



**Associates**

**Health and Safety**

**Employment Handbook**

# *WELCOME TO APPLEONE EMPLOYMENT SERVICES*

Safety in the workplace is not just our priority; it is our mandate to provide employment only in the safest environments. All our client locations have been carefully scrutinized to ensure that no employee will be in danger while on assignment.

This handbook is provided in an effort to ensure your personal safety while employed by **AppleOne Employment Services** at our client sites. AppleOne has developed policies and implemented procedures to make sure your work with AppleOne is a safe and enjoyable experience. This booklet outlines all the safety rules that AppleOne Services require their employees to follow. All of these rules were developed with our employees' personal safety in mind. AppleOne's clients are our partners in maintaining a continually safe workplace.

This handbook will assist in giving you a better understanding of Health and Safety requirements and how it relates to your job, why it's important and what you need to do going forward to ensure your safety in the workplace.

Please discuss any questions or concerns you might have about this orientation with your Staffing Consultant during the interview.

## Table of Contents

Health & Safety Policy -3	Lockout / Tag-out - 13
Responsibilities -4/5	Forklift Pedestrian Safety -13
Rights and Work Refusal - 6	Visitor Policy - 14
Accountability -7	Hand Power Tool Safety -14
Workplace Inspection -7	Utility Knife Safety - 15
Hazard Reporting -7	Safety Rules -16
Workplace Violence -8/9	Industrial Safety Rules -17
Incident Reporting / RTW -10	Office Safety Rules -18
PPE -10	Electronic Devices -19
Emergency Evacuation -11	Prohibited tasks -19
JHSC / HS Reps -11	Restricted tasks -20
WHMIS -11	Non-Routine Work -21
Manual Material Handling -12	Branch Contact Information -22
General Machine Safety - 12	Substance Abuse -23
Conveyors -13	Worker Conduct -23

## **SUBSTANCE ABUSE**

All AppleOne employees are prohibited from consuming alcohol, narcotics or any illegal substances while performing an assignment in the workplace. This applies equally to any such consumption prior to the start of the assignment, which would affect or would reasonably believe to affect their ability to perform their job responsibilities.

Failure to comply with this policy will lead to disciplinary actions which may include immediate dismissal with cause; as well the authorities may be contacted as a result of taking any illegal substances.

Professional help with a substance abuse problem can be obtained by contacting the local rehabilitation organizations listed in the local telephone directories.

*Any employee taking medication under the advisement of their medical practitioner that may impede their ability to work safely must advise us of this situation. Your branch representative will discuss the situation with you and determine the best course of action. Alternate duties, if available, may be provided during the interim that will not be affected by the medication you are taking.*

Employees who are concerned about unsafe work practices of a co-worker or have reason to believe that a co-worker is working under the influence of alcohol, narcotics or any illegal substance are asked to report this to their manager or their AppleOne branch representative.

Branch representatives will notify their manager who will work with the Human Resources and Health & Safety Manager's to follow up on concerns.

## **WORKER CONDUCT**

### **Every associate must take responsibility for regular and timely attendance at work**

- Allow sufficient time for traveling to work
- Enter the workplace through the proper entrance
- Dress appropriately for the workplace
- Adhere to security and / or visitor requirements
- Be punctual and ready to start work on time
- Ensure you have your required PPE and uniform
- Perform work carefully and efficiently
- Eat and smoke only in designated areas
- Take personal accountability for your actions
- Demonstrate respect towards others

## Branch Contact Information

Branch	Location	Telephone
AppleOne	Etobicoke	416-236-4000
AppleOne	Scarborough	416-750-4718
AppleOne	Mississauga	905-277-2770
AppleOne	Brampton	905-453-8000
AppleOne	Oakville	905-339-3333
AppleOne	Burlington	905-631-3333
AppleOne	North York	416-225-2000
AppleOne	Richmond Hill	905-787-9911
AppleOne	Barrie	705-735-1707
Bilingual One	Toronto	416-750-0122
Bilingual One	Mississauga	416-236-0421
Accounting Advantage	North York	416-250-5022
Accounting Advantage	Toronto	416-363-2004
Accounting Advantage	Mississauga	905-615-8090
HR One	Etobicoke	416-363-3464
AppleOne	Vancouver	604-638-8051

As an employer, it is important that our employees understand that we will not consider taking on any assignments that could put their safety at risk. We will do our utmost to ensure that every work task they are asked to perform is not expected to cause them harm.

We expect that any unsafe or hazardous conditions will be immediately brought to our attention by our employees so that the situation can be remedied. Workers are protected from reprisals when reporting legitimate health and safety concerns or issues that contravene the law or company safety policies. If you feel that action is being taken against you for raising a safety concern you can speak to your Manager or make a complaint to the Ministry of Labour.

Contact your local Branch to speak to an AppleOne Representative if you have questions or require assistance relating to your assignment or health & safety.

## HEALTH AND SAFETY POLICY

AppleOne Services is committed in providing all employees with a healthy and safe workplace that will protect the well-being of all staff and employees and prevent occupational illness and injury in our workplace.

AppleOne Services will ensure that policies and procedures comply with all provincial and federal legislative requirements established by the Occupational Health and Safety Act, Provincial Compensation Boards, WHMIS Regulations, Industrial Establishment Regulations and the Canadian Labour Code.

There is a shared responsibility in following policies at all levels:

All staff and temporary employees must govern themselves in a manner that does not endanger their own health or well-being or that of their fellow workers. All staff and temporary employees are to work in accordance with legislated standards and abide by all safety rules and policies, including those pertaining to placement assignments, and familiarize themselves with emergency procedures within their assigned workplace.

Unsafe practices or potentially hazardous conditions within the workplace are to be brought to the attention of management and our JHSC for immediate resolution.

All management staff are committed to maintaining safe and healthy work conditions in their areas and ensuring that every reasonable precaution is taken to protect the safety and well-being of every worker in order to prevent injuries and reduce or eliminate accidents in the workplace.

All AppleOne Services employees are responsible for following safe work practices and safety procedures in all workplaces.

Safety is the responsibility of everyone who works for AppleOne Services. Collectively, all employees are to work together to ensure the health and wellbeing of all employees is considered at all times.



Gary Gregg,  
President, AppleOne Services Ltd.

## RESPONSIBILITIES

Everyone has a role in safety. Every job has hazards, no matter how safe it looks. The Occupational Health and Safety Act is a set of laws that spells out the duties of employers, supervisors and the rights and duties of workers.

AppleOne and its Management shall:

- Ensure the employer and workers follow prescribed legislative health and safety requirements and guidelines
- Ensure a safe workplace and work environment
- Post a current copy of the OHSA, Health and Safety Policy and other required information
- Prepare and review at least annually company health and safety policies
- Ensure client sites are inspected and necessary follow up provided to ensure a safe environment is provided to our workers
- Prevention steps are taken to reduce the possibility of incident or injury through;
  - o Applicant screening and candidate selection
  - o PDA and training results
  - o Client selection, inspection and monitoring
  - o Job selection and assignment
- Communicate information and provide training to workers in an effort to ensure health and safety and prevention of injuries, this includes viewing of safety videos, review of safety information and completion of assessments
- Give specific information and instruction about how to stay safe on the job.
- Educate workers on rights and responsibilities of workplace parties including the work refusal process.
- Acquaint the worker with hazards in the workplace and how to work safely, this may include workers wearing and using the right PPE.
- Investigate reports of hazards, incidents and injuries with support of HS Representative and / or JHSC and initiate or implement control measures to prevent a reoccurrence
- Provide medical aid and transportation in the event of emergency
- When appointing a supervisor, appoint a “competent” person
- Not permit workers under age to work

Supervisors also have specific duties.

A supervisor shall:

- Ensure workers work in a safe manner, with protective devices and procedures required by the Act
- Ensure that any equipment, protective device or clothing required by the employer is used or worn by the worker
- Advise a worker of any potential or actual health or safety dangers known by the supervisor; and when required also provide written instruction
- Take every precaution reasonable in the circumstances for the protection of workers

Employees are instructed to remember the following guidelines:

- ❑ No employee is to perform a task until they have been orientated as to how the task is to be performed safely and have been authorized by their Staffing Consultant to perform these tasks.
- ❑ Under *absolutely no circumstances* are employees to perform a task that they feel is unsafe. Under the Ontario Health and Safety Act, every employee has the right to refuse any unsafe work. Any unsafe conditions are to be reported immediately to your Supervisor and staffing consultant.
- ❑ All mechanical safety guards (i.e. machine guards, light-sensor ‘curtains’) must be in place and functioning properly at all times. Employees must also be adequately trained on the standard operating procedures (SOP) and any emergency-stop procedures before they begin to work with the machinery.
- ❑ Any equipment that is shut down for repair or maintenance must be locked out and tagged-out. This procedure is to be handled by a trained and qualified individual. *AppleOne employees are not, under any circumstance, to have any part of lockout or tag-out, regardless of any prior experience they may have received in this area.*

### Ontario Partners in Safety

Ministry of Labour (MOL) -Develops, communicates and enforces occupational health and safety requirements and employment standards. Develops, coordinates and implements strategies to prevent workplace injuries and illnesses and can set standards for health and safety training. To report incidents or ask about workplace health and safety—call

1-877-202-0008                      [www.labour.gov.on.ca](http://www.labour.gov.on.ca)

Workplace Safety & Insurance Board (WSIB) -Administers no-fault workplace insurance for workers and employers. For information about forms or return to work—call

1-800-387-0750                      [www.wsib.on.ca](http://www.wsib.on.ca)

Workers Health & Safety Centre (WHSC) –An occupational health and safety training centre for workers, representatives and employers.                      1-888-869-7950    [www.whsc.on.ca](http://www.whsc.on.ca)

Occupational Health Clinics for Ontario Workers –Six medical clinics located across Ontario that provide occupational health services and information.    1-877-817-0336    [www.ohcow.on.ca](http://www.ohcow.on.ca)

Health and Safety Ontario— Four health and safety associations that provide sector specific consulting, training, products and services.                      [www.healthandsafetyontario.ca](http://www.healthandsafetyontario.ca)

- Workplace Safety and Prevention Services (WSPS) -serves industrial, farming and service sectors.                      1-877-494-9777                      [www.wspss.ca](http://www.wspss.ca)

Another place you can go for information is the Canadian Centre for Occupational Health and Safety (CCOHS). They have information and fact sheets on their website. You can also call  
1-800-668-4284                      [www.ccohs.ca](http://www.ccohs.ca)

Only with the **\*\*authorization** of AppleOne Corporate Office can Temporary Associates perform any of the following tasks:

- Any involvement with **pesticides, herbicides** or plant treatment chemicals
- Welding** of any kind
- Working in welding area** (as a labourer)
- Moving **furniture** or items if weighing over 50 lbs.
- Work that will involve **carrying or moving items by means of stairs**
- Any work with **hot materials** such as melted plastic, heated steel, glue, etc.
- Working with corrosive or hazardous chemicals**
- Working with industrial **balers or compactors**
- Machine shop equipment (electric power tools)**
- Meat processing involving knives or other cutting equipment**
- Kitchen equipment** – knives, meat slicers, fryers, ovens, etc.
- Working on a site where designated substances are present**
- Work requiring use of filter mask / respirator**
- Cylinder handling** without training or licensing
- Steel coil manufacturing**
- Work with cutting machinery, radial arm saws**
- Tool and Die machine** environments
- Brake or punch press**
- Equipment involving or work requiring use of any **harnesses** or fall-arrest devices
- Cranes, hoists** or rigging equipment
- Operating forklifts of any kind outdoors**
- Janitorial work involving any **cleaning materials** or substances
- Handling cash, any negotiable or any cash-value items**
- Crossing picket lines**
- Waste disposal , landfill sites** or recycling depots manual labour
- DRIVING vehicles** for work purposes, including running errands for client
- DRIVING or PASSENGER from one client facility to another** within the same shift

#### **Job Assignment Responsibilities: Non-Routine Work**

Every AppleOne employee is given a specific job description for each assignment. If they are asked to perform a job different from the initial description, they are to advise their site Supervisor that they will have to check with their Staffing Consultant for authorization.

The client will discuss the changes with AppleOne and if the tasks are satisfactory, their Staffing Consultant will advise them. The client will arrange proper orientation for the new tasks. No employee will be expected or permitted to perform these tasks until proper training has been given.

Clients shall:

- Introduce the worker to their supervisor and provide a tour of facility
- Establish and maintain a Joint Health and Safety Committee and/or Health and Safety Representatives as required
- Ensure workers know how to report hazards, contact the Health & Safety Rep, and seek medical attention including qualified First Aiders
- Train the worker on the site emergency evacuation, and company safety rules
- Provide equipment and devices (i.e. PPE) needed to protect the worker
- Inform and train the worker on hazards in the work place, including any chemicals; the location of the MSDS's, and hazard reporting procedures
- Provide training to the worker on their specific duties and tasks
- Provide competent supervision
- Provide a safe and healthy work environment and take all reasonable precautions to protect workers

Workers shall:

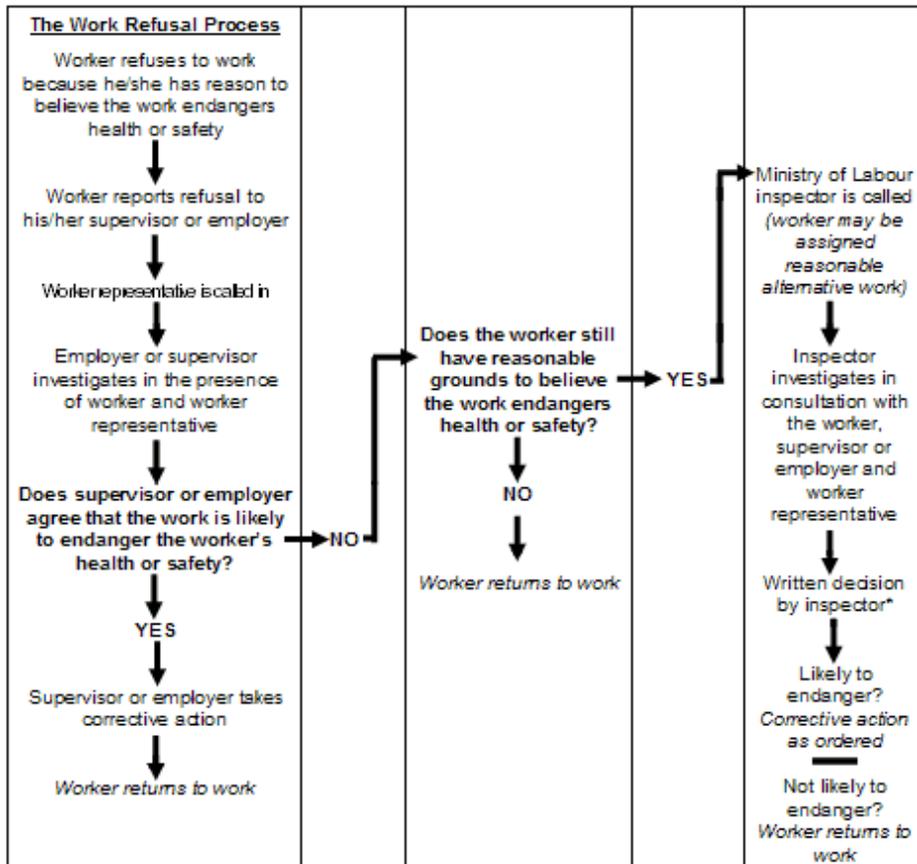
- Ensure workers work and act in a safe manner to ensure their safety and that of co-workers.,
- Work in compliance with the provisions of our health and safety program and the Occupational Health and Safety Act
- Use or wear the equipment, protective devices or clothing that the employer requires to be used or worn
- Report all unsafe acts, conditions and hazards to their supervisor immediately
- Identify and report all absent or defective tools, equipment, structures or protective devices
- Operate all equipment in a safe and proper manner
- Report all incidents, injuries or near misses immediately to AppleOne and the client.
- Handle hazardous substances according to the Workplace Hazardous Materials information System (WHMIS) regulations
- Not operate any machinery or equipment that they are not qualified or licensed to operate, and do not engage in any job with which you are not familiar
- Maintain a clean and tidy work area “good housekeeping”
- Refuse work that is unsafe following the work refusal process by reporting it to the Supervisor and engaging a HS Representative
- Report to AppleOne any work that is different than that which was originally assigned
- Not engage in horseplay, any prank, contest or feat of strength, unnecessary running or boisterous conduct

Associates and employers must share the responsibility for occupational health and safety. This concept of the internal responsibility system is based on the principal that the workplace parties themselves are in the best position to identify health and safety problems and to develop solutions.

## WORKER RIGHTS

Workers have legal rights under the OHS Act; workers have the:

- **Right to Know:** to know about potential hazards to which they may be exposed. This means being trained on machines or processes. WHMIS plays an important role.
- **Right to Participate:** to be part of the process in identifying and resolving health and safety concerns. This is expressed through membership in Joint Health and Safety Committees or through HS Representatives.
- **Right to Refuse:** all workers have the right to refuse any work they reasonably believe is likely to endanger themselves or other workers. This also includes workplace violence. Worker should advise the Supervisor of the issue and a worker rep be present to investigate. Worker is to remain on site and in a safe place near workstation to be available to assist the investigation. Worker can be reassigned other duties during investigation. Another worker cannot be assigned work under investigation unless advised of refusal in presence of Health and Safety Worker Representative. Workers are protected from employer reprisal for refusing unsafe work and when in compliance with the Act.



AppleOne Temporary Associates **are not** to perform any of the following tasks:

- Work that involves driving on a regular basis or long distances
- Work that involves an **auxiliary air supply (SCBA)**
- Shoveling of snow**
- ANY work with **molten metal or Foundry** labour
- Sheet metal** scrap-work
- Handling or close proximity to nail guns
- Chainsaws** or handheld saws of any kind
- Cat-walks that do not involve permanent structural guarding or railings
- Any work above 8 ft on temporary structures
- Working with an unsecured ladder without proper railing or anchoring support
- Trenches, excavated-areas** below 3 ft. or more
- Working in **confined spaces** (vats, pits, silos, agitators, tanks)
- Auto wrecking**
- Working with **radioactive equipment** (such as X-ray machines)
- Working with caustic or dangerous chemicals**
- Mining, forestry or Logging**
- Cement manufacturing facilities** (as a general labourer)
- Oxygen deprived environments**
- Work in paint booths**
- Electrical work – installation, repair or testing**
- Pulp and paper mill**
- Lifting of **more than 50 lbs.** without assistance or lifting devices available
- Lock-out or tag-out** (electrical or source disconnect for shutdown of equipment)
- Equipment maintenance / repair** or electrical modifications
- Forklift operation** (unless assigned and certified as such)
- Wood 'chippers'**
- Continual or **lengthy exposure to temperatures** of +35°C or -18°C
- ANY Demolition / excavation** work
- Construction labour** of any kind
- Filling or changing valves on pressurized cylinders**
- Blood-borne pathogens, bodily fluids, biological hazards** – exposure or needle puncture hazards
- Direct contact with **acids of any kind**, such as battery acid
- Manual labour in **lumber yards** (industrial / non-retail)
- Work of **any kind on top of roofs**
- Working on assignment in **residential or hotel rooms**
- Any work without on the job training and/or specified Personal Protective Equipment**
- Handling or regular exposure to designated substances:** Acrylonitrile, Arsenic, Asbestos, Benzene, Coke oven emissions, Ethylene oxide, Isocyanates, Lead, Mercury, Silica
- Any work around augers, screw conveyors**
- Utilizing workplace **exercise (gym facilities)** during work / assignment hours

## Office Safety Rules

- ❑ Always be aware of the client's safety rules. When unsure, *ask*.
- ❑ The workstation should not pose any physical discomforts. Repositioning items on the desk can help you work more comfortably – and minimize the chance of unnecessary fatigue.
- ❑ The facility's evacuation procedure and emergency exits should be identified during the orientation.
- ❑ Do not overload any electrical outlets or use defective equipment.
- ❑ Never stand on top of chairs, tables or boxes. Use appropriate devices if items are out of reach.
- ❑ Request assistance lifting heavy items, mandatory if greater than 50lbs (22 kilos) Refer to the 'Safe Lifting Techniques' on page 12 for proper lifting instructions.
- ❑ Never leave filing cabinet drawers open, if unattended. This can lead to an injury.
- ❑ Be careful of sharp edges and hot areas when clearing paper jams or changing toner cartridges from photocopiers. Photocopier toner is a WHMIS product and care should be taken to wash their hands thoroughly after handling.
- ❑ Handrails should be used to give the necessary support when climbing or descending stairs or steps.
- ❑ Never run through the workplace, WALK. Follow the rule of keeping to the right when approaching corridor intersections.
- ❑ Open doors carefully and look for others when walking through doorways.
- ❑ Maintain good housekeeping practices by keeping workstations clean and orderly.
- ❑ Care should be taken in areas that have loose or torn carpeting.

If required to enter production or warehouse areas, observe all rules, especially when walking by forklifts. Stay clear of all production equipment and walk only in the designated areas. Any protective equipment needed for entering these areas should be worn.

### ELECTRONIC DEVICES

The use of electronic devices such as MP3 players, iPods, radios and phones in the workplace can cause distraction and pose potential for injury.

- These devices are not be used in industrial work environments
  - They can cause distraction from the task at hand
  - Can limit general safety awareness and ability to hear alarms or warnings
  - Devices and headphones or accessories can get caught in machinery
  - They can also interfere with the proper use and fit of Personal Protective Equipment (PPE)
- Use in office environments should be limited and used only if authorized
  - Use in an office must also follow certain codes of etiquette
  - Safe use is paramount and should not be compromised ensuring volume is kept to an acceptable level and there is no disruption to the work area
- The use of headphones has been known to cause hearing loss

### ACCOUNTABILITY

- Failure to follow AppleOne policies and / or failure to adhere to OSHA legislated guidelines or client policies may result in disciplinary action
- AppleOne has a progressive disciplinary process, however the primary goal is to try and provide workers with the opportunity to succeed and correct poor behaviors through support and coaching
- However, should you violate AppleOne or client policies you may be subject to removal from assignment or termination of employment

### WORKPLACE INSPECTION

Workplace inspections help prevent injuries.

- Inspections identify and record hazards for corrective action.
- Regular workplace inspections support the overall health and safety program.
- Managers, Supervisors and Worker-Health and Safety Representatives should all conduct inspections both formal and informal in nature
- Workers also should conduct inspections of their own work area to ensure hazards are addressed and proper controls are in place.
- This includes doing pre-use inspections on machinery and powered equipment, including all forklift equipment.

### HAZARD RECOGNITION & REPORTING

A **Hazard** is any source of potential damage, harm or adverse health effects on something or someone under certain conditions at work. Something that can hurt you.

- You need to know about the hazards at work before you start working.
- Report hazards or "close calls" immediately to your Employer and Supervisor
- If on assignment this would be the client site Supervisor
- You can also report the hazard to you AppleOne Supervisor or Representative
- Reporting can be done verbally, by phone or by email but must address the hazard in a timely fashion in relation to the hazard to ensure safety
- You can also report hazards in writing by use of a hazard report form available from your AppleOne Branch
- You are protected from reprisals when reporting hazards

Hazards could include:

- o Slipping, tripping and falling
- o Congested walkways
- o Using or working near machinery
- o Failure to follow safety rules
- o Unsafe machine operation
- o Workplace Violence
- o Poor housekeeping
- o Working near motorized equipment
- o Noise
- o Insecure storage methods
- o Improper lifting / Repetitive work
- o Chemicals— fumes

Employers are to protect you from hazards by either eliminating it or at least reducing the hazard. This can be done at the source, or by reducing the time exposed to the hazards, lastly is the use of personal protective equipment.

**Never remove or disable protective devices**

## WORKPLACE VIOLENCE AND HARASSMENT

Under no circumstance will *any* form of violence be tolerated in the workplace. This includes abusive language, threats, intimidation or harassment towards AppleOne Services employees, other co-workers and our clients.

Any and all such cases will lead to immediate dismissal and will also be turned over to the appropriate authorities.

Every AppleOne employee is empowered with the right to report any violent situations to their staffing consultant.

### Definitions

- **Harassment** is a form of discrimination. Harassment is any conduct - verbal, physical, or by innuendo - that is likely to cause offence or humiliation to any person. It is one or a series of hostile, offensive or obnoxious comments or conducts which is known to be unwelcome or which a reasonable person would know to be unwelcome without it being explicitly stated.
- **“workplace harassment”** means engaging in a course of vexatious\*\* comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome;
- **“workplace violence”** means,
  - (a) the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker,
  - (b) an attempt to exercise physical force against a worker in a workplace that could cause physical in-jury to the worker.

\*\*“vexatious” – troublesome, annoying, disturbing, provoking, irritating;

### REPORTING WORKPLACE VIOLENCE OR HARASSMENT

- If you are subject to harassment or workplace violence you should advise the person you take offense, to stop and then report it immediately to your client Supervisor and AppleOne Manager.
- AppleOne takes all reports very seriously
- A full investigation shall be conducted to ensure all facts and evidence are gathered
- Every attempt shall be made to keep details confidential however it may be necessary to inform law enforcement agencies
- Workplace Violence also includes domestic violence that may pose a threat for employees at work

- ❑ Keeping the work area clear of obstacles will help prevent needless injuries. Any obstacles on the ground present tripping hazards.
- ❑ Employees are to observe and obey all signs, postings and instructions in the workplace, and if they are unsure of any of the safety signs, they are to ASK.
- ❑ Always be aware of the client’s safety rules. When unsure, *ask*.
- ❑ The facility’s evacuation procedure and emergency exits should be identified during the orientation.
- ❑ Do not overload any electrical outlets or use defective equipment.
- ❑ Never stand on top of chairs, tables or boxes. Use appropriate devices if items are out of reach.
- ❑ Handrails should be used to give the necessary support when climbing or descending stairs or steps.
- ❑ Never run through the workplace or across the outside property/parking lot, WALK. Follow the rule of keeping to the right when approaching corridor intersections.

---

### Industrial Safety Rules

---

- ❑ Personal Protective Equipment (PPE): Steel-toed safety boots or safety shoes *must* be worn in all industrial establishments. Workers will be responsible for obtaining their own safety shoes or boots in sound condition. Any additional PPE will either be provided by the client or the employee will be asked to obtain and wear for their protection.
- ❑ Clothing / hair: employees should not wear any loose or baggy clothing around any moving machinery. Long hair must be tied back or secured behind the neck or shoulders around machinery to prevent entanglement.
- ❑ Rings, earrings, chains or jewelry are not to be worn in most industrial environments involving machine operation for the worker’s protection.
- ❑ Remain aware at all times of the surrounding areas. Remain focused at all times and refrain from distracting other employees from their work.
- ❑ Employees are to observe and obey all signs, postings and instructions in the workplace, and if they are unsure of any of the safety signs, they are to ASK.
- ❑ Workers are to always use the appropriate tools and equipment for the job. No employee should try to cut corners by using tools that are more convenient if there is a risk involved.
- ❑ Be aware of forklifts in your work area. Make eye-contact with the driver instead of assuming you are seen.
- ❑ Never run through the facility or across the client’s outside property / parking lot.
- ❑ Any spills should be reported to the employee’s immediate Supervisor. Spills are to be handled by employees who have been properly trained to do so.

---

## SAFETY RULES AND PROCEDURES

---

It is every AppleOne Services employee's responsibility to understand and follow all safety rules and procedures, as well as the on-site safety orientation given by the client at the start of the assignment. These responsibilities include:

- ❑ Participate in safety training provided by AppleOne and at assignment site
- ❑ Review all safety related information provided by AppleOne regarding placement assignment
- ❑ To know and understand the hazards related to placement assignment
- ❑ Follow and participate in all applicable safety program requirements
- ❑ Understand and follow legislated responsibilities outlined in Occupational Health & Safety (Ontario Section 28):
  - ❑ Work safely and in accordance with the Act
  - ❑ Wear required personal protective equipment
  - ❑ Report unsafe conditions, equipment and defects or contraventions of the Act promptly to AppleOne representatives or branch managers
  - ❑ Not remove any protective guarding or make it ineffective
  - ❑ Not engage in pranks or unnecessary boisterous conduct, etc
  - ❑ Report all workplace injuries promptly to an AppleOne representative or branch manager.
- ❑ Recognizing any on-site hazards that may be present on the assignment and taking every possible measure to ensure the employee's safety and the safety of their co-employees.
- ❑ Informing both the client site supervisor and the employee's direct AppleOne branch representative of any safety hazards.
- ❑ Participating and cooperating with all safety policies.
- ❑ Wearing all protective equipment needed to perform the job safely. Employees are required to wear steel-toed safety shoes or boots while on any industrial assignment. *Failure to utilize the designated equipment may lead to the employee's removal from the assignment for their protection, and possible disciplinary action up to and including termination with cause for failure to follow safety policy.*
- ❑ In the event of a workplace injury, employees are to report it immediately to the client site supervisor and then to their Branch representative within the same day.
- ❑ Horseplay or practical jokes are prohibited and are subject to discipline.
- ❑ Lifting objects or materials following 'Safe Lifting Techniques'; additionally to request assistance lifting heavy items when necessary. Refer to the 'Safe Lifting Techniques' provided for proper lifting instructions (page 12).
- ❑ If for any reason, an employee feels that the tasks we have assigned them to be physically more than they are capable of, they are requested to advise their Branch representative immediately.
- ❑ Prior to using any equipment, the employee is expected to inspect it to check that it is in good working order, properly guarded and safe to use. Where inspection sheets are provided at client sites, employees are expected to participate fully in this process. All unsafe conditions must be reported immediately.

## WORKPLACE VIOLENCE POLICY

AppleOne Group of Companies is committed to providing a workplace that is free from violence, bullying and harassment. As such, AppleOne operates under a zero tolerance policy. All employees have the right to expect a place of employment that is free from behaviour that can be considered harassing, abusive, disruptive or disorderly. *Any form of behaviour that creates an environment of violence, hostility or intimidation will not be tolerated.*

This policy includes, but is not limited to the following behaviours and situations:

- Violent or threatening physical contact
- Threatening language or harassing comments
- Possessions of any weapons on company property
- Destructive or malicious actions against any employee's personal property
- Threatening acts of intimidation or abusive language that results in tension
- Any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated

AppleOne Group of Companies' Workplace Violence and Harassment Policy also applies to all individuals involved in its operations and prohibits such actions by any associate of AppleOne. Employees who violate this policy will be subject to disciplinary action up to and including termination.

AppleOne Group of Companies recognizes that workplace violence and harassment is not permitted and will take every reasonable precaution to protect employees in the workplace.

Employees are expected to report concerns or incidents to their AppleOne branch representative, or AppleOne manager.

***Any employee who believes there is an urgent risk of violence and that their life or the life of another person in the workplace is at severe risk is able to call 911 for immediate assistance.***

## INCIDENT AND INJURY REPORTING

- If you are involved in an incident or are injured you must report it immediately
- **Your health and safety is a priority**
- Immediate reporting is a legislative requirement, failure to report could result in denial of medical benefits from WSIB / WCB
- First Aiders and medical first aid supplies are available for initial treatment at AppleOne branches and at our client sites
- Should you require further medical attention **you will be provided transportation** via taxi or ambulance depending on the severity
- An investigation shall be conducted to identify root causes and to enable corrective actions to be initiated

## WORK REINTEGRATION

- AppleOne has an Work Reintegration Program
- If you are injured and provide objective medical documentation outlining limitations or restrictions we will offer modified work
- This ensures that you do not lose wages while in recovery
- You are required to keep us updated and communicate to us regularly on your status.
- You are required to cooperate WSIB / WCB and with AppleOne's WR program
- Failure to provide proper documentation or to cooperate in the return to work process could result in denial of benefits or loss of wages

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

- All work assignments require the use of steel toe safety shoes which must have CSA approval and "green triangle"
- Some assignments may also require the use of other PPE
- Noisy environment may require hearing protection with either earplugs or earmuffs
- If hand protection is required you will be provided with gloves
- If a hazard for eyes exists from flying debris or chemicals then safety glasses or goggles are needed, a full face shield could also be necessary
- Certain types of work may require the use of a respirator mask in order to filter particles from the air, certain respirators require fit testing which will be provided
- Be advised that you MUST wear the PPE provided when it is required, it is not a matter of choice when hazards exist in the workplace.
- PPE must fit properly and securely in order to provide optimum protection
- Keep PPE clean and in good condition and replace it when worn or broken
  
- Choosing the right safety shoe and ensuring proper fit is very important
  - Walk in new footwear to ensure comfort and ample toe room
  - Make allowances for extra or thick socks, also inserts or orthotics
  - Boots should fit snugly around heel and ankle when laced
  - high cut boots do provide support and protection from ankle injury

## UTILITY KNIFE SAFETY

*Knives can be a useful tool in our work place. When the right knife is chosen, it can be very effective. In the hands of a trained worker a knife can be used safely. However knives are often used as "all purpose" tools and result in injuries. Improper use of knives has been the cause of many injuries – ensure you have correct tool for the task.*

- Do not cut toward yourself (assess where the blade will go if it comes off or goes through the material being cut)
- Open blade knives must be stored in sheaths (utility knives must be stored with the blade retracted)
- Place the object being cut on a stable surface (secure the object with a protected hand or holding device i.e. edge)
- Keep blades sharp (replace or sharpen blades when they become dull)
- Use a cut resistant glove on the holding hand (ideally, use a device to hold the object)
- Choose the right cutting tool (a knife utility knife should not be the first choice)

***Never cut towards your body, direction of knife should travel away from yourself.***

***Using a knife improperly can cause injury.***

*Ensure that no body parts (or sensitive equipment) will be in that path if the knife slips or comes off the surface.*

- Determine the thickness of the material to be cut. Adjust blade to correct depth.
- Place hand on the material (box), away from the cutting path. Firmly hold the utility knife in other hand.
- Begin cutting holding the handle of the knife firmly and angled slightly upward.
- Always pull/cut in the direction away from body, be careful to ensure that your body does not come in contact with blade. Make several passes when cutting thicker materials.
- To prevent slippage, make sure blades are secured properly before use/get assistance.
- PPE – gloves for hand protection and use of safety glasses is recommended when using utility knives. Blades can snap off unexpectedly and can strike your eye and cause injury.
- Always use sharp blades. Dull blades are a safety hazard; excessive force can lead to knife slippage. Replace dull blades.

## NEVER TOUCH BLADE WITH FINGERS

- Never leave utility knives unattended, especially with the blade exposed. It is preferable to use a safety knife with self-retracting or shielded blade.
- Never use your thumb to stop the blade from cutting

If handing knife to another Associate ensure blade is retracted and / or with handle is pointed out.

## VISITOR POLICY

AppleOne and most of its clients do have a visitor policies in place.

- Associates are to adhere to visitor and / or security policies at all times, this can include but may not be limited to:
  - Signing in and out of the visitor log
  - Only entering areas where authorized
  - Smoking only in designated areas
  - Refraining from using abusive language
  - Exiting building during an evacuation
  - Advising of safety concerns or if any assistance is required

## HAND POWER TOOL SAFETY (Tools to be used only when authorized by AppleOne)

- **Look for the CSA (Canadian Standards Association) mark.** This shows that the tool complies with the applicable standards for safety and performance.
- **Inspect all tools and cords before each use.** Do not use a power tool that has a cracked casing or loose parts. Ensure that safety guards are in working order.
- Only use electric power tools that have either a **three-prong plug or double insulation**. If you need an extension cord, use one that is heavy enough to handle the load and has a proper three-wire grounded cord.
- Use a **ground fault circuit interrupter (GFCI)** to protect yourself against electric shock.
- **Wear personal protective equipment** that fits and is suitable for the job. This may include safety goggles, a face shield, dust mask, gloves.
- Do not wear loose or dangling clothing, and be sure to remove all jewelry that could get caught in machinery.
- **Never carry a tool by the cord or hose.**
- Make sure the tool is turned OFF before you plug it in or unplug it.
- **UNPLUG the tool before changing parts**, such as drill bits or blades.
- Never use power tools in wet conditions, such as on wet grass or a wet floor. And make sure your hands are dry.
- Keep cords and hoses away from heat, oil and sharp edges.
- Secure your work with clamps or a vise so that both hands are free to hold the power tool.
- Keep a firm grip on the tool.
- If a power tool sparks, overheats or stalls, unplug it immediately (always by the plug, NEVER by the cord). Take the tool to a dealer or qualified repairperson for servicing.
- **Maintain your tools according to the manufacturer's instructions.** Keep blades sharp and moving parts lubricated as required.
- Store tools in a clean, dry place.

## EMERGENCY EVACUATION

- Be aware of your surroundings and know where exits are
- If the fire alarm sounds, stay calm and proceed to the safest nearest exit
- Warn others in your area to evacuate
- Should you encounter fire or smoke use an alternative safe exit
- Once outside go to the designated meeting area, take care when crossing parking lots and road ways
- Stay as a group to facilitate a head count of all occupants
- Obey directions of Fire Wardens
- Do not re-enter building until advised by the Fire Dept. or Fire Warden that it is safe to do so

## JHSC & HS REPRESENTATIVES

AppleOne and its clients have both Health and Safety representatives or Joint Health and Safety Committees at their locations.

- An HS Rep is required when there are more than 5 but less than 20 workers at a location
- A JHSC is required when there are more than 20 workers on site
- Both HS Reps and JHSC members are in place to help protect workers and ensure the employer takes the necessary safety precautions. Identifying hazards and ensuring their correction
- They under take numerous functions which include workplace inspections and injury investigations

Should you have health and safety concerns or wish to become more involved you can talk to your on site health and safety rep or JHSC member, it is a required that their names be posted in a visible area

## WHMIS

- The Workplace Hazardous Materials Information System or WHMIS is a national system designed to satisfy your right to know about the hazardous materials (chemicals) used on the job. Refer to OHS Reg. 860
- Chemicals must have proper labelling
- Material Safety Data Sheets (MSDS) must be available to provide more detailed information on hazardous substances
  - o These provide info on product properties, handling precautions and first aid measures
- The law says every workers must have information and participate in training before handling chemicals or hazardous materials at work. Training shall:
  - o Provide details of chemicals hazards and precautions to take while handling them
  - o Provide information regarding personal protective equipment (PPE) required.
- Some chemicals can cause illness and can also have a latency period for which these effects may not become evident for some time; even years. Report any concerns.

## DO NOT HANDLE CHEMICALS UNLESS YOU ARE TRAINED

## MANUAL MATERIAL HANDLING

Strains and sprains are a leading cause of injury in the workplace. Ensuring you use proper lifting techniques, correct posture and being aware of your surroundings can reduce these risks. **ALWAYS GET HELP WHEN REQUIRED TO LIFT 50lbs OR MORE**

### Use Proper Lifting Techniques

1. Know what you are lifting (weight) before you lift it
2. Spread feet about shoulder-width apart
3. Bend at the knees
4. Tighten stomach muscles
5. Securely grip the load
6. Keep load close to the body
7. Exhale when lifting
8. Avoid twisting at the waist
9. Ask for help with heavy loads

### Pushing and pulling

Some work may require you to move boxes or product on wheeled carts

If you do this here are some tips:

- Always try pushing the cart rather than pulling it
- Pushing allows you to put body weight behind the load
- Pulling has a number of hazards
  - o You cannot see behind you so have to twist body
  - o Pulling puts more strain on arms, shoulders and back
  - o Pulling also causes shift in center of gravity with tendency to lean and could fall back
  - o The bottom of cart can strike ankle / heel causing injury

### HEAT STRESS

High temperatures and high levels of physical work can create heat stress. When the body is exposed to high temperature / humidity and the body is unable to stay cool you can suffer the effects of heat stress such as heat rash and heat stroke. Symptoms can include red rash, painful cramps, heavy sweating, fainting, disorientation and weak pulse. If exposed to high temperatures you should wear light clothing and drink plenty of water. Periodically move to a cool area. Should you or a co-worker show signs of heat stress you should seek a first aid responder for assistance.

### GENERAL MACHINE SAFETY

- If your job involves using equipment your employer and supervisor must instruct you on how to operate that equipment safely. Never use a machine unless trained on its hazards, operation and safety devices
- Be alert/aware at all times of where hands are placed in relation to moving parts
- Do not wear loose/baggy clothing or exposed jewelry; tie back /secure long hair
  - o Some environments may require removal of all jewelry due to food safety or machine safety requirements
- Wear PPE when required—Be aware of whether it is safe to wear gloves as they could become a hazard if caught in the machine or conveyor
- Never remove or defeat machine guards that are in place to protect you
- A pre inspection of all machinery prior to shift start is an important step in preventing injuries.

A pinch point is a point at which it is possible for a part of the body (hand, finger, hair, clothes etc) can be caught between moving parts and/or stationary parts of equipment/machines which can cause serious injury.

When working near any Conveyor/Rollers/Machinery:

- Properly tie up/back hair that is shoulder length or longer. (Hair Nets, Clips, Elastics etc), your hair must not be able to come in contact or have any chance of entering a pinch point, conveyor or any type of machinery while working.
- Know the location of the emergency "shut-off" devices and how to use them.
- No wearing of loose clothing or jewelry which can trap in moving parts.
- Do not climb/walk on moving or non moving conveyor belts.
- Do not pass underneath the moving belt/conveyor, for any reason.
- Do not attempt to take out items trapped in moving parts.
- Wear authorized Personal Protective Equipment (Safety Shoes, etc)

### LOCKOUT / TAG OUT

- Lockout and tag out is a process followed to safely secure broken, damaged or non-operational equipment from use.
- You are not to lockout a piece of equipment yourself
- If a piece of equipment or machinery is not working properly or is a hazard and requires lockout you must tell your supervisor and coworkers
- Only an authorized person can lock out equipment
- If you see a lock and / or a warning tag you are not to tamper or try to use that piece of machinery or equipment
- Never clean or place hands in to a machine to clear a jam unless it has been properly de-energized and locked out.

### FORKLIFT PEDESTRIAN SAFETY

- Forklifts are very heavy mobile pieces of machinery which can seriously injure you. A fully loaded forklift can weigh as much as 12000lbs or 5 automobiles.
- Getting hit by a forklift traveling at 4-5 MPH is equivalent to a car traveling at about 30 km/h
  - o You should be aware of forklifts operating in your area
  - o Give the machine and its operator lots of room and respect
  - o Stay out of operator blind spots, they have obstructions to their vision including parts of the machine or loads, they may not see you
  - o Stay clear when forklifts which have raised forks or loads
  - o Never walk under raised forks
  - o Never ride as a passenger on a forklift or walkie rider machine
  - o Walk in designated walk ways, don't walk in middle of the aisle
  - o Make sure operator can see you, engage with eye contact and communicate to get clearance for walking past a forklift
  - o Look before walking in to aisles or forklift traffic areas
  - o Look and listen to ensure safety around forklifts