

TOTAL INSULATION, INC.

Safety Reference Manual

and

A.W.A.I.R. Program

A Workplace Accident and Injury

Reduction Program

January 2017

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AWAIR
A Workplace Accident and Injury Reduction Program
January 2017

The safety of Total Insulation, Inc. employees in the work place is a core company value. Employee safety determines our comprehensive efforts to provide a safe and healthy workplace for every Total employee. Because our employees are our most valuable assets, we believe that employee safety must be a top priority that guides our business philosophy and every aspect of our business operations.

Our goal, therefore, is to insure that injuries be prevented. Any injury to our workers, subcontractors, or others involved in our work is not acceptable. To accomplish this goal, Total Insulation, Inc. follows this policy:

Total Insulation is committed to eliminating worker injury and has established a ZERO INJURY goal.

Our safety programs are communicated to every employee through a variety of media including our AWAIR Project Safety Manual, tool box talks, and ongoing training, education and programs. All of our safety programs and resource materials have been developed to prevent injuries and to assure compliance with federal, state, and local regulations, including the Occupation Safety and Health Act (OSHA) and the OSHA requirements that apply to our construction operations. The Safety Manager is dedicated to overseeing our safety program and working to promote our ZERO INJURY goal.

We ask that every Total employee, subcontractor and partner join us in this commitment to the safety and health of employees in the workplace. Total Insulation, Inc. pledges itself to outstanding safety performance to accomplish the following objectives:

- Protect our employees.
- Provide competitive bids through lower insurance costs as a result of lower incident rates.
- Extend savings from reduced operating costs, less lost-work time, increased productivity,
- Increased employee retention and safeguard of equipment and materials.

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Objectives

1. Develop a workplace culture where safety is everyone's responsibility.
2. To eliminate injuries to employees, the public, subcontractors, and others associated with our jobsite.
3. Meet or exceed Occupational Safety and Health Act (OSHA) standards that apply to our work.
4. Maintain a favorable worker's compensation Experience Modification Rating (EMR) and reduce worker's compensation losses.

Vision

Total Insulation Inc. is committed to the elimination of Worker Injury and has established a Zero Injury vision. Our employees continue to be our most valuable asset and we believe that all injuries must be prevented. Any injury to our workers, subcontractors, or others involved in our work is unacceptable. Consistent with this vision, all employees are empowered to:

1. Conduct their work in a safe manner.
2. Stop work immediately if they encounter an unsafe condition.
3. Take corrective action so that work may proceed in a safe manner.

Responsibility

Total Insulation, Inc. realizes and accepts the ultimate responsibility for safety and delegate's authority for safe operations. In order to meet our visions and objectives, active participation in the safety program is absolutely necessary.

1. *Total Insulation will:*

- a. Provide visible and financial support to the safety and health program.
- b. Provide education and training to effectively implement our AWAIR program.
- c. Provide personnel, equipment and materials necessary to implement and manage our safety and health policies and procedures.

2. *Safety Manager will:*

- a. Administer all aspects of the safety program with the support of management.
- a. Develop and revise programs that instill a sincere, positive, attitude toward safety.
- b. Be available at the work site regularly during pre-construction and construction for the purpose of inspection to determine compliance with OSHA regulations, company, and project safety rules.
- c. Establish procedures and guidelines for safety programs and update as necessary.
- d. Develop technical guidelines and safety recommendations for special exposure situations.
- e. Maintain current knowledge of federal, state and local regulations for OSHA.
- f. Review all accident and injury reports and maintain accident data.

- g. Analyze statistical data. Identify problem areas and make recommendations for a solution.
- h. Make recommendations for the correction of unsafe conditions and follow up to ensure compliance. Imminent hazards must be corrected at once.
- i. Coordinate safety training activities.
- j. Maintain contact with injured employees and assist them in returning to work as quickly as possible.
- k. Conduct reviews of the effectiveness of the various safety programs.
- l. Recommend programs and activities that will develop and maintain incentives and motivation for employees to work safely.

3. ***Project Managers will:***

- a. Plan work to see that the employees, materials, tools and equipment are available to perform the work safely.
- b. Review plans, specifications and site conditions to plan safety into the jobsite operations.
- c. Become familiar with and administer all phases of Total Insulation's Safety Programs and the specific project safety requirements.
- d. Notify the Safety Manager of any unusual or special safety or health hazard on the job.
- e. Require all subcontractors to abide by this policy.
- f. Assist in the development of the project to meet all safety requirements applicable to the work.

- g. Participate in the investigation of all accidents. Ensure that accident causes are corrected.
- h. Support safety policies by setting an example to all employees.
- i. Inspect the work area for hazards, including conditions and practices and request corrective action for identified hazards.

4. ***Foreman:*** The foreman is the **key person** in the safety program because of their direct, daily contact with the jobsite and the workers. Each foreman is responsible for implementing and enforcing on-site safety.

The Foreman will:

- a. Develop a cooperative attitude toward safety by setting a good example.
- b. Ensure that accident and injury prevention is addressed in their Weekly Safety Plan, and provides specific safety instructions to their crew.
- c. Conduct weekly toolbox training sessions with their crew. (three or more)
- d. Be knowledgeable of safety and health policies, regulations, and work practices applicable to their work.
- e. Communicate safety and health information to all employees.
- f. Make available and enforce the use of personal protective equipment (PPE) necessary to complete the job safely.

- g. Ensure that tools and equipment are properly maintained, and that unsafe items are removed from service for repair or replacement.
- h. Report all injuries immediately. (Refer to "Accident Procedures" for details)
- i. Continuously watch for unsafe physical conditions and/or unsafe worker behavior and correct immediately.
- j. Orientate new employees prior to starting work to emphasize our commitment to safety, and familiarize new employees with the job site specific work rules and conditions.
- k. Plan ahead so the appropriate safety equipment and training is available prior to the scheduled work.

5. *Employees will:*

- a. Understand the work to be done and the safety procedures that apply.
- b. Ask questions to obtain specific safety instructions prior to performing new or unfamiliar tasks.
- c. Report any unsafe, hazardous condition or practice to their foreman. The condition can then be corrected.
- d. Question any procedure they believe is unsafe. Always look at ways to improve safety.
- e. Inspect tools, equipment and their work area for hazards prior to performing the task.
- f. Report all injuries or property damage to their supervisor immediately.
- g. Cooperation and support of all safety measures is required from all employees.

Safety Education and Training

1. *Training:*

Total Insulation, Inc. recognizes that proper training is essential to providing a safe workplace. It is our practice to require all field personnel to obtain the OSHA 30 training through Local 34 or on line. In addition, training will be completed in accordance with and in order to comply with Federal, State and Local safety regulations.

2. *Employee Orientation:*

- a. All new employees will participate in an orientation program developed to emphasize Total Insulation's commitment to Zero Injuries. This information will provide an overview of basic safe work requirements and emphasize the employees' responsibilities in actively participating in our safety program. The employee will sign an acknowledgement form that he/she has received and understands the information provided.
- b. The foreman shall make certain that the employee understands the full scope of the job he/she will be performing, and the safety requirements related to the job. Prior to starting a new procedure, the safety policies and procedures pertaining to the work will be reviewed to ensure all employees involved understand them.

3. Jobsite Safety Training Meetings:

- a. Weekly safety training meetings (tool box talks), will be conducted by field foremen with their crews. Unsafe acts and conditions, recent accidents, employee suggestions, and corrective action should be discussed at these meetings.
- b. The safety meeting form shall be signed by all attending the meeting and submitted to the office.

(See below for more information)

4. Supervisory Safety Training

- a. Newly assigned Project Managers and Foremen will receive training on our company policies and procedures and a review of our AWAIR manual.
- b. Total Insulation has made a commitment that all foremen will receive the OSHA 30-hour Construction Safety and Health training course.
- c. Yearly foremen meetings are held with safety on the agenda. This time is used to update and to train foremen on pertinent safety topics, recent accidents, new OSHA standards, etc.

5. Task Specific Training

Task specific training will be completed on an as need basis. Examples of this training includes: confined space, asbestos awareness, respirator, crane, forklift, scaffolding, etc.

Weekly Safety Plan

The purpose of the Weekly Safety Plan is to identify and eliminate safety hazards prior to starting each work activity. This procedure should help eliminate personal injury and increase overall efficiency through better planning.

The foreman is responsible for assuring that a Weekly Safety Plan has been completed before the beginning of any work shift, or whenever starting a work activity that is different from what is listed on the Plan.

Guidelines:

1. The Weekly Safety Plan is completed at the beginning of each work week.
2. Each individual on the crew shall contribute to ensure that the form is complete, and initial to verify they are aware of:
 - a) the daily tasks
 - b) hazards associated with the tasks
 - c) what to do to help eliminate those hazards
3. The Weekly Safety Plan should be kept in the work area while the work is in progress.
4. If the job scope changes, a review of the Safety Plan should be completed, and the Plan updated to include any changes.

5. If new hazards are identified during the course of the day, they should be added to the Plan and reviewed by the people assigned to the job.
6. If a hazard exists that cannot be immediately corrected, work should stop and the Foreman contacted.
7. Safety Plans should be turned into the office periodically to be reviewed and recorded.

Some General Contractors require the use of Daily Pre-Task Planning cards or similar Safety Planning Forms. In that case, it is not necessary to complete the Total Insulation Weekly Safety Plan. However, feedback to the office regarding safety violations, concerns, injuries, and corrections are required.

Jobsite Safety Training (Toolbox Talks)

Toolbox Safety meetings are an excellent way to inform employees of potential unsafe conditions, improve work habits and reinforce Total Insulation, Inc.'s commitment to safety. Used properly, these meetings will teach new workers the safe way to do the job and be a review for the experienced worker of the safe work practices.

Each week a different safety topic is addressed. Meetings should be held on Monday morning unless this conflicts with other jobsite activities. Each employee that attends the weekly meeting shall sign the form. This allows us to document our training activities to OSHA, owners and others who request this information.

Suggestions for a successful meeting:

1. Plan the training in advance
2. Give the talk in your own words (avoid reading the topic word for word).
3. Keep your meetings positive, don't let them turn into a gripe session.
4. Encourage employee participation.

Other discussion items:

1. Review recent accidents or injuries. Discuss what happened, and what should be done to prevent similar accidents.
2. Review hazards specific to the jobsite.
3. Review the work planned for the job, and discuss what hazards can be anticipated that are associated with the work.
4. Ask for employee suggestions or comments.

It is difficult to hold a meeting on jobsites with one or two employees. In this situation, employees should read the topic and sign the form to verify the topic was read. Be certain to discuss any jobsite specific hazards and/or concerns.

Jobsite training sessions cannot guarantee that accidents will not happen, however they can create a safety communication link between the foreman and the crew.

Safety Enforcement Policy

Total Insulation is committed to provide a safe working environment for its employees and other subcontractors who do business with us.

Everyone involved with the project deserves to have a work site free from hazards created by those who perform their work in an unsafe manner. Disregard of safety rules and policies can result in serious injuries.

In order to provide a fair means of ensuring that proper safety procedures are followed, as well as to demonstrate our commitment to enforce these procedures, the following Safety Enforcement Policy has been established:

First Violation - Verbal Warning

Second Violation - Written Warning

If any employee receives more than two violations in a one-year period, overall performance will be reviewed by company management to determine if dismissal is warranted.

Any flagrant violation, which could result in serious danger to the employee, coworkers, property, equipment, or employees of other companies, will result in immediate dismissal.

Written warnings of safety violations or any other disciplinary action will typically be provided on an "Employee Warning Notice" form.

Safety Committee

A joint Management/Field Safety Committee has been established and meets quarterly or as necessary. The function of the committee is to:

- 1) Review and recommend improvements to our workplace safety program.
- 2) Identify correction measures needed to eliminate or control recognized safety and health concerns.
- 3) Assist management in reviewing and updating workplace safety rules based on accident investigation findings, safety audits, employee suggestions and employee reports of unsafe conditions or work practices.

The unfortunate part of our business is that accidents can and do happen, even with the best safety programs. We have established this Safety Committee to anticipate and deal with emergency situations.

Employees should contact their foreman or any member of this team if you are aware of a company situation that is:

1. Illegal
2. Hazardous
3. Damaging to our reputation
4. A security problem
5. Unethical

This team was formed for prevention of emergencies, not just to cope with emergencies that are underway. We would like you all to be a part of company-wide, early warning system that spots and reports potential problems in the making. The Safety Committee will then make it their business to evaluate the situation and make the appropriate changes to avoid having a full-blown emergency on its hands.

Analysis and Control of Workplace Hazards

Weekly Safety Plans, Tool Box Talk Forms, Safety violation warnings, and other feedback are used to analyze workplace hazards and safety concerns. This analysis will help further develop controls to reduce hazards. It is imperative that ALL workers contribute to the information gathering process to assist in the effort to eliminate injuries.

Incident Reporting - Injuries

For Serious Injuries Call 911

The foreman is responsible for notifying the office as soon as he/she is made aware of an injury. Early notification is crucial to obtaining proper insurance coverage for the injured party.

If an employee is seriously injured and requires hospitalization:

- a. Get the injured employee the necessary medical attention.
- b. Once the injured employee has been attended to, notify the Safety Manager. If the injured worker is unconscious, the Safety Manager will notify his/her emergency contact.
- c. Call the office to complete the First Report of Injury.
- d. If the injury is the result of a crisis situation, refer to the "First Hour Response Checklist" (page 11) for procedures to follow.
- e. In the event the media is on your jobsite to do a story on a crisis situation, refer to "Handling the Media" (page 12).

If an employee has a non-serious injury:

- a. Refer to Total Insulation's Provider List on the next page, and locate the closest designated clinic or hospital.
- b. Whenever possible, use a clinic listed and call ahead to let them know someone is coming in.
- c. Injured employees should not drive themselves to the medical facility, provide an escort or take them yourself. Be sure the injured employee or their escort has the Worker's Compensation insurance information:
**Insurance carrier is Western Nation Mutual Insurance Company
Policy # WVC001114517 / Group #0000006223**

Provider List

Primary Clinics:

Occupational Medical Consultants (OMC), Suite 150
6515 Barrie Road, Edina, MN 55435
(952) 920-5663

Directions: 494 to France Avenue. North on France to 65th Street. East on 65th to Barrie Road.
Clinic is at the corner of 65th and Barrie Road.

OR

Minnesota Occupational Health, 2nd floor
1661 St. Anthony Avenue
St. Paul, MN 55104
(651) 842-5300

Directions: I-94 to Snelling Avenue. Clinic is located on the North Frontage Road, 1 block west of Snelling Avenue.

Secondary Clinics:

South Metro

Occupational Medicine Consultants
6515 Barrie Road
Edina, MN. 55435
952-920-5663

West Metro

Occupation Health of Allina
2855 campus Dr. Suite 450
Plymouth, MN 55441
763-577-7530

Airport

Airport clinic
7550 34th Avenue
Minneapolis, MN 55450
612-727-1167

St. Paul

MN Occupational Health
1661 St. Anthony Ave., 2nd Flr
St. Paul, MN. 55104
651-646-0491

East Metro

River Valley Clinic Woodbury
8450 City Center Dr.
Woodbury, MN. 55125
651-731-9010

North Metro

Columbia Park Medical
4000 Central Ave. NE
Columbia Heights, MN 55421
763-572-5710

Hospitals:

North Memorial Medical Ctr.

330 North Oakdale Center
Robbinsdale, MN 55422
763-520-5200 or 911

Fairview Southdale Hospital

6401 France Ave. S.
Edina, MN. 55435
952-24-5000 or 911

United Hospital

333 Smith Ave. N.
St. Paul, MN. 55102
651-+220-8000 or 911

Unity Hospital

550 Osborne Rd. NE
Fridley, MN 55432
763-421-2222 or 911

Regina Medical Complex

1175 Nininger Road
Hastings, MN 55033
651-480-4100 or 911

St. John's Hospital

1575 Beam Avenue
Maplewood, MN 55109
651-232-7000 or 911

Abbott Northwestern

800 East 28th St.
Minneapolis, MN. 55407
612-863-4000 or 911

First Hour Response Checklist

STEP ONE – SENIOR PERSON ON-SITE

- ___ Contact emergency services (Contacts section).
- ___ Contact the office (Contacts section).
- ___ Initiate site control and determine if the site should be shut down.
- ___ Make certain that all employees are accounted for.
- ___ Do not move anything that could be classified as evidence.
- ___ Ensure telephone coverage at the site.
- ___ Inform site personnel to direct requests for information from outside groups to you.
- ___ Post workers to restrict entry to the site.
- ___ Establish a command center.
- ___ Select a temporary spokesperson with the assistance of the foreman (*see Media section for sample buy-time statements*). Always address cause (unknown/under investigation), concern (for the injured/involved), status (site shut down?).
- ___ ***Notify the owner/developer of the project.***

STEP TWO – OFFICE

- ___ Determine what happened, when/where it happened, and who is involved.
- ___ Verify the current status of the site (shut down?).
- ___ Determine whether you and/or spokesperson are needed on site.
- ___ Notify management (Contacts section).
- ___ Advise the receptionist how to route calls.
- ___ Identify potential spin-off crises.
- ___ Notify human resources (Contacts section).
- ___ Notify insurance broker/company (Contacts section).

STEP THREE – OFFICE MANAGER/SAFETY MANAGER

- ___ Gather number/names of injured and/or fatalities and obtain phone number(s) of the spouse(s)/family(ies). Contact the team leader to determine who should notify the spouse(s)/family (ies).
- ___ Debrief workers who witnessed the accident.
- ___ If necessary, initiate a post accident drug/alcohol test (check with legal counsel).
- ___ If appropriate, notify the applicable governmental agency.
- ___ Initiate a third party investigation team to work in tandem w/ authorities.
- ___ Designate someone to stay with the injured worker(s) at the hospital until family members arrive.
- ___ Document the incident in writing and on film.

STEP FOUR – SAFETY COMMITTEE

- ___ If there is an employee injury/fatality, determine who will notify spouse(s)/family(ies). A fatality may require a personal visit (Injury/Fatality section).
- ___ If the injury/fatality is a subcontractor's employee, it is the subs responsibility to notify the spouse/family.
- ___ If a non-employee is hurt/killed, allow the authorities to make the notification and contact your insurance broker/company (Contacts section).
- ___ Inform any surrounding areas that may be affected by the incident.
- ___ Instruct employees at the accident site to contact their families to let them know they are OK.

STEP FIVE - SPOKESPERSON (President)

- ___ Write, and get clearance for, all statements and releases.
- ___ Designate someone to screen your calls from the news media.
- ___ Complete the media log sheets (Media section).
- ___ Anticipate media questions. If possible, role play a media interview with a colleague before going live.
- ___ Assemble necessary background information and literature.
- ___ If you elect to give the media a tour, make certain that the area is safe and that they are escorted by a company representative. Issue safety equipment and require a hold-harmless agreement be signed, if necessary.
- ___ Instruct reporters on your safety procedures before going on-site. If they violate any of the procedures, you have the right to ask them to leave.
- ___ Advise reporters of a time and place for future updates.
- ___ Follow-up on additional media inquiries.

STEP SIX –SAFETY MANAGER

- ___ Identify the audiences that need to be contacted for update purpose.
- ___ Gather details on past negative issues which the media may refer to (Past Crises section).
- ___ Fax/e-mail/voice mail all employees and job sites to notify them of the and tell them to whom they should direct media/general information calls.
Provide on-going updates.
- ___ Establish an emergency message mailbox for employees to access if office operations have been impacted.
- ___ Track all media coverage via a monitoring service and the Internet.
- ___ Secure and offer critical-incident stress counseling for employees who witnessed the accident (if deemed necessary).

Contacts In The Event Of An Emergency

Spokesperson: Loreen R. Pehl **Day:** 651-488-4476
Night: 651-295-6481
Mobile: 651-295-6481

Backup Spokesperson: Chuck Lukas **Day:** 651-488-4476
Night: 651-271-2170
Mobile: 651-271-2170

OTHER CONTACTS:

Insurance Agency: GUINDEN AGENCY
55 5TH Street East
St. Paul, MN. 55101
651-222-1863

AMBULANCE / POLICE / FIRE DEPARTMENT 911

Gas & Utility Reps.: 612-372-5050

Connexus Energy: 612-372-5050

Xcel Energy: 1-800-895-1999

OSHA:

Must be notified within 8 hours of any fatality or accident involving hospitalization of 3 or more employees. 651-284-5050

UNION CONTACTS: Allied Workers Local #34
95 Empire Drive
St. Paul, MN. 55103
(651) 312-1245

Corporate Media List

TELEVISION:

WCCO

90 S. 11TH Street
Minneapolis, MN
612-339-4444

KSTP

3415 University Ave. W.
Minneapolis, MN.
612-588-6397

KARE

8811 Olson Memorial Highway
Golden Valley, MN
763-546-1111

NEWSPAPERS:

STAR TRIBUNE

345 Cedar Street
St. Paul, MN
651-222-5011
Minneapolis, MN
612-673-4414

PIONEER PRESS

345 Cedar Street
St. Paul, MN
651-222-5011

RADIO:

WCCO

625 2ND Avenue South
Minneapolis, MN.

Handling the Media

If you or members of the crew are approached by a reporter, direct them to the most senior person on the site or the company spokesperson.

These are the only people authorized to speak to the media on behalf of Total Insulation, Inc. You may be needed to provide a "Buy-Time" statement until the company spokesperson arrives on site.

Refer to the following:

BUY-TIME STATEMENT

If the accident has just happened, you won't have any verifiable information to release to the news media. However, the media will expect someone to say something. Avoid the urge to stonewall the media while you're gathering facts. Instead, deliver what is called a "buy time" statement. This acknowledges the situation but doesn't really divulge any information. It would go something like this:

“My name is (**John Smith**) and I'm the Project Manager for Total Insulation. At approximately (time) we experienced a (description). We are cooperating fully with the investigation being conducted by _____ as well as conducting an investigation of our own. We want to find out exactly what happened to ensure that it never happens again. We have requested assistance from (police, fire, etc.) and our company spokesperson (name) is on the way. This is all I can confirm at this time. I'm sure you understand we're very busy trying to deal with the situation and gather as much information as possible. Please remain in this safe area and either (spokesperson) or I will be back in 30 minutes with any additional information that can be verified.”

You can count on the reporters pestering you for additional information. Should this occur, say “That's all I can confirm at this time. I'm sure you understand that we need to deal with the emergency at hand and gather some verifiable information for you. Thanks for your patience.”

Remember, if you say you'll be back in 30 minutes, be there! Even if it's only to say that you still don't have any facts. You can usually get away with giving two "buy time" statements. After that, you better have something to say.

Do's and Don'ts for Handling the Media

1. **DO talk.** Saying little is better than saying nothing. Explaining why you can't talk is better than stonewalling. If you want your side of the story told, you must tell it. If you don't, reporters will get a version elsewhere...perhaps from a disgruntled employee that was laid off last week, or a worker who has just witnessed his best friend getting hurt or killed.
2. **DO tell the truth.** Reporters will find it out anyway so be honest and accurate when giving information. This doesn't mean you have to give every detail, but be truthful. If you don't know the answer...say so! It's not a crime to say "I don't know" or "I'm not absolutely certain about that"...as long as you follow it up with "but I'll find out and get right back with you."
3. **DO respond quickly.** If you don't, the wrong story may be told and that is tough to erase.
4. **DO emphasize the positive** and communicate your corporate message. Remember to emphasize the good safety measures taken, the minimal damage because of good team-work by your employees, and the steps the company is taking to minimize the effect of the emergency on the community.
5. **DO stay away from liability issues.** Don't talk about who is responsible, don't make any accusations, and don't give out company or individual names. Whatever you say may become part of a legal issue, so be as general as possible.
6. **DO take control.** If there is bad news, release it yourself before a reporter digs it up and tells the world.
7. **DO create visual analogies.** The old saying "a picture is worth 1,000 words" applies here. Examples are powerful as well, e.g. "The affected area covers 40,000 vs., which is the approximate size of a football field."
8. **DO condense your information.** Remember, the average sound bite is 7.3

seconds. Try to keep your response to no more than three sentences. The first sentence should be your direct response and the next one to two sentences will support/explain your response.

9. **DO make sure your information is accurate.** It should come from a reliable source and you should understand the details thoroughly.
10. **DON'T say "no comment".** This statement implies guilt. If you don't know the answer to a question, tell the reporter you don't know, but will try to find out. If the question may lead to an embarrassing answer, give as much information as you can in as positive light as possible. If you make a mistake, admit it. Avoid excuses. Explain how you're planning to make things right.
11. **Do make sure the reporters know who the spokesperson is.** The corporate spokesperson should be the only person authorized to disseminate information to the outside world. It is very important that you "speak with one voice". Keep in mind that that no information should be released without being approved by upper management and legal council.
12. **DON'T be trapped into predicting the future... NEVER speculate!**
13. **DON'T say anything "off the record."** If you don't want it used, don't say it.
14. **DON'T wear sunglasses when being interviewed.** You'll be perceived as being "shifty" and hiding something.
15. **DON'T discuss damages or estimated costs.**
16. **DON'T discuss any facts relating to insurance,** such as amounts and terms of coverage, name of carrier, possibilities of settlements or reimbursements.
17. **DO think before answering.** Taking some time before you respond is perfectly acceptable. You're in control of your response...not the reporter. Don't allow them to rush you. If you don't understand the question, ask the reporter to rephrase it.

Other Reportable Incidents

General Liability Claims

A General Liability claim is an accident involving property damage or personal injury to a non-employee. Do not make any promises or denials to the other parties involved. Inform them a claim will be turned into our insurance carrier.

Notify the office as soon as possible. It is important to get our insurance carrier involved immediately so an investigation can be conducted before details are lost. It also shows good faith on our part with the other parties involved.

Auto Claims

1. Collect all necessary information at the accident.
 - a. Minimum information required – Name, address, phone number and driver's license number of other driver.

- b. Vehicle license number
- c. Insurance information
- d. Witnesses

- 2. Call the office immediately so the accident can be reported.
- 3. Early reporting allows us to arrange for an appraiser to look at our vehicle and start repairs. It also allows our insurance carrier to contact the other parties involved.

Equipment and Installation Damage

Equipment damage (theft or vandalism) to owned or rented construction tools and equipment.

- 1. Notify local police
- 2. Call the office to determine if we have insurance coverage

Damage or theft of *equipment or materials that we are installing* on the job site.

- 1. Notify local police
- 2. Notify the office to determine if a claim should be submitted.

Incident Review

By finding the causes of an accident and taking steps to control or eliminate them, we can prevent similar accidents from happening again. A thorough and honest investigation is the only way we will be able to avoid the accident from being repeated. We must learn from our mistakes, implement appropriate corrective action, and communicate so others can avoid similar incidents.

For this reason, Total Insulation, Inc. has implemented an Incident Investigation procedure. The **INCIDENT REVIEW TEAM** will meet whenever necessary to formally investigate the following incidents:

- | | |
|--------------------------|----------------------------|
| OSHA recordable injuries | Liability claims |
| Lost time injuries | Builders risk claims |
| Workers comp claims | At-fault vehicle accidents |
| Complaints on drivers | |

A formal incident investigation will be conducted, and a report presented to the Safety Committee and to the Management for review and possible changes to Safety Policies.

The following personnel will participate in the Incident Review Team meeting:

- 1) Project Manager

- 2) Safety Manager
- 3) Foreman of job

The prime objective of incident investigation is prevention. This type of incident investigation procedure will provide beneficial information in identifying trends or problems throughout the company, and assist in the future development of safe work procedures that will benefit everyone.

1. All workers' compensation accidents will be investigated to determine cause. We need to find the facts and take corrective action to prevent similar accidents from occurring in the future.
2. Project Managers will complete the "Supervisor's Accident Investigation" form to do the investigation. (see Forms section)

3. *Accident Statistics*

Accident Statistics are maintained by the Safety Manager. Trend analysis can be made by job, supervisor, type of accident, etc. to determine the areas that require the greatest emphasis.

4. *Return to Work*

- a. In the event there is a job-related accident, we believe the injured employee is entitled to the best available medical attention.
- b. Total insulation is committed to returning injured workers to work as soon as they are able and with the consent of the medical care provider. We also recognize that providing restricted duty positions enables the injured employee to remain productive, and helps them return to full duty.
- c. When appropriate, modified duty will be provided until an employee is able to return to work without restrictions.
- d. The office will maintain contact with the injured employee's insurance claim representative and medical provider to assure the return to work transition is successful.

General Safety Rules

- 1) Report to work physically and mentally ready to perform the work. Report to your supervisor any illness or condition which could affect your performance or safety.
- 2) Before starting a job, each employee should thoroughly understand the work to be done and the safety precautions that apply. If you're in doubt, don't be afraid to ask.
- 3) Report any unsafe conditions, practices, or equipment to your supervisor immediately.
- 4) Practical jokes and horseplay will not be tolerated.
- 5) The use of alcoholic beverages and narcotics are prohibited in the workplace. Any person who reports to work under the influence of alcohol or intoxicants will not be permitted to work.
- 6) Accident prevention signs, tags, flags, barricades, warning tape are posted to warn workers of an existing hazard. Obey the warnings on these signs.
- 7) Do not remove or make safety devices inoperable.
- 8) Check tools and equipment before using them. Defective tools and equipment shall be reported to your foreman, removed from the work area, and tagged to prevent them from being used.
- 9) Report all injuries to your supervisor **IMMEDIATELY**.
- 10) Report damage to company property or public property to your supervisor.

Personal Protective Equipment and Clothing

100 % Hard Hats

It is the policy of Total Insulation that hard hats be worn 100% of the time on all jobsites.

- 1) If the hard hat, the headgear, or the suspension system is damaged, it must be replaced.
- 2) Do not add holes to your hard hat for ventilation, heat up the brim to curl it up, drill holes to attach pencils, badges, or in **any** way modify hard hats from its original design. Any of these modifications can weaken the hard hat and it may not protect you when you need it.

100% Eye Protection Policy

It is the policy of Total Insulation, Inc. that all employees are required to wear eye protection on the jobsite 100% of the time.

Conditions in a construction environment are constantly changing and very unpredictable. Besides the hazards created doing your own work, other hazards that you may be unaware of are being created around you by other workers and personnel.

- 1) Employees who do not wear prescription eyewear will be required to wear company provided safety glasses.
- 2) Employees with prescription glasses that do not meet the ANSI Z87.1 requirements for industrial safety glasses will be required to wear additional protection such as goggles or side-shields. Some jobsites prohibit the use of side-shields, check the site-specific rules.
- 3) In addition, goggles or face shields may be required when work operations present a particularly high risk of eye or face injury from physical, chemical, or radiation. Such operations would include welding, burning, grinding, chipping, using powder actuated tools, handling chemicals, molten metals, or other activities similar to these.

Footwear

- 1) Work shoes or boots are required for workers on all jobsites. Work boots should have non-slip soles, and the uppers should be constructed of leather or other materials able to resist cuts/tears. Tennis shoes are not allowed.
- 2) Steel-toed work boots are required on many jobsites, check specific jobsite policy.

Clothing

- 1) Appropriate clothing for construction work shall be worn, including long pants made from cut/tear resistant material (such as jeans), and a shirt with sleeves.
- 2) Clothing shall fit properly and not hang loosely in such a way as to interfere with performance of job tasks or to become a trip hazard.
- 3) Clothing should not have insignias, printing, or graphics that would be deemed offensive to other persons.
- 4) Loose or dangling jewelry around the neck or wrist can be a safety hazard and should not be worn.

High Visibility Vests, Jackets, or Shirts

High Visibility clothing must be worn:

- 1) When working in the driving lanes or shoulder of any road or driveway, including parking ramps and lots.
- 2) When working around moving equipment such as loaders, dozers, forklifts, cranes, boom trucks, scissor lifts, articulating lifts, etc.
- 3) When required by jobsite safety rules. (many jobsites require 100% use of hi-vis.)

Hearing Protection

- 1) Hearing protection is available and should be worn when you are exposed to loud and prolonged noise.
- 2) As a general rule, hearing protection should be worn if you need to raise your voice to be heard at an arm's length.

Respiratory Protection

- 1) It is highly recommended that you wear a dust mask while working with fiberglass insulation. The company will provide dust masks for all employees requesting them.
- 2) When working near hazardous fumes, mist, vapors, etc.; wearing a respirator may be required.
- 3) Prior to wearing a respirator, employee must be medically approved and receive the appropriate training.

Fall Protection

Total Insulation, Inc. is committed to the safety of its employees and recognizes that hazards associated with falls exist on the worksite. Compliance with OSHA 1926 Subpart M will protect our employees from these exposures.

Subpart M can be summarized by the following: **1926.50(b)(1) Unprotected sides and edges:**
“Each employee on a walking/working surface (horizontal and vertical surface) with an unprotected side or edge that is 6 feet or more above a lower level shall be protected from falling by the use of guardrail system, safety net or personal fall arrest system.”

Guardrail Systems

- 1) Guardrails must include a top rail, mid-rail and toe board.
- 2) Top rail must be at a height of 42 inches+/- 3 inches, and mid rail at 21 inches. Toe-board must be a minimum height of 3 ½ inches.
- 3) In addition to walking/working surfaces, guardrails must be installed on any wall opening, parapet wall, etc. that is less than 39 inches in height.
- 4) When materials, tools or equipment are higher than the toe-board, screen or mesh may also be required to protect it from falling.

Wooden Guardrails

- 1) Wooden guardrails should be constructed by qualified personnel only.
- 2) When working around an area with a wooden guardrail, be sure to check for loose posts or boards. Inform your foreman immediately if the guardrail is damaged or needs attention.
- 3) When a guardrail system has a removable section for access, be sure the removable portion is properly in place.

Personal Fall Arrest

- 1) A full body harness must be used for fall protection. Inspect all components of your fall protection system before using. Damaged fall protection equipment should be taken out of service immediately.
- 2) Lanyards must have shock absorbers, and shall be used for fall protection only. Do not use a lanyard for rigging or tow straps.
- 4) Anchor points must be capable of supporting 5,000 lbs, and should be as high as possible to limit fall distances. It is preferred to have an anchor point above your head when possible.
- 5) Retractable lanyards (“yo-yos”) can be used when standard lanyards restrict movement. When not being used, retractable lanyards should never be left with the cable stretched out and tied or clipped to something. Always allow the cable to be

retracted into the housing, and use a rope or string to retrieve the cable end when needed.

6) Horizontal tie off cables shall be rated for 5000 lbs, should be designed by a qualified person, and should be approved by on site safety professionals.

Safety Nets

Total Insulation does not install safety nets. In the event that nets are ever used, they will be installed and tested by qualified personnel to meet the requirements of Subpart M.

Fire Prevention

1. Smoking is allowed in approved areas only. Obey the “No Smoking” signs.
2. Keep oily rags and flammable trash in approved containers.
3. Remove trash and debris from your work area.
4. Use approved safety cans for portable storage of flammables. They must be labeled to identify the contents.
5. Only approved solvents shall be used for cleaning and degreasing.
6. Know the locations and how to use the fire extinguishing equipment.
7. Keep a suitable extinguisher available when welding, cutting, etc.
8. After discharging a fire extinguisher, give it to your supervisor to be recharged.

Housekeeping

Each employee must do his or her part to keep the work site orderly and clean.

Housekeeping is everyone’s job.

1. Trash, scraps, and rubbish shall be removed at least daily to the proper containers.
2. Aisle ways should be established on a jobsite and kept clear. Make sure that material does not block access to staircases, ladders, fire exits, or firefighting equipment.
3. Materials and supplies should be stacked in an orderly manner.
4. Whenever possible, cords should be kept out of the walkways. If your location requires cords to pass through or cross walkways, keep cords to the side and out of the center of the aisle. Cords or welding lead being set up for an extended period of time should be run overhead and be tied with nonconductive material.
5. All break areas must be provided with a garbage can which must be emptied on a regular basis.

Material Handling and Lifting

Plan your path of movement.

1. Ask for help when lifting loads too heavy, awkward, or bulky for one person.
2. Use mechanical devices for material handling and lifting whenever possible.

3. When lifting:
 - a. Stand close to the load.
 - b. Squat down to the load (bend your knees).
 - c. Push with your legs to lift the load straight up.
 - d. Keep the load close to your body.
5. Do not use your back to lift.
6. Do not twist your body with the load; reposition your feet.

Man Lift Safety

- 1) All employees will receive safety training on the use of scissor/boom lifts.
- 2) Check the lift for proper function before using.
- 3) Always use safety chain, gates, and rails across open ends.
- 4) Reposition the lift instead of over-reaching outside the guard railings.
- 5) Know the capacity and operation characteristics of the lift before you use it.
- 6) Check the path of travel above, below and all around for hazards.
- 7) Inspect your machine before each use and report defects to your foreman.
- 8) Keep your hands inside the guardrails when moving, raising, or lowering the lift.
- 9) If the lift is designed for outriggers, they must be used.
- 10) You must be tied off with a safety harness to the proper anchor point when operating a telescoping or articulating boom type lift.

First Aid

- 1) Never move a seriously injured or ill person unless necessary to prevent further injury, as in the case of fire. Call an ambulance for trained help.
 - 2) First aid kits will be located on each job site where practical. Know where it is located on your site.
- Notify your supervisor of any physical impairment or condition you may have, such as heart trouble, diabetes, impaired eyesight, aversion to heights, etc. You will not be expected to do a job that might result in injury to yourself.

Cell Phones/Radios

It is Total Insulation's policy that boom boxes, radio headsets, cell phones and other personal entertainment devices **not be used** on our construction sites. This policy is based on our sincere desire to provide a safe workplace. The noise and disruptions from personal radios, cell phones, etc. create additional distractions on the job that could result in an individual not hearing a warning of impending danger.

Total Insulation supervisory personnel are the only group allowed to have cell phones on the jobsites. Personal cell phones shall not be carried during working hours and should be left in your vehicle or the break area. Unauthorized use of your cell phone is considered a safety

violation. Cell phones can be used during your scheduled breaks. Exceptions will be granted for medical reasons i.e. sick child, pregnant wife, etc., with prior approval from your jobsite supervisor.

Ladders - General Information

- 1) Inspect the ladder before use. **Do not** use a ladder that is broken or damaged. Repair or remove them from service immediately.
- 2) Ladders shall be placed on a substantial base and the area around them kept clear.
- 3) When a ladder is placed in a doorway, the doorway must be barricaded or guarded so the ladder will not be bumped or knocked over.
- 4) Metal ladders will not be used where there is a chance of coming in contact with electricity.
- 5) Tools or material should never be carried up a ladder. Use a rope to raise and lower tools or materials from a ladder.

Straight Ladders

- 1) The base of a straight ladder must be set back from the wall or support approximately $\frac{1}{4}$ of the working length of the ladder.
- 2) A 'kicker' should be fastened to the floor behind the base of the ladder to keep it from sliding away from the wall.
- 3) The top of the ladder must extend at least 3 feet beyond the landing, and be tied off to prevent tipping.

Step Ladders

- 1) Carefully inspect the ladder to insure it is safe to use.
- 2) Always open step ladder and lock spreaders in place.
- 3) Never use a stepladder as a straight ladder.
- 4) Never stand on the top 2 steps of the stepladder.
- 5) Reposition the ladder often to avoid over-reaching.
- 6) Don't work from the rungs on the backside.

**Use of a stepladder over 8' high is discouraged. Always try to get a lift into an area of high work. If use of a lift is impractical, additional safety precautions should be taken to decrease safety risks involved with working on a high stepladder:

- a) A foreman or other highly experienced worker should do the work.
- b) A 'spotter' should be used to protect the area around the high ladder.
- c) The spotter should hand materials to the worker on the high ladder.
- d) The spotter should steady the ladder if necessary.
- e) The amount of work done using a high ladder should be kept to a minimum.

Welding

- 1) Always check the area for fire hazards before you start. Move or protect all flammable or combustible materials in the area.
- 2) A fire extinguisher must be immediately available.
- 3) Good ventilation is a must.
- 4) Use appropriate eye protection to protect you from welding arc and flying sparks.
- 5) Helper must also wear eye protection.

Care and Use of Tools

You are responsible for protecting tools and equipment against loss and damage and to use as they are designed to be used.

Any tool that is not working properly should be reported to your foreman so it can be repaired or replaced.

Theft or loss of tools must be reported to your foreman immediately.

Company Vehicles

1. Driver must maintain proper current driver's license for type of vehicle being driven.
2. Employees who drive or ride as passengers in company vehicles are required to use seatbelt restraints at all times the vehicle is in motion.
3. All company vehicles must be maintained in safe operating condition.
4. All accidents, no matter how minor, must be reported to your supervisor and the office immediately.
5. Traffic violations must be reported to your supervisor. You will be responsible to pay all fines for traffic violations i.e. speeding, parking, etc.

While driving company vehicles, your **ATTITUDE, PERFORMANCE, and ROAD COURTESY** represents Total Insulation, Inc. image. All drivers are expected to operate and maintain vehicles in a manner that upholds that positive image.

Hold Harmless Policy

Because of liability issues, no other contractor shall be authorized to use any Total Insulation equipment without first complying with the below listed items:

1. Signature of Total Insulation "Hold Harmless Agreement" by a corporate/company officer.
2. A Certificate of Insurance must be in our office listing Total Insulation as "Additional Insured" to your company's insurance policy and Waiver of Subrogation on our Workers compensation policy.
3. Comply with OSHA Safety Policies while using Total's equipment.

If you have any questions, please feel free to contact:

Reenie Pehl, President 651-488-4476

Drug & Alcohol Testing

Total Insulation is committed to providing a safe and productive workplace for all employees. In order to promote this environment, Total prohibits the use or possession of drugs and the use of alcohol on job related premises and while operating Total Insulation equipment. This prohibition does not apply to the use or possession of drugs medically prescribed for an employee or over-the-counter medications, provided that such drugs or medications will not affect the employee's job performance.

Employees and applicants who belong to collective bargaining units are subject to the drug and alcohol use and testing policies approved by their unions.

Asbestos

Total Insulation, Inc. is not a licensed asbestos contractor and are prohibited from working around any disturbed or damaged asbestos containing material. Total Insulation employees are not permitted to remove, make repairs, cleanup, handle or dispose of any material that is suspected to contain asbestos.

It is our policy that no employee will be allowed to work in an area that airborne, loose or damaged asbestos is present. Under no circumstances do we want any of our employees exposed to asbestos containing materials.

1. Thermal system insulation and surfacing materials found in buildings constructed prior to 1980, unless tested, are presumed to contain asbestos. An asbestos survey shall be complete prior to starting work. OSHA has defined this as the building owner's responsibility.
2. **If there is damaged or loose material that is suspected to contain asbestos, work shall cease *immediately*.** Leave the area until it can be confirmed if the material contains asbestos.
3. When working around undisturbed asbestos, precautions shall be taken to protect it from damage. If the material is damaged, leave the area and notify your the foreman or the office immediately.

Blood Borne Pathogens

Exposure Control Plan

To comply with Sub Par CFR Part 1910 Amended Section 1910-1030 Blood borne Pathogens and Hazard Communication Standards.

The standard mandate universal precautions. (treating body fluids/ materials as if infectious) emphasizing engineering and work practice controls.

First Aid

Employees offering first aid assistance for injured or ill employees can be at risk of acquiring an infectious disease such as hepatitis, tuberculosis, acquired immune deficiency syndrome (AIDS), or meningitis. Identifying a person as having a communicable disease can be difficult or impossible: therefore, rescuers must take protective measures to avoid coming in contact with any of the victim's body fluids (blood urine, sputum, secretions.) Protective measures should also be taken during cleanup and disposal of materials used to treat the victim.

Controls

1. To reduce the risk of becoming infected while controlling bleeding, use a barrier between you and the victim's blood (several layer dressing or cloth, latex gloves, piece of plastic wrap, etc.) Disposable gloves will be provided in first aid kits for use when blood or other body fluids are present. Eye protection should also be worn when offering treatment.
2. Use resuscitation devices when performing cardiopulmonary resuscitation (CRP).
3. Once first aid is completed and as soon as possible after removing the disposable gloves the person should wash or cleanse their hands and/or other skin that may have contacted blood or body fluids with soap and warm water.

4. Report to the Safety Director any situation where employee has come in contact with blood or body fluids.
5. A confidential medical evaluation with an Occupational Medicine Doctor and follow up will be implemented to monitor health conditions of affected employees.
6. Employee exposed to blood or body fluids will be offered a Hepatitis "B" vaccination at company expense. To be effective, this series of shots must be started within 24 hours of exposure. An appropriate waiver form shall be completed if an individual declines vaccination.

Clean up of Blood or Bodily Fluids

Protective measures should also be taken during clean up and disposal of materials used to treat the victim.

1. Person doing the clean-up should wear disposable gloves found in the first aid kits, and avoid any skin contact with the blood or body fluids.
2. Wash down areas which body fluids may have been in contact with using a mild solution of water and household bleach.

Lockout Tagout Procedure

Purpose

To prevent injury from the unexpected energization, startup or release of stored energy that could cause injury or damage to equipment. This procedure has been developed for use by Total Insulation, Inc.. employees, however, when the owner has Lockout/Tagout procedures they supersede and must be followed.

Examples of Stored Energy Where Lockout/Tagout Applies

1. Electrical
2. Mechanical
3. Thermal Steam
4. Chemical, Acids and Caustics
5. Explosives, Natural Gas
6. Hydraulic
7. Pneumatic
8. Gravity

Scope

To prevent accidental start up Lockout/Tagout will be required whenever performing maintenance or service work on machines or equipment.

1. Required Lockout/Tagout
 - a. Maintenance or service work is defined as constructing, installing, setting up, adjusting, inspecting, modifying, and maintaining and/or servicing machines or equipment. These activities may also include lubrication, cleaning or unjamming of machines or equipment and making adjustments or tool changes where the employee may be exposed to the unexpected energization or startup of the equipment or release of hazardous energy.
 - b. Before removal or bypassing any guard or safety device.
 - c. When an employee is required to place any part of their body into a “point of operation” or other danger zones of a machine or equipment.

2. Exceptions to Lockout/Tagout
 - a. Normal production activities in which lockout cannot be feasibly conducted or if the operation is routine, repetitive, and integral to the use of the equipment for production provided that the work is performed using alternative measures which provide effective protection.
 - b. Cord and plug type of equipment (operator has “control” of cord). However, if the operator leaves the area before the work is completed, lockout is required.
 - c. Hot Tap operations.

Responsibilities

Safety Manager

1. Procedure development and maintenance
2. Annual inspections for compliance with procedures

Foreman

1. Knowledge of Lockout/Tagout Procedures
2. Enforcement of Lockout/Tagout Procedures
3. Authorization of Lockout/Tagout Procedures
4. Participate in development of specific job procedures

Authorized Employees to Perform Lockout (OSHA 30 required)

1. Understanding of purpose of Lockout/Tagout
2. Understanding hazards of unexpected energization of equipment.
3. To perform Lockout.

Affected Employees-Employees in Area of Lockout/Tagout

Understanding the importance of Lockout/Tagout and the importance of not attempting to remove a Lockout/Tagout device or start up a locked out or tagged out device.

Approved Lockout/Tagout Devices

1. Lockout locks will be issued to authorized employees.
2. Only one key will be given with the lock. The lock owner must maintain the key.
3. Each lock will be identified to a specific employee with their name.
4. The making of duplicate keys is strictly prohibited.
5. Locks will not be used for any other purpose than lockout.
6. Multiple lock devices will be available for all jobs requiring more than one safety lock.
7. Tags will not be used unless locks cannot be physically installed to isolation devices or unless customer has an approved Lockout/Tagout procedure prohibiting use of locks. The instances will be brought to the foreman's attention and efforts made to make engineering changes to allow locks to be utilized.

Training

Frequency

1. Annually
2. On projects with more than 3 field employees

Affected Employee

Purpose and function of energy control Lockout/Tagout program.

Authorized Employee (OHSA 30)

1. Purpose and function of energy control (Lockout/Tagout) program.
2. Recognition of type and magnitude of applicable hazardous energy sources.
3. Methods and means for isolation and control of energy (Lockout/Tagout).

Re-Training

1. When procedure inspection reveals non-compliance.
2. Accidents due to non-compliance of procedure.
3. Changes of Lockout/Tagout program.
4. Changes of equipment or machines.

General Lockout/Tagout Procedure

Employee Notification: Notify all affected employees that a lockout or tagout systems is going to be utilized and the reason for lockout.

Preparation: Locate all energy sources that need to be isolated

Equipment Shutdown: Equipment operator will be contacted for shutdown procedures. Under normal circumstances, the owner's equipment operator or manufactures representative should shut down equipment. Shut down equipment by the normal stopping procedure (depress stop button, open toggle switch, etc.)

Note: Do not use the electrical disconnect switch to stop equipment.

Equipment Isolation: Operate the switch, valve, or other energy isolating devices so that the equipment is isolated from its energy source (s).

For electrical energy:

- a. Shut equipment down using normal operating procedures. (Preferably the shutdown should be performed by owner personnel).
- b. Locate correct electrical disconnect switch and switch it to the "off" position.
- c. Use meter to verify electrical connections are de-energized prior to contact.

For mechanical energy:

- a. Restrain the moving parts such as elevated machine members and rotating flywheels by positioning or blocking.
- b. Release tension on springs.

For thermal, chemical, flammable, pneumatic, hydraulic where such energy is contained in lines or pipes:

- a. Verify that equipment not intended to be interrupted is not supplied by the device (valve or blank) which will isolate the system being maintained. This verification should consist of tracing lines either physically or on flow diagrams.
- b. Close the valve to isolate the system or disconnect the line.
- c. Relieve the system of pressure by carefully “bleeding” the lines using drain connections, instrument taps, or other connections.

Application of Lockout/Tagout Device: Place assigned lock on disconnect switch, valve, or locking device.

1. Each person shall place his/her lock on the locking device. A single lock may not be used to represent more than one employee unless management procedures (such as identified in 2 below) have been established for such specified situation and will provide “at least as effective” protection to all employees working on that particular equipment.
2. In the event that a maintenance “crew” will be conducting extensive equipment service or repair that will be held over into continuing shifts, group lockout procedures will be followed.
 - a. Supervisor will assume responsibility or assign responsibility for group lockout.
 - b. Each employee or group performing equipment servicing will install personal lockout device and remove personal lock when completing work. (This includes “responsible” individual installing group lock).
 - c. The lock will remain on equipment throughout repair and can only be removed by “responsible” individual.
3. Tags will not be allowed unless supported by a specific job procedure demonstration and the tags are “at least as effective” as a lock. When tags are used they must include date, time, employee’s name, and reason for lockout.
4. Lockout and Tagging of Circuits
 - a. **Controls:** Controls that are to be deactivated during the course of work on energized or de-energized equipment or circuits shall be tagged.
 - b. **Equipment and Circuits:** Equipment or circuits that are DE energized shall be rendered inoperative and shall have tags attached at all points where such equipment or circuits can be energized
 - c. **Tags:** Tags shall be placed to identify plainly the equipment or circuits being worked on.
 - d. **Release of Stored Energy:** All potentially hazardous stored or residual energy must be relieved, disconnected, restrained, or otherwise made safe. In the event of servicing hazardous chemical transfer lines, lines shall be flushed

out according to procedures.

- e. **Test Start:** After ensuring that no personnel are exposed, and as a check on having disconnected the energy sources, request that the equipment operator operate the push button or other normal operating controls to make certain the equipment will not operate.

Specific Lockout Procedures

In the event of equipment having one of the following criteria, specific lockout procedures for that type of equipment will be separately developed through the project manager or foreman, in cooperation with the owner.

1. Equipment having more than one energy source.
2. Equipment requiring more than one lockout device.
3. Equipment lockout requiring multiple lockout boxes.
4. A previous unexpected energization accident occurred to that type of equipment.
5. Equipment requiring tags rather than locks.

Restoring Locked Equipment

1. Notify personnel in start-up area.
2. Clear all tools and restraining devices.
3. Remove locking and restraining devices.
4. Restore all isolating devices.
5. Notify operating personnel of operation status.

Emergency Removal of Lock; Other than by Installer

1. Attempt to reach person who installed lock to find equipment status.
2. Notify Foreman.
3. The Foreman will inspect equipment to be started.
 - a. Review work order.
 - b. Repair completed?
 - c. Guards installed?
 - d. Tools cleared from machinery?
 - e. Personnel cleared?
 - f. Owner's representative notified?
4. Notify personnel in area of startup and follow startup procedures. (Normally, only owners, personnel or manufactures representative will initiate the start up sequences).

Confined Space Entry

Definition

A confined space is defined as a special configuration that could result in any of the following:

1. Atmospheric condition: a condition in which a dangerous air contamination such as oxygen deficiency, explosive or flammable gas, toxic gas, or oxygen enrichment may exist or develop.
2. Entry/Exit Access: a condition where the emergency removal of a suddenly disabled person is difficult due to the location or size of the access opening.
3. Engulfment: a condition where the risk of engulfment exists or could develop.

Examples

1. Storage Tanks
2. Process Tanks
3. Process Vessels
4. Pits
5. Manholes
6. Boilers
7. Sewers
8. Other similar spaces

Open-topped vessels or tanks may be considered confined spaces because of entry/exit access. Some trenches may also be classified as a confined space because of soil contamination.

Classes of confined Spaces:

1. Class I: confined spaces where an atmosphere with dangerous air contamination, oxygen deficiency or oxygen enrichment is unlikely to develop. This space requires an annual permit.
 - a. Class 1A: this space meets the requirements of a Class I confined space under normal operations and has adequate ventilation, either mechanical or natural, and/or control measures to prevent any occurrence of dangerous air contamination or oxygen deficiency or enrichment. Examples are: vented vaults, grain bins, etc.
 - b. Class 1B: this space meets the requirements of a Class I confined space under normal operations, but does not have adequate ventilation and/or control measures to prevent any occurrence of dangerous air contamination, oxygen deficiency, or enrichment. Examples include: non-vented electrical vaults, street man ways to underground network systems, electrical manholes, etc.

2. Class II: this confined space, due to construction, ventilation, and/or content may contain a dangerous air contamination under normal use, but has been evacuated, cleaned and purged of these hazards. Tests verify that the atmosphere is free of dangerous air contamination, oxygen deficiency or enrichment, and no immediate hazard of engulfment exists. These spaces require an entry permit to be filled out prior to each entry or shift. Examples include: boiler drums, vaults, tanks, open sewers, etc.
3. Class III: this confined space, due to ventilation, construction, and/or content contains a dangerous air contamination, engulfment hazard and/or oxygen deficiency or enrichment. Examples include space where the above-mentioned conditions exist or cannot be verified.

Safety Requirements

Class IA

- a. Entry Permit (annual)
- b. Ventilation or Monitoring

Class IB

- a. Entry Permit
- b. Ventilation
- c. Monitoring
- d. Attendant/Stand-by-person

Class II

- a. Entry Permit
- b. Air monitoring prior to entry
- c. Continuous monitoring
- d. Stand-by person with communication
- e. Safety harness and rope (as needed)
- f. Ventilation
- g. Mechanical retrieval equipment (over 5 feet)

Class III

- a. Entry Permit
- b. Air monitoring prior to entry
- c. Continuous monitoring
- d. Appropriate respiratory protection
- e. Safety harness and rope (must be worn)
- f. Stand-by person
- g. Rescue equipment, i.e. SCBA, air packs, etc.
- h. Visual, voice and radio contract
- i. Mechanical retrieval equipment
- j. Approved lighting equipment

Confined Space Procedure

1. Prior to entering a confined space.
 - a. Obtain any available information regarding the space hazards, and entry operations from the host employer.
 - b. coordinate operations with the host employer
 - c. Inform host employer of the permit system used and hazards confronted or credited in the space.
2. No entry shall be made without a written permit which will:
 - a. Identify the confined space.
 - b. Assign worker responsibility.
 - c. Determine actual and potential hazards.
 - d. Verify atmospheric monitoring results.
 - e. Identify appropriate equipment required.
 - f. Outline preplanned rescue.
 - g. Specify necessary training.
3. Permits must be kept on the job as long as work in the confined space is being performed.
4. All permits for confined space must be retained for 30 days. Where atmospheric testing showed a dangerous air contamination, oxygen deficiency, or enrichment, the permit must be retained for one year.
5. Pre-entry
 - a. The space shall be purged, flushed and/or ventilated to remove any corrosive or injurious substances.
 - b. Interconnected lines, pumps, or spaces are to be blocked off, disconnected, blinded or locked out to effectively isolate the space.
 - c. Rotating agitators, blades, etc. must be locked out or tagged out to eliminated accidental start up.
 - d. Guard openings with railings, temporary cover, or other temporary barrier that will protect pedestrians in the area.
 - e. Test atmospheric condition to determine acceptable entry conditions.
 - f. Designate persons who have active roles, i.e. attendant, authorized entrants,
 - g. A minimum of one person must be assigned as outside attendant (top man)
The attendant must have continuous communicating with the persons within the space.
6. Training – All employees must:
 - a. Be assigned duties and responsibilities.
 - b. Be trained in the use of atmospheric monitoring equipment, rescue equipment, etc.
 - c. Understand the hazards, signs and symptoms, and consequences of exposure
 - d. Understand rescue procedures.
7. Air Monitoring
 - a. an atmosphere testing instrument will be used to test confined spaces. These instruments will test the following gases. Also listed are the levels at which the

alarm will activate.

Oxygen Deficiency – Alarms at levels less than 19.5%

Oxygen enrichment – alarms at levels greater than 23%

Carbon Monoxide

Instant alarm 200ppm

STEL (15 minutes) 100ppm

TWA (8 hours) 35ppm

Hydrogen Sulfide

Instant alarm 20ppm

STEL (15 minutes) 15ppm

TWA (8 hour) 10ppm

Explosive 10% of LEL (lower explosive levels)

b. Test equipment will be calibrated according to manufactures recommendations.

c. Confined space shall be tested prior to entry results and recorded on entry permit.

d. The space shall be continuously monitored while workers are in the space.

e. If a hazard is detected:

1. All employees shall leave the space immediately.
2. The space shall be evaluated to determine how the hazardous atmosphere Developed, and
3. Measures shall be taken to protect employees from the hazardous atmosphere before any subsequent entry takes place.

Rescue

1. To facilitate non-entry rescue, a mechanical retrieval system shall be available to retrieve personnel from vertical-type permit spaces more than 5 feet deep.
2. Each authorized entrant shall wear a full body harness with a retrieval line attached at the center of the back unless the retrieval equipment would not contribute to the rescue of the entrant.
3. Emergency telephone will be located prior to entry, and employees instructed to call for emergency help and wait for trained rescue personnel to arrive. Never enter a confined space for rescue purposes without proper self-contained breathing equipment. Whatever condition caused the emergency likely still exists.



EMPLOYEE RIGHT TO KNOW

TOTAL INSULATION, INC.

General company policy

The purpose of this notice is to inform you our company is complying with the Minnesota OSHA Employee Right-to-Know standard by providing you with training about the hazardous materials, harmful physical agents and infectious agents you are exposed to on the job. As part of this effort, we have compiled a list of the hazardous chemicals used on the job site, collected safety data sheets from our vendors for these materials, and received reference material about the other harmful agents employees are exposed to, ensured that containers are labeled and signs are present in the hazardous areas.

This program applies to all work operations in our company where you may be exposed to hazardous substances, harmful physical agents or infectious agents under normal working conditions or during an emergency situation.

The Safety Director is the program coordinator and has overall responsibility for the program. **Chuck Lukas** will review and update the program, as necessary. Copies of the written program may be obtained from **Chuck or Reenie Pehl or on our website, www.totalinsulationinc.com/**.

With this program, you will be informed of the contents of the Minnesota OSHA Employee Right-to-Know standard, the hazardous properties of the chemicals you work with, safe handling procedures and measures to take to protect yourselves from these chemicals. You will also be informed of the hazards associated with non-routine tasks and the hazards associated with chemicals in unlabeled pipes. We will also inform you of any hazards created by other employers and their employees working in the same area as ours. **This information will be available at the General Contractors job trailer, or we will obtain information on the materials being used.**

Training

Everyone who works with or is potentially exposed to hazardous chemicals, harmful physical agents or infectious agents will receive initial training about the Employee Right-to-Know standard and the safe use of those chemicals or agents prior to work assignment. A program has been prepared for this purpose and is outlined below. Whenever a new hazard is introduced, additional training will be provided. Training updates will be performed at least annually and may be brief summaries of information included in previous training sessions. The office manager is responsible for ensuring this training is provided.

Training plan

The employee right-to-know training will include:

- a summary of the standard and this written program;
- the chemical and physical properties of hazardous materials and methods that can be used to detect the presence or release of chemicals (including chemicals in unlabeled pipes);
- the physical hazards of chemicals (e.g., potential for fire, explosion, etc.);
- the name of the substance or agent and the level, if established, at which exposure to the hazard has been restricted according to standards adopted by the commissioner, or, if no standard has been adopted, according to guidelines established by competent professional groups;
- the health hazards, including signs and symptoms, associated with exposure to chemicals, harmful physical agents and infectious agents, and any medical condition known to be aggravated by exposure to these hazards;
- the procedures to protect against those hazards (e.g., use and maintenance of personal protective equipment; work practices or methods for proper use and handling of chemicals; and procedures for emergency response);
- the work procedures to follow to assure protection when cleaning up incidental spills and leaks of hazardous chemicals;
- the location in the facility where MSDSs/SDS, physical agent data sheets (PADSs) and infectious agents information can be found;
- instruction about how to read and interpret the information on labels, MSDSs/SDS and PADSs; and
- directions about how employees may obtain additional hazard information.

Records of training will be maintained for three years at Total Insulation, Inc. and will include:

- the dates of training;
- the name, title and qualifications of the person who conducted the training;
- the names and job titles of the employees who completed the training; and
- a brief summary or outline of the information that was included in the training session.

List of hazardous chemicals

General contractors will provide the list of all hazardous substances and related work practices at the work site, and will update the list as necessary. The list of chemicals identifies all of the chemicals used in work areas. A separate list is available for each individual work area. Each list also identifies the corresponding SDS for each chemical.

1. Flammable includes materials that will burn. Usually, they are liquids that give off vapors that can ignite, but could also be gases, dusts and solid materials
2. Corrosive materials can damage or burn your eyes or skin on contact and damage your lungs if inhaled. These are the acids, caustics, and some cleaners you may use.
3. Toxic materials are those which are poisonous to the body. They can be any form; solid, liquid or gas.
4. Reactive materials can react sometimes violently, when mixed with certain other materials. The reaction can release toxic vapors and gases. They can also produce heat or oxygen which can create a serious fire problem or explosion.

These four chemical hazards may cause two types of problems;

1. Physical hazards are how a reaction could occur and how this reaction could cause harm.
2. Health hazards are the health problems resulting from the product or material.

Safety data sheets (SDS)

SDS provides you with specific information about the chemicals you use. The office manager will maintain at Total Insulation, Inc. SDS about every substance on the list of hazardous chemicals identified on a job site. The SDS will contain the information found on a fully completed OSHA Form 174 or its equivalent.

The office manager is responsible for acquiring and updating SDS's. He or she will contact the chemical manufacturer or vendor if additional research is necessary, or if an SDS has not been supplied with an initial shipment. All new materials to be brought into the facility must be cleared by the program coordinator.

Labels and other forms of warning

The program coordinator will ensure all hazardous chemicals in the facility are properly labeled and updated as necessary. Manufacturer's container labels should be left on the containers if possible and must list, at a minimum, the chemical's identity, the appropriate hazard warning, and the name and address of the manufacturer, importer or other responsible party.

If you transfer chemicals from a manufacturer's container into another container, the new container must have a label that identifies the chemical identity and any appropriate hazard warning. Immediate-use containers, which are containers of hazardous substances remaining under the control of one employee *and* that are emptied during the same work shift, need not be labeled.

Pipes or piping systems do not have to be labeled, but their contents will be described in the training session.

Non-routine tasks

When you are required to perform hazardous non-routine tasks, a special training session will be conducted by the **job foreman** to inform you regarding the hazardous chemicals you might be exposed to and the proper precautions to take to reduce or avoid exposure. SDS will be available about the hazardous chemicals used. The office manager is responsible for ensuring about this training is provided.

Multi-employer workplace

If another employer has its employees working at the facility, such as service representatives or subcontractors, the office manager will:

1. Provide the other employer with copies of the SDS for the hazardous substances its employees may be exposed to while working at the facility.
2. Inform the other employer of any precautionary measures that need to be taken to protect the employees during both normal working conditions and in foreseeable emergencies.
3. Inform the other employer about the labeling system used in the facility.

The office manager will document in writing that the above information was conveyed to the other employer.

Frequency of training:

Job Site Training – Right to know training is conducted annually during the jobsite safety training sessions. (Tool Box talks). The project foreman conducts this training. Included in this training will be:

1. Right to know law
2. SDS and how to obtain them.
3. What information is on the SDS
4. Special exposure areas, etc.

Employees will sign a sheet stating that they have completed this training and it should be signed and dated by the foreman and submitted to the office.

List of SDS available at the office or online at www.totalinsulationinc.com

