

# **HEALTH & SAFETY POLICY**



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## POLICY STATEMENT

**The health and safety of all employees is of primary importance. The prevention of work related injuries shall be given precedence over operating productivity.**

We at Front Construction Industries Inc., believe that the responsibility for health and safety rests with each and every employee of our company. Safe work practices shall be carried out by all employees at all times and only safe methods of work and equipment shall be used. Furthermore, all employees are obligated to participate fully in all aspects of health and safety including full compliance with all safety rules and regulations and to continually practice safety while performing his or her duties.

Disciplinary action up to and including discharge will be taken against those persons not adhering to the policy and safety procedures in the workplace.

The Company accepts responsibility for enacting, maintaining and improving our companies health and safety standards and expects full co-operation toward the prevention of work related accidents, injuries and illnesses.

Front Construction Industries Inc. safety standards are to include:

- Compliance with all applicable safety laws, rules and regulations.
- Continual education and communication of health and safety issues.
- Regular safety inspections to identify and eliminate unsafe work conditions and practices.
- Prompt and thorough investigation of every accident to determine its cause and to take whatever corrective action as may be necessary to prevent similar occurrences.

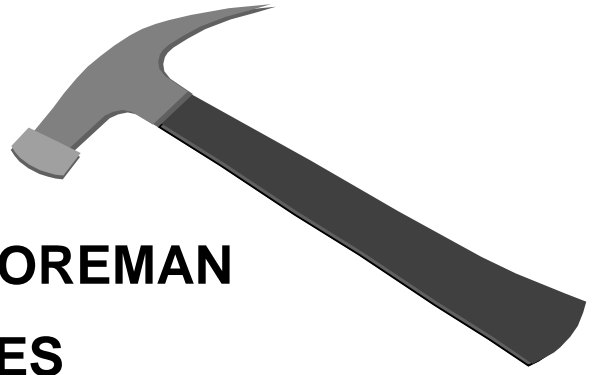
**The goal of Front Construction Industries Inc.'s safety program is "zero" accidents, illnesses and injuries.**

## MANAGEMENT



## RESPONSIBILITIES

- ◆ Enforcement of the Front Construction Industries Inc., Safety Guide and Policy as well as the Occupational Health and Safety Act.
- ◆ Establish a Health and Safety Committee comprised of employee and management personnel.
- ◆ Management will ensure that one employee be appointed as a Health and Safety Representative on a jobsite that exceeds three months and the number of employees exceeds five.
- ◆ Conduct safety inspections on jobsites as well as investigate all accidents and file reports to the Health and Safety Committee.
- ◆ Management will respond to the joint committee's written recommendations for improving workplace Health and Safety, in writing, within twenty-one days.
- ◆ Management will appoint competent persons as supervisors and foremen who will follow safe employment practices.
- ◆ Management will take every reasonable precaution for the protection of the workers by ensuring that the equipment is in good working condition and maintained.
- ◆ Management will post a copy of the latest edition of the Occupational Health and Safety Act and regulations on construction projects so it is accessible to all employees.



## **SUPERVISOR / FOREMAN RESPONSIBILITIES**

- ◆ **Take every precaution necessary to ensure the measures and procedures of the Occupational and Safety Act are followed.**
- ◆ **Supervisors will verbally review basic requirements with new employees when hired.**
- ◆ **Immediately report any accidents to the office.**
- ◆ **Ensure that employees work in a safe manner, utilizing protective equipment and procedures.**
- ◆ **Make provisions for the prompt repair of unsafe company tools, equipment, vehicles etc.**
- ◆ **Ensure that appropriate safety posters and warning signs are adequately displayed.**

## EMPLOYEE RESPONSIBILITIES

- ◆ All employees are to work in compliance with the provisions of the Occupational Health and Safety Act.
- ◆ All employees must wear or use protective material and equipment in the proper manner.
- ◆ Report any unsafe working conditions to their Supervisor or Health and Safety representative.
- ◆ Immediately report any accidents to the Supervisor, Foreman and/or office.
- ◆ Employees are to use the safety information provided and follow instructions to ensure work is performed efficiently and safely.
- ◆ Report defective tools and equipment to the Supervisor or Foreman.
- ◆ Employees are required to actively participate in the Health and Safety Committee, as well as follow the Company's safety rules and regulations.



## SAFETY CODE

1. The Supervisors will see that all equipment and machinery is used in a safe and responsible manner and that all personnel operating equipment have had adequate training in the operation of the equipment in use.
2. Each Supervisor is responsible for the inspection of machinery, tools and equipment to be sure that they are capable of being used in a safe manner as well as for the inspection of the place of work to ensure that operating conditions do not present a hazard to the Company's employees and that all safety regulations have been met.
3. All employees have a responsibility to follow safe practices, to use personal protective equipment as required, to make every effort possible to ensure safe operations and to report any unsafe equipment or conditions to his or her immediate Supervisor.
4. All unsafe, unhealthy or hazardous conditions or places shall be immediately placed off limits or out of order and then promptly removed or corrected.
5. No one will be allowed on the job while under the influence of drugs or alcohol.
6. Engaging in horseplay, contests and rough or boisterous conduct is prohibited on the jobsite.
7. Work shall be well planned and supervised to prevent injuries.
8. Tools, equipment or apparatus shall not be repaired or adjusted while in operation.
9. Employees shall be responsible to see that all guards and other protective devices are in their proper places and adjusted prior to operating equipment. Employees shall report deficiencies promptly.
10. Workers shall not handle or tamper with any tools, equipment or machinery not within the scope of their duties, unless qualified to do so.
11. Hardhats and safety footwear will be worn by all employees on all jobsites.

## **SAFETY CODE (cont'd)**

12. Safety glasses or goggles will be worn by all employees in the shop or on the jobsites when required.
13. Safety harnesses or restraints must be used by all employees when required.
14. All injuries must be reported promptly so that arrangements may be made for immediate medical attention wherever necessary.
15. All work will be done in accordance with the Occupational Health and Safety Act requirements, Front Construction Industries Inc.'s policy and procedures and general safe working practices.
16. Employees are requested to familiarize themselves with the Occupational Health and Safety Act and Regulations for Construction Projects.
17. All employees shall be trained in WHIMIS and be fully familiar with the risks associated with the handling of potentially hazardous materials. This shall include but not be limited to products supplied for incorporation into the new work and/or hazards that may be encountered during demolition (ie. asbestos) where a question may exist, it is the employees responsibility to seek clarification from their supervisor prior to proceeding with the handling of questionable materials.
18. All trades shall clean their waste materials on a daily basis and remove their construction debris from the jobsite as directed by Front Construction Industries Inc.
19. All employees using ***Explosive-Activated Tools***, will have been thoroughly acquainted and experienced with their operation. Extra care is to be taken with these tools at all times.

## **SAFETY RULES**

**Accidents have no set time or place. They often happen without warning and without regard for person or place. With your commitment, we can make the workplace a safer and healthier environment.**

**In advance, the Management of Front Construction Industries Inc., would like to extend our appreciation for your co-operation.**

**EMPLOYEE SAFETY POLICY RECEIPT**

I, \_\_\_\_\_ (print name)

**Acknowledge that I have received and read the Front Construction Industries Inc., Safety Guide and Policy and agree to comply with the rules and regulations stipulated therein at all times.**

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

**Employee Signature:** \_\_\_\_\_

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





**Front Construction Industries Inc.**

**SUBCONTRACTOR SAFETY POLICY RECEIPT**

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**(print company name)**

**The above company acknowledges the receipt of the Front Construction Industries Inc., Safety Guide and Policy and hereby agrees to adhere and comply with all rules, regulations and policy stipulated therein.**

**Name:** \_\_\_\_\_

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

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



# WORKPLACE VIOLENCE POLICY

The management of Front Construction Industries Inc., is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to all individuals who may be present at the workplace including all workers, managers and supervisors whether in the direct employ of Front Construction or any of its sub-trades, consultants or customers. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

Front Construction Industries Inc., as the employer, will ensure that this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information that they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats, to their supervisor or to the manager to whom their supervisor may report.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a timely and fair manner, respecting the privacy of all concerned to the extent possible

*Signed:* \_\_\_\_\_ *President/CEO*      *Date:* \_\_\_\_\_



## WORKPLACE HARASSMENT POLICY

The management of Front Construction Industries Inc., is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, and workers are expected to uphold this policy, and will be held accountable by the employer.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace – a comment or conduct that is known or ought reasonably to be known to be unwelcome, or as may be related to a form of discrimination as set out in the Ontario Human Rights Code

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace, such as the communication of job specific corrective measures or the rendering of oral or written discipline as may be necessitated from time to time.

Workers are encouraged to report any incidents of workplace harassment, to their supervisor or to the manager to whom their supervisor may report.

Management will investigate and deal with all concerns, complaints or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible.

Nothing in this policy prevents or discourages a worker from filing an application with the Human Rights Tribunal of Ontario on a matter related to Ontario's Human Rights Code, within one year of the last alleged incident. A worker also retains the right to exercise any other legal avenues that may be available.

*Signed:* \_\_\_\_\_ *President/CEO*      *Date:* \_\_\_\_\_



# Customer Service Standards Policies and Procedures for the Accommodation of People with Disabilities

## Policy Statement

Front Construction is committed to providing accessible service for its customers/clients. Whether we provide the goods and services from our main office or at our customer's locations, these goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all. The provision of goods and services to person with disabilities will be integrated wherever possible.

Front Construction will work closely with building owners, property management, engineers and sub-trades to incorporated accessibility planning into all stages of contracted worked performed by our company.

## Assisted Devices

### Policy:

Front Construction is committed to serving people with disabilities, who use assistive devices. Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations.

### Procedure:

We ensure that customers/clients/visitors entering our work premises, who use assistive devices, are welcome and accommodated, if required.

## Communicating with a Visitor with a Disability

### Policy:

Front Construction's policies and procedures take a person's disability into account when communicating with the individual. To communicate in an effective way, Front Construction considers how the disability affects the way a person expresses, receives and processes information. Where possible, we will ask the customer/client the best way to communicate with him/her.

### Procedure:

Front Construction will provide the following on request; use of plain language to make documents easier to read for people with certain learning disabilities, hand write or type information back and forth, print hand-outs of commonly used information, use large print, e-mail as an alternate channel to provide accessible communication.

### **Service Animals**

#### **Policy:**

Front Construction is committed to welcoming customers/clients/visitors with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a customer/visitor with a disability to any parts of our premises that are open to the public. Service animals may be used for but not limited to the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Front Construction ensures that all employees and other dealing with the public are properly trained in how to interact with disabilities, who are accompanied by a service animal.

#### **Procedure:**

To be considered a service animal under the standard, it must either be readily apparent that the animal is being used because of a person's disability. Guide dogs or other service animals, including animals in training, are allowed to accompany people with disabilities on Front Construction Industries premises open to the public. The owner of their service animal is responsible for the housekeeping and behaviour of the animal on Front Construction's premises.

### **Support Persons**

#### **Policy:**

Front Construction is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Front Construction's premises (that are open to the public) with his/her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Front Construction premises.

#### **Procedure:**

Customers/Clients/Visitors will be informed of this through Front Construction communication to the public.

### **Temporary Disruption of Service**

#### **Policy:**

When commencing work on jobsites, Front Construction is aware the temporary disruption of services (elevators, access ramps) may occur. Front Construction will make every effort to notify and work with Clients and their management to ensure that prior notice of disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative service, if any, be made available.

#### **Procedure:**

The notice will be made through temporary signage or via memo or communicated in site meetings.

### **Process to Receive and Respond To Feedback**

#### **Policy:**

Front Construction has a process in place for receiving and responding to feedback about how goods and services are provided to clients and visitors with disabilities.

#### **Procedure:**

Customers/Clients/Visitors with disabilities can offer their feedback in the following ways:

- E-mail and telephone (directed to the Vice-President or Co-ordinator of Health and Safety)  
e-mail: pmerritt@frontconstruction.com or jbomhof@frontconstruction.com  
phone: 519-250-8229
- In writing (once again directed to the Vice-President or Co-ordinator of Health and Safety)
- In person to Front Construction staff.

Once the feedback is received it will be directed to the appropriate person for action and should action be deemed necessary, customers/clients/visitors can expect a reply within 5 business days.

### **Customer Service Training**

#### **Policy:**

Front Construction Industries Inc., provides training to employees who are directly involved with the public on providing goods and services to customers/clients/visitors with disabilities. Front Construction Industries Inc., will also ensure that third party and others who deal with the public on Front Construction's behalf, have the required AODA training.

#### **Procedure:**

Staff will be trained by Co-ordinator of Health and Safety by December 31, 2013. After January 2014, new staff will also receive training. This training will be provided as soon as possible after employment commences.

### **Posting of Documents**

#### **Policy:**

Customer Service Standard documents are available to the public upon request and will be provided in a format that takes a person's disability into account.

#### **Procedure:**

Documents are available through Front Construction's Health & Safety Co-ordinator email:  
jbomhof@frontconstruction.com