



Fleet Safety  
International

# Corporate Health and Safety Guide



*Fleet Safety International  
is governed by three principles*

Positive

Professional

People

*We strive for EXCELLENCE in all three to ensure  
our employees*

*have the best place to work and*

*our students*

*have the best place to learn*

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# 1 INTRODUCTION

## 1.1 General Guidelines

This handbook will be available to all FSI Employees and Contractors. It outlines the policies and responsibilities for operators of vehicles owned, rented, or leased by FSI.

The contents of this manual reflect the latest information available from the various provincial and federal regulatory agencies, along with the considerable experience of operating personnel and consulting safety professionals specializing in oil and gas production safety.

The rules, regulations, and guidelines contained herein cannot possibly address every working situation or hazard you will face. Your experience, your good judgment, and your concern for yourself and fellow workers must be added and applied to make this a successful program.

Some of the rules and guidelines may not, at this time, directly apply to your operations; however, it is the purpose of this policy to address all areas of concern which are to be expected in an expanding operation. In short, this manual is to be a general guide for safe operations now and in the future.

'**Safety memos**' will be circulated to everyone and kept on file. The memos will cover changes to provincial regulations or concerns, which arise beyond the production of this manual. Where necessary, Fleet Safety International will issue all updated pages for inclusion into this manual.

**It is your responsibility to carefully read and understand its contents and to adhere to all company policies and regulations. If you do not understand any part of it, ask your supervisor for an explanation.**

## 1.2 Certificate of Recognition (COR)

COR is an initiative that recognizes and rewards employers who go beyond the legal requirements of the Workers Compensation Act and the Occupational Health and Safety Regulation by taking a best practices approach to implementing health, safety, and return-to-work (RTW) programs. The program promotes the concept of managing health and safety equally with other components necessary for a successful business, such as profitability and productivity.

Safety programs can help ensure that everyone, from senior managers to the most junior workers, shares the same commitment to safety and company prosperity.

Safety programs increase productivity and reduce the costs both of accidents and of inefficient work practices. Productivity will improve as attitudes and skills improve. Costs will decrease as the number of accidents drop and employees become committed to safe, high-quality performance.

**Health and Safety benefits include:**

- Fewer injuries
- Increased productivity and quality
- Reduced product waste
- Reduced equipment repair and replacement
- Improved communications
- Improved behavior
- Enhanced worker competency
- Lower workers' compensation premiums
- Lower insurance premiums
- Increased business
- Enhanced public image and trust

## **2 ENVIRONMENTAL POLICY**

**Fleet Safety International is committed to protecting human health and the environment. This commitment is a keystone of all that we do and is reflected in the services we provide to our customers, the design and operation of our facilities, the conditions under which employees work and our interactions with the communities where we live and do business. We will be responsible stewards of the environment and protect the health and well-being of our employees and our neighbors.**

### **2.1 Standards and Principles**

**The following principles are applicable to Company operations worldwide:**

**1. Protection**

We will conduct all operations in a manner that protects the environment, our employees, neighbours, and our clients. We will proactively work to implement procedures and programs to prevent pollution.

**2. Compliance**

We will comply with all legal requirements and will proactively implement programs and procedures to ensure compliance.

**3. Conservation**

We will practice and promote the conservation of nature and the earth's energy resources.

**4. Communication**

Fleet Safety International encourages employees to report any conditions that may pose an environmental, health or safety hazard by providing a confidential means for them to do so.



We will regularly monitor our operations and make recommendations on programs to continuously improve the environmental performance of the Company. Environmental goals and objectives will be established, reviewed, and approved during management review. Our executive management will regularly monitor the environmental performance to ensure adherence to the principles of this policy across the Company.

**Fleet Safety International communicates its commitment to sound environmental practices to every Fleet Safety International employee through its Code of Conduct for Ethical Practices. Environmental Management is one of the stated core competencies.**

## **2.2 Code of Conduct for Environmental Practices**

Fleet Safety International is committed to conducting business in a manner which respects, preserves, and improves the environment.

### **To do this we:**

- Conduct our services in an environmentally responsible manner
- Use energy wisely and, when possible, improve the energy efficiency of our operations
- Comply with all federal and provincial environmental laws and regulations, Company policies and professional standards of good industry practices
- Use technologies and operating procedures designed to minimize health and safety risks

## 3 MANAGEMENT INVOLVEMENT AND COMMITMENT

### 3.1 Health & Safety Policy

Fleet Safety International is committed to the protection of life and property in all that it seeks to achieve as an active health & safety training provider. Accordingly, our goal is to ensure the health and safety of our employees and all others including the physical, psychological, and social well-being of those involved or impacted by our operations, while at the same time, protect the environment in which we work and conduct our activities.

For its part, Fleet Safety International will be responsible for seeking every reasonable means to provide a safe work environment in compliance with Alberta Occupational Health and Safety legislation; by employing personnel with the skills, training and equipment required to complete their jobs in a safe manner; and for using practices and procedures which meet or exceed regulatory or recognized industry standards. As well, Fleet Safety International will encourage the active participation and support of its employees / workers in promoting and implementing an effective safety program. Fleet Safety International's management and supervisory personnel will have direct responsibility for ensuring these objectives are met.

Fleet Safety International expects that as an employee or contract worker involved in its operations, you will assume responsibility for performing every job in a manner that safeguards yourself and your fellow workers. Generally, this can be accomplished by ensuring that you are adequately prepared by following safe work practices and procedures. Equally important is your responsibility to identify, correct and report unsafe working conditions and/or those personnel who are inadequately trained or equipped to perform their job safely to your supervisor or manager immediately! You will not be required to sacrifice the safety or well-being of personnel for expediency or for any other reason while at a Fleet Safety International worksite.

We encourage employees and contract workers to offer their suggestions on how Fleet Safety International can improve its safety program or procedures. With your co-operation and commitment to safety, we can all prevent incidents and injuries for the benefit of our fellow workers, our families, ourselves, the public, and the environment.

Legislative Health and Safety information can be found in the Handi-Guide to Alberta's OH&S Act, Regulation and Code book. Specific details pertaining to your Health and Safety responsibilities as a Manager, Supervisor, Worker, Contractor, or Visitor are contained within Fleet Safety International Corporate Health and Safety Manual.



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Dr. Randy Flemmer

Date: February 16, 2022

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## 3.2 Guiding Principles

Safety policies, procedures and programs developed by Fleet Safety International Corp. shall meet or exceed legislative requirements.

Corporate Management will ensure compliance by establishing appropriate programs and by conducting internal audits of its operations.

Compliance with safety policies and procedures and participation in the Health & Safety Program is the responsibility of every employee and contractor and is a condition of employment.

All incidents, injuries and accidents will be reported to Fleet Safety International Corp. All injuries resulting in Medical Aid, Modified Employment, or a Lost Time Accident will be reported to the appropriate Worker's Compensation Board and where appropriate, investigated.

## 3.3 Three Principles – FSI's Identity

Our 3 P's are our identity; they define us and how we operate as an organization. It is the way we interact with each other and our clients. Our consistency and commitment to the 3 P's guide our growth as an organization and set us apart from other organizations.

### **Positive**

- We choose a positive, upbeat attitude
- We allow ourselves to have fun and bring humor into the workplace
- We look for and find the silver cloud in challenging times
- We learn and grow from our mistakes
- We ask for and provide assistance when needed

### **Professional**

- World class instruction
- Professionally dressed
- Quality Work
- Honest and Integrity
- Professional communications
- Lifelong learners

### **People**

- Customer service and people oriented
- Under-promise and over-deliver
- What we can do versus what we cannot do
- Flexible
- 110% commitment and effort
- Respect for our clients and each other
- Team oriented and committed

***Our actions identify and define us... individually, as a team, and as an organization!***

## 3.4 Levels of Responsibility

**There are five (5) recognized levels of responsibility and accountability within any organization:**

- Management
- Department Heads
- Employees and workers
- Contractors and subcontractors
- Visitors and customers

As well, there are moral and ethical responsibilities at all five levels, which may in fact transcend the legal considerations. These are individual concerns and are not addressed in this manual.

**However, the five (5) recognized levels of responsibility within an organization are defined as follows:**

### ***3.4.1 Management***

***The management of Fleet Safety International is responsible for:***

- Making funds and processes available to effectively accommodate the company's health and safety needs
- Ensuring performance and behavior meet the requirements of the company's health and safety program
- Encouraging employee and contractor involvement in the safety process
- Ensuring all operations including those of contractors and subcontractors meet government safety requirements
- Ensuring all incidents are reported and where necessary, work with the Health and Safety Committee to investigate and take corrective action to prevent a recurrence
- Ensuring workers are adequately qualified to perform their work and training needs are met
- Taking the necessary action to correct any unsafe working conditions brought to their attention by workers
- Understanding, implementing, and enforcing applicable Acts, Regulations, Codes, Codes of Practice, Standard Operating Procedures, and associated Safe Work Programs and Guidelines
- Providing appropriate supervision at worksites
- Reviewing and taking necessary action required when "Driver Violations" are committed by employees, contractors, and subcontractors. Reviews are completed randomly and at scheduled times of renewals such as: driver licenses, driver's abstract, instructor's license and when obtaining a Carrier Profile. The company disciplinary policy will be followed when violations are identified.
- Is responsible to provide appropriate, safe, and well-maintained equipment for each task
- Randomly review vehicle inspections to ensure all equipment is repaired, inspected, and maintained for employees to perform their task
- Evaluation and monitoring the company's Substance Abuse, and Violence / Harassment in the Workplace Program on an ongoing basis

- Complete a risk assessment at least every year for all safety sensitive job positions
- Participate in facility and work site health and safety inspections a minimum of once a year.
- Provide the Health and Safety Committee any support to accomplish any duties of the Health and Safety Committee.

### **3.4.2 Department Heads**

#### ***Department Heads for Fleet Safety International are responsible for:***

- Understanding what is expected of them
- Accountability for all activities within their area of responsibility and job scope
- Identifying and meeting safety and operational training needs
- Identifying and correcting hazards and unsafe work conditions
- Correcting unsafe acts in a proactive, positive manner
- Understanding, implementing, and enforcing applicable Acts, Regulations, Codes, Codes of Practice, Standard Operating Procedures, and associated Safe Work Programs and Guidelines
- Ensuring appropriate, safe, and well-maintained equipment is available and utilized to perform necessary work activities
- Review all vehicle inspections to ensure all equipment is repaired, safe and well maintained for employees to perform their tasks
- Meeting regulatory compliance and company conformance requirements
- Ensuring workers are informed about job hazards and are prepared to deal with any site-specific hazards on the worksite
- Ensuring personal protective equipment (PPE) is readily available at the worksite, correctly used, stored, maintained, and replaced when necessary
- Reporting all incidents which may include conducting investigations into the facts leading up to and including the incident, and determining the root cause to prevent a recurrence
- Participate in facility and work site health inspections a minimum of once a year
- Provide the Health and Safety Committee any support to accomplish any duties of the Health and Safety Committee

### **3.4.3 Employees and Workers**

#### ***Workers employed by Fleet Safety International are responsible for:***

- Adhering to regulations, guidelines, and safety standards as required by government regulatory agencies, and those communicated by management and supervisors
- Following all appropriate Codes of Practice, Standard Operating Procedures, and associated Safe Work Programs and Guidelines contained in the Fleet Safety International Health and Safety Manual
- Reporting any hazardous or unsafe working conditions to their immediate supervisor and, if possible, correcting the unsafe condition
- Observing activities of fellow employees and contractors to ensure their safety and the safety of those around them, and correcting unsafe acts in a proactive, positive manner to prevent an incident from occurring
- Refusing to perform work that:
  - He or she believes an imminent danger may exist to the health or safety of themselves, or their fellow workers, and
  - They are not competent to perform
- Reporting all incidents, injuries, and illnesses to their supervisor and health and safety committee
- Participating in facility and worksite inspections upon request from the health and safety committee, management and/or department heads.
- Complete vehicle inspections before the use of a vehicle to ensure the vehicle is safe and ready for use.
- Participating in, and using, all training offered by the company

### **3.4.4 Contractors and Subcontractors**

#### ***Contractor and Subcontractor responsibilities include:***

- Insisting on safe performance throughout their operations by ensuring subcontractors and employees are competent to do their work properly, and are aware of their responsibilities and accountabilities
- Ensuring an effective health and safety program is in place
- Ensuring their safety programs and operations personnel comply with contractual and regulatory requirements
- Providing the time and resources required to enable subcontractors and employees to conduct their activities safely
- Identifying and correcting hazards, unsafe work conditions, and unsafe acts
- Ensuring appropriate and well-maintained equipment is available and utilized to perform the work activity
- Ensuring all incidents are reported and investigated and corrective action is taken to prevent a recurrence
- Participating in facility and worksite inspections upon request from the health and safety committee, management and/or department heads.

- Complete vehicle inspections before the use of a vehicle to ensure the vehicle is safe and ready for use.
- Ensuring workers are informed about job hazards and are prepared to deal with any site-specific hazards on the worksite
- Ensuring personal protective equipment (PPE) is readily available at the worksite, correctly used, stored, maintained, and replaced when necessary
- Class 5 Contractors Vehicle Inspection Reports need to be completed every 6 months and completed reports are to be placed in their files.
- Contractors are hired through an interview process and their ability to complete the job according to our Health and Safety policy and procedures. Reference checks are completed for all contractors.

### ***3.4.5 Visitors and Customers***

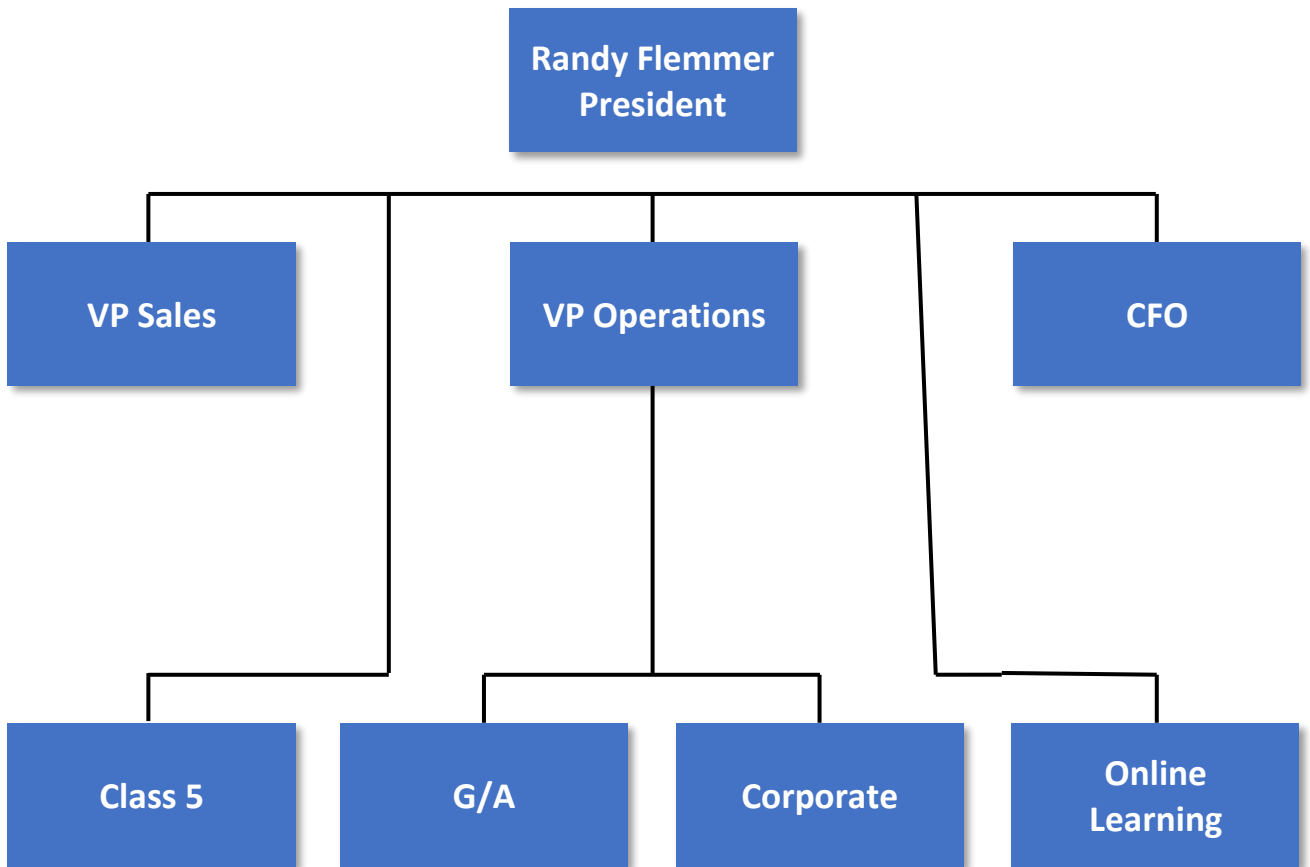
Fleet Safety International, in view of its liability exposure, observes a policy of “Authorized Personnel Only” or “Employees Only” at all worksites and for visitors to its offices. It is entirely normal for residents, other Company employees, contractors, or even stranded motorists to show up at client worksites from time to time. These individuals should be treated with the normal courtesies and shall be afforded the appropriate level of assistance.

It is the responsibility of the company employee / worker to ensure all such visitors are not exposed to any unnecessary risk and that they are safeguarded from danger. Unless the visitor has specific business, entry into a client worksite should be restricted as far as reasonably possible. Such care will not only prevent injury to a visitor, but it will also convey the message that Fleet Safety International has a strong commitment to health, safety, and protection of the environment.

***Therefore, when visitors attend worksites, they are required to meet the following safety responsibilities:***

- Follow the instructions of the site supervisor or personal escort
- Wear personal protective equipment (PPE) as and when required
- Remain in the presence of the site supervisor or personal escort

**3.4.6 Organizational Chart**





## 4 HAZARD IDENTIFICATION AND RISK CONTROL

### 4.1 Hazard Assessment

A hazard at the workplace is any condition having the potential to cause injury, illness, or a loss. A hazard assessment shall be conducted and documented prior to any new worksite activity. For normal operation, a listing of tasks that may have significant risk to people, environment, or equipment should be maintained along with the task Hazard Assessment and Control Process. The purpose of a hazard assessment is to identify the hazards. Yearly the risk assessment and controls, work related activities and controls, task and hazard inventory and job descriptions are reviewed by employees to ensure that any new and updated information is listed within these areas of the Health and Safety Manual. Notification of a change or new process from a hazard assessment is done during tailgate meetings, safety meetings and or email meetings to ensure all employees involved are aware.

**A hazard assessment must be completed and documented for each of the worksite's risk sensitive tasks, including (but not limited to) the following:**

All potential hazards must be systematically prioritized, with those of imminent danger to workers being rectified prior to work commencing, and

- Re-assessments are required:
- At intervals that prevent the development of unsafe and unhealthy working conditions
- When a new work process is introduced
- Before any construction commences at a new location
- When a work process or operation changes
- When new workers arrive at the site who are not familiar with the scheduled work activity

**The Worksite Hazard Assessment Form is to be used prior to starting work. (See Section 11 for a copy).**

### 4.2 Hazard Identification

A hazard is any circumstance or condition, which poses a risk of an incident.

**Hazard recognition and control involves:**

- Determining what hazards are present in the workplace
- Assessing the level of risk for the hazards identified
- Implementing strategies to eliminate or reduce the risk involved
- Following up to ensure the control strategies chosen are effectively implemented with the use of engineering controls, administrative controls, and PPE.

All personnel must understand how to identify potential hazards associated with the worksite. Hazards can exist in many forms; they can be visible or hidden, and they may also be a condition or an action.

Recognition and control of hazards ensure corrective actions may be completed in a timely manner, before an incident occurs.

## 4.3 Hazard / Risk Control

The best way to mitigate an identified hazard is to remove it from the process or site. Quite often this action is not feasible and control measures must be implemented. These measures may include isolating the hazard, and the use of personal protective equipment (PPE) to limit the risk of personal injury.

**Hazards must be eliminated, isolated, or minimized.**

**Elimination by:**

- Engineering solutions such as removing a hazardous job, tool, process, machine, or substance
- Substitution or replacement of one substance or process with another that would not pose a potential hazard
- Redesign... hazards can often be 'engineered out' through redesign of the worksite, work processes, and jobs

**Isolation by:**

- Hazards can often be isolated through containment or enclosure
- Automation: Some processes can be automated or mechanized
- Barriers: Some hazards can be blocked or barricaded. The further the barrier keeps the hazard away from the workers, the more effective it is.
- Absorption: Engineering controls that would absorb the hazard such as baffles that block or absorb noise
- Dilution: Some hazards can be diluted or dissipated

**Minimized by:**

- Planning and communication
- Codes of Practice, Standard Operating Procedures, and associated Safe Work Programs and Guidelines
- Work / rest schedules limiting exposure to the hazard
- Limiting hours of work
- Scheduling hazardous work during times when exposure to workers is minimized
- Monitors and alarm systems
- Training
- Safety meetings
- Posters and bulletins



## 4.4 Hazard Assessment and Controls

Job/position/work type: President, VP of Operations, VP of Sales, CFO, Online Learning - Administration, Office Duties	Date of Assessment	Jan 26, 2022
Assessment performed by: Bob / Wade	Reviewed/revised:	Feb 16, 2022

Tasks	Type	Hazard	Hazard Scale	Risk Scale	Controls	Date Implemented
Operating PC (General computer tasks)	H	Extended periods of sitting	3	C	Eng.: Ergonomic set-up of workstation	Feb 16, 2022
		Glare from monitor			Admin: Get up and stretch	Feb 16, 2022
Photocopying, faxing, stapling, hole punching	H	Repetitive motion	3	C	Admin: Take breaks as necessary	Feb 16, 2022
General office work	S	Break-in, robbery	4	C	Eng.: barred front windows, door dead bolts, security alarm system, locked cabinets and cash box	Feb 16, 2022
		Electrical hardware			Admin: regular inspections of the condition of the equipment and cords, check prior to using, replace defective equipment immediately	Feb 16, 2022
Refilling toners	H	Contact with chemicals/toner	4	D	Admin: place toner cover from new cartridge on the old cartridge to prevent exposure, WHIS Training, Use Gloves	Feb 16, 2022
Filing	H/S	Awkward positions	3	C	Admin: Use a stool, take breaks to stretch	Feb 16, 2022
		Struck by / crushed			Eng.: Cabinet engineered to not allow more than one drawer to be open at a time (prevent tipping)	Feb 16, 2022
Operating paper shredder	S	Loose clothing or other loose items could be caught in shredder opening	4	D	Admin: Ensure cabinets are loaded from the bottom up	Feb 16, 2022
					Eng.: Auto shut-off switch/emergency shut off	Admin: Ensure loose clothing or items, long hair is tucked in before operating shredder, shred items on a different day
Driving	H/S	Crash/Impact	3	C	Eng.: Maintained vehicles,	Feb 16, 2022

Admin: Qualified driver, driver training

Dealing With Clients (Public)	H	COVID-19	3	C	Admin: Wear a mask, use hand sanitizer, sanitizing station, Social Distance, when possible, Adhere to the Companies COVID-19 Double Vaccine Policy	Feb 16, 2022
Working inside at office	H/S	Illness/Injury	4	D	Admin: Assess for wellness prior to reporting to work. Are you fit for work? Report to management if you are not fit for work.	Feb 16, 2022
Entering/Exiting the office and/or a vehicle	H/S	Slipping/tripping or falling due to parking lot conditions or track conditions	2	C	Admin: ensure there is adequate lighting for you to see the conditions of the area. PPE: wear proper footwear for the conditions and weather	Feb 16, 2022
Working inside at office	S	Working Alone	3	D	Admin: Follow Working alone policy, have a cell phone and be in contact with safety personnel every two hours	Feb 16, 2022
Working inside at office	S	Workplace Violence or Harassment	3	C	Admin: Avoid unwelcome actions, conduct and gestures. Report and keep in contact with a member of management	Feb 16, 2022

Legend			
Hazard			Risk
Imminent Danger	1	Probable	A
Serious	2	Reasonably Probable	B
Minor	3	Remote	C
Negligible	4	Extremely Remote	D



Job/position/work type: Assessment performed by:		G/A Administration/Office Duties Bob / Wade			Date of Assessment	Jan 26, 2022
		Hazard	Risk	Reviewed/revise:		Date
Tasks	Type	Hazard	Scale	Scale	Controls	Implemented
Operating PC (General computer tasks)	H	Extended periods of sitting			Eng.: Ergonomic set-up of workstation Admin: Get up and stretch	Feb 16, 2022
		Glare from monitor	3	C	Eng.: Anti-glare screens or monitors	Feb 16, 2022
Photocopying, faxing, stapling, hole punching	H	Repetitive motion	3	C	Admin: Take breaks as necessary Eng.: barred front windows, door dead bolts, security alarm system, locked cabinets and cash box	Feb 16, 2022
General office work	S	Break-in, robbery	4	C	Admin: regular inspections of the condition of the equipment and cords, check prior to using, replace defective equipment immediately	Feb 16, 2022
		Electrical hardware				Feb 16, 2022
Refilling toners	H	Contact with chemicals/toner	4	D	Admin: place toner cover from new cartridge on the old cartridge to prevent exposure, WHIS Training, Use Gloves	Feb 16, 2022
Filing	H/S	Awkward positions	3	C	Admin: Use a stool, take breaks to stretch Eng.: Cabinet engineered to not allow more than one drawer to be open at a time (prevent tipping)	Feb 16, 2022
		Struck by / crushed			Admin: Ensure cabinets are loaded from the bottom up	Feb 16, 2022
Operating paper shredder	S	Loose clothing or other loose items could be caught in shredder opening	4	D	Eng.: Auto shut-off switch/emergency shut off Admin: Ensure loose clothing or items, long hair is tucked in before operating shredder, shred items on a different day	Feb 16, 2022
Working inside at office	H/S	Illness/Injury	4	D	Admin: Assess for wellness prior to reporting to work. Are you fit for work? Report to management if you are not fit for work.	Feb 16, 2022
Working inside at office	S	Fire emergency, explosion	4	D	Admin: Know where emergency exits are, the address and directions in case emergency help is required, know the locations of all emergency equipment. Follow ERP.	Feb 16, 2022

Working inside at office	S	Working Alone	3	D	Admin: Follow Working alone policy, have a cell phone and be in contact with safety personnel every two hours	Feb 16, 2022
Working inside at office	S	Workplace Violence or Harassment	3	C	Admin: Avoid unwelcome actions, conduct and gestures. Report and keep in contact with a member of management	Feb 16, 2022
Entering/Exiting the office and/or a vehicle	H/S	Slipping/tripping or falling due to parking lot conditions	2	C	Admin: ensure there is adequate lighting for you to see the conditions of the area. PPE: wear proper footwear for the conditions and weather	Feb 16, 2022 Feb 16, 2022

Legend			
Hazard		Risk	
Imminent Danger	1	Probable	A
Serious	2	Reasonably Probable	B
Minor	3	Remote	C
Negligible	4	Extremely Remote	D



Job/position/work type:		Maintenance & Equipment Operation			Date of Assessment		Jan 26, 2022
Assessment performed by:		Bob / Wade			Reviewed/revised:		Feb 16, 2022
Tasks	Type	Hazard	Hazard Scale	Risk Scale	Controls	Date Implemented	
Operating PC (General computer tasks)	H	Extended periods of sitting	3	C	Eng.: Ergonomic set-up of workstation Admin: Get up and stretch	Feb 16, 2022	
		Glare from monitor			Eng.: Anti-glare screens or monitors	Feb 16, 2022	
Photocopying, faxing, stapling, hole punching	H	Repetitive motion	3	C	Admin: Take breaks as necessary	Feb 16, 2022	
Filing	H/S	Awkward positions	3	C	Admin: Use a stool, take breaks to stretch	Feb 16, 2022	
		Struck by / crushed			Eng.: Cabinet engineered to not allow more than one drawer to be open at a time (prevent tipping)	Feb 16, 2022	
Driving	S	Crash/Impact	3	C	Eng.: Maintained vehicles, Admin: Qualified driver, driver training	Feb 16, 2022	
Dealing With Clients (Public)	H	COVID-19	3	C	Admin: Wear a mask, use hand sanitizer, sanitizing station, Social Distance, when possible, Adhere to the Companies COVID-19 Double Vaccine Policy	Feb 16, 2022	
Entering/Exiting the office and/or a vehicle	H/S	Slipping/tripping or falling due to parking lot conditions or track conditions	2	C	Admin: ensure there is adequate lighting for you to see the conditions of the area. PPE: wear proper footwear for the conditions and weather	Feb 16, 2022	
Working outside	S	Working Alone	3	D	Admin: Follow Working alone policy, have a cell phone and be in contact with safety personnel every two hours	Feb 16, 2022	
Working inside and outside	H	Cold/Hot Weather effects	4	D	Admin: Dress appropriately for all weather conditions PPE: wear proper clothing and footwear for the conditions	Feb 16, 2022	
Working outside	H/S	Wildlife, Insect Bites/Sunburn	3	C	PPE: wear proper clothing, Admin: use insect repellent, be aware of your surrounding	Feb 16, 2022	

Working inside at office or outside	S	Workplace Violence or Harassment	3	C	Admin: Avoid unwelcome actions, conduct and gestures. Report and keep in contact with a member of management	Feb 16, 2022
Grading of Gravel Track	S	Getting in and out of grader	2	C	Admin: 3 point of contact procedure	Feb 16, 2022
Operating and maintaining different company equipment	S	Getting in and out of equipment, Loading and unloading equipment,	2	C	Admin: 3 point of contact procedure, Training on loading and unloading procedures. Proper pre-trip inspections, proper vehicle maintenance	Feb 16, 2022

Legend			
Hazard			Risk
Imminent Danger	1	Probable	A
Serious	2	Reasonably Probable	B
Minor	3	Remote	C
Negligible	4	Extremely Remote	D





Job/position/work type: Class 5 or Corporate Instructor - Instruction  
 Assessment performed by: Bob / Wade

Date of Assessment: Jan 26, 2022  
 Reviewed/revised: Feb 16, 2022

Tasks	Type	Hazard	Hazard Scale	Risk Scale	Controls	Date Implemented
Operating PC (General computer tasks)	H	Extended periods of sitting	3	C	Eng.: Ergonomic set-up of workstation Admin: Get up and stretch	Feb 16, 2022
		Glare from monitor			Eng.: Anti-glare screens or monitors Admin: Discussions prior to driving about the expectations and the course, start with slower speeds, and increase as the student becomes more comfortable	Feb 16, 2022
Plan driving routes based on the course being taught	S	Students losing control of the vehicle/panicking and reacting poorly to situations	3	C		Feb 16, 2022
Photocopying, faxing, stapling, hole punching	H	Repetitive motion	3	C	Admin: Take breaks as necessary	Feb 16, 2022
Instruct client during road and track training according to the course or evaluations requirements	S	Clients' temperament, personality conflicts, road and traffic conditions	3	C	Admin: Effective communication following the company's 3 P's, follow SAFER system of driving, discussion on expectations, realize when to call the lesson over if required	Feb 16, 2022
Driving	S	Crash/Impact	3	C	Eng.: Maintained vehicles, Admin: Qualified driver, driver training, using SAFER system of driving, be aware of weather and road conditions	Feb 16, 2022
		Wildlife			Admin: Being vigilant of wildlife in the area	Feb 16, 2022
Dealing With Clients (Public)	H	COVID-19	3	C	Admin: Wear a mask, use hand sanitizer, sanitizing station, Social Distance, when possible, Adhere to the Companies COVID-19 Double Vaccine Policy	Feb 16, 2022
Entering/Exiting the office and/or a vehicle	H/S	Slipping/tripping or falling due to parking lot conditions or track conditions	2	C	Admin: ensure there is adequate lighting for you to see the conditions of the area. PPE: wear proper footwear for the conditions and weather	Feb 16, 2022

Working inside at office	H/S	Illness/Injury	4	D	Admin: Assess for wellness prior to reporting to work. Are you fit for work? Report to management if you are not fit for work.	Feb 16, 2022
Working outside	S	Working Alone	3	D	Admin: Follow Working alone policy, have a cell phone and be in contact with safety personnel every two hours	Feb 16, 2022
Working inside and outside	H	Cold/Hot Weather effects	4	D	Admin: Dress appropriately for all weather conditions  PPE: wear proper clothing and footwear for the conditions and weather	Feb 16, 2022
Working inside at office or outside	H/S	Workplace Violence or Harassment	3	C	Admin: Avoid unwelcome actions, conduct and gestures. Report and keep in contact with a member of management	Feb 16, 2022
Operating and maintaining different company equipment	S	Getting in and out of equipment, Loading and unloading equipment,	2	C	Admin: 3 point of contact procedure, Training on loading and unloading procedures. Proper pre-trip inspections, proper vehicle maintenance	Feb 16, 2022
Open and closing of truck tailgate on Dodge Bighorn 2019 Lease Truck	S	Tailgate not closed properly after being opened	3	D	Admin: following proper procedures that are in place. Procedures are - with the tailgate open lift the last panel of the tonneau cover, close the tailgate. Pull on the tailgate to ensure it is closed. Then close the tonneau cover.	Feb 16, 2022
Track take down or set up	S	Other drivers in the area, slips, trips, and falls	3	D	Admin: Situational awareness, dress for the weather and track conditions  PPE: wear proper footwear for the conditions and weather	Feb 16, 2022

Legend		Risk	
Hazard			
Imminent Danger	1	Probable	A
Serious	2	Reasonably Probable	B
Minor	3	Remote	C
Negligible	4	Extremely Remote	D

## 5 RULES AND WORK PROCEDURES

### 5.1 Safety Rules

**The company's safety rules are:**

- Written for the benefit of all employees, contractors, subcontractors, and visitors to protect them from known hazards, and to meet regulatory requirements
- Periodically reviewed to ensure they are consistent with both Company and legislative requirements
- Periodically reviewed at safety meetings
- Discussed during new employee orientations and on-the-job training sessions
- Distributed in hard copy and/or electronic format and remain accessible to all personnel

**Everyone is required to comply with the rules and is encouraged to raise any legitimate concerns they have regarding existing requirements. These concerns should be communicated in writing through their respective supervisor.**

### 5.2 General Rules

- If you are taking prescription or non-prescription drugs that may affect your ability to work or that may impact your judgment, you must notify your supervisor immediately so you may be reassigned to appropriate modified work duties if available or removed from the schedule if no modified work duties are available.
- Seat belts must always be worn while in a vehicle.
- All staff, contractors and students are required to follow the PPE Policy
- All staff will receive an orientation session and on the job training. It is the responsibility of the employees to obtain all certificates or license required for their positions at their cost unless otherwise stated in Training and Job Descriptions (Section 6). Employees wanting to obtain a Government Instructors License is at the employees' cost, but the company will help with the training to ensure the employees' competency.
- All staff must be competent to perform their job task
- No staff member will be placed in a job position that they are not competent to do. If additional training is required to ensure the worker is competent to perform their job task it will be supplied upon a discussion with the immediate supervisor and the staff member.
- On occasion, Fleet Safety International performs training for clients who have a drug testing policy, and you may be required to adhere to their policies. This may include taking a random drug and alcohol test. You do have the right to refuse but however the client may refuse to allow you on their site.
- On occasion, Fleet Safety International performs training for clients who have personnel in foreign countries. In these instances, there are some basic precautions that our employees can take to safeguard themselves against becoming a victim of violence or other crimes. Relevant policies will be developed on a

case-by-case basis.

- All employers are required to protect the health and safety of all parties at their work sites. All workers, regardless of number, also have health and safety rights and obligations. To protect workers from illness, injuries and diseases, workers are afforded three fundamental rights. Those rights are:
  - The right to know (about hazards)
  - The right to refuse (unsafe work)
  - The right to participate (in health and safety)

**The following are prohibited:**

- Verbal abuse, harassing behaviour, or any physical violence by public, co-workers, or workers from other companies.
- Possession or consumption of alcohol or illegal drugs
- Fighting, horseplay, practical jokes, gambling or otherwise interfering with other workers
- The use of any listening device which may impede a worker from hearing verbal warnings, alarms, or equipment noises that would affect the worker's safety
- Theft and vandalism
- Cleaning, adjusting, or repairing of machinery while it is in motion
- Operating any tool, piece of equipment, or machinery without proper training
- Firearms or hunting equipment
- Rendering ineffective any safety control or feature
- Damaging, disabling, or interfering with safety, firefighting, or first aid equipment
- Arriving for work or remaining at work when ability to perform the job safely is impaired
- Smoking in non-designated areas

**Expectations for all employees, contractors, and workers:**

- Report to work "fit for duty"
- Report and document all hazards observed
- Report and document all "incidents" (injury, environmental, or equipment) immediately after it occurred
- Participate in regularly scheduled safety meetings
- Store, maintain, service, and wear all required and additional appropriate PPE
- Ensure your required training certificates are in good standing
- Immediately notify your supervisor if your driver's license is no longer valid
- Personal conduct may be considered beyond the scope of this safety program; however, it has been noted that the success of any program of this nature depends much upon the public and community perception of the company as represented by its employees.

- During working or leisure hours, all employees are still representatives of Fleet Safety International. Therefore, it is reasonable that the company requires all employees to conduct themselves in such a manner as to reflect well upon themselves, their employer, and their fellow workers.

### ***5.2.1 General Office Safety / Housekeeping Rules***

#### **Office Safety**

- Keep desks and file drawers closed when not in use
- Do not open files or desk drawers above or behind someone without warning them
- Use only step stools and ladders (do not climb on counters or chairs)
- Push chairs up to the desk or under the counter when not in use
- Do not carry loads which obstruct your view or are too heavy. Ensure you have a prepared place to set them down
- Get help to move heavy objects
- Approach blind areas cautiously
- Know the location of emergency exits and keep aisles clear to them

#### **Housekeeping**

Aside from the accident prevention benefits, good housekeeping contributes to efficient performance. When tools, equipment and materials are returned to the proper place after use, they are easier to find and inspect for damage and wear. The following suggestions are offered for good housekeeping.

- Wipe up spills and pick up all objects that should not be on the floor
- Keep work areas and storage facilities clean, neat, and orderly
- All aisles, stairways, exits and access ways should be kept clear
- Do not place supplies, boxes, or other movable containers at a height not visible from the floor
- Lay extension cords, phone cords, and cables in such a way as to prevent tripping or obstructions to foot traffic
- Sharp or pointed objects should be stored to prevent persons from encountering them
- All packing material should be disposed of immediately or stored away properly

#### **9 Tips for Effective Workplace Housekeeping**

- Housekeeping can help prevent injuries and improve productivity
- Every worker should play a role in housekeeping, even if that means keeping his or her own workspace clean.

- Housekeeping should be an ongoing process, not a one-time practice.

To some people, the word “housekeeping” calls to mind cleaning floors and surfaces, removing dust, and organizing clutter. But in a work setting, it means much more. Housekeeping is crucial to safe workplaces. It can help prevent injuries and improve productivity and morale, as well as make a good first impression on visitors. It also can help an employer avoid potential fines for non-compliance.

The practice extends from traditional offices to industrial workplaces, including factories, warehouses and manufacturing plants that present special challenges such as hazardous materials, combustible dust, and other flammables. Experts agree that all workplace safety programs should incorporate housekeeping, and every worker should play a part. In addition, housekeeping should have management’s commitment, so workers realize its importance. Here are 9 tips for effective workplace housekeeping. Housekeeping should be more than a one-time initiative - it should continue through monitoring and auditing. Keep records, maintain a regular walk-through inspection schedule, report hazards and train employees to help sustain housekeeping.

### **1. Prevent slips, trips, and falls**

Slips, trips, and falls were the second leading cause of nonfatal occupational injuries or illnesses involving days away from work in 2013, according to data from the Bureau of Labor Statistics.

OSHA’s Walking-Working Surfaces Standard (1910.22(a)) states that all workplaces should be “kept clean and orderly and in a sanitary condition.” The rule includes passageways, storerooms, and service rooms. Floors should be clean and dry. Drainage should be present where “wet processes are used.” Employers should select adequate flooring (e.g., cement, ceramic tile, or another material), as different types of flooring hold up better under certain conditions. Then, develop and implement housekeeping procedures using appropriate cleaners. “Things like oils and grease – if you don’t use the right kind of cleaning protocols, you’ll just spread slipperiness around rather than getting it up and off the floor.”

**To help prevent slip, trip, and fall incidents, the Canadian Center for Occupational Health and Safety recommends the following:**

- Report and clean up spills and leaks.
- Keep aisles and exits clear of items.
- Consider installing mirrors and warning signs to help with blind spots.
- Replace worn, ripped or damaged flooring.
- Consider installing anti-slip flooring in areas that can’t always be cleaned.
- Use drip pans and guards.

In addition, provide mats, platforms, false floors or “other dry standing places” where useful, according to OSHA. Every workplace should be free of projecting nails, splinters, holes, and loose boards.

### **2. Eliminate fire hazards**

Employees are responsible for keeping unnecessary combustible materials from accumulating in the work area. Combustible waste should be “stored in covered metal receptacles and disposed of daily.

- Keep combustible materials in the work area only in amounts needed for the job. When they are not needed, move them to an assigned safe storage area.
- Avoid contaminating clothes with flammable liquids. Change clothes if contamination occurs.
- Keep passageways and fire doors free of obstructions. Stairwell doors should be kept closed. Do not store items in stairwells.
- Keep materials at least 18 inches away from automatic sprinklers, fire extinguishers and sprinkler controls. The 18-inch distance is required, but 24 to 36 inches is recommended. Clearance of 3 feet is required between piled material and the ceiling. If stock is piled more than 15 feet high, clearance should be doubled.
- Hazards in electrical areas should be reported.

### **3. Control dust**

Dust accumulation of more than 1/32 of an inch – or 0.8 millimeters – covering at least 5 percent of a room’s surface poses a significant risk. This dust accumulation is about as thick as a dime or paper clip.

- The standard states that vacuuming is the “preferred” method of cleaning. Sweeping and water wash-down are other options. “Blow-downs” using compressed air or steam is allowed for inaccessible or unsafe surfaces.
- Industrial vacuums can clean walls, ceilings, machinery, and other places. “You want to use wet methods or have high-efficiency vacuum systems.” “You don’t want to use just a shop vac or dry-sweep it – definitely not using compressed air to blow it. You’re just re-suspending the dust and distributing it all over.”
- Dust also can affect equipment’s length of life and quality of products.

### **4. Avoid tracking materials**

Work-area mats – which can be cloth or sticky-topped – should be kept clean and maintained. This helps prevent the spread of hazardous materials to other work areas. Check all mats to ensure they are not tripping hazards.

### **5. Clear clutter**

A cluttered workplace can lead to ergonomics issues and possible injuries because workers have less space to move.

“When an area is cluttered, you’re going to likely have an incident. “You’re not going to have as much room to set up your workstation like you should and move around. You’re going to be twisting your body rather than moving your whole body.” Workers should return tools and other materials to

storage after using them and dispose of materials that are no longer needed. Keep aisles, stairways, emergency exits, electrical panels and doors clear of clutter, and purge untidy areas. Empty trash receptacles before they overflow.

## **6. Store materials properly**

Storage areas should not have an accumulation of materials that present hazards for tripping, fire, explosion, or pests. Some workers make the mistake of storing ladders or other items inside

electrical closets where they can block an electrical panel, creating a fire hazard and violating OSHA regulations. Unused materials and equipment should be stored out of the way of workers. Avoid using workspaces for storage and remember to put everything back in its proper place.

### Prevent falling objects

Tips include stacking boxes and materials straight up and down to keep them from falling. Place heavy objects on lower shelves and keep equipment away from the edges of desks and tables. Also, refrain from stacking objects in areas where workers walk, including aisles. Keep layout in mind so workers are not exposed to hazards as they walk through areas.

## **7. Use and inspect personal protective equipment and tools**

Ensure you are wearing protective equipment when cleaning up spills or other material, such as broken glass or plywood. Wear basic PPE – such as closed-toe shoes and safety glasses – while performing housekeeping. Determine what type of PPE should be used based on the potential risks. Regularly inspect, clean, and fix tools. Remove any damaged tools from the work area.

## **8. All workers should participate in housekeeping**

Keeping their own work areas tidy, reporting safety hazards, and cleaning up spills.

Every worker does have a role in housekeeping. If they see something is becoming a problem, they need to report it. Before the end of a shift, workers should inspect and clean their workspaces and remove unused materials. This dedication can reduce time spent cleaning later, experts say.

## **9. Create written rules**

Experts agree that housekeeping policies should be put in writing. That way, they are formal and defined.

Written protocols ensure people are aware of and follow the proper procedures.

## **5.3 Vehicle Use and Guidelines**

### ***5.3.1 Employees only***

- Only FSI employees and persons authorized by FSI are to operate FSI vehicles.
- Only employees with a Class 1 license or an air brake endorsement are to operate vehicles with full air brake systems.
- Employees are to use company vehicles for business purposes only.



- Employees may not drive a company vehicle when under the influence of drugs or alcohol.
- Employees must always carry their valid drivers' license with them.
- Employee agrees to keep vehicle in a professionally clean manner.
- The Employee is responsible to fuel and maintain the vehicle, as necessity requires.
- Employee will drive in a safe and defensive manner.
- The Employee is responsible to pay for all traffic tickets received during driving or during instruction.
- Employees will use appropriate drive in/drive out or back in policy with and without students in the vehicle.
- The Employee agrees that he or she will not use any motor vehicles belonging to the FSI outside the course of his or her business without the express written permission of the FSI; and if he or she does use the FSI's motor vehicles outside of the course of his business he or she has stolen that vehicle. The Employee has the onus of proving that any use of the FSI's vehicles was during the "Course of Business".
- The Employee agrees that if he or she uses any of the FSI's motor vehicles outside of the course of his or her business and is involved in a collision where liability of damages or injury may arise the FSI is not liable for any such damages or injury and the Employee agrees to indemnify and save harmless the FSI from any claims for damages or compensation arising from any such collision including claims from the Employee himself; and this agreement may be used as the full answer and defense to any claims advanced against the FSI from any such collision.
- The Employee further agrees that if the FSI incurs any liability for damages or compensation in such case, or is obliged to pay any damages, compensation, or costs in relation thereto, then the Employee will repay the FSI in full for any damages, compensation or cost he or she incurs including any taxable court costs or legal fees on a solicitor client basis plus reasonable disbursements incurred in defending himself or enforcing this agreement.

### ***5.3.2 Licensing***

- It is the responsibility of every FSI employee to ensure that both your driver's license and instructor's license are kept up to date and valid.
- Management is responsible for reviewing and taking necessary action required when "Driver Violations" are committed by employees, contractors, and subcontractors. Reviews are completed randomly and at scheduled times of renewals such as: driver licenses, drivers abstracts', an instructors' license and when obtaining a Carrier Profile. The company disciplinary policy will be followed when violations are identified.
- FSI Employees that hold valid instructors license will be audited twice yearly.

### ***5.3.3 Seatbelts***

- All employees or students of FSI, whether driving or as passengers in an FSI vehicle or involved in FSI business using a non FSI vehicle, must wear seatbelts when the vehicle is in motion. It is the LAW.

### **5.3.4 Smoking**

- In compliance with our workplace smoking policy, smoking in FSI vehicles as well as in the presence of a student of FSI is prohibited.

### **5.3.5 Vehicle Idling**

- Engine idling in vehicles wastes fuel and causes premature engine wear. It is your responsibility to help minimize operating costs and to help protect the environment.
- Vehicles should not be parked with the engine running for more than 5 minutes.
- Exceptions to this are during the initial warm up period in weather below –10oC or during extremely cold weather.
- When an engine must be left running for any reason, you must remain with the unit.

### **5.3.6 Out of Town Travel**

- Instructors who are the designated driver will ensure the vehicle is properly inspected.
- Drivers must stop every 2 hours for a short break or meal if required. On longer trips, drivers must be switched after a maximum of 6 hours of travel.
- In bad weather conditions, safety is the primary concern. Lodging should be acquired if not appropriate for travel.

### **5.3.7 Trailer Towing**

- Before towing an FSI trailer, the employee must be trained on proper procedures for hooking and unhooking of the trailer.
- Make sure you are properly attached to the towing vehicle, complete with safety chains.
- Ensure all brakes, lights and turn signals are operating correctly.
- Use caution when turning or making a lane change.
- Check hook-up periodically (at least every 2 hrs.)
- Use a guide when backing if possible.
- Trailers not equipped with spring brakes should be secured with wheel chocks (blocks) before uncoupling.

**Use tow haul mode if truck is so equipped. Do not use overdrive and / or cruise control when towing.**

### **5.3.8 Backing of Trailer**

- Only back up when necessary and safe to do so.
- Using a guide does not relieve the driver of responsibility in the event of an incident.
- The driver must physically check sides and rear of vehicle for clearance and obstructions before backing.

- It is the driver's responsibility to judge the situation and when in doubt, STOP AND CHECK.

### ***5.3.9 Cell Phone Usage – (Hands Free included)***

- Cell phone use is prohibited during the teaching of students
- Cell phone use while driving on client property, whether in an FSI vehicle or not, is prohibited
- Hands free cell phone use is allowed on calls lasting less than two minutes. For calls lasting more than two minutes, drivers are required to pull over to a safe area.
- Follow the Traffic and Safety Act (Law)

### ***5.3.10 Parking and Storage***

- FSI is not responsible for personal property or damage to vehicles stored or parked at any FSI Location.

### ***5.3.11 Heavy Vehicle and Equipment 3 – Point Contact***

- Getting on and off equipment is not as easy as it sounds. More than one quarter of all injuries to equipment operators and truck drivers occur during mounting and dismounting.
- To climb on and off heavy equipment safely, always maintain three points of contact. This means two hands and one foot or two feet and one hand on the equipment. Break 3-point contact only when you reach the ground, the cab, or a stable platform.
- Mount and dismount facing the equipment. Climb on and off only when the equipment is stationary. Use the parts designed by the manufacturer for mounting and dismounting steps, running boards, traction strips, footholds, handgrips, etc. Keep these parts clear of mud, snow, grease, and other hazards that can cause slips, trips, or falls.
- Never use wheel hubs, machine tracks, or door handles only for mounting and dismounting.

### ***5.3.12 Skid Truck Loading and Unloading Procedures***

#### **Loading**

- Always wear proper fitting leather gloves when working on and around the skid truck and trailer
- Connect the truck and trailer, hook up light cord, safety chains, break away cable and crank up dolly legs
- Pick up yellow pads and secure them in the toolbox
- Unlock and raise the trailer tilt deck, or for the new trailer lower the loading ramps
- Ensure you are on level ground when loading or unloading the skid truck
- When loading or unloading in wet or slippery conditions use 4-wheel high on transfer case for better traction
- Lower drivers' side window
- While looking out drivers' side window drive skid truck onto the trailer with the help of a spotter whenever available

- Spotters must also pay attention to the rear wheels to ensure the truck is on the trailer straight
- Once the skid truck is in the proper position on the trailer, put transmission in park and set the hydraulic park brake on the skid truck
- Shut off engine
- Lower the trailer bed and ensure it is in the lockdown position
- New trailer put up rear ramps and lock them in place
- Install wheel tie down straps on all wheels
- With tailgate open, Lift last panel on tonneau cover and close the tailgate. Pull on tailgate to ensure it is latched properly and then close tonneau cover.

### **Unloading**

- Ensure you are parked on level ground and connected to the tow vehicle
- Remove wheel straps
- Enter skid truck start and unlock the hydraulic park brake
- New trailer- Lower unloading ramps
- Old trailer – unlock and raise deck
- Using reverse back off slowly using a spotter for guidance
- Once unloaded return transfer case back to two-wheel drive
- Return tilt deck to down position and lock it down
- New trailers raise the loading ramps and secure them

## **5.4 Legislative Compliance**

All Company employees, consultants, contractors, subcontractors, and visitors shall abide by all the applicable Laws, Codes & Regulations in the jurisdiction where their work is to be performed.

### **Relevant legislation may include, but not be limited to:**

- Federal and provincial OH&S Acts, Regulations, Codes, and municipal bylaws
- Provincial Workers' Compensation Board (WCB) Act and Regulations
- Workplace Hazardous Materials Information System (WHMIS)
- Transportation of Dangerous Goods (TDG) Act and Regulations
- Canada Labour Code, Part II

#### **5.4.1 Occupational Health & Safety Legislation (OH&S)**

A copy of the Occupational Health & Safety (OH&S) Act, Regulation, and Code is available at the head office and field offices / worksites. You are expected to know where to access these documents and be familiar with their content.

#### **5.4.2 Workers' Compensation Board (WCB)**

- Workers' Compensation is disability insurance that protects the company and its workers from the impact of work injuries. It compensates injured workers for lost income, health care and other costs due to work related injury(s).
- Significant financial risk is assumed by Fleet Safety International when non-company employees without current WCB coverage work on Company worksites.
- No one will be allowed to work on a Fleet Safety International worksite without proof of WCB coverage (confirm coverage via Fleet Safety International Contractor Management Program).

#### **Workers**

A worker for WCB purposes, is any person who provides a service under a contract of service or apprenticeship, written or oral, expressed, or implied, whether by way of manual labor or otherwise.

#### **A worker is anyone who works:**

- Full-time
- Part-time
- Temporary or casual

#### **Contractors / Subcontractors / Consultants**

Contractors, subcontractors, and consultants must have WCB coverage related to their services being provided.

#### **Related References**

- Online Regulations and Codes  
<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/2444.html>
- Online Reporting Forms with directions  
<http://www.wcb.ab.ca/publications/>

#### **5.4.3 Industry Regulators**

In the province of Alberta, driving safety falls under the legislation of the Traffic Safety Act. The specific section which Fleet Safety International will adhere to includes, (but is not limited to) Alberta Regulation 316-2002: Driver Training and Driver Examination Regulation.

#### **5.4.4 Worker's Right of Refusal**

Given the significance of this specific condition 'Existence of Imminent Danger' Fleet Safety International considers it important to not only identify the necessity to discuss a worker's right and responsibility to refuse to carry out work considered to be unsafe, but also to provide the following quote directly from the Alberta OH&S Act section 35(1).

##### **35(1) Existence of Imminent Danger No worker shall:**

- a) carry out any work if, on reasonable and probable grounds, the worker believes that there exists an imminent danger to the health or safety of that worker,
- b) carry out any work if, on reasonable or probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the worksite, or
- c) operate any tool, appliance, or equipment if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the worksite.

##### **(2) In this section, "Imminent danger" means in relation to any occupation**

- a) a danger that is not normal for that occupation, or
- b) a danger under which a person engaged in the occupation would not normally carry out the person's work.

See also the HATSCAN, HANDI-GUIDE to Alberta's OH & S Act, Regulation and Code Second Edition: Chapter 4, Section 3.0

**It is the expectation of Fleet Safety International that notification shall be provided to the worksite supervisor or representative if any of the conditions are known to exist.**

#### **5.4.5 Driver Records**

##### **Personnel file must contain the following:**

- Employee Resume with a minimum of 3 years history
- Drivers Abstract – within 30 days of employment or hire
- Record of any administrative penalty imposed on the driver under safety laws
- Record of all collisions involving a motor vehicle operated by the driver
- Copies of all training and or certificates issued

## 5.5 Working Alone

### Purpose

A Working Alone Procedure and a Working Alone Hazard Assessment are legislated responsibilities of every employer. A Working Alone Hazard Assessment may fit multiple worksites providing the working conditions are the same. These assessments shall be available for the workers to review. All working alone hazards shall be mitigated to a reasonable and practical level of risk.

All employees who are working alone are required to ensure they have a working cell phone while at work. As company cell phones are provided to management personnel and available if required by out-of-town employees and leads on corporate programs. If an employee is working alone and does not have a working cell phone one will be provided to them by contacting the VP of Operations.

Assess any problems or hazards to the job / course, notify your contacts as per the emergency contact list and discuss the nature of the problem or hazard, any change in work procedure to be used, and any additional required safeguards.

- Class 5 Instructors must call the office a minimum of once per week, Monday to Friday (if working on these days).
- Out of Town Instructors must call the office or text VP of Operations before leaving Calgary, when they have arrived at their destination, and before leaving to return home, and when they arrive back in Calgary.
- Maintenance Personnel must notify through verbal communication the work plan for the day to administrative personnel at the office if planning to work for an extended period (more than 2 hours) at the gravel track. They must also call the office at least once during these stated days.
- Office staff working after regular office hours must obtain approval from management
  - Doors must be locked when working alone Employee working alone must notify their contact when leaving the office by phone or text
  - The employee staying late should not be in the office past 7pm.

**Every worker has both the right and responsibility to decline to travel when weather conditions are such that they represent an undue hazard to the health and safety of the individual.**

## 5.6 Disciplinary Policy

All employees, consultants, and contractors shall be notified of the company Enforcement / Discipline Program through company and site-specific orientations.

- All employees and contractors are encouraged to recognize and positively reinforce safe work and notify management of violations of the safety program as soon as they are noticed.
- Any employee, consultant, or contractor that knowingly fails to comply with Company rules, policies, or government regulations shall be subject to disciplinary proceedings.

- Employees, agents acting on behalf of the company (consultants and contractors), performing work in accordance with company rules, policies, procedures, or government regulations shall, in the unlikely event an incident occurs, receive the backing of the company.

#### ***5.6.1 Verbal Reprimand***

**In a first offence violation, the department head in charge of the employee will, in private:**

- Inform employee of infraction
- Seek to understand reasons for behavior
- Create a verbal behavior agreement designed to change behavior
- Supply training if needed
- Verbally inform safety officer and company owner of the situation

#### ***5.6.2 Written Letter***

**In a second offence situation, the department head will:**

- Meet with the employee in private
- Create a written and dated letter detailing the violation and steps needed for change
- Have the letter signed and dated by the employee and department head
- Provide additional training as needed
- Provide a copy of the letter to the employee and place an original copy in the employee's file
- Provide copies of the letter to the safety officer and company owner

#### ***5.6.3 Dismissal***

**Upon the third offence, the department head, safety officer or company owner will:**

- Create a dismissal letter outlining reasons for dismissal
- Meet with the employee in private
- Explain reason for dismissal and have them sign the dismissal letter (if they will)
- Provide employee with a copy of the letter
- Give employee final paperwork and cheque
- Place dismissal letter in employee's file

Dismissal as a disciplinary action will only be used when all other remedial efforts have failed to result in the required performance improvement, or when the degree of misconduct is very serious. An employee dismissed because of the disciplinary process shall be dismissed without notice or pay in lieu of notice.



## 5.7 Handling Complaints

All complaints from clients will be handled in a prompt and efficient manner ensuring that the company's 3 P's statement is being followed. Fleet Safety International will try for a satisfactory resolution by both parties but understand this is not always possible.

The objective is to establish and make known to all employees, the company policy on proper handling of customer complaints.

**Any complaint or point of concern may be brought to the company's attention by any of the following means:**

- Telephone
- Fax
- E-mail
- Regular mail
- In person

**All complaints are to be taken by or directed to the appropriate administrative staff promptly.**

- All details are to be collected by the Administrative Assistant for the department(s) involved from both the client and all staff involved (record as much detail as possible if the complaint is delivered by phone or in person).
- If the complaint cannot be resolved satisfactorily by the department Administrative Assistant, it will then be forwarded to the V.P. of Operations.
- If the V.P. of Operations is unable to satisfactorily resolve the complaint, it is then directed to the company President / Owner.
- All complaints are documented and kept on file for one year.

**See Section 11 for a copy of the Customer Complaint Record**

## 5.8 Personal Protective Equipment

Personal Protective Equipment (PPE) must be used to ensure the safety of all staff, contractors, and students. All required PPE is provided by the employee or student (as required) other than seat belts in FSI supplied vehicles, where required by Alberta Law.

- Fleet Safety International requires all staff, contractors and students wear PPE in all necessary circumstances to protect them from possible injury or hazards that could be caused by the lack thereof, as outlined by Alberta Provincial Law, Occupational Health and Safety Legislation, Alberta Transportation Requirements.
- All staff, contractors and students are to wear seat belts when in a vehicle, either driving or as a passenger.
- All staff, when loading or unloading a skid vehicle must wear leather (or equivalent) gloves.

- All staff, contractors and students are required to wear their proper prescription glasses, sunglasses or contact lenses prior to operating a vehicle for the purpose of work or training. Staff and students must follow all conditions listed on their Driver's or Learner's licenses
- All Air Brake instructors, staff, and contactors must wear solid, fully enclosed footwear and have arms and legs covered (no tank or sleeveless tops and no short pants, shorts, or skirts of any form) when working on the air brake boards or conducting practical examinations on the boards or trucks (no open toes, sides or heels, no sandals of any kind and no high heel such as pumps or stilettos).

Training on use and care of PPE is completed at the time of new hire orientation, new policy implementation and on the job training.

## 5.9 Emergency Procedures, Contacts / Plans

### 5.9.1 *Emergency Response Plans*

All company operations will be covered under an Emergency Response Plan (ERP). During employee orientation all new hires will be trained in ERP. 1 Fire Drill is performed yearly to ensure that employees are aware of what to do in the case of an emergency.

**The ERP gives general guidelines of what to do, who to notify, and how to plan for and manage an emergency, be it:**

- Incidents, including automobile incidents that result in or could result in a serious injury or loss of life
- Serious injury or fatality
- Major fire, or incidents where damage has occurred or threatens Company and/or public property
- Telephone threat, extortion, bomb threat, suspicious package, and or suspicious person, hostage taking, or ransom
- Natural disaster, including but not limited to, flooding and tornadoes
- Pandemics

The Emergency Response Plan contains telephone numbers of key Fleet Safety International personnel and appropriate provincial regulatory agencies to contact in times of emergency.

**See Section 11 for a copy of the Site Emergency Procedure Form**

### **Regulatory Requirements**

**In accordance with OH&S Code, Part 7, Emergency Preparedness and Response, the following applies in relation to the development and maintenance of an ERP:**

- An employer must establish an emergency response plan for responding to an emergency that may

require rescue or evacuation. The employer must consult with affected workers in establishing the emergency response plan, ensure that the emergency response plan is current, and last but by no means least, provide training and emergency simulation exercises in keeping with sections 115(1), (2), (3) and 117(3).

- In accordance with Canadian Standards Association CAN/CSA-Z731-03, employers are required to develop, maintain, and implement their ERP in accordance with the requirements of the Standard.

#### ***5.9.2 Telephone threat, extortion, bomb threat, suspicious package, and or suspicious person, hostage taking, or ransom***

- Stay calm, remove yourself from the situation if possible and contact the police by dialing 911 on your phone. Follow the instructions given by the police. Contact your Health and Safety Committee or management as soon as possible.

#### ***5.9.3 Natural Disasters***

**The organization responsible for the coordination of Natural Disasters within Alberta is as follows:**

- Emergency Management Alberta. This organization will provide specific information and details that will assist in the development of plans to cover such eventualities such as flooding, etc.

#### ***5.9.4 Medical ERP***

Medical ERPs are a site-specific emergency response plan for dealing with injury or illness to a worker. Every Fleet Safety International worksite is required to have a medical ERP prior to any worksite activities.

**A Medical ERP will:**

- Be created by the site supervisor or a person designated by the supervisor prior to any worksite activity
- Be communicated to all the workers, posted for easy access at the worksite, carried in all employee or contractor vehicles, and in any equipment containing a communication device
- Contain emergency phone numbers and/or radio frequencies for key Fleet Safety International and contractor personnel, the appropriate provincial regulatory agencies, and medical service providers
- Identify the site supervisor and his/her alternate or designate
- Contain the site call back number
- Identify the Medical Response Procedures, and who will do what

**The Medical ERP Contact Person will provide the following to the medical centre:**

- The contact person's name
- The call back phone number, alternate number, and/or radio frequency

- The location, physical description, longitude/latitude, and directions to the location of the emergency
- The number of casualties
- The approximate age of each casualty, type of injury, and treatment provided
- The type of first aid / medical aid available on site
- The type of transportation being used or requested
- The location of the transfer point to secondary transportation if needed
- Listings of any harmful substances related to the casualty's injuries and provide the MSDS if possible

**See Section 11 for a copy of the Site Emergency Procedure Form**

### ***5.9.5 Medical Responder Procedure***

1. Assess the situation and note the time of incident
2. The first person on scene will contact or direct someone to contact whom required ie; 911, Advanced First Aider (i.e., EMT-A) and will:
  - Provide information about the location of the incident
  - Provide information on the nature of the injuries
  - Provide information about whether the patient can be moved without extra medical aid (i.e., spine board / cervical collars)
3. Treat injuries to the best that training and available equipment allows
4. First Aid supplies are located as follows:
  - All company owned vehicles
  - Main Office - in the kitchen, all classrooms, hallway upstairs
  - Gravel Track – in the trailer
  - AED – in main office area by photo copier
5. The first aid person will contact 911 if the injured or ill person requires to be transported to the nearest hospital. If the injured or ill person can be transported to the nearest health care facility by a Fleet Safety International employee, please do so if you cannot contact a supervisor or any of the following for help with the transportation – Randy Flemmer 403-850-1224, Joan Flemmer 403-651-2262, Jackie Young 403-604-0177, or the main office at 403-283-0077.
6. All first aid or medical aid incidents or accidents must be reported immediately to the office, supervisor or Health and Safety Contact. First Aid reports, incident reports or accident reports must be completed and handed into the Health and Safety contact.
7. AED is located on the first-floor work area near the photo copier.

**See Section 11 for a copy of the Site Emergency Procedure Form**

## Related References

Information on first aid supplies and qualifications of first aid responders can be found in the following:

- Alberta Occupational Health & Safety Act, Regulation and Code Part 11: First Aid

### ***5.9.6 Emergency Evacuation Plan***

In many emergency situations, building evacuation will be necessary.

**The following procedures will be adhered to:**

1. Building occupants will be notified of the evacuation by the sound of the building fire alarm, by verbal instruction from Fleet Safety International staff, or by self-evident hazardous conditions.
2. All staff, faculty, students, and visitors must leave the building immediately if the fire alarm is activated, or if directed to do so by Fleet Safety International staff.
3. Classroom instructor or receptionist must ensure that they obtain the sign in sheet from the reception area before exiting.
4. Fleet Safety International staff will guide and assist in the evacuation.
5. All occupants should exit the building through the nearest safe exit or exit stairwell.
6. See floor plans in Section 5 of the Health and Safety Manual for fire extinguisher locations, fire pulls and exits.
7. If the nearest exit or exit stairwell is obstructed by smoke, fire, or other hazards, proceed to an alternate exit, or exit stairwell.
8. During stairwell evacuation, remove high heels, and hold on to the handrail. Allow enough room for others to enter the flow of traffic in the stairwell.
9. Once outdoors, all occupants should move to the Muster Point (yellow sign) evacuation assembly area, located on the grassy area east of the front office door.
10. Staff members should ensure that proper assistance has been summoned, if necessary, by telephoning 911.
11. Once assembled, Fleet Safety International staff will account for all occupants, to inform arriving emergency services if anyone is missing or possibly still inside the building.
12. Fleet Safety International staff will also inform arriving emergency personnel of information about the emergency in the building, including location of hazards and any problems known.
13. Building occupants should not re-enter the building until cleared by emergency personnel.

**If trapped inside your office or area**

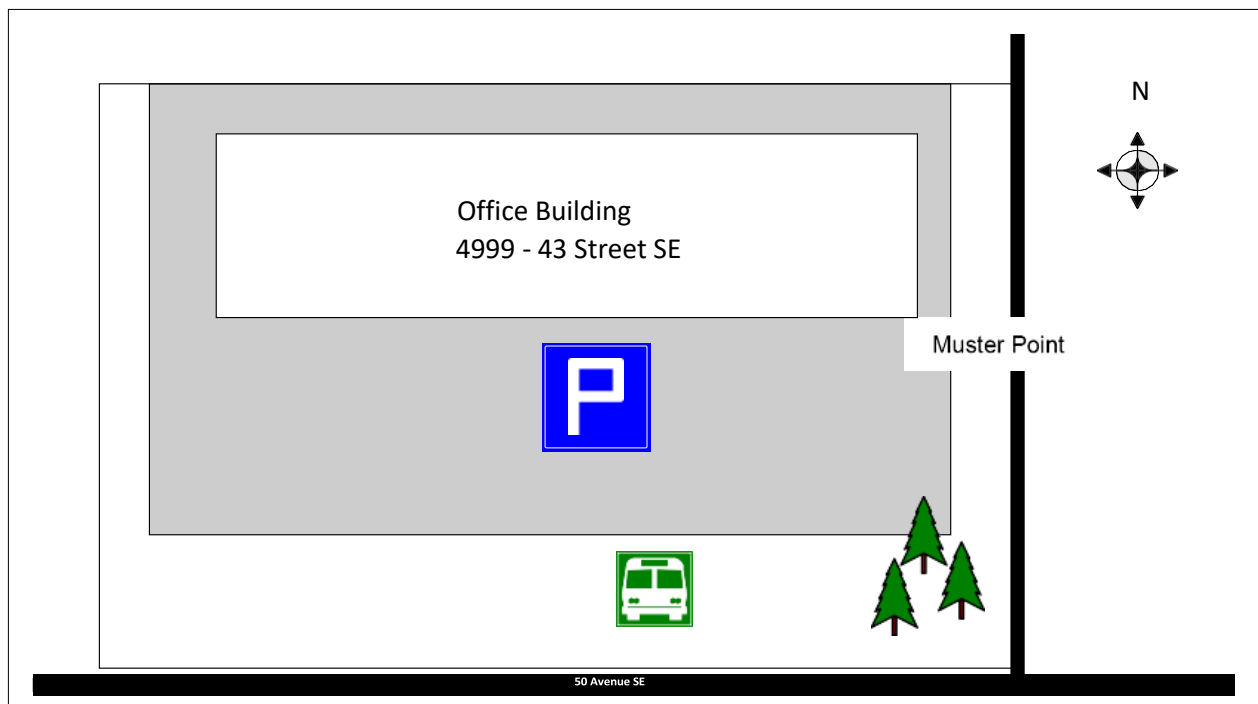
1. Wedge cloth material along the bottom of a door to keep out smoke.
2. Close as many doors as possible between you and the fire.
3. Telephone 911 and notify of your situation.
4. If windows are operable, and you must have air, open the window.
5. Break windows as a last resort, as they cannot be closed if necessary.

6. If necessary, signal through the window to let the Fire Department know your location.

### **5.9.7 First Aid Supplies**

1. First aid supplies are supplied and readily available at the following locations:  
Main Office - in the kitchen, all classrooms, hallway upstairs,  
Gravel Track – in the trailer  
All Company owned vehicles
2. You may access the first aid supplies at any time. First aid kits are also available for anyone who is not close to any of the above listed. Please arrange to pick up the first aid kits from the main office at reception.
3. Remember first aid reports are to be completed after first aid is administered. Reports are available within the first aid kit or at the main office.
4. AED located on first floor work area by photocopier.

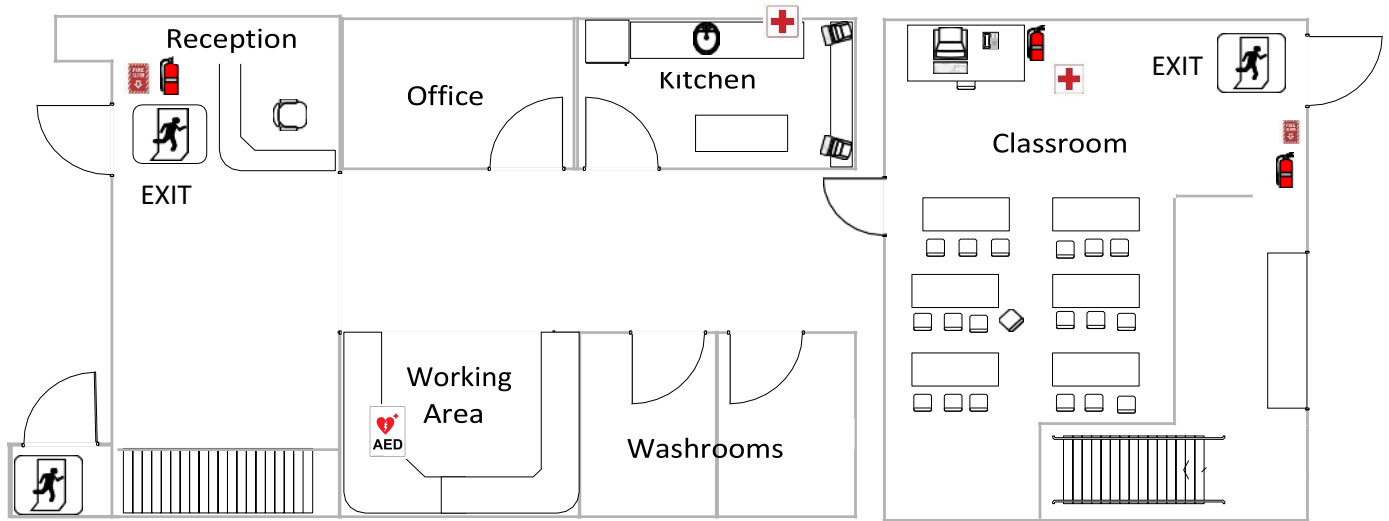
### **5.9.8 Office Location**



### 5.9.9 Floor Plans

#### Main Floor Bay 119

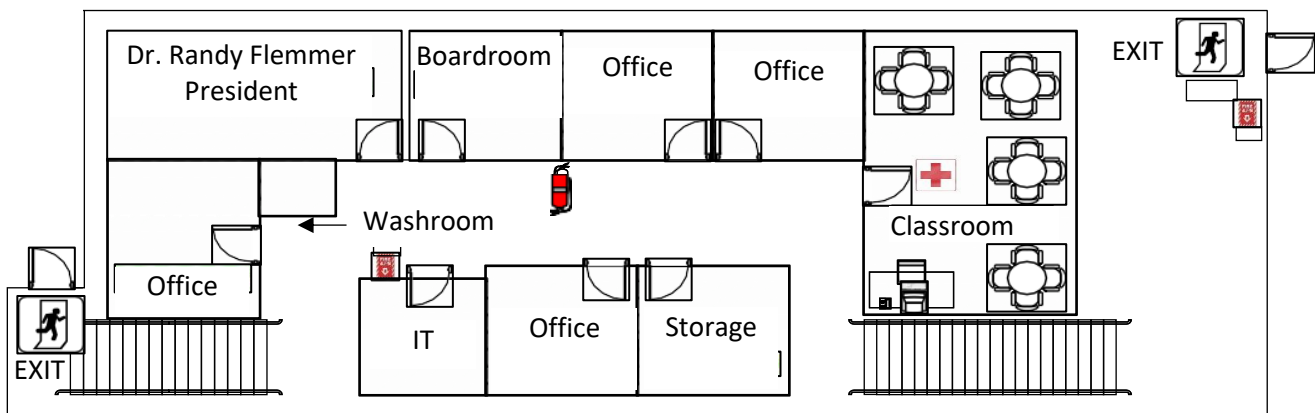
In case of smoke or fire proceed to your nearest stairwell exit



EXIT



#### Second Floor Bay 119



## 5.10 COVID 19 Policy and Procedures

Fleet Safety International is committed to protecting all employees, contractors, and sub-contractors.

This commitment is the foundation of all we do and is reflected in the service we provide. As of October 31, 2021, all employees, contractors, and subcontractors of Fleet Safety International must be double vaccinated for COVID 19 and show their commitment by providing proof of this.

The management of, Fleet Safety International is committed to providing a work environment in which all workers and clients are as safe as possible dealing with COVID 19. We will do so by meeting or exceeding all AHS standards pertaining to COVID 19.

Fleet Safety International is committed to eliminating or if that is not reasonably practical, possibly controlling the work environment practices and procedures. Everyone is obligated to uphold this policy and to work together to prevent the spread of COVID 19 in the workplace.

We also encourage all staff members to remain up to date with developments related to COVID 19.

### EMPLOYEES

1. Any individuals who have any viral symptom, such as but not limited to a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 5 days from the start of symptoms. Workers will not return to work until you have no symptoms, or your symptoms are improving. Continue to wear a mask for an additional 5 days after leaving isolation
  - Workers with these symptoms will not come to work.
  - THESE REQUIREMENTS MUST BE FOLLOWED REGARDLESS OF WHETHER OR NOT YOU HAVE BEEN TESTED FOR COVID 19.
  - Any employee that does come to work showing any of the above symptoms, or who becomes sick while at work will be asked to leave and begin isolation at home. Once the employee has left all surface's they may have been in contact with must be cleaned and disinfected.
  - Fleet Safety International will record the names of all close contacts the sick worker has been in close contact within 3 days as this information may be necessary if the worker or client later tests positive for COVID 19.

### PREVENTION

- All employees will have access to proper PPE such as masks (Amendment 1 Donning and Doffing Masks, Amendment 2 Disposable Mask Safety) and disinfectant wipes, all of which will be available at the office and track locations when and if required. If you see any location running out of any of these please contact management or your Health and Safety Committee to have them replenished.
- Fleet Safety International staff and students of, will have the availability to use a mask, hand sanitizer and disinfection wipes if required by a client or if the student and/or staff member wish to use these items for their own safety.
- Students and/or staff members may use the hand sanitizer at the hand sanitizing station.
- Students will be sent into the classroom and seated with social distancing rules when possible.
- All employees, contractors, and sub-contractors of Fleet Safety International must be double vaccinate for COVID 19 and show their commitment by providing proof of this.



## SCREENING

- All employees must report for work fit for duty as outlined in our health and safety manual. Any employee showing cold like symptoms must not be in the workplace and should isolate immediately contact management so a replacement can be found. All clients will be expected to follow the same rules as employees with regards to fit for duty.

## HYGIENE

- All employees are encouraged to wash their hands often with soap and water or with hand sanitizer with 60% alcohol or greater content.
- Practice good respiratory etiquette by sneezing or coughing into your elbow and disposing of used tissues into the trash.
- Avoid touching your face, eyes, or mouth always.
- (See Amendment 4) How to Wash Hands
- (See Amendment 5) Alcohol Based Hand Rub

## CLEANING AND DISINFECTING OFFICE STAFF

- Cleaning is the removal of visible soil. Cleaning does not kill germs but is effective at removing them from a surface.
- A wipe twice method should be used to clean and disinfect. Wipe once with a cleaning agent to clean off soil and wipe again with a disinfectant.
- Remove all communal items such as newspapers, magazines that cannot be easily cleaned.
- Classroom instructors must wipe down the area where the student sits with Lysol wipes or cleaner. (Table and Chair)

## CLEANING AND DISINFECTING INSTRUCTORS

- Use of disinfectant wipes and, hand sanitizer before and after entering or exiting a vehicle is at your own discretion.
- Disinfectant wipes will be available at track locations and the office for use.

## PPE

- Remember to wash your hands or use hand sanitizer.
- PPE, when required by the client, such as a hard hat, a vest, and goggles, if worn should be cleaned after every use.
- Fleet Safety International staff and students of, will have the availability to use a mask, hand sanitizer and disinfection wipes if required by a client or if the student and/or staff member wish to use these items for their own safety during the driving portion of our courses.
- Disinfecting wipes are available to wipe down touch areas, ie vehicle dash, steering wheel, door handles, keys, etc.

IF YOU REQUIRE ANY CLARIFICATION ON ANY OF THE INFORMATION ABOVE, PLEASE CONTACT YOUR HEALTH AND SAFETY COMMITTEE OR MANAGEMENT BY EMAIL OR PHONE.

# The 3Ds of Disposable Mask Safety

 <p>The illustration shows a person's hands being washed with soap and water. Below this, a person is shown from the front, adjusting a blue surgical mask over their nose and mouth. To the right, a side-view illustration shows the mask being secured over the ears. Red arrows indicate the placement of the mask on the nose and the loops over the ears. At the bottom, the hands are shown being washed again.</p>	<div data-bbox="727 352 857 483" style="background-color: #00AEEF; color: white; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin-bottom: 10px;">1</div> <h2 style="margin: 0;"><u>Donning</u> – How to put it on</h2> <p style="margin: 0;">Avoid moving or adjusting the mask or touching your face.</p> <ol style="list-style-type: none"> <li>1. Tie back your hair to reduce touching your face later.</li> <li>2. Wash your hands or use hand sanitizer to clean your hands.</li> <li>3. The moldable band should be on the bridge of your nose.</li> <li>4. Place the loop over one ear, hold the mask over the bridge of your nose and then secure the second loop over your other ear.</li> <li>5. Fit the mask snugly to your face and below your chin.</li> <li>6. Wash your hands or use hand sanitizer to clean your hands again.</li> </ol>
 <p>The illustration shows a person's hands being washed with soap and water. Below this, a person is shown from the side, bending forward slightly. Red arrows indicate the hand touching the bottom tie of the mask. The person then reaches up to touch the top tie. At the bottom, the hands are shown being washed again.</p>	<div data-bbox="727 940 857 1071" style="background-color: #00AEEF; color: white; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin-bottom: 10px;">2</div> <h2 style="margin: 0;"><u>Doffing</u> – How to take it off</h2> <p style="margin: 0;">Remember: masks can become contaminated on the outside; thus, do not touch your mask.</p> <ol style="list-style-type: none"> <li>1. Wash your hands before touching your mask.</li> <li>2. Bend forward slightly.</li> <li>3. Carefully remove the mask from your face by touching only the ties or elastic band.</li> <li>4. Start with the bottom tie, then remove the top tie.</li> <li>5. Wash your hands or use hand sanitizer to clean your hands again.</li> </ol>
 <p>The illustration shows a hand holding a used blue surgical mask and placing it into a grey trash bin. To the right, the hands are shown being washed with soap and water.</p>	<div data-bbox="727 1570 857 1701" style="background-color: #00AEEF; color: white; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin-bottom: 10px;">3</div> <h2 style="margin: 0;"><u>Disposal</u> – How to store used masks</h2> <p style="margin: 0;">Used masks must be carefully handled to avoid spreading infection to others.</p> <ol style="list-style-type: none"> <li>1. Put disposable items into garbage.</li> <li>2. Wash your hands or use hand sanitizer to clean your hands immediately.</li> </ol>

# The 4Ds of Cloth Mask Safety

	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> </div> <div> <h2>Donning – How to put it on.</h2> <p>Cloth masks should be worn only until they become damp. Avoid moving or adjusting the mask or touching your face.</p> <ol style="list-style-type: none"> <li>1. Tie back your hair to reduce touching your face later.</li> <li>2. Wash your hands or use hand sanitizer to clean your hands.</li> <li>3. Determine which side of the mask is the top and the front.</li> <li>4. Position your mask while looking in a mirror for a better fit.               <ol style="list-style-type: none"> <li>5a. If your mask has elastic ear loops, place the loop over one ear, hold the mask over the bridge of your nose and then secure the second loop over your other ear.</li> <li>5b. If your mask has ties, bring the mask to your nose level and tie over the crown of your head, make sure your entire nose and mouth are covered and then pull the bottom of the mask over your mouth and chin, tie behind your neck.</li> </ol> </li> <li>6. Ensure your mask is well-fitted and does not gape at the sides.</li> <li>7. Wash your hands or use hand sanitizer to clean your hands again.</li> </ol> </div> </div>	
	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> </div> <div> <h2>Doffing – How to take it off</h2> </div> </div> <p>Remember: masks can become contaminated on the outside; thus, do not touch your mask.</p> <ol style="list-style-type: none"> <li>1. Wash your hands before removing your mask.</li> <li>2a. If your mask has elastic ear loops, remove the mask by taking one ear loop off and then the other ear loop. <u>Do not</u> touch the front of the mask</li> <li>2b. If your mask has ties, untie the bottom bow first (1) then untie the top bow (2) and pull the mask away from you as the ties are loosened. (Note: If you start with the top set, the mask will flop down onto your neck or chest and can contaminate your clothes). <u>Do not</u> touch the front of the mask.</li> <li>3. Handling the mask by the ear loops or ties only, place the mask in the “used” bag or bin to safely store used masks until they can be washed.</li> <li>4. Wash your hands or use hand sanitizer to clean your hands again.</li> </ol>	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> </div> <div> <h2>Disposal – How to store used masks</h2> </div> </div>
	<div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;"> </div> <div> <h2>Disinfect – How to wash and dry the reusable cloth masks.</h2> <ol style="list-style-type: none"> <li>1. Use the hottest water temperature setting on the washing machine and regular laundry detergent.</li> <li>2. Wash masks separately from other laundry. Dry on a regular setting in the dryer.</li> <li>3. Once masks are fully dry, test the straps and inspect for obvious tears or holes in either side of the mask before storing it in the clean mask inventory.</li> </ol> </div> </div>	

## How to Use Alcohol-Based Hand Rub

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- Roll up long sleeves and push up wrist accessories
- Apply a palmful of AHS-provided ABHR to hands
- Rub all surfaces of your hands and wrists



- Include palms, fingers, fingertips and thumbs
- Rub until hands are completely dry



*\*Periodically apply AHS-provided hand lotion for skin integrity.\**

Original Date: May 2017  
Revised date: April 2019

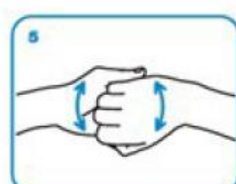
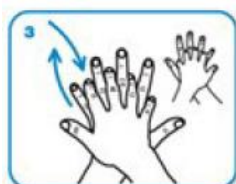
# How to Hand Wash

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- Roll up long sleeves and push up any wrist accessories
- Wet hands with warm water
- Apply enough soap to cover surfaces of the hands



- Vigorously rub soap over palms, backs of hands and wrists
- Include space between fingers, fingertips and thumbs
- Procedure should take 15 to 30 seconds



- Rinse under warm, running water
- Pat hands dry with disposable towel
- Turn tap off with the disposable towel

*\*Periodically apply AHS-provided hand lotion for skin integrity.\**

Adapted with permission from The World Health Organization

Original Date: May 2017

Revised date: June 2019

## 5.11 Overview of Inspections

Every worksite contains hazards that must be identified and controlled to ensure worker safety. Through ongoing periodic inspections of the worksites and worksite conditions, work procedures shall be monitored and improved upon where necessary.

**Inspection reports will identify hazards and recommend appropriate control measures such as:**

- Hazard elimination or isolation
- Performing maintenance on equipment and vehicles
- Marking hazards with signs, flags, lights, alarms, or barricades
- Providing additional personal protective or other safety equipment to workers
- Informing workers of the hazards
- Implementation of administrative controls and procedures

### ***5.11.1 Worksite Inspections***

Only by maintaining a constant frequency of inspections can hazards be identified and controlled before they become problems. This will allow the company to make improvements to equipment, work procedures, training, and worksite conditions, as necessary.

**The worksites for Fleet Safety International are:**

- Corporate Office at 119, 4999 - 43 Street S.E., Calgary, Alberta, T2B 3N4
- **Various off-site** locations as required by the clients.

**Worksite inspections will focus on:**

- Physical layout and conditions of the worksite including location, terrain, season, and weather
- Hazards associated with the materials handled
- Condition of safety and personal protective equipment
- Work practices and behavior of people at the worksite
- Conformance and compliance issues
- Level and quality of supervision provided to workers

**Inspections will include, but not be limited to:**

- Slipping, tripping, and falling hazards
- Safety devices and monitoring systems
- Lighting and electrical systems
- Storage of controlled products
- Faulty or missing emergency response equipment

- Improper or missing warning / hazards notification signs
- Faulty machinery, cables, etc.
- Housekeeping activities
- Inadequate or missing safety and personal protective equipment
- Appropriate resource and reference materials
- Mechanical and hand tools
- Flammable, corrosive, or explosive materials, etc.

**Above inspections are to be documented and will include appropriate management control activities and associated timelines.**

### ***5.11.2 Worksite Hazard Assessment Form***

Fill out all hazards, control measures and level of control effectiveness. This form is to identify all high-risk hazards and assess control measures and their effectiveness for each. A hazard at the workplace is any condition having the potential to cause injury, illness, or a loss. A hazard assessment shall be conducted and documented prior to any worksite activity. These forms can also be used for regular inspections of Fleet Safety International worksites. All near miss incidents should be recorded on the form in the “Other” category or on the back to try to correct the situation from reoccurring if possible.

**See Section 11 for a copy of the Worksite Hazard Assessment Form**

## **5.12 Drug and Alcohol Policy and Procedures**

The purpose of this policy is to support workplace health and safety; to address and minimize the risks in the workplace associated with Drugs and Alcohol, and Fitness for Duty. Outlined are Fleet Safety International’s expectations for appropriate behaviour and to describe the possible consequences for non-compliance.

All employee/contractors/contractors providing services to FSI are expected to report to work and remain, Fit for Duty, throughout their shift. The following are strictly prohibited while operating a FSI vehicle or equipment.

- Possessing, distributing, offering, or selling Drugs, Drug paraphernalia or alcohol
- Consuming or being under the influence of Drugs or Alcohol
- Being Unfit for Duty because of consuming or improperly using any medication

**The following are guidelines for carrying out FSI’s Drug and Alcohol Policy**

### **1. Definitions**

The following words and terms shall have the following meanings.

**Alcohol**- means the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols including methyl and isopropyl.

**Drug** – means any substance (illegal or otherwise) the use of which has the potential to negatively impact a person’s judgement, perception, dexterity, or motor control, (but for clarity, Medications).

**Contractors** – means all consultants and third-party contractors, subcontractors and service providers, their employees/contractors, and representatives.

**Fitness for Duty and Fit for Duty** – means being alert and able to perform assigned duties safely and acceptably.

**Impairment or Impaired**- means being under the influence of Drugs or Alcohol or Medication to the extent that an Employee/contractor is Unfit for Duty or is otherwise in a physical or mental condition that creates a risk or potential risk to the safety and well-being of the individual, other employees/contractors, clients, or the public.

**Medication** – means a Drug obtained legally, either over the counter at a licensed pharmacy or through a doctor’s prescription. Medication of Concern – means a Medication that causes or has the potential to cause impairment.

**Test or Testing** – means any testing for Drugs, Alcohol or Medication that may be required under this Policy which includes urinalysis or any other form of testing procedure.

## **2. Responsibility**

All employees and contractors are required to perform their job safely and in strict compliance with all applicable rules, policies, and procedures. In addition, every Employee/contractor is required to:

- A. Read, understand, and fully comply with this Policy
- B. Report for work Fit for Duty and remain Fit for Duty while on FSI business.
- C. Report any incident or near miss to their supervisor or Health and Safety Committee immediately after the incident or Near Miss and participate in any subsequent investigation.
- D. Notify their supervisor or Manager if they believe a co-worker, Contractor or visitor is Unfit for Duty or is under the influence of Drugs or Alcohol.
- E. Co-operate with any safety- related work modification, restriction, or prohibition.
- F. Co-operate with any investigation into an actual or suspected violation of this policy, including any requests to undergo Testing when required under this policy.
- G. Notify their supervisor or Manager if they have a current or emerging problem relating to Drug, Alcohol or Medication abuse or dependency, and follow advice regarding treatment, including recommended monitoring programs after attending treatment.

### **FSI is responsible for:**

- a) Ongoing leadership and supervision to ensure safe operations and effectiveness of the Policy
- b) Determining and providing appropriate levels of training for Employees/contractors
- c) Guiding Employees/contractors who voluntarily seek assistance for a personal problem to appropriate resources
- d) Taking appropriate steps to investigate any possible violation of this policy
- e) Implementing the requirements of this policy



### **Shared Responsibility:**

We all share the responsibility for maintaining a safe and productive workplace

All employees/contractors are responsible for compliance with this policy and in addition to:

- a) Always striving to keep a safe workplace
- b) Support fellow co- workers in seeking help
- c) Reporting any dangerous or suspicious behaviour to a supervisor or manager

### **It Is the Supervisor or Manager's Responsibility to:**

- a) Observe Employee/contractor performance and behaviour
- b) Treat information shared by Employees/contractors as confidential
- c) Investigate reports of dangerous practices
- d) Document changes and problems in performance; and
- e) Clearly inform Employees/contractors of the consequences of Policy violations

### **3. Communication**

- All Employees/contractors will receive an electronic or hard copy of the Policy
- The Policy will be reviewed in orientation sessions with new Employee/contractors
- Appropriate Supervisors and Managers will receive training to recognize and manage Employee/contractors with Drug, Alcohol and Medication problems.

All employees/contractors are expected to use medication responsibly and as directed by their physician or pharmacist. Employees/contractors are required to investigate through their doctor or pharmacist whether a medication can cause impairment and take appropriate steps to ensure that the use of such medications will not affect their Fitness for Duty. Employees/contractors must report their use of Medications of Concern to their Supervisor or Manager so appropriate precautionary measures can be taken. You may be reassigned to modified work duties or removed from the schedule if no modified work duties are available. FSI may require Employees/contractors to provide additional information (such as dosage and frequency of use) and provide confirmation from their doctor or physician that their use of a Medication (including, for clarity a Medication of Concern) will not affect their Fitness for Duty.

### **4. Employee/Contractor Requirements**

Employees/contractors must comply with the following requirements:

- A. Report Fit for Duty and remain Fit for Duty while at work:
- B. If an Employee/contractor is Unfit for Duty or under the influence of Drugs or Alcohol the Employee/contractor must decline the work.
- C. Report for testing and participate in testing as required
- D. Employees/contractors must report to their supervisor or Manager a current or emerging problem relating to Drug, Alcohol or Medication abuse and follow advice regarding appropriate treatment. FSI will take reasonable steps to place the Employee/contractor on modified duty (if available) while the Employee/contractor is seeking help in overcoming their problems or while involved in rehabilitation

efforts. FSI will not discipline an Employee/contractor for voluntarily self-reporting a Drug, Alcohol or Medication abuse related problem unless this disclosure occurs after:

- a) After an incident or near miss has occurred:
- b) The Employee/contractor has been notified that they must report for a test or:
- c) The employee/contractor has otherwise breached this Policy in which case the Employee/contractor could be subject to discipline up to and including termination of Employment:
- d) Employees/contractors must advise a supervisor or Manager as soon as possible if they believe that any other person:
  - o May be Unfit for Duty
  - o May be under the influence of Drugs or Alcohol, or
  - o May otherwise be in violation of this Policy
  - o Employees/contractors must when requested participate in any investigation under this Policy.

## **5. Investigation Procedures**

- A. Performance Management: Regular supervision, training and performance management are integral to maintaining a safe workplace. Employee/contractors with performance problems will be reminded that they should access assistance if a personal problem affects their job performance.
- B. Unfit for Duty: When there are reasonable grounds to believe that an Employee/contractor is Unfit for Duty or under the influence of Drugs or Alcohol they will be taken to a safe place and given the opportunity to explain to a supervisor why he or she appears to be Unfit for Duty or under the Influence of Drugs or Alcohol. If the Supervisor or Manager conducting the interview still believes the Employee/contractor is Unfit for Duty or under the influence of Drugs or Alcohol, one or more of the following steps may be taken:
  - The Employee/contractor may be referred for medical attention if there are immediate medical concerns:
  - The Employee/contractor may be subject to testing in accordance with this Policy
  - Employee/contractor may be removed from their duties pending a completion of any investigation.
  - Investigation of Misconduct: FSI reserves the right to investigate any situation where there are reasonable grounds to believe that a Policy violation has occurred. An investigation is justified based on a combination of indicators which could include behaviour, odor, or presence of Drugs, Drug paraphernalia or Alcohol. Supervisors or Managers will be responsible for advising Health and Safety Committee who after consultation with management will make the decision as to how they will initiate an investigation if one is warranted.

## **6. REASONABLE CAUSE**

Testing will be required where there are reasonable grounds to believe, based on specific and personal observation, that the actions, appearance or conduct of an Employee/contractor while on duty are indicative of

being Unfit for Duty or under the influence of Drugs or Alcohol. Examples of reasonable grounds include, but are not limited to, the following:

- A. Observed use or evidence of use of Drugs or Alcohol, such as the smell of Alcohol
- B. Observed signs of Drug or Alcohol use, such as lack of coordination or slurring of speech
- C. Erratic or atypical behaviour of an Employee/contractor consistent with impairment
- D. The presence of Alcohol, Drugs or Drug Paraphernalia in the vicinity of the Employee/contractor.

The decision to require an Employee/contractor to undergo a Test shall be made by a Supervisor or Manager and the reasons for the decision will be documented as soon as possible. Employees/contractors will be removed from duty immediately until the investigation is complete.

If the investigation shows a breach of Policy, the penalty could be Termination of Employment with FSI.

Fleet Safety International pledges to respect the privacy of all concerned as much as possible. The Employer will not disclose the circumstances related to any incident or the names of the parties involved (including the complainant, the person alleged to have committed the incident, and any witnesses) except where necessary to investigate and/or to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, or as required by law. No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing these situations. This Drug and Alcohol policy does not discourage a worker from exercising the worker's right under any other law, including the Alberta Human Rights Act.

### 5.13 Harassment Policy

The management of, Fleet Safety International, is committed to providing a work environment in which all workers are treated with respect and dignity. Harassment will not be tolerated from any person at or outside of the work site including workers, clients, and members of the public, etc.


Fleet Safety International is committed to eliminating or, if that is not reasonably practical, controlling the hazard of harassment. Everyone is obligated to uphold this policy and to work together to prevent workplace harassment. Workplace harassment means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety, and includes conduct, comment, bullying or action because of race, religious beliefs, color, physical disability, mental disability, psychological bullying that creates fear or mistrust or that ridicules or devalues the individual, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and a sexual solicitation or advance.

Reasonable action taken by the employer relating to the management and direction of workers or a work site is not workplace harassment.

In support of this policy, we have workplace harassment prevention procedures. They include measures and procedures to protect workers from the hazard of harassment and a process for workers to report incidents or raise concerns. Fleet Safety International will ensure this policy and the supporting procedures are implemented and maintained. All workers will receive relevant information and instruction on the contents of the policy and procedures. Management is responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves. Every worker must work in compliance with this policy and the supporting procedures. All workers are required to raise any concerns about harassment and to report any incidents to a member of management.

Your Employer will investigate and take appropriate corrective actions to address all incidents and complaints of workplace harassment in a fair, respectful, and timely manner.

Fleet Safety International pledges to respect the privacy of all concerned as much as possible. Employer will not disclose the circumstances related to an incident of harassment or the names of the parties involved (including the complainant, the person alleged to have committed the harassment, and any witnesses) except where necessary to investigate the incident, to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, or as required by law. No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving harassment. This harassment prevention policy does not discourage a worker from exercising the worker's right under any other law, including the Alberta Human Rights Act.

Signature: 

Date: February 16, 2022

## **Definition of Harassment**

Harassment occurs when an employee is subjected to unwelcome verbal, domestic or physical conduct because of race, religious beliefs, color, place of origin, gender, mental or physical disability, ancestry, marital status, family status or source of income. Alberta human rights laws prohibit harassment in the workplace on these grounds.

### **Examples of harassment which will not be tolerated in Fleet Safety International are:**

- Physical abuse, domestic or psychological abuse
- Verbal abuse such as threats, derogatory remarks, inappropriate jokes, etc.
- Innuendos or taunts about any employee's appearance, religious beliefs, color, place of origin, mental or physical disabilities, ancestry, marital status, family status, source of income or gender.

### **Fleet Safety International also will not tolerate the display of:**

- Pornographic, racist, or offensive signs or images
- Practical jokes that result in awkwardness or embarrassment
- Unwelcome invitations or requests, whether indirect or explicit.

## **Definition of Sexual Harassment**

Sexual harassment, being discriminated on the grounds of gender, is a violation of the Alberta Human Rights.

### **Unwanted sexual advances, unwanted requests for sexual favors, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when:**

1. Submission to such conduct is made, either explicitly or implicitly, a term of or condition of, an individual's employment; or
2. Submission to or rejection of such conduct by an individual affect that individual's employment.

Sexual harassment can include such things as pinching, patting, rubbing, or leering, "dirty" jokes, pictures or pornographic materials, comments, suggestions, innuendoes, requests or demands of a sexual nature. The behavior need not be intentional to be considered sexual harassment.

All harassment is offensive, and, in many cases, it intimidates others. It will not be tolerated within Fleet Safety International.

### **5.13.1 Harassment Procedure**

#### **If you are being harassed:**

1. Tell the harasser his/her behavior is unwelcome and ask him/her to stop.
2. Keep a record of incidents (date, times, 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 help you remember details over time.
3. File a complaint. If, after asking the harasser to stop his/her behavior, the harassment continues, report the problem to one of the following individuals:

Management Personnel

You also have the right to contact the Alberta Human Rights and Citizenship Commission to file a complaint of sexual harassment and, if circumstances warrant it, a charge of assault may be filed with the police.

### **5.13.2 Dealing with a Harassment Complaint**

1. Once a complaint is received, it will be kept strictly confidential. A member of management or the Health and Safety Committee will handle the investigation. A timeline for the investigation and the outcome will be determined. The investigation will be undertaken immediately, and all necessary steps will be taken to resolve the problem. If appropriate, action taken may include conciliation.
2. Both the complainant and the alleged harasser will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in strict confidence.
3. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include suspension or dismissal, and the incident will be documented in the harasser's file. No documentation will be placed on the complainant's file where the complaint is filed in good faith, whether the complaint is upheld or not.
4. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.
5. All investigation documents will be kept on file in a secure location as part of the administrative process.
6. Regardless of the outcome of a harassment complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes dismissal, demotion, unwanted transfer, denial of opportunities within the company or harassment of an individual because of her/his having made a complaint or having provided evidence regarding the complaint.

### ***5.13.3 Responsibility of Management***

It is the responsibility of a director, manager, or any person within Fleet Safety International who is supervising one or more employees to take immediate and appropriate action to report or deal with incidents of harassment of any type, whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed, nor should the complainant be told to deal with it personally.

Fleet Safety International seeks to provide a safe, healthy, and rewarding work environment for its employees. Harassment will not be tolerated within this company!

**A complaint must be made to the Alberta Human Rights and Citizenship Commission within one year after the alleged incident.**

## 5.14 Violence Policy

The management of, Fleet Safety International, is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from the potential hazards associated with workplace violence. Violent behavior or threat of violence in the workplace is unacceptable from anyone and will not be tolerated in the workplace. This policy applies to, workers, customers, clients, and members of the public.

Fleet Safety International, as the employer is committed to eliminating or, if that is not reasonably practical, controlling the hazard. This may be possible by removing yourself from the event or area if possible and contacting someone immediately. Everyone is obligated to uphold this policy and to work together to prevent workplace violence.

Violence, whether at a work site or work related, is the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm and includes domestic or sexual violence.

In support of this policy, we have workplace violence prevention procedures. It includes measures and procedures to protect workers from workplace violence, a means of immediate assistance and a process for workers to report incidents or raise concerns.

Fleet Safety International will ensure this policy and the supporting procedures are implemented and maintained. All workers will receive relevant information and instruction on the contents of the policy and procedures. Management is responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves. Every worker must work in compliance with this policy and the supporting procedures. All workers are required to raise any concerns about workplace violence and to report any violent incidents or threats immediately to management by phone or verbal communication and follow up with a written report.

Fleet Safety International will investigate and take appropriate actions to address all incidents and complaints of workplace violence in a fair and timely manner. Fleet Safety International pledges to respect the privacy of all concerned as much as possible. We will not disclose the circumstances related to an incident of violence or the names of the complainant, the individual alleged to have committed the violence, and any witnesses, except where necessary to investigate the incident or to take corrective action, to inform the parties involved in the incident of the results of the investigation and corrective action taken, to inform workers of a specific or general threat of violence or potential violence, or as required by law. Fleet Safety International will disclose only the minimum amount of personal information required that is necessary to inform workers of a specific or general threat of violence or potential violence.

No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving workplace violence. This violence prevention policy does not discourage a worker from exercising the worker's right under any other law.

Date: February 16, 2022





## **Definition of Violence:**

It can be defined as any act in which a person is abused, threatened, intimidated, or assaulted. While exact definitions vary in legislation, workplace includes:

- Threatening behaviour – such as shaking fists, destroying property, or throwing objects.
- Verbal or written threats – any expression of an intent to inflict harm.
- Verbal abuse – swearing, insults or condescending language.
- Physical attacks – hitting, shoving, pushing, or kicking.

Any action or behavior – from rumors, swearing, verbal abuse, pranks, arguments, property damage, vandalism, sabotage, pushing, theft, physical assaults, psychological trauma, anger-related incidents, rape, arson to murder – are all examples of workplace violence.

Also note that workplace violence is not limited to incidents that occur within a traditional workplace. Work-related violence can occur at off-site business-related functions (conferences, trade shows), at social events related to work, or away from work but resulting from work (a threatening telephone call to your home from a client).

## **Workplace Violence Considerations:**

Certain work factors, processes, and interactions can put people at increased risk from workplace violence.

### **Examples include:**

- Working with the public.
- Providing service, care, advice, or education (e.g., health care staff, teachers).
- Working alone, in small numbers, or in isolated or low traffic areas.
- Working during periods of intense organizational change (e.g., strikes, downsizing).
- Risk of violence may be greater at certain times of the day, night, or year. For example:
  - late hours of the night or early hours of the morning
  - during the holidays
  - pay days
  - performance appraisals

The best approach to handling violence in the workplace is to prevent it. Here are some steps to follow:

- Accept the possibility that workplace violence can occur in your workplace.
- When hiring — where permitted, institute criminal background checks and carefully check all references and former employers.
- Prohibit uncontrolled access by outsiders throughout the company.
- Identify those members of your staff (such as yourself) who may be likely targets and establish procedures

to control access to them.

- Take every known threat seriously. Follow up and investigate completely.
- Do not allow weapons on the property.
- Make sure all employees know how to reach your local police, ambulance, and alarm company if you have one.
- Attempt to develop a workplace environment that fosters trust among existing employees and management.
- If you need to fire an employee, do so with sensitivity, in a way that preserves the employee's dignity.
- Emphasize humane and respectful treatment of all employees and pay particular attention to those who are terminated.

#### ***5.14.1 Violence Reporting Procedure***

1. Trust your instincts and remove yourself from the event (area) if possible or try and contact someone immediately.
2. Keep a record of incidents (date, times, 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 help you remember details over time.
3. File a complaint to someone in a management position.

#### ***5.14.2 Dealing with a Violence Complaint***

1. Once a complaint is received, it will be kept strictly confidential. A member of management or the Health and Safety Committee will handle the investigation. A timeline for the investigation and the outcome will be determined. The investigation will be undertaken immediately, and all necessary steps will be taken to resolve the problem. If appropriate, action taken may include conciliation.
2. Both the complainant and the alleged person will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in strict confidence.
3. If the investigation reveals evidence to support the complaint, the person will be disciplined appropriately. Discipline may include suspension or dismissal, and the incident will be documented in the persons' file. No documentation will be placed on the complainant's file where the complaint is filed in good faith, whether the complaint is upheld or not.
4. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in either person's file.
5. All investigation documents will be kept on file in a secure location as part of the administrative process.
6. Regardless of the outcome of the complaint made in good faith, the employee lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes dismissal, demotion, unwanted transfer, denial of opportunities within the company or harassment of an individual because of her/his having made a complaint or having provided evidence regarding the complaint.

### **5.14.3 Responsibility of Management**

It is the responsibility of a director, manager, or any person within Fleet Safety International who is supervising one or more employees to take immediate and appropriate action to report or deal with incidents of violence of any type, whether brought to their attention or personally observed. Under no circumstances should a legitimate complaint be dismissed or downplayed, nor should the complainant be told to deal with it personally.

Fleet Safety International seeks to provide a safe, healthy, and rewarding work environment for its employees.

**A complaint must be made to the Alberta Human Rights and Citizenship Commission within one year after the alleged incident.**

## **5.15 Fire Safety – PASS System**

### **General Information**

Good housekeeping is essential in the prevention of fires. Fires can start anywhere and at any time. It is important to know which fire extinguishers to use and how to use it. Always keep fire extinguishers visible and easy to get at. Fire extinguishers must be properly maintained to do the job. Where temperature is a factor, ensure that care is taken in selecting the right extinguisher.

### **5.15.1 Types of Fires and Recommended Extinguishers**

#### **Class A**

**Class A fires consist of wood, paper, rags, rubbish, and other ordinary combustible materials**

- Recommended extinguishers
  - Water from a hose; pump type water can, or pressurized extinguisher, and soda acid extinguishers
- Fighting Class, A fires
  - Soak the fire completely... even the smoking embers.

#### **Class B**

**Class B fires consist of flammable liquids oil and grease**

- Recommended extinguishers
  - ABC units, dry chemical, foam, and carbon dioxide extinguishers
- Fighting Class B fires
  - Start at the base of the fire and use a swinging motion from left to right, always keeping the fire in front of you.

## **Class C**

### **Class C fires consist of electrical equipment**

- Recommended extinguishers
  - Carbon dioxide and dry chemical (ABC units) extinguishers
- Fighting Class C fires
  - Use short bursts on the fire. When the electrical current is shut off on a Class C fire, it can become a Class A fire if the materials around the electrical fire are ignited.

### ***5.15.2 How to Use a Fire Extinguisher***

#### **P.A.S.S.**

Using the acronym “PASS” makes this easy to remember. PASS stands for:

**Pull**

**Aim**

**Squeeze**

**Sweep**

1. When you need to use the extinguisher, first “Pull” the safety pin from the handle.
2. Then “Aim” the extinguisher nozzle at the base of the fire. This is below the visible flame and above the fuel source (where the actual burning is taking place). If it is any type of a contained liquid fire (i.e., grease in a pan), aim across the top of the container and let the extinguishing agent fall across the top of the fire. If you aim the extinguisher directly into the liquid, it will splash the fire out of the container, possibly spreading it.
3. Next, “Squeeze” the handle to activate the extinguisher.
4. Finally, “Sweep” across the target. Continue until the fire is out.

#### **There are a couple of things to remember:**

- If you are dealing with any type of cooking fire, turn off the source of heat (stove, oven, gas grill, etc.) or the fire will keep re-igniting.
- If the fire involves any type of electrical equipment, unplug the item, or shut off the breaker at the box. This will prevent re-ignition as well as keep you from getting shocked.

For fire extinguishers to be effective, they must be accessible. Having one stuck behind a bunch of stuff in a closet or cabinet doesn’t help during a fire; neither does having to run up or down a flight of stairs to get one. Have one on each floor of the house / workplace and near the places you might need them. And make sure everyone in the house / workplace knows where they are and how to use them. That way, anyone in the house / workplace can help during a fire.

## 5.16 Working in Cold Weather

1. Hypothermia is an omnipresent danger to anyone exposed to low temperatures, even for short periods of time.
  - Hypothermia can either be mild or severe and must be treated without delay.
  - The symptoms of mild hypothermia include uncontrolled shivering, poor coordination, and blue lips.
  - To relieve the symptoms of mild hypothermia, warm your body by adding more clothes, get out of the elements and into the warmth of a sleeping bag or protected shelter, consume calories, rehydrate, or if no other option is available, keep moving and expending energy until the symptoms abate.
  - If left untreated, mild hypothermia can rapidly lead to severe hypothermia and death.
  
2. Frostbite is another common danger to anyone stranded in the snow.
  - Mild frostbite is characterized by numbness and whitening of various parts of the body, especially the fingers and toes.
  - To prevent frostbite, it is necessary that you keep your extremities covered and dry in freezing temperatures. If you do not have gloves or they have become compromised by melting snow, take them off and place your hands on your warm stomach until they are sufficiently thawed. Do not place them back into the wet gloves, as they are still susceptible to the effects of frostbite. Try covering your exposed hands with extra socks or any clothing you can afford to spare.
  
3. Although it is not often mentioned, snow blindness is a very real possibility when stranded in the snow.
  - Snow blindness is caused by ultraviolet light striking the sensitive tissues within the eyes, causing
  - excruciating pain and temporary blindness.
  - Unfortunately, the only treatment for this sunburn of the cornea is time and aspirin if any are available.
  - A good pair of sunglasses or snow goggles is the only preventative measure for snow blindness.

## 5.17 Working in Hot Weather

### Information and Safety Tips

Hot weather brings the risk of experiencing heat-related disorders ranging from heat rash to more serious health disorders including fainting, heat exhaustion and heat stroke.

**In hot environments, human bodies cope to maintain internal temperature equilibrium by:**

- Sweating (to cool the body by evaporation)
- Increasing blood flow to the extremities
- Increasing breathing rate

Although hot weather places stress on the body, sweating combined with inadequate fluid replacement is the biggest culprit when it comes to suffering serious adverse health effects. Sweating can lead to dehydration and subsequent complications. At high humidity levels, the body's ability to cool itself through sweat evaporation is reduced, and this increases the risk of overheating and becoming dehydrated. Learn the symptoms of heat stress, treatment protocol and prevention measures to protect yourself and others around you (see attached Table #1).

**Generally, workers at the highest risk of suffering a heat-related disorder are those who:**

- Work outdoors and / or are near significant heat sources such as furnaces, ovens, or hot asphalt.
- Perform strenuous work which contributes to the body's overall heat burden.
- Don't take regular breaks in cooler areas (e.g., shady, or air-conditioned area).
- Don't consume enough fluids.
- Are susceptible because of a medical condition.
- Ignore symptoms of heat stress.

### Risks to Indoor Workers

For indoor office-type workers, the risk of heat stress is usually minimal because of the relatively low physical effort required to perform tasks; the absence of significant heat sources; cooling provided by fans or building air-conditioning systems and the availability of water. However, higher than normal outside heat and humidity levels often strain the effectiveness of building air-conditioning systems and under such conditions, indoor temperatures can become uncomfortable, though this generally does not pose a significant risk to healthy individuals.

### Humidex Rating

A widely used measure to provide heat stress awareness for the general population is Environment Canada's "Humidex" rating. The Humidex is a subjective rating of how hot the temperature "feels" based on various combinations of temperature and relative humidity. The general ratings are summarized in the attached chart.

**Humidex ratings heard on the radio or printed in the paper refer to the outdoor conditions.**

Using the Humidex rating for indoor conditions requires measuring the temperature and relative humidity indoors to determine the Humidex.

### **Coping with Hot Weather**

**Here are some tips to help you cope with hot, humid weather and protect yourself from heat stress:**

- Wear light colored and lightweight clothing.
- Keep hydrated by drinking plenty of cool fluids (preferably water). Drink at least one cup every 20 minutes, even if you aren't thirsty!
- Take rest breaks in cool or shady areas.
- If you must work outside, try to avoid working in the peak temperatures.
- Schedule work for cooler periods of the day (early morning or evening).
- Reduce the amount of physical effort required to perform.
- Seek medical attention if you feel dizzy or lightheaded.
- Watch for signs of heat stress in co-workers.
- Never ignore signs of heat stress.
- Contact your supervisor if you have concerns regarding working in the heat.

## Heat Stress Symptoms, Treatment, and Prevention

Disorder	Cause	Symptom	Treatment	Prevention
<b>Heat Rash</b>	Hot humid environment; plugged sweat glands.	Red bumpy rash with severe itching	Change into dry clothes and avoid hot environments. Rinse skin with cool water	Wash regularly to keep clean and dry.
<b>Sunburn</b>	Too much exposure to the sun	Red, painful, or blistering and peeling skin.	If the skin blisters, seek medical aid. Use skin lotions (avoid topical anesthetics) and work in the shade.	Work in the shade; cover skin with clothing; apply skin lotions with a sun protection factor of at least 15. People with fair skin should be especially cautious.
<b>Heat Cramps</b>	Heavy sweating drains a person's body of salt, which cannot be	Painful cramps in arms, legs or stomach which occur suddenly at work or later at home. Heat cramps are serious because they can be a warning of other more dangerous head-induced illness.	Move to a cool area; loosen clothing and drink cool salted water (1 tsp. salt per gallon of water) or commercial fluid replacement beverage. If the cramps are severe or don't go away, seek medical aid.	Reduce activity levels and / or end exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.
<b>Fainting</b>	Fluid loss and inadequate water intake.	Sudden fainting after at least two hours of work; cool moist skin; weak pulse.	GET MEDICAL ATTENTION. Assess need for CPR. Move to a cool area; loosen clothing; make person lie down; and if the person is conscious, offer sips of cool water. Fainting may also be due to other illnesses	Reduce activity levels and / or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.
<b>Heat</b>	Fluid loss and inadequate salt and water intake causes a person's body's cooling system to start to break down.	Heavy sweating; cool moist skin; temperature of over 38o Celsius; weak pulse; normal or low blood pressure; person is tired and weak, has nausea and is vomiting; is very thirsty; or is panting or breathing rapidly; vision may be blurred.	GET MEDICAL AID. This condition can lead to heat stroke, which can kill. Move the person to a cool shaded area; loosen or remove excess clothing; provide cool water to drink; fan and spray with cool water.	Reduce activity levels and / or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.



## 5.18 Back Pain: Practice Safe Lifting Techniques

Back injuries are painful, and if you're one of the millions of people suffering with back pain due to unsafe lifting of heavy objects, then you need to know how to lift correctly. Acute back injuries can happen anywhere, but more than likely you've injured your back at work. Knowing how to lift daily is the key to remaining employed, and physically free of pain. Many injuries can be prevented if you know how to lift correctly, so read on to learn how to lift safely at work.

Every year back injuries are one of the leading causes for injury and sickness at work. In fact, 25% of all worker compensation claims for injury are back related. Most of the injuries are directly tied to inappropriate lifting techniques causing damage to the lower back of employees. Of course, there is no completely fool proof way to prevent all back injuries for all employees, but if you can learn how to lift properly, you can avoid injury as well as rising WCB insurance costs for your employer.

### Steps to Safe Lifting

1. Before you lift any object, consider safety first.
  - Ask yourself if the load you're attempting to lift is too heavy to lift by yourself. Don't be afraid to ask for help if you think the load is too heavy.
  - Serious injury can occur if you don't ask for help. Your back muscles and spine can be seriously damaged, spine disks can be cracked, and ligaments can be torn. Compressed nerves and inflammation will cause severe acute pain, and if you're not careful, a lifelong chronic injury will result. Some back injuries from lifting heavy objects could result in a permanent disability with debilitating pain.
2. If you feel that it's not too heavy, look at the route you'll need to carry the object.
  - Realize there could be things in the way that could force you to lift the item higher, or even cause you to trip. Take the time to rearrange the items in your way, or just pick a new route, but always check before you move.
  - Next, look over your load and clean it off if it's wet or slippery, and clean your hands as well. Ensure you wear gloves with good grip if the object has sharp edges.
  - Do not try to hurry a job either by trying to carry other things on top of, or in your fingertips.
  - Keep your finger and hands away from the edges, so they won't become bent or pinched.
  - Before you lift the object get a good grip. Always ensure your back is aligned and straight, and your feet are firmly planted.

You may feel that all this preparing before you even begin to lift an object sounds like a lot of unnecessary work. The point is to save your back from any strain that could cause injury and time off from work. After a while, this routine will become like second nature for you, and it won't take as much time as you think.

3. After you're done with your preplanning, the actual lifting procedure is simple.
  - When your feet are firmly planted and you begin to lift bend down, and keep your buttocks aligned with your back.
  - Use your upper thigh muscles and calves of your legs to lift. Fully bend your knees and use the larger leg and calf muscles to lift. Don't put your body in an awkward position by twisting at all. Position your hips and feet directly in line with what you're lifting.
  - Lifting the object slowly will give your leg muscles time to adjust to the load. Your leg muscles may be damaged by a jerking motion, which will also put your back in strain, resulting in back pain.
  - As you're lifting, keep the item close to your body... this will keep all muscles in alignment, and reduce potential damage to your back.

**Pre-plan your life and be safe. Take the time to know what to lift, how to lift it and what to do before you ever move. If you don't, serious accidents and injuries can occur to yourself, and those who work around you.**

## 5.19 Vehicle Breakdown Safety Procedures

When a vehicle breaks down, drivers can become distracted and unwittingly place themselves and others in danger.

### **Minimize the risks associated with a breakdown:**

Drivers should:

- Stop and park the vehicle in a safe place as far off the road as practical.
- Avoid stopping around blind corners, just over crests, on bridges, or where roads are very narrow.
- Use the vehicle hazard lights to warn other road users.
- Know who to call for assistance. Have the contact details of roadside assistance providers in the vehicle's glove box.
- Call and report the breakdown to your supervisor.

Drivers should not:

- Attempt to repair the vehicle on the side of the road.
- Stay in the vehicle. It is safer for the driver and passengers to exit via the passenger side.
- Leave the vehicle's hood up once help has been arranged. Other drivers may stop which could compromise their safety.

## 5.20 Bear Safety

### **If the bear approaches you:**

- Remain calm and prepare to use your bear spray.
- Assess the bear's behavior and try to determine why it is approaching.
- If the bear appears defensive - A defensive bear may be feeding or protecting young, or you may simply have surprised it - therefore it is imperative that you shout or sing regularly.
- A defensive bear will appear stressed or agitated and may make noise.
- Try to appear non-threatening. Talk in a calm voice.
- Whenever the bear is not advancing, slowly move away without turning your back to the bear.
- If the bear continues to advance, stand your ground, and keep talking, use your bear spray.
- If the bear does not appear defensive: young bears occasionally test their dominance or are curious. In the rarest of cases, a bear could be predatory.
- Speak in a firm voice. Move out of the bear's path.
- If it follows you, stop and stand your ground. Shout and act aggressively. If it approaches use your bear spray.
- If the bear contacts you, playing dead may be an option! Playing dead involves lying on your stomach with your legs spread apart and your hands interlaced behind your neck to protect it. Having your legs spread makes it harder for the bear to roll you over. Remain still until you are sure the bear has left the area.
- Defensive attacks usually do not exceed two minutes in duration. In most cases, injuries are relatively minor. If an attack lasts longer, it is possible that the defensive attack has become predatory. So, try to escape! A car or building may provide safe refuge. Climbing a tree is an option but offers no guarantee of safety. Black bears are excellent climbers and grizzlies have also been known to climb trees. If you choose to climb a tree, get as high up in the tree as you can as quickly as possible. Once you have a safe perch, prepare to use your bear spray.
- If you cannot escape, DO NOT play dead, use your bear spray, and fight back! Make lots of noise, throw rocks, hit the animal with whatever you have available - do everything you can to dissuade the bear from continuing the attack.

### **Bear Encounters:**

- Remain alert, if you have an opportunity to avoid confronting a bear before it detects you, change your route.
- Talking, shouting regularly, or singing loudly is always good.
- Keep your ears open (listen).
- Watch for fresh bear signs. Bear tracks, scat and digs indicate that a bear has been in the area. Leave the area if the signs are fresh.
- Travel in groups whenever possible.

**If you encounter a bear:**

- STOP! STAY CALM. Your calm behavior can reassure the bear. Screams or sudden movements may trigger an attack.
- NEVER RUN– it may cause the bear to pursue you.
- If in a group - Stay in a group.
- Bears may approach or stand on their hind legs to get a better look at you or to pick up your scent. This is their way of identifying you and is not always an aggressive response.
- BE HUMAN. Speak to the bear calmly and firmly. This indicates that you are not a prey animal. Appear passive.
- If you have Pepper spray on you, get your hands on it and be ready to use it. Take note of the direction and strength of the wind.
- Any equipment on you can provide protection.

## **5.21 Safe Work Procedures**

All management, employees, and contractors of Fleet Safety International must follow safe work procedures as per this policy and their job description as outlined in Section 6: Training and Job Descriptions.

### **Use of Materials / Tools / Equipment**

- Computers, projectors, printers, photocopier, telephones, fax machine and writing implements must be used in accordance with the manufacturer’s instructions.
- Rental vehicles (if required), skid vehicle, cones, evaluation forms as per Fleet Safety’s guidelines

### **Use of Personal Protective Equipment**

- Wear closed toed shoes if entering the room where the air brakes board is stored.
- Wear seat belts as required.
- Items as stated in 5.8 Personal Protective Equipment

### **Duties**

- All employees are required to ensure that all work sites/work areas are to be kept free of hazards that could cause slips, trips, falls or any such accident.
- As per job description in Section 6: Training and Job Descriptions

## 5.22 Safe Work Practices

### 5.22.1 Use of Cleaning Products

#### General Information

Cleaning products are used in day-to-day work activities to clean equipment and within the office. Special care must be taken to protect the worker from hazards, which maybe created from the use of these products. Cleaning products must be a consumer product purchased at a retailer.

#### The following instructions or rules apply when using cleaning products:

- Use non-flammable solvents for general cleaning.
- It is advised that for safety reasons the use of rubber gloves should be used to protect your hands.
- Never leave cleaning products out in the open at the end of their use.
- All cleaning products must be disposed of properly when empty. If the label on the product is fading or illegible it must be disposed of immediately. Do not transfer it into another container.

#### Use of Portable Ladders

##### General Information

- Ladders can be used safely if they are given the respect they deserve. Before using any ladder, make sure it is in good condition and is the right ladder for the job to be done.
- When setting up a ladder, secure the base and “walk” the ladder into place.
- The ladder should be set at the proper angle of one (1) measure horizontal to every four (4) measures vertical.
- Before using a ladder, make sure it is secured against movement.
- Workers shall not work from the top two rungs of a ladder.
- Do not over-reach while on a ladder. It is easier and safer to climb down and move the ladder over a few feet to a new position.
- Always face the ladder when using it. Grip it firmly and use the three-point contact method when moving up or down.
- The minimum overlap on an extension ladder should be one (1) meter unless the manufacturer specifies the overlap.
- Keep both metal and wood ladders away from electrical sources.

## 5.23 WHMIS

- Alberta's OHS Act requires employers to take all reasonable measures to protect the health and safety of workers at their company. WHMIS is an important tool for employers to use in achieving this goal.
- All products used by employees of Fleet Safety International are "Consumer Products" purchased at retail outlets and labeled with the labeling required by the "Consumer Chemicals and Containers Regulations."
- We believe in the Health and Safety of our employees and contractors therefore everyone employed by Fleet Safety International is required to complete an online WHMIS program.
- All consumer products purchased must be disposed of properly when empty. If the label on the product is fading or illegible the product must be disposed of immediately.

## 6 HIRING CRITERIA, TRAINING AND JOB DESCRIPTIONS

### 6.1.1 *Hiring Criteria*

- Fleet Safety International's process regarding the hiring of employees is to ensure the person selected is the right fit for the position. We may conduct phone interviews and in person interviews after reviewing their resumes. A personal drive is always completed with possible new hires. All new hires will be trained for all courses pertaining to their specific job category.
- Licensed Instructor – must hold a Government of Alberta License in good standing, provide a driver abstract for 3 years, and provide a police criminal check and references. A student teaching session will be observed.
- Corporate Instructor – must provide a drivers abstract and references. They will observe a corporate classroom and in-vehicle session to determine if this is a good fit for them personally.
- Office Staff – Provide a criminal record check and references. Ensure work knowledge is compatible with the office position they are doing.

### 6.1.2 *Training*

Fleet Safety International's policy on training is to ensure all employees and contractors have mandatory training programs available to them upon being hired.

**The following list includes required courses or training programs for employees / contractors of Fleet Safety International:**

- Standard First Aid Training
- WHMIS Training - Online
- Company Safety Orientation
- Job Specific Training
- Care & Use of Personal Protective Equipment

### **6.1.3 Employee Orientation**

- An employee orientation must be performed for all new or transferred employees or workers of FSI. The employee's manager is responsible for ensuring the orientation is carried out and must be completed as soon as possible after the employee commences work and prior to sending the employee/worker to a client's location.
- Critical aspects such as Emergency Procedures & Evacuations **MUST** be conducted during the first day of employment.
- A copy of the Employee Orientation is included in the Appendix.

## **6.2 Class 5 Instructor Scheduling Guide**

The following is to be used and followed when scheduling class 5 instructors for training of new drivers:

### **6.2.1 Hours**

- Instructors should not work more than 8 hours per day of instruction: permission from ownership must be obtained before this is extended.
- During an 8-hour day, instructors must have a scheduled meal break of one hour. This one hour is separate from any travel time. In other words, the one-hour break cannot be part of traveling to meet the next student.
- An instructor's complete day, including breaks between students cannot exceed 10 hours.

### **6.2.2 Scheduling**

- Instructors should be scheduled for work in proximity. For example, if an instructor is scheduled for a student in the deep NW, all efforts should be made to keep the rest of that day's schedule within proximity of the NW.
- Scheduling an instructor to work cross city during a single day of instruction may only be completed with permission of ownership. In other words, permission must be given by ownership before booking an instructor from deep NW to deep SE.
- Any changes to an instructor's schedule within 24 hours of the intended instruction must be approved by the instructor. Actual contact must be made with the instructor; phone or email messages in this situation are not acceptable.

### **Students**

- In the event of a cancellation or movement of a student due to unforeseen circumstances within a 24-hour period, actual contact must be made with that student or their parents.
- If the office or instructor has not been able to get verbal confirmation of a change within the 24-hour period AND the student's pick-up location is NOT at home, then a company representative **MUST** be sent out to meet the student at the scheduled time and if necessary, provide that student a ride home.

## **Instructors**

- Instructors are required to indicate off days if it is completed with a minimum of 2 weeks' notice, preferably a month. Emergency time off is the exception to this guideline.
- While instructors can change their student's schedule, all changes must be accurately reported to the office in writing within 24 hours of the change being made. These changes must be integrated into the office's schedule to ensure the accuracy and integrity of the scheduling system ("change of schedule" form must be used – see Appendix).
- No shows and cancellations by either the student or instructor are to be reported immediately.

### **6.2.3 Instructor Vehicle Policy**

#### **General Policies**

- Instructors are required to pick up and drop off company vehicles from FSI's designated locations.
- Instructors are to use company vehicles for business purposes only... no personal use.
- Instructors may not drive a company vehicle when under the influence of drugs or alcohol.
- Instructors must have their valid driver's license with them.
- Instructor agrees to keep vehicle in a professionally clean manner.
- Instructors are responsible to fuel and maintain the vehicle, as necessity requires.
- Instructors will drive in a safe and defensive manner.
- Instructors are responsible to pay for all traffic tickets received during driving or during instruction.
- Instructors will use appropriate drive in and drive out or back in policy with and without students in the vehicle.

#### **Instructor Assigned Vehicles**

- Policies relating to when an instructor may take a vehicle home:
- All the appropriate General Policies above still apply.
- The company makes determination of instructors who may take vehicles home.
- Taking an instructional vehicle home is a benefit that is only allowed through written consent of the ownership group.
- Instructors who take their vehicle home after instructional hours may go from home to place of instruction and back home. No additional personal use is allowed.
- Instructors who take a vehicle home under this policy agree to forego travel time allowance.
- Fuel used will be paid for by the instructor.
- Instructors who on occasion need to use instructional vehicles for personal use must receive owner permission BEFORE this use.



## 6.3 Job Descriptions

### 6.3.1 Management/Director

**This position includes the following responsibilities:**

- Making funds and processes available to effectively accommodate the company's health and safety needs
- Ensuring performance and behavior meet the requirements of the company's health and safety program
- Encouraging employee and contractor involvement in the safety process
- Ensuring all operations, including those of contractors and subcontractors meet government safety requirements
- Ensuring all incidents are reported and where necessary, work with the Health and Safety Committee to investigate and corrective action taken to prevent a recurrence
- Ensure all work sites/work areas are kept free of hazards that could cause slips, trips, falls or any such accident.
- Ensuring workers are adequately qualified to perform their work
- Ensuring training needs are identified and met
- Taking the necessary action to correct any unsafe working conditions brought to their attention by workers
- Understanding, implementing, and enforcing applicable Acts, Regulations, Codes, Codes of Practice, Standard Operating Procedures, and associated Safe Work Programs and Guidelines
- Providing appropriate supervision at worksites
- Providing appropriate, safe, and well-maintained safety equipment for each task
- Evaluation and monitoring the company's Substance Abuse, and Violence / Harassment in the Workplace Program on an ongoing basis
- Completing a risk assessment at least every year for all safety sensitive job positions.
- Conducting or participating in Health and Safety worksite inspections.
- Provide the Health and Safety Committee any support to accomplish any duties of the Health and Safety Committee.

### **6.3.2 Vice President of Operations**

**This position includes the following responsibilities:**

- Ensure the smooth, efficient, and effective operation of in-office activities, tasks, and procedures
- Coordinate all corporate programs
- Provide leadership within all areas
- Build strong working relationships with fellow employees
- Work with others to ensure programs are booked appropriately and resources, both human and equipment, are positioned effectively
- Troubleshoot on-site problems and initiate customer centric solutions
- Participate in corporate administrative meetings
- Participate in additional projects and ventures as needed and provided by corporate administration
- Keep the company president informed concerning problems or issues that arise on a day-to-day basis
- Provide the Health and Safety Committee any support to accomplish any duties of the Health and Safety Committee

### **6.3.3 General Staff**

**This position includes the following responsibilities:**

- Drive to the office using the S.A.F.E.R.™ System of Defensive Driving
- Open the office, make coffee when required and clean lunchroom if needed
- Keep all areas free of hazards that could cause slips, trips, falls or any such accident
- Answer and direct incoming calls
- Attend to walk in customers
- Customer service (over the phone and in person)
- Accept and process payments from customers paying for courses
- Complete required work as per position
- Schedule driving lessons for class 5 courses offered by Fleet Safety International
- Print course completions for students who have successfully completed their training
- Verify instructor time sheets as per accountings requests
- Help customers with question on online courses
- Organize incoming and outgoing mail correspondence
- Organize and prepare course materials for classroom instructors
- Close the office and set the alarm system only if you are the last person in the office

### **6.3.4 Health and Safety Committee**

**This position includes the following but is not limited to:**

#### **Terms of Reference:**

#### **1. PURPOSE:**

The purpose of the Health & Safety Committee is to promote and support a functional Health & Safety System for all employees of Fleet Safety International by bringing managers, supervisors, and workers together to discuss and address health and safety related concerns in the workplace. The committee will follow the procedures in the current Health and Safety Manual, and Occupational Health & Safety Legislation.

#### **2. COMMITTEE RESPONSIBILITY:**

2.1 The Health & Safety Committee is responsible for recommending how the health and safety problems might be solved, not for carrying out the necessary corrections. No member of the Health & Safety Committee can be held accountable for unsafe or unhealthy situations.

2.2 Under Alberta Law, every worker is held personally responsible to work with regard for the health and safety of themselves and others. All managers and supervisors are obligated to take reasonable steps to ensure the health and safety of their employees.

#### **3. SELECTION OF HEALTH & SAFETY COMMITTEE MEMBERS:**

3.1 The Health & Safety Committee must be comprised of a total of four members with at least one employee representing each work area when possible; and at least half of the committee representing the workers. The Health & Safety Committee members will be asked to volunteer for the Health & Safety Committee and if there are not enough volunteers they will be selected by their peers. One person representing management must be on the committee, and this person is selected by Fleet Safety International management.

3.2 Health & Safety Committee must have two Co-Chairpersons one of which will be chosen by the Health & Safety Committee members and the other is the person of management.

3.3 The selection of the Co-Chairperson will take place at the first meeting of the two-year term.

3.4 Ideally no more than fifty percent of the Health & Safety Committee members will change in any two-year term. Each member should be prepared to serve a minimum of two years.

3.5 The names and contact information of the Health & Safety Committee members will be posted. All employees need to know who is on the Health & Safety Committee.

#### **4. DUTIES OF CO-CHAIR, and COMMITTEE MEMBERS (not limited to the following):**

##### **4.1 CO-CHAIR**

4.1.1 In cooperation with the committee secretary, the co-chair will help organize and plan the meetings; ensure that agenda items are discussed, and that conclusions are reached.

4.1.2 Ensure that all conclusions are recorded and that recommendations are clearly presented to the employer in writing.

4.1.3 Liaise with each other in planning meetings and the review of minutes.

4.1.4 Ensure that the meeting is started on time, kept on track, all issues are concluded, and to ensure that all members have the opportunity to contribute.

**4.2 MEMBERS:**

4.2.1 Must be trained in their roles and responsibilities of co-chairs and member of the Health & Safety Committee required by provincial legislation.

4.2.2 Attend committee meetings; if a member cannot attend a meeting, he/she must notify the secretary in advance.

4.2.3 Respond to workers' health and safety concerns and complaints.

4.2.4 Participate in hazard and control identification.

4.2.5 Develop and promote health and safety education and training.

4.2.6 Conduct inspections of work sites and participate in investigations.

4.2.7 Contribute their experience and ideas to committee discussions.

4.2.8 Obtain information if assigned to do so by the committee.

4.2.9 Learn about health and safety in all aspects of the workplace.

4.2.10 Listen to concerns or suggestions made by managers or workers outside the committee and ensure these are referred to managers or the committee as appropriate.

4.2.11 When dealing with concerns committee members should: deal with only occupational health and safety issues; not exceed their authority or violate procedures; resolve concerns as soon as possible; and keep other employees informed about what the committee is doing to resolve concerns.

4.2.12 The Health and Safety Committee secretary must ensure that the minutes of each meeting are recorded, and copies are displayed and distributed for all employees to view within seven business days following the meeting.

**5. THIRD PARTY REPRESENTATIVE:**

Third party representatives are welcome to attend Health & Safety Committee meetings as guests. The third-party representative will have no voting power at the Health & Safety Committee meeting and is encouraged to provide any positive input. This collaboration will strive to ensure the highest level of safety excellence.

**6. DISCLOSURE OF PERSONAL INFORMATION:**

As per Section 199 of the Alberta Occupational Health and Safety Code, "A health and safety committee, its individual members, must not disclose a worker's personal health information or the personal information of an identifiable individual unless the disclosure is required by law." Any third-party representative that is present at the Health & Safety meeting must adhere to the same rule.

## 7. QUORUM:

A quorum, (50% of members, including at least one management personnel member), must be present at every meeting. The committee cannot render a decision, nor give direction unless there is a quorum. Where either Co-Chair is not in attendance, the remaining Committee Members shall appoint a Chair for the meeting from those present.

## 8. DISPUTE RESOLUTION PROCESS

If a dispute arises, members of Health & Safety Committee agree to meet to pursue resolution through good faith negotiations or other appropriate dispute resolution process. All information exchanged during this meeting or any subsequent dispute resolution process, must be regarded as “without prejudice” communications for the purpose of settlement negotiations and must be treated as confidential by the members unless otherwise required by law.

## 9. MEETINGS:

9.1 The Health and Safety Committee will meet every Three months and a Co-Chair may call a special meeting, should extenuating circumstances arise.

9.2 The agenda will include the following information:

9.2.1 Date, time, and place of the meeting

9.2.2 Minutes of the last meeting

9.2.3 Review of unfinished business if any

9.2.4 New Business

9.2.5 Regular Reports

9.2.6 Information Items

9.2.7 Next meeting date

9.3 The minutes will include the following information:

9.3.1 Date, time, and place of the meeting

9.3.2 Names of all members and other persons present at the meeting, and a record of absent members

9.3.3 An item-by-item record of all items discussed, and the outcome

9.3.4 The date of the next meeting

The challenging task of keeping the workplace safe and healthy is an ongoing process. The members of the Health & Safety Committee are committed to Fleet Safety International and should encourage active participation in all aspects of health and safety.

### **Training:**

- Accident Investigation
- First Aid
- Joint worksite Health and Safety Committee/Health and Safety Committee Training Part 1 & 2

### **6.3.5 Maintenance**

**This position includes the following responsibilities:**

- Takes all vehicles in for repairs when needed and for the yearly inspection
- Reviews vehicle inspections to ensure equipment is maintained, repaired and safe for use
- Ensures the fixed asset list for vehicles is updated and accurate
- Keeps work sites and work areas free of hazards that could cause slips, trips, falls or any such accidents
- Ensure all company vehicles have the proper documentation in them, i.e., insurance card, registration, etc.
- Keeps the gravel track in good condition all year round
- Help with general maintenance of the office

### **6.3.6 Corporate Classroom Instructor**

**Materials / Tools:**

- Computer, projector, speakers, name cards, and writing implements, blank paper for students to use.

**Personal Protective Equipment:**

- Closed toed shoes if entering room where air brakes board is stored, seat belts as required.

**This position includes the following responsibilities:**

- Drive to the office or location of the classroom using “S.A.F.E.R.©” method of driving
- Complete Worksite Hazard Assessment Form
- Unload equipment required for classroom session and set up the computer
- Set out course materials and equipment for the course you are teaching, and write the instructors names on the white board
- Greet students as they arrive
- Collect or distribute all material as required
- Discuss safety information with students prior to starting class, e.g., Exit and washroom locations and evacuation plans.
- Conduct yourself and teach the curriculum in a manner consistent with company policies, strategies, and mission statement
- Clean up classroom, repack and load equipment into vehicle
- Lock and secure building if required
- Return home or drive to next location for class using the “S.A.F.E.R.©” method of driving

### **6.3.7 Corporate In-Vehicle Instructor**

#### **Materials / Tools:**

- First Aid Kits, Telephones, writing implements, rental vehicles (if required), skid vehicle, cones, evaluation forms

#### **Personal Protective Equipment:**

- Seat belts

#### **This position includes the following responsibilities:**

- Drive to the track, office, rental company, or offsite course facility using the “S.A.F.E.R.©” method of driving
- Aid classroom instructor as required
- Greet students as they arrive
- Conduct pre-trip inspection of vehicle being used on the course with the student
- Plan rural / urban drive routes based on course being taught, evaluation and/or location
- Instruct student during road and track training according to the course requirements, and following the in-vehicle Instructor Manual
- If setting up track for the course, do so as per training according to the course requirements
- Complete the Worksite Hazard Assessment Form
- First instructor will complete the Skid Vehicle Inspection Form
- Take down track if required
- Complete the post trip vehicle inspection
- Return rental vehicle if required

### **6.3.8 Corporate Out of Town Classroom Instructor**

#### **Materials / Tools:**

- Laptop, projector, remote, extension cord, speakers, name cards and writing implements.
- Program either on the laptop or on a USB Drive.
- Course material – Student manuals (if used), exams, pre-trip sheet, evaluation, drive sheet, driver recommendation report, worksite hazard assessment form, collision report forms, incident report form.

**Personal Protective Equipment:**

- Gloves (skid truck), seat belt

**This position includes the following responsibilities:**

- Drive to the off-site classroom using “S.A.F.E.R.©” method of driving
- Complete Hazard Assessment Report
- Unload equipment required for classroom session from vehicle if necessary
- Set up course materials and equipment for training program on classroom
- Greet students as they arrive
- Collect or distribute material as required
- Discuss safety information with students prior to starting class, e.g., Exit and washroom locations and evacuation plans.
- Conduct yourself and teach the curriculum in a manner consistent with company policies, strategies, and mission statement
- Clean up classroom, repack and load equipment into vehicle
- Lock and secure building if required
- Return home or drive to next location for class using the “S.A.F.E.R.©” method of driving
- CNRL– Albian Sands you must take a drug and alcohol test prior to going to this camp. The tests must be completed at least 5 days prior to leaving as the results could take this long. You are required to have your test results with you while on site.

**6.3.9 Corporate Out of Town In-Vehicle Instructor**

**Materials / Tools:**

- First Aid Kit, writing implements, rental vehicles (if required), skid vehicle, cones, driving evaluation forms
- Hotel information if required; Name, address, phone number and confirmation number are on the event sheet. Copy of event sheet. All information from the event sheet as to what vehicles are to be used, start time, classroom and track location and names of other instructors on the course.

**Personal Protective Equipment:**

- Seat belts
- Gloves (skid truck)
- Any items required at the location or by the company we are working for.

**This position includes the following responsibilities:**



- Drive to the offsite track location or office, and /or rental company using the “S.A.F.E.R.©” method of driving
- Aid classroom instructor as required, greet students and complete Worksite Hazard Assessment Form
- Conduct pre-trip and post trip inspection of vehicle being used on the course with the student
- Plan rural / urban drive routes based on course being taught, evaluation and/or location
- Instruct student during road and track training according to the course requirements, and following the in-vehicle Instructor Manual
- If setting up track for the course, do so as per training according to the course requirements
- Unload skid truck (as per 5.3.12)
- First instructor will complete the Skid Vehicle Inspection Form
- Take down track and load skid truck, if required and return rentals if required

#### Class 5 Driving Instructor

**This position includes the following responsibilities:**

- Drive to location to pick up student using the “S.A.F.E.R.” method of driving
- Greet Student
- Conduct pre-trip inspection of vehicle with student
- Ensure you have planned your lesson and route prior to meeting the student
- Instruct student during road and/or track training according to the lesson plan
- Ensure your student receives the full time of the lesson
- Conduct yourself and teach the Class 5 curriculum in a manner consistent with the Class 5 Instructor manual and follow the Progress Report Card for the in-vehicle portion
- Ensure you are handing in the required paperwork into the office in a timely manner

#### ***6.3.10 Airbrakes Instructor***

- This position includes the following responsibilities:
- Drive to office using the “S.A.F.E.R.” method of driving
- Unlock, and open the office and turn off the alarm
- Make coffee
- Bring in Air Brake board into classroom
- Set up classroom and ensure air brake board is operational
- Greet Students

- Teach Government Curriculum in manor consistent with the Government and company policies, strategies, and mission statement
- Complete a Brake Adjustment twice with each student
- Put everything away and clean up the classroom
- Turn everything applicable off
- Drive home using “S.A.F.E.R.” method of driving

### **Practical Sessions**

- Drive to FSI Location using the “S.A.F.E.R.” method of driving
- Start truck and complete pre-trip
- Hook up the trailer to the truck and move the unit if required to the location needed for completing of practical exams
- Makes sure blocks are in place
- Greet students as they arrive
- Complete a 15-minute demonstration with each student, then give student the exam paperwork to bring back to the office if required
- Put the truck and trailer back in the required location
- Turn off all equipment

### **6.3.11 Global Instructor**

#### **Materials / Tools:**

- Computers, projectors, speakers, name cards, and writing implements, rental vehicles (if required) skid vehicle, cones, and evaluation forms

#### **Personal Protective Equipment:**

- Seat belts
- Proper fitted leather (or equivalent) gloves when loading or unloading the skid truck.

#### **STEPS:**

- Paperwork:
- Check that attendance is the same as class list. Contact Global supervisor if there are any discrepancies.
- Setup the computer and the projector and speakers if required
- Complete Worksite Hazard Assessment Form

- Set out Manuals, pre-trip/backing sheet, and other material for each client.
- Complete Evaluation sheets and make sure licenses are valid and names and dates are legible.
- Make sure rental keys are picked up and returned to appropriate location
- Give white copy of completed evaluation to Global with copy of attendance list with irregularities noted. Check with lead as to where those are to be deposited.
- Return yellow copy of completed evaluation with ten-question quiz, and attendance list to FSI. Attendance list must include any no shows or irregularities.

**Course Instructor:**

- Check in 30 minutes prior to the start time, greet clients as they arrive.
- Instructors' names are to be written on board.
- Ensure instructors sign worksite hazard assessment form
- Fill out client information on Vehicle Evaluation (NOTE 'Last Name' FIRST).
- Be sure that each client has a name card.
- Open and close class.
- Explain times and how class will operate.
- Explain S.A.F.E.R.© system of defensive driving.
- Explain evaluation sheet and scoring system.
- Return rental trucks to designated area.
- Check that all forms are in good supply.
  - Vehicle evaluation forms
  - Exams
  - Pre-trip/backing sheets
  - Recommendation forms
  - Early dismissal forms

**Skid Truck:**

- Check Fuel Level
- Check fluid levels (oil, washer fluid, etc.)
- Complete vehicle inspection pre-trip and post-trip; return white and yellow copy to classroom.
- Return skid truck to shop area or for plug in the winter. Return to parking area.
- Any repairs required (complete the "computer maintenance request" if work to be done by Global. Give the yellow copy of the inspection form to the Lead on the course. For repairs to be done by FSI notify the lead on the course who will ensure the required people or person is notified.

- Rental Key - Return key to classroom for next usage. Spare Key is to remain on Global key rack for use by Global staff.

**In-Vehicle Instructors:**

- Complete a pre-trip. Check that both registration and insurance are current and valid for that vehicle. This needs to be done first thing. If there is a problem, contact lead to have situation dealt with immediately.
- Note the times for return should be on the board. Complete the driver evaluation, note the times for return should be on the board. Please try to stay within a 5-minute variance. This is required to respect the orderly sequence of the program.

## 7 COMMUNICATION

Fleet Safety International communications facilities are provided by Fleet Safety International and made available to users for the purposes of the business. A certain amount of limited and responsible personal use by users is also permitted. All use of our communications facilities is governed by the terms of this policy, and if our rules and procedures are not adhered to, then use of our facilities may be curtailed or withdrawn, and disciplinary action may thereafter follow. Any breach of this policy may lead to disciplinary action being taken against you and serious breaches may lead to summary dismissal.

At Fleet Safety International, communication plays an essential role in the conduct of our business. How you communicate with people not only reflects on you as an individual, but also on us as an organization. We value your ability to communicate with colleagues, (clients / customers) and business contacts, and we invest substantially in information technology and communications systems which enable you to work more efficiently. We trust you to use them responsibly.

This policy applies to all individuals working for Fleet Safety International who use our communications facilities, whether they are directors, departmental heads, partners, or consultants and whether they are full-time, part-time, or fixed-term employees, trainees, contract staff, temporary staff, and agency or home workers. Although the detailed discussion is limited to use of email and internet facilities, the general principles underlying all parts of this policy also apply to telephone communications, fax machines, copiers, and scanners.

**Some elements of the personal use of Fleet Safety International communications facilities are specifically addressed. Please read this policy carefully.**

### 7.1 General Principles

- You must use Fleet Safety International information technology and communications facilities sensibly, professionally, lawfully, and consistently with your duties, with respect for your colleagues and for Fleet Safety International and in accordance with this policy and other FSI rules and procedures.
- All information relating to our clients / customers and our business operations is confidential. You must treat our paper-based and electronic information with utmost care.
- Many aspects of communication are protected by intellectual property rights which are infringed by copying. Downloading, uploading, posting, copying, possessing, processing, and distributing material from the internet may be an infringement of copyright or of other intellectual property rights.
- Care must be taken when using email, Fleet Safety International company blog or internal message boards as a means of communication because all expressions of fact, intention and opinion in an email may bind you and/or Fleet Safety International and can be produced in court in the same way as other kinds of written statements.
- The advantage of the internet and email is that they are extremely easy and informal ways of accessing and disseminating information, but this means that it is also easy to send out ill-considered statements. All messages sent on email systems or via the internet should demonstrate the same professionalism as that

which would be taken when writing a letter or a fax. You must not use this media to do or say anything which would be subject to disciplinary or legal action in any other context such as sending any discriminatory (on the grounds of a person's sex, race, disability, age, sexual orientation, religion or belief), defamatory, or other unlawful material (for example, any material that is designed to be, or could be construed as, bullying or harassment by the recipient). If you are in doubt about a course of action, take advice from your supervisor, manager/department head.

## **7.2 Use of Fleet Safety International It Systems**

### ***7.2.1 Use Of Electronic Mail***

#### **Generally**

- Always use the email template which contains the appropriate disclaimer notice from Fleet Safety International and do not amend this notice in any way.
- Do not amend any messages received and, except where specifically authorized by the other person, do not access any other person's inbox or other email folders nor send any email purporting to come from another person.
- It is good practice to re-read and check an email before sending.
- If you copy an email to others, it may breach the Data Protection Act if it reveals all the recipients' email addresses to each recipient (e.g., in the case of marketing and mailing lists). It can also breach duties of confidentiality (e.g., in the case of internal emails to members of a staff benefit scheme). Accordingly, it may be appropriate to use the 'Bcc' (blind carbon copy) field instead of the 'Cc' (carbon copy) field when addressing an email to more than one recipient. If in doubt, seek advice from your manager / department head.

#### **Business Use**

- Expressly agree with the customer / client that the use of email is an acceptable form of communication, bearing in mind that if the material is confidential, privileged or commercially sensitive, then un-encrypted email is not secure. Each business email should include the appropriate Fleet Safety International business reference.
- If the email message or attachment contains information which is time-critical, bear in mind that an email is not necessarily an instant communication and consider whether it is the most appropriate means of communication.
- If you have sent an important document, always telephone to confirm that the email has been received and read.
- Considering the security risks inherent in some web-based email accounts, you must not email business documents to your personal web-based accounts. You may send documents to a customer / client's web-based account if you have the customer / client's express written permission to do so. However, under no circumstances should you send price sensitive or highly confidential documents to a customer / client's personal web-based email account, even if the customer / client asks you to do so.

- When you need to work on documents remotely, they can be saved to a disk or retrieved over the internet [via XXX website].

### **Personal Use**

- Although Fleet Safety International email facilities are provided for the purposes of our business, we accept that you may occasionally want to use them for your own personal purposes. This is permitted on the condition that all the procedures and rules set out in this policy are complied with. Be aware, however, that if you choose to make use of our facilities for personal correspondence, you can expect very little privacy because Fleet Safety International may need to monitor communications for the reasons in this policy. You will greatly increase the privacy of any personal email by complying with the procedures set out below.
- Under no circumstances may Fleet Safety International facilities be used in connection with the operation or management of any business other than that of Fleet Safety International or a customer / client of Fleet Safety International unless express permission has been obtained from your manager / department head.
- You must ensure that your personal email use:
  - Does not interfere with the performance of your duties
  - Does not take priority over your work responsibilities
  - Is minimal and limited to taking place substantially outside of normal working hours (i.e., during any breaks which you are entitled to or before or after your normal hours of work)
  - Does not cause unwarranted expense or liability to be incurred by Fleet Safety International
  - Does not have a negative impact on Fleet Safety International in any way
  - Is lawful and complies with this policy
- As with any correspondence made using Fleet Safety International electronic facilities, you can delete personal email from the live system, but they will have been copied (perhaps many times) onto the backup tapes and in that form will be retained indefinitely. It would be a very difficult, costly, and time-consuming exercise to sift all those tapes to delete an individual's personal email, and if we were to agree to attempt this, it would be at our convenience, and only on the basis that all the very considerable costs involved were paid in advance by the person making the request.
- By making personal use of our facilities for sending and receiving email you signify your agreement to abide by the conditions imposed for their use and signify your consent to Fleet Safety International monitoring your personal email in accordance with this policy.

### ***7.2.2 Use of Internet and Intranet***

- We trust you to use the internet sensibly. Bear in mind that always, when visiting an internet site, information identifying your PC may be logged. Therefore, any activity you engage in via the internet may affect Fleet Safety International.
- Whenever you access a web site, you should always comply with the terms and conditions governing its use.
- We recognize the need for individuals to have to carry out some personal tasks during working hours, e.g., for internet banking or on-line shopping, and this is permitted subject to the same rules as are set out for

personal email use. If these activities require additional software to be installed onto your PC, you should submit a request to management who may be able to arrange this for you. Whenever you need to download software to enable you to access an online service you must obtain the express permission of management who will consider the request in line with Fleet Safety International's IT policy.

- You are strongly discouraged from providing your Fleet Safety International email address when using public web sites for non-business purposes, such as on-line shopping. This must be kept to a minimum and done only where necessary, as it results in you and Fleet Safety International receiving substantial amounts of unwanted email.
- You must not:
  - Use any images, text or material which are copyright-protected, other than in accordance with the terms of the license under which you were permitted to download them
  - Introduce packet-sniffing or password-detecting software
  - Seek to gain access to restricted areas of Fleet Safety International network
  - Access or try to access data which you know or ought to know is confidential
  - Introduce any form of computer virus; nor carry out any hacking activities
  - Under any circumstances, use Fleet Safety International systems to participate in any internet chat room, post messages on any external message board or contribute to any external blog unless expressly permitted in writing to do so by Fleet Safety International
- For your information, the breach of items above, would not only contravene the terms of this policy, but could in some circumstances also amount to the commission of an offence under the Computer Misuse Act 1990, which creates the following offences:
  - Unauthorized access to computer material, i.e., hacking
  - Unauthorized modification of computer material
  - Unauthorized access with intent to commit or facilitate the commission of further offences

### ***7.2.3 Misuse of Facilities and Systems***

Misuse of Fleet Safety International facilities and systems including abuse of telephone, email, or the internet in breach of this policy will be treated seriously and dealt with in accordance with Fleet Safety International's disciplinary procedure.

Viewing, accessing, transmitting, posting, downloading, or uploading any of the following materials in the following ways, or using any of Fleet Safety International's facilities, will amount to gross misconduct capable of resulting in summary dismissal (this list is not exhaustive):

- Material, which is sexist, racist, homophobic, xenophobic, pornographic, pedophilic, or similarly discriminatory and/or offensive
- Offensive, obscene, derogatory, or criminal material or material which is liable to cause embarrassment to Fleet Safety International and any of its staff or its customers / clients or bring the reputation of Fleet Safety International and/or any of its staff or its customers / clients into disrepute
- Any defamatory material about any person or organization or material which includes statements which are untrue or of a deceptive nature



- Any material which, by intent or otherwise, harasses the recipient
- Any other statement which is designed to cause annoyance, inconvenience, or anxiety to anyone. Any material which violates the privacy of others or unfairly criticizes or misrepresents others
- Confidential information about Fleet Safety International and any of its staff or customers / clients
- Any other statement which is likely to create any liability, whether criminal or civil, whether for you or for Fleet Safety International
- Material in breach of copyright and/or other intellectual property rights
- Online gambling
- Unsolicited commercial or advertising material, chain letters or other junk mail of any kind

If Fleet Safety International has evidence of the examples of misuse set out above it reserves the right to undertake a more detailed investigation in accordance with its disciplinary procedures.

#### ***7.2.4 System Security***

Security of our IT systems is of paramount importance. We owe a duty to all our customers / clients to ensure that all our business transactions are kept confidential. If at any time we need to rely on any information in court which has been stored or processed using our IT systems, it is essential that we are able to demonstrate the integrity of those systems. Every time you use the system, you take responsibility for the security implications of what you are doing.

- Fleet Safety International system or equipment must not be used in any way which may cause damage or overloading, or which may affect its performance or that of the internal or external network.
- Keep all confidential information secure, use it only for the purposes intended and do not disclose it to any unauthorized third party.
- Keep your system passwords safe. Do not disclose them to anyone. Those who have a legitimate reason to access other users' inboxes must be given permission from that other user. If you have disclosed your password to anyone else, ensure that you change your password once it is no longer needed.
- If a document is highly commercially confidential or price sensitive, you should mark it as "private and confidential" and password-protect the document itself. Bear in mind that documents which are NOT marked "private and confidential" can be accessed by all users of the network.
- Copies of confidential information should be printed out only as necessary, retrieved from the printer immediately, and stored or destroyed in an appropriate manner.
- Whenever you load material from outside Fleet Safety International onto your PC via a disk or CD Rom you must be sure that it is from a secure and safe source. If in doubt about any such material or if you suspect that it may contain a virus, always contact management beforehand and get help. Please note that you may not load software on to your PC unless it has been authorized by management.
- You should not download or install software from external sources without having first received the necessary authorization.

- No external device or equipment should be attached to Fleet Safety International systems without the prior notification to and approval.
- You should always exercise caution when opening emails from unknown external sources or where, for any reason, an email appears suspicious or when a suspected virus is received.

### ***7.2.5 Working Remotely***

This part of the policy, and the procedures in it, apply to your use of our systems, to your use of our laptops, and also to your use of your own computer equipment or other computer equipment (e.g. client's equipment) whenever you are working on Fleet Safety International business away from Fleet Safety International premises (working remotely).

#### **When you are working remotely you must:**

- Passwords protect any work which relates to Fleet Safety International business so that no other person can access your work
- Position yourself so that your work cannot be overlooked by any other person
- Take reasonable precautions to safeguard the security of our laptop computers and any computer equipment on which you do Fleet Safety International business, and keep your passwords secret
- Inform the police and management department (as appropriate) as soon as possible if either a Fleet Safety International laptop in your possession or any computer equipment on which you do Fleet Safety International work, even if this is a personal IT facility, has been lost or stolen
- Ensure that any work which you do remotely is saved on Fleet Safety International system or is transferred to our system as soon as reasonably practicable

PDA's or similar hand-held devices are easily stolen and not very secure so you must password-protect access to any such devices used by you on which is stored any personal data of which Fleet Safety International is a data controller or any information relating our business, our clients, or their business.

### ***7.2.6 Personal Blogs and Websites***

This part of the policy, and procedures in it, apply to personal blogs, websites, and all other personal web content (e.g., personal podcasts) even if created, updated, modified, or contributed to outside of working hours or when using personal IT systems.

- Fleet Safety International recognizes that in your own private time you may wish to contribute to online forums, such as websites, blogs, and message boards, or you may take part in podcasting, webcasting or forums of a similar nature. For the avoidance of doubt, such activities are expressly prohibited during work time or using Fleet Safety International systems.
- If you post any content to the internet, written, vocal or visual, which identifies, or could identify, you as a member of Fleet Safety International staff and/or you discuss your work or anything related to Fleet Safety International or its business, customers or staff, Fleet Safety International expects you, at all times,

to conduct yourself appropriately and in a manner which is consistent with your contract of employment and with Fleet Safety International policies and procedures. It should be noted that simply revealing your name or a visual image of yourself could be enough to identify you as an individual who works for Fleet Safety International.

- If you already have a personal blog or website which indicates in any way that you work for Fleet Safety International, you should report this to your manager / department head.
- If you intend to create a personal blog or website that will say that you work for Fleet Safety International or in any way could identify you as someone who works for Fleet Safety International, you should report this to your manager / department head.
- If a blog posting clearly identifies that you work for Fleet Safety International and you express any idea or opinion, you should add a disclaimer such as “these are my own personal views and not those of Fleet Safety International “.

**The following matters will be treated as gross misconduct capable of resulting in summary dismissal (this list is not exhaustive):**

- Revealing confidential information about Fleet Safety International in a personal online posting.
  - This might include revealing information relating to Fleet Safety International’s clients, business plans, policies, staff, financial information, or internal discussions. Consult your manager if you are unclear about what might be confidential.
- Using a personal blog or website to criticize or embarrass Fleet Safety International, its clients or its staff.
  - You should always respect the corporate reputation of Fleet Safety International and the privacy and feelings of others. If you have a genuine complaint to make about a colleague or workplace matter, the correct procedure is to raise a grievance using the Fleet Safety International grievance procedure.
- Accessing or updating a personal blog or website from Fleet Safety International computers or during work time.
  - If you think that something on your blog or website could give rise to a conflict of interest and in particular concerns, issues of impartiality or confidentiality required by your role then this must be discussed with your line manager / departmental head / partner.
  - If someone from the media or press contacts you about posts on your blog or website that relates to Fleet Safety International, you should talk to your line manager / departmental head / partner before responding and Fleet Safety International management must be consulted.
  - Personal blogs or websites which do not identify the blogger as a member of Fleet Safety International staff and do not mention Fleet Safety International and are purely concerned with personal matters will normally fall outside the scope of Fleet Safety International communications policy.

### **7.2.7 Monitoring of Communications**

Fleet Safety International is ultimately responsible for all business communications, but subject to that, will so far as possible and appropriate, respect your privacy and autonomy while working.

**Fleet Safety International may monitor your business communications for reasons which include:**

- Providing evidence of business transactions
- Ensuring that Fleet Safety International business procedures, policies and contracts with staff are adhered to
- Complying with any legal obligations
- Monitoring standards of service, staff performance, and for staff training
- Preventing or detecting unauthorized use of Fleet Safety International communications systems or criminal activities
- Maintaining the effective operation of Fleet Safety International communication systems

**For the purposes specified in this policy, Fleet Safety International will monitor telephone, email and internet traffic data at a network level that covers both personal and business communications, including (but not limited to):**

- Sender / receiver / subject
- Non-business attachments to email
- Numbers called and duration of calls
- Domain names of web sites visited, duration of visits, and non-business files downloaded from the internet

For the purposes of maintenance of your own personal privacy, you need to be aware that such monitoring might reveal sensitive personal data about you. For example, if you regularly visit web sites which detail the activities of a particular political party or religious group, then those visits might indicate your political opinions or religious beliefs. By carrying out such activities using Fleet Safety International facilities you consent to our processing any sensitive personal data about you which may be revealed by such monitoring.

Sometimes it is necessary for Fleet Safety International to access your business communications during your absence, such as when you are away because you are ill or while you are on holiday. Unless your mailbox settings are such that the individuals who need to do this already have permission to view your inbox, access will be granted only with the permission of one of the persons authorized to grant such access (in accordance with our policy "Access to Mailboxes").

### **7.2.8 Internal Communication**

Internal communications are an important and necessary part of conducting business.

**Internal communications may include:**

- Memos
- Emails
- Discussions
- Meetings
- Signed policy letters

**General information may be communicated through any communication mode deemed appropriate by management. Critical information is to be presented by letter or memo that is signed by the employee.**

#### **Compliance with This Policy**

Failure to comply with this policy may result in disciplinary action being taken against you under Fleet Safety International disciplinary procedures, which may include summary dismissal, and/or the withdrawal of permission to use the firm's equipment for personal purposes. If there is anything in this policy that you do not understand, please discuss it with your manager / department head.

**The procedures and policies outlined in this policy, and in any related policy, may be reviewed or changed at any time. You will be alerted to important changes.**

### **7.3 General Safety Meetings**

To achieve ownership and increase the level of success, the control of workplace hazards and the reduction of occupational injuries or illnesses require that both management and employees be actively involved in an organized and well-structured safety management program.

An integral part of the safety management program is communication. A useful vehicle that promotes and enhances two-way communication especially between management, the health and safety committee and workers is a regularly scheduled safety meeting. Safety meetings allow management and the health and safety committee to communicate new developments to personnel and maintain a high level of safety awareness. It also provides a forum for employees to offer thoughts, criticisms and ideas to management and the health and safety committee for program improvements.

**Seasonal related subjects could include, and may not be limited to:**

- Changes to the Health and Safety Manual
- Violence and Harassment policy changes
- Schools re-opening after summer break
- Changes to the highway traffic act
- Winter driving tips
- Heat exhaustion / hypothermia
- Christmas festive season and consumption of alcohol by drivers
- Year-end safety and/or safe driving recognition
- Annual accident / collision review
- Ergonomics (back care and lifting techniques)
- Asset security
- Equipment preventative maintenance
- Management perspective on health and safety
- Health and Safety Committee input from employees
- PPE equipment care and maintenance
- Firefighting capabilities
- Review company rules, policies, procedures, and guidelines
- Review emergency contingency plan
- Suggestions for enhancing the health and safety program, etc.

***7.3.1 General Safety Meeting Schedule***

- Meetings are held in a variety of manners, i.e.: newsletters, emails, and memos. A Safety meeting is to be done once per year with everyone involved.
- Due to time conflicts, different departments may meet individually for Safety Meetings, as well as for regular department meetings regarding safety and other department-specific concerns.
- The Corporate Department (instructors), hold brief tail gate meetings prior to a course starting, and as time and instructor's permit.
- The Class 5 Department has meetings based on need. Part of these meetings will be random inspections of the company and contractor instruction vehicles.
- The office staff meets as needed, which can occur weekly, monthly, or depending on the need.

### **7.3.2 General Safety Meeting Agenda**

The general safety meetings incorporate any changes to policy, regulations, practices, and reporting. These meetings also address current policies, practices, regulations and reporting standards and expectations.

**All general safety meetings will be documented using the Safety Meeting Form and turned into the office to be filed. (See Section 11 for a copy of the Safety Meeting Form)**

## **8 INCIDENT /ACCIDENT REPORTING AND INVESTIGATION**

The objective of this policy is to establish and make known to all FSI employees and contractors what they are required to do in the case of any avoidable or unavoidable collision or any other incident during shift or while using a company vehicle.

**In the event of an incident, all staff and contractors required to:**

- Fill out the required forms and take photographs whenever an incident or accident occurs during shift, or anytime when using a company vehicle.
- Purchase and carry a camera during in-vehicle instruction or evaluation, and anytime they are otherwise using a company supplied vehicle.
- Have Hazard Identification & Incident/Accident Report Form and Collision Report Forms in their vehicle or on their person during in-vehicle instruction or evaluation, and anytime they are using a company supplied vehicle.
- Have Hazard Identification & Incident/Accident Report Form and Collision Report Forms readily available to be filled out in case of injury or incident/accident, or work refusal that may occur during the classroom time or while visitors are on FSI property.
- Photograph and fill out incident reports and collision reports for all avoidable or unavoidable collisions or incidences while conducting in-vehicle instruction or evaluation, and any other time they are using a company supplied vehicle.
- Report the incident to the Health and Safety Committee and management.

**See Section 11 for a copy of the Hazard Identification & Incident / Accident Report Form**

### **8.1 Incident Reporting and Investigation**

Fleet Safety International requires all incidents/accidents that have caused injury, occupational illness, loss of product, or damage to property to be reported to the Health and Safety Committee and management. An investigation will be conducted to identify the root cause(s) for high-risk incidents and to recommend actions to prevent recurrence.

**In accordance with modern and industry acknowledged terminology, Fleet Safety International has adopted the following definitions respecting incident reporting:**

- Incident
  - Someone hurt, something broken, something spilled or released
- Hazard
  - Something that could result in physical harm to a person, a loss of product, or damage to property
- Safety
  - The control of accidental loss
- Work Refusals
  - To not carry out any work the employee or contractor reasonably think will put themselves or others in danger
- Injury
  - In reference to a person, means harm or hurt
- Occupational Illness
  - A chronic ailment that occurs because of work or occupational activity

**Fleet Safety International recognizes three (3) levels of response to incidents:**

- Notification
  - Refers to an immediate action of reporting (by the most rapid means, usually directly in person or by telephone)
- Reporting
  - Refers to filling out the reports required by both Fleet Safety International and the various regulators, such as WCB, OH&S, etc.
- Investigation
  - Refers to a detailed review of the circumstances leading up to, and including, the exposure. The investigation shall be initiated as soon as practicable; and depending upon the magnitude of the event, could take weeks to complete. As well as documenting the basic and immediate causes, incident investigation requires a more in-depth review by identifying the root causes and indirect contributing factors.

In accordance with Fleet Safety International requirements, all incidents shall be reported. However, to provide workers with some guidance and direction, the following are some examples of why, how, and what to report.



### **8.1.1 Why Incidents are Reported**

The reporting and investigation of incidents is an important component of Fleet Safety International Environmental, Health and Safety (EH&S) program.

**In the reporting, investigation, and analysis process, there are three (3) basic facts to remember:**

- Incidents are caused
- By identifying and eliminating causes, future incidents can realistically be prevented
- Unless the causes are effectively eliminated, the same incidents will likely occur again

### **8.1.2 How to Report an Incident**

#### **1. Report**

- In the event an incident occurs (especially when of a serious nature) the situation must be immediately reported (verbally) via telephone, cell phone, etc. to your Fleet Safety International management and Health and Safety Committee.

#### **2. Contain, mitigate, or secure the incident site**

- The party that caused the incident is responsible for controlling the situation, assessing adverse effects, and implementing remedial action

#### **3. Document**

- The Health and Safety Committee must ensure the Hazard Identification & Incident/Accident Report Form and/or Collision Report Form is completed and forwarded to the appropriate company representative(s) and the appropriate documents and notifications are made to the regulatory agencies

When completing the form, provide all information requested (when not applicable, write “N/A” in the space provided).

**In doing so remember:**

- Give as detailed a description of the emergency event (incident) as possible

**See Section 11 for a copy of the Hazard Identification & Incident/Accident Report Form and for a copy of the Collision Report Form**

### **8.1.3 What Must Be Reported (but not limited to)**

#### **Internally**

- Personal Injury
- Chemical Exposure
- Fire / Explosion
- Environmental Occurrence
- Equipment Damage
- Motor Vehicle Accident
- Operation Upset
- Incident (near miss)
- Occupational Illness
- Toxic or Flammable Gas Release
- Spill / Release
- Property Damage
- Security / Theft
- Work Refusal
- Violence in the workplace
- Harassment in the workplace
- Third Party / Public Involved incident

#### **Externally**

- Any fatality
- Work Refusal
- Injury requiring the worker to be hospitalized more than 2 days.
- Unplanned, uncontrolled, fire, explosion, or flood that causes serious injury or has the potential to do so.
- Collapse or failure of a component of a building that is necessary to the structural integrity of the building.

### **8.1.4 Injury / Incident Reporting Process and Flow Chart**

Any Fleet Safety International employee or contract employee who is refusing to work, is injured or becomes ill because of a job- related condition or incident must notify the Health and Safety Committee and management. The Health and Safety Committee and/or management will ensure the proper documents and reports are filed both internally and externally.

**The employee and Health and Safety Committee must report any incidents which:**

- Cause an employee to be off work beyond the day of the incident
- Require modified work beyond the day of injury
- Require ongoing medical treatment
- Result in dental or eyeglass damage
- May result in permanent disability
- May result in medical layoff later

**In the event of an incident requiring transportation of an injured party, Fleet Safety International is responsible for providing transportation to the nearest medical treatment facility and for covering any related costs.**

### ***8.1.5 WCB Injury Incident Reporting***

All incidents that fall under Section 18 of the OH&S Act must be reported to OH&S and WCB or other regulatory agencies as defined by the OH&S Act.

#### **Workers Responsibilities**

- As with all injuries or illnesses, major or minor, immediately report the occurrence to the Health and Safety Committee or management.
- If you must get medical attention for your injury, make sure your doctor knows the incident happened at work.
- If your injury prevents you from returning to your job the day after your incident, the injury must be reported to the WCB. Ask your Health and Safety Committee or management for the appropriate Worker's Employee's WCB form.
- Responsibility for implementing the incident reporting procedures lies with all employees.

#### **Management Responsibilities and/or Health and Safety Committee**

- Ensure appropriate personnel are notified of the incident.
- Ensure a copy of the report is included in the company's incident report file.
- If the worker's injury prevents them from returning to the job the day after their incident, the injury must be reported to the WCB utilizing the WCB Employer's Report. The employer has 72 hours, after being made aware of the injury, to file the report.
- The incident investigation process is implemented by the Health and Safety Committee, senior personnel, management and/or other designated personnel familiar with investigation techniques.
- Health and Safety Committee and Fleet Safety International Management Representative are required to investigate all serious incidents within forty-eight (48) hours of their occurrence, for those incidents which occur at worksites under their supervision.

- Incidents occurring to contractor personnel engaged in Fleet Safety International activities shall be investigated jointly by the onsite contractor representative and the Health and Safety Committee and Fleet Safety International Management Representative.
- Fleet Safety International will ensure that key staff are current on WCB legislation and obligations. Fleet Safety International will refer to [www.wcb.ab.ca](http://www.wcb.ab.ca) for up-to-date information and forms.
- Every employee will have a copy of the WCB Worker Handbook
- Fleet Safety International will post the “Hurt at Work” poster in a visible area in the office.
- Any employee that has been with Fleet Safety International for 12 months or more will be entitled to the same benefits they had before the accident for up to one year and the employee must still pay into their portion of the benefit program for the plan to stay effective. Should the employee decide not to continue contributing; this will relieve the employer from their obligation.
- Fleet Safety International will bring the employee back to the same job or alternative job after the workplace accident unless it impacts its ability to run its business. Fleet Safety International is obliged to hold the position until it results in undue hardship for Fleet Safety International. Fleet Safety International will provide temporary or permanent modified work once it is available and the employee is fit to return to such program. Upon clearance to return to work from WCB; Fleet Safety International will offer employee their pre-accident position within one working day. Temporary modified work plans will be offered within 3 workdays and permanent modifications time frames will be negotiated with WCB: Fleet Safety International and the worker.
- Modified suitable work plans will be customized dependent on the employee; the injury; the type of work available and the accommodation does not create undue hardship to Fleet Safety International. The employee will be encouraged to provide input and research in modifying duties.
- Fleet Safety International will follow the Best Practices recommended by WCB in preparing customized - Modified Work Plans

**Sample Modified Work Plans:**

- Driving Instructor cannot sit in car due to injury. They may teach classroom courses; review and prepare materials for other instructors’ course; assist in updating programs; office administration that may be required.
- Office Staff injury resulting in in-ability to use computer. They may be able to do phone support and reception duties.

## BEST PRACTICES in implementing a successful return-to-work program

### 1. With WCB-Alberta, develop a modified work policy that reflects your company's commitment to return to work.

- ✓ Ensure that modified work is meaningful, of value to the organization and meets the employee's medical restrictions and physical limitations.
- ✓ Ensure your employees know that they are expected to participate and you will do everything possible to assist them in getting back to work.
- ✓ Make the program flexible so it can accommodate a variety of different situations.
- ✓ Ensure the program is available to employees who have work-related and non-work-related injuries.
- ✓ Ensure union representatives (if applicable) are aware of the benefits of return-to-work programs.

### 2. Identify modified work in your company.

- ✓ Ask for input from employees regarding modified work opportunities.
- ✓ Consider using outside resources to help identify modified work within the organization.
- ✓ Observe employees' job tasks and note the physical demands of each, then determine how

they could be changed to accommodate an injured employee and document this information.

### 3. Educate employees about return-to-work practices.

- ✓ Ensure everyone in the organization understands the organization's return-to-work philosophy.
- ✓ Educate management about the needs of injured workers who are returning to work.
- ✓ Ensure employees are aware of the benefits of return-to-work programs.

### 4. Follow modified work policies and procedures.

- ✓ If your employee performs modified work past the day of the accident to accommodate an injury, you must report the accident to WCB-Alberta, even if there is no lost time or loss of earnings.
- ✓ Ensure all modified work offers are medically approved and documentation is provided to the case manager.
- ✓ Maintain regular contact with your employee, his/her doctor and WCB-Alberta.

## 8.2 Preventability Analysis Tool

### Preventable or Not Preventable – That is the Question

#### 8.2.1 *The Process*

In determining whether a collision was preventable or not is a difficult task. This tool provides a fair and consistent standard from which to judge a collision's preventability. Start by filling out the Common Questionnaire and then fill out all additional questionnaires that would relate or be appropriate for your collision.

This tool is best used as a teaching tool, one that informs and allows drivers to learn from their mistakes and the mistakes of others. This tool is not meant as a disciplinary device; in fact, if so employed, management may lose in the long run as employees may not be truthful in answering the questions.

**After a collision, regardless of designated legal fault, the driver should fill out the provided forms:**

- Collision Report Form
- Common Questionnaire
- The appropriate Collision Questionnaires

After filling out the Collision Report Form, the Common Questionnaire and the appropriate Collision Questionnaires, the safety officer and employee discuss the results and come to a mutual agreement about preventability. A template is then provided for the employee to fill out that allows for reflection and provides the safety manager an indication of possible supplemental training if required.

**See Section 11.9 for the Preventability Analysis Tool**

#### 8.2.2 *Basic Tenants of Defensive Driving Standards*

**Please note "he" is used in gender-neutral terms**

- A. A defensive driver acknowledges that people are human and will make mistakes. He realizes that while he has no control over the actions of others, he takes steps to anticipate reasonable actions and then takes appropriate precautions.
- B. While defensive drivers have no control over the weather and road conditions, a defensive driver is aware of conditions and takes appropriate action – even if it means not driving that day.
- C. Defensive drivers acknowledge that even in the face of unanticipated situations such as missing road signs, non-functioning traffic lights, etc., that does not relieve his responsibility to drive without collisions.
- D. A defensive driver yields the right-of-way and adjusts his driving to avoid collisions when necessary. The defensive driver understands that he has a moral and legal obligation to avoid

collisions. The defensive driver has a personal responsibility to drive safely and avoid collisions.

- E. The defensive driver understands the importance of active driving over passive driving. He makes safe driving his job.
- F. A defensive driver understands that he is human and that regardless of the knowledge, skills, experience or training, there are some days that he is a better driver than on other days. The defensive driver recognizes a poor driving day and moves into a more active role in driving.
- G. A defensive driver is a lifelong learner; he upgrades his knowledge and skills on a regular basis. A defensive driver also has a responsibility to share new driving knowledge and skills with others in non- confrontational ways. A dialogue about safe driving is useful and progressive, while admonishment is generally counter-productive.

## 9 PREVENTIVE MAINTENANCE & INSPECTION PROGRAM

**This program will address the following areas as required by Provincially Regulated vehicles:**

- Daily vehicle inspections
- Repairs
- Maintenance
- Annual CVIP inspections
- Record keeping

### 9.1 Daily Vehicle Inspections

All employees of Fleet Safety International must use the following guidelines to complete all Pre-trip and Post-trip vehicle inspections when using company vehicles. Exceptions to this are as follows: Class 5 contract instructors are to complete a vehicle inspection record weekly as they are using their own vehicle. When using a company skid vehicle, either a pre-trip or post-trip must be completed on the day of use but not both.

#### **Vehicle Inspection Book Procedure**

**A circle check of the vehicle and or trailer must first be done including:**

- Check all fluids, belts, and hoses.
- Start vehicle and check all gauges and lights.
- All employees must fill out the inspection sheet, both pre and post trip.
- Mark defective items with appropriate comments to help with the diagnosis.
- List any fluids used (i.e.) washer fluid, motor oil in the comment section and dispose of empty containers in the designated refuse containers for proper disposal.
- Sign inspection sheet in appropriate spaces.
- Deposit the first copy of the inspection sheet in the appropriate mailbox.

- The second sheet of the inspection book will be taken out and filed after the repairs have been completed.
- Maintenance personnel will sign the office copy of the inspection sheet as a notification the repairs have been completed.
- If maintenance personnel cannot be reached for whatever reason, the operator of the defective vehicle or trailer will contact the office immediately for assistance.
  - Any vehicle deemed unsafe to operate will not be moved.
  - Minor repairs can be done by the operator, i.e., brake light, signal light or fuse, but it should be marked on inspection sheet.
  - Fuses and lights are provided and placed in glove box.
- Leave vehicle in clean condition, both inside and out.
  - Ensure vehicle is full of fuel
- Always Park the vehicle in designated spots, lock doors and place keys in the appropriate key box.

## 9.2 Repairs

Repairs will be completed as required. Depending on the repair required, a decision of which repair company to be used will be made by management.

- Inspection forms noted with repairs required will be received by the maintenance personnel.
- The maintenance personnel will either make the repairs or schedule the vehicle in for the repairs to be completed.
- Once the repairs are completed, the inspection form will be signed by the maintenance personnel.
- The repair invoice will be entered into the Fleet Zone Database.

## 9.3 Maintenance

**Regular maintenance is completed on each of the company vehicles based on the following program:**

- Oil changes are completed every 5,000 km, 6 months or km's listed on last changed label in the vehicle.
- Skid vehicles are checked every six months and/or February and August for a full preventive maintenance overall including an oil change and transmission oil change as they are not used on a regular daily bases and they do not reach the km's as listed above,
- Tires are checked via the inspection reports and the maintenance personnel. They are changed when noted in poor condition.



## 9.4 Annual CVIP Inspections

- Annual CVIP are completed as required by the vehicle:
- Maintenance personnel schedule in the vehicles required to have an annual CVIP
- CVIP is required every 12 months before the past CVIP expires. These are completed by Certified CVIP stations.
- CVIP is recorded in the Fleet Zone Database and in the Automotive File in the accounting office.

## 9.5 Record Keeping

- All repairs and regular maintenance information are kept within the Fleet Zone Database on the Fleet Safety International Database.
- Maintenance personnel are responsible for entering all vehicle information, repairs, completed information, and maintenance information into the specific vehicle file.
- Copies of all repair and maintenance invoices are kept in the individual vehicle files within the vehicle filling cabinet.

## 10 TIME SHEET PROCEDURES

- Timesheets must be completed and submitted electronically. Please email your timesheets to [fsiaccounting@fleetsafetyinternational.com](mailto:fsiaccounting@fleetsafetyinternational.com)
- Use a decimal place to convert minutes into decimals broken down into 15-minute increments. (Example: 4 hours and 45 minutes = 4.75 hours.)
- If you work two different times or courses in one day, make sure these are clearly marked in the appropriate box so that they will be correctly interpreted.
- In Client/Student or Course column please ensure that you record this information as we code it for job costing.

# 11 FORMS

## 11.1 Worksite Hazard Assessment Form

### WORKSITE HAZARD ASSESSMENT FORM

Location/Course or Client: \_\_\_\_\_ Date: \_\_\_\_\_  
(month/day/year)

Inspector / Instructor: \_\_\_\_\_

<b>Hazard Legend</b>	1 – Imminent Danger	2 - Serious	3 – Minor	4. – Negligible/OK
<b>Risk Legend</b>	A – Probable	B – Reasonably Probable	C – Remote	D – Extremely Remote

Deficiency / Hazard	Deficiency	Measures Taken	Hazard / Risk Rating	Initial for changes
Weather				
Lighting conditions				
Road conditions				
Track conditions				
Other vehicles / wildlife / animals				
Fixed objects / Light posts / standards				
Classroom conditions / equipment				
Parking lot conditions				
Instructor / student interactions				
COVID 19				

**Other (please list)**


**Staff Present**


Print Name	Signature

**Hazard Ratings of 1 or 2 and Risk Ratings of A or B must be reported to Supervisor (please list):**


<b>Inspection received by:</b>	
Print Name	Signature
<b>Date Hazard / Risk Inspection received for review</b>	(mm/dd/yy)

**This report is to be completed at the beginning of each day and if there are any changes during that class. It must be submitted with paperwork for the total program (out of town classes).**

## 11.2 Customer Complaint Record


	<b>CUSTOMER COMPLAINT RECORD</b>
Date/Time	_____
Name	_____
Contact #	_____

<b>Description of Concern</b>


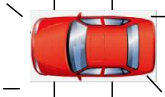
<b>Employees Involved</b>

<b>Resolution</b>

Site Emergency Procedures Form

 <b>SITE EMERGENCY PROCEDURES FORM</b>		
Location Name: Bay 119, 4999 – 43 <sup>rd</sup> . Street S.E., Calgary, AB T2B 3N4  AED – On Site – located on main floor by photocopier	GPS Location: Long. 113.969741 Lat. 51.008789	
Gravel Track Training Site: #260, 206 Range Road 284	GPS Location: Long. 113.86539 Lat. 51.09769	
<ul style="list-style-type: none"> <li>• Hospital:                             <ul style="list-style-type: none"> <li>– Peter Lougheed Centre 403-944-4999;</li> <li>– Rocky view General 403-943-3000.</li> <li>– Foothills Hospital 403-944-1110</li> <li>– South Calgary Hospital 403-956-1111</li> </ul> </li> <li>• Emergency Health Services: Telephone 911</li> <li>• Police: 911 / 403-266-1234 (non-emergency)</li> <li>• WCB: (780) 498-3999 / 1-866-922-9221</li> </ul>	<b>COMPANY CONTACTS</b> <ul style="list-style-type: none"> <li>• Owner:                             <ul style="list-style-type: none"> <li>– Dr. Randy Flemmer, phone (w) 403-283-0077 (c) 403-850-1224</li> </ul> </li> <li>• VP Operations:                             <ul style="list-style-type: none"> <li>– Jackie Young, (w) 403- 283-0077, (c) 403-604-0177</li> </ul> </li> <li>• Emergency Response Centre: 911</li> <li>• Alternate contact:                             <ul style="list-style-type: none"> <li>– Joan Flemmer (w) 403-283-0077 (c)403-651-2262</li> </ul> </li> </ul>	
<b>FIRE</b> <ul style="list-style-type: none"> <li>• Immediately shut off power, engines, and fuel source if safe to do so and call Emergency Services.</li> <li>• Have all non-essential personnel clear the area.</li> <li>• Do a head count to account for all workers.</li> <li>• Notify Fleet Safety International as per above contacts.</li> <li>• Complete full incident report including all witness information.</li> </ul>	<b>SERIOUS INCIDENT</b> <ul style="list-style-type: none"> <li>• Secure the scene, protect yourself and others in accordance to your Standard First Aid Training.</li> <li>• Attend to the injured worker.</li> <li>• Arrange for transport of injured by calling 911, (assign a co-worker or and individual available)</li> <li>• Notify Fleet Safety International as per the above contacts.</li> <li>• Complete full incident report including all witness information.</li> </ul>	<b>VEHICLE INCIDENT</b> <ul style="list-style-type: none"> <li>• Shut off equipment and fuel source if safe to do so. If there are injured persons, call emergency services 911.</li> <li>• Provide assistance to injured persons.</li> <li>• Remove injured persons and secure the incident scene according to your Standard First Aid Training.</li> <li>• Control any spill or environmental hazard if safe to do so or have Emergency Services do this if not safe.</li> <li>• Notify the Fleet Safety International as per the above contacts.</li> <li>• Complete full incident report including all witness information.</li> </ul>
<b>Information required by Hospital or Ambulance:</b> <ul style="list-style-type: none"> <li style="width: 50%;">• Location of injured persons</li> <li style="width: 50%;">• Number of patients, ages, sex.</li> <li style="width: 50%;">• Contact number</li> <li style="width: 50%;">• Condition/type of injury.</li> <li style="width: 50%;">• Contact name.</li> <li style="width: 50%;">• First aid available.</li> <li style="width: 50%;">• Weather conditions.</li> </ul>		

# 11.3 Vehicle Inspection Form

		<h2 style="margin: 0;">VEHICLE INSPECTION FORM</h2>					
Inspect vehicle and equipment both pre and post trip as per corporate guidelines.			Operator Name:				
Licence #	Make	Date (yyyy / mm / dd)					
Odometer Reading <i>Start</i>   <i>End</i>		Trailer Unit Number					
Location Where Inspection Performed <i>Pre Trip</i>   <i>Post Trip</i>							
Only check items if they are <u>defective</u> . Use an asterick (*) to note a recurring problem. Give details below.							
Under the Hood		In the Cab		Around the Vehicle / Unit		Trailer	
Pre Trip	Post Trip	Pre Trip	Post Trip	Pre Trip	Post Trip	Pre Trip	Post Trip
<input type="checkbox"/> Engine oil	<input type="checkbox"/>	<input type="checkbox"/> All gauges	<input type="checkbox"/>	<input type="checkbox"/> Windshield	<input type="checkbox"/>	<input type="checkbox"/> Trailer coupling devices	<input type="checkbox"/>
<input type="checkbox"/> Transmission oil	<input type="checkbox"/>	<input type="checkbox"/> Windshield wiper/washer	<input type="checkbox"/>	<input type="checkbox"/> Other glass	<input type="checkbox"/>	<input type="checkbox"/> Trailer brake connections	<input type="checkbox"/>
<input type="checkbox"/> Coolant (visual)	<input type="checkbox"/>	<input type="checkbox"/> Horn(s)	<input type="checkbox"/>	<input type="checkbox"/> All lights / reflectors	<input type="checkbox"/>	<input type="checkbox"/> Trailer brake operation	<input type="checkbox"/>
<input type="checkbox"/> Power steering fluid	<input type="checkbox"/>	<input type="checkbox"/> Heater / defroster	<input type="checkbox"/>	<input type="checkbox"/> Emergency lights	<input type="checkbox"/>	<input type="checkbox"/> All lights / reflectors	<input type="checkbox"/>
<input type="checkbox"/> Windshield washer fluid	<input type="checkbox"/>	<input type="checkbox"/> Park brake	<input type="checkbox"/>	<input type="checkbox"/> Licence plate / validation	<input type="checkbox"/>	<input type="checkbox"/> Tires (inflation / damage)	<input type="checkbox"/>
<input type="checkbox"/> Hydraulic oil	<input type="checkbox"/>	<input type="checkbox"/> Service brake	<input type="checkbox"/>	<input type="checkbox"/> Tires (inflation / damage)	<input type="checkbox"/>	<input type="checkbox"/> Wheel rims / lug nuts	<input type="checkbox"/>
<input type="checkbox"/> Battery	<input type="checkbox"/>	<input type="checkbox"/> Rear vision mirrors	<input type="checkbox"/>	<input type="checkbox"/> Wheel rims / lug nuts	<input type="checkbox"/>	<input type="checkbox"/> Suspension	<input type="checkbox"/>
<input type="checkbox"/> Hoses & lines	<input type="checkbox"/>	<input type="checkbox"/> Vehicle documentation	<input type="checkbox"/>	<input type="checkbox"/> Mud flaps	<input type="checkbox"/>	<input type="checkbox"/> Loading ramps	<input type="checkbox"/>
<input type="checkbox"/> Drive belts	<input type="checkbox"/>	<input type="checkbox"/> Emergency equipment	<input type="checkbox"/>	<input type="checkbox"/> Box	<input type="checkbox"/>	<input type="checkbox"/> Load securement	<input type="checkbox"/>
<input type="checkbox"/> Steering mechanism	<input type="checkbox"/>	<input type="checkbox"/> Seat belt	<input type="checkbox"/>	<input type="checkbox"/> Suspension	<input type="checkbox"/>	<input type="checkbox"/> Tire straps	<input type="checkbox"/>
<input type="checkbox"/> Radiator	<input type="checkbox"/>	<input type="checkbox"/> Driver controls	<input type="checkbox"/>	<input type="checkbox"/> Trailer coupling devices	<input type="checkbox"/>		
<input type="checkbox"/> Power Steering Fluid	<input type="checkbox"/>	<input type="checkbox"/> Driver seat	<input type="checkbox"/>	<input type="checkbox"/> Doors	<input type="checkbox"/>		
		<input type="checkbox"/> Electric brake system	<input type="checkbox"/>	<input type="checkbox"/> Exhaust system	<input type="checkbox"/>		
		<input type="checkbox"/> Fuel level _____	<input type="checkbox"/>	<input type="checkbox"/> Frame & cargo body	<input type="checkbox"/>		
		<input type="checkbox"/> Brake system	<input type="checkbox"/>				
		<input type="checkbox"/> Steering wheel	<input type="checkbox"/>				
Indicate Body Damage (X)							
							
Defect Comments							
Defects reported to: <input type="checkbox"/> Supervisor <input type="checkbox"/> Office							
Driver's Name (Print) <u>PRE TRIP</u>			Driver's Name (Print) <u>POST TRIP</u>				
Driver's Signature <u>PRE TRIP</u>			Driver's Signature <u>POST TRIP</u>				
<b>Corrective Action</b> I certify that: <input type="checkbox"/> Repairs of the noted defects have been corrected. <input type="checkbox"/> Items noted do not affect the safe operation of this vehicle.							
Mechanic's Signature		Work Order #		Date (yyyy / mm / dd)		Driver's Signature	

Safety Meeting Form



## SAFETY MEETING FORM

---

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Location of Meeting:** \_\_\_\_\_

**AGENDA**

1. Review of previous meeting notes (if any) \_\_\_\_\_
  
2. Review of inspections / incidents (if any) \_\_\_\_\_

**ATTENDANCE (each attendee print & sign)**

1	
2	
3	
4	
5	

6	
7	
8	
9	
10	

**Topic of Review (if any)** \_\_\_\_\_

---

---

---

**Employee Input** \_\_\_\_\_

---

---

---

**Action(s) to be Taken** \_\_\_\_\_

---

---

**Signature** \_\_\_\_\_

## 11.4 First Aid Record

### FIRST AID RECORD

Date of injury or illness: \_\_\_\_\_ Time: \_\_\_\_\_ AM  
 Day Month Year PM

Date injury or illness **REPORTED**: \_\_\_\_\_ Time: \_\_\_\_\_ AM  
 Day Month Year PM

Full name of injured or ill worker: \_\_\_\_\_

Description of the injury or illness: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Description of where the injury or illness occurred/began: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Cause of the injury or illness: \_\_\_\_\_  
 \_\_\_\_\_

First aid provided.  Yes  No

Name of first aider: \_\_\_\_\_

First aider qualifications:

- |                       |                          |  |
|-----------------------|--------------------------|--|
| Emergency First Aider | <input type="checkbox"/> | Emergency Medical Technician-Paramedic |
| Standard First Aider  | <input type="checkbox"/> | Emergency Medical Technician-Ambulance |
| Advanced First Aider  | <input type="checkbox"/> | Emergency Medical Responder            |
| e                     | <input type="checkbox"/> |  |

Describe first aid provided:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Copy provided to worker  Copy refused  Injured worker initials

**Keep this record confidential and retain for at least 3 years from date of injury/illness is reported**

## 11.5 Collision Report Form



### COLLISION REPORT FORM

---

#### HOW TO COMPLETE THIS FORM

*Please complete all sections of this form carefully that apply to your crash, circling the answer where appropriate. Illegible reports will be returned to you.*

#### **Section A: Crash Location**

- Provide the city/town where the crash occurred, the date and time of the crash, and the number of vehicles involved.
- Complete section A1 or A2
- Use official names of all locations, streets and landmarks
- Use street name and route #, if applicable
- Be as precise as possible when describing the location
- Provide enough information to locate the crash to a specific point, not just a street or roadway

#### **Section B: Vehicle You Were Driving**

- Provide information on your license and the vehicle you were driving
- Use the codes provided to indicate the cause of the crash

#### **Section C: You and Your Passengers**

- Provide information on you and your passengers at the time of the crash
- Use the codes provided to indicate occupant information

#### **Section D: Other Vehicles Involved in the Crash**

- Provide information on the other vehicle(s) and operator(s) involved in the crash
- If more than one vehicle is involved, please use an additional form and complete Section D only.

#### **Section E: Non-Motorist(s) Involved**

- Provide information on the non-motorist(s) involved in the crash
- If more than one non-motorist is involved, please use an additional form and complete Section F only

#### **Section F: Crash Conditions**

- Use the codes provided to indicate the conditions at the time of the crash

#### **Section G: Crash Diagram**

- Draw a diagram of how the crash occurred
- On the diagram, Vehicle 1 represents your vehicle

#### **Section H: Witness Information**

- List all the people who saw the crash but were not involved

#### **Section I: Property Damage Information**

- Indicate all non-vehicular property that was damaged in the crash

#### **Section J: Description of What Happened**

- Describe the crash including events prior to the crash for your vehicles and all other vehicles

#### **Section K: Signature**

- Please sign and print your name and indicate the date you completed the form



### Section A: Crash Location

City / Town Where Crash Occurred	Date of Crash	Time of Crash ____:____ <input type="checkbox"/> am <input type="checkbox"/> pm	# Vehicles Involved
----------------------------------	---------------	--	---------------------

Please complete Section A1 or A2 below to indicate the location of the crash.  
If you need additional space to describe the crash location, please use Section J on the last page of this form.

<p><b>SECTION A1: Complete this Section if the crash occurred at an intersection of two or more streets:</b></p> <p><b>Step 1: Please indicate the highway or roadway where you were travelling when the crash occurred:</b></p> <p>_____ Hwy #                      _____ Name of Roadway / Street</p> <p><b>Step 2: What was the name (or names) of the intersecting streets?</b></p> <p>_____ Hwy #                      _____ Name of Roadway / Street</p> <p>_____ Hwy #                      _____ Name of Roadway / Street</p>	<b>OR</b>	<p><b>SECTION A2: Complete this Section if the crash did NOT occur at an intersection:</b></p> <p><b>Step 1: Please indicate the highway, roadway and address where the crash occurred:</b></p> <p>The crash occurred on Hwy #: _____ at Street or Address Number: _____ on the Street / Roadway known as: _____</p> <p><b>Step 2: Please provide as much of the following specific location information as possible:</b></p> <p>The crash occurred (estimate # of feet) _____ feet (indicate direction as N / S / E / W) _____ of</p> <p>a. Mile Marker number _____</p> <p>OR: b. Exit Number _____</p> <p>OR: c. Intersecting Street / Roadway _____ Hwy # _____ Name of Roadway / Street _____</p> <p>OR: d. Landmark _____</p>
---	-----------	---

### Section B: Vehicle You Were Driving

Number of occupants in vehicle (including yourself): _____		Was vehicle damage above \$2000?      Yes      No																							
Driver's Licence # and Province	Phone #	Date of Birth	Age	Gender M    F	Licence Class 1 2 3 4 5 6																				
Your Full Name (Last, First, Middle)		Street Address	City / Town	Province	Postal Code																				
Insurance Company		Vehicle Licence #	Reg. Province	Vehicle Year	Vehicle Make																				
<p><b>Indicate your type of vehicle</b></p> <table style="width: 100%; border: none;"> <tr> <td>1 Passenger car</td> <td>4 Bus (15 or more passengers)</td> <td>8 Truck / trailer</td> <td>12 Tractor / triples</td> <td>97 Other</td> </tr> <tr> <td>2 Light truck (van, mini-van, pick-up, sport utility)</td> <td>5 Bus (7-15 passengers)</td> <td>9 Truck tractor (bobtail)</td> <td>13 Unknown heavy truck</td> <td>99 Unknown</td> </tr> <tr> <td>3 Motorcycle</td> <td>6 Single-unit truck (2 axles)</td> <td>10 Tractor / semi-trailer</td> <td>14 Motorhome / recreational vehicle</td> <td></td> </tr> <tr> <td></td> <td>7 Single-unit truck (3 or more axles)</td> <td>11 Tractor / doubles</td> <td></td> <td></td> </tr> </table>						1 Passenger car	4 Bus (15 or more passengers)	8 Truck / trailer	12 Tractor / triples	97 Other	2 Light truck (van, mini-van, pick-up, sport utility)	5 Bus (7-15 passengers)	9 Truck tractor (bobtail)	13 Unknown heavy truck	99 Unknown	3 Motorcycle	6 Single-unit truck (2 axles)	10 Tractor / semi-trailer	14 Motorhome / recreational vehicle			7 Single-unit truck (3 or more axles)	11 Tractor / doubles		
1 Passenger car	4 Bus (15 or more passengers)	8 Truck / trailer	12 Tractor / triples	97 Other																					
2 Light truck (van, mini-van, pick-up, sport utility)	5 Bus (7-15 passengers)	9 Truck tractor (bobtail)	13 Unknown heavy truck	99 Unknown																					
3 Motorcycle	6 Single-unit truck (2 axles)	10 Tractor / semi-trailer	14 Motorhome / recreational vehicle																						
	7 Single-unit truck (3 or more axles)	11 Tractor / doubles																							
Full Name of Vehicle Owner (Last, First, Middle)		Street Address	City / Town	Province	Postal Code																				
<b>Vehicle Travel Direction</b>	<b>What Was Your Vehicle Doing Prior to the Crash?</b>																								
N    S    E    W	1 Travelling straight ahead	4 Turning left	7 Leaving traffic lane	10 Backing	98 Other																				
	2 Slowing or stopped	5 Changing lanes	8 Making U-turn	11 Parked	99 Unknown																				
	3 Turning right	6 Entering traffic lane	9 Overtaking / passing																						

Please indicate the sequence of events as they occurred to YOUR vehicle by writing the corresponding number (1-52, or 97, 99) in up to 4 boxes below.

What happened first? <input style="width: 40px; height: 20px;" type="text"/>	What happened 2 <sup>nd</sup> (if applicable) <input style="width: 40px; height: 20px;" type="text"/>	What happened 3 <sup>rd</sup> (if applicable) <input style="width: 40px; height: 20px;" type="text"/>	What happened 4 <sup>th</sup> (if applicable) <input style="width: 40px; height: 20px;" type="text"/>
<b>Collision with</b>			<b>Non-Collision</b>
1 Motor vehicle in traffic'	23 Light pole or other post/ support	40 Ran off road right	41 Ran off road left
2 Parked motor vehicle	24 Guardrail	42 Cross median / centerline	43 Overturn / rollover
3 Pedestrian	25 Median barrier	44 Equipment failure (blown tire, brakes, etc.)	45 Fire / explosion
4 Cyclist	26 Ditch	46 Immersion	47 Jackknife
5 Animal – deer	27 Embankment / sloping shoulder	48 Cargo / equipment loss or shift	49 Separation of units
6 Animal – other	28 Highway traffic signpost	50 Downhill runaway	51 Other non-collision
7 Moped	29 Overhead sign support	52 Unknown non-collision	97 Other
8 Work zone maintenance equipment	30 Fence	99 Unknown	
9 Railway vehicle (train, engine)	31 Mailbox		
10 Other movable object	32 Crash cushion / impact attenuator		
11 Unknown movable object	33 Bridge		
20 Curb	34 Bridge overhead structure		
21 Tree	35 Other fixed object (wall, building, tunnel)		
22 Utility pole	36 Unknown fixed object		

Was your vehicle towed from the scene due to damage?      Yes _____ No _____	<b>Vehicle Damaged Area</b> (circle up to three)		0 None 10 Undercarriage 11 Totaled 97 Other 99 Unknown
--	---	--	--

<b>Section C: You and Your Passengers</b>													
Please provide the full name, address and DOB or age for all passengers in your vehicle. Then write the corresponding code in each of the boxes for each occupant of the vehicle (You and all passengers). A list of the possible codes is provided at the bottom of this section.													
										Sex M F	Name of Medical Facility		
Driver (see previous page)													
Name of Passenger 1 (Last, First, Middle)													
Address and Phone Number													
Province Postal Code													
Name of Passenger 2 (Last, First, Middle)													
Phone Number													
Province Postal Code													
Name of Passenger 3 (Last, First, Middle)													
Phone Number													
Province Postal Code													
<b>A. Seating Position</b>				<b>B. Safety System Used</b>				<b>C. Air Bag Status</b>		<b>D. Air Bag Switch</b>			
1 Front seat – left side (or motorcycle driver)				0 None used				1 Deployed – front		1 Switch in ON position			
2 Front seat – middle				1 Shoulder and lap belt				2 Deployed – side		2 Switch in OFF position			
3 Front seat – right side				2 Lap belt only				3 Deployed both front and side		3 ON-OFF switch not present			
4 Second seat – left side (or motorcycle passenger)				3 Shoulder belt only				4 Not deployed		4 Unknown if switch is present			
5 Second seat – middle				4 Child safety seat				5 Not applicable		99 Unknown			
6 Second seat – right side				5 Helmet				99 Unknown					
7 Third row – left side (or motorcycle passenger)				99 Unknown									
8 Third row - middle													
<b>E. Passenger Ejected from Vehicle?</b>			<b>F. Passenger Trapped?</b>			<b>G. Passenger Injured?</b>			<b>H. Passenger Transported for Medical Care?</b>				
0 Not ejected			0 Not trapped			1 Fatal Injury			0 Not transported				
1 Totally ejected			1 Freed by mechanical means			Non-Fatal Injury			1 EMS (emergency service)				
2 Partially ejected			2 Freed by non-mechanical means			2 Incapacitating			2 Police				
3 Not applicable			99 Unknown			3 Non-incapacitating			97 Other				
99 Unknown						4 Possible			99 Unknown				
						5 No injury							
						99 Unknown							
<b>Section D: Other Vehicle(s) Involved in the Crash</b>													
# of occupants in vehicle:		# of injured occupants:		Was vehicle damage above \$2000? Yes No		Moped? Yes No		Hit and run? Yes No					
Driver's Licence # and Province				Phone #		Date of Birth		Gender M F		Phone Number:			
Name of Vehicle Driver (Last, First, Middle)				Street Address				City / Town		Province Postal Code			
Insurance Company, Policy Number & Phone Number				Vehicle Licence #		Reg. Province		Vehicle Year		Vehicle Make			
<b>Indicate type of vehicle</b>													
1 Passenger car			5 Bus (7-15 passengers)			9 Truck tractor (bobtail)			13 Unknown heavy truck				
2 Light truck (van, mini-van, pick-up, sport utility)			6 Single-unit truck (2 axles)			10 Tractor / semi-trailer			14 Motorhome / recreational vehicle				
3 Motorcycle			7 Single-unit truck (3 or more axles)			11 Tractor / doubles			97 Other				
4 Bus (15 or more passengers)			8 Truck / trailer			12 Tractor / triples			99 Unknown				
Full Name of Vehicle Owner (Last, First, Middle)				Street Address				City / Town		Province		Postal Code	
<b>Vehicle Travel</b>		<b>What Was the Vehicle Doing Prior to the Crash?</b>						<b>Vehicle Damaged Area (circle up to three)</b>					
<b>Direction</b>		travelling straight ahead		5 Changing lanes		9 Overtaking / passing		97 Other		2			
S		blowing or stopped		6 Entering traffic lane		10 Backing		99 Unknown		3 4			
W		3 Turning right		7 Leaving traffic lane		11 Parked				5 10 Undercarriage			
		4 Turning left		8 Making U turn						11 Totaled			
										97 Other			
										99 Unknown			
<b>Section E: Non-Motorist(s) Involved in the Crash</b>													
<b>Indicate the type of non-motorist involved</b>													
1 Pedestrian			2 Cyclist			3 Skater			97 Another		99 Unknown		
<b>What was the non-motorist doing prior to the crash?</b>						<b>Where was the non-motorist prior to the crash?</b>							
1 Entering or crossing location		5 Approaching or leaving vehicle		97 Other		1 Marked crosswalk at intersection		5 Not in roadway		9 Sidewalk			
2 Walking, running, or cycling		6 Working on vehicle		99 Unknown		2 At intersection but no crosswalk		6 Median (but not on shoulder)		10 Shared-use path or trails			
3 Working		7 Standing				3 Non-intersection crosswalk		7 Island		99 Unknown			
4 Pushing vehicle						4 In roadway		8 Shoulder					
Full Name of Non-Motorist (Last, First, Middle)				Gender M F		DOB/Age		Street Address		City / Town Province Postal Code			
<b>Non-Motorist Safety Equipment?</b>				<b>Non-Motorist Injured?</b>				<b>Non-Motorist Transported for Medical Care?</b>					
0 None used				1 Fatal Injury				1 Not transported					
1 Helmet				Non-Fatal Injury				2 EMS (emergency service)					
2 Protective pads (elbows, knees, etc.)				2 Incapacitating				3 Police					
3 Reflective clothing				3 Non-incapacitating				99 Unknown					
9 Lighting				4 Possible				97 Other					
10 Other				5 No injury				99 Unknown					
99 Unknown				99 Unknown				Fleet Safety International					



**NOTES**

## 11.6 Preventability Analysis Tool



# Preventability Analysis Tool

Preventable or Not Preventable  
That is the Question

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## Preventability Analysis Tool Contents

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## **Introduction**

Determining whether a collision was preventable or not is a difficult task. This tool provides a fair and consistent standard from which to judge a collision's preventability.

This tool is best used as a teaching tool, one that informs and allows drivers to learn from their mistakes and the mistakes of others. *This tool is not meant as a disciplinary device, in fact, if so employed, management may lose in the long run as employees may not be truthful in answering the questions.*

## **The Process**

**After a collision, regardless of designated legal, fault the driver should fill out the provided forms:**

- **Collision Report Form**
- **Common Questionnaire**
- **The Appropriate Collision Questionnaires**

After filling out the Collision Report Form, the Common Questionnaire and the appropriate Collision Questionnaires, the safety officer and employee discuss the results and come to a mutual agreement about preventability. A template is then provided for the employee to fill out that allows for reflection and provides the safety manager an indication of possible supplemental training if required.

## **Basic Tenants of Defensive Driving that form the standard for this analysis**

*(Please note "he" is used in gender-neutral terms)*

- A. A defensive driver acknowledges that people are human and will make mistakes. He realizes that while he has no control over the actions of others, he takes steps to anticipate reasonable actions and then takes appropriate precautions.**
- B. While defensive drivers have no control over the weather and road conditions, a defensive driver is aware of conditions and takes appropriate action - even if it means not driving that day.**
- C. Defensive drivers acknowledge that even in the face of unanticipated situations such as missing road signs, nonfunctioning traffic lights etc. that does not relieve his responsibility to drive without collisions**
- D. A defensive driver yields the right-of-way and adjusts his driving to avoid collisions when necessary. The defensive driver understands that he has a moral and a legal obligation to avoid collisions. The defensive driver has a personal responsibility to drive safely and avoid collisions.**
- E. The defensive driver understands the importance of active driving over passive driving. He makes safe driving his job.**
- F. A defensive driver understands that he is human and that regardless of the knowledge, skills, experience or training, there are some days that he is a better driver than on other days. The defensive driver recognizes a poor driving day and moves into a more active role in driving.**
- G. A defensive driver is a lifelong learner; he upgrades his knowledge and skills on a regular basis. A defensive driver also has a responsibility to share new driving knowledge and skills with others in non-confrontational ways. A dialogue about safe driving is useful and progressive, admonishment is generally counterproductive.**





# Collision Report Form

Collision Date:	Collision Time:
<b>Employee</b>	<b>Other Party</b>
Employee Name:	2 <sup>nd</sup> Party Name:
Department:	Driver's License Number:
Supervisor:	Address:
Work Phone:	
Cellular:	
Home Phone:	Work Phone:
Vehicle Year:	Home Phone:
Vehicle Make:	Insurance Company:
Vehicle Model:	Policy Number:
Draw a diagram of your vehicle and show damaged areas	Vehicle Year:
	Vehicle Make:
	Vehicle Model:
	Draw a diagram of the other vehicle and show damaged areas





<b>FATIGUE QUESTIONNAIRE</b>		
<b>Survey Questions</b>	<b>YES</b>	<b>NO</b>
Did you get LESS than 6-8 hours of sleep last night?		
Did the collision occur between 4:00 am and 6:00 am?		
Did you work 6 or more hours without a break?		
Did you experience any of the following fatigue danger signals before the collision?		
Eyes close or go out of focus by themselves?		
Have trouble keeping your head up?		
Can't stop yawning?		
Have missed your exit?		
Keep drifting out of your lane?		
Wandering, disconnected thoughts?		
<b><i>A "YES" answer to any of the above survey questions is a good indication of a preventable collision where fatigue was a factor.</i></b>		

<b>INTERSECTION COLLISION QUESTIONNAIRE</b>		
<b>Survey Questions</b>	<b>YES</b>	<b>NO</b>
Considering the conditions, was your speed appropriate as you were approaching the intersection?		
Did you obey all road signals?		
Were you in the proper lane?		
Were you aware of the other driver and his movements?		
If visibility was a problem at the intersection, did you proceed slowly, covering your brake?		
If turning, did you signal well in advance?		
Did you avoid overtaking and passing another driver at the intersection?		
Did you anticipate a possible light change and react accordingly?		
Did you have proper following distance (3 seconds) with the car in front of you?		
Assuming poor road conditions, did you check your traction as you approached the intersection?		
Assuming gravel, did you anticipate washboard as you approached the intersection?		
Did you deal with other distractions at the intersection?		
Did you circle check the intersection, using the <b>Double Glance System</b> and checking for movement?		
<b><i>A "NO" answer to any of the above survey questions is a good indication of a preventable collision.</i></b>		

### COLLISION WITH THE VEHICLE IN FRONT OF YOUR VEHICLE QUESTIONNAIRE

Survey Questions	YES	NO
Were you using a 3 second following distance or more considering the conditions?		
Were you using a 15 – 18 second visual lead-time, looking past the vehicle in front?		
Were you aware of possible escape routes?		
When stopping, did you move your eyes off the stopped vehicle and towards your escape route?		
If the car skidded, did you catch the skid early?		
If the car skidded, did you steer in the direction you wanted the car to go?		
Did you try and use a brake and avoid method for going around the stopped vehicle?		

### COLLISION WITH THE VEHICLE BEHIND YOUR VEHICLE QUESTIONNAIRE

Survey Questions	YES	NO
Did you avoid stopping suddenly, without warning?		
If the vehicle behind was following too close, did you extend your following distance?		
Did you use proper signals?		
Did you avoid the risk of turning onto a street or driveway where there were no turn lanes, especially during dusk conditions?		
<b><i>A "NO" answer to any of the above survey questions is a good indication of a preventable collision.</i></b>		

### COLLISIONS WHILE BACKING UP QUESTIONNAIRE

Survey Questions	YES	NO
Did you have to back up?		
Did you have to back up before you could get around the car in front?		
Did you avoid putting yourself in a position where you had to back up to get out of the situation? (Private entrance, narrow road, or dead end)		
Did you circle check around your vehicle before getting in?		
Did you back up immediately after circle checking the vehicle?		
Did you have good sight lines and visibility for backing?		
Assuming poor sight lines, did you use a guide?		
When using a guide, did you have clear communication signals worked out?		
Was the guide in a position to see you and the backing area at the same time?		
If the backing distance was large, did you stop, get out and check the area?		
Did you back up at a slow walking speed?		
Did you make a good choice when parking initially? (A spot you could drive in and out of, or backed in)		
Did you adequately judge the clearance while backing?		
<b><i>A "NO" answer to any of the above survey questions is a good indication of a preventable collision.</i></b>		

**COLLISIONS WITH PEDESTRIANS' QUESTIONNAIRE**

<b>Survey Questions</b>	<b>YES</b>	<b>NO</b>
Did you maintain enough space between your vehicle and parked vehicles?		
Were you using a 15 – 18 second visual lead-time, scanning ahead?		
Did you refrain from passing a stopped vehicle?		
Were you aware of children playing and taking appropriate precautions?		
Did you yield the right of way to all pedestrians?		
Did you refrain from passing a stopped school bus?		
Were you careful at alley crosswalks?		

**COLLISIONS WITH BICYCLES OR MOTORCYCLES QUESTIONNAIRE**

<b>Survey Questions</b>	<b>YES</b>	<b>NO</b>
Did you pass them in a separate lane?		
Did you watch for wobbly or inexperienced riders?		
Did you anticipate for the shorter stopping distances required by motorcycles?		
<b>A "NO" answer to any of the above survey questions is a good indication of a preventable collision.</b>		

**COLLISION WITH ANIMALS' QUESTIONNAIRE**

<b>Survey Questions</b>	<b>YES</b>	<b>NO</b>
Were you driving at an appropriate speed considering the conditions?		
Were you watching for deer crossing signs?		
Did you ensure that you were not over-driving your headlights?		
Did you slow down when you saw a deer?		
Did you flash your headlights and honk your horn when confronted by a deer? (Given enough time)		
Did you look for eye shine on the side of the road?		
Did check your deer-warning whistle for proper operation?		

**LOSS OF CONTROL QUESTIONNAIRE**

<b>Survey Questions</b>	<b>YES</b>	<b>NO</b>
Were you driving at a safe speed for the conditions?		
Were you maintaining a proper following distance?		
Did you make smooth and fluid steering adjustments?		
Did you use the throttle as a stabilizing force during tire blow out or wheel drop off?		
Did you avoid over-reacting to the situation?		
Did you avoid panicking?		
Did you look to your escape route?		
Did you consider the road conditions?		
Did you slow down and then accelerate through your curve?		
<b>A "NO" answer to any of the above survey questions is a good indication of a preventable collision.</b>		

### WHEN PARKED QUESTIONNAIRE

Survey Questions	YES	NO
Were you parked on the correct side of the street?		
Did you avoid parking too close to an intersection?		
Were you legally parked?		
If required, did you mark your position with emergency flares or reflectors?		
Were you parked parallel to the curb?		
Did you avoid parking too close to an alley or private driveway?		
Did you place the vehicle in park and place the emergency brake on?		
Did you use the appropriate up or down hill park technique?		
<b><i>A "NO" answer to any of the above survey questions is a good indication of a preventable collision.</i></b>		

## **LEARNING FROM OUR MISTAKES**

To be completed by employee

***In reflection, I have learned:***

1.

2.

3.

***In discussions with the safety officer, I agree to take a:***

- Driving Evaluation / Coaching Session
- Defensive Driving Program
- Back Up Program
- Skid Control Program
- Collision Avoidance Program
- Mentally Active Driver Program
- No additional training needed at this time.

**It takes about 28 times of doing something to establish a new habit,  
and longer to break an existing habit.**

***As part of the learning process, I commit to making a conscious effort to do the following every time I drive for the next month:***

1.

2.

3.

Signed:





# 11.7 Workplace Incident/ Accident Investigation Report Form

## Incident Information

Date of Incident/ Accident \_\_\_\_\_ Time \_\_\_\_\_ Location \_\_\_\_\_

Incident Type (Circle)    Injury    Fire    Property Damage    Spill    Near Miss

Injury Type (Circle)    First Aid    Medical Aid    Modified Work    Lost Time    Fatality

## Person Submitting/Involved in the Incident

Name of Person \_\_\_\_\_ Cell/ Phone # \_\_\_\_\_

Person Notified \_\_\_\_\_ Cell Phone # \_\_\_\_\_

## Injured Person

Name of Person \_\_\_\_\_ Phone # \_\_\_\_\_

Job Title \_\_\_\_\_ Cell Phone # \_\_\_\_\_

(Circle Injury)    Strain/Sprain    Bruising    Dislocation    Scratch/Abrasion    Fracture    Amputation    Burn/Scald

Laceration/Cut    Internal    Chemical Reaction    Other - \_\_\_\_\_

Injured part of the Body: \_\_\_\_\_

(Circle)            First Aid            Emergency Room            Doctors Office Visit            Hospitalization

Name and Treatment of Treating Doctor or Facility:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Damaged Property

Property, Equipment or Material Damaged

\_\_\_\_\_  
\_\_\_\_\_

Describe Damage

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Object or Substance Inflicting Damage

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe what happened (attach photographs if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<b>Root Cause Analysis (Circle all that apply)</b>		
Improper work technique	Poor workstation design or layout	No written procedures/ policies
Safety rule violation	Congested work area	Safety rules not enforced
Improper PPE or PPE not used	Hazardous substances	Hazards not identified
Operating without authority	Fire or explosion hazard	PPE unavailable
Failure to warn or secure	Inadequate ventilation	Insufficient worker training
Operation at improper speeds	Improper material storage	Insufficient supervisor training
By Passing safety devices	Improper tool or equipment	Improper maintenance
Guards not used	Insufficient knowledge of job	Inadequate supervision
Improper loading or placement	Slippery conditions	Inadequate job planning
Improper lifting	Poor housekeeping	Inadequate hiring practices
Servicing machinery in motion	Excessive noise	Inadequate workplace inspection
Horseplay	Inadequate guarding of hazards	Inadequate equipment
Drug or alcohol use	Defective tools/equipment	Unsafe design or construction
Unnecessary haste	Insufficient lighting	Unrealistic scheduling
Unsafe act of others	Inadequate fall protection	Poor process design
Other:	Other:	Other:

**Incident Analysis**

Using the root-cause analysis list above, explain the cause(s) of the incident in as much detail as possible.

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How bad could the accident have been (circle)?                      Very Serious      Serious      Minor  
 What is the chance of the accident happening again (circle)?      Frequent      Occasional      Rare

**Employee Description of What Happened**

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## 11.8 New Employee Orientation

Employee Name: \_\_\_\_\_

Position: \_\_\_\_\_

Start Date: \_\_\_\_\_

This orientation applies to all new employees/workers of the company.

The employee's/worker's management representative is responsible for ensuring this orientation is carried out.

The orientation must be completed as soon as possible after the employee/worker commences work and prior to sending the employee/worker to a client's location. Critical aspects such as Emergency Procedures & Evacuations **MUST** be conducted during the first day of employment.

Depending upon the employees/worker's position or work assignment, one or more Parts of this form may/may not require completion.


Part 1 - Administrative Orientation							
Employee Initials	Supervisor Initials	Date:		Employee Initials	Supervisor Initials	Date:	
			Employee Enrolment Package				PPE Requirements
			Orientation				First Aid Kits and Fire Extinguisher Locations
			Health & Safety Manual				Hazard Assessment Form
			Employee Benefit Package				Office and Track Access & Security
			Driver's Abstract				Health and Safety Policy Statement
			Driver's License Copy				Safe Work Procedure/Practices
			Instructor's License (if applicable)				Emergency Response Plan Review and Muster Point Location
			Training Manuals				Safety Meetings and Emails
			On-the-Job Training				Health and Safety Manual Locations
			Management Contact Information and H&S Representative Contact and responsibilities				Vehicle Inspections Requirements
			Employee Responsibilities				Vehicle Use Expectations
			Housekeeping Requirements				WHMIS and First Aid Certificate Copies

**I read, understood, and agree to comply with all aspects of the Fleet Safety International Health and Safety Manual. I understand that non-compliance will result in disciplinary action.**

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

## 11.9 Schedule Change Form

	SCHEDULE CHANGE FORM
<b>Student Name</b> _____	
<b>Phone #'s</b> <i>Home:</i> _____ <i>Cell:</i> _____	
<b>Address</b> _____	
<b>Instructor</b> _____	

Originally Scheduled Lesson				Re-Booked Lesson		
Day	Date	Time	Reason for Change	Day	Date	Time

<b>Notes</b>

