



HEALTH AND SAFETY BOOKLET

Inside, you will find an overview of Express Employment Professionals' policies and procedures.

If you would like to see the full policies, please stop by the Express office and request to look at the *Health and Safety Policy binder* from our Front Office Coordinator.

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HEALTH AND SAFETY POLICY

Purpose:

Express believes in the dignity and importance of all workers and their right to work in a safe environment. The prevention of occupational injuries and illnesses is of such consequence that it will be given a top priority at all times.

Procedure:

- all workers are required to follow the *Occupational Health and Safety Act* requirements as well as the safety policies and procedures for Express and the client where they are placed
- any near miss or occupational injury or illness must be reported to the Express and the client supervisors as soon as possible
- anyone found to have disregarded the health and safety policies and procedures or the OHSA legislation will be subject to disciplinary action

VIOLENCE AND HARASSMENT POLICY

Purpose:

Every worker has the right to perform his/her duties in a safe and comfortable atmosphere, free from violence and harassment. Express strongly encourages anyone experiencing harassment and/or violence to come forward and report it.

Procedure:

- anyone experiencing harassment and/or violence needs to first inform the harasser that the behaviour is unwelcome, and ask the harasser to stop immediately
- if the actions continue, report this to the on-site supervisor as well as to the Express office
- complete a written report of the event, including:
 - date, time, location and witnesses
 - individual responsible for these actions
 - what exactly happened
 - physical evidence or anything that seems relevant
 - actions taken in response to the behaviour
 - signature
- the incident will be investigated, and actions to rectify the situation will be taken
- if a claim is put forward in good faith but the claim is found to be unsubstantiated, no action will be taken against the reporter of the claim
- if a claim is put forward maliciously, this individual will be disciplined
- Express will not tolerate retaliation, or threats of retaliation towards a worker who has come forward with a claim. Anyone taking retaliatory actions will be penalized as severely as the individual committing the initial harassment and/or violent act

EARLY AND SAFE RETURN TO WORK POLICY

Purpose:

To provide workers with light duty work during the transition period from the occurrence of a workplace injury until the time at which the worker can return to the pre-injury job.

Procedure:

- any worker that sustains a life threatening injury or illness needs to alert the on-site supervisor and seek immediate medical treatment.
- After seeking treatment, the worker must call the Express office as soon as is reasonable
- any worker that sustains a non-life threatening injury or illness is required to immediately notify the on-site supervisor and the Express office
- the worker will be given specific instructions by Express as to when to go to the Express office (either before or after seeking medical treatment) and what forms will need to be completed, as a result of the injury or illness
- if a worker requires modified work (light duties) while recovering from the injury, modified work will be discussed at this time
- if the worker does not require modified duties, the worker will be able to return to work. Reporting is still necessary.

WORKING ALONE POLICY

Purpose:

To provide education to employees that will enable them to remain safe while working alone.

Procedure:

Any Express associate that is required to work alone will receive a designated contact person with whom they will be required to keep in contact. The amount of communication required between the associate and the designated contact person will depend on the risk associated with the job the associate is completing. The higher the risk level, the more communication will be necessary

WORKER WELLBEING POLICY

Purpose:

To promote a healthy workplace for all Express employees & associates, with the expectation to improve morale, lower stress levels and increase job productivity.

Procedure:

- as information is assembled on various topics regarding worker wellbeing, it can then be forwarded to all workers through payroll stuffers, newsletters and email.
- topics covered under worker wellbeing may include, but are not limited to:
 - healthy eating
 - stretches for your back

- heat illnesses
- beginning a walking routine
- proper lifting techniques
- tips to quit smoking

JOINT HEALTH AND SAFETY COMMITTEE OR REP POLICY

Purpose:

To ensure a Joint Health and Safety Committee (JHSC) or Representative is in place to identify potential or current hazards and to suggest solutions to rectify these issues in order to maintain a safe and healthy workplace environment.

Procedure:

Committee Meetings

- JHSC will hold meetings in the Express office at minimum every 3 months

Workplace Inspections

- one member of the JHSC will be responsible for completing the workplace inspection of the Express office once every month
- one member of the JHSC will be responsible for completing a workplace inspection of all client sites once per year

Worker Complaints

- all workers are required to report any hazard or violation of the Occupational Health and Safety Act to their supervisor
- if this issue is not corrected after reporting it to the supervisor, the worker should alert a member of the JHSC

Work Refusals

- in the event of a work refusal, a JHSC member representing the workers must be present during the investigation

Injury or Death of a Worker

- a JHSC member will investigate any death or critical injury sustained by any worker

WHMIS POLICY

Purpose:

To ensure all workers have the proper knowledge and understanding of potential hazardous substances in their work area before entering the premises.

Procedure:

- all new workers must view a generic WHMIS training video
- a WHMIS quiz is then completed by the worker and marked by the staffing consultant. Any incorrect answers will be discussed with the worker

- WHMIS training and quiz will be completed once every year
- due to the nature of Express' business as a placement agency, it is not possible for Express to inform workers of all potential hazardous substances at worksites. As a result, there will be site specific hazard training at the worksites for associates. This training will be conducted by the client

SAFETY TARGET POLICY

Purpose:

To ensure all workers have knowledge of the Health and Safety Policies and know where to go to view the complete policies. It is in the worker's best interest to know what is expected of them and what is expected from Express as the employer and our clients.

Procedure:

- during their orientation, every new worker will be asked to read a copy of the Health and Safety Policy Booklet
- it should be emphasized that the Health and Safety Policy Booklet is an overview of the policies. The complete policies can be viewed in the Express office during regular business hours

NETWORKING POLICY

Purpose:

Communication with other companies within our industry and safety group is highly encouraged, based on the assumption that ideas and practices will be shared, enabling the group to gain greater knowledge on how best to prevent workplace injuries and implement best practices.

Procedure:

- attend meetings to network with our various competitors and clients
- the networking meetings will include a group discussion based on topics the group deems important at that time. Topics may be prepared ahead of time, but some may come up during the course of the discussion
- senior management attending the meeting will keep a record of topics discussed and pass on vital information attained at these meetings.

SETTING TARGET POLICY

Purpose:

Express has set a goal to have an average of less than one injury per 12 000 hours worked.

Procedure:

- at the end of every quarter, the WSIB Claims Manager will be responsible for gathering and analyzing the information

- this information will be presented to the members of the JHSC

INCIDENT INVESTIGATION POLICY

Purpose:

To establish those factors which led to accidents and find ways to minimize or prevent such occurrences in the future.

Procedure:

- before beginning an assignment, each associate must:
 - possess the proper training for the position
 - give Express current personal information including address, phone number, and e-mail address. Immediately notify Express of any changes
 - give Express an emergency contact person and their contact information
- you must follow the policies and procedures of both the client and Express
- should you experience an injury or illness while at work, you must notify your on-site supervisor **and** the Express office as soon as possible
- workers shall cooperate with any Accident Investigation that is ongoing

Witnessing an Accident

- if you witness an accident, it is your responsibility to speak with your supervisor and complete an employee witness statement

ORIENTATION PROGRAM POLICY

Purpose:

Welcome new workers to the Express team, and to advise them of their roles and responsibilities.

Procedure:

- the staffing consultant will familiarize new workers with the Welcome Brochure and its contents such as expectations of working with Express, their right to refuse unsafe work, how to get paid etc. and answer any questions they may have.
- The Health and Safety Booklet will also be reviewed.
- For each of the above, the new worker will sign off to indicate they received and understand the information.
- the new worker will then watch both the orientation video and the WHMIS video before completing the WHMIS test
- the staffing consultant and worker will discuss available placements
- workers will get site specific orientation for placements

FORKLIFT TRAINING POLICY

Purpose:

To ensure forklift operators have the required knowledge and training in order to operate the forklift appropriately, ensuring the safety of not only themselves but others around them.

Procedure:

Associate Responsibilities

- be able to produce proof of training in the proper handling of a forklift in order to be considered for a forklift position
- read and understand the responsibilities of forklift operators as set forth in the Welcome Brochure
- successfully complete the forklift test
- after the above steps have been completed, the associate may then participate in site-specific training with the client

Client Responsibilities

- the client will provide site-specific training for forklift operators before any Express associate is permitted to work at this site

Since Express is a placement agency, it is the responsibility of the client to perform the following:

- general safety inspection and maintenance of all equipment
- perform and keep all necessary records
- ensure operator competence
- have operating procedures available
- perform all training
- assessment of load-handling capacity

PERSONAL PROTECTIVE EQUIPMENT (PPE) POLICY

Purpose:

Each Express worker will be educated on the necessity of wearing proper personal protective equipment in order to prevent serious injury.

Procedure:

- workers are required to wear personal protective as directed
- any worker found not to be utilizing the specified personal protective equipment will be given a verbal warning
- should the worker continue to ignore the personal protective equipment necessary for the job, the worker will be given a written warning
- disciplinary actions after a written warning will increase after each incident, and may lead to termination of the assignment or employment with Express

MATERIAL HANDLING POLICY

Purpose:

Provide workers with adequate knowledge relating to proper material handling procedures, in attempt to reduce the number of occupational injuries.

Procedure:

- any worker required to perform manual material handling will receive job specific training at the client's worksite. This training will be conducted by the client.
- any worker performing material handling through use of a forklift must meet the specified requirements in the Forklift Training Policy
- our clients are responsible for ensuring their equipment has regular maintenance and is in good working order
- any worker that becomes injured as a result of material handling, while at work, must report it as soon as possible to both the on-site supervisor and to the Express office.

NON-VIOLENT CRISIS INTERVENTION POLICY

Purpose:

Express believes in the dignity and importance of all workers and their right to work in a safe environment, free of harassment, bullying, and intimidation of any kind.

Procedure:

Violent Situations

- it is important that any situation that has the potential to become volatile is taken very seriously, and supervisors or management are aware of the situation.
- Any worker that sees suspicious activity or violence must report it immediately to their supervisor
- where possible, the supervisor or manager will intervene to diffuse the situation
- if the situation has gotten out of control, 911 should be called immediately
- after the situation is under control, the supervisor and/or manager needs to obtain witness statements from any and all witnesses
- all parties involved in the situation need to complete an employee statement, giving their own account of what happened
- if a worker was directly involved in a situation, the appropriate Express
- Staffing consultant should be called immediately
- if after an investigation is complete, it is found that an Express worker acted inappropriately and/or violently, appropriate disciplinary action will be taken

Harassment

Follow the procedure in the *Violence and Harassment Policy*

WORKPLACE INSPECTION POLICY

Purpose:

Regularly scheduled workplace inspections are completed to identify both current and potential hazards, and recommend solutions in order to maintain a safe working environment.

Procedure:

Inspections of the Express Office

- a designated H&S rep or JHSC member will complete monthly workplace inspections

Conducting the Inspection

- the designated individual will tour the entire work area, looking for hazards.
- All hazards must be noted with a description of the type of hazard and exact location
- any substandard condition that could pose as a hazard needs to be listed
- any substandard act viewed needs to be listed

Reporting the Inspection and Follow-Up

- the individual completing the inspection will take the completed inspection to the Branch Manager
- should the JHSC or rep have any recommendations as a result of the workplace inspection, the Manager has 21 days in which to respond, in writing, to these issues

Client Worksites

- the client is responsible for completing workplace inspections for their worksites
- Each client worksite will have a safety tour done by a qualified Express Employee at least once per year.

FIRST AID POLICY

Purpose:

To ensure any worker who requires first aid treatment receives prompt and appropriate care by a properly trained individual.

Procedure:

Within the Express Office

- if it is an emergency, call 911 immediately, otherwise: proceed directly to the first aid station
- the trained first aider will provide appropriate care for the injury
- if the injury is outside the scope of the first aider's practice, or the individual requires more than basic first aid, the first aider will suggest the individual go to the hospital, walk-in clinic or family doctor

- if an employee or associate seeks medical treatment outside of on-site first aid, they must notify Express before doing so

At a Client Worksite

- follow the client's first aid procedures
- if you seek treatment outside of the first aid care at the client's worksite, you must notify Express before you seek treatment unless it is an emergency
- if it is an emergency, call 911 immediately and notify Express as soon as you can

SUPERVISORY COMPETENCY POLICY

Purpose:

To ensure all Supervisor(s) comply with their responsibilities as it relates to the health and safety program.

"Supervisor" means a person who has a charge of a workplace or authority over the worker. At Express Employment Professionals, **all staff has the supervisory role for associates** however, associates also have a client supervisor for every workplace that they go to. Those Supervisors are appointed by the client.

NOTE: The staff person at Express who you discuss the job with is considered your Supervisor.

Procedure:

All new staff receives training on how to determine existing and potential hazards using the database information such as the job order and the client site safety inventory.

In turn, they are able to advise the workers of their health and safety responsibilities and the potential and actual hazards at the job site.

All clients are responsible for alerting Express associates of any potential or current hazards at the client's job site.

As an Associate assigned to each job, please ask about the hazards of the job if you are not immediately informed.

LOCKOUT/TAGOUT POLICY

Purpose:

To ensure all associates have appropriate training and knowledge regarding lockout/tagout procedures in order to maintain a safe working environment.

Procedure:

When associates are assigned to any client that requires this procedure, the associate will be informed by the staffing consultant placing them that lockout/tagout is required and that the client will do the training.

All associates required to use the lockout/tagout procedure will receive site-specific training only at the client where they will be working.

The associate is to be informed that if the training does not take place, ask for it. If it still does not take place, inform Express immediately.

RTW PERFORMANCE TRACKING POLICY

Purpose:

To use performance tracking systems to determine how successful Express is at preventing occupational injuries, while promoting safe working environments for all employees and associates.

Procedure:**Target Spreadsheet**

- it is Express' desire to have less than 1 injury per 12 000 hours worked
- at the end of each quarter, the office claims manager will complete the Target Spreadsheet
- this spreadsheet includes columns for the number of lost time injuries, no lost time injuries, total number of injuries, hours worked within the quarter, and the number of hours per injury.
- the spreadsheet will be presented at the next JHSC meeting and or staff meeting for discussion and review.

Surveys for Modified Workers

- a survey will be sent out to previous or current modified workers. The assignment of this survey will be random, and will ask questions in regards to health and safety, as well as any recommendations they may have on how to better improve our return to work program
- all surveys will be compiled and used to alter the return to work program as necessary.

SAFE PURCHASING

Purpose:

To promote the safety and wellbeing of all Express employees and associates through ensuring that all equipment purchased or altered has been assessed for hazards, and is found to be safe.

Procedure:

Within the Express Office

- whenever any new machine is purchased, or existing equipment is altered and a Pre-Start Health and Safety Review is required, this will be obtained by senior management before any employee or associate is permitted to use this equipment.
- proper training on the equipment also needs to occur before it can be put into regular use.

At the Client's Site

It is the responsibility of each client to be in accordance with the OHSA, Reg 851 Section 7.

- It is the responsibility of the client to obtain a Pre-Start Health and Safety Review as needed.
- once a review has been obtained by the client, the client will perform site-specific training with all Express associates that will be using that machine.