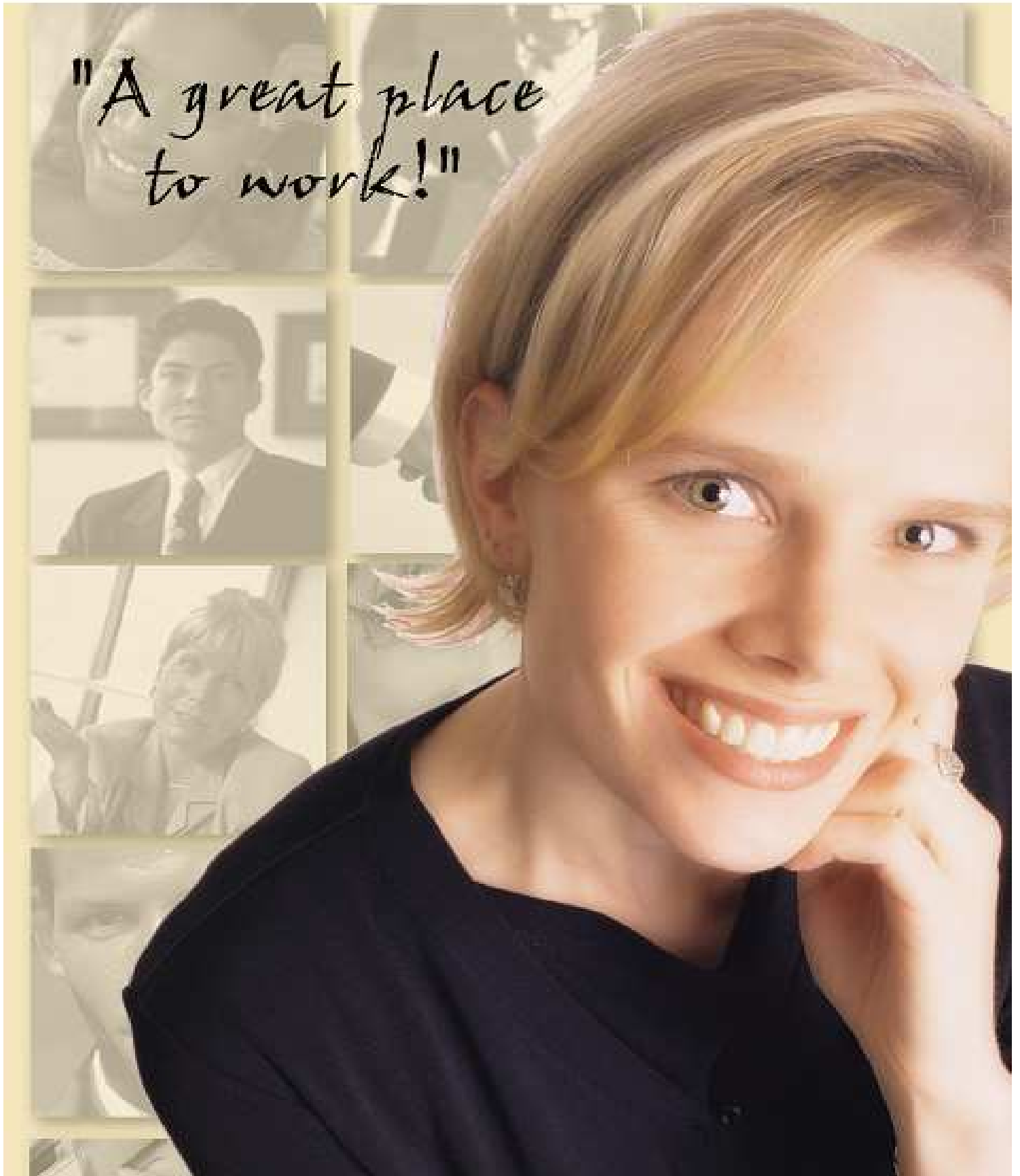




The Bagg Group
STAFFING SOLUTIONS

*"A great place
to work!"*



THE BAGG GROUP: A GREAT COMPANY TO WORK FOR!

Welcome to the The Bagg Group! We are proud to have you as a member of our team of dedicated employees.

The Bagg Group leads the way in providing innovative, cost-effective staging solutions customized to meet the needs of our clients. As our temporary employee, **YOU** are a critical part of making our mission statement and objectives a reality!

The Bagg Group's commitment to our clients ensures that the jobs we retain are some of the best in the marketplace and by working together with our client companies we can ensure a good "fit" for both our candidates and our clients, making The Bagg Group one of the best temporary staffing companies to work for.

Our success comes from being part of an organization that breaks from traditional practices and functions as an integrated resource which is able to provide total solutions. We do this by processing and sharing knowledge of opportunities and candidates across the different divisions within The Bagg Group. This gives our consultants access to more information and a better understanding of the jobs, companies, work environments, technologies and the training programs that we can offer.

The Bagg Group's mission is to **be the total staffing solution serving our chosen clients, candidates and employees.** We strive to provide uncompromising value and a level of service in our field that is second to none.

Our philosophy:

- Respect the intrinsic value of our clients, candidates and employees.
- Leverage technology
- Recognize and embrace change.
- Be the best place to work.
- Serve as a model to others.

The results:

- Our CLIENTS build their businesses.
- Our CANDIDATES build their careers.
- Our EMPLOYEES build their futures.

The Bagg Group is made up of four members:

Keith Bagg Staffing Resources Inc./TOSI Placement Services (A Division of the Bagg Group)/Keith Bagg Staffing (Regional) Inc. (KBSR) are divided into two divisions. The Professional Placement Division, which specializes in full-time positions, and the Temporary Division, which focuses on temporary and contract positions. They both provide opportunities in: Accounting, Call Centre, Office Management, Administration, Financial Services, Data Entry, Customer Service, Operations, Securities and others. Bilingual (French) placements are also available.

Keith Bagg Information Technology Search Inc. (KBITS) is our information technology division and focuses on contract or full-time technical placements at all levels.

Fulcrum Search Science Inc. (FSS) – Our strategic partner focuses on professional and executive search and placements of contract or full-time positions, in accounting, finance, sales & marketing, human resources, technical, logistics, operations, and general management position

THE RIGHTS OF WORKERS

The Occupational Health and Safety Act recognizes the workplace employer has a right to manage, direct the workforce and control the production process that must be accomplished in a safe manner. To ensure this is achieved, the Occupational Health and Safety Act provides a balance that gives the worker four basic rights:

The Right to Participate

Workers have the right to be involved in the process of identifying and resolving workplace health and safety concerns.

The Right to Know

Workers have the right to know about any potential hazards to which they may be exposed. The Workplace Hazardous Materials Information System (WHMIS) plays an important role in giving workers this right.

The Right to Refuse

Workers have the right to refuse work that they believe is dangerous to either their own health and safety or that of another worker. This includes the right to refuse work if workplace violence is likely to endanger the worker.

The Right to Stop Work

In certain circumstances, certified members of the Joint Health and Safety Committee (if in existence) or the Health and Safety Representative may have the right to stop work that is dangerous to any worker.

With knowledge of the duties, rights and responsibilities of the workplace employer, manager and/or supervisor and worker, it is understood that communication, accountability and action are the key factors in eliminating workplace hazards, and the need for workers to exercise their right to refuse.

Keeping this in mind, it is encouraged that safety concerns are communicated to the workplace Management and your Bagg Group supervisor allowing them the opportunity to investigate and if needed, correct the concern in a timely manner.

Table of Contents

THE BAGG GROUP: A GREAT COMPANY TO WORK FOR!	2
The RIGHTS of WORKERS	3
ENSURING YOUR SUCCESS!	5
The BAGG GROUP HEALTH & SAFETY POLICY	6
WORKING TOGETHER	7
GETTING PAID!	8
WHEN YOU GET PAID	10
PROBLEM ESCALATION	11
HEALTH AND SAFETY DISCIPLINARY POLICY	12
PHONE, E-MAIL & INTERNET GUIDELINES	14
STEPS TO TAKE WHEN INJURY OCCURS IN THE WORKPLACE	14
EARLY & SAFE RETURN TO WORK POLICY	14
GENERAL SAFETY RULES.....	16
TRAINING NEEDS ANALYSIS.....	17
HAZARD RECOGNITION, REPORTING, ASSESSMENT & CONTROL.....	19
FACT SHEET: CLERICAL / ADMINISTRATIVE	22
FACT SHEET: NON CLERICAL / LIGHT INDUSTRIAL.....	23
FACT SHEET: CALL CENTRE.....	24
FACT SHEET: CUSTODIAN	25
FACT SHEET: FORKLIFT OPERATOR	26
EMPLOYEE FATIGUE TIPS	27
WORKING ALONE POLICY	28
GENERAL HOUSEKEEPING TIPS	28
HOUSEKEEPING POLICY	29
FIRE PROTECTION	30
EMERGENCY EVACUATIONS	30
REPORTING ACCIDENTS OR INJURIES/ILLNESSES	31
SLIPS, TRIPS AND FALLS	32
FORKLIFT POLICY	39
INDOOR AIR QUALITY POLICY	41
LIGHTING FOR TASK POLICY	43
WORKPLACE WELLNESS POLICY	46
WHMIS: Workplace Hazardous Materials Information System	49
Workplace Violence & Harassment Policy	50
Workplace Violence & Harassment Prevention Standard	52
Workplace Violence & Harassment Prevention Appendix A	55
WORKPLACE VIOLENCE.....	56

ENSURING YOUR SUCCESS!

This booklet is designed to help you understand your role as a Bagg Group employee/representative enable you to succeed at your assigned opportunity. Your Consultant is more than just a timekeeper – he/she is a resource you should feel free to use and is available to answer your questions and/or concerns on a continuous basis. Once again, welcome to The Bagg Group!

As an employee of the The Bagg Group, you represent us to our clients. We ask you to keep this in mind at all times while working with us. Please take the time to read this information in its entirety to familiarize yourself with our expectations.

Please do not hesitate to call your Consultant for any reason. Remember, we are here to help you throughout your entire assignment with us!

PROFESSIONALISM AND EFFICIENCY IS ENSURED WHEN YOU:

Know the Proper Channels. You are our employee. As an employee of The Bagg Group, you should not contact our client directly with problems or questions regarding your assignment nor should you discuss your pay rate. If you are interested in becoming employed by one of our clients, call your Consultant.

Ask Questions. Always ask the client when a technical question arises regarding a specific task. Never guess!

Arrive Promptly. If you are going to be late or away for any reason, call our office and leave a message with details. We will contact our client to advise them. (We have 24-hour voice mail service).

Plan Ahead. Give yourself extra time, especially on the first day when you have to find the client's office. Also, many delays can arise due to bad weather, transit hold-ups, traffic jams, etc.; don't let these make you late!

Observe Procedures and Policies. Respect our client's customs by dressing according to the position and office setting as well as adhering to client's company policy regarding matters such as breaks and lunch times.

Keep it Confidential. Confidentiality is key to ensuring continued assignments and respect. Please keep the client's work confidential.

Complete Your Time Sheet Accurately. Fill in your time sheet completely and have your supervisor at the company sign it. Unsigned time sheets will result in significant delay of your pay cheque.

Have a Positive and Productive Attitude. When one task is finished, take the initiative to ask for another.

Respect the Client's Time. Making personal phone calls or discussing personal matters while on assignment is not acceptable.

THE BAGG GROUP HEALTH & SAFETY POLICY

As President of The Bagg Group, I am vitally interested in the occupational health and safety of all of my employees and workers. In recognition and support of the corporate goal of providing a healthy and safe workplace, I am committed to the protection of employees from injury, occupational hazards and occupational disease.

At The Bagg Group, we care about safety and health because,

- We care about our fellow employees;
- It demonstrates respect;
- It is consistent with our company values and government legislation.

The *Occupational Health and Safety Act*, the provincial legislation applicable in our Ontario operations, is an important public welfare legislation that sets high standards for occupational health and safety in the Province. Our company is committed to meeting or exceeding all of the requirements, duties, and standards set by the *Occupational Health and Safety Act* and its applicable regulations.

The *Occupational Health and Safety Act* is based on the internal responsibility system. This is a system of overlapping and concurrent duties on the employer, officers, directors, supervisors and workers at the company. Each level of our employees must be familiar with the circumstances and in full compliance of their respective duties and responsibilities under the *Occupational Health and Safety Act*.

It is essential that everyone is involved in this effort and meets their specific health and safety responsibilities. Each person, Management, Employee and Associate is responsible for:

- Recognizing and preventing occupational illnesses and injuries.
- Reporting issues and maintaining a healthy and safe occupational environment.
- Meeting company safety program requirements and utilizing safe work practices.

As a member of The Bagg Group team you have a right:

- To expect to have your health and safety respected and protected via safe work practices and procedures in compliance with current legislation;
- To a safe environment, using proper and safe tools, equipment, and materials; and
- To participate in making your workplace a safe and healthy place to work.

I encourage and require that every employee not only be concerned about their own occupational health and safety, but also ensure healthy and safe work practices on the part of other employees with whom you work and our customers, clients and the public. A safe and healthy workplace will also mean a safer and healthier facility for our customers, clients and the public. Together, by working safely our business and personal goals will be achieved.



Geoff Bagg, President

January 2010

WORKING TOGETHER

One of the reasons companies hire outside services to help with staffing situations is the ability of the service to act on behalf of the client in human resources functions. Therefore, it is **VERY IMPORTANT** that if you have a concern you never “walk off” an assignment.

If you have a problem on an assignment, call your Consultant on your lunch hour or on a break. If it is an emergency, call immediately and ask for your Consultant to be paged. By following this procedure and working together we ensure that conflicts can be solved immediately and to the advantage of everyone involved.

CALL US WHEN:

- You are going to be late or unable to report to an assignment. (You can leave a message 24 hours a day).
- The assignment you are on is extended.
- The client offers you any position (full time or temporary) other than the one you have been sent on.
- The assignment is different from the job description you were given by your Consultant.
- You are not available immediately for an assignment.
- Your current assignment is finished and you are available for another assignment.
- You change your phone number, address or banking information for direct deposit.
- You acquire new skills or learn to operate new equipment, which would affect your suitability for other positions.
- You have a concern regarding your assignment.
- You have a work related injury.
- You have **ANY** questions or situations you need to discuss. We're here to help.

PLEASE NOTE:

On the evening of the first day you have worked a consultant or representative will call to find out how the assignment is going and at which extension you can be reached.

GETTING PAID!

You will be paid by **Direct Deposit** to your bank account.

For Direct Deposit, please include a cheque marked VOID with your first time sheet. If you do not have a chequing account and would still like to use Direct Deposit please complete the Direct Deposit Request Form that is handed out by the consultant and send it in with your first time sheet. Please check your account regularly and notify our office of any Direct Deposit problems.

In order to be paid for the hours you work, you must return your signed time sheet to our office no later than Monday at 6:00 p.m. of the week following the one in which you have worked.

Note: If your timesheet is **NOT** signed or **NOT** filled out properly, you will experience a **significant** delay in receiving your pay!

OVERTIME

If you work more than 44 hours per week, you will be paid at a rate of time and one-half, in accordance with Ontario Employment Legislation.

PUBLIC HOLIDAY PAY

Ontario has 9 Public Holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day

The amount of public holiday pay to which an employee is entitled to calculated as follows:

All of the regular wages earned by the employee in the four work week before the work week with the public holiday.

PLUS, all of the vacation pay payable to the employee with respect to the four work weeks before the work week with the public holiday, **DIVIDED BY 20**.

NOTE: Regular wages does not include any overtime or premium pay payable to an employee.

QUALIFYING FOR PUBLIC HOLIDAY ENTITLEMENTS

The Last and First Rule (Employment Standards Act)

Employees will qualify for statutory holiday pay as long as they work the day before the public holiday and the "first regularly scheduled day of work after the public holiday".

Generally, employees qualify for the public holiday entitlement unless they:

- Fail without reasonable cause to work all of their last regularly scheduled day of work before the public holiday or all of their first regularly scheduled day of work after the public holiday;

OR

- Fail without reasonable cause to work their entire shift on the public holiday if they agreed to or were required to work that day.

Most employees who fail to qualify for the public holiday entitlement are still entitled to be paid premium pay for every hour they work on the holiday. Qualified employees can be full time, part-time, permanent or on contract. They can also be students. It does not matter how recently they were hired, or how many days they worked before the public holiday.



The Bagg Group
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Toronto, ON M5H 2C9

TEL: 416-863-1800
FAX: Markham: 416-350-9618
Mississauga: 416-350-9622
Toronto: 416-350-9629

Division (Please check one): <input type="checkbox"/> Keith Bagg - Markham <input type="checkbox"/> Keith Bagg - Mississauga <input type="checkbox"/> Keith Bagg - Toronto							<input type="checkbox"/> TOSI - Toronto <input type="checkbox"/> TOSI - Mississauga <input type="checkbox"/> TOSI - Brampton <input type="checkbox"/> Other (please specify)	
NBSR Representative Hours Worked (Please print & fill this sheet in completely)								
Day	Month	Date	Start Time	Finish Time	Lease/Mealtime	Total Daily Hours	NAME (PLEASE PRINT)	
Monday	4	17	9	5	1	7	Snow White	
Tuesday	4	18	9	5	1	7		
Wednesday	4	19	9	5	1	7	Employee Number: 123456 Week Ending (Sunday's Date)	
Thursday	4	20	9	5	1	7		
Friday	4	21	9	5	1	7	Change of Address and/or Phone Number: 123 My address City, Province Postal Code	
Saturday								
Sunday							Signature: Snow White	
Total Hours for the Week						35		
Client Authorization & Terms and Conditions								
The following are the terms and conditions of the relationship of the Client with Keith Bagg Staffing Resources ("TSG"), The Client hereby agrees: 1) That hours as reported herein are correct and the work effected by the representative of TSG has been satisfactory in all respects. 2) That the agreement between the Client and TSG pertaining to any services performed or to be performed on our behalf by any representative of TSG is as follows: a) The TSG representative will not be entrusted by the Client with cash negotiable instruments or other valuables and will not be left unattended at Client's premises. TSG is not responsible for any illegal acts of TSG representative on Client's Premises; b) The Client will not, without the prior written consent of TSG, authorize any TSG representative to operate a motor vehicle or any form of machinery and if Client does so without the prior written consent of TSG the Client waives any right of action or cause of action against TSG arising therefrom; c) The Client acknowledges that any loss or damage caused by any TSG representative to any owned or leased motor vehicle of Client operated by the said TSG representative will not be insured by TSG or TSG's insurer and any and all claims and damages arising due to bodily injury, property damage, public liability or any other damage whatsoever sustained or incurred as a result of a TSG representative operating any such vehicles including any cost of defence thereof will be the sole responsibility of the Client; d) TSG shall not be liable for damages of any kind or nature arising out of this Agreement or the provision of services by TSG representative that exceed the total amount paid by Client to TSG relating to the provision of services hereunder; e) Client is responsible for maintaining a safe and healthy work environment at Client's premises and Client shall fully indemnify TSG from any and all claims, fines, penalties, damages and costs incurred by TSG or to which TSG might be liable as a result of Client's breach of applicable law or governmental regulation.				3) The Client will not use the services of this representative nor direct this representative to perform services for the client through another provider during the six month period beginning on the day on which the employee first began to perform work for the Client of the agency or its affiliates unless TSG is duly compensated in accordance with TSG's standard fee structure. 4) The Client agrees that a copy of this time sheet will be sufficient for invoicing purposes. 5) TSG agrees to make good faith efforts to identify and assign appropriate personnel to perform tasks required by Client but TSG makes no representation or warranty as to special skills or conduct or qualifications of TSG representatives. 6) TSG representatives shall not be deemed to be employees of Client; except where payroll by the Client through TSG. Services to be provided hereunder are temporary and non-permanent in nature. 7) The Client will give notice in lieu of pay where applicable or indemnify The Bagg Group for severance or termination pay as per ESA (2000). The foregoing provisions shall apply to TSG placed independent contractors with appropriate changes in wording.				
Company Name				Department: Accounting Code: 03				
Authorized Signature				Authorized Name (PRINT)				
Date				Telephone Number				

WHEN YOU GET PAID

VACATION PAY

Each temporary employee will be paid 4% vacation pay. It will be added to each weekly pay. If you would like to accrue your vacation pay, call your Consultant.

KBSR BENEFIT PROGRAM

After 3 months of employment with The Bagg Group, you are eligible to receive benefits. You must work 80 hours a month to qualify, so you are still eligible if you work part-time! We cover half of the cost/premium up to a maximum of \$30.00 per month of whichever package you choose and you are responsible for the remaining cost/premiums for the benefits you have selected. Please note that in order to be reimbursed for the half of the cost/premium (up to \$30.00 per month), you must provide proof of payment on a monthly basis.

PERFORMANCE SURVEYS

KBSR continuously surveys the quality of our staff, clients and assignments by asking for feedback. There are several surveys including employee performance, client performance and our (KBSR) performance. Be sure to check your pay envelopes and return any survey you find so we can better serve your needs!

QUARTERLY NEWSLETTER

Every quarter KBSR mails out our newsletter – The KB Connection. Every issue contains tips, news and other information to help you keep connected.

THE STELLAR PROGRAM

KBSR is proud of all our employees! *The Stellar Program* – our Employee of the Month recognition program – is our way of acknowledging individuals whose professionalism, dedication and willingness to go the extra mile has made them shine! Winners are announced in our quarterly newsletter.

REFERRAL PROGRAM

Who you know can make you extra money! Remember, KBSR has a referral program that will pay you \$30 - \$50 depending on your referral's skill and their completion of 280 hours. We are always in need of great accountants, administrative assistants, customer service representatives (bilingual and unilingual) and data entry clerks.

CHECK YOUR PAY ENVELOPES!

You never know what information might be hiding inside with your pay stub. Keep an eye out for stuffers such as notices, reminders, newsletters, health & safety updates, surveys and invitations!

SUGGESTIONS

We always appreciate your suggestions on how we can improve our service. If we implement your suggestion, we will send you a Bagg Group T-shirt as a way of saying "thank-you". Together we can make The Bagg Group a great place to work. Just give your consultant a call!

PROBLEM ESCALATION

In order to ensure your working experience at The Bagg Group is **the best it can be**, we have set up the following problem escalation process:

Your first contact should always be your CONSULTANT; if the consultant cannot answer your questions/issues then the next person to contact will be the Regional Manager. If you still do not find satisfaction then contact Geoff Bagg, President.

WHEN WE CALL YOU FOR AN ASSIGNMENT: We will give you the job description, location, contact name, working hours, pay rate and duration.

Note: All information regarding the assignment is strictly confidential.

You are not obligated to accept any assignment; however, if you accept an assignment, you have made a commitment and therefore are required to complete the entire assignment. Should any extenuating circumstances arise which would affect your ability to start or complete an assignment, you must call our office immediately.

We must fill our assignments quickly. Please remember to leave a number where you can be reached and to check your answering machine regularly. We want to work with you!

HEALTH AND SAFETY DISCIPLINARY POLICY

This procedure is designed to help and encourage The Bagg Group employees and associates to achieve and maintain satisfactory standards of conduct. The Bagg Group is committed to providing all of its employees with a safe and healthy work environment. The Company is also committed to providing a procedure by which any employee may submit a complaint to management in confidence and without fear of retaliation.

All complaints will be investigated and addressed appropriately. The Bagg Group will not tolerate unsafe behaviour. All employees are responsible for ensuring their conduct does not violate this policy. In addition, all Bagg Group Managers are responsible for ensuring that their work areas are safe. Violation of this policy is employee misconduct. Violators will receive training and/or disciplinary action, as deemed appropriate.

PURPOSE

To ensure that The Bagg Group provides all employees with a safe and healthy workplace environment and to establish a process by which employees may submit complaints regarding claims of hazards in the workplace. Furthermore, it is in place to ensure that all employees receive consistent and fair treatment while in the workplace.

SCOPE

This policy is applicable to all staff working for The Bagg Group.

LEGISLATION

According to the Occupational Health and Safety Act the following pertains to workplace discipline:

No discipline, dismissal, etc., by employer

50.(1) No employer or person acting on behalf of an employer shall,

- (a) dismiss or threaten to dismiss a worker;
- (b) discipline or suspend or threaten to discipline or suspend a worker;
- (c) impose any penalty upon a worker; or
- (d) intimidate or coerce a worker,

because the worker has acted in compliance with this Act or the regulations or an order made there under, has sought the enforcement of this Act or the regulations or has given evidence in a proceeding in respect of the enforcement of this Act or the regulations or in an inquest under the Coroners Act. R.S.O. 1990, c. O.1, s. 50 (1).

Arbitration

(2) Where a worker complains that an employer or person acting on behalf of an employer has contravened subsection (1), the worker may either have the matter dealt with by final and binding settlement by arbitration under a collective agreement, if any, or file a complaint with the Board in which case any rules governing the practice and procedure of the Board apply with all necessary modifications to the complaint. 1998, c. 8, s. 56 (1).

Onus of proof

(5) On an inquiry by the Board into a complaint filed under subsection (2), the burden of proof that an employer or person acting on behalf of an employer did not act contrary to subsection (1) lies upon the employer or the person acting on behalf of the employer. R.S.O. 1990, c. O.1, s. 50 (5); 1998, c. 8, s. 56 (2).

RESPONSIBILITIES AND/OR AUTHORITIES

It is the responsibility of all Managers and the President to ensure that their employees understand the policy and are dealt with accordingly, if the need arises. All Managers at the Bagg Group should be trained to understand that workplace discipline should not be viewed simply as a way to punish employees. In the ideal situation, discipline should be kept as positive as possible and not used in a punitive or retaliatory way. Managers should be aware that the objective of any disciplinary action is to correct the problem, the action, or behaviour, not the person. Other important rules regarding workplace discipline are:

- The type of discipline should fit the severity of the violation; and
- Discipline should be conducted in private

MEANS FOR DISCIPLINE

- Misuse or abuse of work time;
- Misuse or abuse of workplace property;
- Unfit for work;
- Use of profane or abusive language;
- Absenteeism or lateness;
- Sexual or race related harassment;
- Insubordination - direct refusal to obey a supervisory directive;
- Threatening or intimidating others, physical confrontation;
- Gross neglect of duty;
- Theft or misappropriation of office property.

There will be a zero tolerance for violations and consequences.

INVESTIGATION

Management recognizes that the question of whether a particular action or incident constitutes willful unsafe behaviour requires a factual determination based on all facts in the matter. Therefore, in some instances, it may be necessary to conduct a complete and thorough investigation, which may include:

- Bringing the involved parties together so the situation can be discussed in an objective manner. Many times, differences in communications, perceptions or values may be the issue that needs to be examined and assessed.
- Interviewing other employees who may have witnessed the incident(s).

All investigations will be completed as quickly as practical. The complaining employee will be advised that a thorough investigation has been conducted and that appropriate action, if warranted, has been taken by Management.

CONFIDENTIALITY/NON-RETALIATION

Complaints will be treated with confidentiality and respect regarding the personal privacy of all concerned parties. No retaliation against any employee will result from the filing of a complaint.

DISCIPLINARY ACTION

In the event an investigation reveals that an employee has engaged in unsafe behaviour, disciplinary action will be taken in the form of training, verbal warning, written warning and disciplinary action (confirmed in writing) by the Manager of the department and the President.

PHONE, E-MAIL & INTERNET GUIDELINES

The Bagg Group established this policy for our staff to ensure appropriate use of phones, e-mail and the Internet.

When we place staff with our clients, we expect that all use of electronic information resources like the Internet, will be responsible and ethical. While on assignment for us:

- Use Internet resources for authorized research, educational and informational purposes only.
- Do not use the Internet for unauthorized illegal or unethical purposes.
- Make only authorized copies of copyrighted or licensed software or data.
- Do not send, receive, display or broadcast text or graphics which may be construed as offensive.
- Do not make any attempt to damage computer equipment or software.
- Do not modify existing software or install non-approved software.
- Do not modify the settings on the computer that you are using.
- Do not invade the privacy of others. This includes harassment, libeling or slandering via an electronic medium (email or Internet).
- Do not display or disseminate sexually explicit materials.
- Do not access chat-lines, games or other sites that are not relevant to the work at hand.
- Do not use the Internet for personal use of any kind.
- Remember - passwords do not ensure privacy. Phones, e-mail and electronic transmissions may be recorded and/or monitored by our clients.

Any member of our staff found to be acting against this policy will have disciplinary action taken against them and may be terminated. Please act responsibly and respectfully towards our client. Should you have any questions concerning this policy, please direct them to your Consultant.

STEPS TO TAKE WHEN INJURY OCCURS IN THE WORKPLACE

1. Obtain proper medical treatment immediately following an accident/injury.
2. Report the accident/injury to your Bagg Group Consultant and your on-site supervisor as soon as possible.
3. Fill out the proper WSIB form. This may include, if necessary, a Form 6 (completed by the employee), a Form 7 (completed with your supervisor and remember to obtain your copies), or a Form 8 (completed by your physician).
4. Maintain communication with your Bagg Group Consultant on a regular basis throughout your recovery process.
5. Send copies of any medical treatment required to your Bagg Group Consultant.
6. Provide WSIB with any information regarding your injury and information given to you by your physician.
7. Cooperate and assist The Bagg Group in identifying suitable work during and after your recovery to ensure an early and safe return to work.
8. Report any material changes to both your Bagg Group Consultant and the WSIB.

EARLY & SAFE RETURN TO WORK POLICY

At The Bagg Group, we are committed to providing a safe workplace for our employees and Associates. The Bagg Group has created a Program Development Policy that outlines a program and procedural process to ensure that all

workers and Associates who are injured or fall ill can safely return to work soon as possible. The components of this policy are spot checked and reviewed annually to ensure effectiveness and continuous improvement.

Preventing workplace injuries and illnesses is the responsibility of everyone in the workplace. When injuries and illnesses do occur, it is essential for us to work as a team to try to minimize the impact by focusing on returning workers to safe and productive work, as soon as it is medically possible to do so. This policy is designed to ensure that a strong relationship and open communication between the employee and the employer is being maintained. It is our policy and mandate at The Bagg Group, to provide transitional regular employment through accommodation or suitable alternatives, while you are recovering from a workplace injury or illness. Staffing Managers will advise the employee of the availability of transitional duties and provide the required forms.

The Bagg Group's Early Safe Return to Work Program Development policy and program, as well as its related Early Safe Return to Work Case Management Policy warrant that all workplace parties are able to meet their obligations. The key workplace parties and responsibilities are:

Worker's Responsibilities:

- Cooperate in the Return to Work process.
- Contact the employer as soon as possible after injury
- Maintain communication with the Staffing Consultant or Bagg Representative.
- Assist employer in identifying suitable modified duties.
- Provide WSIB the information that is requested.
- Inform The Bagg Group and WSIB of any material changes in circumstances.

Employer's Responsibilities:

- Cooperate in the Return to Work process.
- Contact the worker as soon as you are notified of an injury/illness.
- Maintain contact and a contact log of all discussions and issues.
- Attempt to identify suitable modified work.
- Provide the WSIB with the required reporting documents.
- Provide the WSIB information that is requested.

The following procedures are required to facilitate Early and Safe Return to Work:

1. Employees injured or who fall ill, while on a work assignment with The Bagg Group will report the injury or illness immediately to both their workplace supervisor and The Bagg Group consultant.
2. Temporarily disabled workers will report to the Bagg Group office immediately after appropriate medical treatment has been sought, or if unable, contact the Staffing Consultant or Bagg Group Representative via phone, to complete any information required for the written accident report, Form 6, a review of the Functional Abilities Form, and to discuss Early and Safe Return to Work process and responsibilities.
3. Where possible, The Bagg Group will design transitional modified/alternative work program for all temporarily disabled employees based on the injured employee's functional abilities form and or WSIB RTW Specialist's recommendations.
4. Temporarily disabled employees will be expected to accept the modified work program designed, provided the duties meet the specifications determined by the Functional Abilities Form and or the WSIB RTW Specialist.

Definition of Modified Duty

Modified Duty is the modification of an employee's work procedure/duties that allows for the employee to carry out the assigned within the employee's capabilities.

LEGISLATION

EMPLOYER RESPONSIBILITIES

1. To promote health and safety in workplaces and prevent and reduce workplace injuries and occupational disease.
2. To facilitate the return to work and recovery of workers who are injured at work or who suffer from an occupational disease.
3. To provide compensation and other benefits to the survivors of deceased workers.

TRANSITIONAL DUTIES

The Bagg Group recognizes that the temporarily disabled employees can and should be performing meaningful, productive employment. Our transitional duty program gives structure and organization to this principle and recognizes the joint responsibility to participate in the rehabilitation of the employee.

- Modified duties given to the injured employee must be productive and have value
- Transitional duties must not aggravate the employee's disability
- The worker's disability must not create hazard to the employee and fellow workers when performing duties
- The work must assist the employee in returning to their regular work
- Before beginning transitional duties, the employee and employer will create an agreement outlining the transitional duties, hours worked, reporting requirements and the nature of the transitional duty position
- The employee's physician statement and the employer requirements will be reviewed for the transitional duty position
- The employee will be required to schedule appointments and therapy at reasonable times that do not conflict with their work schedule
- The Bagg Group will review and consult with all Health Care providers and the WSIB to assist the employee with their modified duties once the employee receives a Functional Abilities Form and has been absent or on modified duties for 2-6 weeks. Once The Bagg Group receives the Functional Abilities Form, we will adjust and revisit the existing modified duties to determine what is impeding the recovery

Any concerns or questions regarding the Early and Safe Return to Work job offer will be reviewed with supporting medical information.

GENERAL SAFETY RULES

Why make safety a major priority in the workplace?

1. The injury that results from carelessness can hurt you or a fellow worker.
2. The time and money lost hurts you.

How do I make safety a priority?

1. Read and familiarize yourself with the policies and procedures of the workplace to which you are assigned.
2. Follow all prescribed work procedures, policies, and rules of the workplace you are assigned to.
3. Report all accidents, injuries and near accidents to your supervisor and receive first aid for all injuries no matter how minor.
4. Pay full attention to your work -- misconduct or inappropriate use of equipment will not be tolerated.
5. Keep work areas clean, organized, and clear of debris and spills.
6. Keep all exits clear. Fire doors and exits must never be blocked or made inoperative.
7. Know where the fire exits and evacuation routes are and the reporting procedures in case of fire.
8. Tell a supervisor of any potential hazards or close calls.
9. Immediately clean up any spills that may cause slippage.
10. Observe all non-smoking signs and only smoke in designated areas.

General

1. Report unsafe conditions to your workplace supervisor and your Bagg Group Consultant immediately.
2. Safeguards must not be removed except by order of your job-site supervisor.
3. Report all injuries, no matter how slight, to your Bagg Group Consultant for immediate attention, and educate yourself on the proper WSIB procedures.
4. Use the proper protective equipment and extreme caution when using a sharp object such as a knife or scissors.
5. Know whom the Health and Safety Representative and Fire Marshal for your workplace.
6. Be acquainted with the fire exits and emergency evacuation route and where fire extinguishers are located.
7. Ensure you are properly trained and feel comfortable before using any equipment or performing a task.

Important Health and Safety elements all new employees should be aware of before starting work:

1. Who is your Health and Safety Representative/JHSC members?
2. Who is the Fire Marshal?
3. Where is the First Aid kit is located and what is the First Aid procedure?
4. What are the emergency contact numbers and evacuation route procedures?
5. Where are the exits and emergency meeting places located?
6. How do you report workplace injuries and what are the WSIB procedures?
7. Where do you locate your Health and Safety Policy, WHMIS documents and Material Safety Data Sheets?
8. What are your work-specific hazards?
9. Where are your personal protective equipments located and how do you care for them?
10. What are your work refusal procedures?

Legislation

The Health and Safety Orientation is established to ensure the Bagg Group is within compliance of the Occupational Health & Safety Act, R.S.O. 1990, CHAPTER O.1. The Occupational Health & Safety Act can be found by the following link: http://www.elaws.gov.on.ca/DBLaws/Statutes/English/90o01_e.htm

A copy of the worker's & employer's rights and responsibilities can be found on The Bagg Group Internet site.

TRAINING NEEDS ANALYSIS

Health & Safety Training Needs Analysis is a set of procedures for new employees starting a new position, transferred employees, returning to work employees, and/or existing employees who need remedial training on health & safety policies and/or procedures.

LEGISLATION

Occupational Health & Safety Act – Ontario, RSO 1990, c01.

In the Occupational Health & Safety Act – Ontario, it states that the:

Duties of workers

28. (1) A worker shall,
- (a) work in compliance with the provisions of this Act and the regulations;
 - (b) use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) report to his or her employer or supervisor the absence of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) report to his or her employer or supervisor any contravention of this Act or the regulations or the existence of any hazard of which he or she knows.

Idem

- (2) No worker shall,
- (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself, herself or any other worker; or

Duties of employers

25. (1) An employer shall ensure that,
- (a) the equipment, materials and protective devices as prescribed are provided;
 - (b) the equipment, materials and protective devices provided by the employer are maintained in good condition;
 - (c) the measures and procedures prescribed are carried out in the workplace;
 - (d) the equipment, materials and protective devices provided by the employer are used as prescribed;
 - (e) a floor, roof, wall, pillar, support or other part of a workplace is capable of supporting all loads to which it may be subjected without causing the materials therein to be stressed beyond the allowable unit stresses established under the Building Code Act.

Idem

- (2) Without limiting the strict duty imposed by subsection (1), an employer shall,
- (a) provide information, instruction and supervision to a worker to protect the health or safety of the worker;
 - (b) in a medical emergency for the purpose of diagnosis or treatment, provide, upon request, information in the possession of the employer, including confidential business information, to a legally qualified medical practitioner and to such other persons as may be prescribed;
 - (c) acquaint a worker or a person in authority over a worker with any hazard in the work and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent;
 - (d) only employ in or about a workplace a person over such age as may be prescribed;
 - (e) take every precaution reasonable in the circumstances for the protection of a worker;
 - (f) post, in the workplace, a copy of this Act and any explanatory material prepared by the Ministry, both in English and the majority language of the workplace, outlining the rights, responsibilities and duties of workers;
 - (g) prepare and review at least annually a written occupational health and safety policy and develop and maintain a program to implement that policy;
 - (h) post at a conspicuous location in the workplace a copy of the occupational health and safety policy;
 - (i) provide to the committee or to a health and safety representative the results of a report respecting occupational health and safety that is in the employer's possession and, if that report is in writing, a copy of the portions of the report that concern occupational health and safety; and

- (j) advise workers of the results of a report referred to in clause (l) and, if the report is in writing, make available to them on request copies of the portions of the report that concern occupational health and safety.

Additional duties of supervisor

27. (2) Without limiting the duty imposed by subsection (1), a supervisor shall,

(b) where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for protection of the worker; and

37. (3) An employer shall ensure that a hazardous material is not used, handled or stored at a workplace unless the prescribed requirements concerning identification, material safety data sheets and worker instruction and training are met.

42. (1) In addition to providing information and instruction to a to a worker as a required by clause 25(2) (a), an employer shall ensure that a worker exposed or likely to be exposed to a hazardous material or to a hazardous physical agent receives, and that the worker participates in such instruction and training as may be prescribed.

HAZARD RECOGNITION, REPORTING, ASSESSMENT & CONTROL

The Bagg Group has developed this policy to promote a safe and productive working environment by classifying the hazards in the workplace.

DEFINITIONS

A **hazard** is a condition, practice, behaviour or situation, or a combination of these, that can cause injury or illness in people, or damage to property. Uncontrolled hazards may cause problems that range from minor nuisances to serious consequences and even death.

HAZARD REPORTING

Under the Occupational Health and Safety Act, a worker has a duty to report hazards, S 28 (1) (c) and a worker must report any violations of the Act, S 28 (1) (d).

The Bagg Group has created a hazard registry identifying all the job categories according to its main business activities and identified using a hazard assessment and control form, the probability of a worker being exposed to the identified hazard, the potential level of harm to a worker if they are exposed to the hazard (severity) and how often the worker would be exposed to the hazard (frequency). By assessing the hazards associated with different jobs The Bagg Group is able to recognize jobs with the most hazards and then determine appropriate controls in the work setting.

HAZARD RISK ASSESSMENTS

Evaluate the degree of risk and exposure to identified and suspected hazards, illness or disease in the workplace as identified during the hazard identification process. These hazards are identified through a variety of methods which may include but are not limited to: inspection reports, testing of hazards by trained professionals, physical observation, investigation/accident reports, WSIB claims, interviews with workers, or through the review of first aid records and JHSC meeting minutes.

HAZARD CONTROL

Hazard control is defined as the elimination or reduction of actual and potential hazards to a level that protects employees and associates from adverse health effects or injury/illness.

Hazard control efforts will be made to eliminate or reduce the actual and potential hazards to a level that protects employees from injury or illness which may take the form of engineering controls, administrative controls, personal protective equipment or a combination of all three. According to the Occupational Health and Safety Act, an employer is required to acquaint a worker or supervisor with any hazard in the work. If designated substances are being used, the employer must assess risks to the employees and other workers who might be affected by the substance. At The Bagg Group, we have specifically created **FACT SHEETS** to outline the most notable hazards according to specific job placement categories.

Background

Hazards are broken down into two types, **Health** and **Safety**:

Examples of Health Hazards are:

- Chemical: compressed gases, solvents
- Physical: noise, vibration, heat, cold, radiation
- Ergonomic: workplace design, repetitive motion, force and posture
- Biological: bacteria, viruses, fungi, parasites, insects

Examples of Safety Hazards are:

- Machine: moving parts, rotating shafts, belts, pulleys, blades, saws
- Energy: pneumatics, hydraulics, steam, heat, electricity, kinetic
- Material Handling: manual and mechanical handling (hand carts, conveyors)
- Work Practices: deviation from safe work practices

Contributors of Hazards: People, Equipment, Materials, Environment, Process (PEMEP)

People: The actions people take, or do not take, can create hazards in the workplace. Knowing of and training in appropriate procedures is critical to avoid unsafe behaviours. Appropriate administration, leadership, and supervision help ensure procedures and safe practices are followed.

Equipment: The tools and equipment/machines people use and work near can be hazardous. Look for unsafe or unhealthy conditions.
-inadequate guarding or barriers
-defective tools and equipment
-incorrect tools and equipment for the job
-inadequate warning systems

Materials: The improper handling or wrong type of raw materials, products, and hazardous chemicals can result in explosions, fire and exposure to toxic chemicals and physical agents.

Environment: Some hazards are created by the work environment. Look for conditions of all surfaces where people walk or where things are placed; overcrowding and poor ventilation, poor lighting, extreme temperatures and noise or poor housekeeping.

Process: The combination of the other four factors in production is process. It involves the flow of work and includes design, organization, pace and type of work. By-products such as heat, noise, dust, vapours, fumes and scrap materials may be created by the process.

It is your duty as a worker to report hazards and violations of the Health & Safety Act. If you are unsure about any aspect of your job, it is essential to make your concerns known to your employer and your consultant at The Bagg Group, so that a safe remedy can be created.

The following **FACT SHEETS** identify the hazards and risks associated with different job categories and also determine appropriate controls through the use of the previously mentioned models.

FACT SHEET: CLERICAL / ADMINISTRATIVE

At The Bagg Group, WE CARE about your health and safety on the job. This fact sheet has been developed to educate and inform you of the potential hazards of your specific placement. This fact sheet covers the potential hazards that fall into the **Clerical / Administrative** job placement category.



Business Activity: Clerical / Administrative

Title positions may include but are not limited to: Admin Clerk/Back Office Clerk, Accounting Clerk, Customer Service Clerk, Data Entry, Receptionists, Admin Assistant, Manual Insertion / Sorter & Packer.



Recognition & Reporting of Potential Hazards / Injury Consequence

Ergonomics: Repetitive strain injuries/inflamed joints, hernia, rupture, carpal tunnel syndrome, herniated disk Tendonitis, sore & irritated eyes, headaches and experience of general fatigue.

Safety Material Manual Handling: Muscle strains, tears, and pulls of the back and or shoulder, arms, Inflamed/Irritated joints, Hernia/Rupture, Carpel Tunnel Syndrome, Herniated Disk Tendonitis.

Slips, Trips, and Falls: Sprain/Strain, Cuts, Lacerations, Puncture fracture multiple injuries – same level fall, Fall to below.

Reporting Requirements: As a worker you must report any hazards that you are aware of or have serious concerns about which may endanger yourself or others to your Staffing Manager and Onsite Supervisor.



Controlling Hazards: Recommendations for Prevention

Administrative Control

At the Bagg Group, we recommend safe work practices:

- Perform ONLY those tasks assigned to you or outlined in your job description. Ensure that you have received job specific training if needed. Inform your Staffing Manager if you have not.
- Always inform the onsite supervisor when you are not sure about a task and need clarification or you are not comfortable performing a task.
- To minimize ergonomic hazards, be aware of the need for an adjustable workstation, chair and keyboard, as well as a proper headset, if frequently required to be on the phone. Depending on the environment and tasks, you may require arm or wrist support and an anti-glare screen for your computer.
- Mini breaks and stretching are recommended to avoid potential ergonomic strain and injuries.

To avoid slips, trips, and falls, ensure proper housekeeping at all times, by keeping work area clear of debris or loose cords and any spills are cleaned up.

FACT SHEET: NON CLERICAL / LIGHT INDUSTRIAL

At The Bagg Group, WE CARE about your health and safety on the job. This fact sheet has been developed to educate and inform you of the potential hazards of your specific placement. This fact sheet covers the potential hazards that fall into the **Non Clerical / Light Industrial – Material Handling/Storage / Assembly** job placement category.



Business Activity: Non Clerical / Light Industrial – Material Handling / Storage / Assembly

Title positions may include but are not limited to: Material Handler, Shipper / Receiver, Picker-Packer.



Recognition & Reporting of Potential Hazards / Injury Consequence

Safety Material Manual Handling: Muscle strains, tears, and pulls of the back and or shoulder, arms, inflamed / irritated joints, hernia/rupture, Carpel Tunnel Syndrome, herniated disk Tendonitis.

Ergonomics: Repetitive strain injuries/Inflamed joints, hernia, rupture, Carpel Tunnel Syndrome, herniated disk, Tendonitis, sore & irritated eyes, headaches and experience of general fatigue.

Chemical Spills/Exposure: Burns, lacerations, chemical fumes, skin irritation/reaction.

Slips, Trips, and Falls: Sprain/Strain, Cuts, Lacerations, Puncture fracture multiple injuries – same level fall, Fall to below. Traumatic Injuries may include: contusion/crushing/bruise (intact skin), cut/laceration/puncture (open wound), fracture and multiple Injuries.

Machine: Sprain, strain, contusions/crushing injuries, bruising, lacerations, cuts, puncture (open wound) and multiple fracture injuries.

Reporting Requirements: As a worker you must report any hazards that you are aware of, or have serious concerns about, which may endanger yourself or others to your Staffing Manager and Onsite Supervisor.



Controlling Hazards: Recommendations for Prevention Administrative Control

At the Bagg Group, we recommend safe work practices:

- Perform **ONLY** those tasks assigned to you or outlined in your job description. Ensure that you have received job specific training if needed. Inform your Staffing Manager if you have not.
- Always ask the onsite supervisor when you are not sure about a task and need clarification or you are not comfortable performing a task.
- Practice safe work procedures at all times while at the worksite.
- Ensure proper general WHMIS general training and or specific WHMIS training is conducted.
- For material handling, practice safe and proper lifting techniques and lift **ONLY** the recommended weight requirement.
- If tasks require using machinery or equipment, ensure machine/equipment is being maintained or if the machine is not in use, ensure it is properly shut down or locked out. Report any machinery not maintained to your supervisor immediately.
- Mini breaks and stretching are recommended to avoid potential ergonomic strain and injuries.

Personal Protective Equipment

At all times, you are required to follow personal protective equipment rules which may include proper steel toed boots, gloves, protective goggles, masks, specialized clothing, hard hats or other personal protective equipment specific to the work site.

FACT SHEET: CALL CENTRE

At The Bagg Group, WE CARE about your health and safety on the job. This fact sheet has been developed to educate and inform you of the potential hazards of your specific placement. This fact sheet covers the potential hazards that fall into the **Call Centre** job placement category.



Business Activity: Call Centre

Title positions may include but are not limited to: Inbound Call Centre / CSR / Greeter, Bilingual Call Centre, Help Desk.



Recognition & Reporting of Potential Hazards / Injury Consequence

Ergonomics: Repetitive Strain Injuries/Inflamed Joints, Hernia, Rupture, Carpel Tunnel Syndrome, Herniated Disk Tendonitis, Sore & Irritated eyes, Headaches and experience of general fatigue.

Safety Material Manual Handling: Muscle strains, tears, and pulls of the back and or shoulder, arms, Inflamed/Irritated joints, Hernia/Rupture, Carpel Tunnel Syndrome, Herniated Disk Tendonitis.

Slips, Trips, and Falls: Sprain/Strain, Cuts, Lacerations, Puncture fracture multiple injuries – same level fall, Fall to below.

Site specific Workplace Violence/Harassment (may include physical and or psychological): Potential hazard consequences may include but are not limited to the individual: Anti social behaviour, impact on family/relationships, stress-related illnesses and headaches, anxiety, depression; lethargy and sleep disturbance, anger; irritability, loss of concentration, panic attacks.

Reporting Requirements: As a worker you must report any hazards that you are aware of or have serious concerns about which may endanger yourself or others to your Staffing Manager and Onsite Supervisor.



Controlling Hazards Recommendations for Prevention

Administrative Control

At the Bagg Group, we recommend safe work practices.

- Perform **ONLY** those tasks assigned to you or outlined in your job description. Ensure that you have received job specific training if needed. Inform your Staffing Manager if you have not.
- Always ask the onsite supervisor when you are not sure about a task and need clarification or you are not comfortable performing a task.
- To minimize ergonomic hazards, be aware of the need for an adjustable workstation, chair and keyboard, and proper headset and equipment. Depending on the environment and tasks, you may require arm or wrist support and an anti-glare screen for your computer.
- If you become aware that the background noise level is too high and you are turning up the volume of your head-set, you should report this issue to your onsite supervisor.
- If managing customer complaints, ensure proper procedures and training are followed to prevent and manage incidents of stress and any incidents of workplace violence or harassment issues.
- If you become aware of workplace violence or harassment, you must notify your onsite supervisor and Staffing Manager immediately, so proper measures may be taken to investigate, assess and control the threat.
- Mini breaks and stretching are recommended to avoid potential ergonomic strain and injuries.
- If job responsibilities require lifting, ensure proper lifting techniques are used and only lift weight that is required.

FACT SHEET: CUSTODIAN

At The Bagg Group, WE CARE about your health and safety on the job. This fact sheet has been developed to educate and inform you of the potential hazards of your specific placement. This fact sheet covers the potential hazards that fall into the **Custodian** job placement category.



Business Activity: Custodian positions may include but are not limited to: cleaner, janitorial, maintenance personnel.



Controlling Hazards:
Recommendations for Prevention
Administrative Control

At the Bagg Group, we recommend safe work practices:

Recognition & Reporting of Potential Hazards / Injury Consequence



Safety Material Manual Handling:

Muscle strains, tears, and pulls of the back and or shoulder, arms, Inflamed/Irritated joints, Hernia/Rupture, Carpel Tunnel Syndrome, Herniated Disk Tendonitis.

Slips, Trips, and Falls: Sprain/Strain, Cuts, Lacerations, Puncture fracture multiple injuries – same level fall, Fall to below.

Traumatic Injuries

- Contusion/Crushing/Bruise (intact skin)
- Cut/Laceration/Puncture (open wound)
- Fracture
- Multiple Injuries

Biological Hazards -potential exposure to:

- Viral infection
- Bacterial infection
- Dermatitis

Chemical Hazards - potential exposure to:

- Skin irritation,
- Burns,
- Vomiting,
- Toxicity,
- Respiratory illness

Reporting Requirements: As a worker you must report any hazards that you are aware of or have serious concerns about which may endanger yourself or others to your Staffing Manager and Onsite Supervisor.

- Perform **ONLY** those tasks assigned to you or outlined in your job description. Ensure that you have received job specific training if needed. Inform your Staffing Manager if you have not.
- Always ask the onsite supervisor when you are not sure about a task and need clarification or you are not comfortable performing a task.
- Mini breaks and stretching are recommended to avoid potential ergonomic strain and injuries.
- Always work in compliance with the Act and regulations, and ensure you been trained on fundamental and or specific WHMIS (Workplace Hazardous Materials Information Systems) for the chemicals and safe handling of materials according to the worksite training procedures.
- Employ good hygiene practices – hand washing, etc.
- Practice safe work procedures at all times.

Personal Protective Equipment

- Use personal protective equipment, gloves, goggles, masks and protective clothing.
- Report to supervisor or employer any missing equipment or damaged personal protective equipment.
- Do NOT remove a personal protective device or equipment, if it is required by the employer or regulations

FACT SHEET: FORKLIFT OPERATOR

At The Bagg Group, **WE CARE** about your health and safety on the job. This fact sheet has been developed to educate and inform you of the potential hazards of your specific placement. This fact sheet covers the potential hazards that fall into the **Forklift** job placement category.



Business Activity: Forklift

Title positions may include but are not limited to: Forklift Operator/ Forklift Operations.



Recognition & Reporting of Potential Hazards / Injury Consequence

Lift trucks/Fork lifts and Manual or Motorized Hand Carts have the potential to be involved in many accidents and near misses. Incidents involving forklift or lift trucks tend to result in serious injuries or damage. Potential high to medium level hazard injury consequences identified at The Bagg Group may include:

Safety Machine/Material Mechanical

Handling: Muscle strains, tears, and pulls of the back and or shoulder, arms, inflamed/irritated joints, hernia/rupture, carpal tunnel syndrome, herniated disk tendonitis.

Traumatic Injuries may include contusions/crushing/ bruising (in tact skin), cuts or lacerations, fracture and multiple injuries.

Critical and Fatal injuries resulting from improper use e.g., pinned against wall or other immovable object.

Work Practices - Slips, Trips, and Falls:

Sprain/strain, cuts, lacerations, puncture fracture multiple injuries – same level fall, or fall to below.

Traumatic Injuries may include

- contusion/crushing/bruise (intact skin);
- cut/laceration/puncture (open wound),
- fracture, multiple Injuries

Reporting Requirements: As a worker you must report any hazards that you are aware of or have serious concerns about which may endanger yourself or others to your Staffing Manager and Onsite Supervisor immediately.



Controlling Hazards: Recommendations for Prevention Administrative Control

At the Bagg Group, we recommend safe work practices:

- Perform **ONLY** those tasks assigned to you or outlined in your job description. Ensure that you have received job specific training if needed. Inform your Staffing Manager if you have not.
- The worker is required to have the proper training, knowledge, and experience to operate a forklift under the Occupational Health and Safety Act. The worker must be aware of the emergency procedures defined by the employer.
- To minimize risks and injuries, when working around or under any forklift equipment, it is essential that you follow proper safety procedures.
- When not in use, make sure the forklift is properly shut down, stored in its proper down position. If you notice the equipment is not maintained or left unattended, you must notify your onsite supervisor immediately.
- Lift only the required weight allowance –no load may exceed the maximum rated load and loads must be handled in accordance with the height and weight restrictions on the vehicle's load chart.
- Before operating the forklift, ensure area is clean of debris and spillage.
- As an Operator, if you know that the area is so busy that it is difficult to control the activity of people, you must ensure that you have proper signage that states "Caution", cordoning off the work area.

Personal Protective Equipment

At all times, you are required to follow personal protective equipment rules which may include wearing a hard hat, proper steel toed boots, gloves, seatbelts or safety harness if required.

EMPLOYEE FATIGUE TIPS

Fatigue is an acute or ongoing state of tiredness that affects employee's performance, safety and health, and requires rest or sleep for recovery.

Fatigue is a message to the body to rest. It is not a problem if the person can and does rest. However, if rest is not possible, fatigue can increase until it becomes distressing and eventually, overwhelming.

Symptoms

The symptoms of fatigue vary and do depend on the person and their degree of fatigue or sleep deprivation. Some examples are:

- Weariness,
- Sleepiness,
- Irritability,
- Reduced alertness, concentration and memory,
- Lack of motivation,
- Increased susceptibility to illness,
- Depression,
- Headache,
- Giddiness, and
- Loss of appetite and digestive problems.

Causes of fatigue can include, but are not limited to:

- Time of Day,
- Number of consecutive night shifts,
- Shift rotation direction,
- Type of work,
- Environmental conditions,
- Driving and daily commuting,
- Family and personal life demands, and
- Sleeping disorders, poor health and illness.

General Guidelines for Employees to Minimize Fatigue

- Ensure that you maximize your sleep, including power napping.
- Avoid drinks with high levels of caffeine before going to bed.
- Take regular breaks, whenever possible.
- Maintain hydration.
- Eat sensibly throughout the day with light, nutritious meals.
- Exercise regularly.

WORKING ALONE POLICY

The Bagg Group understands that there may be times when internal employees and associates have to work alone. The Bagg Group is fully committed to the health and safety of all employees in the workplace. A person is alone at work

- When they are on their own;
- When they cannot be seen or heard by others; and
- When they cannot expect a visit from another worker.

At The Bagg Group, we are committed to the protection of employees from injuries and occupational hazards that may arise from working alone. It is our policy to ensure that all employees and managers are aware of their roles and responsibilities and to follow the appropriate procedure.

Procedure

- 1) All employees must be made aware of emergency procedures and contact numbers of members of security and management.
- 2) Any staff member working outside of business hours should make sure that outside access doors are locked.
- 3) Staff working alone should sign the attendance sheet.
- 4) If the staff member observes something unusual or threatening, he/she then is to move to a safe location and contact building security immediately or call 911 for assistance.
- 5) The staff member may ask Security to accompany him/her to the parking lot for safety.
- 6) No staff will allow another person accompanying the staff member access into the office without fully notifying security.
- 7) It is the responsibility of any associate to notify their Staffing Manager if they have concerns about working alone at the client site.

There are many steps that can be taken to help ensure your health and safety while working alone:

- Assess the hazards of the workplace.
- Establish an effective means of communication.
- Be aware of emergency exit/escape routes and location of fire extinguishers.
- Locate the first aid equipment before starting to work alone.
- Carry with you or be conscious of emergency contact phone numbers.
- Educate yourself and receive proper training of work procedures.
- If possible, make sure you are visible to others.
- Avoid working alone. If another employee is around ask them to help you.
- Report all situations, incidents or “near misses” immediately.
- Check in with your manager or other workers occasionally to make them aware of your situation.

GENERAL HOUSEKEEPING TIPS

1. Good housekeeping is essential to safe work performance. Work areas must be kept clean and free from rubbish, loose material or objects that could cause tripping or slipping. This includes keeping work areas neat and orderly; maintaining that halls and floors are free of slip and trip hazards; and removing of waste materials (e.g., paper, cardboard) and other fire hazards from work areas.
2. Smoking is prohibited in the workplace.

Good housekeeping is the first and the most important (fundamental) level of preventing falls due to slips and trips. It includes:

- Cleaning all spills immediately;
- Marking spills and wet areas;
- Mopping or sweeping debris from floors;
- Removing obstacles from walkways and always keeping them free of clutter;
- Securing (tacking, taping, etc.) mats, rugs and carpets that do not lay flat;
- Always closing file cabinet or storage drawers;
- Covering cables that cross walkways;
- Keeping working areas and walkways well lit;
- Replacing used light bulbs and faulty switches.

Without good housekeeping practices, any other preventive measures such as installation of sophisticated flooring, specialty footwear or training on techniques of walking and safe falling will never be fully effective.

HOUSEKEEPING POLICY

Effective housekeeping can eliminate some workplace hazards and help get a job done safely and properly. Poor housekeeping can frequently contribute to accidents by hiding hazards that cause injuries.

Good housekeeping means a clean and orderly workplace. The basic rule of good housekeeping is: a proper place for everything and everything in its proper place. Good housekeeping is an efficient operating practice which results in high production, low accident rates, and improved employee morale. Poor housekeeping, on the other hand, is a common cause of most fires and personal injuries resulting from slips, trips and falls, and from being struck by falling objects.

Therefore, all workers have an equal responsibility in maintaining a safe workplace.

Poor housekeeping can be a cause of accidents, such as:

- Tripping over loose objects on floors, stairs and platforms;
- Being hit by falling objects;
- Slipping on greasy, wet or dirty surfaces;
- Striking against projecting, poorly stacked items or misplaced material;
- Cutting, puncturing, or tearing the skin of hands or other parts of the body on projecting nails, wire or steel strapping.

Benefits of good Housekeeping practices:

- Fewer tripping and slipping accidents in clutter-free and spill-free work areas;
- Decreased fire hazards;
- Lower worker exposures to hazardous substances;
- Better control of tools and materials;
- More efficient equipment cleanup and maintenance;
- Better hygienic conditions leading to improved health;
- More effective use of space;
- Reduced property damage by improving preventive maintenance;
- Less janitorial work;



- Improved morale.

Precautions:

1. Ensure all working surfaces are in a safe condition and kept clean and dry.
2. Keep all aisles clear of empty cartons, brooms, parts, maps, etc.
3. Do not place any items on the stairways.
4. Check flooring for holes, loose tile, grease, spilled liquids, broken glass or other debris.

Heat (Section 129)

- (1) An enclosed workplace shall be at a temperature,
 - (a) Suitable for the type of work performed, and
 - (b) Not less than 18 Degrees Celsius
- (2) Clause (1) (b) does not apply to a workplace,
 - (a) That is normally unheated;
 - (b) Where the necessity of opening doors makes the heating of the area to the temperature specified in clause (1) (b) impracticable;
 - (c) Where perishable goods requiring lower temperatures are processed or stored;
 - (d) Where radiant heating is such that a worker working in the area has the degree of comfort that would result were the area heated to the temperature specified in clause (1) (b);
 - (e) Where the process or activity is such that the temperature specified in clause (1) (b) could cause discomfort; or
 - (f) During the first hour of the main operating shift where process heat provides a substantial portion of building heat. R.R.O. 1990, Reg 851, s. 129.

Reporting Procedure

Should your workplace not comply with Section 129 or you believe that even though they are complying, a health and safety concern still exists, please follow the procedure outlined in our **Reporting Hazardous Conditions and Near Loss Incidents**.

FIRE PROTECTION

Common causes of fires include electrical failures, open flames, hot surfaces, smoking, and friction. Removing the cause prevents the fire.

1. Locate your nearest exit (or emergency exit).
2. Be knowledgeable on fire evacuation route, exits, and fire extinguisher locations.
3. Obey all "No Smoking" rules of the workplace.
4. Maintain good housekeeping practices.
5. Make sure all exits are not blocked and exit signs are visible.
6. A fire drill will be conducted annually (more frequently as required).

EMERGENCY EVACUATIONS

Always follow and obey your workplace's procedures.

ACTION WHEN A FIRE IS DETECTED

1. Contact the fire department directly by calling 911, then:
 - a. Contact your Supervisor and give location of the fire.
 - b. Your Supervisor will also notify the fire department of the emergency.
 - c. Your Supervisor will notify his/her Manager and assist in the applicable emergency procedures.
2. Do not attempt to control a fire that has the potential to block your means of escape with extinguishers.
3. The Supervisor/Manager has full authority over the workers in his/her area during an emergency.

FOR ALL EMERGENCIES

(Fires, Tornadoes, Earthquakes, Chemical Spills, Fumes, Gas Leaks)

At the sound of the alarm, all workers must:

1. If time permits, clear their desks, cash drawers, etc., and place important documents in filing cabinets or safes, or carry them to safety.
2. Proceed to the appropriate exit area and evacuate the building.

EXIT ROUTE TO FOLLOW & MEETING PLACE

Follow the exit routes shown on a floor plan layout posted at your workplace. If one route is blocked off, proceed to the nearest alternative route as advised by your workplace supervisor.

Upon exiting the building, all workers are to meet at the appropriate designated location.

No one is to leave the meeting place unless authorized to do so to avoid any erroneous reporting to emergency crews of such persons as missing and placing emergency crews unnecessarily at risk to re-enter the building to search.

RE-ENTRY PROCEDURE

Do not re-enter the building unless authorization to do so is given by your workplace supervisor.

WORKERS WHO ARE AWAY FROM THEIR WORK AREA

Workers away from their own work area should not return to their work area but exit with others in the area where they happen to be during an alert.

REPORTING ACCIDENTS OR INJURIES/ILLNESSES

An accident report must be completed by your workplace supervisor at the time of accident or injury despite how minor or major.

Injury, Illness, or Accident Reporting (at the workplace)

- a) For every accident that results in injury or illness, minor or major, must be reported immediately to your workplace supervisor and then reported to your Bagg Group Consultant. The workplace supervisor will fulfil all reporting requirements for that location.
- b) An accident, injury, or illness report must be completed.
- c) If any medical care at the workplace is required, the accident report must be signed by the attendant.
- d) This form must be signed and a copy forwarded immediately to your Bagg Group Consultant for review with the Division's Manager.
- e) It is the responsibility of each worker to ensure that the "signed" accident report is forwarded to The Bagg Group.

Injury or Illness Resulting in Outside Medical Treatment (WSIB submission)

Any worker incurring an injury on the job that results in medical attention, away from the workplace, from an outside medical facility (hospital, medical clinic, family doctor, etc.) must:

- a) Ensure that the accident has been reported to the workplace supervisor, and an accident report is completed at the workplace (as prescribed above).
- b) Your accident and injury is reported to your Bagg Group Consultant as soon as possible on the day of your injury.
- c) Report all information pertaining to the injury and medical attention received.
- d) Report all information regarding attending physicians' recommendations.
- e) A WSIB Form 7 shall be initiated by your Bagg Group Supervisor and completed.
- f) The Form 7 must not be submitted to the WSIB until an injury report or medical authorization has been received.

Definition of Critically Injured

According to the Occupational Health and Safety Act Critically injured means..."critically injured" means an injury of a serious nature that,

- a) Places life in jeopardy,
- b) Produces unconsciousness,
- c) Results in substantial loss of blood,
- d) Involves the fracture of a leg or arm but not a finger or toe,
- e) Involves the amputation of a leg, arm, hand or foot but not a finger or toe,
- f) Consists of burns to a major portion of the body, or
- g) Causes the loss of sight in an eye. R.R.O. 1990, Reg. 834, s.

The designated person to report any critical injury is to the Ministry of Labour office by telephone and by written report to the Human Resources Manager or the Manager, Temporary Department.

Note: Filling a knowingly false material statement on a workers' compensation claim for the purpose of obtaining benefits is considered by The Bagg Group to be a fraudulent act. The Bagg Group will take all appropriate legal steps against anyone making such a false statement, including reporting the individual to the authorities for criminal prosecution where possible.

SLIPS, TRIPS AND FALLS

WHY IS PREVENTION OF SLIPS, TRIPS AND FALLS IMPORTANT?

In Canada some sixty thousand workers get injured annually due to fall accidents. This number represents about fifteen percent of the "time-loss injuries" that were accepted by workers' compensation boards or commissions across Canada. Not mentioning a great economical loss, it amounts for a lot of pain and suffering and sometimes (much too often) even death. All these, in most of cases, do not have to happen. What is needed is:

- understanding how fall accidents happen,
- identifying the trouble areas, and
- eliminating or minimizing hazards of falling
- understand how to avoid falling at work

FALLS

Falls are usually the results from slips and trips. Falls also occur without slipping and/or tripping. Common causes of falls are:

- improper use of ladders and scaffolding;
- not using proper fall protection equipment; and
- taking shortcuts when climbing

SLIPS

Slips happen where there is too little friction or traction between the footwear and the walking surface. Common causes of slips are:

- wet or oily surfaces,
- occasional spills,
- weather hazards,
- loose, unanchored rugs or mats, and
- flooring or other walking surfaces that do not have same degree of traction in all areas.

TRIPS

Trips happen when your foot collides (strikes, hits) an object causing you to lose the balance and, eventually fall. Common causes of tripping are:

- obstructed view
- poor lighting
- clutter in your way
- wrinkled carpeting
- uncovered cables
- bottom drawers not being closed
- uneven (steps, thresholds) walking surfaces

HOW TO PREVENT FALLS DUE TO SLIP, TRIPS?

Both slips and trips result from some a kind of unintended or unexpected change in the contact between the feet and the ground or walking surface. This shows that good housekeeping, quality of walking surfaces (flooring), selection of proper footwear, and appropriate pace of walking are critical for preventing fall accidents. Slips, trips, and falls cause numerous injuries each day. They are, however, among the easiest hazards to correct. Always inspect your work area daily for possible hazards and ways to prevent them. Always remember these eight things:

1. Don't be in a hurry,
2. Pay attention to your step,
3. Clean up spills,
4. Practice walking safely,
5. Use safety shoes,
6. Maintain proper lighting,
7. Exercise stair safety,
8. Inspect your ladder.

When you remember these simple things, you tremendously reduce your chances of slips, trips, and falls.

FLOORING

Changing or modifying walking surfaces is the next level of preventing slip and trips. Recoating or replacing floors, installing mats, pressure-sensitive abrasive strips or abrasive-filled paint-on coating and metal or synthetic decking can further improve safety and reduce risk of falling. However, it is critical to remember that high-tech flooring requires good housekeeping as much as any other flooring. In addition, resilient, non-slippery flooring prevents or reduces foot fatigue and contributes to slip prevention measures.

WHAT CAN YOU DO TO AVOID FALLING AT WORK?

It is important remembering that safety is everybody business. However, it is employers' responsibility to provide safe work environment for all employees. Employees can improve their own safety too.

You can reduce the risk of slipping on wet flooring by:

- taking your time and paying attention to where you are going,
- adjusting your stride to a pace that is suitable for the walking surface and the tasks you are doing,
- walking with the feet pointed slightly outward, and
- making wide turns at corners.

You can reduce the risk of tripping by:

- always using installed light sources that provide sufficient light for your tasks or,
- using a flashlight if you enter a dark room where there is no light, and
- ensuring that things you are carrying or pushing do not prevent you from seeing any obstructions, spills, etc.

These precautions should be taken when ascending or descending stairs:

1. Use the handrail for stability.
2. Walk, don't run.
3. Scan the stairway ahead for hazards - get the big picture.
4. Take one step at a time - keep to the right and in single file.
5. Don't read or carry objects, which obstruct view.
6. Wear suitable footwear.
7. Place full length of foot on step.

These precautions should be taken when walking:

1. Scan walking surfaces ahead for hazards - get the big picture.
2. Keep alert, glance at area immediately in front for small hazards such as liquid spills, open file cabinet drawers, boxes, etc.
3. Be alert for uneven or slippery surface, holes, etc.
4. Walk in well lit areas
5. Be alert for doors opening into hallways or aisles.
6. To avoid possible collision, use extra caution when turning a corner.
7. Select footing carefully and use extreme caution on ice, snow or wet surfaces.
8. Wear suitable footwear to compensate for poor walking conditions (e.g. crepe-soled shoes can cause you to slip, trip or fall if worn on a carpeted surface).
9. In the event of an emergency, keep calm and walk briskly.
10. Walk to the right hand side in the corridors, hallways, etc.

These precautions should be taken when opening or closing doors or when walking through doorways:

1. Be prepared for the door being opened from the other side.
2. To prevent jammed fingers, look at the doorknob when reaching for it.
3. Do not let swinging doors swing behind you, hold the door and close it slowly.
4. Be cautious when stepped through a door not to trip over door frame
5. Open and close the door cautiously.
6. Look for liquid spills on the floor near doors.
7. If door or latch binds, report it.

8. Hold door open for person close behind.

These precautions should be taken when sitting and rising from a chair:

1. **Sitting Down** - Look to make sure the chair is where you think it is. Firmly grasp the chair and move it until you feel the front edge of the chair seat with the back of your legs. If the chair has arms, grasp arms to move the chair to your body. Do not scoot or roll across the floor while sitting in chair.
2. **Rising** - With feet firmly planted and back straight, grasp seat of chair and lift body weight with legs. If in an armchair, grasp arms near front to assist in rising.

Drawers:

1. Only one drawer of a filing cabinet should be opened at one time, otherwise the cabinet would be heavily out of balance and could easily tip forward causing serious injury. Also, if an upper and lower drawer is open, the person working below could bump his/her head on the upper drawer.
2. Drawers should be kept closed when not in use to prevent possible tripping injury.
3. Bottom drawers of a filing cabinet must be filled first to ensure that balance is maintained. If the top drawer is filled first, the cabinet would be out of balance and could easily tip forward and cause serious injury.
4. Heavier items should be placed in bottom drawers. This way heavier items are easier to collect, avoid strains and sprains and less likely to cause harm if they fall or are dropped.

Controlling Injuries in the Office:

- Each workstation should have enough electrical outlets to eliminate the need for extension cords, which can cause trip and fall accidents.
- Cords should never be stretched across walkways.
- If floor outlets are placed under desks, position them so they can't be kicked or used as footrests.
- Be sure that any repairs to office equipment or electrical devices are made by qualified personnel to protect employees from shock and fire hazards.
- Provide adequate lighting in all areas.
- Provide enough emergency exits to comply with all local codes.
- Office machines should be equipped with shields that cover moving parts to prevent clothing, jewelry, hair, or fingers from being caught.
- Make sure fire extinguishers contain a substance (e.g. halon), designed specifically to quench electrical fires
- Ensure that items are stored securely to avoid worker being struck by falling objects.
- Use safety glass in all windows and doors and mark glass doors with a stencil or decal in the center.
- Be sure office aisles are wide enough to allow for easy passage
- Furniture should have rounded, not sharp edges.
- Open only one file drawer at a time and close before opening another drawer.
- Plan workstations properly to avoid overexertion. Each station should have sufficient supplies and files to minimize lifting and carrying these items.

Ladders/Step Stools:

Falls from ladders can cause personal injury and even death. Workers may also be injured by falling ladders. There is the possibility of electric shock where metal or wirebound ladders are used for electrical work, or near electrical conductors.

Ladders must have safety feet. Stepladders must have non-slip steps. Rolling stepstools must have spring-loaded casters (brakes) that operate automatically when weight is applied to them. Stool platforms must have non-slip surfaces.

Precautions

1. Do not use ladders with broken rungs, split side rails, worn or broken safety feet, loose components, bent rungs or rails and sharp edges or which are defective in any other way. Tag and remove them from service until repaired.
2. Do not repair wooden ladders by tying or binding broken parts with wire.
3. When using a ladder, its feet must be at least a quarter of its height away from the base of the vertical structure to be reached.
4. The top of a long ladder must be securely fastened; otherwise make sure it is held in place.
5. When tearing or stacking, use a step stool or ladder. Do not use boxes, crates, or shopping carts to stand on, or climb on lower shelves to reach materials on higher levels.
6. Never stand on the top rung of a ladder or on the top step of a standard stepladder.
7. Do not use metal or wirebound wooden ladders near electrical equipment.
8. Get help when carrying long ladders.
9. Never use a ladder in front of a door unless the door is locked, blocked or guarded.
10. Keep your body centered in the center of the ladder.
11. Inspect ladder for potential dangers before use.
12. Only one person should be on the ladder at a time.
13. Never use a ladder in strong wind.
14. Maintain 3-point contact on the ladder at all times. 2 Feet-1 Hand, or 2-Hands-1 Foot.
15. **REPORT ALL HAZARDS TO YOUR SUPERVISOR**

Equipment Servicing

Many industrial/workplace accidents and home accidents occur when a person is working on a piece of equipment, a power tool or a vehicle that they feel is safe and the unexpected happens.

Whenever we are performing activities such as repair work, tooling changes or set-ups, we must have the following questions as our first priority: "What could happen?" and "Have I done everything to ensure my safety before I tackle this task?" No matter how routine the task, building a habit of asking ourselves, "Am I ensuring my own safety?" must be a top priority for all of us. Typical examples of when we must ensure that the equipment/machine is safe to work on include:

- a) Restocking photocopiers/fax machines with paper.
- b) Removal of paper shredding from shredders.
- c) Removing paper jams from typewriters or printers.
- d) Changing toner in a variety of office equipment.
- e) Changing light bulbs.

Each individual will have his/her own unique circumstances where Equipment/Machine Safety Awareness is critical. Whatever the situation, it is vital to understand how a machine/equipment functions and to know that all of the stored energy has been safely neutralized before working on the machine/equipment. Stored energy sources are not always obvious, and achieving a safe or neutral energy state may be more complex than first meets the eye. Simply shutting off the electrical supply to the equipment may not make the

equipment totally safe to work on. Equipment is often powered by a battery when the electricity is turned off. Gravity and momentum can also be stored in a machine by springs or simply the weight of a component of the machine. The term "zero energy" means that there is no energy left in a machine to cause a hazard.

Precautions

Temporary Employee Guide

1. Do not attempt to perform any machine/equipment repairs, servicing, etc., unless you have specific training to perform the task required and are fully apprised of the manufacturer's operating instructions and guidelines and the workplace's procedures.
2. Do not attempt to perform any machine/equipment repairs, servicing, etc., unless you have had the proper training and have been authorized by your workplace supervisor to do so.
3. Should you have the required training and have been authorized to perform the task, always follow the manufacturer's operating guide and instructions and the workplace procedures before attempting any machine/equipment repairs, servicing, etc.

MUSCULOSKELETAL INJURIES (MSI) TIPS

In *The Occupational Health and Safety Regulations, 1996* (Section 81), MSIs include injuries or disorders of the:

- bones, joints and ligaments
- muscles, tendons and cartilage
- nerves and spinal discs
- supporting blood vessels

Under this regulation employers are required to identify and correct risk factors that could cause MSI.

COMMON SIGNS MSI

- Discomfort
- Swelling
- Pain
- Change or skin colour
- Numbness
- Loss of flexibility
- Tingling Burning
- Tightness

If you feel any of these symptoms or see any signs of MSI do not hesitate to contact your direct manager or your Bagg Group Consultant.

HOW DO MSI OCCUR?

Overexertion- these usually occur suddenly, for example back strain. Overexertion injuries can occur when you "push" your body too hard, try to lift, lower, push, pull or carry something that is too heavy.

Overuse- Usually develops gradually. Injuries due to overuse occur when one repeatedly does the same task or movement repetitively without sufficient recovery. Overuse injuries can also occur when one tries to hold a weight for a prolonged period.

MSIs may also be caused or aggravated at work by the following risk factors:

- repetitive motions
- forceful exertions
- awkward or sustained postures
- sustained pressure on hand, wrist, arm, leg, etc.
- vibration
- cold or wet working conditions
- a machine-controlled work pace(e.g., assembly line)

Ordinary movements such as bending, gripping, holding, twisting and reaching can contribute to MSIs. Such movements are not usually harmful unless they *involve force, many repetitive movements, repeated awkward motions or postures,*



Temporary Employee Guide

sustained postures, excessive vibration or prolonged pressure on body tissue. One factor may cause an MSI, although more than one is often involved.

REPORTING MSI

It is important to report early signs and symptoms to your employer and The Bagg Group because:

- Continuing to work with an injured body part can affect other parts of your body and lead to injuries
- Chronic injuries, which are not treated, can lead to disability
- Early treatment of the injury is more successful
- You may be able to help a co-worker stay injury free

It is especially important to report signs and/or symptoms if the:

- Pain is persistent or worsening
- Pain radiates
- Symptoms include numbness or tingling
- Symptoms keep you from sleeping or your normal routine.

STAGES OF MSI

MSIs often progress in three stages:

1. Early Stage: The body hurts or feels tired at work. Symptoms do not interfere with the ability to work and cease away from work.

2. Intermediate Stage: The injured area hurts or feels weak from the start until well after work has ended. Work is more difficult.

3. Late Stage: The injured area hurts or feels weak even at rest. Sleep may be affected. At this stage the injury may not heal completely.

Not everyone goes through these stages in the same way. It may be difficult to say when one stage ends and the next begins.

TREATMENT FOR MSI

Treatment of MSIs may include:

- reducing activities that cause or aggravate symptoms
- restricting certain movements
- applying heat and/or cold
- physical therapy/massage/exercise
- medication and or surgery (last resort)

FORKLIFT POLICY

PURPOSE

The purpose of the Forklift Policy is to help educate and define health and safety issues to ensure the prevention of workplace accidents associated with Forklift operation. Also to provide a mechanism to which the Bagg Group may annually evaluate the effectiveness of Forklift Policy.

SCOPE

The Forklift Policy shall cover all Bagg Group employees and associates.

LEGISLATION

Under the Occupational Health and Safety Act and construction regulations, employers have an obligation to:

- acquaint a worker with the handling of any equipment
- inform a worker and supervisor about any hazard in the work
- instruct, inform, and supervise workers to protect their health and safety
- appoint competent persons as supervisors.

With regard to forklifts, an employer must ensure that a person assigned to operate the equipment is "competent" or "qualified" to do so. To fulfill this obligation an employer should take the following steps:

1. Establish the competence of workers who will operate forklifts

Before assigning a worker to operate a forklift without direct supervision, ensure that the worker has been informed of the hazards associated with operating a forklift in the workplace knows how to protect himself or herself and others from the hazards has demonstrated to a trained and experienced operator the skills and knowledge necessary to operate a forklift safely.

2. Inform and instruct others in the workplace

Inform and instruct employees about hazards not only of operating but also of working near forklifts, the procedures that they must follow to avoid harm, and where the written procedures are kept. For each hazard or potential source of harm, prepare written procedures for preventing accidents & injuries. Ensure that supervisors and workers are informed of any changes to procedures as a result of changes to work.

3. Provide effective supervision

Appoint supervisors of forklift operations who, through training and experience, know the hazards associated with the type of forklift used, the loads handled, and the environment in which the forklift operates. Supervisors must also be able to identify unsafe acts and conditions and implement corrective measures. Encourage supervisors to watch for unsafe acts or conditions and to correct them immediately when detected.

CAUSES OF ACCIDENTS

Workplace design that can contribute to forklift trucks accidents:

- Narrow aisles.
- Crowded, cluttered aisles.
- Obstructions at intersections and doors.
- Volume of traffic in work area.
- Walking and working in the general area of forklift operations.
- Other workplace conditions such as noise, odours, toxic gases, dust, or poor lighting.

- Many ramps with different surfaces.
- Condition of loading dock.

Behavioral and operational factors which contribute to forklift trucks accidents:

- Improper backing up techniques.
- Improper turning.
- Improper warnings to others about a forklift in use nearby.
- Poor communication during shared tasks, or in shared spaces.
- Riding or giving rides on forklift or load.
- Parking the forklift improperly.
- Improper blocking of wheels on semi-trailers or railway cars.
- Horseplay; stunt driving; jerky, erratic driving.
- Inadequate servicing of the forklift.

PROCEDURE

The Bagg Groups Responsibility:

- The Bagg Group must evaluate each potential operator and determine his or her ability to perform the skills and duties required to operate a powered industrial truck. Legislation recommends the employer identify all qualifications relevant to the position, including acceptable vision, hearing, and the ability to work in excessive temperatures. The Bagg Group will follow these recommendations.
- The Bagg Group will implement a training program to make sure that only trained drivers operate powered industrial trucks.
- An evaluation of operators ability to handle the Truck Safety Certification
- Determine the operators qualifications, the potential operator must be trained, evaluated by a designated person, and able to demonstrate the ability to perform competently.
- Refresher training for the experienced operator is just as important as first-time training for new employees.
- Ensure all employees who will be operating a forklift are certified or licensed as professional operators.
- Obtain Forklift certificate and attach it to the employees file.

Employee duties:

- Know the recommended load limit of the forklift and never exceed it.
- Know how to assess the weight of the load to be lifted.
- Do a visual and operational check of the forklift at the start of the shift.
- Check for adequate overhead clearance before raising the load.
- Operate a forklift smoothly when stopping, starting, lifting and tilting.
- Know the blind spots of the lift truck with and without a load.
- Keep pedestrians away from a forklift in operation.
- Stop when anyone crosses the route being traveled. Lower the load to the floor, and wait until clear.
- Wear leather gloves when moving or shifting loads or when checking skids.
- Wear fully laced safety boots to give impact protection when moving loads or skids and to provide ankle support when mounting and dismounting lift truck.
- Remain alert and prepare for the unexpected.
- Note anything that affects the normal operation of the forklift and tell the supervisor immediately.
- Keep hands, arms, head, feet and legs inside the confines of a moving forklift.
- Report any collisions, damage or near-miss accidents to a supervisor immediately.
- Provided a valid and updated forklift certificate when requested by The Bagg Group.

INDOOR AIR QUALITY POLICY

PURPOSE

The purpose of the Indoor Air Quality Policy is to help define symptoms and sources of poor indoor air quality, ensure the prevention of illnesses associated with IAQ by educating our employees and associates. Lastly, provide a mechanism to which the Bagg Group may annually evaluate the quality of the internal working environment at their branch locations and downtown head office to ensure a healthy and safe environment for all employees and associates.

LEGISLATION

In Ontario, there is no specific legislation that deals directly with indoor air quality issues. In the absence of such legislation, the "general duty clause" applies from the Occupational Health & Safety Act. http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm

This clause, common to all Canadian occupational health and safety legislation, states that an employer must provide a safe and healthy workplace. Thus, making sure the air is of good quality is the employer's duty.

SYMPTOMS

Poor indoor air quality can lead to physical symptoms and complaints, which include but are not limited to:

- Headaches
- Sneezing
- Fatigue
- Eye, nose, and throat irritation
- Shortness of breath
- Dizziness
- Sinus congestion
- Nausea
- Coughs

The physical symptoms and complaints are often attributed to poor indoor air quality, however it is also important to note that other factors may be involved such as noise, overcrowding, poor lighting, poor ergonomic conditions and individual sensitivity levels.

SOME COMMON ILLNESSES RELATED TO POOR IAQ ARE:

- 1) *Sick Building Syndrome (SBS)* – a term used to describe cases where employees of a building experience adverse health effects that can be linked to the time they spent in the building even though there is no one specific illness or cause. Some symptoms may include dry mucous membranes and eye, nose and throat irritation. www.ossa.com/content/resources/everybreath.cfm; www.epa.gov/iaq/pubs/ventilat.html
- 2) *Building Related Illness (BRI)* – term which involves skin and respiratory tract. Symptoms may involve fever, chills, cough, shortness of breath and fatigue.

FACTORS THAT AFFECT INDOOR AIR QUALITY

- The physical layout of the building
- The building's heating/ventilation system, also known as HVAC
- The outdoor climate
- Contaminates inside and outside the building
- Outdoor climate
- Occupants (i.e. smoking, cooking, wearing strong cosmetics/scents)

SOURCES OF INDOOR AIR CONTAMINANTS

- Carbon dioxide (CO₂), tobacco smoke, perfume, body odours -- from building occupants.

Temporary Employee Guide

- Dust, fiberglass, asbestos, gases, including formaldehyde -- from building materials.
- Toxic vapours, volatile organic compounds (VOCs) -- from workplace cleansers, solvents, pesticides, disinfectants, and glues.
- Gases, vapours, odours -- off-gas emissions from furniture, carpets, and paints.
- Dust mites -- from carpets, fabric, foam chair cushions.
- Microbial contaminants, fungi, moulds, bacteria, -- from damp areas, stagnant water and condensate pans.
- Ozone -- from photocopiers, electric motors, electrostatic air cleaners.

PROCEDURE

1. An annual IAQ evaluation will occur by the end of the fourth quarter of every year by the JHSC and or by a certified IAQ firm;
2. An IAQ evaluation by a certified IAQ firm may also be requested if any renovations occur or changes to the work environment or space occur.
3. Ensure that during monthly health & safety inspections that reports include and document any employee issues regarding symptoms of poor indoor air quality.
4. A member of the JHSC should document in detail any specific symptoms or issues reported by the employee and conduct a walkthrough inspection, determining if there is an obvious explanation for the complaints, if there is an obvious explanation for the complaint, then
 - I. Implement the solution and determine if the problem has been fixed and follow up to ensure it doesn't recur
 - II. If not, then conduct a more thorough investigation for the cause. If still not determined, then the JHSC will make a recommendation to management to have an IAQ evaluation occur.
5. It is the Employee's responsibility to help prevent air contaminants which affect air quality by minimizing on any strong scents they wear and to ensure that any portable humidifiers brought in are clean for mould and other contaminants.
6. It is the Employee's responsibility to notify any designated health and safety representative of any concerns of poor Indoor Air Quality.
7. Associates should educate themselves with the symptoms, causes and factors associated with poor indoor air quality and if they experience any symptoms seek their client health and safety representative to discuss the concern.

LIGHTING FOR TASK POLICY

PURPOSE

The purpose of the Lighting for Task Work Policy is to educate our employees and associates of the symptoms and signs of poor task lighting and to ensure that there is a preventative mechanism in place at The Bagg Group that may reduce any occupational illnesses occurring due to poor task lighting.

SCOPE

The Lighting for Tasking Policy shall cover all Bagg Group employees and associates.

LEGISLATION

Section 21 of the Regulation of Industrial Establishments (R.R.O. 851/90) requires that whenever natural lighting is inadequate to ensure a worker's safety, artificial lighting must be provided, with shadows and glare kept to a minimum (http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900851_e.htm).

Sections 3.2 and 3.7 of the Ontario Building Code deal with lighting levels required for various areas and activities at work and during an emergency or power failure (http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_92b23_e.htm).

Section 2.7 of the Ontario Fire Code deals mainly with fixtures, such as exit lights, and the frequency with which emergency lighting equipment must be inspected (http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_970388_e.htm).

GUIDELINES

Guidelines are intended to assist with providing ways of complying with the legislation, not to provide exclusive interpretations. Guidelines generally provide information on administrative matters and on technical matters not already addressed by policy or regulation.

The following Guidelines are in place for Lighting for Task Work:

G4.66 Means of illumination

G4.67 Brightness, reflectance and glare

G4.68 Illumination measurement

G4.69 Emergency lighting

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm

REGULATION

The purpose of the OHS Regulation is to promote occupational health and safety and to protect workers and other persons present at workplaces from work-related risks to their health, safety, and well-being. Compliance with the requirements provides the basis on which workers and employers, in cooperation, can solve workplace health and safety problems.

The following Regulations are in place for Lighting for Task Work:

4.65 Illumination levels

4.66 Means of illumination

4.67 Brightness, reflectance and glare

4.68 Illumination measurement

4.69 Emergency lighting

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm

SYMPTOMS

The most common complaints resulting from poor lighting are:

- 1) Eyestrain- examples of work-related risk factors that contribute to eye discomfort are:
 - maintaining a fixed and close visual distance for a long time,
 - glare from the unshaded or un-diffused lighting fixtures,
 - poor lighting, involving unchanged (and unchangeable) levels of illumination,
 - unsuitable workstations (dimensions and arrangement),
 - low ambient humidity,
 - uncorrected vision problems, and lack of colour variety in one's surroundings.
- 2) Eye irritation, blurred vision; dry burning eyes, and headaches.
- 3) Possible musculoskeletal disorder.

What are signs of poor lighting?

The most common complaints resulting from poor lighting are:

- Eyestrain,
- Eye irritation,
- Blurred vision,
- Dry burning eyes, and
- Headaches.

What else in the computerized office contributes to the eye discomfort?

Other examples of work-related risk factors that contribute to eye discomfort are:

- maintaining a fixed and close visual distance for a long time,
- glare from the unshaded or un-diffused lighting fixtures,
- poor lighting, involving unchanged (and unchangeable) levels of illumination,
- unsuitable workstations (dimensions and arrangement),
- low ambient humidity,
- uncorrected vision problems, and
- lack of colour variety in one's surroundings

FACTORS THAT AFFECT LIGHTING FOR TASK

The ability to "see" at work depends not only on lighting but also on:

- the time to focus on an object. Fast moving objects are hard to see.
- the size of an object. Very small objects are hard to see.
- brightness. Too much or too little reflected light makes objects hard to see.

SOURCES OF POOR LIGHTING

- Computer Monitors- act as a mirror
- Brightness- Brightness refers to the amount of light that appears to come from an object.
- Glare- There are two main types of glare: 1) Direct 2) Reflected (or indirect).
 - 1) Direct glare occurs when a source of bright light is directly in an employee's field of view (for example, un-shaded lights or windows).
 - 2) Reflected glare is caused by light that bounces off nearby surfaces into the worker's eyes.

PROCEDURE

1) Duties for the Joint Health and Safety Committee Members and Management

General Health and Safety

- Identify potential problem areas;
- Ask employees and associates to report any problems they experience as a result of poor lighting, or if they have symptoms such as headache, eye strain or fatigue;
- Check accident/JHSC inspections reports for any indication that poor lighting may be a factor;
- Get suspected problem sites checked and corrected by the JHSC or Management.
- Check level of lighting in corridors, on stairs, in areas of slippery or uneven flooring;

Monitor/Antiglare

- Adjust the brightness and contrast according to your preference.
- Use a light colour for the background.
- Place the monitor parallel (not directly below) with overhead lights.
- Angle the monitor away from lights and windows.

2) Employee and Associate Duties

Uncorrected vision may be an additional source of eye discomfort. It may have further consequences resulting in aches and pains because of awkward postures or positions adopted to "see better".

- your vision every one or two years, as recommended by your eye specialist.
- Provide your eye examiner with information about your job.
- Consider using task-specific computer glasses.

Focusing your eyes on objects at the same distance and angle for prolonged periods of time can contribute to eyestrain.

- Every few minutes look away from the screen for a few seconds.
- Look around.
- Focus your vision on distant objects.
- Blink several times.

Frequently "stretching" your eyes like this will prevent feelings of fatigue from accumulating.

WORKPLACE WELLNESS POLICY

Workplace Wellness programs attempt to reduce injuries, decrease human error, and promote general health and well-being. Workplace Wellness programs can consist of various modules including healthy eating, fitness programs, smoking cessation, workplace safety, ergonomic workspaces, first aid, coaching and counseling, lunch and learns, and on-site healthcare clinics to promote wellness, to name a few. The program is designed to enhance health awareness, motivate actions to change lives, create environments that support good health practices, and prevent illness, injury and disability.

PURPOSE

The purpose of The Bagg Group Workplace Wellness Policy is to help educate, provide information and resources, and annually enhance health awareness for all our employees and associates.

SCOPE

The Workplace Wellness Policy shall cover all Bagg Group employees and associates.

LEGISLATION

In Ontario, there is no specific legislation that deals with Workplace Wellness issue. In the absence of such legislation, the “general duty clause” applies from the Occupational Health & Safety Act (http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm). This clause, common to all Canadian Occupational Health and Safety Legislation, states that an employer must provide a safe and healthy work environment. Thus making sure that all employees are educated and have access to health and safety resources.

BENEFITS OF BALANCED WORKPLACE HEALTH

Employees

- More job satisfaction
- Healthier behaviours
- Less illness and fewer injuries
- Better work life balance
- Better morale
- Improved work environment

Employers

- Less absenteeism
- Lower health benefit costs
- Greater productivity
- Attract and retain the best employees
- Increase profits
- Improved work environment

SYMPTOMS

Poor Workplace Wellness can lead to physical symptoms and complaints, which include but are not limited to:

- Not wanting to go to work;
- Lack of concentration;
- Difficulty performing what needs to be done;
- Lateness;
- Anxiety;
- Irritability;
- Messy workspace;
- Emotional.

Temporary Employee Guide

Furthermore, job stress can make people sick and factors such as poor communication, job insecurity, and unsafe working conditions contribute to job stress. Employees who are subject to high demands over an extended period of time and have little control over their work can experience depression, heart disease, anxiety and other diseases.

PROCEDURE

Employer Duties:

1. Provide employees with basic tools and services in Workplace Wellness. Furthermore, make arrangements for implementing new Workplace Wellness annual topics and responding to employees' needs.
2. The Bagg Group and its' health and safety members will be responsible for the coordination of the employee wellness program.
3. Assign one wellness topic per year and create a focal point for employees and temporary staff.
4. Solicit and listen to employee opinions and welcome change, through employee survey and inspections.
5. Post wellness information/facts on The Bagg Group Intranet and Internet.
6. Review and evaluate the plan and its outcomes.

Employee Duties

1. Employees and associates should educate themselves on the selected wellness topic selected by the JHSC.
2. Employee participation in wellness programs will be voluntary, except as otherwise directed by management policy or procedure.
3. It is the employee and associate's responsibility to notify any designated health and safety representative of any topics of interest or if they have a question regarding information presented for wellness.
4. If employees feel that the Workplace Wellness program is not effective or could be improved they should contact a designated health and safety member and suggest alternatives or improvements.

Workplace Inspection Policy

PURPOSE

The Bagg Group Workplace Inspection Policy will help to identify hazards that could endanger the health or safety of anyone in the workplace so that corrective action can be taken and to act as a mechanism to help establish safe work practices and procedures. The purpose of this policy is to ensure that, at minimum, The Bagg Group complies with legislated health and safety requirements.

DEFINITION

A workplace inspection reduces loss, injury or incidents through a systematic evaluation of the physical condition of a workplace property and work activities in agency locations and/or client site.

SCOPE

The Workplace Inspection Policy shall cover all Bagg Group employees and associates, and designated JHSC members.

Legislation

Occupational Health & Safety Act R.S.O. 1990, c.0.1, s 9 (20, 21, 23,24, 25,26, 27, 28)

The following measure is set out under the Occupational Health and Safety Act regarding Workplace Inspections:

Duties of employers

9. (20) A constructor or employer who receives written recommendations from a committee shall respond in writing within twenty-one days.

9. (21) A response of a constructor or employer under subsection (20) shall contain a timetable for implementing the recommendations the constructor or employer agrees with and give reasons why

the constructor or employer disagrees with any recommendations that the constructor or employer does not accept.

25. (1) An employer shall ensure that,

(a) the equipment, materials and protective devices as prescribed are provided;

(b) the equipment, materials and protective devices provided by the employer are maintained in good condition

Inspections

9 (23) Subject to subsection (24), the members of a committee who represent workers shall designate a member representing workers to inspect the physical condition of the workplace.

(24) If possible, the member designated under subsection (23) shall be a certified member.

(25) The members of a committee are not required to designate the same member to perform all inspections or to perform all of a particular inspection. With special attention to subsections (l) and (m).

(l) provide to the committee or to a health and safety representative the results of a report respecting occupational health and safety that is in the employer's possession and, if that report is in writing, a copy of the portions of the report that concern occupational health and safety; and

(m) advise workers of the results of a report referred to in clause (l) and, if the report is in writing, make available to them on request copies of the portions of the report that concern occupational health and safety.

(26) Unless otherwise required by the regulations or by an order by an inspector, a member designated under subsection (23) shall inspect the physical condition of the workplace at least once a month.

(27) If it is not practical to inspect the workplace at least once a month, the member designated under subsection (23) shall inspect the physical condition of the workplace at least once a year, inspecting at least a part of the workplace in each month.

Schedule of inspections

(28) The inspection required by subsection (27) shall be undertaken in accordance with a schedule established by the committee.

Inspections

(29) The constructor, employer and the workers shall provide a member designated under subsection (23) with such information and assistance as the member may require for the purpose of carrying out an inspection of the workplace.

WHMIS: WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

The Workplace Hazardous Materials Information System (WHMIS) Regulation was established under the Occupational Health and Safety Act to give information on the safe use of hazardous materials in workplaces.

Legislation

In Ontario, WHMIS applies to all workplaces covered by the Occupational Health and Safety Act, and to all federal government workplaces.

Applicable Standards & Regulations:

- I. Occupational Health & Safety Regulation 860 – WHMIS
- II. Occupational Health & Safety Act
- III. Part IV of the Controlled Products Regulations Canada
- IV. Schedule II Hazardous Products Act (Canada)

The Federal WHMIS Legislation

1. The *Hazardous Products Act*, which places duties on suppliers, who sell or import a hazardous material for use in a workplace in Canada, to provide labels and material safety data sheets to their customers.
2. The *Controlled Products Regulation* - under the authority of the Hazardous Products Act - This regulation defines what a controlled product is, and also sets out in detail the information that the supplier is required to put on a label and a material safety data sheet.
3. The *Ingredient Disclosure List*- under the Hazardous Products Act - This list contains the names of chemicals, which must be identified on a material safety data sheet, if they are ingredients of a controlled product, and present above a specified concentration.
4. The *Hazardous Materials Information Review Act* - This Act establishes the Hazardous Materials Information Review Commission, which is the federal agency that will rule on claims for exemption from disclosing confidential business information. The Act also defines the type of information that a supplier or employer may withhold from a label or material safety data sheet.
5. The *Hazardous Materials Information Review* - under the Hazardous Materials Information Review Act. This regulation sets out the criteria that the Commission will use when assessing the validity of a claim for exemption, and also sets out the fees to be paid when filing a claim for exemption, or appealing a decision of the Commission.

Ontario's WHMIS Legislation

1. The *Occupational Health and Safety Act*, which places duties on employers in charge of workplaces where hazardous materials are used, to obtain labels and material safety data sheets from their suppliers and to provide worker education programs.
2. The *WHMIS Regulation, Ontario Regulation 860* - This regulation sets out in detail the employer duties respecting labels, material safety data sheets and worker education.

DEFINITIONS

Controlled Product

- o The name given to products, materials, and substances that are regulated by WHMIS legislation and meet the criteria of one or more of the following hazard classes:

- Class A - Compressed Gas**
- Class B - Flammable and Combustible Material**
- Class C - Oxidizing Material**
- Class D - Poisonous and Infectious Material**
- Class E - Corrosive material**
- Class F - Dangerously reactive material**

Information is provided by means of product labels, material safety data sheets (MSDS) and worker education programs. WHMIS is a Canada-wide system designed to give employers and workers information about hazardous materials used in the workplace. Under WHMIS, there are three ways in which information on hazardous materials is to be provided:

1. **Labels** on the containers of hazardous materials both Supplier and Workplace;
2. **Material safety data sheets** to supplement the labels with a detailed summary of hazard and precautionary information and readily available in paper form at each branch location; and
3. **Worker education programs.**

DUTIES OF EMPLOYEES & ASSOCIATES

- o Workers are required to participate in the training programs and to use this information to help them work safely with hazardous materials.
- o Inform employers when labels on containers have been accidentally removed or if the label is no longer legible.
- o Report to the employer any violation of the Act or Regulations.
- o Inform the employer if the worker does not have the proper information on a controlled product.
- o All new, returning employees and associates will be trained on WHMIS during their initial orientation or first week on the job for internal employees.
- o All internal employees will be trained on reading MSDS and WHMIS (by watching a WHMIS Video/DVD) on their first week of work.
- o Associates will be trained during orientation via WHMIS Video/DVD and will be tested by taking The Bagg Group WHMIS test.
- o All records of training will be kept in the employee/associate file.

WORKPLACE VIOLENCE & HARASSMENT POLICY

As President of The Bagg Group, I am committed to providing a work environment in which all individuals are treated with respect, fairness, and dignity and to the prevention of workplace violence and harassment.

Purpose

This policy outlines management's commitment to prevent workplace violence and harassment and familiarizes all workplace parties with the related terminology as well as their individual responsibilities and duties.

Scope

The Workplace Violence & Harassment Policy applies to all employees and associates of The Bagg Group.

Legislation

To establish this policy, TBG has consulted with the Joint Health and Safety Committee and the following legislation governing workplace violence and harassment in Ontario: The Occupational Health and Safety Act; The Criminal Code of Canada; and The Ontario Human Rights Code.

Definitions

Workplace Violence

- 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 injury to the worker;
- c) A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace Harassment

A course of vexatious conduct or comment against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Harassment may comprise of any objectionable act, communication or display that is perceived to be insulting frightening, embarrassing, offensive, humiliating, demeaning, or otherwise unwelcome.

Sexual harassment is a special kind of workplace harassment involving conduct of a sexual nature. Sexual harassment is any conduct or comment of a sexual nature that is likely to cause offence or humiliation to an employee, or that might be perceived as placing condition of a sexual nature on employment or on any employment opportunity.

Expectations & Commitments

There is a workplace violence and harassment program that implements this policy. It includes guidance measures and procedures to protect workers from workplace violence and harassment, a means of summoning immediate assistance and a process for workers to report incidents or acts and concerns of workplace violence and harassment. This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace such as performance management.

Roles & Responsibilities of Workplace Parties

It is essential that everyone is involved in this effort and meets their specific health and safety responsibilities.

Each person, Management, Employee and Associate, is responsible for:

- Working in accordance with the OHSA and in compliance with this policy and supporting program;
- Immediately reporting issues of workplace violence or harassment based on the supporting program procedures;

Management will:

- Take all reasonable precautions necessary to protect all employees, volunteers, and visitors from workplace harassment and violence and to ensure team members are aware of their rights and responsibilities as they relate to the prevention of workplace violence and harassment;
- Provide the necessary information, and instruction to all workers and volunteers on the contents of the workplace violence and harassment program and any hazards;
- Pledge to investigate and deal with all incidents and complaints of workplace violence and harassment in a fair and timely manner while respecting the privacy of all concerned to the extent possible.

Employees will not be penalized, reprimanded or in any way criticized when acting in good faith bringing forward a complaint or providing information regarding a complaint or incident of workplace violence or harassment.



June 2010

Geoff Bagg, President

WORKPLACE VIOLENCE & HARASSMENT PREVENTION STANDARD

The Bagg Group is committed to providing a work environment that is pleasant, healthy, comfortable and free from intimidation, hostility or other offences, and which promotes respect, fairness and dignity. The Bagg Group recognizes that whenever there is people interaction at work there is a potential for violence and harassment, regardless of the type of job.

Purpose

The purpose of Workplace Violence & Harassment Prevention Standard is designed to provide specific guidance related to the requirements for the prevention and response to workplace violence and harassment.

Scope

This standard applies to all employees where company business occurs even if not on company property and includes associates on client placements.

Legislation

In Ontario, the Occupational Health and Safety Act, R.S.O. 1990 Sections 32.01(1) (2)(3) & 32.02 (1)(2) & 32.03 (1)(2)(3) & 32.0.4 & 32.0.5.(1)(2)(3)(4) & 32.0.6 (1)(2) & 32.0.7(a)(6b) & 43(1)(a) & 43(3)(b) & 43(6)(b) & 52(1) & 55.1 & 55.2.

OHS Legal duty clause s. 217.1:

“every one who undertakes, or has the authority, to direct how another person does work or performs tasks is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task”

Criminal Code of Canada establishes that some incidents involving acts of violence fall under the Criminal Code - such as assault, sexual assault, criminal harassment, stalking, robbery, and uttering threats. It further establishes a duty of all persons “directing the work of others” to take reasonable steps to ensure the safety of workers and the public.

Human Rights Legislation

Federal

Under the Canadian Human Rights Act, it is a discriminatory practice in matters related to employment to harass an individual on a prohibited ground of discrimination.

Ontario

Under the Ontario Human Rights Code, every person who is an employee has a right to freedom from harassment in the workplace by the employer or agent of the employer, or by another employee because of a prohibited ground of discrimination.

Definitions:

Workplace Violence

- 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 injury to the worker;
- c) A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace Harassment

A course of vexatious conduct or comment against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Harassment may comprise of any objectionable act, communication or display that is perceived to be insulting, frightening, embarrassing, offensive, humiliating, demeaning, or otherwise unwelcome, and that may have the effect of creating an intimidating, hostile or offensive work environment, interfering with an individual's performance, negatively affecting an individual's employment relationship, affecting the inherent personal dignity of the individual or their psychological or physical integrity. It can take many forms and may be but is not limited to: words, signs, jokes, pranks, intimidation, physical contact or violence.

Sexual harassment is a special kind of workplace harassment involving conduct of a sexual nature. Sexual harassment is any conduct or comment of a sexual nature that is likely to cause offence or humiliation to an employee, or that might be perceived as placing condition of a sexual nature on employment or on any employment opportunity. Actions that constitute sexual harassment include unwelcome physical contact, unwelcome sexual request or remarks, jokes, or gestures, suggestive remarks, leering or whistling and sexual assault.

Communication

All employees will be provided information and instruction related to this standard and policy via a number of communication methods which may comprise of one or more of the following: internet, employee health and safety manuals, payroll communiqués and as part of their generic health and safety orientation.

Employees & Associates

- Know the Standard for the Prevention of Violence and Harassment in the Workplace;
- Ensure that the work environment is free from harassment and or violence;
- Immediately report any incident of workplace violence or harassment issues to Management/Staffing Managers or designate if they become aware of an incident or witness or is told of any incident(s) of workplace violence or harassment;
- Contact the police if there is an extreme or immediate threat of physical harm to themselves or any person from workplace violence;
- Participate in the Assessment for Workplace Violence Prevention as required;
- Participate in the related training to this standard;
- Cooperate fully in any investigation of complaints or incidents of workplace violence, harassment or non compliance with this standard;

Immediate Assistance in the Event of Potential or Actual Workplace Violence Incidents

- All *Bagg Group employees* must report any incident of violence in the workplace that presents an immediate danger of physical injury to Management/designate immediately;
- Under no circumstances should the complaints be dismissed or downplayed;
- Associates must report any incident of violence in the workplace that presents an immediate danger of physical injury to their onsite supervisor and Bagg Group Staffing Manager immediately;

Temporary Employee Guide

- Report any circumstance of violence in the workplace that presents an immediate danger of physical injury to an employee immediately to the Police and Human Resources or designate, if circumstances where management/human resources are not available, the employee should contact the Police directly;
- Management will assist and support the employee until the police responds or other assistance is provided;

Reporting Requirements

- All employees are tasked with reporting any concerns/complaints related to threats of workplace violence or harassment to their Manager/Staffing Manager and or Onsite supervisor (associates) as appropriate;
- Employees subjected to workplace violence should where appropriate go to a safe location at the workplace and report the incident;
- If the concern/complaint is against the Manager/Supervisor, then the concern or complaint should be reported to human resources or designate;
- All workplace violence and harassment will be dealt with using the Accident Investigation Policy/Incident Response or Investigation procedures;

Incident Response & Investigation Action of Actual or Potential Violence Incidents & Actual Incidents and Complaints of Harassment Procedures

General Procedures:

- All reports of actual or potential workplace violence incidents and actual incidents and complaints of harassment by employees will be investigated as quickly and confidentially as possible by a qualified investigator;
- All interviews with the complainant/or victim, alleged perpetrator(s) will be documented;
- Privacy and confidentiality will be maintained to the extent as possible;
- Management/Human Resources/Designate in consultation with any required parties will determine the need for any disciplinary action. The level of severity of any disciplinary action, may include demotion, suspension or possible discharge; if the complaint(s) has been substantiated and a record of documentation will be placed in the employee's files;
- No adverse employment action/reprisals will be taken for any employee making a good faith report of alleged harassment/violence incident;
- Where the harassment or incident of violence has not been substantiated, no action will be taken against an employee/associate who has made a complaint in good faith or the alleged harasser or perpetrator.
- Intentionally filing a formal or informal complaint that one knows to be false or recklessly accusing someone of harassment or discrimination is a serious matter and any person who engages in such complaints will be subject to disciplinary action.
- TBG will do its best to preserve and protect the anonymity of those involved and confidentiality in any alleged case, however, it may not be possible to preserve confidentiality or anonymity of those involved as it be necessary for TBG to take action, including consultation with others.

Training

- All employees will be provided with awareness training and instruction related to this standard as part of their generic health and safety training;
- Associates will be provided with any necessary site specific orientation by the onsite client;
- An annual review of the training will occur.

Measurement, Monitoring & Evaluation

Temporary Employee Guide

1. This policy shall be reviewed on an annual basis by the Joint Health and Safety, Committee, designate, and Management for program evaluation, improvement and to ensure it meets its requirements.
2. Investigation reports will be monitored by the JHSC, designate in order to identify any incidents related to workplace violence and harassment that may require specific prevention initiatives;
3. The JHSC will evaluate other forms and documents such as Workplace Inspection and any incident reports as required to properly evaluate the effectiveness of the workplace violence and harassment program;

Workplace Violence & Harassment Prevention Appendix A

Internal Sources of Workplace Violence

Workplace Violence can occur anytime there is interaction between employees, supervisors or managers. Toxic workplaces can create a greater risk of workplace violence. Toxic workplace symptoms include but are not limited to: non-communication or miscommunication, atmosphere of high conflict, bullying, gossip, malicious rumours, disrespectful behaviour, and increase in levels of absenteeism and accidents.

Examples of non physical and physical violence hazards

Threatening behaviour (e.g., shaking fists)	Verbal or written threats (e.g., direct, conditional, veiled)	Scaring the victim (e.g., playing pranks)
Verbal abuse (e.g., harassment, bullying)	Physical attacks (e.g. assault)	Mobbing
Teasing	Isolating	

High Risk Jobs	Higher Risk Workplaces
Handling cash	Financial Institutions
Working alone, or with just a few people	Retail
Working late nights or very early mornings	Hospitality
Working in a high risk geographic location (crime)	Education
Working in a “toxic” workplace	Transportation Police, security and corrections
Securing or protecting valuables	Healthcare
Transporting goods and people	Social services
A mobile workplace or vehicle	

External Sources of Workplace Violence

Workplace violence can occur during interactions between regular staff and external sources such as clients, intruders, visitors or external contacts such as contractors.

Workplace Bullying is defined as any behaviour that intimidates, humiliates or demeans a person. It usually occurs as a pattern of aggressive behaviour or repeated incidents deliberately intended to humiliate or intimidate. It can be both verbal or physical. The deliberate, repeated and health endangering mistreatment of one person by a perpetrator whose destructive actions are fueled by the Bully’s need to control the person targeted.

Assault as defined by the Criminal Code of Canada occurs when:

- A person applies force intentionally to that other person either directly or indirectly;
- A person threatens by an act or gesture;
- While openly wearing or carrying a weapon, a person accosts or impedes another person.

Warning Signs of Violence

- At The Bagg Group, we believe that reducing the potential for workplace violence can be accomplished through intervention before an incident occurs.

Indicators of Potentially Violent Behaviour		
Direct or indirect threats of harm to another employee	Intimidating, threatening, or directing abusive language towards another person	Shaking fists in another's face in an intimidating/threatening manner
Substantial, communicated or suggested intent to harm another	Behaviour that is intimidating, harassing, bullying, aggressive or inappropriate	An individual who has brought a weapon of any kind into the workplace
An employee who is regularly in conflict with others	Open disregard for the personal rights of others	Suicidal comments or contemplation
Extreme changes in behaviour	Substance abuse or use	Obsessively directed behaviour such as stalking

WORKPLACE VIOLENCE

The Bagg Group is committed to creating a safe work environment for all employees, ensuring that all workers are aware of violence hazards and are properly trained to protect themselves. Every effort has been made to identify possible sources of violence and implement procedures to eliminate or minimize risks.

Workplace Violence is defined as any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site.

REDUCING THE RISK OF WORKPLACE VIOLENCE

Workers shall follow the procedures to reduce the risk of violence and immediately report all incidents to their manager/supervisor.

Dealing with Customers

- Keep active and alert at all times. Don't be a target.
- Greet everyone who enters the office.
- Be friendly and look directly in their eyes.

Dealing with Suspicious Persons

- Ask the candidate ahead of someone suspicious, "Are you together?" The candidate will usually turn around to look at the person. This may deter a potential robber.
- Keep looking directly at suspicious loiterers. Fill out a Suspect and Vehicle Identification Form.
- If loiterers do not leave, call security or the police and ask for a patrol check.

Dealing with Irate Customers

- Focus on emotions first, try to remain calm, and try to calm the other person.
- Try to avoid escalating the situation. Find ways to help the irate customer save face.
- Listen carefully and try to put yourself in the customer's shoes so you can better understand how to solve the problem.
- If you cannot calm the person, ask for help.
- If you are alone and cannot calm the person, stop talking and wait until the customer realizes you are not responding. When the person pauses, ask him or her to leave the store and come back when the manager is available. Give an exact time.
- If the person refuses to leave, becomes increasingly agitated or threatening and you are unable to use the phone to call security or the police, hit the page button and that will alert the rest of the office you are having a problem.

Making Deposits

- Avoid making night deposits.
- Vary the time of deposits.
- Take someone with you when you make a deposit.
- Do not take deposits home.

If you are attacked,

- Run to the nearest location where help (people or phones) is available.
- Yell or scream as loudly and for as long as possible.
- If all else fails, fight to get away to the nearest location where help is available.

If someone does grab your deposit bag, purse, wallet or other personal property — do not resist and do not chase the thief.

Violent Incident Report

Any worker who has been the victim of violence in the workplace must report the incident to their manager. A Violent Incident Report Form must be completed as soon as possible.

Suspect and Vehicle Identification Report

Employees who have been victimized by violence must also complete and return a copy of a Suspect and Vehicle Identification Report Form with the Violent Incident Report Form.



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Thornhill, On L3T 4X1
T. 905-709-3917
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The BAGG GROUP STAFFING RESOURCES INC.
REFERRAL CREDIT VOUCHER

This voucher, valued at THIRTY DOLLARS (\$30.00) is presented to:

Your Name Here

To be redeemed for credit for referring

Referral's Name Here

to The Bagg Group who has completed 280 hours and of temporary service for us.



Authorized Signature

- The Bagg Group -

