisor must ensure the workers use a Fall Restraint system.
4. When the use of a Fall Restraint system is not practical, the Supervisor must ensure workers use a Fall Arrest system.
5. When the use of a Fall Arrest system is not practical or will result in a hazard greater than if the system was not used, the Supervisor must ensure:
  - a. control zone is used in accordance with these regulations
  - b. a safety monitor system with a control zone is used in accordance with these regulations

**Failure to comply with Fall Protection Procedure  
must result in disciplinary action.**



## **Site Specific Fall Protection Plans ( Required for work 25'+ )**



As the Supervisor, you must complete a “Site Specific Fall Protection Plan” form for all work to take place at a height of 25’ or higher. Call a Tool Box Meeting and discuss the requirements of the plan with all affected workers. You must ensure all workers under your supervision are instructed in the fall protection system to be used in each area and of the procedures to be followed. One copy is to be posted on the job site and the original is to be sent to Head Office.

1. **A “Site Specific Fall Protection Plan” form must be completed for projects where:**
  - a. work is being done at a location where workers are not protected by permanent guardrails, and from which a fall of 7.5 meters (25’) or more may occur,
  - b. the employer uses a safety monitor and control zone or other work procedures as the means of fall protection, or
2. **The requirements of the “Site Specific Fall Protection Plan” must be discussed with the affected workers and posted at the work site before work commences.**
3. **The plan must specify:**
  - a. the fall hazards expected in each work area
  - b. the fall protection system or systems to be used in each area,
  - c. the procedures to assemble, maintain, inspect, use and disassemble the fall protection system or systems, and
  - d. the procedures for the rescue of a worker who has fallen and is suspended by a personal fall protection system or safety net, but is unable to effect self rescue.

Refer to our company Safety Manual “Written Work Procedures” Fall Protection JSP – “*Working at Heights 10'+ Above Ground Level*” for further details. Refer to WCB Regulations Book 5 – Part 11 Fall Protection for complete details of requirements.

### 3.2.6 CONFINED SPACE ENTRY

*What is a “Confined Space”?*

A “Confined Space is an area, other than an underground working that:

- a. is enclosed or partially enclosed,
- b. is not designed or intended for continuous human occupancy,
- c. has limited or restricted means for entry or exit that may complicate the provision of first aid, evacuation, rescue or other emergency response service, and
- d. is large enough and so configured that a worker could enter to perform assigned work.



**Never allow a worker to enter a Confined Space until you and your workers together complete a “Site Specific Confined Space Entry Plan” form. The form has been designed to identify and address all health & safety risks & hazards associated with performing the work.**

**Failure to comply with Confined Space Entry Procedure  
must result in disciplinary action.**

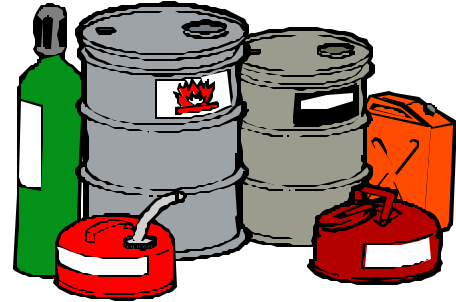


### **3.2.7 W.H.M.I.S. ( Working with Controlled Products )**

The Workplace Hazardous Materials Information System (WHMIS) is a system of informing and educating the worker, about the safety & health hazards of materials used in the workplace.

The key requirements of the system are:

- ❑ Controlled Product Labeling
- ❑ Material Safety Data Sheets (MSDS)
- ❑ Worker Education & Training Programs



**The Supervisor is responsible & accountable for the following:**

#### **Controlled Product Labeling**

The Supervisor must ensure all controlled products to be used by his/her worker(s), are labeled to alert the worker(s) to the identity and dangers of the products and to basic safety precautions.

Instruct your workers to never remove labels, deface, modify or alter the label in anyway. They are to notify you when a label needs to be replaced or if it is damaged or unreadable.

If a controlled product is to be transferred to another container other than the container in which it was received from the supplier, a label with all information found on the label of the original container must be placed on the new container. Be sure the label includes the following information:

**Sample Label:**

**ABC SOLVENT**

Keep away from sparks,  
heat  
and open flame.

Use local exhaust ventilation  
or approved respirator.

Wear neoprene gloves &  
chemical splash goggles.

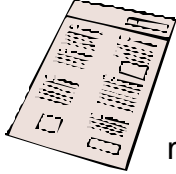
**All labels must include information below:**

Product Name

Safe Handling Information

## **Material Safety Data Sheet ( MSDS )**

A MSDS is a technical bulletin that provides detailed hazard and precautionary information.



As a Supervisor, you are responsible to ensure a MSDS is available on site for every controlled product used on site. You should review the MSDS and be familiar with the preventative measures and first aid measures, for all controlled products used on your job-site.

## **Worker Education & Training**

The Supervisor must provide his/her workers with general education on the use of every controlled product as it pertains on the work site and show them where to find the MSDS and how to read it, for all controlled products they will be using. This can usually be covered at the Tool Box Meeting prior to starting the job.



As the Supervisor, you must ensure all workers working with or in proximity to a controlled product are instructed in the following:

- a. procedures for the safe use, storage, handling & disposal of the controlled product(s)
- b. procedures to be followed in case of an emergency or accidental spill involving a controlled product(s)
- c. supervision of workers, in direct contact with a controlled product(s)

**Job Safe Procedures ( JSP's )** have been written for Controlled Products likely to be used on our job sites. Use these JSP's to educate and train your workers in the safe handling, storage and use of these products.

## **What is a Controlled Product ?**

### **Class A      Compressed Gas(es)**

Includes compressed gases, dissolved gases and gases liquefied by compression or refrigeration. ( i.e.: Gas cylinders for oxyacetylene welding )

### **Class B      Flammable & Combustible Material**

Solids, liquids and gases capable of catching fire or exploding in the presence of a source of ignition. ( i.e.: White phosphorus, acetone & butane. Flammable liquids are more easily ignited than combustible liquids such as kerosene. )

### **Class C      Oxidizing Material**

Materials which provide oxygen or similar substance and which increase the risk of fire if they come in contact with flammable or combustible materials. ( i.e.: Sodium hypochlorite, perchloric acid, inorganic peroxides. )

### **Class D      Poisonous & Infectious Materials**

#### **Division 1      Materials Causing Immediate & Serious Toxic Effects**

This division covers materials, which can cause the death of a person exposed to small amounts. ( i.e.: Sodium cyanide, hydrogen sulphide )

#### **Division 2      Materials Causing Other Toxic Effects**

This division covers materials, which cause immediate skin, or eye irritation as well as those, which can cause long-term effects in a person repeatedly, exposed to small amounts. ( i.e.: Acetone (irritant), asbestos (cancer causing), toluene diisocyanate (a sensitizing agent). )

### Division 3     **Bio-hazardous Infectious Materials**

This division applies to materials, which contain harmful microorganisms. ( i.e.: Cultures or diagnostic specimens containing salmonella bacteria or the hepatitis B Virus.)

### Class E     **Corrosive Material**



Caustic or acid materials which can destroy the skin or eat through metals. ( i.e.: Muriatic acid, lye. )

### Class F     **Dangerously Reactive**



**Material**

Products, which can undergo dangerous reaction, if subjected to heat, pressure, shock or allowed to contact water. ( i.e.: Plastic monomers such as butadiene and some cyanides. )

### **Controlled Products Commonly Found on our Jobsites:**

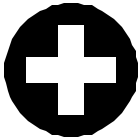
- Oxygen
- Acetylene
- Gasoline
- Diesel
- Propane
- Antifreeze

## **Emergency Procedures for working with Controlled Products:**

Emergency procedures need to be established & followed for the following:

- First aid measures
- Fire-fighting/evacuation measures. Notifying fire department of hazardous materials
- Procedures to handle spills or accidental release

### **First Aid**



As the Supervisor, you are responsible to advise your workers of the location of the closest telephone, first aid facility & eye wash station and how to summon first aid assistance, if necessary.

If these facilities are not provided by the client for which we are working, you must ensure there is a first aid kit complete with an eye wash kit, adequate for the size of crew on- site and readily available to all workers.\*

\* Refer to Element # 10 – First Aid Services & Equipment to determine kit requirements.

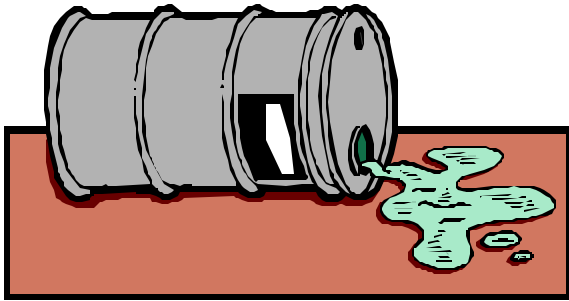
### **Fire-fighting / Evacuation Measures**



As we are contractors on the owner's property, you must instruct your workers to follow the clients/owners Fire & Evacuation Procedures. As a rule the contractors' Supervisors and workers must attend a Safety Orientation / Indoctrination sponsored by the client/owner. If this is not provided, it is the responsibility of the Supervisor to use the following guidelines to develop an Emergency Evacuation Plan and instruct his/her workers accordingly:

1. Develop a fire reporting/evacuation procedure. The procedure must address the following concerns:
  - When to fight a fire, when to pull the alarm, when to call the Fire Dept. 911
  - Where fire hoses, standpipes, fire stations, hydrants and extinguishing equipment is located
  - Where the alarms are located
  - What to do after the alarm has been sounded
  - Where to exit, ( the most direct route )
  - Where to meet
  - If a fire extinguisher is used, it must not be hung up again, without re-charging

### **Spill Containment ( Controlled Products )**



The purpose of developing a “Spill Containment” Plan, is to take immediate steps to minimize environmental damage, if an accidental spill or discharge occurs. Supervisors must instruct his/her workers to follow the procedure noted below:

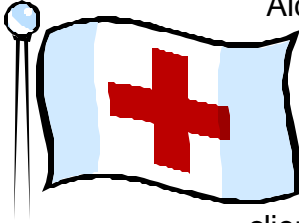
#### **Spill Containment Procedure:**

1. The workers Personal safety comes first.
2. Determine the nature of the spilled material. Where is it coming from? Is it in close proximity to any equipment?
3. If the spill occurs outside the mill or plant, and/or close to running water (creek, streams, rivers, lakes, ocean) notify the client/owner, as soon as possible.
4. If you know what the spilled materials is, read the MSDS for the spilled product and ensure you & your workers use all personal protective equipment, as stated on the MSDS, before attempting to contain the spill. Then take immediate action to do whatever is possible to stop the spill, without endangering you or your workers personal safety.
5. Stop & contain any spilled material, take all possible steps to minimize the impact on the environment. As the Supervisor must take charge of the situation. Use sad, hog dirt, gravel, sawdust and/or floor dry, to contain the spill or leak. Greater caution and response must be taken when the possibility of soil or water contamination exists.
6. Clean up the spill and dispose of waste in an appropriate container. Label the container with the waste product identity – Date/Shift/Time of when the waste was picked up.

7. Consult client/owner, for directions on where to dispose of the waste.
8. Once the situation is under control, the incident must be documented. The Supervisor must complete an "Accidental Spill" Report and submit to Head Office.

### **3.2.8 LOCATION OF FIRST AID FACILITIES & HOW TO CALL FOR HELP**

As a rule, while working on the client/owners site, we use the client/owners First Aid Facilities. The client will provide a Safety Orientation session, which will advise our Supervisors & workers of the location of their First Aid Facilities and how to call for help.



If these facilities are not provided by the client for which we are working, as the Supervisor, you must ensure there is a first aid kit complete with an eye wash kit, adequate for the size of crew on site and readily available to all workers.\*



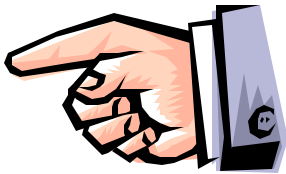
You must ensure all your workers are aware of the location of First Aid facilities or First Aid Kit and how to call for help.

\* Refer to Element # 10 – First Aid Services & Equipment to determine requirements.

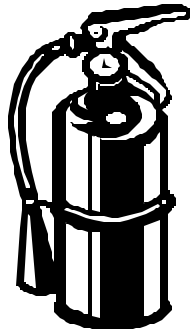
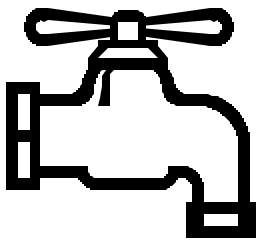
### **3.2.9 LOCATION OF FIRE EXITS, FIRE EXTINGUISHERS & EMERGENCY EQUIPMENT**

During the Safety Orientation session sponsored by the client/owner, you and your workers will be instructed in that Plant's/Mill's "Fire & Emergency" procedures.

You and your workers will also be shown the location of fire exits, fire fighting and emergency equipment, specific to that site. You must ensure your workers follow the clients/owners procedures.



If this information is not provided, it is your responsibility to determine these locations and instruct your workers accordingly.



### **3.2.10 REPORTING UNSAFE CONDITIONS AND THE WORKERS RIGHT TO REFUSE WORK**



**Workers must be instructed to report to their Supervisor, any condition or act that appears to be unsafe or harmful. The Supervisor must investigate the reported unsafe condition or act and must ensure that any necessary corrective action is taken without delay.**

#### **When a worker refuses work:**

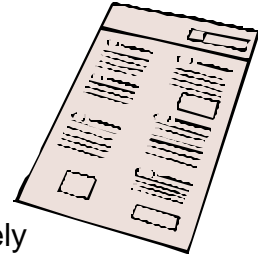
- a. A worker must not carry out a work process or operate a tool or equipment, if the worker has reasonable cause to believe that to do so would create an undue hazard to the health & safety of himself or others.
- b. The worker, who refuses work on these grounds, must immediately report the circumstances of the unsafe condition to his/her Supervisor.
- c. The Supervisor receiving the report, must immediately investigate the matter and;
  - a. ensure that any unsafe condition is remedied without delay, or
  - b. if in his/her opinion the report is not valid, must so inform the worker
  - c. If the above procedure does not resolve the matter and the worker continues to refuse to carry out the work process, the Supervisor must investigate the matter in the presence of the worker and in the presence of:
    - a. a worker member of the Joint Occupational Health & Safety Committee
    - b. if a worker member of the Joint Occupational Health & Safety Committee is not available, then any other reasonably available worker selected by the worker.
  - d. If the above procedure does not resolve the matter and the worker continues to refuse to carry out the work process, both the Supervisor and the worker must immediately notify a WCB Officer, who must investigate the matter without undue delay and issue whatever orders are deemed necessary.

- e. A worker must not be subject to disciplinary action for refusing work under the above conditions. Temporary assignment to alternative work at no loss in pay to worker must be made available, until the matter has been resolved.

### **3.2.11 WRITTEN SAFE WORK PROCEDURES ( JSP – JOB SAFE PROCEDURES )**

**Written Job Safe Procedures ensure:**

- a. that work is carried out in a safe manner
- b. that all dangers likely to be encountered while performing the work are eliminated or effectively controlled



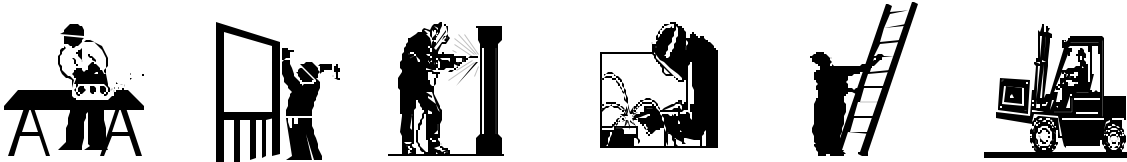
As part of the “Employee Core Safety Training”, workers will review the JSP’s for the tasks they will likely be required to perform.

As the Supervisor it is your responsibility to complete a “Pre-Job Safety Hazard Identification” form prior to starting the project. Completion of this form will identify tasks to be performed throughout the project. At the first “Tool Box” safety meeting, you should review with your crew; the JSP’s for the various tasks to be performed.

The JSP’s reviewed and all safety issues discussed must be recorded on the “Tool Box” safety meeting form and all workers present, must sign the form. Post a copy of the “Tool Box” Meeting form and the completed “Pre-Job Hazard Identification” form on the “Safety Communication” ClipBoard on the job-site and forward a copy to Head Office.

### **3.3 PROVIDING WORKERS WITH ON-THE-JOB TRAINING**

Supervisors must recognize that all workers at one time or another will lack the experience to safely handle a particular task. As the Supervisor, it is your responsibility to recognize when your workers need on-the-job training, specific to the task at hand and to provide this training. You may also assign an experienced co-worker to provide this training, under your supervision.



#### **It may be necessary to provide On-the-job training when:**

- The worker is new to our company or your job-site
- The worker is new to the industry
- The worker is new to the job or position
- The worker is young
- New equipment or tool is introduced
- New work procedure(s) is introduced

#### **On-The-Job Training Procedure:**

- a. Pull the written work procedure (JSP) for the task and review it with the worker(s).
- b. Discuss all the safety & health hazards associated with performing the task.
- c. Discuss your expectations of acceptable quality, quantity and safety standards.
- d. Advise the worker(s) to come to you for assistance.
- e. Ensure you instruct the worker(s) on all PPE (Personal Protective Equipment) he/she is required to wear, while performing that task.
- f. Observe the worker perform the task to ensure understanding and ensure safe work practices & procedures are being followed. Provide follow-up training, if necessary.

### **3.4 OBSERVATION OF WORK PRACTICES**

After you have trained the worker in the safe practices & procedures for performing the task, you must observe the worker performing the task ensure workers understanding. It may be necessary for you to provide follow-up training.

#### **Follow-up Training Procedure:**

- a. Ask questions; let the worker ask you questions.
- b. Have the worker perform the task.
- c. Observe the worker as he/she performs the task.
- d. Make corrections, if necessary.
- e. Give recognition & positive reinforcement.
- f. Set a good example, yourself !

### 3.5 CONDUCTING SAFETY INSPECTIONS



Every employer is responsible to ensure Formal Inspections (also known as regularly planned inspections) of the workplace & job-sites are conducted. The primary focus of the Inspection Program is “Accident Prevention” and to remove any potential hazards as they arise in the workplace.

**Everyone has a role in creating a safe work place through Safety Inspections:**

#### **Management**

Management may be involved in the inspection process and will review inspection reports and ensure that proper action is taken to correct any hazards that are reported.

#### **Workers**

Workers are responsible to inspect their equipment, tools and work areas for hazards, to ensure they will not be injured as a result of their job. This includes watching out for hazards in their working area and performing inspections of all equipment, tools, rigging devices and safety equipment, before use.

#### **Supervisors**

Each time a Supervisor passes through his/her area of responsibility, they must be continually inspecting the area and be on constant lookout for hazards that might arise. The Supervisor may also perform or participate in “Formal Safety Inspections” with Management and Joint Occupational Health & Safety Committee Representatives.

**What to look at & look for during inspections:**

- Job-site layout (the areas where activities take place)
- Structures
- Excavations
- Tools & Equipment & Machinery
- Work Methods / Work Practices
- Layout areas for using equipment or machinery
- Hazardous substances used on the job-site
- Storage areas - For fall or fire hazards
- Fire hazards
- Mobile equipment being operated & maintained safely
- Compliance with WCB Regulations & Company Safety Practices
- Engineering controls i.e.: ventilation, vents, guards
- Emergency Procedures (fire & evacuation etc.)
- First Aid Services & Supplies
- Correct use of Personal Protective Equipment i.e.: Headgear, footwear, gloves, respirators, goggles & safety glasses etc.

**Look at known problem areas & review records on the following:**

- Accident/Incident Investigations
- First Aid Report Records
- Worker complaints & reports on hazards in the workplace
- Recommendations made by safety & health committees
- Previous inspection reports

## **Types of Inspections & Frequency:**

### **Planned (Formal) Inspections**

Planned inspections are to be performed on a regular basis by the Safety Coordinator or a Joint Occupational Health & Safety Committee Representative, generally at a rate in accordance with the hazards associated with the project and the potential for serious injury. A "Safety Inspection Checklist" form will be completed and filed at Head Office.

### **Equipment Inspections**

As a Supervisor, you must train your workers to inspect their tools, equipment, machinery & workplace regularly and report any hazards to you immediately.

### **Supervisory (Informal) Inspections**

Supervisors perform supervisory Inspections on a constant on-going basis and in accordance with the rate of progress of the project. The risk of new hazards developing at any moment greatly increases, as the project rate of progress increases. As the Supervisor, you must be aware of this at all times and perform inspections in accordance with the hazards associated with your particular job-site and its potential for serious accidents.

### **Special Inspections**

Management, Supervisors or Safety Committee members perform special Inspections or Spot Inspections. Special Inspections are performed:

- Following a worker complaint
- Following corrective action
- After an accident/incident
- After installation of new equipment, tools or machinery
- After a change in procedure or process

## **Hazard Rating System:**

All types of inspections will use the following “ABC Hazard Rating System” to classify deficiencies found.

**Hazards will be rated according to the degree of severity, to set the priority of action:**

- |                   |  |
|-------------------|--|
| <b>A – HAZARD</b> | <b>Requires immediate correction, as it is an imminent hazard. Activity must be discontinued, until hazard is corrected.</b> |
| <b>B – HAZARD</b> | <b>Urgent situation. Requires attention as soon as possible.</b>   |
| <b>C – HAZARD</b> | <b>Not an emergency, but needs to be corrected without delay.</b>  |

### When unsafe conditions are found:

When an unsafe or harmful condition is found in the course of inspections, a “Hazard Rating” form will be completed using the following procedure:

- a. Classify the hazard an “A, B, or C” hazard, according to the “ABC” rating system above
- b. Record all deficiencies and unsafe conditions found, using a “Hazard Rating” form
- c. Take measures to correct all deficiencies and unsafe conditions or replace defective equipment or tools, or assign others to do so
- d. Follow-up on the corrective action, to ensure completion

**Formal Inspection Procedure:**

- a. Review information on previous “Inspection Checklists” and “Accident/Incident” Reports.
- b. Use an “Inspection Checklist” work down the checklist. Remember to check for correct use of PPE, talk to workers and observe practices & procedures as well.
- c. Using the “ABC” Hazard Rating System and a “Hazard Rating” form, classify each item that you observe and record during your inspection tour.
- d. Follow-up. Corrective action should be taken as soon as possible on any deficiency found in the inspection. Some corrective actions will require time for completion, stay on top of it and ensure completion.
- e. Post a copy of the Inspection Report on the “Safety Communication” ClipBoard on the job-site and a copy is to be filed at Head Office.



## **3.6 CONDUCTING ACCIDENT/INCIDENT INVESTIGATIONS**

### **Supervisor's Responsibilities**

As a Supervisor, you will be involved in the Accident/Incident Investigation process. Your responsibilities are:

- ❑ Taking immediate control of accident scenes on your job-site
- ❑ Ensuring immediate First Aid treatment in case of injury, by qualified personnel
- ❑ Preserving the integrity of the accident scene, until the Accident Investigation process has been completed
- ❑ Record names & telephone numbers of witnesses or those who were present
- ❑ Perform or participate in the Accident Investigation Process

### **Intent of an Accident/Incident Investigation**

An accident/incident investigation shall, as far as possible, determine the cause or causes of the accident/incident, shall identify any unsafe conditions, acts or procedures which contributed in any manner to the accident/incident and shall develop recommended corrective action, to prevent similar accidents/incidents from occurring.

### **What is an Accident?**

An accident is an unplanned, unwanted event that disrupts the orderly flow of the work process. It involves the motion of people, objects or substances.

### **What is an Incident?**

An Incident includes an accident or other occurrence, which resulted in or had the potential for causing an injury or occupational disease.

### **What is the difference between an "Accident" and an "Incident"?**

An "Accident" will normally be indicated by injury or property damage and is often the result of a number or combination of incidents.

**What is an “Accident/Incident Investigation”?**

An “Accident/Incident Investigation” is the analysis and account of an accident/incident based on information gathered by a thorough examination of ALL FACTORS involved.

**ACCIDENT/INCIDENT CAUSATION**

Remember these three basic facts:

- 1. Accidents/Incidents are caused.**
- 2. Accidents/Incidents can be prevented, if the causes are eliminated.**
- 3. Unless the causes are eliminated, the same accidents/incidents will happen again & again.**

**WHEN TO PERFORM AN ACCIDENT / INCIDENT INVESTIGATION**

An accident investigation must be performed and the WCB Occupation Safety & Health Division must be notified immediately after the occurrence of any accident which:

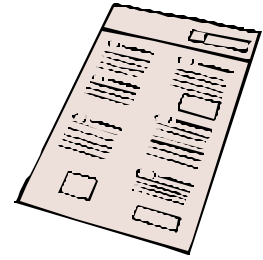
- a. resulted in death or critical condition with a serious risk of death
- b. involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation
- c. involved the major release of a toxic or hazardous substance, or
- d. was a blasting or diving accident

**As a general guideline, an Accident/Incident Investigation report would be expected when:**

- a. The incident resulted in an injury, which required immediate medical attention beyond the level of service provided by a first aid attendant; or injuries to several workers, which required first aid.
- b. The incident resulted in a situation of continuing danger to workers, as when the release of a chemical cannot be readily or quickly cleaned up.
- c. The incident did not involve injury but had a potential for causing serious injury.

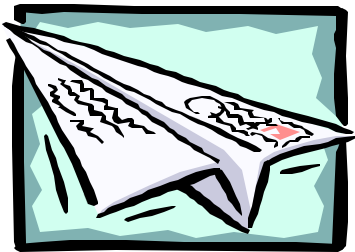
### **COMPLETING AN ACCIDENT/INCIDENT INVESTIGATION FORM**

**An “Accident/Incident Investigation” Form is to be completed for every Accident/Incident Investigation that is performed, and will provide the following information & details:**



- The place, date & time of the accident / incident
- The names and job titles of persons injured in the accident
- The names of witnesses
- A brief description of the accident
- A statement of the sequence of events which preceded the accident
- Identification of any unsafe conditions, acts or procedures which contributed in any manner to the accident
- Recommended corrective actions to prevent similar accidents
- The names of the person(s) who investigated the accident

### **Distribution of Accident/Incident Reports**



A copy of the Accident/Incident Investigation form must posted on the “Safety Communication” ClipBoard on the job-site and a copy is to be filed at Head Office. Head Office will forward a copy to WCB and one to the client, if applicable.

## **INVESTIGATION PROCEDURE**

### **Procedure Overview**

1. Visit the scene, gather and record evidence.
2. Conduct interviews.
3. Evaluate evidence and draw conclusions.
4. Write report with recommendations.
5. Follow-up, to ensure recommendations have been implemented to prevent re-occurrence.



### **1. Visit the scene, gather and record evidence**

1. Secure the scene to minimize the risk of further injury.
2. While approaching the accident scene, analyze the situation and take suitable action to prevent further deterioration.
3. Ensure the injured are properly tended to and cared for.
4. Keep the accident scene as undisturbed as possible.
5. Wait for the Investigation Team to arrive or select a worker representative trained in the Accident/Incident Investigation process and together begin completing the "Accident/Incident" Investigation Form.
6. Make an accurate record of the accident scene. If the accident was of a serious nature, photographs of the accident scene should be taken, drawings made and measurements checked, for reference in future discussions.
7. Identify and interview all witnesses separately and individually, as soon as possible. Use a "Witness Interview" form.
8. Record all information accurately.



## **2. Conduct interviews**



Interviews should be conducted with anyone who can give relevant information, even if they were not present. Use an “Accident/Incident Witness Interview Form” for each witness.

## **3. Evaluate evidence and draw conclusions**

Keep the following points in mind, when drawing conclusions:

1. Be objective – don’t start with a fixed opinion.
2. Set out the events in chronological order.
3. Use the checklist to ensure that you have covered all of the areas.
4. Consider what evidence is direct, circumstantial or hearsay.
5. Do not draw conclusions on the first basic cause found.



## **4. Write an Accident/Incident report with recommendations**



Write the report to contain enough details to provide readers with as much – if not more – information than they would have obtained if they had witnessed the accident / incident themselves. Keep the following points in mind, when making recommendations:

1. Include a brief outline of the events leading up to and including the accident / incident.
2. Describe the events in chronological order.

3. Be specific – include dates, times, places, people involved, conditions, acts etc.
4. Attach diagrams, photos, manufacturer's specifications etc.

Recommendations should treat the basic causes of the accident, not the symptoms. Recommendations should also address all of the contributing causes.

## **5. Follow-up**

The final most important step of the Accident/Incident Investigation procedure, is the follow-up. If there is no implementation of the recommendations, the contributing factors could surface in another accident.

Keep the following points in mind:

1. Delegate the recommendations for corrective action.
2. Follow-up to ensure corrective action took place.
3. Record the results of the investigation.
4. Ensure that copies are sent to Head Office.
5. Post the action taken as well as non-action and the reasons.
6. Confirm that the action taken has cured the problem.

### **3.7 TOOL BOX SAFETY MEETINGS**

Supervisors are to conduct on-site “Tool Box” or “Crew Talk” safety meetings at least once a week. The general purpose of this type of safety meeting is to prevent accidents from happening. The meetings are less formal and should promote participation from all workers. All crewmembers must attend and sign the “Tool Box” Meeting Minutes form.



#### **Who will attend?**

All crewmembers are to attend “Tool Box” meetings. The meetings will generally be lead by the Supervisor or a Safety Coordinator. Owner/Client representatives, WCB Officers and guest members are also welcome and may attend at any time.

#### **When are the meetings to be held?**



Generally “Tool Box” safety meetings are to be held on-site once a week. Though there are times when construction projects can move rapidly. The risk of new hazards developing at any moment greatly increases, as the projects’ rate of progress increases. In other words the more hazardous the project or work, the more often you’ll need to meet.

The meetings can be held at anytime that is convenient and should last about fifteen minutes or as long as necessary to cover all areas of concern.

#### **What will be covered at the meetings?**

The emphasis will be on accident prevention. Look at the work schedule for the week or days ahead:

- Determine the tasks and processes coming up.
- Discuss how to perform the upcoming tasks or processes, safely.

- ❑ Anticipate what safety hazards are likely to occur and discuss preventative measures.
- ❑ Discuss appropriate PPE for each of the tasks and it's correct use.
- ❑ Discuss current deficiencies and hazards, record name of person to take corrective actions.
- ❑ Try to encourage participation from all.

### **3.8 PROGRESSIVE DISCIPLINARY PROCESS**



**As the Supervisor, you must enforce compliance of the company safety rules, practices & procedures, as well as compliance with the WCB regulations, by following the Progressive Discipline Process as detailed below:**

#### **Progressive Discipline Procedure:**

##### **Step One – *Verbal Warning***

1. Ask worker why? There may be a problem. i.e.: PPE violation – May be an improper fit
2. Make the warning clear & specific.
3. Inform Head Office, so verbal warning can be noted on workers file.
4. Inform worker of the next steps of process and consequences.

##### **Step Two – *Written Warning***

1. Issue worker a written warning (use form provided) give one copy to worker, forward copy to Head Office.
2. Advise worker, warning will be recorded on his file.
3. Advise worker the next step of the process is suspension, without pay.

##### **Step Three – *Suspension Without Pay***

1. Worker is to be suspended without pay, for a pre-defined period of time.
2. Worker is to stop work, collect his/her tools and leave the job site. Worker is not permitted to return to work, nor is eligible for other work with the company, until the specified return date.
3. Supervisor will notify Head Office immediately and forward completed form to Head Office.
4. Inform worker next step is termination.

### **Step Four – *Termination***

1. The fourth violation will result in immediate termination.
2. Worker is to be advised he/she is terminated. Worker is to collect tools and personal belongings and leave the job site immediately.
3. Worker is not eligible for re-hire with the High Grade Group of companies.

### **Serious Offences**

The following offences are considered to be of a serious nature and may result in discipline moving directly to step 3 or 4:

- Under the influence of Drugs or Alcohol
- Lock-Out Violations
- Fall Protection Violations
- Confined Space Entry Violations
- Fire Prevention & Protection Violations
- Obvious Disregard for Safety of Self or Others
- Fighting or Violence in the workplace
- Theft or Vandalism

## **PART 4**

### **EFFECTIVE SUPERVISION TECHNIQUES**

#### **OBJECTIVES**

After going through this unit,  
you should have a clear understanding of

1. Factors the influence accidents
2. Why people take risks
3. The difference between attitudes & behaviors
4. Behavior modification techniques

## **4.1 SUPERVISING SAFETY**

The basic responsibility for ensuring occupational safety & health on the job belongs to the Supervisor. To accomplish this, the Supervisor must first understand the factors that influence accidents.

### **Environment**

Plan the physical layout of the work area in a manner that ensures the safety of your workers. Job procedures and tasks should be specified with safety in mind to prevent employee injury. The process must be orderly without undue obstacles. In your head, walk through the entire process or task to the end, try to think of everything that could possibly create a hazard and make the necessary changes.

### **Equipment**

Machines should be guarded, engineering controls must be in place to ensure safety, and the right tool must be matched to the task at hand. In addition, tools and equipment must be well maintained and periodically inspected. Consider ergonomic relationship of worker and machine.

### **Employees**

Employees must be trained how to do their jobs properly. They should be assigned to tasks that they are capable of performing. The environment and equipment can be relatively easy to identify and correct, when necessary. It is the people factor that is most difficult.

## **4.2 WHY PEOPLE TAKE RISKS**

Generally, people take safety risks to:

- Save time
- Save effort

They do so because in the past, accidents have not occurred to them, when taking that risk. So as a result, they were rewarded.

## **4.3 WHY RISKS SHOULDN'T BE TAKEN**

The laws of probability make it inevitable, that if the risk is taken enough times, eventually you may become seriously injured.

**An Average Week in BC:**

<b>3</b>	<b>Workers die</b>
<b>3</b>	<b>Workers lose a limb</b>
<b>87</b>	<b>Workers are permanently disabled</b>
<b>3,736</b>	<b>Workers file an injury claim</b>

**By simply reducing the number of unsafe acts, the number of accidents throughout the workplace can be reduced.**

## **4.4 ATTITUDES & BEHAVIOR**

In order to reduce unsafe acts, it is important to focus attention on the employee's behavior and not on the employee's attitude.

### ***What's the difference between Attitudes & Behaviors?***

Attitudes, like feelings, occur internally. Behaviors, however are observable & correctable actions.

As a Supervisor, you should focus on behaviors because they can be seen and therefore are easier to change. In time, workers become accustomed to working in a safe way and their attitudes will tend to change as well.

## **Behavior Modification Techniques**

The techniques a Supervisor can use to modify the behavior of his/her workers involves:

- Modeling
- Rewarding
- Correction

### **Modeling**

Modeling simply refers to any means by which you demonstrate the proper technique to do a job. Modeling occurs when people behave in a way that other people can imitate. As the Supervisor you must set a good example and "Lead by Example".

Your workers observe your day-to-day actions. It is from these actions that your workers will learn to work safely. Yet, for example, if they see you override an equipment guard, you have sent a mixed message. You said one thing, but did another, always "Lead by Example".

### **Rewarding**

Rewarding a desired behavior will make it occur more frequently. Rewarding employees for performing a task correctly is the best method to use to improve safety. Tell him when he does a good job. Use "Tool Box" meeting to acknowledge safe work performance by a worker.

### **Correction**

Follow these steps to correct unsafe behavior:

- Identify the unsafe act or condition you see.
- Inform the employee of correct method you want used.
- Check to be sure that the employee understands the required change in behavior.
- Emphasize the importance of the employee's safety to you & the company.

***Remember that unsafe behavior doesn't just happen. You influence the behavior of those workers under your direction and as the Supervisor... you make the difference between a safe or unsafe job-site.***