



# **Building Safety Handbook**

**Building Safety Handbook For Contractors, Sub-contractors,  
Consultants and Vendors**

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## **407 ETR BUILDING SAFETY FACTS**

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The headquarters of 407 ETR (Express Toll Route) are an award winning architectural building design, which consists of 70,000 square feet of office space.

The building is constructed of non-combustible construction materials such as concrete block walls, concrete slabs, and steel columns.

The building is equipped with heat detectors and smoke detectors as required according to building code regulations.

Manual Pull Stations (used to activate the alarm system) are located at all required exits. The buildings are also equipped with multipurpose fire extinguishers (Types B, C, and Size 11) – These fire extinguishers are located throughout the buildings.

Some Emergency Exits are equipped with Magnetic “Mag” locks and illuminated exit signs. Every Mag lock will be disengaged (unlocked) upon activation of the safety alarm.

407 ETR is equipped with Automated External Defibrillators (AEDs), located on the East wall in the main cafeteria, in the Patrol Yard Lunchroom, and at alternate sites. In addition, an Emergency Oxygen Unit is located in the Security Office.

407 ETR has taken every precaution to protect our staff, the building, and the community with the implementation of the Safety Plan and the Safety Warden Program. Not only is 407 ETR ensuring the effective use of people and resources to respond efficiently in an emergency, we are also protecting life safety and reducing the impact of an emergency, should one occur.

## **SAFETY PLAN OVERVIEW**

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The preparation and implementation of a Safety Plan is required by law.

A Safety Plan helps to ensure effective use of people and resources to respond efficiently in an emergency.

The main goal of a Safety Plan is to help protect lives and reduce the impact of an emergency, should one occur.

Safety Wardens play an important role in 407 ETR's Safety Plan.

## **SAFETY WARDEN RESPONSIBILITIES**

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### **Safety Wardens will take a lead role in an evacuation by:**

1. Identifying themselves and proceeding to the designated initial response area
2. Instructing occupants to evacuate through the nearest safe exit and to proceed to the designated assembly area outside
3. Doing a quick check of the offices and washrooms in their immediate area
4. Joining their group at the assembly area outside to collect headcount data from Department Managers
5. Ensuring that no one re-enters the building or leaves the property until the “all clear” signal is given by the Chief Safety Warden
6. Ensuring that any staff directly involved in the emergency situation are available for questioning by emergency officials
7. Communicating with the Chief Safety Warden and other Safety Wardens via Two-Way Radio and updating occupants on the status of the situation – Safety Wardens should reference their assembly areas, not their departments (e.g. “Zone 4 is clear”) – There should be one message communicated after the **entire zone** has been cleared
8. Directing occupants back into the building upon a notification announcement over the external Public Address System/Two-Way Radios and horn signalling an “all clear”
9. Providing accurate safety data to the Chief Safety Warden through the completion of a Safety Warden Feedback Form – Located on page 35 of this handbook

### **Notes:**

- Under no circumstances should a Safety Warden re-enter the building or allow a staff member to re-enter the building during an emergency situation (unless permitted to do so by emergency officials)
- The act of re-entering the building during an evacuation and/or the act of refusing to leave the building during an evacuation may be subject to disciplinary action up to and including termination of employment – This applies both to drills and to actual emergency situations

### **Refusing to Comply**

If an occupant refuses to leave the building during an evacuation or someone attempts to re-enter the building during an evacuation, a Safety Warden observing such action shall:

- ASK** – Ask the individual to comply
- REMIND** – If the individual persists in disregarding the request, quickly remind him/her of the possible consequences of failing to comply
- REPORT** – If the individual still disregards the request, report his/her actions to the Chief Safety Warden and/or the Health and Safety Manager

## **SAFETY WARDEN IDENTIFICATION**

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In the case of an emergency, a Safety Warden will need to be clearly identifiable to the occupants of the building. This will ensure that the occupants are able to follow an individual who has training in the evacuation process.

Upon the sound of an alarm, each on-duty Safety Warden will don a 407 ETR Safety Vest to identify himself/herself as an area Safety Warden.

## **ALARM FACTS**

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The head office is equipped with a Public Address System that will work in conjunction with the two-stage safety alarm system.

### **Stage One Alarm**

The Stage One alarm is the *Stand by Alarm* and indicates a potential problem or emergency. ***This alarm will emit one piercing auditory chirp every three seconds. It is accompanied by flashing strobe lights.*** All occupants should stand by for an announcement over the P. A. system or listen for instructions from an area Safety Warden.

Pre-Evacuation Instructions to be followed ONLY if no risk of personal injury:

- Save work and log off workstations
- Remove all computer storage media, remove laptops, and prepare to take these when evacuating
- Place any work in progress in a desk or other protective storage area
- Lock all drawers, cupboards, and rooms that are normally locked at the end of the workday

### **Stage Two Alarm**

The Stage Two alarm is the *Emergency Alarm* and indicates that there is an emergency. All occupants need to evacuate the building immediately. ***This alarm will emit a repeating pattern of three piercing auditory chirps that are one second apart, followed by a pause. It is accompanied by flashing strobe lights.*** All occupants should listen for instructions from the P. A. System and/or an area Safety Warden. All occupants must EVACUATE the building.

**★ CONTROL ROOM EMPLOYEES WILL ALERT FIELD STAFF OF AN EVACUATION ★**

### **Note Regarding Customers/Visitors During Evacuation:**

The Safety Warden(s) will ensure that all customers located in the building are evacuated in an orderly fashion. Visitors are to accompany the employee with whom they are visiting. Security will be responsible for securing the Sign-In binder in order to verify that we can account for the whereabouts of all registered visitors.

**All Clear Announcement**

During an emergency and after the building has been evacuated, under no circumstances should an occupant re-enter the building nor should a Safety Warden allow an occupant to re-enter the building (unless permitted to do so by emergency officials).

Once the location of all occupants has been verified and the “all clear” is given by emergency officials, the Chief Safety Warden or his designate will sound a horn over the external Public Address System/Two-Way Radios, and then announce, “All is clear” a minimum of three times. At this point, area Safety Wardens will direct occupants back into the building.

## **EVACUATION PROCEDURES – SOUND OF AN ALARM**

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Evacuation is necessary when a Stage One Alarm sounds accompanied by instructions to evacuate, and/or when a Stage Two Alarm is activated.

### **Stage One Alarm**

Upon the sound of a Stage One Alarm, Safety Wardens should:

1. Be aware that there may be a potential problem
2. Locate their Safety Warden Identification Vest and Two-Way Radio (if assigned)
3. Quickly review their Safety Warden Handbook for exits, procedures, and emergency numbers
4. Listen carefully for a potential Stage Two Alarm and/or an announcement on the Safety Warden Two-Way Radio

### **Stage Two Alarm**

Upon the sound of a Stage Two Alarm, Safety Wardens should:

1. Remain calm – Put on their 407 ETR Safety Warden Vest and ensure that they take the Two-way Safety Warden radio (if assigned)
2. Proceed to the designated exit(s) – If exit(s) is/are safe, have occupants evacuate via the nearest exit; If exit(s) is/are not safe, direct occupants to a safe exit
3. Do a quick check of offices and washrooms in the immediate area for any remaining occupants, close all doors, then join their group outside in the designated assembly area
4. Once out of the building, direct occupants to proceed to their department's designated outside assembly area
5. While in the designated assembly area, the Safety Warden should ensure that:
  - Staff members assemble at their department's designated area
  - Individuals in the wrong assembly area proceed to their department's designated assembly area and report in to their Safety Warden
  - A head count is taken by managers at the assembly areas
  - No one re-enters the building or leaves the property
  - Any staff members directly involved in the emergency situation are available for questioning by emergency officials
  - They communicate with other Safety Wardens about the situation status
  - They direct occupants back into the building upon the "all clear" signal (a horn and an announcement over the external P. A. System/Two-Way Radios)



## **EVACUATION PROCEDURES – UPON DISCOVERY OF FIRE OR SMOKE**

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### **In the event that you discover fire or smoke:**

1. Remain Calm – Alert occupants and leave the fire area
2. Close all doors behind you
3. Alarm the occupants of the facility by yelling “FIRE” – Activate the fire alarm system (use the nearest pull station)\*
4. Use the nearest safe exit
5. Telephone VAUGHAN FIRE & RESCUE – From a safe location, dial 9-1-1 – Never assume this has been done!
6. Give the correct facility address, the location of the fire, and your name
7. Do not return until declared safe to do so by Fire Officials

While in the designated assembly area, the Safety Warden should ensure that:

- Staff members assemble at their department’s designated area
- Individuals in the wrong assembly area proceed to their department’s designated assembly area and report in to their Safety Warden
- A head count is taken by managers at the assembly areas
- No one re-enters the building or leaves the property
- Any staff members directly involved in the emergency situation are available for questioning by emergency officials
- They communicate with other Safety Wardens about the situation status
- They direct occupants back into the building upon the “all clear” signal (a horn and an announcement over the external P. A. System/Two-Way Radios)

### **Emergency Procedures for Persons Requiring Assistance:**

- A list of names and location(s) of persons who require special assistance to evacuate the facility must be updated as necessary by Facility Management
- Only if safe to do so, the Safety Warden team will assist persons who require assistance to evacuate the facility

### **\* False Alarm**

“Anyone who wilfully, without reasonable cause, in any manner, makes or causes to be made an alarm of Fire, is guilty of an offence.” – Criminal Code of Canada

## **EVACUATION PROCEDURES – BOMB THREAT**

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In the event that a building evacuation is necessary due to a bomb threat, the Stage 2 alarm will sound. It is the Safety Warden's responsibility to:

1. Remain calm – Put on their 407 ETR Safety Warden Vest and ensure that they take the Two-Way Safety Warden radio (if assigned)
2. Proceed to the designated fire exit(s) – If exit(s) is/are safe, have occupants evacuate via the nearest exit; If exit(s) is/are not safe, direct occupants to a safe exit
3. Direct occupants to proceed to the designated assembly area outside
4. Do a quick check of offices and washrooms in the immediate area for any remaining occupants, close all doors, then join their group outside in the designated assembly area
5. While in the designated assembly area, the Safety Warden should ensure that:
  - Staff members assemble at their department's designated area
  - Individuals in the wrong assembly area proceed to their department's designated assembly area and report in to their Safety Warden
  - A head count is taken by managers at the assembly areas
  - No one re-enters the building or leaves the property
  - Any staff members directly involved in the emergency situation are available for questioning by emergency officials
  - They communicate with other Safety Wardens about the situation status
  - They direct occupants back into the building upon the "all clear" signal (a horn and an announcement over the external P. A. System)

The following steps will be taken if an employee receives a bomb threat:

1. The employee must gather all details about the threat and immediately report the details to their supervisor
2. The supervisor will advise the Chief Safety Warden and Security in person (face-to-face contact and live phone contact are acceptable; email and voicemail are not)
3. The Chief Safety Warden will call the police – The situation will be assessed, and a decision will be made regarding building evacuation
4. If a building evacuation is necessary, a Stage Two Alarm will sound
5. All employees should follow the Stage Two Alarm building evacuation procedures

## **EVACUATION PROCEDURES – UNABLE TO EVACUATE**

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In the event that the designated exit is inaccessible, and the occupants are unable to evacuate the building because of smoke, fire, or an immediate threat, the following steps must be taken:

**1. Gather All Nearby Occupants**

Gather all nearby people into the nearest area or room least affected by the fire.

**2. Dial 911**

Advise the Fire Department of your location in the building and indicate if there is imminent danger. Advise the Fire Department of any other information that may assist their efforts.

**3. Remain in Area or Room**

Close any doors leading into the room or area. Pack any available materials (towels, shirts, jackets, etc.) into the cracks around the doors and other areas where smoke may enter the room.

**4. Stand By**

Stand by and wait to be rescued by Vaughan Fire and Rescue.

## **EVACUATION PROCEDURES – POINTS TO REMEMBER**

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Safety Wardens should keep in mind the following points during an evacuation:

- ☑ Never re-enter the building or allow others to re-enter the building once evacuated – All employees must wait for an “all clear” before re-entering the building
- ☑ Always report to your designated assembly area outside – Ensure that staff report directly to their department’s designated assembly area outside
- ☑ Ensure that staff report to their managers at the assembly area – Managers will take attendance of their staff
- ☑ Ensure that staff members do not leave the property – Advise them to stay in their assembly area until directed otherwise
- ☑ Ensure that those involved in the emergency situation are available for questioning by emergency officials

### **Evacuation Contingencies:**

In the event of an evacuation during inclement weather, the Chief Safety Warden may decide to redirect employees to the Tolling/Highway Ops building once the evacuation and associated protocols have been completed – This would be communicated to area Safety Wardens via two-way radio.

In the event that an Assembly Area is deemed unsafe due to its proximity to a potential hazard, employees may be redirected from their standard Assembly Area to an alternate safe location – This would be communicated to area Safety Wardens via two-way radio.

## **BUILDING LOCKDOWN PROCEDURES**

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These procedures are in place when an intruder, employee, former employee, or customer is in the building and possesses a weapon with the intent to harm or kill others in the building. The announcement of a “Lockdown” will come via the Public Announcement System – Normally, an Air Horn will sound, followed by a Verbal Alert of “Lockdown”. However, if an announcement cannot be made via the Public Announcement System, a Safety Warden or Manager may alert staff to follow “Lockdown” procedures.

The Safety Warden has the responsibility to ensure that all staff in their surrounding area follow the lockdown procedures outlined below.

1. Gather nearby employees and immediately report to a nearby office or room with a lock on the door – Every meeting room has been equipped with a lockable door

**Note:** All occupants are expected to report to a lockdown room within 60 seconds

### **2. LOCK THE DOOR**

3. Move away from any doors or windows in the room and lie face down on the floor (preferably under a desk/chair) – For rooms with windows, close the blinds – If possible, turn off lights
4. Remain quiet – Set phones to vibrate or silent – **Do not use Two-Way Radios**
5. Only let into the room those that can be identified – **Note:** Pass cards will not open card access doors during a lockdown
6. Do not let anyone out of the room until an air horn + all-clear announcement has been made over the Public Announcement System or by emergency officials

**Note:** If an alarm sounds during a lockdown, stay in the lockdown room (unless it is unsafe to do so)

### **★ CONTROL ROOM EMPLOYEES WILL ALERT FIELD STAFF OF A LOCKDOWN ★**

To limit the number of perceived strangers walking around the building, all employees should:

- Wear their employee badge at all times
- Not allow anyone they do not recognize or who is not wearing an employee badge beyond our security doors

### **Note Regarding Customers/Visitors During Lockdown:**

The Safety Warden(s) will ensure that all customers located in the building are moved to a nearby office/room with a lock on the door and follow all lockdown procedures. Visitors are to accompany the employee with whom they are visiting. Entrance to the building during a lockdown will not be permitted. If a customer refuses to stay, Security has a remote control to allow exit via front doors (only if safe).

## **DESIGNATED LOCKDOWN ROOMS/AREAS**

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All 407 ETR offices and meeting rooms with locks on the door will serve as designated Lockdown Rooms.

Any area secured with mag locked entrances will serve as a designated Lockdown Area.

- It is important that you are aware of designated Lockdown Rooms in your area
- It is also important that you are aware of designated Lockdown Rooms in other areas of the building when you are travelling outside of your regular work area

## EMERGENCY EXITS – FACTS

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### Exits

Most Emergency Exits are equipped with Mag locks and illuminated exit signs. For exits with Mag locks, the Mag lock will be disengaged (unlocked) upon activation of the safety alarm. Mag locks will be force locked during a lockdown – Cards will not open the doors.

**Note:** The “crash-bar” sirens activated when exiting via an “alarmed” door are not part of the building evacuation procedures – These sirens may continue to sound despite an All Clear Announcement.

### Assembly Area

Every department has a designated assembly area that is located safely away from the building. This is the area in which Safety Wardens will instruct the occupants to assemble. Safety Wardens will join the occupants in the assembly area once they have checked the offices and washrooms (only if safe) in their designated area.

After exiting, occupants should gather in their department’s designated assembly area and wait for further instructions.

### After Hours Evacuations – Assembly Area

If a building evacuation is necessary outside of regular business hours (including Holidays and Weekends), all employees should exit via the nearest safe exit and proceed safely around the perimeter to **Assembly Area ⑦**.

### First Aid Required During an Evacuation

A portable First Aid kit will be kept at the IT Service Desk. In the event of an evacuation, Service Desk Personnel will bring this kit to **Assembly Area ⑦**. A second portable First Aid kit will be kept at the Security Desk. In the event of an evacuation, the Security Officer will bring this kit to **Assembly Area ⑧**. Anyone who requires First Aid during an evacuation should be accompanied to **Assembly Area ⑦** or **⑧**.

### Maps

The following building and department maps illustrate the trained personnel for the AED and Oxygen tank as well as the location of each. They will also illustrate various emergency exits and outside assembly areas that should be used during emergency situations. Each section of the map has been segmented showing:

- The most accessible exit(s)
- The assembly area for each department
- A list of the Safety Wardens for each area

## **FIRST AID ROOM**

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In the interest of employee Health & Safety, 407 ETR has a designated First Aid Room. This room is located in the loading dock area, beside the Transponder Room.

While in the First Aid Room, an employee shall be accompanied by a qualified and certified First Aid Attendant.

Follow the process listed below to use the First Aid Room:

1. The affected employee's manager (or designate) will contact a qualified and certified First Aid Attendant from the area.
2. First Aid Attendants will have Security Card Access to the First Aid Room. Alternately, the First Aid Attendant will call Facilities to unlock the First Aid Room. The First Aid Attendant will accompany the employee.
3. If applicable, the First Aid Attendant will notify Facilities and Security that emergency services are on route – Upon their arrival, Security or a Facilities department staff member will direct and accompany emergency services to the First Aid Room.
4. The First Aid Attendant will remain in the First Aid Room with the employee for the duration of his/her stay – At the request of the employee, the employee's manager may be asked to remain in addition to the First Aid Attendant.

**Note:** A wheelchair is available in the First Aid Room and Highway Operations Lunchroom. A spine board and blankets are available in the Highway Operations Lunchroom and at the Derry Road patrol office.



## **FIRST AID STATIONS**

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The First Aid Room is the main First Aid Station. It is the only station at 6300 Steeles Ave. W. that is guaranteed to have all of the supplies that are required under the Occupational Health and Safety Act.

For convenience, other First Aid Stations will also be available.

A (Main)	First Aid Room – West Building Loading Dock
B	West Building – Facilities Corridor
C	East Building – Inside North Parking Lot Entrance
D	Highway Operations – Patrol Yard Lunchroom
E	Tolling/Warehouse – Outside Laboratory – Warehouse
F	Derry Road – Patrol Office

### **Important:**

Only qualified and certified First Aid Attendants are permitted to open First Aid kits and administer First Aid to an employee in the workplace. This is to ensure that the kit does not become contaminated and to comply with First Aid regulations (1101 WSI Act). Failure to comply may lead to disciplinary action up to and including termination.

Any time First Aid is provided **for a work related occurrence** (even if it is something as simple as providing a bandage), a First Aid Report **must** be completed by the First Aid Attendant.

While First Aid Attendants are encouraged to continue to assist with non-work related First Aid (including bandages for re-opened cuts/blisters from shoes), in such cases, a First Aid Report is **not** required.

An additional source of bandages (outside of the First Aid kits) is acceptable.

**Note:** For the most up-to-date list of qualified and certified First Aid Attendants, please visit the HRXpress Org Chart via The Inside Lane.

## **AED AND OXYGEN TANK LOCATION**

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407 ETR is equipped with an Automatic External Defibrillator (AED), located on the East wall in the main cafeteria. In addition to the AED, there is an Emergency Oxygen Tank Unit, which is located in the Security Office.

A second AED is available in the Patrol Yard Building's lunchroom.

In addition, there is an AED unit at the Derry Road site.

**EMERGENCY CONTACT NUMBERS**

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<b>Contact .....</b>	<b>Number</b>
Fire / Ambulance / Police .....	<b>911</b>
Ontario Poison Centre .....	<b>9 + 1-800-268-9017</b>
Toronto Humane Society .....	<b>9 + 416-392-2273</b>
Vaughan Fire and Rescue Service .....	<b>9 + 905-832-8531</b>
York Regional Police .....	<b>9 + 905-773-1222</b>

**Quick Reference Phone Guide**

<b>POLICE:</b> Durham Regional Police O.P.P. Peel Regional Police Toronto Police Service York Region Police	9-1-888-579-1520 (non-emergency) 9-1-888-310-1122 (non-emergency) 9-905-453-3311 (non-emergency) 9-416-808-2222 (non-emergency) 9-1-866-976-5423 (non-emergency)
<b>FIRE:</b>	9-1-1
<b>AMBULANCE:</b>	9-1-1
<b>HOSPITALS:</b> Etobicoke General Hospital (Osler) Brampton Civic Hospital (Osler)	9-416-494-2120 (101 Humber College Blvd) 9-905-494-2120 (2100 Bovaird Drive East)
<b>POISON CONTROL (24 Hours):</b> (Toll Free- Canada Wide)	9-416-813-5900 9-1-800-268-9017
<b>MINISTRY OF LABOUR:</b> (Contact Centre – Business hours): (After Hours/Week-ends/Holidays):	9-1-877-202-0008 9-1-877-202-0008 9-416-325-3000
<b>MINISTRY OF ENVIRONMENT:</b>	9-416-325-3000
<b>CANUTEC (24 Hours):</b>	9-1-613-996-6666
<b>Hydro (Emergency)</b>	9-1-1
<b>Gas (Emergency)</b>	9-1-1
<b>Taxi (City Taxi)</b>	9-416-740-2222

**Note:**

For all medical or fire emergencies dial 911, then immediately advise the Facilities Department at extension 5402 and Security at extension 4491.

**Calling 911:**

When making outbound 911 calls from 407 ETR phones, users may dial either 9-1-1 or 9 + 9-1-1 – Both will work.

**FIRST AID REPORT**

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It is the responsibility of the individual(s) who administered First Aid to complete the First Aid Report Form. A First Aid Report Form shall be completed after every situation where work-related First Aid is provided. This form can be found in the First Aid Room, near First Aid kits, or on The Inside Lane.

## OXYGEN TANK USAGE FORM

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It is the responsibility of the individual(s) who administered the supplementary oxygen to complete the Oxygen Tank Usage Form. An Oxygen Tank Usage Form MUST be completed after every use of the oxygen tank – Email the Chief Safety Warden and hand deliver the original to the Security Desk. This form can be printed directly from this document, or found on The Inside Lane.

Date of use:	
Name of Administrator(s):	
Did you notify emergency services?	
Recipient's Name and Department:	
Building Location where Oxygen was administered:	
Did you notify Security and/or the Facilities Department? Please specify:	
<b>GENERAL OBSERVATIONS:</b>	
<b><u>For Chief Safety Warden Use Only:</u></b>	
Oxygen Tank Level $\geq$ 50%	YES <input type="checkbox"/> No <input type="checkbox"/>
Oxygen Tank Returned to Security Office	YES <input type="checkbox"/> No <input type="checkbox"/>

**SAFETY WARDEN FEEDBACK FORM**

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It is the responsibility of each Safety Warden to complete a Safety Warden Feedback Form after an Evacuation and/or Lockdown Drill and after any actual Emergency Situation – Safety Wardens can download a MS Word copy of this from the 407 ETR Health and Safety Forms library on The Inside Lane. Please complete the form in MS Word, save it, and send a copy via email to the Environmental Health & Safety Manager and the Chief Safety Warden, with a cc to All Training Staff. Hardcopies are strongly discouraged.

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

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

Your location when alarm sounded:

\_\_\_\_\_

Did you observe any occupant concerns?

\_\_\_\_\_

Did the alarm and strobe light system function in a satisfactory manner?

\_\_\_\_\_

Were the fire exit doors free from snow accumulation and/or any other obstructions?

\_\_\_\_\_

General Observations:

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

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\_\_\_\_\_

## **EMPLOYEE HEALTH AND SAFETY OBSERVATIONS**

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Any person who comes across a hazard will take immediate and necessary safety precautions to ensure their own safety and/or the safety of others.

Any hazard should be reported to the employee's supervisor. The Facilities Department should be engaged when additional corrective action is required.

In all cases, the employee shall report the unsafe condition and any corrective/immediate action that has been taken via email to 407 ETR Environmental Health & Safety Manager.

