











Date Revised:	May 2019	Overall Task Risk Rating: B
Description:	Interactions with Visitors or other Construction workers or Subcontractors.	
Location(s):	Office, Shop, Asphalt Plant & Construction Projects	
Associated Documents: Workplace Harassment Prevention Policy Statement, Workplace Violence Prevention Policy Statement		

RED FLAGS (HOLD WORK UNTIL CORRECTED):

Note:

- If a person wields a weapon, stop work immediately and initiate emergency procedures
- If you are the target of any violence or harassment, stop work immediately. Please find a safe location and call for help.

PERSONAL PROTECTIVE EQUIPMENT (CSA APPROVED)

									
Head Protection	Foot Protection	High-Vis Protection	Hearing Protection	Hand Protection	Eye Protection	Respiratory Protection	Skin Protection	Face Protection	Fall Protection
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: No specific PPE required.

- When in the Shop one must adhere to the minimum Shop PPE Requirements: Safety Boots
- When onsite one must adhere to the minimum site requirements (i.e. Safety Boots, Hard Hat & High Visibility Protection. Safety Glasses when necessary)

SAFE WORK PRACTICES (SWP)

General:

- Workers have the right to work in a violence and harassment free workplace
- For definitions of Violence and Harassment please refer to Section 8 of the Health and Safety Manual or reference the policies that are posted on the Health and Safety Boards
- All workers and/or contractors shall have mutual respect as the basis of their interaction, cooperation and understanding
- Workers have the right to refuse work where they believe that workplace violence is likely to endanger their well-being
- All workplaces will have a violence assessment completed on an annual basis, or as often as is needed (based on changing or new conditions)
- Workers must immediately report any and all situations where a worker has been subjected to: inappropriate situations, harassment, domestic violence, workplace violence, or bodily contact
- Reported incidents of Workplace Violence and Harassment, will be fully investigated and corrective actions will be developed and implemented
- Retaliation against persons who brings a complaint of actual or perceived violence or harassment is strictly prohibited and dealt with accordingly, however, a complaint that is intentionally fraudulent, frivolous or malicious may be subject to disciplinary action
- Reasonable action conducted by management as part of normal work function is not considered harassment

Dealing with a Potentially Violent Person:

- Focus your attention on the other person to let them know you are interested in what they have to say
- Encourage the person to talk, and listen carefully – do not interrupt or offer unsolicited advice or criticism
- Do not glare or stare, which may be perceived as a challenge
- Get on the other person’s physical level - if they are seated try kneeling or bending over, rather than standing over them
- Remain calm and try to calm the other person
- Speak slowly, quietly and confidently

- Remain open-minded and objective
- Do not fight. Walk or run away - get assistance from security or police

Working Outside of the Office:

- Have access to a cellular telephone or similar means of communication
- Use an established check-in procedure (remain in communication with your Foreman / Superintendent)
- Complete / participate in the completion of the GAZZ Card so everyone knows the locations of work and any associated risk of violence or harassment
- Use the 'buddy system'
- DO NOT enter any situation or location where you feel threatened or unsafe
- Exercise your right to refuse to work in clearly hazardous situations

Terminating a Potentially Abusive Interaction:

- Interrupt the conversation firmly but politely
- Tell the person that you do not like the tone of the conversation and will end the conversation if necessary
- If the behaviour persists, end the conversation
- Ask the person to leave the building or leave, yourself
- If the person does not agree to leave, remove yourself from the scene and inform your Foreman / Superintendent / Manager immediately
- Advise other staff and have them leave the immediate area
- Call the police if necessary
- File an incident report

Inspections:

- All workplaces will have a violence assessment completed on an annual basis, or as often as is needed (based on changing or new conditions)
- Assessments must identify potential areas where the likelihood or risk of situations is higher
- Assessments must identify and document specific control mechanisms implemented

Training:

- Employee Orientations (including roles, responsibilities, applicable workplace task standards, WHMIS, etc.)

JOB HAZARD AND RISK ANALYSIS		RISK RATING SYSTEM	A	High risk of injury or equipment / property damage.
			B	Medium risk of injury or equipment / property damage.
			C	Low risk of injury or equipment / property damage.
TASK HAZARDS	TASK CONTROLS	RATING		
<ul style="list-style-type: none"> • Lack of Training 	<ul style="list-style-type: none"> • Workers will be trained, during employee orientations, on appropriate response procedures to acts (or potential acts) of violence and harassment • This will include measures for identifying, reporting and communicating actual or potential acts of violence and harassment 	B		
<ul style="list-style-type: none"> • Lack of Assessment and Control Measures 	<ul style="list-style-type: none"> • All workplaces will have violence assessment completed on an annual basis, or as often as is needed (based on changing or new conditions) • Assessments must identify potential areas where the likelihood or risk of situations is higher • Assessments must identify and document specific control mechanisms implemented 	C		



WORKPLACE VIOLENCE & HARASSMENT

<ul style="list-style-type: none"> Acts of Violence or Harassment 	<ul style="list-style-type: none"> Immediately report any and all situations where a worker has been subjected to: inappropriate situations, harassment, domestic violence, workplace violence, or bodily contact Ensure communications systems are in place Workers who do not comply with this WTS, will be subject to progressive disciplinary actions. 	B
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SAFE JOB PROCEDURES (SJP)

<p>Pre-Task Commencement:</p> <ol style="list-style-type: none"> Gather and wear the required PPE for the task - on construction sites, all must wear head, foot and high visibility protection Ensure the site-specific workplace violence assessment is complete - A violence risk assessment is conducted for every workplace and at the commencement of construction projects Complete the Daily GAZZ Card and review with all workers the shift's tasks with any associated hazards and control strategies Ensure all workers understand the GAZZ Card contents, and sign off in acknowledgement Ensure controls are in place prior to commencing work so risks are mitigated / eliminated <p>During Task:</p> <ol style="list-style-type: none"> Compliance to the posted Workplace Violence Prevention Policy Statement is addressed on the Daily GAZZ Card Re-assessments occur annually or if the workplace environment / conditions change If potential hazards are identified during the completion of the violence assessment, develop and implement preventative controls As part of the violence risk assessment process, the following issues are considered: past occurrences of violence at that workplace, geographic location and layout of the workplace Terminate potentially abusive interactions by remaining polite, asking the person to leave, calling the police, informing your Foreman / Superintendent and completing an incident report Respond to physical attacks by making a scene, running to the nearest safe place, calling the police, informing your Foreman / Superintendent and completing an incident report. The means of summoning immediate assistance include company mobile phones, company telephones and verbally calling for help when co-workers are nearby. All violent / harassing incidents are to be investigated (through review of documentation, interviews and other evidence) to determine contributing factors, root cause and what follow up actions are required If reported incidents are substantiated, corrective measures (that may include a recommendation of Progressive Discipline) will be discussed and implemented as appropriate
