



LEGACY CLEANING SERVICES

SAFETY MANUAL

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INTRODUCTION

The purpose and scope of this Safety Manual is to provide employees and sub-contractors with a clear and concise explanation of the safety requirements and responsibilities while working for or on behalf of **LEGACY CLEANING SERVICES**

POLICY RESPONSIBILITIES

Safety Policy

The personal safety and health of each employee of the company are of primary importance. The prevention of occupationally induced injuries and illnesses is of such consequence that it will be given priority over operative productivity where necessary. To the greatest degree possible, management will provide all mechanical and physical facilities required for personal safety and health in keeping with the highest standards.

We will maintain a safety and health program conforming to the best practices of organizations of this type. To be successful, such a program must start with proper attitudes toward injury and illness prevention on the part of both supervisors and employees. We are committed to cooperating with the **Workplace Health & Safety Designate** in carrying out their responsibility for occupational health and safety. Only through such a cooperative effort can a safety program be established and preserved in the best interest.

Our objective is a safety and health program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experience of operations similar to ours. Our goal is zero accidents and injuries.

Our safety and health program will involve:

- Providing mechanical and physical safeguards to the maximum extent possible.
- Conducting a program of safety and health inspections to find and eliminate unsafe working conditions and practices, to control health hazards, and to comply fully with the safety and health standards for every job.
- Training for employees in good safety and health practices.

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- Providing necessary personal protective equipment and instruction for its use and care.
- Developing and enforcing safety and health rules and requiring that employees cooperate with these rules as a condition of employment.
- Investigating every accident/incident, promptly and thoroughly to find out what caused it and to correct the problem so that it won't happen again.
- We operate within the philosophy of an Internal Responsibility System and recognize that the responsibilities for safety and health are shared.
- The employer accepts the responsibility for leadership of the safety and health program, for its effectiveness and improvement, and for providing the safeguards required to ensure safe conditions.
- The **Workplace Health & Safety Designate** is responsible for identifying unhealthy or unsafe aspects of the workplace through participation in inspections or investigations, promoting health and safety education programs, and by developing recommendations and maintaining records.
- Supervisors are responsible for developing the proper attitudes toward safety and health in themselves and in those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved.
- Employees are responsible for wholehearted, genuine cooperation with all aspects of the safety and health program, including compliance with all rules and regulations, and for continually practicing safety while performing their duties.

** The safety information in this policy does not take precedence over the Occupational Health and Safety Act. All employees should be familiar with the Occupational Health and Safety Act and Regulations.*

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Sub-Contractors Policy

All sub-contractors are required to carefully read this safety manual and review with their employees, who will be performing work for or on behalf of **LEGACY CLEANING SERVICES** the sections of the manual that are applicable to the work they will be performing.

Sub-contractors are responsible for ensuring that their employees comply with all applicable health and safety as well as environmental legislation and regulations.

It is the sub-contractor's responsibility to ensure that their employees are trained and knowledgeable in the WHMIS regulation, as required under NL OH&S Act/Regulations, and that all work performed complies with WHMIS regulations. Material Safety Data Sheets (MSDS) for all controlled products must be available on the worksite.

The sub-contractor shall conduct, or have a competent person, conduct semi-annual inspections of the worksite. A record of the inspections shall be kept and, upon request, these records shall be forwarded to **LEGACY CLEANING SERVICES**.

Sub-contractors will provide documentation to **LEGACY CLEANING SERVICES**, upon request, to verify compliance with this policy, and the Occupational Health and Safety Act and Regulations.

** The safety information in this policy does not take precedence over the Occupational Health and Safety Act. All sub-contractors should be familiar with the Occupational Health and Safety Act.*

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HAZARD ASSESSMENT

Health & Safety Hazards

Workplace hazards exist in all occupations. A hazard is a condition, substance, behavior or practice with the potential to cause loss due to injury, illness or property damage. There are two major categories of hazards—health hazards and safety hazards. Workers should be familiar with the different types of hazards commonly found in their workplace and the ways of controlling them.

Health Hazards

- *Chemical Hazards* - gases, vapors, dust, solvents, fumes, smoke, mists
- *Biological Hazards* - bacteria, viruses, blood borne pathogens, fungus and molds, and parasites
- *Physical Hazards* - noise, temperature, indoor air quality, and illumination (lighting)
- *Ergonomic Hazards*
 - Excessive force - lifting, pushing, or pulling heavy loads
 - Repetitive movements - working on high paced production line
 - Awkward postures - bending, reaching, twisting
 - Duration - time a task is performed (continuous or over a prolonged period)

Safety Hazards

- *Machine Hazards* - moving or hot parts, absence of guards, poor maintenance
- *Materials Handling*
 - Mechanical materials handling - lifting, lowering, carrying, pulling, shoveling
 - Handling hazardous materials - flammable, reactive and/or corrosive substances
- *Confined Space* - places not intended for human occupancy such as places with restricted entry or exit
- Work practice hazards, for example, working from heights
- Poor housekeeping, for example, improper storage, high stacking, grease on floor

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SAFE WORK PRACTICES

Housekeeping

Order and tidiness are important conditions for safety and satisfaction at work. Each individual employee is responsible for housekeeping at his or her own work area. Poor housekeeping can lead to accidents.

- Exit routes must be kept clear at all times.
- Catch any expected liquid spills in a suitable container and dispose of it, as per environmental regulations.
- Always keep your work areas clean of excess debris.
- All flammable waste or packing materials must immediately be removed and placed into designated containers.
- Hoses or cables must never be routed across walkways, stairs, scaffolding, etc.
- Tools and equipment that are not in use shall be returned to the tool stores or other designated storage area.

Tools & Equipment

The employer is responsible to supply and maintain all tools and equipment in accordance with internal requirements, provincial acts, codes and regulations.

The employees are responsible to use all tools and equipment in accordance with the manufacturer instruction.

Defective Tools and Equipment

Properly maintained tools and equipment will last for a long time. However, if any such item is defective and present dangers **DO NOT USE IT**.

Be aware of such problems as the following:

- Split or cracked handles
- Ladders with weak or damaged supports
- Cords with faulty cord ends or breaks in insulation

To ensure safe use of tools and equipment remember:

- Never use defective tools/ equipment
- Double check all tools/ equipment prior to use
- Inform the proper person that the equipment or tool needs to be repaired or replaced

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Ladders

While using ladders, pay attention to the following:

- Always secure ladders against movements before use.
- Ladders must be secured at the top or footed at the bottom. Top attachment is preferred.
- Ladders must be used at the correct angle, for every 4 ft up, 1 ft out from the horizontal.
- Check condition of ladder, reject any with damage.
- Do not block passageways.
- When in position, the ladder should extend 1m (40 inches) above the intended landing point.
- Do not work from the top steps from a ladder or a stepladder.
- Do not overreach. Climb down and move the ladder to a new position.
- A safety harness must be used when working on ladders at heights of 3.05m (10ft) or more, or client procedures.
- A stepladder must only be used in a fully opened position with the spreader bars locked.
- Aluminum, magnesium, other conductive metal ladders or wire reinforced wooden ladders shall not be permitted in battery rooms, or where the possibility exists of energized conductors or apparatus.

Use of Step Ladders

As with all ladders, make sure that the ladder is in good condition, and is the right ladder for the task at hand.

- Step ladders are to be used only on clean and even surfaces
- No work is to be done from the top two steps of the step ladder counting the top platform as one rung
- When in the open position ready for use, the incline of the front step section shall be one horizontal to six vertical
- The step ladder is to be used only in the fully open position with the spreader bars locked
- Tops of step ladders are not to be used as supports for scaffolds
- Don't overreach while on a ladder. Climb down and move the ladder over to a new position
- All ladders purchased and used shall be CSA approved.

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Extension Ladders

- Select a ladder that is long enough for the job. The top 2 rungs are not for standing. Also an extension ladder must have 3 rungs of overlap where the two pieces join
- The base of the ladder should be placed away from the vertical structure 4ft the height to be climbed
- Always watch for overhead wires when standing or carrying a ladder
- Place the base of the ladder on a stable, balanced and non-slip surface
- Protect any finished surface from being marred by the top of the ladder
- Inspect the ladder before climbing. Make sure the rung locks are secure
- Never use a wooden ladder that has been painted or is cracked
- Use both hands when climbing a ladder. Take the necessary tools in a pouch or lower a rope to co-worker and pull them up to your work area
- Secure the top of the ladder and protect the bottom of the ladder as the job requires
- Never extend your reach. Relocate the position of the ladder

Manual Lifting

Safe Lifting and Carrying

- Size up the load, if you think you need help, ask for it
- Get good footing
- Bend your knees, get a good grip on the object to be lifted
- Keep your back straight, lift with you legs, keep the object being lifted close to your body
- Keep your balance and don't twist to turn as you lift
- Lift object in the direction of travel—no turning
- To put the object down again, do not bend from the waist. Keep your back straight and your knees bent, keeping objects close to your body until placed in a secure position

Hot Water Extraction & Carpet Cleaning

Do:

- Ensure that wet floor signs are placed in areas where it will be necessary to walk from wet carpet to floor, as this could be a slip and fall hazard
- Ensure that the cords and plugs on all equipment are in good condition
- Get help or use a dolly when lifting heavy furniture and/or equipment

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- Know where the fire exits and fire extinguishers are in the building
- Ensure all chemicals and equipment are clearly marked
- Keep electrical cords out of aisles and open floor areas where they could pose a trip hazard

Don't:

- Leave items on the stairs unattended
- Block fire lanes and exits when parking vehicle
- Leave door unsecured while working inside or outside the building
- Throw excess water on the ground if temperatures are freezing

Window Cleaning

Do:

- Ensure that all containers are properly labeled
- Secure ladder properly prior to use
- Notify management when required to clean over 10ft to ensure the correct equipment is used
- Ensure all ladders are in good working condition

Don't:

- Leave equipment in open areas where it can pose a tripping hazard
- Block fire lanes and exits when parking
- Throw excess water on the ground if temperatures are freezing

General Cleaning

Do:

- Ensure that all equipment and chemicals are properly labeled
- Ensure that all applicable MSDS are posted in janitors closets
- Know where the fire exits and extinguishers are located in the building
- Use well maintained equipment
- Wear the proper gloves when using harsh chemicals
- Keep electrical cords out of aisles and open floor areas where they could pose a trip hazard

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Don't:

- Leave janitor's closets untidy and disorganized
- Leave bleach in washrooms or janitors closets (when mixed with other chemicals, i.e. bowl cleaners, it can produce a harmful gas)
- Remove wet floor signs before floors are completely dried
- Leave objects unattended on stairs
- Leave door unsecured while working inside or outside of the building

Fire Extinguisher Safety

Before a Fire Occurs:

1. Always know your escape route
2. Be familiar with more than one way out of your work area.
3. Know the location of the emergency horn.
4. Know the location of, and how to operate the fire extinguisher in your work area.
5. Ensure Emergency Response Procedures are followed.
6. Investigate immediately and thoroughly, **ALL** suspicious smoke and/or unfamiliar or questionable odors.

Fire Extinguishers:

1. Although the majority of fire extinguishers work with the same directions, there are exceptions. Read the instructions on your extinguisher for variation.

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2. How to operate a Fire Extinguisher:

- **Pull** – Pull out the pin. Some units require releasing a lock latch, pressing a puncture lever or other motion.
- **Aim** – Aim the extinguisher nozzle at the base of the fire.
- **Squeeze** – Squeeze and press the handle
- **Sweep** – Sweep from side to side at the base of the fire. Watch for re-flash. Foam and water extinguishers require slightly different actions. Read the instruction.

Note: After extinguishing a fire, never turn you back. Back away until you are at a safe distance.

SAFE JOB PROCEDURES

Lifting & Bending

One of the most common causes of injury among workers involves lifting and bending. Back injuries and muscle strains/sprains can be greatly reduced by following these few simple steps:

- Inspect the load and check overall conditions. Do not attempt to lift alone if the load appears too heavy or awkward.
- Make certain of good balance – feet should be shoulder width apart with one foot beside and the other foot behind the article to be lifted.
- Bend the knees: do not stoop. Keep the back straight, not vertical. There is a difference. Tucking in the chin straightens the back.
- Grip the load with the palms of your hands and your fingers. The palm grip is much more secure. With grip taken, tuck in the chin to make certain the back is straight.
- Use body weight to start the load moving and then lift by pushing up with the legs, making full use of the strongest set of muscles.
- Keep the arms and elbows close to the body when lifting.

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- Do not twist the body. To change direction, shift your foot position and turn your whole body.

RULES & DISCIPLINARY PROCEDURES

Workplace Rules

- All employees and sub-contractors entering a work area shall wear proper personal protective equipment as needed.
- Employees shall not adjust, alter or repair equipment unless properly trained and authorized.
- Proper lifting techniques shall be used when manually lifting materials. Get help when necessary.
- Obey all rules, posted signs and instructions.
- Know the location of emergency equipment, fire extinguishers, fire hose, and first aid supplies.
- Cell phones will only be operated with proper hands free attachments during driving.
- Accidents, injuries and near misses regardless of their nature shall be promptly reported to Management.
- Consuming or being in possession of alcohol or illegal drugs on company premises, or on any company job-site, is prohibited and will result in disciplinary action up to and including dismissal.
- Fighting, horseplay, practical jokes or otherwise interfering with other workers is prohibited.
- Theft, vandalism or any other abuse or misuse of company property is prohibited and is grounds for dismissal.
- First aid treatment is to be obtained promptly for any injury, reported to Management and recorded.

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- All work shall be carried out in accordance with appropriate safe work practices following all appropriate rules and regulations. When in doubt, consult Management.
- Only equipment that is in good repair in place shall be used.
- Maintain good housekeeping in your work area.
- Operate all vehicles and mobile equipment in accordance with site rules and highway regulations. Adjust your driving to weather and road conditions.
- Smoking is prohibited except in designated areas

Disciplinary Guidelines

In the operation of our safety program, non-compliance can result in near misses and serious accidents, which cause injury and property loss. The following guidelines are intended to provide compliance and incentive to work safely.

The sequence of administering disciplinary procedures will be:

- 1) The steps of Disciplinary Action
 - a) Tell employee the rule violated.
 - b) Discuss the purpose of the rule and the danger involved.
 - c) Complete Notice of Discipline form.
 - d) Advise the employee of the consequences of a further violation (termination of employment).
- 2) The sequence of administering disciplinary procedures will be:
 - a) Verbal Warnings
 - b) Written Warnings
 - c) Suspension
 - d) Termination of Employment
- 3) The following actions may result in immediate dismissal:
 - a) Negligence resulting in major property damage and/or serious injury.
 - b) Deliberate violation of company safety policy.
 - c) Fraud, theft, or Criminal Code conviction.
 - d) Driving a vehicle or working on a job site while under the influence of alcohol or illegal drugs.
 - e) An accumulation of -Warnings.

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4) Disciplinary Action for Subcontractors:

Subcontractor employees, with regards to safety, are to be treated as company employees. However the subcontractor has the primary responsibility of discipline.

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Hand Protection

Do:

- Inspect hand PPE for defects before use.
- Wash all chemicals and fluids off gloves before removing them.
- Ensure gloves fit properly
- Use the proper hand PPE for the job.
- Follow manufacturer's instructions on the care and use of the hand PPE you are using.
- Ensure exposed skin is covered (no gap between the sleeve and the hand PPE)

Don't:

- Wear gloves when working with moving machinery (gloves can get tangled or caught)
- Use gloves or hand protection that is worn out or defective

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8.5 Employee Responsibilities

All company employees are responsible for the following:

1. Carry out all aspects of the company's safety program, including understanding and committing to the philosophy of a safe work environment.
2. Follow security measures, which apply to your work. Never start any work that you do not understand or know. Advise management accordingly, in order to obtain the appropriate information and/or training.
3. Ensure personal protective equipment is utilized and maintained according to your training and Occupational Health & Safety Act and Regulations.
4. Immediately report all accidents/incidents to management, no matter the severity, so an accident report can be completed.
5. Report all near misses (close calls) to management.
6. All employees must act with reasonable precautions in carrying out any duty, to protect themselves, fellow employees, company property and the environment from loss or injury.

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11.0 ACCIDENT/ INCIDENT REPORTS

11.1 Reporting of Accidents/Incidents

It is a general principal that all injuries and loss-causing incidents can be and should be prevented. Therefore, all accidents and incidents must be reported and investigated.

Remember that the difference between a near miss and a fatality may only be a split second or a fraction of an inch. The investigation of any incident should, therefore, be proportionate with the degree of loss potential.

Responsibilities

The worker is responsible for notifying his/her management immediately of any accident or incident, no matter how minor. The scene of the accident must not be disturbed, except for emergency purposes.

Medical attention must be obtained for injuries. Injured personnel are not allowed to leave the job site before their Management has been consulted, except when transferred to a hospital in an emergency.

In case of a serious accidents or incidents, senior management must be notified immediately.

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HARASSMENT

Harassment Policy

LEGACY CLEANING SERVICES, in cooperation with our employees, is committed to a healthy, harassment-free work environment for all our employees. To this extent, **LEGACY CLEANING SERVICES** has developed a company wide policy intended to prevent harassment of its employees and to deal quickly and effectively with any incident that might occur.

Definition of Harassment

Harassment is any unwelcome physical, visual or verbal conduct. It is against the law. Harassment may include verbal or practical jokes, insults, threats, personal comments or innuendo. It may take the form of posters, pictures or graffiti. It may involve touching, stroking, pinching or any unwelcome physical contact. Any behavior that insults or intimidates is harassment if a reasonable person should have known that the behavior was unwelcome.

The Newfoundland Human Rights Code protects everyone within provincial jurisdiction from harassment and other forms of discrimination on the basis of race, religion, sex, (including pregnancy and sexual orientation), marital status, physical disability, mental disability, political opinion, colour or ethnic, national or social origin and age (in employment only, between the ages of nineteen and sixty-five).

LEGACY CLEANING SERVICES will not tolerate harassment on the basis of any of those protected grounds.

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Procedure

If you are being harassed:

1. Tell the individual his/her behavior is unwelcome and ask him/her to stop. Give the harasser an opportunity to end the harassment.
2. Keep a record of incidents (dates, time, locations, possible witnesses, what happened, your response). You do not have to have a record of events to file a complaint, but a record can strengthen your case and help you to remember details over time.
3. Report the problem and file a complaint to one of the following individuals:
 - a) **President, Paul Borodenko**
 - b) **Workplace Health & Safety Designate, Valentina Borodenko**

Responsibility of Management:

It is the responsibility of a director, manager, or any person within this company supervising one or more employees to take immediate and appropriate action to report or deal with incidents of harassment whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or down played or the complainant told to deal with it personally.

LEGACY CLEANING SERVICES seeks to provide a safe, healthy and rewarding work environment for its employees. Harassment will not be tolerated within this company. **If you feel you have been harassed, contact us, we want to hear from you.**

16.4 Storage of Substances

Cleaning chemicals are used everyday in the janitorial service. Special care must be taken to protect the worker from hazards which may be created from the use of these liquids. Wherever possible, cleaning products should be non-toxic and environmentally friendly.

Management must be aware of all chemical solutions that are used on the job. He/she shall be sure that all workers who use these materials have been instructed in their proper use and any hazard that they pose.

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The following instructions or rules apply when chemicals are used:

- Use non toxic solvents for general cleaning
- Store chemicals in special storage areas
- Check toxic hazard of all chemicals before use
- Provide adequate ventilation where all solvents are being used
- Use goggles or face shield to protect the face and eyes from splashes or sprays
- Use rubber gloves to protect the hands

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- Wear protective clothing to prevent contamination of worker's clothes
- When breathing hazard exists, use the appropriate respiratory protection
- Never leave solvents in open tubs or trays—return them to their proper container
- Use proper containers for storage and transportation
- Where chemicals are controlled products, ensure that all employees using or in the vicinity of use are trained in the Workplace Hazardous Materials Information System. Ensure all WHMIS requirements are met

For further information on this topic refer to the Occupational Health and Safety Act & Regulations or Codes of Practice.

17.0 EMERGENCY PROCEDURES

17.1 Purpose

The Emergency Preparedness Plan is an effective system that describes to all employees what procedures they are to follow in case of an emergency. In the unfortunate event of an accident, the company strives to ensure that the injured individual(s) receive the medical attention they require as soon as possible. The implementation of the Emergency Preparedness Plan is a means to inform employees of what to do in the event of an emergency.

17.2 Emergency Situation Procedures

Below is a list of potential dangers that exist within the work capacity of the company and guidelines to follow in the event of such emergencies.

Electrocution:

If an employee suffers from electrocution, the first step is to shut off the power supply, if possible, and to ensure that all other employees are a safe distance away from the hazard. The First Aid certified individuals are to aid the employee in any means possible, while another person calls for the ambulance.

Cuts:

In the event of a severe cut or abrasion, First Aid treatment is to be provided immediately to attempt to stop the bleeding. If the employee is deemed okay for travel and a hospital is in the vicinity, a fellow employee may transport the injured employee to the emergency room. Alternatively, an ambulance will be requested immediately by calling 911 and First Aid will be provided until the arrival of the paramedics.

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Falls:

Another potential hazard is suffering a fall from a high elevation. If an employee does fall, an ambulance is to be called immediately, and the employee is to be kept stationary until the paramedics arrive. The employees trained in First Aid are to assist in any means possible, ensuring that the injured employee is kept warm and comfortable.

Fire:

When a fire breaks out in a building, everyone must be evacuated from the building immediately. Normal exits may be blocked; therefore, it is compulsory that emergency exits exist and those employees are aware of their location. Doors and windows should be closed when escaping a fire; failure to do so may cause air drafts that will fan the fire.

Once everyone is out of the building, call the fire department. Give your name, address and the exact location of the fire. Have the person you're talking to repeat your instructions. Never allow anyone to re-enter a burning building!

*A:B:C dry chemical extinguishers that are exposed to sub-zero temperatures for prolonged periods of time may freeze. Special cartridge activated extinguishers should be used for sub-zero applications.

Fire Safe Rules

- Never permit smoking near any flammable material.
- Never refuel engines inside a building or while the engine is hot or running.
- All electrical installations, wiring, etc. should be inspected and approved by the proper authority.
- Fuel should never be stored inside a building.
- Have your local fire department check your operation regularly.
- Avoid clutter of flammable materials.
- Maintain and inspect all heating systems.

Fire, emergency and first aid phone numbers must be posted at all sites in close proximity to telephone. In the case of an emergency on the job site, notify your supervisor at once and contain the emergency to the best of your ability without endangering yourself or fellow workers.

*Remember when you are at a jobsite to familiarize yourself with exits, telephone and fire extinguishers location