



RGO Products Ltd.,  
RGO Flooring Ltd. &  
RGO Technologies Inc.

# SAFETY MANUAL

Prepared by:  
The Health and Safety  
Committee and RGO Employees

Approved by:  
Senior Management

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## 1.1.1 – RGO PRODUCTS LTD. SAFETY POLICY STATEMENT

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RGO is committed to maintaining an effective health and safety management system that protects our employees, other parties where our operations are carried out and the general public from harm, and promotes the physical, psychological and social well-being of our staff.

It is RGO's expectation that the organization and all individuals associated with the organization's operations, including, but not limited to, managers, supervisors, workers and subcontractors will conduct themselves in a **S.A.F.E.** manner at all times. RGO team members will:

### **S**trive - to improve safety performance

RGO's goal is not merely in keeping with but surpassing the best practices of similar companies in our industry. To do so, all incidents, and hazardous acts and conditions must be reported so they can be investigated. RGO will develop corrective actions to continually improve organizational procedures and processes and take steps to prevent incident recurrence.

### **A**nswer - for actions taken and not taken

Ultimately, employees at every level of the organization, and RGO subcontractors, are responsible and accountable for RGO's health and safety performance. Employees and subcontractors will answer for the decisions they make, whether good or bad. Positive safety observations will be rewarded, while poor safety performance will be corrected through RGO's progressive discipline process.

### **F**ollow - health and safety rules

Team members at every level of the organization are responsible for understanding the legislative, organizational and client health and safety rules that apply to the work they are completing, and for obeying those rules at all times.

### **E**liminate - or control hazards before starting work.

It is RGO's goal to prevent the loss of any stakeholder resource, whether it be people, equipment, material or environmental. The hazard assessment process plays a crucial role in achieving this goal. Before starting work, hazards are to be identified and assessed through RGO's hazard assessment and control program. Where a hazard cannot be eliminated, a control must be developed and utilized. If a hazard is not controlled, work is not to start.

Please, join our management team, our safety committee and our employees in providing a safe and healthy work environment for all of those involved with our business operations.



Cathy Orr  
President, RGO Products Ltd.  
January 1, 2021

## 1.1.2 – RGO FLOORING LTD. SAFETY POLICY STATEMENT

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RGO is committed to maintaining an effective health and safety management system that protects our employees, other parties where our operations are carried out and the general public from harm, and promotes the physical, psychological and social well-being of our staff.

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Cathy Orr  
President, RGO Flooring Ltd.  
January 1, 2021

## 1.1.3 – RGO TECHNOLOGIES INC. SAFETY POLICY STATEMENT

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RGO is committed to maintaining an effective health and safety management system that protects our employees, other parties where our operations are carried out and the general public from harm, and promotes the physical, psychological and social well-being of our staff.

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Cathy Orr  
President, RGO Technologies Inc.  
January 1, 2021

## 1.2 – ASSIGNMENT OF RESPONSIBILITIES

### Purpose

All employees and management personnel have an important role to play in ensuring the maintenance of a safe and healthy work environment. This document has been developed to provide guidance to individuals at all levels of the organization on their health and safety responsibilities.

### Responsibilities

Position	Accountabilities
President Senior Executives	<ul style="list-style-type: none"> <li>• Champion the program</li> <li>• Communicate to employees, at least annually, RGO's commitment to health and safety</li> <li>• Provide policy direction and planning</li> <li>• Review control information</li> <li>• Delegate responsibility/authority</li> <li>• Allocate budgets</li> <li>• Hold management accountable</li> <li>• Tour the worksite annually to reinforce health and safety practices</li> </ul>
Managers Supervisors	<ul style="list-style-type: none"> <li>• Lead by example through a visible commitment to safety</li> <li>• Take all reasonable precautions to protect workers and the public from hazards associated with work being performed</li> <li>• Ensure they are competent to supervise the work being performed</li> <li>• Ensure Workers have the required training and experience to complete their work safely, and copies of certifications are on hand</li> <li>• Ensure Workers are aware of their rights and duties under the law</li> <li>• Ensure correct work/handling and control procedures are followed and necessary PPE is utilized</li> <li>• Communicate with workers to correct unsafe acts, conditions or hazards identified through inspections, communication or concern by the client</li> <li>• Provide feedback on safety opportunities (positive observations, hazards and near-misses) to senior executives, workers, sub-contractors and prime contractors</li> <li>• Provide direct supervision for workers in circumstances where they may have limited experience</li> <li>• Cooperate with the health and safety committee, and Alberta OH&amp;S directors and officers</li> <li>• Hold accountable those managers, supervisors and workers reporting directly to them</li> <li>• Understand and enforce company and prime contractor safety policies, and applicable OH&amp;S Legislation</li> <li>• Stop or suspend work activities if it is reasonably believed that work activities are placing workers or the public at risk</li> <li>• Report all accidents/incidents/near misses/health concerns to Senior Management and prime contractors immediately, and assist with incident investigations and reporting as required</li> <li>• Include health and safety as an agenda item at department meetings</li> <li>• Participate in safety events such as inspections, toolbox meetings and hazard assessments</li> <li>• Ensure off-site work teams are aware of, and comply with OH&amp;S Legislation, and company and prime contractor HSE requirements</li> </ul>

## 1.2 – ASSIGNMENT OF RESPONSIBILITIES

- Ensure Workers do not participate in workplace violence and/or harassment
- Perform, or ensure a designated worker performs regular formal and informal inspections at client sites
- Include safety performance in all performance reviews
- Respond to reported emergencies and implement emergency response plans

All Employees	<ul style="list-style-type: none"> <li>• Participate in hazard recognition, assessment and control activities</li> <li>• Report hazards and accidents, actual or near miss</li> <li>• Comply with company and client policies, rules and regulations and OH&amp;S legislation</li> <li>• Use machinery, equipment and materials only as authorized, and ensure all tools are free from deficiencies prior to use</li> <li>• Follow established job procedures</li> <li>• Maintain the required training and experience to complete their work safely, and ensure access to training certificates while on site</li> <li>• Wear PPE as required, ensuring PPE is free from deficiencies prior to use and used only as per the manufacturer's instructions</li> <li>• Contribute input and feedback to toolbox meetings</li> <li>• Refrain from participating in workplace violence and/or harassment</li> <li>• Exercise the right and responsibility to refuse unsafe work, and stop or suspend work activities if it is reasonably believed that work activities are placing other workers or the public at risk</li> <li>• Report any positive safety observations, hazard identifications, near misses and/or incidents to the site supervisor immediately</li> </ul>
Health and Safety Committee Members	<ul style="list-style-type: none"> <li>• Actively participate in hazard assessments, training initiatives and monthly meetings</li> <li>• Assist in the development and maintenance of the policies, procedures, training and documentation necessary to protect workers and maintain a Certificate of Recognition (COR)</li> <li>• Receive and address concerns and complaints about the health and safety of workers</li> <li>• Develop and delegate corrective actions to resolve unsafe workplace acts and/or conditions</li> <li>• Provide educated advice and guidance to managers, supervisors and workers</li> <li>• Conduct regular formal work site inspections</li> <li>• Mediate between managers and employees when required</li> <li>• Cooperate with OH&amp;S officers when that officer is exercising duties under the Alberta Occupational Health and Safety Act, Regulation and Code</li> </ul>
Sub-Contractors	<ul style="list-style-type: none"> <li>• Perform work in a safe manner</li> <li>• Only perform tasks they are qualified and competent to do</li> <li>• Take precautions to protect their safety and the safety of those working around them</li> <li>• Provide workers with their own protective equipment, ensuring all PPE is free from deficiencies and used only as per the manufacturer's instructions.</li> <li>• Cooperate with site management and others performing health and safety duties</li> <li>• Refrain from participating in workplace violence and/or harassment</li> </ul>

## 1.2 – ASSIGNMENT OF RESPONSIBILITIES

- inspect tools prior to use, and tag out any and all equipment with deficiencies
- Conduct informal worksite inspections and inform supervisor of deficiencies or concerns
- Confirm required training is up-to-date and provide copies of training certificates upon request

### Document Control

Date	Revision
February 3, 2020	<ul style="list-style-type: none"><li>- Spelling and grammar throughout</li><li>- Edit supervisor responsibility to ensure workplace inspections are completed only on client sites</li><li>- Add document control section</li></ul>
Dec 2, 2020	<ul style="list-style-type: none"><li>- Added purpose section</li></ul>

## 1.3 – GENERAL SAFETY RULES

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### General Rules

- Managers and supervisors must promote and demonstrate safe work practices as well as ensure any subcontractors and workers under their supervision work safely.
- Prior to commencing any task or operation, worksites are to be assessed for potential hazards and control are to be developed and implemented to protect those in and around the work area.
- RGO team members will ensure that work areas are kept clean and free from debris, materials or equipment that could cause workers to slip or trip.
- RGO will ensure that workers have the appropriate experience and training to operate equipment and to perform their job tasks.
  - RGO's recruitment process includes a review of relevant experience, an interview with the candidate to determine behavioural requirements and reference checks. The minimum qualification requirements are identified for each role in the job descriptions. Documentation is obtained from employees to demonstrate they meet the qualifications of their job upon request.
  - Candidates in the following occupations must complete a Physical Demands Assessment to ensure that they are physically capable of performing their work safely: Warehouse, Installations, Drivers and Equipment Service Technicians.
  - Training includes supervision and on-the-job training by the supervisor or lead. Employees are provided job specific training related to their roles and responsibilities. Job competency is verified before employees are permitted to perform tasks independently.
  - All workers are expected to help new or inexperienced workers by pointing out potential hazards and preventive procedures (e.g. housekeeping, hazardous materials etc....)
- Each worker is required to follow safe work procedures, ensure safe operation of equipment and report all unsafe conditions or practices **immediately** to their supervisor.
- RGO will maintain all equipment in safe operating condition, adequate in strength for its purpose and free from obvious defects. Damaged and faulty equipment must be reported immediately to the supervisor, removed from operation and repaired or replaced where necessary.
- Possession or use of intoxicating beverages or illegal drugs is strictly prohibited.
- Any employee who is operating a motorized vehicle or is in a safety-sensitive position is required to notify their supervisor of any prescription or over-the-counter medications they are taking which could affect their ability to perform their job safely. Some examples of such medications include: Medicinal marijuana, Tylenol 3, Gravol, antibiotics as well as some

## 1.3 – GENERAL SAFETY RULES

antihistamines and cold medications. RGO may require a letter from the employee's physician confirming their ability to work safely while on the medication.

- Horseplay, fighting, practical jokes, sexual/verbal harassment or otherwise interfering with other workers are strictly prohibited.
- Gambling and possession of firearms are strictly prohibited.
- Smoking is permitted only in designated areas.
- Operate all vehicles and mobile equipment in accordance with site rules and highway regulations and employees are only permitted to operate equipment they are trained to use.
- Theft, vandalism or any other abuse or misuse of company property is prohibited.
- All unsafe acts and conditions, including “near miss” incidents, are to be reported to the appropriate supervisor promptly.
- All incidents that result in damage or injury, no matter how slight they may seem, are to be reported to a supervisor immediately. If an employee must leave the job site due to illness or injury, they must notify the supervisor on site PRIOR to leaving. If an employee is suffering from an illness or injury that has the potential to impair their motor functions, that employee is not to operate a vehicle when leaving the worksite. RGO will work with the individual to arrange alternate transportation arrangements where required.
- All work shall be carried out in accordance with appropriate safe operating procedures and the supervisor's direction.
- Hand tools shall not be used for any purpose other than that intended. All damaged or worn out parts shall be promptly repaired or replaced.
- Under the Alberta OH&S Legislation all employees have the following rights:
  - **Right** to refuse dangerous work and know that you're protected from reprisal.
  - **Right** to know about workplace hazards and have access to basic health and safety information.
  - **Right** to participate in health and safety discussions and health and safety committees.

**Failure to abide by the above general rules will result in disciplinary action up to and including dismissal from RGO Products Ltd.**

The Disciplinary Process is as follows:

1 <sup>st</sup> Offence	Verbal warning (recorded for personnel file)
2 <sup>nd</sup> Offence	Written warning or Notice of safety violation
3 <sup>rd</sup> Offence	Written warning and possible suspension without pay
4 <sup>th</sup> Offence	Termination of employment for cause

## 1.3 – GENERAL SAFETY RULES

The discipline applied will be dependent upon the seriousness of the offence, the effect or potential effect of the offence and whether prior warnings have been given. Serious offences may result in steps in the process being skipped and could lead to immediate termination of employment.

### Associated Documents

- [1.4 – Notice of Safety Violation](#)
- [1.5 – Notice of Vehicle Infraction](#)

### Document Control

Date	Revision
April 27, 2020 Reviewed David Siemens	Updated language throughout policy Added Document Control section
Dec 7, 2020 David Siemens	Added Associated Documents Section

## 2.1 – HAZARD IDENTIFICATION ASSESSMENT AND CONTROL

### Purpose

The intent of this policy is to ensure that RGO meets its legislated responsibility to identify and assess potential hazards, and implement appropriate control measures prior to beginning work at a job site.

### Definitions

“FLHA” means Field Level Hazard Assessment

“LMRA” means Last Minute Risk Assessment

“PPE” means Personal Protective Equipment

### The intent of Policy

RGO is committed to providing a safe workplace for its employees and other parties in and around the worksite. RGO will work with employees, client representatives and sub-contractors to take a proactive approach to mitigating hazards in the workplace by identifying, assessing and controlling hazards prior to starting work.

RGO will:

- Complete hazard assessments prior to beginning work, at reasonably practicable intervals, when new work processes are introduced and/or when work processes change or alterations are made to the worksite.
- Involve affected workers in the hazard identification, assessment and control process
- Take measures to eliminate or control identified hazards

### Hazard Identification and Assessment - Formal Hazard Assessments

RGO will develop organizational flowcharts identifying various company positions and complete Formal Hazard Assessments for each organizational position identified.

A list of tasks will be developed for each position and hazards associated with each task will be identified. These hazards will be evaluated according to risk and risk ratings will be developed for each hazard, taking into consideration:

- The frequency at which the hazardous event occurs
- The probability that when the hazardous even occurs it results in a loss
- The potential consequence when the hazardous event results in a loss

In conjunction with the Joint Health and Safety Committee, formal hazard assessments will involve employees who are knowledgeable with the position requirements.

Formal Hazard Assessments will identify both health and safety hazards, rank them according to risk and identify methods to eliminate, substitute or control the identified hazards associated with each job task.

Formal Hazard Assessments are to be reviewed by knowledgeable and affected employees (including members of the management team) at reasonably practicable intervals, when changes are made to operations or a work process, when a new work process is introduced or when new hazards are

## 2.1 – HAZARD IDENTIFICATION ASSESSMENT AND CONTROL

identified through FLHA, inspections or investigations in order to ensure that the formal hazard assessments are kept up to date and reflect current job conditions.

The results of Formal Hazard Assessments will be explained to affected employees prior to the employees beginning work at their respective positions during the RGO onboarding process. When changes at the workplace result in updates to Formal Hazard Assessments, affected workers will be notified through company communications such as safety meetings, distribution of meeting minutes, refresher safety training and/or bulletins.

### Hazard Identification and Assessment – Field Level Hazard Assessments

FLHAs are intended to identify environmental hazards present at the job site which may not have been accounted for during the Formal Hazard Assessment process. FLHAs are to be completed prior to work beginning at all field-sites (whether owned by RGO or not) and are to be reviewed and/or repeated at reasonably practicable intervals, when changes are made to operations or a work process, when a new or temporary work process is introduced or when new hazards are identified through job site inspections or investigations.

FLHAs should be led by an install lead and involve all employees who will be affected by the work being completed.

RGO employees and sub-contractors are expected to communicate site hazards identified during the FLHA process to the site owner or prime contractor. Additionally, RGO will work closely with the prime contractor to ensure that any existing or potential work site hazards are communicated to RGO employees and sub-contractors.

FLHAs completed by RGO team members are reviewed subsequent to the completion of a project by a team lead to ensure completeness and identify any new hazards identified during the course of the work. Where trends are observed, corrective actions will be developed to employees to ensure a process of continual improvement.

### Last Minute Risk Assessment

A LMRA is a brief, mental hazard assessment. It is an undocumented work-planning process which consists of taking time to stop and think in advance of beginning a work activity, and deliberately identifying and mitigating any identified risks associated with the task

The LMRA is intended to focus a worker's attention on the task at hand. All workers should conduct a LMRA before executing any work activity.

When completing a LMRA, the worker should ask themselves:

- What am I doing next?
- What are the risks?
- What can I do to protect myself and those around me?
- Is my mind engaged on the task at hand?

If a work activity is to be performed by more than one worker, the LMRA could include a discussion among the workers to coordinate the work and mitigate any risks.

## 2.1 – HAZARD IDENTIFICATION ASSESSMENT AND CONTROL

### Hazard Elimination and Control

If an existing or potential hazard to workers is identified during a hazard assessment, RGO will take measures to eliminate the hazard, or control it through the using the following process:

1. Identification, development and implementation of engineering controls (For example: the general design of a workplace, the installation of additional lighting, or the use of mechanical devices).
2. If the hazard cannot be eliminated or controlled through the use of engineering controls, RGO will use identify, develop and implement administrative controls (For example, safe work procedures, training and re-training, job scheduling or rotation)
3. If the hazard cannot be eliminated or controlled through the use of engineering or administrative controls RGO will ensure that the appropriate PPE is used by workers affected by the hazard. (Examples of personal protective equipment include, but are not limited to, steel-toed footwear, safety goggles, harnesses, gloves and respirators)
4. Where reasonably practicable, RGO will use a combination of engineering controls, administrative controls and PPE if it results in a greater level of worker safety when the combination is applied.

### Emergency Control of Hazard

If emergency action is required to control or eliminate a hazard that is dangerous to the safety or health of workers,

- Only those workers competent in correcting the condition, and the minimum number necessary to correct the condition, may be exposed to the hazard, and
- Every reasonable effort must be made to control the hazard while the condition is being corrected

### Record Keeping

Install Leads are to send photographs of their FLHA's to Project Coordinators as they are completed. Project Coordinators will archive them for record keeping purposes.

Subcontractors are to submit copies of their FLHA's to their respective RGO contact who will be tasked with retaining the records in accordance with the organizational record keeping system.

Copies of field level hazard assessments will be retained for a minimum of three years

### Associated Documents

- [2.1.1 – Field Level Hazard Assessment](#)
- [2.2 – Risk Rating System](#)
- [2.3 – List of Formal Hazard Assessments](#)

### Document Control

Date	Revision
February 7, 2020 David Siemens	- Document Control section added
Feb 1, 2021 David Siemens	- Rebrand - Added Associated Documents Section
Feb 1, 2021	- Added Definitions section

## 2.1 – HAZARD IDENTIFICATION ASSESSMENT AND CONTROL

David Siemens

- Reworked parts of the Policy for improved readability

## 2.2 – HAZARD ASSESSMENT RISK RATING SYSTEM

### Purpose

It is the intent of RGO to provide a healthy and safe work environment for their team members and those in and around the areas where their operations are carried out. In order to determine the risk an identified hazard poses to the organization and its team members, RGO will use the risk rating system described in the following subsections.

### Overall Risk Level

Table 2.2 Risk Matrix

Consequence	5	7	8	9	10	11	12	13	14	15
4	6	7	8	9	10	11	12	13	14	14
3	5	6	7	8	9	10	11	12	13	13
2	4	5	6	7	8	9	10	11	12	12
1	3	4	5	6	7	8	9	10	11	11
	2	3	4	5	6	7	8	9	10	
<b>Likelihood (Frequency + Probability)</b>										

To calculate the risk for each hazard associated with a task, and determine a risk factor you need to add:

Frequency + Probability = Likelihood

And

Likelihood + Consequence = Risk Rating

### Risk Ratings

13-15 **Extreme** - very high risk consider changing or eliminating operations.

10-12 **High** - immediate correction required.

8-9 **Medium** - substantial risk, controls/correction needed.

4-7 **Low** - risk is acceptable with controls.

3 **Remote** - little to no chance of happening

### FREQUENCY

**Frequency is how frequently the hazardous event presents itself.**

Five (5) Continuous – hazardous event constantly present

Four (4) Daily – one time per day

Three (3) Weekly – one time per week

Two (2) Monthly – one time per month

## 2.2 – HAZARD ASSESSMENT RISK RATING SYSTEM

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One (1) Yearly – one time per year or less

### PROBABILITY

**Probability is the chance of a loss occurring when the hazardous event presents itself.**

Five	(5)	Frequent – Loss occurs nearly every event
Four	(4)	Probable – Loss likely to occur
Three	(3)	Occasional – 50/50 chance loss occurs
Two	(2)	Improbable – Unlikely that loss occurs
One	(1)	Remote - Remote chance that loss occurs

### CONSEQUENCE

**Consequence is the outcome or result of the hazardous event.**

Five	(5)	Catastrophic/disaster – fatalities, disabling injury or chronic health effects, extreme property/equipment damage, loss of function or facility for extended period, imprisonment for violation of regulations
Four	(4)	Serious – severe injury, serious health effects, damage to equipment/property
Three	(3)	Moderate – temporary disability, time loss, medical aid, moderate repair cost
Two	(2)	Minor – first aid injury, minimal damage, low repair cost
One	(1)	Insignificant – noticeable, no lost time, recorded

## 2.3 – LIST OF HAZARD ASSESSMENTS

### Formal Hazard Assessments

RGO has developed the following Formal Hazard Assessments outlining the various tasks associated with each job position, the task hazards and control and the hazard risk ratings.

Department	Job Description
Corporate Services	<a href="#">Accounting</a>
	<a href="#">Administration</a>
	<a href="#">Human Resource Advisor and Director</a>
	<a href="#">Health and Safety Advisor</a>
	<a href="#">Information Technology</a>
Flooring	<a href="#">Administration and Estimating</a>
	<a href="#">Installers</a>
	<a href="#">Operation Supervisor, Project Management and Vice President</a>
	<a href="#">Site Supervisors</a>
Products	<a href="#">Administration and Project Coordinators</a>
	<a href="#">Chief Financial Officer</a>
	<a href="#">Furniture Sales</a>
	<a href="#">Installers and Drivers</a>
	<a href="#">Senior Management</a>
	<a href="#">Applications Specialist, Marketing Support, Sales Support and Workspace Planning</a>
Technologies	<a href="#">Customer Care</a>
	<a href="#">Equipment Logistics</a>
	<a href="#">Equipment Sales</a>
	<a href="#">Equipment Service</a>
	<a href="#">General Manager</a>
Warehouse	<a href="#">Building Maintenance</a>
	<a href="#">Custodian</a>
	<a href="#">Warehouse Manager</a>
	<a href="#">Warehouse Worker</a>
Window Coverings	<a href="#">Administration</a>
	<a href="#">Installer</a>
	<a href="#">Logistics</a>
	<a href="#">Sales and Project Management</a>

## 3.1 – PERSONAL PROTECTIVE EQUIPMENT POLICY

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### Purpose

To manage and guide the availability, selection, use, care and maintenance of PPE utilized when engineering and administrative controls cannot adequately control an individual's exposure to a hazard present at the worksite.

### Policy

RGO understands that hazards cannot always be eliminated or adequately controlled at the source or on the path to the worker. In order to help protect workers from such hazards, and under the direction of the hierarchy of controls as outlined by the Alberta Occupational Health and Safety Code Part 2 Section 9, PPE may at times be used as a method of hazard control where other control methods are not reasonably practicable.

PPE is intended to be a last line of defense for worker protection.

Where a hazard assessment indicates the need for PPE as a hazard control, RGO will ensure that all workers:

- Are provided PPE which will protect the worker against the identified hazard
- Properly use and wear the PPE provided
- Are provided PPE that is in a condition to perform the function for which it was designed
- Are trained on the correct use, care, limitations and maintenance of the PPE

### Definitions

“Administrative Controls” means the provision, use, and scheduling of work activities and resources in the workplace, including planning, organizing, staffing, and coordinating, for the purpose of controlling risk.

“Engineering Controls” means the physical arrangement, design, or alteration of workstations, equipment, materials, production facilities, or other aspects of the physical work environment, for the purpose of controlling risk.

“PPE” means Personal Protective Equipment.

“Practicable” means that which is reasonably capable of being done, a standard applied in determining what safety measures to implement to control a hazard.

“Qualified” means being knowledgeable of the work, the hazards involved, and the means to control them by reason of education, training, and/or experience.

### Responsibilities

#### **RGO is responsible for:**

- Ensuring that formal hazard assessments identify hazards and determine what measures are necessary to control them, including which PPE is required for particular operations, work areas, equipment or conditions.

## 3.1 – PERSONAL PROTECTIVE EQUIPMENT POLICY

- Where it is required, appropriate PPE that meets or exceeds the standards set out in the Alberta OH&S Code, including any CSA, ANSI, or other voluntary standards incorporated into the Alberta OH&S Code by reference, is provided and used.
- Providing PPE required to control hazards present at the worksite to workers at no cost to the worker.
- Developing safe operating procedures for operations in which the use of PPE is required and instructing workers on procedures prior to beginning work.
- Training workers on the correct use, limitations, care and maintenance of PPE they are required to wear.
- Reviewing this policy at appropriate intervals.

### **Supervisors are responsible for:**

- Ensuring appropriate PPE is available to workers
- Completing informal inspections of their areas of responsibility ensuring PPE utilized by workers is clean, free of deficiencies and properly donned
- Ensuring workers are familiar with the correct use, limitations, care and maintenance of PPE prior to starting a task which requires its use
- Ensuring that workers are trained on operational safe operating procedures prior to beginning work
- Enforcing this policy and applicable safe operating procedures
- Assisting in the formal hazard assessment process
- Ensuring workers complete field level hazard assessments as required

### **Workers are responsible for:**

- Using PPE in accordance with training and as per the manufacturer's instructions
- Properly cleaning, maintaining and storing PPE issued to them by RGO
- Inspecting PPE prior to each use
- Reporting PPE deficiencies to their supervisor
- Participating in the field level hazard assessment process

### **Contractors are responsible for:**

- Working to the same standard as RGO employees, ensuring they comply with all aspects of applicable legislation and this policy and associated procedures while completing work for RGO.

### **The Joint Health and Safety Committee (JHSC) is responsible for:**

- Aiding RGO management in the development of a policy and procedures to aid in the selection, care, use and maintenance of PPE.
- Participating in the formal hazard assessment process
- Reviewing this policy at appropriate intervals

### Procedure

#### **Hazard Identification, Assessment and Control**

Formal and field level hazard assessments will be used as tools to assess hazards which may require the use of PPE as a control.

## 3.1 – PERSONAL PROTECTIVE EQUIPMENT POLICY

Formal hazard assessments will be completed in conjunction with the Joint Health and Safety Committee and employees who are knowledgeable with the position requirements. Results of the formal hazard assessments will be communicated to employees affected by the work processes.

Field level hazard assessments will be completed by all employees affected by the work processes.

Measures will then be selected to eliminate, or control hazards identified during these assessments with PPE being a last resort where the hazard cannot be controlled at the source or on the path to the worker.

PPE will be deemed necessary in the following situations:

- If workers' eyes may be injured or irritated, the worker will be provided properly fitting eye protection.
- If a worker requires toe protection, a puncture resistant sole, metatarsal protection, electrical protection, chainsaw protection or any combination of these, the worker will be required to wear appropriate footwear.
- If there is a foreseeable danger of injury to a worker's head, the worker will be provided industrial protective headwear appropriate to the hazards present.
- If there is a danger that a worker's hand, arm, leg or torso may be injured, they will be provided properly fitting hand, arm, leg or body protective equipment that is appropriate to the hazards identified.
- If a worker may come in contact with a harmful substance that may injure the skin on contact or adversely affect a worker's health if it is absorbed through the skin, the worker will be provided appropriate PPE.
- If a worker may be exposed to an airborne contaminant or a mixture of airborne contaminants exceeding their occupational exposure limits.

Please refer to Section 3.1.1 Personal Protective Equipment (PPE) Guidelines for RGO Showroom & Warehouse for information on PPE requirements while working in the RGO Showroom and Warehouse.

### **Selection of PPE**

Where use of PPE is determined necessary to control a hazard, appropriate PPE will be selected in accordance with the following requirements:

- Each item of PPE must meet the standards set out in the Alberta OH&S Code, including any CSA, ANSI, and other voluntary standards incorporated into the Alberta OH&S Code, for that particular kind of PPE.
- PPE must not in itself create a hazard to the person wearing it.
- PPE must be compatible with PPE currently being used so that one item of PPE does not render another item ineffective;
- If use of PPE creates hazards equal to or greater than those its use is intended to protect against, alternative PPE must be used, or other appropriate measures taken;
- Where practicable, PPE selection will be made with input from affected workers, either directly or via the Joint Health and Safety Committee, including with respect to PPE comfort, fit, cost, usability, acceptability, etc.

### **Use and Maintenance of PPE**

## 3.1 – PERSONAL PROTECTIVE EQUIPMENT POLICY

PPE must be used in accordance with manufacturer's instructions. Safe operating procedures will be developed for operations requiring the use of PPE. It is the responsibility of the worker to keep PPE clean and in good working order.

### Inspection of PPE

Workers must inspect their PPE before each use. Any PPE found to be defective must be immediately removed from service and not used again until it is adequately repaired

### Training

Workers required to use PPE will receive adequate training and instruction from a qualified supervisor or other trainer in:

- The correct use, limitations, and maintenance of the PPE; and
- The safe work procedures that apply to operations or work requiring use of PPE.

No worker will be required or allowed to carry out work tasks requiring the use of PPE unless and until they adequately complete their PPE training

### PPE Requirements

PPE utilized must be approved to the standards as listed in Table 3.1.1 below.

Table 3.1.1 PPE Standards

PPE	Applicable Standards
Eye protection	CSA Standard Z94.3-07, or CSA Standard Z94.3-02, or CSA Standard Z94.3-99, or ANSI Standard Z87.1-2003, or ANSI Standard Z87.1-1989
Foot Protection	CSA Standard Z195-02, or ASTM Standard F2412-05
Head Protection	CSA Standard CAN/CSA-Z94.1-05, or NASI Standard Z89.1-2003 (If the headwear was manufactured on or after July 1, 2009)
Respiratory Protection	CSA Standard Z94.4-02

### Associated Documents

- [3.1.1 – PPE Guidelines](#)

### Document Control

Date	Revision
March 24, 2020 Reviewed David Siemens	<ul style="list-style-type: none"> <li>- Changed revision date in footer</li> <li>- Document Control section added</li> </ul>
Dec 3, 2020 David Siemens	<ul style="list-style-type: none"> <li>- Rebrand</li> <li>- Added Associated Documents Section</li> </ul>

### 3.1.1 – PERSONAL PROTECTIVE EQUIPMENT GUIDELINES

#### RGO Showroom

Office staff may be required to wear PPE when handling lightweight retail products in the showroom. Staff should refer to Section 3.1 Personal Protective Equipment Policy for more information. PPE is available and to be used appropriately if it is required. Should office staff need to deliver or carry products on a frequent basis as part of their role, they must successfully complete a pre-employment health assessment and follow the safety requirements of an Operations or Service Technician position.

#### RGO Warehouse (includes Furniture, Window Coverings, Flooring & Office Technology areas)

As the Warehouse is a higher risk work environment, the following PPE requirements are mandatory and applicable to all staff that enters the Warehouse premises.

Activity	Steel-Toed Boots or Caps
Within the yellow lines – Walking or Touring/Escorting Customers	No
Outside the yellow lines – Walking or Touring/Escorting Customers	Yes
Demonstrating or handling products in Warehouse (Within or outside yellow lines)	Yes

**\*\*The only exception to wearing steel-toed boots or caps in the RGO Warehouse is if you are walking within the yellow lines, or if you are a customer being escorted by an RGO employee in steel-toed boots or caps\*\*. Steel-toed caps are located in HR offices and the Warehouse Manager's office.**

#### Personal Protective Equipment (PPE) Guidelines for RGO Operations & Service Technicians

##### **Operations**

- 6", grade 1 CSA-approved steel-toed boots are required when working in the warehouse and on construction sites.
- Safety gloves must be worn at all times with the exception of breaks.

##### **Service Technicians**

- CSA-approved steel-toed boots are required when working.
- Safety gloves are required when lifting or moving equipment or when handling sharp tools and objects. Gloves are not required when servicing machines.

##### **Flooring**

- 6", grade 1 CSA-approved steel-toed boots are required when working in the warehouse and on construction sites.
- Safety gloves are required when lifting or moving equipment or when handling sharp tools and objects. Gloves are not required when operating the EZ Cut machine in the RGO flooring warehouse.

##### Other Requirements

Other PPE (such as hard hats, safety glasses and vests) may be required based on task performed or site-specific requirements. Refer to Safety Manual 3.1 Personal Protective Equipment Policy for more information.

## 3.1.1 – PERSONAL PROTECTIVE EQUIPMENT GUIDELINES

### Document Control

Date	Revision
March 24, 2020 Reviewed David Siemens	<ul style="list-style-type: none"><li>- Changed revision date in footer</li><li>- Document Control section added</li></ul>
Dec 3, 2020	<ul style="list-style-type: none"><li>- Rebrand</li></ul>

## 3.2 – PREVENTATIVE MAINTENANCE PROGRAM

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### Purpose

To maintain all tools, vehicles and equipment in a condition that will maximize the safety of all personnel and prevent unexpected stoppages of operations.

### Policy

A preventative maintenance program shall be maintained and shall include the following components:

1. Adherence to all applicable regulations, standards, and manufacturers specifications.
2. Services by all appropriately qualified maintenance personnel.
3. Scheduling and documentation of all maintenance work.
4. Tag out program shall be followed and enforced.

### Responsibilities

#### **RGO is responsible for:**

- Developing a program to guide the preventative maintenance and inspection of tools, equipment, machinery, facilities and motor vehicles utilized by RGO.

#### **Supervisors/Managers are responsible for:**

- Applying the preventative maintenance program in their area of responsibility.
- Ensuring defective tools, equipment machinery and vehicles are removed from service.
- Ensuring workers are trained and competent to inspect and operate the tools, equipment, machinery and/or vehicles required to complete a task prior to beginning the task
- Retaining records of all maintenance work completed for equipment in their area of responsibility
- Coordinating and scheduling preventative maintenance inspections and activities for tools and equipment
- Coordinating and scheduling repairs of damaged tools and equipment

#### **Workers are responsible for:**

- Removing defective tools equipment, machinery or vehicles from service and reporting the situation to their supervisor.
- Inspecting tools equipment, machinery or vehicles prior to use.
- Refraining from using tools, equipment, machinery and/or vehicles they are not competent to use or operate.

#### **Sub-contractors are responsible for:**

- Working to the same standard as RGO employees, ensuring they comply with all aspects of applicable legislation and this policy and associated procedures while completing work for RGO.

#### **The Joint Health and Safety Committee (JHSC) is responsible for:**

- Aiding RGO management in the development of a policy and procedures to aid in the preventative maintenance of tools, equipment, vehicles and machinery at RGO.

### Procedure

#### **Pre-use visual inspection of tools and equipment**

Prior to starting work, workers are expected to complete a visual check of any tools or equipment being used for the task being completed including, but not limited to, dollies, hand tools, personal protective equipment, power tools and fall arrest equipment.

## 3.2 – PREVENTATIVE MAINTENANCE PROGRAM

Forklifts and order pickers are to be inspected by the operator using the checklists provided in Sections 3.2.2 and 3.2.4 respectively.

### **Weekly vehicle inspections**

Vehicle inspections are to be completed weekly by the operator using the checklist provided in [Section 3.2.4](#).

Operators of Technology department vehicles are required to inspect their vehicles and submit a completed inspection checklist to the Fleet Manager prior to leaving their homes for work on the first workday of the week.

### **Order picker inspections**

Daily order picker inspections are to be completed using the checklist provided in [Section 3.2.3](#)

Order pickers are to be inspected annual by a qualified service technician

### **Forklift inspections**

Daily forklift inspections are to be completed using the checklist provided in [Section 3.2.2](#)

Forklifts are to be inspected annual by a qualified service technician

### **Vehicle maintenance inspections**

Are to be completed by a qualified service technician as needed by vehicle mileage, and the manufacturers specifications.

### **Compactor inspections**

In addition to pre-use visual inspections, the compactor is to be inspected by a qualified service technician on an as needed basis.

### **Facility Inspections**

Facility inspections will be completed on a quarterly and a semi-annual basis as outlined by the RGO Safety Inspection Policy.

Facility inspections aim to identify failing finishing and structural building components prior to complete failure.

Structural repairs will be completed in accordance with applicable building codes and by a certified contractor.

### Record Keeping

RGO will retain equipment maintenance records for a period of no less than three years.

### Associated Documents

- [3.2.1 – Preventative Maintenance Schedule](#)
- [3.2.2 – Forklift Inspection Checklist](#)
- [3.2.3 – Daily Picker Inspection Checklist](#)
- [3.2.4 – Vehicle Inspection Checklist](#)
- [3.2.5 – Fall Arrest Inspection Checklist](#)

### Document Control

Date	Revision
May 5, 2020	- Facility Inspection section added

### 3.2 – PREVENTATIVE MAINTENANCE PROGRAM

David Siemens	- Document Control section added
Dec 3, 2020	- Rebrand
David Siemens	- Record Keeping and Associated Documents sections added
Feb 16, 2021	- Updated Order Picker and Forklift Inspection Frequency
David Siemens	- Removed monthly picker inspection from Associated Documents section
April 16, 2021	- Added managers to supervisor responsibility section - Added supervisor/manager responsibility to coordinate repair and maintenance of tools and equipment

## 3.3 – VIOLENCE AND HARASSMENT POLICY

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### Purpose

The intent of this policy is to ensure all workers are protected from acts or threats of workplace violence and harassment in accordance with the requirements of the Alberta Occupational and Safety Act (“OHS Act”), Occupational Health and Safety Regulations, the RGO Occupational Health and Safety Program and other applicable requirements and standards.

### Policy

RGO believes in the prevention of violence and harassment and promotes an abuse-free environment in which all people respect one another and work together to achieve common goals. Any act of violence or harassment committed by or against any worker or member of the public is unacceptable and **will not be tolerated under any circumstances**.

RGO is committed to eliminating or, if that is not reasonably practicable, controlling the hazards of workplace violence and harassment. Everyone is obligated to uphold this policy and to work together to prevent workplace violence and harassment.

Violation of this policy by an employee or contractor may result in disciplinary action up to and including immediate termination or forfeit of contract.

RGO will investigate and take appropriate corrective actions to address all incidents and complaints of workplace violence and/or harassment in a fair, respectful and timely manner.

In the event of an incident, RGO pledges to respect the privacy of all concerned as much as possible. RGO 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 violence and/or harassment. This violence and harassment prevention policy is not meant to discourage an employee from exercising their rights under any other law, including the *Alberta Human Rights Act*.

### Definitions

“Worker” means all workers engaged in work at RGO worksites are protected from workplace violence and harassment regardless of who pays or employs the workers, including:

- Full or Part-time workers employed by RGO;
- Temporary employees placed by an outside agency to work at RGO;
- Contract laborers engaged to perform at the worksite;
- Volunteers who work at the site for free; and
- Workers employed by contractors and/or subcontractors to perform work at the site under a contract with RGO;

“Workplace” means any location where a worker is, or is likely to be, engaged in work for RGO, including any vehicle or mobile equipment.

### 3.3 – VIOLENCE AND HARASSMENT POLICY

“Workplace Harassment” means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that 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, comments, bullying or actions because of race, religious beliefs, color, physical disability, mental disability, 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,
- but excludes any reasonable conduct of an employer or supervisor related to the normal management of workers or a work site.

“Workplace harassment” is behavior intended to intimidate, offend, degrade or humiliate a person or group. It is a serious issue and creates an unhealthy work environment resulting in psychological harm to workers. Harassing behavior can include:

- unwelcome conduct, comments, gestures or contact which causes offense or humiliation (e.g. name calling, harassing phone calls, spreading rumors);
- deliberate misgendering (i.e. referring to a person using terms or pronouns that do not align with the person's affirmed gender);
- physical or psychological bullying which creates fear or mistrust or which ridicules or devalues the individual (e.g. fist shaking, yelling);
- exclusion or isolation of individuals;
- intimidation (i.e. standing too close or making inappropriate gestures/comments);
- cyber bullying (e.g. posting or sending offensive or intimidating messages through social media or email);
- deliberately setting the individual up to fail (e.g. making unreasonable demands, setting impossible deadlines, interfering with work);
- intentionally withholding information or giving the wrong information;
- taking away work or responsibility without cause; and
- displaying or circulating offensive pictures or materials in print or electronic form.

“Workplace Violence” is defined by the OHS Act as the threatened, attempted or actual conduct of a person, including but not limited to a co-worker, customer, client, contractor, client, vendor, visitor, member of the public, that causes or is likely to cause physical or psychological injury or harm and includes domestic or sexual violence.

Violence includes behaviors such as:

- physical attack or aggression (e.g. hitting, shoving, pushing or kicking a worker; throwing an object at a worker; kicking an object the worker is standing on, such as a ladder);
- threatening behavior (e.g. shaking a fist in a worker's face, wielding a weapon at work, trying to hit a worker, trying to run down a worker using a vehicle or equipment such as a forklift, destroying property or throwing objects);
- verbal or written threats (e.g. verbally threatening to attack a worker, leaving threatening notes or sending threatening emails to express an intent to inflict harm on a worker);
- Body language or behaviors that leave little to doubt in the mind of the worker that the perpetrator intends to cause physical injury;
- domestic violence; and
- sexual violence

## 3.3 – VIOLENCE AND HARASSMENT POLICY

### Responsibilities

#### **RGO is responsible for:**

- Developing a policy and procedures to protect workers from the hazards of workplace violence and harassment
- Investigating reported incidents of violence and harassment in an objective and timely manner
- Protecting the confidentiality of individuals and information related to the investigation
- Addressing the rights and responsibilities of both the victim and the alleged abuser
- Taking necessary action
- Providing appropriate support for victims

#### **Supervisors are responsible for:**

- Adhering to this policy and supporting procedures
- Ensuring that workers under their supervision refrain from participating in workplace violence and harassment and adhere to this policy and supporting procedures
- Assisting in assessing the risk of workplace violence and harassment to employees under their supervision.
- Ensure workers have the information they need to protect themselves
- Receiving reports of violence and/or harassment, and relay information to management in a timely manner
- Cooperating with police, company investigators or authorities as required during any investigation related to workplace violence or harassment

#### **Workers are responsible for:**

- Working in compliance with these policies
- Treating co-workers, clients and the public with respect and dignity
- Participating in training opportunities
- Reducing incidents of violence and harassment by practicing principles of prevention.
- Reporting incidents of violence, threats of violence and harassment against themselves or others to their manager or the Human Resources Department immediately
- Notifying their supervisor, manager, HR or RGO official if they are threatened with or feel they are at risk of domestic or family violence and that their spouse, partner, family member, friend or other relation is likely to attempt to engage in violence against them in the workplace.
- Being aware of the procedure for filing a complaint
- Consulting with a medical professional of the worker's choice for treatment or referral an injury or adverse symptom is suffered from an incident of workplace violence or from exposure to workplace violence.
- Cooperating with policy, company investigators or authorities as required during any investigation related to workplace violence or harassment

#### **Contractors are responsible for:**

- Working to the same standard as RGO employees, ensuring they comply with all aspects of applicable legislation and this policy and associated procedures while completing work for RGO.

#### **The Joint Health and Safety Committee (JHSC) is responsible for:**

- Aiding RGO management in the development of a policy and procedures to protect workers from the hazards of workplace violence and harassment.

### 3.3 – VIOLENCE AND HARASSMENT POLICY

- Aiding RGO management with the identification of violence and harassment as a potential workplace hazard during the hazard assessment development and review processes, and selecting and monitoring appropriate control measures as provided for in this policy

#### Hazard Identification, Assessment and Control

Formal and Field Level Hazard Assessments will be used as tools to assess the risk of violence and harassment at the workplace. These hazard assessments are to be conducted by competent personnel and consider the following risk factors:

- Previous Experience: The history of violence and/or harassment in the particular workplace and the occupational experience in similar workplaces.
- Vulnerability of Workers: Which workers are at risk of violence and/or harassment based on personal characteristics such as gender, size, race, religion, etc., as well as duties, work location, etc.
- Sources of Threat: What persons or groups of persons that workers come into contact with are likely to pose a threat of violence and/or harassment—members of the public, customers, clients, etc.
- Work Processes: Whether the work involves an unusually high degree of risk, e.g., handling money or valuables, working with mentally unstable people, direct contact with irate customers, etc.
- Work Conditions: Whether work conditions contribute to the danger of violence, e.g., working at night, working alone, working in dangerous neighbourhoods, etc.; and
- Workplace Characteristics: How physical conditions of the workplace affect the danger, e.g., are doors and windows secured, is security nearby, if workers deal with the public, are they in the open or behind secure barriers, etc. The competent person will use, at a minimum, the following data to assess violence hazards:
- Internal reports of workplace violence and/or harassment submitted by RGO workers or other personnel;
- Police reports of violence and/or harassment in the neighbourhood of the particular work site.
- JHSC meeting minutes and recommendations pertaining to violence and/or harassment hazards.

Where hazard assessments identify workplace violence and/or harassment as a potential hazard to workers, RGO will implement procedures, policies, and work environment arrangements to eliminate, or where total elimination is not possible, minimize those hazards.

In selecting appropriate controls for eliminating or minimizing risks of workplace violence, RGO will follow the hierarchy of controls as outlined in Part 2 of the Alberta Occupational Health and Safety Code 2009, including use of:

- Engineering controls, including but not limited to physical barriers, alarms, panic buttons, surveillance cameras, and lighting;
- Administrative controls, including but not limited to safe work procedures for performing job tasks involving risks of violence, such as handling cash, working alone or in isolation, and dealing with irate customers; and
- Personal protective equipment and communications equipment.

### 3.3 – VIOLENCE AND HARASSMENT POLICY

#### Training

Where hazard assessments identify workplace violence and/or harassment as potential hazards, RGO will ensure that workers are properly notified, instructed and trained.

A New Hire Orientation occurs on the first day of employment and includes instruction for employees on:

- Indication of workplace locations or job classifications where workplace violence and/or harassment has been identified as a potential hazard;
- Warnings about co-workers with a history of violent behaviour that workers are likely to encounter at the workplace, subject to the privacy rights of those involved;
- How to recognize workplace harassment and violence and early warning signs;
- The policy, procedures and workplace arrangements that effectively minimize or eliminate workplace violence and harassment;
- The appropriate response to workplace harassment and violence, including how to obtain assistance; and
- Procedures for reporting incidents of workplace harassment and violence.

Individuals working in supervisory or managerial roles, or working in areas identified as high-risk as determined during the hazard assessment process may receive additional training including, but not limited to:

- Investigation and response to reports of workplace violence and/or harassment training
- Mediation training

#### Procedure for Instances of Workplace Violence

##### **Incident Reporting**

During an incident of violence, individuals should first work to ensure the safety of themselves and others in the area and that proper medical treatment is provided or sent for. Incidents of workplace violence should then be reported immediately to a supervisor, management or the police as appropriate.

The accuser should be prepared to provide details of the event including, but not limited to, what happened; when it happened; where it happened and whether any witnesses were present.

If the incident involves a fatality, or results in an individual being admitted to a hospital ensure that:

- The area where the incident occurred is cordoned off and not disturbed except to attend to an injured or deceased person
- A Director of Inspection is notified

\*\*\*No worker will suffer discriminatory action for reporting workplace violence in accordance with this Policy, provided that such reports are made in good faith and with a sincere belief that the allegations of workplace violence reported are true.

##### **Investigation**

RGO will ensure that reports of workplace violence submitted by workers are taken seriously and investigated in a prompt, thorough, fair, and objective manner by individuals who possesses appropriate training and experience. RGO will take steps to protect the identity and personal information of the

### 3.3 – VIOLENCE AND HARASSMENT POLICY

worker who reports workplace violence as well as of the individuals involved in the incident except where disclosure is necessary to perform the investigation or otherwise permitted or required by law.

The investigation report should include a description of the event and corrective actions to be implemented to prevent reoccurrence.

#### **Resolution and Discipline**

After the completion of an investigation, the investigator's report will be provided to RGO management, and other involved parties. Any RGO staff members found by the investigation to have engaged in workplace violence will be subject to discipline in accordance with RGO progressive disciplinary procedures and procedures. RGO will ensure that workers who report workplace violence are notified of the findings of the investigation as soon as reasonably possible and that necessary corrective actions are taken to ensure that problems that led to the incident are adequately addressed.

#### Procedure for Instances of Workplace Harassment

##### **Incident Reporting**

Incidents of workplace harassment should be reported immediately to a supervisor, management or the police as appropriate. Incidents should be reported no later than one year after the last incident of perceived harassment unless there are circumstances that have prevented the individual from doing so. Complaints can be issued verbally or in writing.

The RGO reporting contact for the event should not be or be under the direct supervision of the alleged harasser. If the harasser is a supervisor or manager, report the problem to their supervisor or the human resource manager.

The accuser should be prepared to provide details of the event including, but not limited to, what happened; when it happened; where it happened; the frequency of the event(s) and whether any witnesses were present.

After a complaint being issued, the person that the complaint has been filed against will be notified, in writing, of the harassment complaint, including details of the allegations that have been made against him or her.

##### **Mediation**

Wherever appropriate and possible, the parties of the harassment complaint will be offered mediation prior to proceeding with the harassment investigation process.

Mediation is **both** voluntary and confidential. It is intended to assist the parties to arrive at a mutually acceptable resolution to the harassment complaint.

A neutral mediator will be appointed by the employer and agreed upon by both parties.

##### **Investigation**

If mediation is inappropriate or does not resolve the issue, a harassment investigation will proceed. Investigations will be completed by an individual who possesses the necessary training and experience. In some cases, an external consultant may be engaged.

### 3.3 – VIOLENCE AND HARASSMENT POLICY

During the investigation process, the investigator may:

- Interview involved parties and witnesses.
- Give the alleged harasser(s) opportunity to respond to the allegations.
- Collect and review any relevant documents.

After the investigation, the investigator will prepare a report that will include:

- A description of the allegations.
- The response of the person that the complaint was made against.
- A summary of information learned from witnesses (if applicable).
- Corrective actions
- A decision about whether harassment did occur.

Copies of the investigator's report will be provided to RGO management, and both parties to the complaint.

#### **Substantiated Complaint**

If a harassment complaint is substantiated, RGO management will decide what action is appropriate.

Remedies for the employee who was harassed may include, but are not limited to, an oral or written apology, compensation for lost wages, compensation for lost employment benefits (sick leave, etc.) and compensation for hurt feelings. Corrective actions for the employee found to have engaged in harassment may include disciplinary action up to and including termination.

Both parties to the complaint will be advised, in writing, of the decision.

#### Support for workers

RGO will take appropriate steps to provide support and counselling to workers who report incidents of violence and/or who suffer injuries or other adverse symptoms as a result of such incidents, including advising them to consult a physician of the worker's choice for treatment or counselling and referral and referral to the RGO Employee Assistance Program. Privacy and

#### Confidentiality

All parties to a violence and/or harassment complaint are expected to respect the privacy and confidentiality of all other parties involved, and to limit the discussion of a violence and/or harassment complaint to those that need to know.

RGO and all individuals involved in the violence and/or harassment complaint process will comply with all requirements of the *Alberta Personal Information Protection Act*.

#### Review of the Workplace Violence and Harassment Policy and Procedure

This Policy and Procedure is to be reviewed by management and the health and safety representative, and updated as necessary:

- After an incident.
- Upon recommendation of the health and safety representative.

At least every three years.

## 3.3 – VIOLENCE AND HARASSMENT POLICY

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### Associated Documents

- [3.3.1 – Violence and Harassment Prevention Tips](#)
- [3.3.2 – Violence and Harassment Incident Report](#)

### Document Control

Date	Revision
Dec 7, 2020 David Siemens	- Rebrand - Document Control and Associated Documents sections added

## 3.4 – LIST OF SAFE OPERATING PROCEDURES

### SOP/SWPs

RGO has developed the following Safe Work and Safe Operating Procedures to guide employees on how to safely use the respective equipment, or complete the respective task

<b>Department</b>	<b>Safe Operating/Work Procedure</b>
Flooring	<a href="#">Access Flooring Installation</a>
	<a href="#">Carpet and Vinyl Composite Tile Flooring Installation</a>
	<a href="#">Hardwood Flooring Installation</a>
	<a href="#">Porcelain and Ceramic Tile Flooring Installation</a>
	<a href="#">Rolled Flooring Material Handling and Install</a>
	<a href="#">Welding Seams in Vinyl Flooring</a>
Products	<a href="#">Lifting and Moving Office Equipment</a>
	<a href="#">Stair Climber</a>
Technologies	<a href="#">Equipment Hoist</a>
Warehouse	<a href="#">Compactor</a>
	<a href="#">Composter</a>
	<a href="#">COVID-19 Cleaning Procedures</a>
	<a href="#">Floor Sweeper</a>
	<a href="#">Mobile Staircase</a>
	<a href="#">Order Pickers</a>
	<a href="#">Shrink Wrap Baler</a>
Window Coverings	<a href="#">Aerial Work Platform Operation</a> and <a href="#">Inspection Checklist</a>
	<a href="#">Scaffold</a>
	<a href="#">Utility Trailer Operation</a> and <a href="#">Inspection Checklist</a>
Various	<a href="#">COVID-19 Site Procedures</a>
	<a href="#">COVID-19 Visitor Procedures</a>
	<a href="#">Defective Tools</a>
	<a href="#">Dollies and Handcarts</a>
	<a href="#">Driving</a>
	<a href="#">Fall Protection Equipment</a> and <a href="#">Inspection Checklist</a>
	<a href="#">Fire Extinguishers</a>
	<a href="#">Forklift</a>
	<a href="#">Hand Tools</a>
	<a href="#">Housekeeping</a>
	<a href="#">Journey Management</a> and <a href="#">Journey Management Form</a>
	<a href="#">Ladders</a>
	<a href="#">Lifting</a>
	<a href="#">Loading and Unloading Trucks</a>
	<a href="#">Office Safety</a>
	<a href="#">Painting and Refinishing</a>
	<a href="#">Power Cords</a>
	<a href="#">Power Tools</a>
	<a href="#">Refuelling</a>

## 3.4 – LIST OF SAFE OPERATING PROCEDURES

<a href="#"><u>Site Safety (General)</u></a>
<a href="#"><u>Solvents - Cleaners &amp; Adhesives</u></a>
<a href="#"><u>Welding</u></a>

Associated Documents

- [3.4.1 – SOP Sign-Off - Operations](#)
- [3.4.2 – SOP Sign-Off - Warehouse](#)
- [3.4.3 – SOP Sign-Off – Office Administration](#)
- [3.4.4 – SOP Sign-Off - Sales](#)
- [3.4.5 – SOP Sign-Off – Technologies Service](#)
- [3.4.6 – SOP Sign-Off – Technologies Warehouse](#)
- [3.4.7 – SOP Sign-Off – Site Supervisors](#)
- [3.4.8 – SOP Sign-Off – Flooring Subcontractors](#)
- [3.4.9 – SOP Sign-Off – Window Coverings Subcontractors](#)

### Purpose

Workers have the right to know about the hazards associated with any hazardous products they may be exposed to during their day-to-day work activities. To ensure the effective exercise of workers' right to know, RGO will supply workers access to hazard information regarding hazardous products they work with or in proximity to, and education as to how to use that information to protect the health and safety of themselves and those in and around the area in which they are completing work activities.

The purpose of this Policy is to ensure that workers receive and understand the information and education pertinent to protecting themselves, and those in and around the area in which they are completing work, from the health and safety hazards associated with hazardous products used, handled and stored as part of RGO's business operations in accordance with the Alberta OH&S Act, Regulation and Code and RGO's health and safety management system,

### Policy

Hazardous products may not be used, stored or handled by any employee completing work for RGO unless all WHMIS measures with respect to hazardous products, labels, identifiers, SDSs and worker education are fulfilled as outlined by this Policy.

### Definitions

“Container” means a bag, barrel, bottle, box, can, cylinder, drum or similar package or receptacle.

“Hazard information” means information on the correct and safe use, storage and handling of a hazardous product including information relating to its health and physical hazards.

“Hazardous product” means a product, mixture, material or substance classified in accordance with the regulations made under Section 15(1)(a) or the *Hazardous Product Act* in a category or subcategory of a hazard class listed in Schedule 2 of the *Hazardous Product Act*

“Hazardous waste” means a hazardous product that is intended for disposal, or is acquired or generated for recycling or recovery

“Label” means a group of written printed or graphic informational elements that relate to a hazardous product that is designated to be affixed to, printed on or attached to the hazardous product or the container in which the hazardous product is packaged.

“Manufactured article” means any article that is formed to a specific shape or design during manufacture, the intended use of which when in that form is dependant in whole or in part on its shape or design, and that, when being installed, if the intended use of the article requires it to be installed, and under normal conditions of use, will not release or otherwise cause an individual to be exposed to a hazardous product

“OH&S” means Occupational Health and Safety

“PPE” means personal protective equipment

## 3.5 – WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

RGO

“Product identifier” means, with respect to a hazardous product, the brand name, chemical name, common name, generic name or trade name

“Safety data sheet (SDS)” means a document that contains information about a hazardous product including information related to the hazards associated with any use, storage or handling of the hazardous product at the worksite, in accordance with the regulations made under subsection 15(1) of the *Hazardous Product Act*

“Significant new information” means new information regarding the hazard presented by a hazardous product that:

- Changes its classification in a category or subcategory of a hazard class
- Results in its classification in another hazard class
- Changes the ways to protect against the hazards presented by the hazardous product

“Substance” means any chemical element or chemical compound, that is in its natural state or that is obtained by a production process, whether alone or together with:

- Any additive that is necessary to preserve the stability of the chemical element or chemical compound
- Any solvent that is necessary to preserve the stability of the chemical element or chemical compound
- Any impurity that is derived from the production process

“Supplier” means a person who, in the course of business, imports or sells a hazardous product

“Supplier label” means the label provided by the supplier of the hazardous product that meets the requirements set out in the regulations made under subsection 15(1) of the *Hazardous Product Act*

“Work site label” means, with respect to a hazardous product, a label that contains:

- A product identifier that is identical to that found on the SDS for the hazardous product
- Information for the safe handling of the hazardous product
- Reference to the SDS for the hazardous product

“WHMIS” means Workplace Hazardous Material Information System

### Scope

#### **Workers this Policy is Intended to Protect**

This Policy is intended to protect all workers engaged in RGO business operations where hazardous products are used, handled or stored, regardless of who pays or employs those workers. This includes:

- Full- or part-time workers employed by RGO
- Temporary or contract employees
- Subcontractor employees
- Visitors to areas where RGO operations are conducted

#### **Hazardous Products Not Covered by This Policy**

Hazardous products associated with RGO business operations that are not covered by this Policy include:

- Wood or products made of wood

- Hazardous wastes
- Manufactured articles
- (Other than the requirement set out in this policy that an SDS be readily available at the workplace), dangerous goods under the Alberta *Dangerous Goods Transportation and Handling Act*, to the extent that its handling, offering for transport, or transport is subject to the Act.

### **Products Not Covered by Label and SDS Requirements**

The provisions of this Policy relating to labels and SDS do not apply to products listed in Part 29 Section 395(5) of the Alberta OH&S Code as being exempt from those requirements. Products associated with RGO's operations that may fall under this category include products, materials and/or substances that are packed as consumer products as defined in Section 2 of the *Consumer Product Safety Act*.

### Hazardous Waste

If a hazardous waste is generated as part of RGO business operations, RGO will ensure that it is stored and handled safely using a combination of the following:

- An appropriate means of identification
- Worker instruction on the safe handling of the hazardous waste

### Roles and Responsibilities

#### **RGO Senior Management is Responsible for:**

- Developing a Policy to manage the use, handling and storage of hazardous associated with RGO business operations
- Ensuring that the resources necessary to implement this Policy are effectively provided
- Ensuring that all required WHMIS labels, SDS and other means of identification are used to provide workers notification of the hazards posed by hazardous products
- Ensuring that all workers who may be exposed to hazardous products receive, and demonstrate their understanding of required WHMIS training and information
- Allowing workers to participate in the hazard assessment process
- Where necessary, facilitating the development and implementation of safe work procedures for the safe use, handling and storage of hazardous products used as part of RGO's business operations
- Ensuring that this Policy is reviewed and updated as necessary

#### **RGO Supervisors are Responsible for:**

- Ensuring that all workers exposed to hazardous products receive and demonstrate their understanding of required WHMIS training and information
- Ensuring workers utilize and follow provided WHMIS training and information
- Aiding in the development of safe work procedures for the use, handling and storage of hazardous products
- Ensuring that workers are held accountable for complying with this Policy
- Maintaining an inventory of hazardous products used, handled and/or stored in their area of responsibility
- Ensuring that SDS are up-to-date and readily available for the hazardous products in their area of responsibility
- Applying and enforcing this Policy with subcontractors
- Aiding in the Policy review process

### **RGO Workers are Responsible for:**

- Knowing, cooperating and complying with this Policy
- Attending, understanding and utilizing WHMIS training and information provided to them
- Knowing where to find SDSs and utilizing the information contained on them
- Following safe work procedures developed by RGO
- Immediately reporting and hazards or infractions to their supervisor

### **The RGO Health and Safety Committee is Responsible for:**

- Aiding in the identification and assessment of hazards associated with hazardous products
- Aiding in the development of WHMIS training
- Aiding in the selection of methods to make SDSs readily available to workers
- Aiding in the development of safe work procedures
- Aiding in the selection and monitoring of hazard controls
- Aiding in the Policy review process

### **Subcontractors**

Working to the same standard as RGO employees, ensuring they comply with all aspects of applicable legislation and this policy and associated procedures while completing work for RGO.

### **WHMIS Training and Information**

#### **Development and Content of WHMIS Training**

RGO will, in consultation with the Health and Safety Committee, develop and ensure that all workers who work with or in proximity to a hazardous product receive WHMIS training that includes, at a minimum:

- The content that is required to be on a supplier and work site label and the purpose and significance of the information
- The content that must be on an SDS and the purpose and significance of the information
- Procedures for safely using, handling and storing hazardous products associated with RGO's business operations
- Procedures to be followed in the event of an emergency situation arising involving a hazardous product associated with RGO's business operations

#### **WHMIS Training Supplier**

RGO will employ a competent individual who will develop WHMIS training and ensure it is readily available to all staff.

#### **Workers Who Will Receive WHMIS Training**

All staff that works with, or in proximity to, hazardous products will be required to take WHMIS training and pass an exam before they are permitted to work with, or in proximity to, hazardous products.

#### **WHMIS Refresher Training**

Though WHMIS refresher training is not required by legislation, RGO will assess the need for refresher training through worksite inspections, employee feedback and the review of accident and incident reports.

## **WHMIS Training Review**

RGO, in consultation with the Health and Safety Committee, will review its WHMIS training program where significant changes in work or workplace conditions suggest the need for re-evaluation, including:

- After injuries, illnesses, accidents, incidents or near misses involving hazardous products
- Before implementing a new or revised safe work procedure involving a hazardous product
- In response to receiving significant new information about a hazardous product not covered by previous training
- After new hazard information becomes available
- In response to significant and credible complaints regarding the adequacy of current WHMIS training

## **Hazardous Products**

### **Inventory of Hazardous Products**

Each RGO department will maintain an up-to-date inventory of hazardous products used, handled and stored as part of their operations.

### **Use and Handling of Hazardous Products**

Individuals working with hazardous products must utilize all PPE and handling measures outlined in the hazardous product SDS when working with a hazardous product.

### **Storage of Hazardous Products**

All storage requirements as outlined by the hazardous product SDS must be met when storing hazardous products.

### **Labels**

RGO will ensure that hazardous products are properly labelled or otherwise identified as per the requirements of Part 29 of the Alberta OH&S Code.

### **General Provisions**

RGO will ensure that every hazardous product or container of hazardous product use during RGO's operations has a proper supplier or work site label present (unless a labelling exemption in the *Hazardous Products Act* applies).

Supplier labels are not to be removed, modified or altered where any amount of hazardous product remains in the container.

### **Updating and Replacing Labels**

RGO will update supplier and work site labels as soon as significant new information regarding the label content is received from the supplier of the hazardous product.

Unless any labelling exemptions in the *Hazardous Products Regulations* apply, RGO will immediately replace any supplier label on a hazardous product or its container that is illegible, removed or detached with another supplier or work site label.

### **Missing Labels**

If a hazardous product is imported or received at a workplace without a supplier label, RGO will apply a work site label.

### 120-Day Storage Requirement

In accordance with Part 29, Section 398(5) of the Alberta OH&S Code, RGO may store a hazardous product that does not have a supplier or work site label for up to 120 days if:

- RGO actively seeks a supplier label or the information required for a work site label
- RGO posts a placard which complies with Part 29, Section 401 of the Alberta OH&S Code
- Ensures that any worker who works with or in proximity of the stored hazardous product:
  - Knows the purpose of the above-mentioned placard and the information on it
  - Is trained in the procedures to be followed if there is a fugitive emission
  - Is trained on the procedures in the event of an emergency involving the hazardous product

### Labels for Decanted Products

If a hazardous product is decanted into a container other than the container in which it was received, RGO supervisors will ensure that a work site label is applied to the container.

The above provision does not apply to potable containers that are filled directly from the container that has a supplier or work site label if the hazardous product is needed for immediate use and:

- Is under the control of and used exclusively by the worker who filled the portable container
- The hazardous product is used only during the shift during which the portable container was filled
- The contents of the portable contained is clearly identified on the container

### SDS Requirements

RGO will ensure that SDS are available for all hazardous products used, handled or stored as part of RGO operations.

Prior to obtaining a new hazardous product, the SDS should be reviewed by the area supervisor and the Health and Safety Committee to determine what hazards it may present in the workplace

### SDSs

When RGO acquires a hazardous product for use at the workplace, it will obtain an SDS from the supplier (unless the supplier is exempt from the requirement to supply an SDS by the *Hazardous Products Regulations*) prior to bringing the hazardous product into the workplace.

In accordance with Part 29, Section 404 (2) of the Alberta OH&S Code, RGO may store a hazardous product that does not have a supplier SDS for up to 120 days if RGO actively seeks the supplier SDS.

### Currency of SDS Information

It is RGO's expectation that a supplier of a hazardous product will provide a current SDS. If RGO received significant new information regarding the content of a SDS, RGO will update the SDS as soon as reasonably practicable, and no later than 90 days after receiving the significant new information.

### Worker Access to SDSs

RGO area supervisors are to ensure that SDSs are readily available to workers who may be exposed to a hazardous product as part of RGO operations.

### Subcontractors

Subcontractors performing work on behalf of RGO involving potential exposure to hazardous products are to:

- Notify their employees of the hazards the hazardous products may pose to those involved with the work
- Notify their employees of the WHMIS protections provided under this Policy
- Ensure that the measures outlined in this Policy are provided to any of their employees that may be exposed to the hazardous product

### Policy Review

RGO will review this Policy, in consultation with the Health and Safety Committee:

- At a minimum of every three years
- Upon recommendation of the Health and Safety Committee
- After injuries, illnesses, accidents, incidents or near misses involving hazardous products
- In response to significant and credible complaints regarding the adequacy of current Policy

### Document Control

Date	Revision
April 27, 2020 Reviewed David Siemens	- Re-wrote Policy
Dec 7, 2020 David Siemens	- Rebrand

## 3.6 – WORKING ALONE POLICY

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### Purpose

The intent of this policy is to aid RGO in the protection of workers as required by the Alberta Occupational Health and Safety Act. Specifically, this policy and procedure applies to individuals who may work alone or in isolation while completing work on behalf of RGO.

### Policy

RGO recognizes that working alone may expose workers to additional risks and leave them without help in the event of an injury or illness. Where reasonably practicable, RGO will avoid requiring workers to do their jobs alone or in isolation. Where this is not practicable, RGO will take steps to either eliminate or reduce the risks posed to them.

### Definitions

“Working Alone” means:

- To be the only representative of RGO present at a worksite, in circumstances where assistance is not readily available in the event of an injury, illness or emergency, or
- To be the only representative of RGO present when completing work within a private residence.

### Scope

This policy is intended to protect the health and safety of individuals engaged in work on behalf of RGO who are working alone or in isolation. This includes:

- Full- or part-time workers employed by RGO
- Subcontractors completing work on behalf of RGO

### Responsibilities

#### **RGO is responsible for:**

- Developing a policy and procedures to protect workers who work alone
- Ensuring managers and supervisors are aware of the policy and procedures, and have the appropriate tools and equipment required to implement the policy and associated procedures in their areas of responsibility
- Reviewing and updating the policy and procedures at appropriate intervals to account for changes to technologies, industry standards, best practices and work operations

#### **Dispatchers/Schedulers are responsible for:**

- Ensuring that, where applicable, working alone is identified as a hazard on jobs they oversee
- Where required, ensuring that appropriate safety and security measures, including but not limited to working alone procedures, are selected, developed and implemented correctly on jobs they oversee
- Ensuring employees and subcontractors are familiar with the contents of this policy and associated procedures, and utilizing them where necessary
- Acting as a check-in person for subcontractors when required
- Designating or acting as a contact person for subcontractors or employees who work alone
- Enforcing this policy and associated procedures on jobs they oversee

## 3.6 – WORKING ALONE POLICY

### **Workers are responsible for:**

- Notifying their supervisor or RGO contact when they have identified working alone as a hazard during the site-specific hazard assessment process
- Providing input into the development of work procedures that affect them
- Ensuring they understand this policy and associated procedures, and utilizing the content when working alone
- Immediately notifying their supervisor of any defects in working alone procedures

### **Contractors are responsible for:**

- Working to the same standard as RGO employees, ensuring they comply with all aspects of applicable legislation and this policy and associated procedures while completing work for RGO.
- Ensuring appropriate controls are in place when their employees and subcontractors are working alone on RGO, or RGO client work sites.

### **The Joint Health and Safety Committee (JHSC) is responsible for:**

- Aiding RGO management in the development of a policy and procedures to protect workers while working alone
- Making recommendations regarding this policy and associated procedures, and the safety of workers working alone

### Hazard Identification, Assessment and Control

Both the pre-job planning process and field-level hazard assessments should be used to identify whether working alone poses a hazard while completing work on behalf of RGO. Where working alone is identified as a hazard, the risks associated with the task must be assessed prior to starting work, and appropriate controls implemented.

Prior to assigning an individual to a task, a dispatcher/scheduler, in consultation with the individual and/or client, will identify the potential for working alone as a hazard throughout the course of the project.

Where pre-job planning has not identified working alone as a hazard, workers may identify working alone as a hazard during the field-level hazard assessment process. Where working alone was not identified during the pre-job planning process, but identified during a field-level hazard assessment, the worker should immediately contact their dispatcher/scheduler.

Subsequent to identifying working alone as a hazard associated with the task(s) being completed, the dispatcher/scheduler, and the individual completing the task(s) must assess the risks associated with the task and implement appropriate control measures.

In selecting appropriate controls for eliminating or minimizing the risks associated with working alone, RGO will follow the hierarchy of controls as outlined in Part 2 of the Alberta Occupational Health and Safety Code 2009, including use of:

- Engineering controls, including but not limited to alarms, surveillance cameras, and lighting
- Administrative controls, including but not limited to developing safe work procedures for performing job tasks involving risks of violence, working alone or in isolation, and dealing with irate customers
- Personal protective equipment and communications equipment.

## 3.6 – WORKING ALONE POLICY

### Procedures

The following subsections outline the steps to be taken when working alone has been identified as a hazard while completing work for RGO.

**Form 3.6.1 – Working Alone Check-Ins** may be used to document check-ins where necessary.

#### **Window Coverings Procedure**

Where Window Covering subcontractors work alone, it will be their responsibility to develop working alone procedures consisting of:

- An effective means of communication
- Check-ins or site visits if electronic communication is not practicable
- Emergency response procedures in the event that a worker cannot be contacted.

Where required, subcontractors may request the RGO dispatcher/scheduler to act as a check-in person,

The following work is prohibited when working alone for the Window Coverings department:

- Working at heights of greater than 3m
- Working at heights of less than 3m where there is an unusual possibility of injury

In the event that a check-in is missed, and the dispatcher/scheduler cannot contact the subcontractor working alone, the dispatcher/scheduler will proceed with the following steps:

1. Wait 10 minutes and try contacting the individual again
2. Contact the site owner and determine if there is someone close by who can check-in on the individual. If there is, wait until the check is completed to determine further action. If there is not a site owner contact near by, determine if there is an RGO delegate near by that could check-in on them. If there is, wait until the check is completed to determine further action
3. Contact emergency services

#### **RGO Technologies Procedure**

Where the pre-job planning process or a hazard assessment has identified working alone as a hazard, the dispatcher/scheduler will ensure that an effective communication system for checking the well-being of the individual is established consisting of one or more of the following:

- Phone or cellular phone communication
- Any other means that provides effective communication in view of the risks involved (email or other electronic communication)

RGO Technologies vehicles are equipped with GPS tracking units which can be used to determine the location of the vehicle as well as the time spent at that location. Where a vehicle has been observed by the dispatcher/scheduler to be in a location longer than expected to complete the scheduled task, the dispatcher/scheduler is to check-in with the individual to ensure their safety.

Where the individual working alone identifies an unusual possibility or injury at the worksite, the individual is to contact the dispatcher/scheduler and schedule intervals at which to complete check-in's at.

In the event that a check-in is missed, and the dispatcher/scheduler cannot contact the individual working alone, the dispatcher/scheduler is to take the following steps:

## 3.6 – WORKING ALONE POLICY

1. Check the GPS tracking unit to aid in the determination of the location of the individual
2. If the GPS tracking unit indicates the individual is in transit, wait until the individual has arrived at their next scheduled service location prior to attempting to contact them

If the GPS tracking unit indicates the individual is still at the client site, wait 10 minutes and try contacting the individual again.

- If the individual is still at a client site and cannot be reached, contact the site owner and determine if there is someone close by who can check-in on the individual. If there is, wait until the check is completed to determine further action. If there is not a site owner contact near by, determine if there is an RGO delegate near by that could check-in on them. If there is, wait until the check is completed to determine further action.

3. Contact emergency services

### RGO Flooring Procedure

Where RGO Flooring's subcontractors schedule their employees to work alone, it will be their responsibility to develop working alone procedures consisting of:

- An effective means of communication
- Check-ins or site visits if electronic communication is not practicable
- Emergency response procedures in the event that a worker cannot be contacted.

### Procedure when Working Alone at the RGO Office or Warehouse

Where an individual is working alone in the RGO office or warehouse, that individual is responsible to set up a check-in system with another RGO employee to ensure their well-being while working alone. A communication system is to be established consisting of one or more of the following:

- Phone or cellular phone communication
- Any other means that provides effective communication in view of the risks involved (email or other electronic communication)

The individual working alone is required to check-in with the selected RGO employee at the following times:

- Upon arriving at the RGO office or warehouse
- At predetermined intervals, to be determined based on the type of work being completed (higher risk work to require more frequent check-ins)
- Upon leaving the RGO office or warehouse

In the event that a check-in is missed, and the individual working alone cannot be contacted, the the following steps are to be taken:

1. Wait 10 minutes and try contacting the individual again
2. Conduct a visit to the office or warehouse area to check-in on the individual, or contact emergency services

### Procedure for Residential and Commercial Sales Calls and Attending Client Functions

RGO employees often attend client functions and perform sales calls with current and potential clients. These interactions may take place at a residence, in an office or in a recreational setting. Individuals conducting sales calls or attending client functions should keep a cell phone on their person at all times and designate a contact person in the event a situation arises where the individual feels threatened or unsafe. Individuals attending client functions and conducting sales calls should always inform an RGO

## 3.6 – WORKING ALONE POLICY

delegate where they are going to be and include the addresses to the locations of their appointments in their Microsoft Outlook calendar.

When attending client functions or making sales calls, consider the following:

- Client behavior
- Location (unsafe, isolated, poor lighting, unlit parking, unsafe building)
- Presence of dangerous items (weapons, vicious pets)

Where an employee does not feel comfortable attending a function or making a sales call alone, a second person should be arranged to accompany the employee while conducting the visit.

### Training

Individuals assigned to work alone and individuals assigned to serve as contact persons will receive training and instruction in hazard recognition, working alone check-in and emergency response procedures prior to beginning work.

### Associated Documents

- [3.6.1 – Working Alone Tracking](#)

### Document Control

Date	Revision
June 17, 2019 Reviewed David Siemens	- Document Developed
Dec 7, 2020 David Siemens	- Rebrand - Added Document Control and Associated Documents Section

## 4.1 – HEALTH AND SAFETY COMMITTEE TERMS OF REFERENCE

### Purpose

The primary purpose of RGO's Health and Safety Committee is to:

- Promote awareness and interest within the company in health and safety at the work site
- Promote health and wellness in all aspects of everyday living
- Act as an essential communications link between workers and management
- Identify, monitor and help resolve health and safety concerns

### Function

To fulfil its purpose, the RGO Health and Safety Committee will:

- Assist in the development, maintenance and implementation of the policies, procedures, training and documentation necessary to protect workers and maintain a Certificate of Recognition (COR)
- Provide educated advice and guidance to managers, supervisors and employees
- Receive and address concerns and complaints about the health and safety of workers
- Participate in the identification of hazards to workers or others in and around the work site
- Work as a team with managers, supervisors and employees in conducting regular work site inspections, and assist managers and/or supervisors with accident investigations
- Mediate between managers and employees when required
- Aid in the incident investigation process and development of corrective actions, where necessary

### Membership

RGO's Health and Safety Committee will consist of a minimum of four members, of whom at least half represent workers not associated with the management team. Table 3.5 below indicates the members of RGO's health and safety committee.

**Table 3.5 – RGO Health and Safety Committee Members**

Department	Representative
Warehouse	Trevor Clarke David Perks
Flooring	Brayden Ede
Accounting	Simona Iliescu
Window Coverings	Karen Cooke Randy Dezorzi
Office Environments & Facilities & Customer Care	Jodi Grant
Installations	Pavel Von Roupp Marcos Galvan
Technology Sales & Service	Munira Remtulla
Administration	Kristen Harazny David Siemens
Senior Management	Sarah Chin
Canmore	Cory Honsinger

Co-Chairs: David Siemens and Sarah Chin

Secretary: David Siemens

## 4.1 – HEALTH AND SAFETY COMMITTEE TERMS OF REFERENCE

### Chairperson Responsibilities

Chairpersons will be selected by the individuals they represent – one representing the workers and one representing the employer.

The chairpersons are responsible for:

- Being trained on the function of a Health and Safety Committee
- Scheduling, chairing and leading meetings
- Reviewing the previous meeting minutes to ensure all outstanding topics are carried forward to the next meeting.
- Preparing and distributing the agenda for the next meeting (at least 2 days prior to the meeting). The chairperson may use the “soft copy” of the previous agenda to promote a consistent format.
- Reviewing and signing the minutes of the meeting they chaired
- Facilitating communication between committee members.
- Coordinating the recruitment of new committee members when members retire.
- Inviting specialists, guest speakers or resource people to the meeting as required.

### Records

Minutes, on a monthly basis, will be posted on the bulletin boards in the upstairs lunchroom, Warehouse, and Installers common area. Minutes will also be available to all employees on the RGO Calgary Intranet.

Copies of all pertinent documentation will be stored centrally and securely in the Human Resources Office. This documentation would include items such as: the master copy of the Health and Safety Program, meeting minutes, inspection results, training materials and sign-off sheets, employee correspondence, etc.

### Confidentiality

The confidentiality of workers involved in accidents or incidents discussed at Health and Safety Committee meetings is to be respected by all members.

### Selection

As per the Alberta OH&S Act 2018, the committee must consist of at least four members representing both the workers and the employer, with at least half of the members representing workers. The worker representatives are to be selected by the workers they represent, while the employer representatives are to be appointed by the employer.

### Term of Office

Safety committee members and representatives will hold office for a term of no less than one year, and may continue to hold office until a successor has been appointed.

### Member Departure and Replacement

If a committee member is to depart and they are the only representative of their company division in the committee, their position must be filled as soon as possible. It is the responsibility of the head of the

## 4.1 – HEALTH AND SAFETY COMMITTEE TERMS OF REFERENCE

department which the committee member leaving represented to have the department elect a new committee member.

### Dispute Resolution Process

If the committee fails to reach a consensus about a decision, recommendation or future committee activity, the committee will implement multiple recommendations (where practicable) or allow the committee co-chairs to direct the plan of action. Where necessary, a co-chair may engage the employer and/or Alberta OH&S to help formulate a plan of action.

### Member Training

All safety committee members will be trained on the function of the committee, while co-chairs will be required to successfully complete a safety committee training course provided by an approved government agency.

Additionally, Members are entitled to the safety training opportunities as outlined in the Alberta Occupational Health and Safety Act Part 3, Section 29, Parts 3 and 4.

### Meeting Frequency

Once a month, every second Wednesday. Meetings are typically 45 minutes long.

### Quorum

7 of the 13 members, with at least one half representing workers, must be present in order to meet quorum.

Any business that is transacted where quorum is not present is not validly transacted, and any meeting held where a quorum is not present is not a valid meeting.

### Attendance

All 13 members are expected to attend all meetings unless the reason is due to vacation time off or unforeseen emergency circumstances. Those who miss a meeting are responsible for catching up by reviewing the minutes before the next meeting.

### Special Meetings

Special guests may occasionally be invited to attend a meeting.

### Recognition

RGO Products will recognize and reward the efforts of health and safety committee members on an annual basis (every February).

### Associated Documents

- [4.2 – Reporting and Resolving Health and Safety Concerns](#)

### Document Control

Date	Revision
April 16, 2020	-    Changed revision date in footer

## 4.1 – HEALTH AND SAFETY COMMITTEE TERMS OF REFERENCE

Reviewed David Siemens	<ul style="list-style-type: none"> <li>- Updated members</li> <li>- Term of Office section added</li> <li>- Document Control section added</li> </ul>
Dec 7, 2020 David Siemens	<ul style="list-style-type: none"> <li>- Rebrand</li> </ul>
May 5, 2021 Simona Iliescu David Siemens	<ul style="list-style-type: none"> <li>- Changed Revision date in footer</li> <li>- Updated member list</li> <li>- Updated member training section</li> <li>- Updated the Quorum section</li> <li>- Added Associated Documents</li> <li>- Removed minimum attendance requirements and provision for meetings to be cancelled due to lack of attendance from attendance section</li> </ul>

### Purpose:

It is the responsibility of each employee to report health and safety concerns which may affect themselves, other employees, the organization or the public.

This procedure provides RGO employees with direction for the resolution of safety concerns.

### Scope:

This procedure applies to all RGO employees and subcontractors.

### Process:

#### **Initial Step:**

1. Employee/Subcontractor identifies health and safety concern
2. Employee reports concern to supervisor
3. Supervisor addresses concern.

If the supervisor is unable to address the concern, the employee is to proceed with informing the Joint Health and Safety Committee (JHSC)

#### **Joint Health and Safety Committee Process:**

1. Employee reports concern to the JHSC
2. JHSC considers the concern and addresses it

If the JHSC cannot address the concern, proceed with the following:

1. JHSC makes a written recommendation to the employer
2. The employer shall address the concern, or state in writing how the concern will be addressed if the concern cannot be addressed within a 30-day period [this statement must meet the requirements of the Alberta Occupational Health and Safety Act Part 3 Section 21 (b)].
3. JHSC reviews the employers proposed solution and if it is found agreeable the solution is implemented. If the solution is not found agreeable, the JHSC may propose edits to the employer's solution or propose a new recommendation

The above-mentioned steps may be repeated until a suitable course of action is agreed upon. If the employer and JHSC cannot come to an agreement on how to resolve the hazard/concern, proceed to the dispute resolution process.

#### **Dispute Resolution Process:**

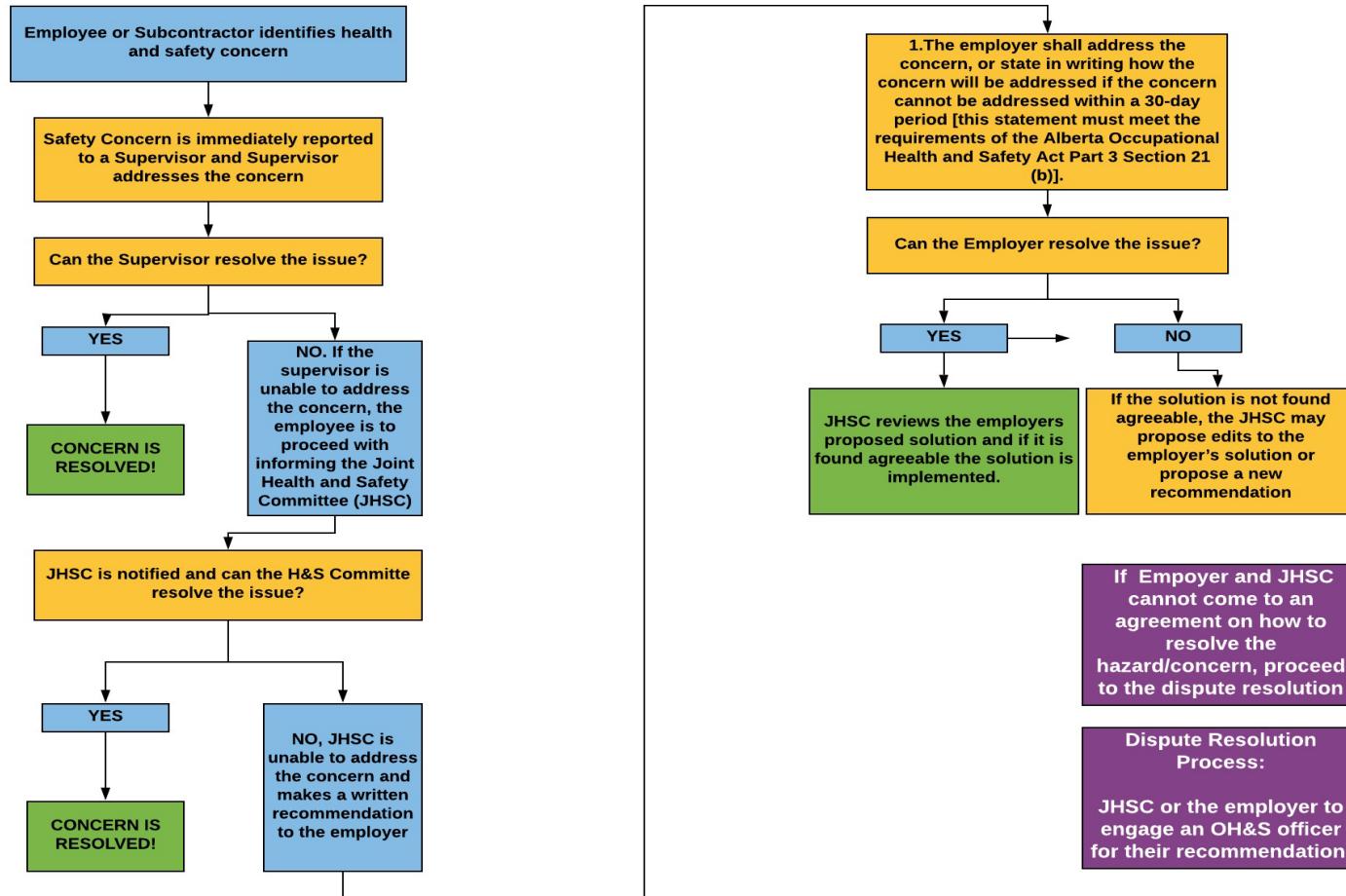
JHSC or the employer to engage an OH&S officer for their recommendation.

### Associated Documents:

- [4.2.1 – Reporting and Resolving Health and Safety Concerns Flowchart](#)

### Procedure for Reporting and Resolving Health & Safety Concerns/Issues

It is the responsibility of each employee to report health and safety concerns which may affect themselves, other employees, the organization or the public. This following procedure provides RGO employees with direction for the resolution of safety concerns



DC MacK<sup>2</sup>  
May 8, 2020

## 5.1 – PROSPECTIVE HIRE QUALIFICATION REVIEW POLICY

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### Purpose

To ensure that prospective hires are competent, or able to achieve competence at the position for which they are being hired. As per the Alberta OH&S Act 2018, employers must ensure that all workers are adequately trained in all matters necessary to protect their health and safety, and that workers are supervised by a supervisor who is competent.

### Policy

Prior to hiring a new employee, RGO will review the prospective hire's qualifications. This will include a review the prospective hire's previous education, training and experience.

RGO will interview each candidate prior to hire to discuss specific situations, experiences and tasks that the prospective hire has encountered as they relate to the requirements of the position.

In addition to the qualification review and interview(s), a reference check will be completed for each prospective hire.

Certain positions at RGO entail physical duties. To ensure that these duties pose no health or safety risk to potential employees RGO conducts pre-employment health assessments for all new hires in these roles and offers of employment for these positions are conditional on the candidate passing the pre-employment health assessment.

Subsequent to being hired, employees may receive additional internal or external training prior to beginning the tasks they have been hired to do in order to ensure that RGO meets its legislated requirement.

### Definitions

“Competent” means adequately qualified, suitably trained and with sufficient experience to safely perform work without supervision or with only a minimal degree of supervision.

“Pre-Screening” means to review applicant’s qualifications prior to contacting them to schedule an interview.

### Responsibilities

#### **RGO Management will:**

- Determine the need to increase the work force
- Create the job descriptions
- Prepare interview questions relevant to the job position
- Participate in the interview process
- Select the candidate for hire

#### **The Human Resources Department will:**

- Pre-screen candidates and create a shortlist to pass on to the area manager
- Conduct telephone interviews
- Participate in the interview process
- Conduct reference checks
- Coordinate the Criminal record check, as required.

## 5.1 – PROSPECTIVE HIRE QUALIFICATION REVIEW POLICY

### Procedure

#### **Step 1: Screening (Human Resources and Manager)**

1. Applications that are dropped at the reception are keyed to a “Job Application Log” by RGO Receptionists and forwarded to HR to store in a file in the HR office.
2. All resumes e-mailed to HR will be routed to confidential Outlook folders to which only the manager(s) and HR have access.
3. HR shortlists the candidates before sending them to the department manager for approval.
4. Telephone Interviews. After the first short list is sent to the manager, the manager may request that HR do telephone interviews to determine who should be interviewed in person. A short screening script should be used. It should be brief (10 – 15 minutes) and include the top one or two competencies desired (See attached samples).
5. The manager chooses whom they would like to interview and informs HR.

#### **Step 2: Interviewing (Human Resources and Manager)**

1. Human Resources sets up the interview on behalf of the manager through Outlook meeting request.
2. The manager uses the prepared interview questions and uses them as a guide when conducting each interview.
3. Conduct 1<sup>st</sup> Interview – Manager and Human Resources. Ideally, both the manager and Human Resources will conduct the first interview. See attached sample Interview Script for Furniture Sales.
4. Second Interview - Manager (& members from their team). It is important that the potential hire fits in with the team. Therefore, the manager should ask a member of the team to sit in on the 2<sup>nd</sup> interview. This is very important, especially if Human Resources was not involved in the 1<sup>st</sup> interview.
5. Please see attached samples: 1<sup>st</sup> Interview Outline and Rating Form and 2<sup>nd</sup> Interview Outline.
6. It is recommended that you formulate open-ended questions that will encourage the candidate to describe specific situations, experiences or tasks as they relate to the requirements of the position you have open. (see attached sample questions). Write out your questions to ensure that you cover all the main points in the interview. Avoid asking questions that might be counter to human rights legislation (see attached).
7. Please ensure that one of the people doing the interviewing takes notes and that these notes are objective. Notes should be recorded on the question sheet and not on the resume.

#### **Step 3: Reference Checking (Human Resources)**

1. A minimum of 2 references checks must be completed for candidates before they are hired. Human Resources will complete the checks.
2. Ask successful candidates for a written list of references and only call the individuals they have listed. There is implied consent in the fact they have provided you with a list. Do not contact anyone as a reference who is not provided by the candidate in writing.
3. References are only valid (toward the minimum of 2) if the candidate was accountable to them in previous employment. Friends, family and coworkers do not count.
4. Acting as a Reference - To legitimately use your name as a reference, an employee or past employee should have requested that you do so. When they make their request, let them know how you will respond to potential employers who contact you. For example, if they

## 5.1 – PROSPECTIVE HIRE QUALIFICATION REVIEW POLICY

had issues with lateness, let them know that this is something you may disclose if asked. When responding to requests for information relating to a current or former employee, simply give your honest opinion of them and ensure your comments relate strictly to work performance. If the former employee has not asked you to act a reference, only provide their title, job duties, duration of employment and business address.

5. **Competency Checks - Ensure the candidate has the technical or safety-related training required for the job. Obtain and ensure the validity of any relevant training certificates, driver's abstracts, transcripts, etc.**

### Step 4: Selecting (Manager)

1. The manager chooses, based on merit, which candidate will be offered employment.
2. Managers should make a conscious effort to ensure there are no unfair systemic barriers to a qualified candidate's access to employment.

### Document Control

Date	Revision
Dec 7, 2020 David Siemens	- Rebrand

## 5.2 – SAFETY TRAINING POLICY

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### Purpose

To provide general and specialized safety-related training throughout all levels of the organization.

### Policy

RGO will ensure that all workers receive the necessary information, training, instruction, and supervision they need to perform their job duties safely and ensure the health and safety of others in and around the workplace in accordance with the Alberta Occupational Health and Safety Act, Regulation and Code, the RGO Health and Safety Management System, and other applicable requirements and standards.

### Responsibilities

#### **RGO is responsible for:**

- Developing a program to ensure that RGO employees possess the information, training instruction and supervision so they can safely carry out the tasks they are expected to complete as part of their day-to-day job activities.
- Providing the resources necessary to implement this Policy
- Ensuring that competency records as required by this Policy are retained. Kept up to date and made readily accessible to affected personnel and government officials
- Ensuring that all RGO employees completed their required training as per this policy
- Monitoring and updating this policy as necessary

#### **Supervisors are responsible for:**

- Applying this Policy in their area of responsibility.
- Ensuring employees under their supervision are competent to complete tasks requested of them. This includes having appropriate job experience, qualifications and training.
- Providing competent supervision in instances where an individual may not be appropriately qualified to complete a task requested of them
- Holding team members accountable for following their safety training
- Assisting in the review and updating of competency assessments
- Applying the training they receive for their role

#### **Workers are responsible for:**

- Completing and applying the training provided to them
- Notifying their supervisor if they believe they are not appropriately prepared to complete a task requested of them
- Ensuring they have competent supervision prior to starting any task they have not been deemed competent to complete
- Aiding in the competency assessment update and review process
- Ensuring that training records are kept on their person to the extent possible, and available upon request

#### **The Health and Safety Advisor is responsible for:**

- Coordinating and delivering training as necessary
- Auditing supervisor, worker and subcontractor training records while on job sites
- Assisting in the record keeping process

## 5.2 – SAFETY TRAINING POLICY

- Assisting in the development, review and maintenance of competency assessments

### **Sub-contractors are responsible for:**

- Ensuring their employees are not completing tasks they are not competent to do, unless competent supervision is present
- Having appropriate training for the tasks they have been hired to do
- Ensuring that training records are kept on their person to the extent possible, and available upon request

### Procedure

#### **Training Needs Analysis:**

RGO, in consultation with the Health and Safety Committee, Health and Safety Advisor and Supervisors, will conduct a training needs analysis review, which will be re-evaluated annually. Unscheduled reviews will also take place as needed in response to significant changes in work or workplace conditions or other indications suggesting the need for re-evaluation of current training needs, including:

- After injuries, illnesses, accidents, incidents, or near misses;
- Before deploying new machinery or equipment in the workplace;
- Before implementing new or revising current safe work procedures for the workplace;
- Before implementing staffing or personnel changes like deploying a new worker to a position that requires a special kind of competency;
- Before making significant changes to the workspace or physical environment of the workplace;
- After receiving significant and credible complaints or concerns about the adequacy of current training;
- After changes to the Alberta Occupational Health and Safety Act, Regulation or Code, the RGO Health and Safety Management System, or other applicable requirements or standards affecting training or the provisions of this Policy.

#### **Training Profiles:**

The findings from the above training needs analysis will be used to create a training profile for each job classification in the workplace. All workers must complete the training required for their job classification. Profiles will be adjusted based on the results of the most recent training needs review.

Where necessary, additional training may be required where workers are assigned to perform specialized job duties.

#### **Competency Assessments:**

Competency assessments will be developed for each individual at RGO summarizing their education, work experience, qualifications and training. These will be the basis for which an individual will be evaluated as to whether they are competent to perform a task safely.

### Record Keeping

RGO will retain employee training records for a period of no less than three years.

### Associated Documents

- [5.2.1 - Training Profiles](#)

## 5.2 – SAFETY TRAINING POLICY

Document Control

Date	Revision
Jan 22, 2021 David Siemens	- Rebrand - Re-wrote document

## 5.3 – SHORT SERVICE EMPLOYEE MANAGEMENT PROGRAM

### Purpose

The purpose of the Short Service Employee Management Program is to identify and provide appropriate support for new or inexperienced team members in an effort to prevent work related injuries and illnesses involving employees with limited training, job experience or qualifications.

### Policy

At some point in every individual's career, the individual will have zero work experience. RGO does not believe that a lack of work experience should prevent an individual from being given the opportunity to gain work experience.

RGO recognizes that every worker needs to start somewhere, but also recognizes that inexperienced individuals may be more vulnerable to workplace accidents. As such, RGO will identify new and inexperienced team members and ensure that these team members are provided appropriate supervision, resources and guidance to safely complete the tasks they have been hired for through RGO's mentorship program until a point at which the team member has been deemed competent to complete his job without supervision. As such, RGO has developed this Policy and associated procedures to govern how the organization manages new and inexperienced workers.

### Scope

This Policy and the associated procedures apply to:

- Full- or part-time RGO employees in warehouse or field operations
- Temporary or contract employees in warehouse or field operations
- Subcontractor employees

### Definitions

“Inexperienced team member” means an individual who does not have an appropriate combination of qualifications, training and experience to be deemed competent to perform a task safely without competent supervision.

“Mentor” means individual deemed competent through a combination of qualifications, training and experience, dedicated to provide guidance, assistance and development opportunities for inexperienced team members.

“New team member” means an individual who has been employed by RGO for a period of 6 months or less.

### Responsibilities

#### **RGO Senior Management is Responsible for:**

- Developing a Policy and associated procedures to appropriately manage new or inexperienced team members and ensure they are provided competent supervision.
- Ensuring the resources necessary to implement this Policy and the associated procedures are effectively provided
- Ensuring the responsibilities of this Policy and associated procedures are communicated to affected parties
- Ensuring that this Policy and the associated procedures are reviewed and updated as necessary.

## 5.3 – SHORT SERVICE EMPLOYEE MANAGEMENT PROGRAM

### **RGO Supervisors are Responsible for:**

- Working with the Human Resources department to identify new or inexperienced team members in their area of responsibility and ensuring that inexperienced workers are provided an RGO mentor
- Identifying and pairing RGO mentors and new or inexperienced team members within their area of responsibility
- Ensuring that team members under their supervision have appropriate training to complete tasks they are delegated

### **RGO Mentors are Responsible for:**

- Providing supervision in situations where a short service employee may not be considered competent to perform a task
- Providing guidance and feedback on work and safety performance to new or inexperienced team members
- Aiding in the competency assessment process and the determination of tasks employees have been deemed competent to complete

### **The Human Resources Department is Responsible for:**

- Review and evaluate a prospective new hire's qualification, training and experience records during the hiring process
- Sharing new employee's qualification, training and experience records with RGO supervisors, mentors and the Health and Safety Advisor to aid in the determination of the team members competence level.
- Aiding in the development of team member competency assessments

### **The Health and Safety Advisor is Responsible for:**

- Aiding in the development of team member competency assessments so a determination can be made as to when an inexperienced employee can be removed from the Short Service Employee Management Program

### **RGO Employees are responsible for:**

- Working within their skill level
- Notifying their supervisor if they have been asked to complete a task they do not feel competent to perform safely
- Not completing tasks they are not competent to perform, unless there is appropriate supervision present
- Refusing work they feel to be unsafe
- Paying attention to and applying training provided by their mentor
- Maintaining record of their training and assisting in the development and maintenance of their competency assessments

### **RGO Subcontractors are:**

- Encouraged to have a similar mentoring system in place for new or inexperienced employees.
- Responsible for making sure that no subcontract employee is completing tasks that they are not competent to complete, unless they have competent supervision

## 5.3 – SHORT SERVICE EMPLOYEE MANAGEMENT PROGRAM

- Responsible for providing competent supervision in times where a subcontract employee may not be competent to perform a task

### Procedure

- Supervisors will ensure that all new, transferred and temporary employees have been through RGO Safety Orientation and have a complete knowledge of the expectations for their job function prior to starting work outside of the onboarding process.
- The Human Resources Department, Health and Safety Advisor, Supervisors, Mentors and Employees will work together to develop competency assessments for each individual at RGO. Competency assessments will assess an individual's education, job experience, qualifications and training records and list tasks they are considered competent to complete.
- New or inexperienced team members will not be permitted to work without competent supervision until their competency assessment deems them competent for the tasks outlined by their job description or the project scope.
- New or inexperienced team members will be assigned a mentor by the area supervisor. Mentors shall provide guidance, and assist in the skill development process for new employees and inexperienced team members.
- A mentor can only be assigned one new or inexperienced team member at a time. They are not permitted to mentor multiple team members at once.
- To qualify as a mentor, an individual must be deemed competent to perform their day-to-day job activities as evaluated by a competency assessment, and exhibit RGO's four core values.
- Mentors will determine the level of involvement of the new employee in the work processes based on the knowledge and skill that new employee possesses.
- Mentors must remain onsite with new or inexperienced team members.
- Mentors will set a proper safety example for any new or inexperienced team members assigned them.
- New or inexperienced team members may not work alone.
- Managers and the Health and Safety Advisor will randomly audit for process compliance. This will involve interviewing new or inexperienced team members, and job-site observations.
- Competency Assessments will be updated at regular intervals. Where a mentor, the area supervisor, the Human Resources department and the Health and Safety Advisor are in agreement, and a competency assessment indicates proficiency at routine job tasks, an individual may be taken off the Short Service Employee Mentorship program.

## 5.3 – SHORT SERVICE EMPLOYEE MANAGEMENT PROGRAM

Document Control

Date	Revision
Jan 22, 2021 David Siemens and Pavel Roupp	- Re-wrote Document

## 6.1 – SUBCONTRACTOR AND VISITOR SAFETY POLICY

### Purpose

This policy is intended to define the requirements and provide guidelines for RGO to meet its legislated requirements to protect not only its own employees, but subcontractors and visitors where RGO operations are carried out.

### Policy

RGO's commitment to an effective health and safety management system extends beyond RGO employees, to visitors and subcontractors present where RGO operations are carried out. Where contractors or visitors are exposed to risk, RGO's goal is to ensure that the risks are minimized through the application of policies, work processes, procedures, evaluation, planning and design. RGO requires subcontractors and visitors to commit to and comply with these standards to maintain a high level of health and safety performance.

### Responsibilities

#### **RGO is responsible for:**

- Developing a process for prequalifying, selecting, monitoring and evaluating subcontractors and their health and safety performance
- Developing a process for communicating hazards and responsibilities to visitors where RGO operations are carried out
- Reviewing this policy at appropriate intervals
- Making available copies of policies and procedures to subcontractors

#### **Project Managers and Coordinators are responsible for:**

- Awarding work to subcontractors

#### **Supervisors are responsible for:**

- Monitoring subcontractor performance while on the job site
- Ensuring that subcontractors have adequate PPE while carrying out work
- Acting as an RGO company representative when working with subcontractors
- Where necessary, communicate client and RGO site expectations and requirements prior to beginning work

#### **Administrative Staff are responsible for:**

- Ensuring that each subcontractor completes the Subcontractor Safety Questionnaire and has submitted all requested health and safety documentation
- Assisting Project Managers and Coordinators with awarding work to subcontractors as necessary
- Receiving and managing project related health and safety documentation

#### **The Health and Safety Advisor is responsible for:**

- Completing periodic inspections and audits
- Providing technical assistance

#### **Subcontractors are responsible for:**

- Reporting the names of all employees working on behalf of RGO to RGO
- Ensuring all employees attend an RGO orientation prior to completing work for RGO

## 6.1 – SUBCONTRACTOR AND VISITOR SAFETY POLICY

- Completing the Subcontractor Safety Questionnaire
- Complying with the requirements outlined in Document 6.1.3 – Subcontractor Terms and Conditions
- Ensuring their workers are adequately trained for the work they are completing
- Attending pre-job meetings, kick-off meetings and client orientations as required
- Participating, and leading where required, tailgate/tool box safety meetings, job safety analysis or hazard assessments and on the job safety inspections as required by the safety programs of RGO and RGO clients.
- Report all accidents and incidents to the RGO supervisor.
- Providing all tools, equipment, personal protective equipment and first aid supplies (in compliance with Schedule 2 of the Alberta OH&S Code) in order to complete the work, they've been awarded.
- Working to the same standard as RGO employees, ensuring they comply with all aspects of applicable legislation and RGO policies and procedures.

### **All RGO Employees are responsible for:**

- Supplying RGO's Safety Information for Visitors Pamphlet to guests they receive at the workplace.

### **Visitors are responsible for:**

- Familiarizing themselves with RGO's Safety Information for Visitors Pamphlet upon reception from an administrative staff member.

### **The Joint Health and Safety Committee (JHSC) is responsible for:**

- Aiding RGO management in the development of a policy and procedures to aid in the prequalifying, selecting, monitoring and evaluating subcontractors and their health and safety performance.
- Aiding RGO management in the development of a policy and procedures for communicating hazards and responsibilities to visitors where RGO operations are carried out
- Reviewing this policy at appropriate intervals

### Procedure for Subcontractors

Subcontractors will be pre-qualified by reviewing their insurance, safety training and safety statistics. The Subcontractor will be required to provide the following before work is awarded, or on an annual basis:

- WCB Number and Clearance Letter
- Proof of General Liability Insurance
- Proof of Automobile Insurance (as necessary)
- Completed Safety Questionnaire
- A Formalized Health and Safety Program, or signed agreement to comply with RGO's Health and Safety Program

The following safety metrics will be used to select subcontractors to conduct work on behalf of RGO.

Level	Policy/ Procedure	WCB Clearance	Liability Insurance \$2,000,000	Automobile Insurance \$2,000,000 (as necessary)	Safety Program	Required Safety Training

## 6.1 – SUBCONTRACTOR AND VISITOR SAFETY POLICY

Green	Contractor fully compliant Ready to work	Exists and is clear	Current and \$2,000,000 coverage	Current and \$2,000,000 coverage	Yes	Yes
Yellow	Supervisor/ Manager authorization to clear for work	WCB not cleared	Not Current	Not Current	Yes, incomplete and/or not audited	Scheduled but not yet taken
Red	Executive authorization to clear for work	Does not exist	Does not exist	Does not exist	No	No

All subcontractors will be required to complete an RGO orientation prior to beginning work for RGO.

The safety performance of subcontractors will be reviewed after each job or contract.

Subcontractors found to be in non-compliance with RGO or Client policies and procedures will be subject to RGO's progressive disciplinary process which includes disciplinary action up to and including termination of contract. For more information please see Section 1.3 General Rules.

### Associated Documents

- [6.1.1 – Subcontractor Safety Questionnaire](#)
- [6.1.2 – Visitor Information Pamphlet](#)
- [6.1.3 – Subcontractor Terms and Conditions](#)

### Document Control

Date	Revision
June 6, 2020 Reviewed by Sarah Chin and David Siemens	<ul style="list-style-type: none"> <li>- Updated subcontractor responsibilities</li> <li>- Changed revision date in footer</li> <li>- Added apostrophe in Policy section turning RGOs to RGO's</li> <li>- Document Control section added</li> </ul>
Dec 8, 2020	<ul style="list-style-type: none"> <li>- Rebrand</li> <li>- Added Associated Documents Section</li> </ul>
April 16, 2021	<ul style="list-style-type: none"> <li>- Added Document 6.1.3 to Associated Doc's section</li> <li>- Added Subcontractor responsibility to comply with above noted document</li> </ul>

## 7.1 – SAFETY INSPECTION POLICY

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### Purpose

The purpose of this policy is to control workplace hazards by identifying and correcting unsafe acts and conditions through inspection.

### Policy

RGO will maintain a comprehensive safety inspection program. Formal and informal inspections of places of employment, including, buildings and work sites, and equipment, tools, machinery and work practices will be conducted on a regular basis.

### Responsibilities

#### **RGO Senior Management is responsible for:**

- Developing a policy and procedure to manage the inspection process where RGO business operations take place.
- Ensuring individuals tasked with completing inspections are trained and competent to complete inspections in their respective areas of responsibility.
- Completing an annual formal facility inspection.
- Providing resources to ensure the implementation of agreed upon corrective actions.

#### **Supervisors and Managers are responsible for:**

- Completing on-going informal inspections of the areas which they oversee.
- Reviewing the results of formal inspections completed in their area of responsibility.
- Ensuring work is stopped and corrective actions are identified and implemented where inspections have identified a substandard act or condition.
- Assisting in the determination of appropriate corrective actions for issues identified through inspections of their areas of responsibilities
- Monitoring the effectiveness of implemented corrective actions

#### **Workers are responsible for:**

- Completing on-going informal inspections of the areas which they oversee.
- Visually inspecting tools and equipment prior to use.
- Stopping work where substandard acts or conditions are identified until the work is safe to complete.
- Reporting health and safety related concerns to their immediate supervisor.
- Participating in the formal inspection process where participation is requested by a Health and Safety Committee member.
  - Monitoring the effectiveness of implemented corrective actions.

#### **The Health and Safety Committee is responsible for:**

- Dedicating members to lead the formal inspection process.
- Participating in formal inspection training
- Aiding RGO Management in the development of a policy and procedures to guide individuals and the organization in the inspection process.
- Assisting in the determination of appropriate corrective actions for issues identified through inspections.
- Tracking inspection findings and maintaining a corrective action register.

## 7.1 – SAFETY INSPECTION POLICY

### **The Corporate Health and Safety Advisor is responsible for:**

- Conducting formal inspections on client sites where RGO and its subcontractors are performing work.
- Reviewing inspections and participating in the development and implementation of corrective actions.

### **Subcontractors are responsible for:**

- Conducting on-going informal inspections within their work areas and communicating any substandard acts or conditions to the Prime Contractor, their RGO Supervisor and the RGO Corporate Health and Safety Advisor.
- Participating in the formal inspection process where requested by RGO's Corporate Health and Safety Advisor.
- Reviewing inspections completed in their area of responsibility and participating in the development and implementation of corrective actions.

### Procedure

#### **Formal Inspections**

- Frequency: Annually by Senior Management; quarterly for higher risk departments; semi-annually for lower risk departments.
- Inspections Completed by: Health & Safety Committee Representatives and department employees or supervisors where requested.

Higher-risk areas include:

- Operations,
- Flooring warehouse area,
- Window coverings warehouse area
- Equipment Service
- Installations

Lower-risk areas include:

- Administration
- Accounting
- Showroom sales
- Equipment service dispatch
- Facilities
- Flooring administration
- Window coverings administration.

The Inspection Team is responsible for recording their findings on the Inspection Checklist specific to their area. Copies will then be distributed by the Health and Safety Committee and the area Supervisor or Manager. Upon finding unsafe or unhealthy conditions, procedures or practices during the inspection, the Health and Safety Committee and area Supervisor shall take action to have the matter assessed as soon as reasonably possible. Where corrective actions require the approval of the Senior Management team

## 7.1 – SAFETY INSPECTION POLICY

Managers are responsible for reviewing all formal inspections and apprising the Health and Safety Committee of corrective actions' status, aiding the committee in maintaining an up to date corrective action register.

### **Client Site Formal Inspections**

- Frequency: Sporadically throughout the course of a project or as per client requirements
- Inspections Completed by: The Corporate Health and Safety Advisor, an RGO Supervisor and/or a subcontractor representative.

Where RGO business activities are take place on client sites, formal site inspections will be completed sporadically throughout the course of a project, or as per client requirements to ensure that the client is providing a safe and healthy workplace for RGO staff and subcontractors, and to ensure that RGO staff and subcontractors are operating in compliance with client, RGO and legislative requirements. Copies of inspections will be provided to the client and any RGO subcontractors, as well as retained by RGO for record keeping purposes.

### **Informal Inspections**

- Frequency: Continuous
- Inspection Completed by: Supervisors and workers in all departments.

In the course of their normal duties, Supervisors and Workers are responsible for monitoring the condition of their work environments relative to safety on a continual basis. If a supervisor or worker notices a safety concern, they are expected to address and resolve it as soon as possible. These inspections are to take place wherever RGO business activities are conducted.

### **When conducting documented inspections complete the following steps:**

Step 1. Print file [7.1.1 – RGO Facility Inspection Form](#)

Note 1: If performing a Formal Inspection, review the previous completed copy of the Safety Inspection Checklist. If you did not perform the previous inspection, obtain this from the HR office.

Note 2: Rack inspections are part of the formal and informal site inspection process. Obtain a copy of the Rack Inspection checklist. Print file [7.1.3 – Warehouse Racking Inspection Form](#)

Note 3: If performing an informal recorded inspection, a supervisor may adapt the standard Safety Inspection Checklist to better suit their employees' work environment.

Step 2. Walk the area and look for the items listed on the checklist

Step 3. Record all deficiencies and locations

Step 4. Record the Action that is required and who is responsible for completing that action.

Step 5. Forward completed checklist to Management for review and signature

## 7.1 – SAFETY INSPECTION POLICY

Step 6. Forward signed checklist to the Health & Safety Chairperson

### Training

No training is required for individuals completing ongoing informal inspections of their workspaces.

RGO has developed internal workplace inspection training. Individuals leading formal inspections are required to complete and apply RGO's internal workplace inspection training.

### Associated Documents

- [7.1.1 – RGO Facility Inspection Form](#)
- [7.1.2 – Site Inspection Form](#)
- [7.1.3 – Warehouse Racking Inspection Form](#)
- [7.1.4 – Inspection Corrective Action Register](#)

No training is required for individuals completing ongoing Document Control

Date	Revision
January 9, 2020 Revision done by David Siemens	<ul style="list-style-type: none"> <li>- General wording and grammar throughout document</li> <li>- Modified responsibilities for all organizational levels</li> <li>- Added Corporate Health and Safety Advisor responsibilities subsection</li> <li>- Added Client Site Formal Inspection subsection</li> <li>- Added Document Control section</li> </ul>
July 28, 2020 Revision done by David Siemens	<ul style="list-style-type: none"> <li>- Added Training Section</li> </ul>
Dec 8, 2020	<ul style="list-style-type: none"> <li>- Rebrand</li> <li>- Added Associated Documents Section</li> <li>- Updated form links in Procedure section</li> </ul>

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

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### Purpose

The purpose of this Policy and the associated procedures is to ensure that the RGO employees located in the Calgary office are prepared to react in the event of an emergency. This Policy and the associated ERPs have been developed to ensure that RGO is able to meet its legislated responsibilities as outlined by the Alberta OH&S Act, Regulation and Code.

### Policy

RGO recognizes that responding effectively to workplace emergencies is critical to saving lives, preventing serious injuries and minimizing damage to people, equipment, materials property and the environment. As such, RGO will make every reasonable effort to not only prevent emergency events from occurring but to protect workers during any emergency situations that may arise as the result of our operations despite our best efforts to prevent them. This policy has been developed to establish a system to ensure that workers are prepared to respond various emergencies that may arise during RGO business operations.

### Definitions

“ERP” means Emergency Response Plan

“OH&S” means Occupational Health and Safety

“RGO” means the RGO group of companies.

### Scope

The intent of this policy is to protect the health and safety of all individuals performing work on behalf of RGO at any site where an emergency may occur regardless of who pays or employs those individuals. This may include:

- Full- and part-time workers employed by RGO
- Visitors RGO welcomes to areas where it conducts business
- Staff employed by subcontractors under contract with RGO

### Roles and Responsibilities

#### **RGO Senior Management is Responsible for:**

- Ensuring the personnel, equipment and resources necessary to effectively implement this Policy and the associated ERPs are available
- Aiding in and overseeing the development of this Policy and the associated ERPs
- Ensuring that all managers, supervisors, and workers are educated and trained to perform their duties under this Policy and the associated ERPs
- Ensuring that copies of emergency response documents are available to individuals at RGO worksites
- Participating in emergency response drills
- Ensuring that this Policy is reviewed and updated as necessary
- Working with the Health and Safety Committee to address any deficiencies or concerns related to this Policy and the associated ERPs as identified by staff, OH&S officers or through emergency drills

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

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### **RGO Supervisors are Responsible for:**

- Ensuring that the workers they oversee are familiar with the content of this Policy and the associated ERPs
- Attending, understanding and applying emergency response training provided to them
- Delivering emergency response training, as necessary
- Participating in emergency response drills
- Familiarizing themselves with the content of the ERPs and understanding their responsibilities in the event of an emergency
- Performing on-going informal inspections of work areas to ensure emergency exit routes are not blocked and that emergency response equipment is free of deficiencies
- Acting as a first point of contact in the event of an emergency
- Communicating relevant emergency response procedures to visitors they invite to RGO workplaces
- Ushering any visitors off RGO property in the event of an emergency

### **RGO Workers are Responsible for:**

- Knowing the content of this Policy and the associated ERPs including:
  - Location of emergency exits and designated evacuation routes
  - Location of the muster area
  - Location of fire extinguishing equipment
  - Their responsibilities in the event of an emergency
- Attending, understanding and applying emergency response training provided to them
- Participating in emergency response drills
- Performing on-going informal inspections of work areas to ensure emergency exit routes are not blocked and that emergency response equipment is free of deficiencies
- Communicating relevant emergency response procedures to visitors they invite to RGO workplaces
- Ushering any visitors off RGO property in the event of an emergency
- Remaining calm in the event of an emergency
- Refraining from re-entering the building after an emergency until they are given an all-clear

### **The RGO Health and Safety Advisor is Responsible for:**

- Aiding in the coordination, facilitating and delivery of safety orientations and emergency response training
- Aiding in the development and review of this Policy and the associated ERPs
- Ensuring that emergency response drills are conducted at least annually
- Ensuring that records of drills and testing are kept and appropriately managed
- Ensuring the facility has appropriate emergency response equipment

### **The RGO Health and Safety Committee is Responsible for:**

- Aiding in the development and review of this Policy and the associated ERPs
- Attending, understanding and applying emergency response training provided to them
- Acting as a first point of contact in the event of an emergency
- Inspecting emergency equipment, exits and evacuation routes and emergency preparedness as part of regular inspections

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

- Participating in the scheduling and carrying out of emergency response drills
- Ensuring that records of drills and testing are kept and appropriately managed
- Identifying and correcting deficiencies observed with the ERPs during emergency response drills
- Accepting and working with the senior management team, where necessary, to address deficiencies identified in the ERPs as brought to them by employees

### **Subcontractors**

It will be the responsibility of RGO to ensure that subcontractors completing work on behalf of RGO are familiar with the content of this Policy and the associated ERPs prior to starting work.

Subcontractors are responsible for working to the same standards as RGO employees, ensuring they comply with all aspects of applicable legislation, this Policy and the associated ERPs while completing work on behalf of RGO.

### ERPs:

The following subsections outline ERPs for foreseeable emergencies that may arise as part of RGO operations which may require rescue or evacuation.

These ERPs have been developed in coordination with the Workplace Health and Safety Committee and workers who may be affected by the emergencies.

### **FIRE/GAS LEAK**

- Evacuation procedures shall be initiated by the Fire Alarm. If you pull an alarm or are witness to the emergency event call 911 immediately.
- Leave the area immediately, closing any door behind you.
- Follow the instructions of the Fire Wardens.
- Meet at designated Emergency Evacuation Checkpoint. Advise a Fire Warden if you are required to leave the muster point.
- In case of emergency business closure, the Executive Assistant or backup will inform IT to set
- pre-recorded Emergency Message to cover in-coming phone calls.
- RGO Fire Wardens are responsible for following their program and the Building Maintenance Operator responsible for communicating with the City of Calgary Fire Marshall and/or ATCO (403-245-7222).

### **FLOOD/SPRINKLER HEAD FAILURE**

- Building Operator will turn off water supply and contact Grinnell at 403-287-3202 for their immediate action to replace the sprinkler head and re-set the system. Building Operator will then call Chubb at 403-233-9191 to inform them of the false alarm.
- Clean up area as required.

### **POWER FAILURE**

- In the event of a long-term power failure, evacuate the building; all doors will be locked by the Building Operator.
- For the safety of all clients, escort to reception on the showroom level or out the main doors on the warehouse level.

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

- Employees on the main floor should remain at their desks or area until further notice or power is restored.
- Warehouse employees must stop working and assemble in an area with ample daylight.

### WORKPLACE VIOLENCE AT THE RGO SHOWROOM/WAREHOUSE

For potentially violent situations that you believe can be controlled:

1. Tell the person that you:
  - Do not like the tone of the conversation.
  - Will not accept abusive treatment.
  - Will ask him or her to leave if the behaviour continues
2. If the behaviour continues ask the person to leave.
3. If the person does not agree to leave, follow the steps outlined below for crimes in progress and threats of physical violence

For crimes in progress, for threats of physical violence, if someone has a weapon or behaves in a manner that causes you to fear for your or others safety that is beyond your control:

1. Call 911 as soon as you can get to a phone or use the silent alarm button under the desk at reception to notify authorities
  - Stay on the line as long as you can if you are calling directly
  - If you cannot get to a phone or the reception desk, call out requesting someone else call 911
2. Try and distance yourself from the individual and/or get something between you and the individual (table, desk, chair, etc.)
3. Tell other people in the area what is happening and have them distance themselves from the individual
4. When it is safe, report the event to your supervisor or the HR/Safety department

### WORKPLACE VIOLENCE AT RGO CLIENT SITES

For potentially violent situations that you believe can be controlled:

1. Tell the person that you:
  - Do not like the tone of the conversation.
  - Will not accept abusive treatment.
  - Will leave if the behaviour continues
2. If the behaviour continues, walk away.
3. If the person follows you or does not allow you to walk away follow the steps outlined below for crimes in progress and threats of physical violence

For crimes in progress, for threats of physical violence, if someone has a weapon or behaves in a manner that causes you to fear for your or others safety that is beyond your control:

1. Call 911 as soon as you can
  - Stay on the line as long as you can if you are calling directly
  - If you cannot get to a phone, call out requesting someone call 911
2. Try and distance yourself from the individual and/or get something between you and the individual (table, desk, chair, etc.)
3. Tell other people in the area what is happening and have them distance themselves from the individual as well
4. When it is safe, report the event to your supervisor or the HR/Safety department

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

### MEDICAL EMERGENCY

In a Medical Emergency: stay calm, look for dangers, never risk your own safety

In a medical emergency, call 9-1-1 when:

- Someone's airway or breathing is compromised
- There is severe or uncontrolled bleeding
- Someone is complaining of chest pain
- Someone is experiencing a change of consciousness
- If you're not sure if you need an ambulance, it's better to err on the side of caution

Check the person:

- Does the person want your help? If the person is unable to answer, assume you have consent to give first aid.
- If required, call Reception "0" to receive assistance from a first aid attendant.

### CALL EMS/9-1-1

- If the person responds, identify yourself and find out if there is a need to call EMS/9-1-1.
- If they're unsure, call 8-1-1 for the support of a medical professional.
- If the person does not respond, call for help and EMS/9-1-1.
- Follow the advice and instructions provided by the emergency service. Try to keep the casualty comfortable and calm until ambulance arrives.
- If in a location where access is difficult, or it is hard to find, arrange for someone to meet the ambulance at an appropriate location to guide them in.
- Important information to provide to the 911 operator includes:
  - RGO Address (including specific entrance): 229 33 St NE #100, Calgary, AB.
  - The phone number you are calling from, should you be disconnected from the operator.

### TRANSIENT PERSONS

For people under the influence of drugs and/or alcohol call:

- Downtown Outreach Addictions Program (DOAP): (403) 998-7388 (cell) – Operates 24/7

For people sleeping outside call:

- DOAP Encampment Team: (403) 805-7388 – Operates Monday to Friday 8am to 4pm

Following numbers should be called only if the individuals are irate, violent or the above contact (DOAP) cannot make it to RGO in a timely manner.

- Non-Emergency Calgary Police Line (403) 266-1234
- City of Calgary Help Line (311)

### BOMB THREATS

- Stay calm and speak to the caller in a pleasant tone. Let the caller know that you are willing to cooperate by listening to what they have to say. Ask the caller if there is anything you can do to help. Do NOT upset the caller. Keep the caller on the line. Ask to repeat the message. Press \*\*2 button on the telephone to record every word spoken by the person (This feature is available

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

only on Reception and Executive Assistant's phone). Also, complete the Telephone Bomb Threat checklist.

- To keep the caller on the line, ask questions such as: What time the bomb is set to explode, where and which floor it is located, kind of bomb, description.
- Immediately after the caller hangs up, report the threat to a manager to call 9-1-1 to report incident.
- Initiate evacuation of building by pulling Fire Alarm Station located at exits.
- Reception will call IT to set-up the pre-recorded Emergency Message to cover in-coming phone calls.
- RGO Fire Wardens are responsible for following their program and the Building Maintenance Operator responsible for communicating with the Police.

### ACTIVE SHOOTER

During an active shooter situation:

1. If there is an accessible escape path, try to evacuate the premises
  - Leave your belongings behind
  - Notify others of the situation on the way out, warning them not to enter the location the shooter is present
  - If possible, help others escape
  - Evacuate regardless of whether others agree to follow
  - Keep your hands visible
  - Follow the instruction of any police officers
  - Do no attempt to move wounded people
  - Call 911 as soon as soon as it is safe to do so, telling them:
    - The location of the shooter
    - The number of shooters
    - A physical description of the shooter
    - Number of weapons the shooter has
    - Number of potential victims at the location
2. If there is not a safe escape path, find a place to hide where the shooter is less likely to find you.

Your hiding place should:

- Be out of the shooters view
- Provide protection if shots are fired in your direction (office with closed, locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock and blockade any doors

If the shooter is nearby:

- Lock the door
- Silence your cellphone and turn off other sources of noise (TV, etc.)
- Remain quiet
- Hide behind large items

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

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3. If evacuation and hiding out are not possible:
  - Remain calm
  - Call 911 and alert police of the shooter's location
    - If you cannot speak, leave the line open and allow the dispatcher to listen
4. As a last resort, and only when your life is in imminent danger, attempt to disrupt or incapacitate the shooter by:
  - Acting as aggressively as possible against the shooter
  - Throwing items and improvising weapons
  - Yelling
  - Committing to your actions
5. When police arrive at the scene:
  - Remain calm and follow their instructions.
  - Put down any items in your hands
  - Raise hands and spread fingers
  - Keep hands visible at all times
  - Do not make quick movements towards officers, such as holding on to them for safety
  - Avoid pointing, screaming and/or yelling
  - Do not ask officers for help or direction, proceed in the direction from which the officers enter.

### VEHICLE ACCIDENT

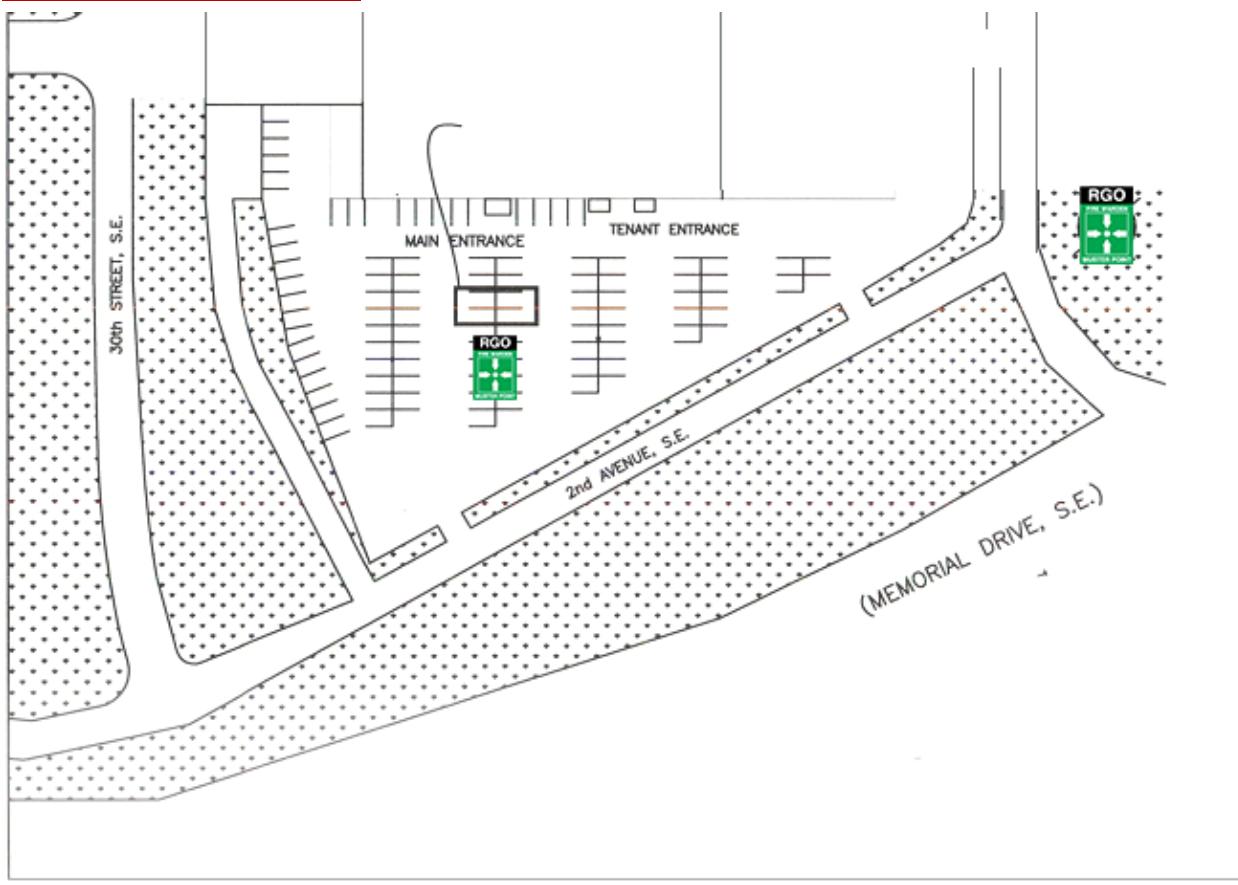
- If you are in a vehicle accident in the course of your work or while traveling for work, call 911 for help if you have been injured, whether you were driving an RGO, personal or rented vehicle.
- As soon as possible, notify RGO at 403-569-4400 that there has been an accident; advise if anyone was hurt and if there was any property damage. The individuals who must be contacted are:
  - The worker's supervisor and/or manager
  - Human Resources
  - If the vehicle was an RGO vehicle, the Fleet Supervisor should also be notified.

### OFF-SITE INCIDENT

- If you are injured at a client worksite, you must follow appropriate emergency response procedures as outlined by the client safety orientation.
- Otherwise, call 911 for help if you have been seriously injured.
- As soon as possible, notify RGO at 403-569-4400 that there has been an incident/accident, the nature of the incident/accident and if there was any property damage. The individuals who must be contacted are:
  - The worker's supervisor and/or manager, and
  - Human Resources

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

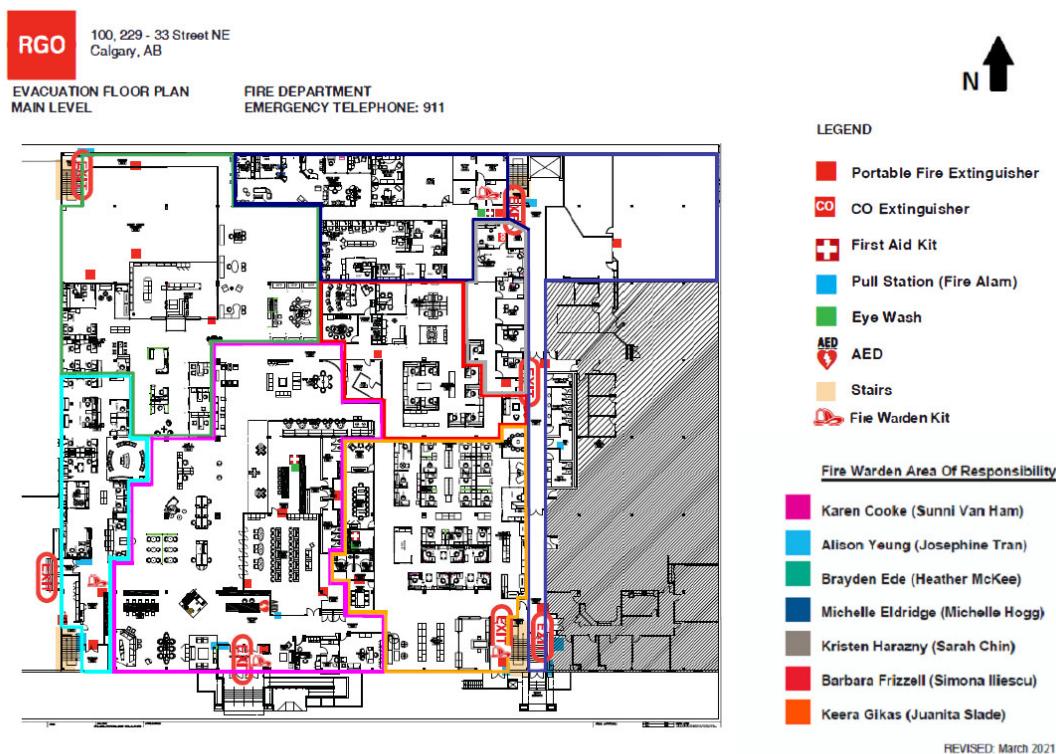
### Location of Muster Points



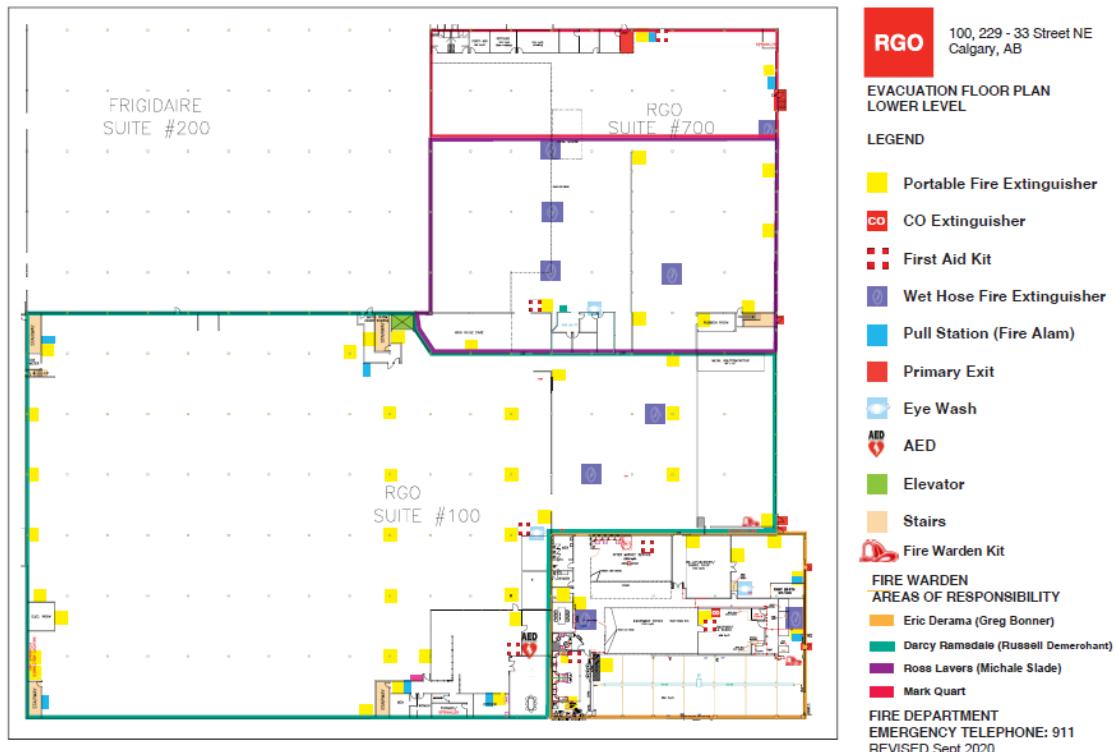
## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

### Location of Emergency/First Aid Equipment

#### Showroom Level



#### Warehouse Level



## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

### Workers Trained in the Use of Emergency Equipment

#### **FIRE WARDENS**

Alison Yeung	Josephine Tran	Michelle Eldridge
Barbara Frizzell	Juanita Slade	Ross Lavers
Bella Makwana	Karen Cooke	Russell Demerchant
Brayden Ede	Keera Gikas	Sarah Chin
Darcy Ramsdale	Kristen Harazny	Simona Iliescu
Eric Derama	Mark Quart	Sunni Van Ham
Greg Bonner	Michael Slade	
Heather McKee	Michelle Hogg	

Fire Wardens are required to successfully complete RGO's in-house Fire Warden Training.

### Location and Use of Emergency Facilities

The nearest emergency services are located at:

Fire Station: Fire Station No. 12, 123 - 44 Street S.E.

Ambulance: Fire Station No. 12, 123 - 44 Street S.E.

Police: District 4 Office (Franklin), 3207-12 Ave NE

Hospital: Peter Lougheed, 3500-26<sup>th</sup> Ave NE

Walk in Clinic: Mayland Medical. 1905-8<sup>th</sup> Ave NE and Medicentre, 1814-33<sup>rd</sup> St SE

### Fire Protection Requirements

Sprinkler systems are located throughout the facility and are maintained and serviced on an annual basis by SimplexGrinnell.

### Alarm and Emergency Communication Requirements

Pulling the fire alarm automatically alerts Chubb Security and initiates an alarm within the building. The fire alarm signal is a loud continuous metallic ringing. Chubb Security will then alert the fire department. If it is a case of a false alarm or evacuation training, Building Maintenance will notify Chubb immediately of the situation.

### Duress Signal System

- The duress signal is a red button located at the reception desk. Pushing the duress signal triggers a silent alarm which automatically alerts Chubb Security.
- Chubb will phone RGO reception. If there is no answer or if the person who answers does not know the password, Chubb will dispatch the police.
- If the phone call is answered and the receptionist knows the password and confirms that all is well, Chubb will cancel the alarm and the police will not be notified.
- Once the alarm is cancelled, our system and panic button must be reset. The receptionist must contact someone on the list below, starting with Trevor, until you get in touch with someone who can do this.

Trevor Clarke	403-819-5959
David Perks	403-888-0833
Ross Lavers	403-470-1956

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

### First Aid Providers

A current list of First Aid Providers can be found at all first aid stations, public printers, reception and health & safety bulletin boards.

<p><b><u>Main Floor:</u></b></p> <p>Brayden Ede (5800)          Chris Haynes (403 827-7790)          Claudio Gonzales (403-536-5803)          David Siemens (4412)          Ivan Gallant (403-818-1032)          Karen Cooke (4571)          Len Smith (5806)          Michele Hogg (4564)          Oluyinka Olafenwa (4417)          Randy Dezorzi (4490)          Sunni VanHam (4404)</p>	<p><b><u>Installations:</u></b></p> <p>Brian Hounsell (403-369-8396)          Cory Sinclair (403-860-5487)          Dan Capano (4566)          Eduardo Paniagua (403-969-4814)          Jason Sedgbeer (403-369-7502)          Jesus Rodrigues (403-660-2417)          Jose Mireles (403-369-6702)          Keith Poitras (403-369-8118)          Marcos Galvan (403-371-3682)          Mario Nino (403-371-3681)          Murray Friesen (403-888-4727)          Oscar Porras (403-852-3286)          Pavel Van Roupp (403-888-9877)          Piotr Fonderskis (403-333-3095 )          Ralf Geringswald (403-888-9293)          Richard Watson (403-888-1382)          Rob Black (403-852-4406)</p>
<p><b><u>Technologies:</u></b></p> <p>Eric Derama (4440)</p>	<p><b><u>Warehouse:</u></b></p> <p>David Perks (4567)          Trevor Clarke (4574)</p>

### Media Response Procedure

If the Media asks any RGO employee for a statement, the employee is not to answer any questions. All Media related questions are to be directed to Dave Orr, in his absence, contact Jake Gebert.

### Off-Site Emergency Procedures

When at a job site, Emergency procedures unique to the job site are reviewed with the workers before the work begins. A written assessment must take place at the onset of all projects, or as needed, such as significant change to the work environment or work process.

### Review of Emergency Response Policy and Plans

This Policy and the associated ERPs will be reviewed, in consultation with the health and safety committee:

- Annually
- After emergencies and emergency drills
- Where there are changes to operations, equipment, and/or key personnel.

### Associated Documents

- [8.1.1 – Calgary Emergency Call List](#)

## 8.1 – EMERGENCY PREPAREDNESS AND RESPONSE

- [8.1.2 – Telephone Bomb Threat Checklist](#)
- [8.1.3 – Severe Storm Emergency Procedures](#)
- [8.1.4 – Fire Warden System](#)
- [8.1.5 – First Aid Requirements](#)
- [8.1.6 – Canmore Emergency Response Procedures](#)
- [8.1.6.1 – Canmore Emergency Call List](#)

### Document Control

Date	Revision
October 20, 2020 David Siemens	<ul style="list-style-type: none"> <li>- Revised Purpose and Policy</li> <li>- Added Responsibilities Section</li> <li>- Updated Emergency Equipment Maps</li> <li>- Updated Fire Wardens and Training Requirements</li> <li>- Updated First Aiders</li> <li>- Added Review of Emergency Response Plans</li> <li>- Added Document Control Section</li> </ul>
Dec 8, 2020	<ul style="list-style-type: none"> <li>- Rebrand</li> <li>- Added Associated Documents Section, removing Emergency Call List and Bomb Threat Checklist</li> </ul>
March 10, 2021	<ul style="list-style-type: none"> <li>- Updated First Aid Attendants and Fire Warden List and Floorplans</li> </ul>
April 19/21, 2021 David Siemens	<ul style="list-style-type: none"> <li>- Updated Violence and Harassment ERP</li> <li>- Added Active Shooter ERP</li> </ul>

## Purpose

To ensure accidents, incidents, near-misses and occupational illnesses are reported to appropriate parties and investigated so that causes can be determined, and corrective actions can be developed and implemented to mitigate hazards and prevent recurrence.

## Policy

It is the responsibility of all RGO employees, sub-contractors and visitors to report any accidents, incidents, near-misses and occupational illnesses to their RGO supervisor or RGO contact immediately. There will be no reprisal for doing so.

RGO will investigate accidents, incidents, near-misses and occupational illnesses arising from business activities of employees, sub-contractors and visitors that:

- Result in injuries requiring first or medical aid
- Cause property damage or result in an interruption of business operations
- Are reported as near miss that directly relate to the points above, and are determined to have a high risk potential
- Are required to be reported and investigated as per Occupational Health and Safety Legislation (including reports of occupational illnesses)

## Definitions

“Near miss” means an event that did not result in injury, property damage or an interruption of business operations but could have had conditions slightly different.

“HR” means Human Resources

“PPE” means Personal Protective Equipment

“SOP” means Safe Operating Procedure

## Responsibilities

### **RGO Management is responsible for:**

- Developing a policy and procedure outlining the requirements to report, investigate and respond to accidents, incidents, near-misses and occupational illnesses
- Ensuring that all workplace accidents, incidents and workplace illnesses are reported to the appropriate authorities as prescribed by current legislative requirements
- Retaining incident reports for a minimum of two-years
- Aiding in the accident/incident investigation process where required
- Reviewing accident and incident reports in their area of responsibility
- Ensuring individuals completing incident inspections are appropriately trained
- Cooperating with incident response personnel and OH&S officers during the investigation process

### **Supervisors are responsible for:**

- Completing or aiding in accident/incident investigations for accidents/incidents that occur in their area of responsibility as appropriate

- Ensuring that workers involved in accidents/incidents receive proper medical treatment when injured
- Recommending, and assisting in the development of corrective actions to prevent injury or illness recurrence
- Implementing corrective actions developed through the incident investigation process in their area of responsibility
- Ensuring workers under their supervision are familiar with the requirements of this policy and procedure
- Cooperating with incident response personnel and OH&S officers during the investigation process

## **Workers are responsible for:**

- Reporting all accidents, incidents, near-misses and occupational illnesses to their supervisor
- Cooperating with incident response personnel and OH&S officers during the investigation process
- Providing complete, honest information for the purpose of the investigation

## **The HR/Safety Team is responsible for:**

- Aiding RGO Management in the Development of a policy and procedure for the reporting, investigation and response to accidents, incidents, near-misses, occupational illnesses and work refusals
- Recommending, and assisting in the development of corrective actions to prevent injury or illness recurrence
- Managing and maintaining the corrective action register
- Aiding in the incident investigation process, where necessary
- Contacting next of kin if appropriate
- Notifying the Workers Compensation Board or a Director of Inspection of incidents or accidents as appropriate

## **The Health and Safety Committee is responsible for:**

- Aiding RGO Management in the Development of a policy and procedure for the reporting, investigation and response to accidents, incidents, near-misses, occupational illnesses and work refusals
- Recommending, and assisting in the development of corrective actions to prevent injury or illness recurrence
- Aiding in the incident investigation process, where necessary

## Procedure

### **Incident Response Personnel**

RGO will designate internal personnel to be responsible for responding to incidents in areas where RGO conducts business, including:

- Members of the Joint Health and Safety Committee
- Supervisors
- Managers
- Members of the HR/Safety team

## 9.1 - ACCIDENT, INCIDENT AND OCCUPATIONAL ILLNESS REPORTING AND INVESTIGATION POLICY

RGO

The above-mentioned individuals will receive the necessary training to carry out incident investigation and reporting duties in a competent and effective manner.

RGO will delegate a minimum of one incident response trained individual to be on-call for all after hours work.

### **Non-Medical Emergency Initial Scene Response**

In the event of a non-medical emergency accident, an RGO team member at the scene should immediately contact RGO incident response personnel notifying them of the situation and asking for guidance on next steps. Incident response personnel, in coordination with the individual present at the scene, shall determine:

- Whether they are required to report to the scene
- Next steps for the individuals involved
- Whether there is a need to stabilize the situation to prevent or minimize risk of further injuries, environmental damage or property damage
- Whether there is a need to secure the area to preserve evidence
- To what extent the incident should be investigated.

### **Medical Emergency Initial Scene Response**

In the event of a medical emergency accident, an RGO team member at the scene should follow the steps outlined in the Medical Emergency subsection of [RGO's Emergency Response Plan](#). When able, an RGO team member is to contact RGO incident response personnel notifying them of the situation and asking for guidance on next steps. The RGO incident response personnel should provide guidance on [scene management procedures](#) including:

- Next steps for the individuals involved
- Stabilizing the situation to prevent or minimize risk of further injuries, environmental damage or property damage
- Securing the area as appropriate to preserve evidence

Upon notification of an accident, incident response personnel shall report to the scene as soon as possible to begin the investigation process.

### **Accident Scene not to be Disturbed**

No person shall disturb or conduct work, alter, move or remove equipment, documents or other information that may be related to an accident at an accident scene (including the immediate area where the accident occurred) where one of the following has occurred:

- A worker has died
- An injury occurred which required an individual to be admitted to a hospital
- There was an unplanned fire, explosion or flood
- A crane, derrick, hoist or building component collapsed

The scene may be disturbed if directed to do so by a Director of Inspection, and Occupational Health and Safety Officer a Police Officer, or if it is necessary to:

- Attend to the person injured or killed
- Prevent further injuries or incidents
- Protect property that is endangered as a result of the injury or incident

## Incident Investigation Steps

The following steps have been developed to guide personnel conducting the investigation process:

1. Notify Appropriate Parties
  - Identify whether the Police, a Director of Inspection, WCB or Senior Management needs to be informed of the incident.
  - Determine whether drug and alcohol testing should be completed
  - Determine who will participate in the investigation process and engage those individuals
2. Get “the Big Picture”
  - Look over the scene and the environment around it, get an idea of the people, equipment, materials, environment and processes involved.
  - Determine the best place to start and what information to collect
  - Estimate the potential loss were this to happen again, or circumstances to be slightly different
  - Refer to the incident investigation form for guidance
  - Be impartial and objective
3. Gather Evidence (Paper, People, Parts, Position)
  - Interview the employees involved, and any eyewitnesses as soon as possible. Make it clear the objective of the investigation is to avoid recurrence, not to apportion blame. Sample interview questions include:
    - What was the purpose of your task?
    - What were you doing?
    - How do you think the accident occurred?
    - How were you trained for the job?
    - What is the safety procedure for this job?
    - Were you working under supervision?
    - What were the PPE requirements?
  - Take photographs
  - Sketch the location of people, equipment and materials involved. Sketches work well to help people visualize what happened.
    - Accurate drawings are useful for legal purposes, so consider whether things need to be appropriately scaled.
  - Look at the tools, equipment and materials that people were using
    - Were they all functioning correctly?
    - Collect any relevant paperwork that will aid in determining causes of the incident (training records, hazard assessments, equipment maintenance records, safe operating procedures, etc.)
4. Analyse the Evidence
  - Determine what happened, identify immediate, basic and root causes using the loss causation model. Include individuals in key positions where necessary (supervisors, managers, health and safety committee members, etc.)
5. Develop Corrective Actions

# 9.1 - ACCIDENT, INCIDENT AND OCCUPATIONAL ILLNESS REPORTING AND INVESTIGATION POLICY

RGO

- Develop corrective actions with key individuals (supervisors, managers, health and safety committee members, etc.) for immediate, basic and root causes

## 6. Implement and Monitor Corrective Actions

- Assign responsibility to implement corrective actions to key individuals.
- Monitor corrective actions to ensure they work as expected and do not create additional hazards
- Update the Corrective Action Register

### **Internal Investigation Report and Corrective Action Register**

Internal investigation personnel will prepare a written report outlining, among other things:

- A description of the accident and the events that preceded it
- Graphics, photos or other evidence that may help determine the cause of the accident
- An explanation of the accident's cause or causes, including a determination of:
  - The immediate, basic and root causes
  - Other contributing factors including, but not limited to:
    - People
    - Equipment
    - Material
    - Environment
    - Process
- A description of the corrective action(s) taken to address the various identified causes

A copy of the report will be provided to the Health and Safety Committee to the extent possible without compromising the confidentiality of those involved.

RGO will keep a copy of the incident report for a minimum of two years.

RGO will track incidents and status of corrective actions in the Corrective Action Register.

### **Incident reporting to a Director of Inspection and/or the Workers Compensation Board**

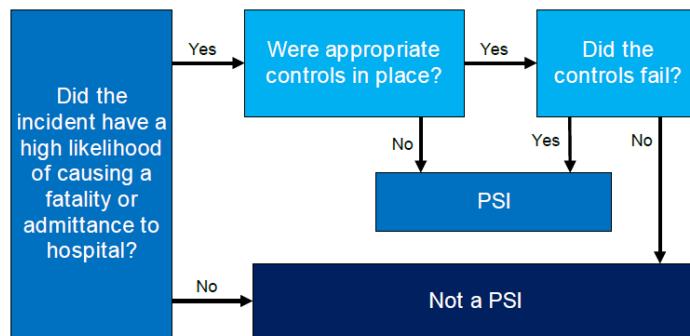
The following injuries and incidents must be reported to a Director of Inspection as soon as possible:

- An injury or incident that results in the death of a worker
- An injury or incident that results in a worker being admitted to a hospital
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or has the potential to cause a serious injury
- The collapse or upset of hoist
- The collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure
- Any injury or incident or a class of injuries or incidents as specified in the Alberta Occupational Health and Safety Regulation
- Potentially serious injuries

Within seventy-two hours of learning of an occupational injury or illness of an employee which results in the employee requiring medical care or missing work in excess of the day of the incident, a report of the injury or illness shall be submitted to the WCB.

## Potentially Serious Injuries

When determining whether an incident needs to be reported as a potentially serious injury. Refer to the flow chart below.



## Associated Documents

- [9.1.1 – First Aid/Near Miss/Hazardous Condition Report](#)
- [9.1.1.1 – First Aid/Near Miss/Hazardous Condition Report Review](#)
- [9.1.2 – Accident/Incident Report](#)
- [9.1.2.1 – Accident/Incident Vehicle Information Form](#)
- [9.1.2.2 – Accident/Incident Witness Statement Form](#)
- [9.1.2.3 – Accident/Incident Supplemental Statement Form](#)
- [9.1.2.4 – Accident/Incident Report Quality Evaluation Form](#)
- [9.2 – Initial Scene Response Procedures](#)

## Document Control

Date	Revision
Sept 21, 2020 Updated by David Siemens	<ul style="list-style-type: none"><li>- Revised HR/Safety Team responsibilities</li><li>- Updated language throughout</li><li>- Re-wrote procedure section</li><li>- Added Document Control section</li></ul>
Dec 8, 2020	<ul style="list-style-type: none"><li>- Rebrand</li><li>- Added Associated Documents Section</li></ul>

## 10.1 – COMMUNICATION SYSTEMS

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The Health and Safety Committee and/or RGO management will communicate Health and Safety direction, issues and policy updates to all employees through the following means:

- General E-mails
- Posted Memos
- Safety Posters
- Presentations at Bi-Weekly General Meetings
- Weekly Newsletters
- Electronic Bulletin Boards

Health and Safety committee representatives, managers and supervisors will communicate Health and Safety related issues/topics at departmental meetings.

Employees are encouraged to communicate their safety concerns to either their supervisor, or alternatively, any member of the Health and Safety Committee.

Employees can use Idea Scale to give feedback on any safety-related topic or suggest an idea. The Management responds to the idea through comments. This platform allows all employees to participate in the conversation.

At sporadic intervals, the Health and Safety Committee Chair will coordinate a company-wide Safety Quiz to help maintain safety awareness and motivation. The Safety Quiz is included in the meeting minutes or e-mailed and posted on main bulletin boards. Completed quizzes are submitted via email or hard copy to the H&S Committee Chair. The H&S Committee Chair reviews the quizzes for completeness and accuracy and eligible submissions are entered into a prize draw. Winners are announced via email or in the Week in Review Newsletter.

Safety Excellence Awards are presented to employees who demonstrate active involvement, volunteering, setting a positive example and safety leadership. These employees are recognized at an annual company-wide awards ceremony.

### Document Control

Date	Revision
January 20, 2020 Revisions made by David Siemens	<ul style="list-style-type: none"> <li>- Amended General Meetings to a bi-weekly occurrence</li> <li>- Added Electronic Bulletin Boards Bullet Point</li> <li>- Revised wording and grammar around presentation of safety excellence awards</li> </ul>
Dec 1, 2020	<ul style="list-style-type: none"> <li>- Rebrand</li> </ul>

### Purpose

The purpose of the Health and Safety Management System Evaluation Policy is to ensure that the RGO health and safety management system is assessed regularly to ensure its effectiveness to identifying and addressing health and safety hazards in the workplace.

### Policy

RGO is committed to an effective health and safety management system and a continual improvement of health and safety performance. In order to ensure that RGO's health and safety management system is effective at identifying and mitigating health and safety hazards in the workplace, RGO will complete evaluations of its health and safety management in accordance with the requirements of the AASP's COR program. This may include, but is not necessarily limited to:

- Annual audits of the health and safety management system by a qualified auditor
- Assessing the audit results and developing corrective actions to fill any management system gaps and strive towards continual improvement
- Monitoring of the corrective actions to ensure the function as intended and do not create additional workplace hazards

### Definitions

“AASP” means Alberta Association for Safety Partnerships

“COR” means Certificate of Recognition

“RGO” means the RGO Group of Companies

### Responsibilities

#### **RGO Senior Management is Responsible for:**

- Developing a Policy and associated procedures to ensure that the effectiveness of RGO's health and safety management system is evaluated.
- Ensuring the resources necessary to implement this Policy and the associated procedures are effectively provided
- Ensuring the responsibilities of this Policy and associated procedures are communicated to affected parties
- Ensuring that this Policy and the associated procedures are reviewed and updated as necessary.
- Working with RGO senior management, the human resources department and the corporate health and safety advisor to aid in the implementation of corrective actions identified during the management system evaluation process.
- Cooperating with individuals exercising duties or carrying out tasks associated with the evaluation of the RGO health and safety management system.

#### **RGO Supervisors are Responsible for:**

- Working with RGO senior management, the human resources department and the corporate health and safety advisor to aid in the implementation and monitoring of corrective actions developed during the management system evaluation process
- Cooperating with individuals exercising duties, or carrying out tasks associated with the evaluation of the RGO health and safety management system

**The Human Resources Department and Corporate Health and Safety Advisor are Responsible for:**

- Staying up to date on the requirements of the AASP's COR program and ensuring that its annual requirements are met by RGO
- Coordinating and carrying out management system evaluations
- Reviewing the results of the management system evaluations and delegating corrective actions to appropriate parties throughout the organization
- Tracking the progress of corrective actions and monitoring their effectiveness

**RGO Employees are responsible for:**

- Working with RGO senior management, the human resources department and the corporate health and safety advisor to aid in the implementation and monitoring of corrective actions developed during the management system evaluation process

**Procedure**

On an on-going basis the RGO human resource department and corporate health and safety advisor will monitor the requirements of the AASP's COR program.

The human resource department and corporate health and safety advisor will schedule all carry out all necessary activities to meet the requirements of the AASP's COR program.

The results of all health and safety management system audits and recommended corrective actions will be tracked by the human resource department and the corporate health and safety advisor using a corrective action register. The results of the management system audits and the status of corrective actions will be communicated to RGO staff through a variety of methods as outlined by section [10.1 - Communication Systems](#)

**Associated Documents**

- [10.2.1 – Program Deficiency Corrective Action Register](#)

**Document Control**

Date	Revision
December 1, 2020 Document created by David Siemens	- Document created