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EMPLOYEE SAFETY MANUAL

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SAFETY POLICY

"The policy of this company towards SAFETY will be the establishment, education and enforcement of a Safety Program that will ensure every person that works, visits or attends one of our operations leaves in the same or better condition than when they arrive. Every accident/incident is preventable. Glass Doctors Safety policy is based on the following premises

- Accidents/incidents are not an acceptable part of the processes of our industry and that accident prevention is a major component of Glass Doctor's business operations. As such, safety will be given the highest priority and consideration.
- All Glass Doctor personnel will cooperate and actively participate in the activities related to the Safety Program.
- An individual's participation and cooperation in, and attitude toward safety, will be a significant factor in an employee's evaluation.

It is the **POLICY** of all Personnel to:

- Prevent all accidents/incidents; but report them immediately if they occur.
- Maintain neat, clean, safe, attractive and healthy work areas.
- Comply with all Federal, Provincial, State and Local legislation pertaining to accident/incident workplace prevention, emergency procedures, environmental rules and working conditions.
- Become the champions of workplace safety by participating in accident/incident prevention, exemplifying safe work practices and ensuring not only they, but their fellow employees work toward an absolutely safe work environment.
- Refuse to work in conditions that they believe will result in their injury or the injury of a fellow employee.

No job is so important and no order is so urgent that it cannot be carried out with full regard and observation of safety rules and conduct.

SITE SPECIFIC SAFETY POLICY

The management of Glass Doctor is committed to providing a safe work environment for all its employees. It is recognized that this objective can only be achieved by the implementation, promotion and enforcement of a pro-active safety program.

Glass Doctor management is committed to make every reasonable to provide and maintain a safe and healthy workplace by adhering to acceptable industry standards and complying with applicable occupational health and safety legislation and regulations. In particular, it is management's responsibility to establish and maintain proper standards of the following: the maintenance for each facility, that appropriate equipment and processes are in place to ensure that workplace hazards are identified and eliminated, and that appropriate procedures are in place to safely address them.

It is the Operations Manager's responsibility to adopt the "**best practices**" of Glass Doctor safe work procedures, develop other effective safe work procedures, and ensure that all employees are properly trained, orientated, instructed and adhere to all our safe work procedures and safety rules and appropriate legislation. The Operation Manager will be held accountable for the health and safety of the workers under their supervision. Shop Foreman's will be held accountable for the safety performance of the facilities under their direction.

It is the responsibility for all employees to follow all Glass Doctor safety rules, policies and procedures and to actively participate in making their work environment safe and productive. Safety is a condition of employment. Failure to comply with these safety rules, policies and procedures by any employees will result in disciplinary action.

Contractors will be required to operate according to legislative requirements and to follow all Glass Doctor safety rules, policies and procedures.

Health and Safety is an integral part of this organization's every day business. We believe that every Accident is Preventable. Our goal is Zero workplace accidents at this and every Glass Doctor location.

SECTION 2

SAFETY GOAL

"YOUR SAFETY IS IMPORTANT"

We believe that freedom from accidents is of the utmost importance to you and your family. We also believe that no job is so important that it can't be done safely.

All our employees have the right to refuse to work in conditions that may result in imminent serious injury, or the injury of a colleague.

Only by the co-operation of all Glass Doctor personnel will our accident prevention program be successful. Our expectation is that all Glass Doctor personnel will do their part by taking responsibility for their own safety to make this a safer place in which to work.

We want all Glass Doctor personnel, including vendors and visitors, to leave our locations in the same, or better, condition than when they arrived.

SECTION 3

GENERAL GOOD PRACTICES IN SAFETY

Listed below are a few simple rules, which are ***"Good Practices in Safety given to you to serve as a basis for you and your co-worker's safety."***

1. Know the 10' circle of danger rule.
2. Do not operate a machine without authority and instruction.
3. Do not operate a machine unless it is in a safe working condition.
4. If you are not sure of the correct method of doing your job, contact your supervisor/manager immediately.
5. Practice good housekeeping. Keep your work areas clean. Trash is to be deposited in containers provided. All glass and equipment must be properly and safely stored.
6. Wear and use the appropriate safety equipment designed for your protection in your particular job.
7. Always use appropriate personal protective equipment (PPE) when handling glass at all times.
8. Always wear appropriate safety eye-wear, dust mask and protective gloves when "buffing" out defects in windshields.
9. Always use appropriate personal protective equipment when picking up broken glass. Use brooms, dust-pans, shovels, pliers or other mechanical means to remove broken glass and debris when you can.
10. Always wear appropriate gloves when working with urethane products, solvents and cleaners.
11. Customers and visitors are allowed only in approved waiting areas.
12. When welding or cutting, utilize appropriate protective clothing and equipment.
13. Check that other employees are in the clear before starting or running a machine. Make sure all guards are in place and the machine is ready before starting.

14. All tools and equipment must be kept in good condition and stored in appropriate locations.
15. Keep your work area clean, tidy and orderly. It has to be free of tripping hazards, dirty residue and other unkempt conditions.
16. Report all near miss incidents, injuries or unsafe work practices or conditions to your supervisor/manager immediately.
17. Failure to wear fall restraint as required, is grounds for dismissal.
18. Make sure the machinery/truck/van operator can see you when you are approaching, standing or moving around his/her machine.
19. Signs are important messages and warnings. They are for your information and safety. Read them and obey them.
20. Your head should never be used as a tool to push or hold glass in place. Use appropriate tools.
21. Do not use air hoses to "blow-down" dirt from hands, hair or clothing.
22. Always lift using safe work procedures. Do not bend over to lift. Bend your knees and lift with your legs. Get help with heavy or awkward loads.
23. Horseplay, wrestling, throwing tools or materials, is prohibited.
24. Anyone needing medical attention off-site must inform their Supervisor/Manager before leaving.
25. Be alert every minute to protect the safety of yourself and others.
26. Hi-viz vests should be worn by personnel working in and around forklifts or pickers.
27. Smoking is not permitted in any Company building, work station or company vehicle.
28. Your safety depends on you. Safe work habits will help you.

SECTION 4

SPECIFIC "BEST" WORK PRACTICES IN SAFETY

Listed below are the accepted "best" work practices for employees of Glass Doctor. Adhering to these rules will ensure not only your safety, but those of your fellow employees.

GENERAL GLASS HANDLING SAFETY RULES:

When handling glass, regardless of its size, certain rules must be followed in order to accomplish the task safely. The safest way to handle glass is to handle it as little as possible. However, if you must handle glass follow these general guidelines:

1. Always wear your personal protective equipment (PPE) before handling any glass. This includes cutting, removing, lifting and sweeping glass.
2. Always use safety gloves when performing auto glass installation or removal.
3. Carry the glass so that it can fall away from your body, not towards it.
4. Always wear personal protective equipment when picking up broken glass. Use brooms, dust-pans, shovels, pliers or other mechanical means to remove broken glass and debris when you can.
5. Use caution when disposing of glass. Do not toss or throw glass into a dumpster or trash can.
6. Wear appropriate gloves when working with urethane products, solvents and cleaners.
7. Use appropriate tools for the job. Your head should never be used to push or hold glass.
8. Ensure you follow safe lifting and handling procedures when installing glass. Use proper ergonomics. Don't over reach when handling glass — **watch for back strain.**
9. Determine if the glass can be safely moved by one person. If not, get assistance. Use vacuum cups as needed.

FLAT GLASS HANDLING SAFETY PROCEDURES:

1. Arm guards, safety glasses and gloves must be worn when removing and installing glass. A hard hat and rubber gauntlet should be used if the glass is to be lifted over your head.
2. Inspect the glass for bruises, runs, spalls, shells, vents, chips and other defects.
3. Always be sure of appropriate clearance and that your passage way is clear when handling or carrying glass.
4. Determine if the glass can be safely moved by one person. If not, get assistance.
5. Use appropriate tools and dollies if available and safe to do so.

One Person Carry

6. When handling a relatively small piece of glass by yourself:
 - a) Lift glass with your legs, not your back.
 - b) Carry the glass so that it can fall away from you, rather than toward you.
 - c) Never hold it under your arm and never carry it parallel to the ground. Keep it as vertical as possible during the lift.
 - d) Hold the glass upright with one hand on the bottom edge, palm turned outward and thumb down.
 - e) Hold the top edge with the other hand. If the glass is curved carry the glass from outside of the curvature; the glass should not curve around you.

Two Person Carry

7. Always coordinate with your partner on the safest way to handle/carry glass. Be cautious of side strain. Keep glass vertical throughout the move.
8. Lift glass with your legs, not your back.
9. If the sheet is large, two people should carry the glass by holding it from the same side — mirror images of each other. What one person does with the right hand the other person should do with the left.
10. The lead person should have one hand lifting on the bottom edge with the palm turned outward (thumb pointing down). The other arm should be extended across the chest to steady the leading edge of the lite.

11. The person lifting the trailing edge lifts from the bottom edge with the palm turned out, using the same hand as the lead man.
12. Lead person extends the free hand across the chest to grasp back edge of the lite.

Glass Handling Table

13. When placing the glass on a table:
 - a) ensure table is clear of debris.
 - b) use the side edges of the glass as a pivot point to support the glass.
 - c) place the middle slightly above the table edge, then raise the bottom towards you while the top rests on the table.
 - d) slide the glass completely onto the table.
14. When removing the glass from the table, reverse the above process.

Vacuum Cups

15. Cups and glass must be clean and dry.
16. Clean rubber discs with pure glycerin.
17. When not in use store in clean dry place.
18. Be cautious that suction between the sheet being removed and the remaining sheets has been broken.
19. Ensure cups are placed on sheet to safely move and carry the glass.
20. Stay on the side of cups.

MOBILE FLAT GLASS SAFETY PROCEDURES:

1. All flat glass service vehicles and emergency truck service vehicles must be equipped with control devices which may include; "sandwich" signs, cones, caution tape or lights according to prevailing circumstances.
2. Control devices should be placed at strategic points as to eliminate pedestrian and vehicle traffic from interference while on the job.

3. Upon first contact, if glass is not to be replaced immediately, the opening should either be secured or boarded as to protect the public.
4. All glass is to be removed as safely and efficiently as possible and removal should proceed in an orderly manner. Follow Safe Glass Handling Procedures.
5. Material and debris should not accumulate on floors or on the grounds immediately around the work area.
6. No job is complete until all materials, debris, and tools are cleaned-up and stowed away.
7. When materials are to be removed from upper heights, the area into, and around, which the material will fall, shall be barricaded to prevent unauthorized entry.

REPLACING WINDSHIELD OR BACKGLASS

1. Check to ensure you have the proper glass
2. Place protective coverings on exterior and interior of vehicle
3. Ensure you have proper PPE for both eyes and hands.
4. Remove moldings as required.
5. Use cut-out tool to remove damaged glass. **DO NOT USE YOUR HEAD TO "POP-OUT" GLASS.**
6. Clean pinch weld, check for rust or distortions.
7. Use latex gloves to protect skin and to prevent oil from hands contaminating glass.
8. Clean glass and apply primer to perimeter of glass and pinch weld.
9. Apply urethane to pinch weld or glass perimeter.
10. Center glass in vehicle opening. **DO NOT USE YOUR HEAD TO STABILIZE GLASS.**
11. Re-install moldings, wipers and trim.
12. Clean exterior and interior of vehicle.

PINCHWELD PREPARATION SAFETY RULES:

1. Appropriate safety gloves must be worn when removing broken glass.
2. Safety glasses must be worn.
3. Nearby workers are to be warned prior to the use of compressed air.
4. Do not force tools.
5. Company approved rubber/latex gloves are to be used when applying primers, prep. urethane and solvents.
6. Respirators should be used if any uncomfortable, dizziness or allergic reaction occurs.
7. Vehicles should always be checked to ensure that all glass chips are removed.(i.e. glass that has fallen into vents)

HOUSEKEEPING SAFETY RULES:

An essential part of an employee commitment to safety awareness, is to ensure that they have a thorough understanding about the importance of exercising good housekeeping.

1. Each employee is responsible for the cleanliness of the area in which they work and the vehicle(s) that are assigned to them.
2. Place trash, paper, plastics, etc. in the proper containers provided for that purpose. Recycle.
3. Do not allow grease, oil, water or any liquid to remain on the floor.
4. Keep all eating areas clean. Dispose of empty cups, paper, etc. and wipe off the table before you leave the area.
5. Store all tools, brooms, shovels, etc. in their designated storage areas.
6. Keep all glass, lumber, paper and styrofoam stacked neatly and appropriately stored.

7. Keep areas in front of fire extinguishers, exits, hoses and electrical panels free from obstructions.
8. Keep all aisles, walkways, pathways and stairwells free of materials, supplies and tools.
9. Ensure all materials, including glass racks, are safely stacked.
10. Properly dispose of metal banding from packages and crates — ensure proper PPE.
11. Ensure when breaking down crates, protruding nails and or screws are removed or hammered down.
12. Do not place ropes, hoses or electrical cords across walkways or traffic aisles.
13. Do not use air hoses to "blow-down" dust and clean hands, hair or clothing.

MATERIAL HANDLING SAFETY RULES:

Material handling comprises large part of every job in the location. For the safety of all employees, certain basic material handling rules are necessary. These are broken down in two equally important sections of rules that must be followed; piling and storage, and lifting

Piling and Storage

1. Be sure materials have a firm base when piling.
2. Before storing any material be sure floor area is clean.
3. Block objects that may roll or slide.
4. Both feet should be on the ladder when picking glass or storing product.
5. Do not overload storage areas.
6. Do not pile materials too high to prevent safe lifting and handling.
7. Do not store materials on electric cords.

8. Store flammables only in designated areas and in fire – proof cabinets.
9. Do not pile materials and block access to: exits, evacuation routes, first aid rooms, and emergency equipment,

Lifting

10. Determine weight of load before lifting.
11. Always use Proper Lifting Procedures:
 - a) Plan your lift ahead of time. Ensure pathway is clear.
 - b) Inspect lift load for rough edges, slivers, etc.
 - c) Do not lift excessive weight or large, awkward objects. Get Help!
 - d) Do not bend over to lift.
 - e) Center load before lifting.
 - f) Position feet shoulder width apart.
 - g) Bend your knees
 - h) Keep objects close to your body
 - i) Keep your back straight and lift with your legs; your muscles will then take the weight and not your back.
12. Carry the object so that it can fall away from your body, not towards you.
13. Do not twist your back when turning with a load. Turn your feet.
14. Bend legs when lowering, keeping load close to your body.
15. Do not carry material so that your vision is blocked or obstructed
16. Never try to catch a falling load.
17. Never throw material or loads.

SAFE CHEMICAL HANDLING AND STORAGE RULES:

By taking common sense precautions you can greatly reduce the risk of fires, burns or eye and skin irritation the chemicals you will be using every day.

1. Before handling any hazardous materials, ensure that you have received the appropriate training of what hazardous substances you may become exposed to in your routine job.
2. You should receive training on the hazards of dangerous chemicals every time there is a new one on the job site, or you are not familiar with the chemical being used.
3. You should also receive "refresher" training about the hazards of the chemicals that you do use regularly.
4. Material Safety Data Sheets (MSDS) are available for all chemicals used on the job.
 - a) Be aware of where they are kept and how to read them.
 - b) Ensure you understand what the symbols and terminology means on the labels and in the MSDS sheet.
 - c) Ensure you know what specific safe handling procedures to follow, PPE required and the exact chemical names available when needed. **If in doubt — ASK!**
5. Read the labels on the containers of hazardous chemicals and follow directions closely.
6. Always wear adequate and appropriate PPE when working with hazardous chemicals.
7. When not actually using a chemical, keep the container closed and stored in a safe place. Keep them away from all heat sources and direct sunlight.

8. Do not store chemicals in unmarked containers. If you must pour a chemical into a smaller container for a job, use proper secondary containers, return the remaining portion to the original container as soon as finished with it, or dispose of it properly.
9. Make sure there are no combustible materials in the work area such as rags, waste paper, etc.
10. Always properly dispose of dirty rags and empty containers into assigned refuse containers.
11. Know where fire extinguishers and first aid kits are located in case of emergency.

GENERAL SAFETY PROCEDURES FOR HANDLING TOOLS AND EQUIPMENT:

1. Keep work area clean. The job is not done until the work area is clean and tools put away
2. Use the right tool for the job. Never try to make a tool work in a situation where another tool is meant to be used.
3. Do not use any tool that is in an unsafe condition or in need of repair.
4. Make sure all guards are in place and in good working order.
5. Shut off machinery when not in use.
6. Keep all tools and equipment stored in their proper locations when not in use.
7. Ensure your work area is adequately illuminated.
8. Keep all tools and equipment stored in their proper locations when not in use.
9. Always use appropriate PPE where necessary.
10. Never carry tools while climbing ladders. Protect tools from falling off of scaffolds and elevated work areas.

HAND TOOL SAFETY RULES:

11. Inspect all hand tools before use.
12. Do not use tools in poor condition or in need of repair. Be aware of tool problems like:
 - Chisels and wedges with mushroomed heads
 - Split or cracked handles
 - Chipped or broken drill bits
 - Wrenches with worn out jaws
 - Tools which are not complete, such as files without handles
 - Lock on utility knife not working
 - Dull chisels
 - Cracked or bent blades on slam hammers
 - Worn tips on screw drivers
13. Do not carry sharp or pointed tools in your pockets unless the edges are sheathed; use tool kit or tool belt.
- 14. Always use appropriate PPE where necessary.**
15. Hammers: Use eye protection at all times.
16. Screwdrivers: Use the right size and type for the job. Never use a screwdriver as a chisel.
17. Wrenches: Use proper wrench for the job, and try to pull rather than push. If you must push, use your open palm.

AIR & POWER TOOLS SAFETY RULES:

The following Safety Rules apply to all air and power tools, including; Air and Electric Drills, Air Ratchets, Hand Grinders, Bench Grinders, Chop Saws, Equalizers, Air and Electric Fein Knives, Air Shears, Air Hammers, and Air and Electric Jigsaws.

- 18. Always use appropriate PPE**, particularly appropriate safety eyewear (safety glasses, face shields, ear protection, etc.) when using air and power tools.
19. Inspect all tools and electrical cords daily. Make Sure electrical cords are grounded with a third prong in the cord.

20. Air tools are not to be operated over 90 psi g (6.2 Bars/ 620 kpa) of air pressure.
21. Do not use equipment or tools that is in poor condition or in need of repair.
22. Keep guards in place and in good working Order.
23. Remove adjusting keys and wrenches carefully. Develop the habit of checking to see that keys and adjusting wrenches are removed from tool before turning them on.
24. Keep your work area clean.
25. Keep all tools and equipment stored in their proper locations when not in use.
26. Never use power tools in damp or wet locations.
27. Don't force the tool and don't overreach while using it. Let the tool do the work. Ensure good body posture and mechanics while using.
28. Wear proper clothing. No loose clothing, neck chains, rings, bracelets or other jewelry.
29. Do not use tools or electrical cords that are not in good working condition. Report any unsafe condition to your supervisor/manager immediately.
30. The switch must be in the "off" position before plugging the tool into an electrical outlet or attaching air supply.
31. Unplug, ensure air is off and disconnect all machinery before attempting to repair or replace parts or accessories, including saw and knife blades. Lockout if necessary.
32. Always look in the direction of the tools' travel. If you cannot, stop your work.
33. Use handsaw or band-saw to cut cylindrical stock.
34. Never tamper with safety devices or switches.

COMPRESSED AIR SAFETY RULES:

1. Compressed air must not be used to blow debris or clear dirt from any worker's clothes, hair or hands.
2. Ensure that the air pressure has been turned off and the line pressure relieved before disconnecting the hose or changing tools.
3. All hose connectors must be of the quick disconnect pressure released type with a "safety chain/cable".
4. Wear personal protective equipment such as eye protection and face shields and ensure other workers in the area are made aware of or have restricted access to the hazard area.
5. Hoses must be checked on a regular basis for cuts, bulges, or other damage. Ensure that defective hoses are repaired or replaced.
6. A proper pressure regulator and relief device must be in the system to ensure that correct desired pressures are maintained.
7. The correct air supply hoses must be used for the tool/equipment being used.
8. The equipment must be properly maintained according to the manufacturers requirements.

SPECIFIC GRINDING SAFETY RULES:

Severe injury may occur when using grinders if proper protective equipment is not used and properly maintained.

1. All bench grinders must have appropriate grinding guards.
2. Check the tool rest for the correct distance from the abrasive wheel - maximum 1/8" or 3mm.
3. Replace the grindstone when adjustment of the rest cannot provide 1/8" or 3mm clearance.
4. If the wheel has been abused and ground to an angle or grooved, reface the wheel with the appropriate surfacing tool.

5. Protect your eyes with goggles or a face shield (with safety glasses) at all times when grinding. Safety glasses alone are not enough.
6. Each time a grinding wheel is mounted, the maximum approved speed stamped on the wheel bladder should be checked against the shaft rotation speed of the machine to ensure the safe peripheral speed is not exceeded.
7. A grinding wheel must not be operated at peripheral speed exceeding the manufacturers recommendation.
8. The flanges supporting the grinding wheel should be a maximum of the 1/3 diameter of the wheel, and must fit the shaft rotating speed according to the manufacturers recommendation.
9. Bench grinders are designed for peripheral grinding. Do not grind on the side of the wheel.
10. Do not stand directly in front of grinding wheel when it is first started.

WET BELT GLASS GRINDER SAFETY RULES:

1. Check belt for obstructions or damage.
2. Use proper PPE before operating (gloves, dust mask and appropriate eye protection).
3. Turn on machine and ensure water is spraying on belt.
4. Rest glass on pulleys at an angle to "arriss" both edges before flat grinding.
5. Position glass to contact belt squarely.
6. Apply pressure and move glass across belt with an even pressure.
7. If glass is too large or awkward for one person, have someone help to support
8. After getting required polish, turn off machine and release belt pressure.
9. Wash grinding dust off glass with water hose when possible to avoid scratching surface.

Installing Sanding Belt

1. Turn off power to machine.
2. Release pressure on belt by pulling lever down.
3. Open door
4. If belt is directional, be sure to have arrows pointing down along the front surface
5. Slip new belt over all three wheels being careful not to jam belt edge against pulley brackets.
6. Push lever up to apply pressure to belt.
7. Spin belt by hand a few inches to ensure it is not jammed.
8. Close door.

RESPIRATOR SAFETY RULES:

1. Ensure that you are trained in the appropriate use of respirators (where necessary).
2. Wear respirators when dry-edging glass or working with toxic materials (see your MSDS binder).
3. Ensure you have the right respirator for the job. If in doubt — ask your manager/supervisor.

LADDER SAFETY RULES:

1. Inspect portable ladders before use. Check ladders feet for oil and grease.
2. Ladders with loose, broken or missing rungs, split side-rails or other hazard producing defects shall be decommissioned, repaired or discarded.
3. Know the load carrying capacity of the ladder you are about to use. Do not exceed it.
4. Use a firm, solid, and stable base for all ladders.

5. If using a step ladder, ensure that the ladder is fully open to allow it to lock.
6. Place portable single or extension ladders so that the ladder is set at the proper angle of one (1) horizontal to every four (4) vertical. This means:
 - a) the ladder is placed out from the vertical a distance equal to one-fourth of the ladder's height, measuring from the point of bearing (between the top supports),
 - b) the lower ends of ladder side rails shall rest on a firm and level base; and,
 - c) the upper part of the side rails shall be rested on a bearing surface of ample strength to support the applied load.
7. Portable single or extension ladder must be equipped with a non-slip base or shall be held tied or otherwise secured to prevent slipping.
8. When in position, the ladder should protrude 3 feet (1 meter) above the intended landing point, unless the manufacturer specifies the overlap.
9. Do not over-reach while on a ladder. It is easier and safer to climb down and move the ladder over a few feet to a new position.
10. Always face the ladder when using it. Grip it firmly and use the three-point contact method when moving up or down. Use two hands to ascend and descend a ladder — taking one rung at a time.
11. Never place a ladder in a blind corner or in front of a doorway unless the door is locked or the area is roped off.
12. Never place ladders against windows, doors, sashes or moveable walls.
13. Never work from the top two rungs of a single or extension ladder or the top steps of a step ladder.
14. Never lean on a ladder.
15. Never use metal ladders or wire reinforced wooden ladders in proximity to energized electrical equipment.

SCAFFOLD SAFETY RULES:

The scaffold type that will be best suited for the job and capable of withstanding the loads to be imposed on must be determined before the job begins. Ensure the following rules are followed.

1. Scaffold to be used is the correct one for the job.
2. Scaffold location must be constructed on surface that is level or capable of presenting secure footing by use of mudsills or some other device.
3. Only a competent worker may erect a scaffold.
4. Legislative and manufacturers requirements must be complied with.
5. Safe access and egress to both the scaffold and the general work area.
6. Leveling adjustment screws are not over extended.
7. Tower Scaffolds must be outfitted with overt outriggers or guyed and have all component parts secured in place (i.e. cross brace, pins, lateral braces.)
8. Scaffold work platforms have permitted guardrails.
9. Scaffold planks are of number on grade materials with maximum spans of 10 foot (3.1 meters) on light duty and 7 foot (2.3 meters) on heavy duty with a maximum protection beyond the ledger of no more that 300 mm.
10. When leasing or renting scaffolding, the leaser should provide proper training and instructions.

FALL PROTECTION RULES:

1. Safety harnesses must be used by workers who work at elevations in excess Of 10 feet (3.1 meters), or where a fall could occur.
2. All harnesses, belts and life lines should be thoroughly examined before each use for cuts, worn rivets or knots, etc. Where a defect is found, the harness line should be immediately decommissioned and replaced.
3. Use safety harnesses whenever you work on a swinging scaffold, window scaffold, suspended platform, boatswain chair or from a "picker".
4. Use safety harnesses and belts for their intended purposes only.

***Some Do's and Don'ts with Fall Protection include:**

DO

- Obtain expert advice before purchasing a fall arresting device.
- Properly train and practice with the system you decide to use.
- Use webbing type harnesses instead of leather harnesses.
- Use only the components for replacement parts.
- Inspect carefully before each use (inspection to be performed by a trained worker).
- Have harness fitted snugly to you, but not so snug that it restricts circulation.
- Ensure the anchor points are secure and able to support the load in the event of a fall.
- Follow the manufacturer's instructions on care and use.
- Use only the proper safety rated fastenings with the system.
- Use a full body harness with shock absorber whenever possible.

DON'T

- Modify, change or put additional holes in the harness or hardware.
 - Jerry-rig the system. Use the system for any use other than its intended use.
 - Use the life-line for a service line.
5. Discontinue use of safety harness or belt after it has broken an employee's fall.
 6. Secure safety harnesses to a structural member capable of supporting a minimum dead weight of 5,000 lbs.
 7. Failure to wear a safety harness as required may be cause for termination.

MOTOR VEHICLE (COMPANY TRUCKS AND VANS) SAFETY RULES:

1. Operate motor vehicles owned or leased by the Company in a safe and responsible manner in compliance with all federal, provincial, state or local driving laws.
2. Retain a copy of the current vehicle registration, proof of insurance and any other documents required by federal, provincial, state or local driving laws in the Company vehicle.
3. Understand that your 10' Circle of Danger goes with you in your vehicle.
4. Never carry passengers who are not employees of Glass Doctor except when providing shuttle service to customers back and forth to home or work. The shuttling customers should only be done using Company vehicles. Do not use personal cars for this purpose.
5. Perform basic vehicle checks: gas, oil, lights, horn, brakes, etc. daily. Ensure you complete and submit your daily Observation Checklist before commencing operation of your vehicle.
6. Report any observed vehicle fault or operating problem. Record the details in the vehicle log, inform supervisor (if dangerous, do not use until corrective action has been taken).
7. Make sure all occupants of the vehicle wear seatbelts and harnesses (where necessary) when the vehicle is in motion, no exceptions.
8. Drive defensively and exercise extreme caution at all times. Do not sacrifice any safety requirement to get a job done quickly.
9. Do not operate any vehicle that has a safety deficiency (i.e., no horn, brakes or seat belt).
10. Treat equipment with care and respect. Abuse of equipment, horseplay and willful negligence will not be tolerated.
11. Do not use a handheld device while driving.
12. Ensure emergency brake is applied when vehicle is parked.
13. Use the "3 Points of Contact" rule when entering any mobile equipment or vehicle.
14. Report any accident or traffic violation in a company vehicle immediately after the incident. Ensure you complete an Incident Report Form.

15. Failure to report an accident or traffic violation shall result in revocation of qualification and further disciplinary action up to and including termination.
16. Whenever you back up, first get out of the vehicle and check your path to make sure it is clear. If necessary, have another person stand outside and guide you back.
17. Use of headlights is required at all times.
18. All trucks and vans must contain a proper first aid kit and an extra pair of gloves and safety glasses.
19. Employees involved in a traffic accident or who receive a vehicle citation must act courteously toward the others involved as well as the local authorities, no matter who was at fault. You are also obligated to report all such occurrences to the Manager and file a written report. Do not make any comments about the accident to anyone except the authorities.
20. When returning from a mobile installation, clean out the van so that it is ready to go for the next time.

FORK LIFT (LIFT TRUCK) AND PICKER SAFETY RULES:

Operators of forklift, lift-trucks, trucks and vans have a significant responsibility before they get behind the wheel of their equipment.

1. Only authorized and certified drivers may operate fork lift trucks/pickers.
2. Inspect, complete and return to your supervisor/manager the Daily Forklift/Picker Inspection Report before operating.
3. Ensure needed repairs are reported to supervisor/manager.
4. Understand that your 10' Circle of Danger travels with you in your machine.
5. Operate equipment only in those areas designated for its use. Aisle markings must be observed.
6. Always look in the direction of travel. If you must look in another direction, STOP!
7. Never tamper with safety devices or switches
8. If the load obstructs the forward view, the driver shall be required to travel with the load trailing

9. Stop at all blind corners and sound horn before proceeding
10. Warn nearby employees before moving a load
11. Always have the load balanced
12. When operating the fork lift truck/picker, always face the direction of travel and ensure that the way ahead is clear of staff and obstructions.
13. Never attempt to lift loads which are; beyond the capacity of the trucks, or loads which are badly stacked or unbalanced.
14. When parking the fork lift truck/picker, ensure that the parking brake is on and turn Off the ignition switch and remove the key. The truck should always be parked with the forks lowered to the ground.
15. Use the "3 Points of Contact" rule when entering any mobile equipment or vehicle.
16. Remember, a fork lift truck/picker in motion can be a dangerous machine. Always exercise caution when operating, particularly when fellow employees are in the vicinity.
17. Never carry passengers on a fork lift/picker.
18. Always drive at a safe speed as dictated by regulations or conditions.
19. Observe weight and length capacity of equipment being used.
20. Place forks as far under load as possible before lifting.
21. Always carry the load as low as possible.
22. Never let anyone stand under the forks.
23. Back down ramps when truck is loaded.
24. Do not let unauthorized personnel drive a fork lift or order picker.
25. Seatbelts are to be worn at all times while driving the forklift.
26. Always wear fall restraint when in Picker retrieving orders.
27. Perform basic lift truck/picker checks: oil, fuel, lights, horn, brakes, etc. daily. Ensure you complete and submit your daily Observation Checklist before commencing operation of your forklift/picker.

OFFICE SAFETY RULES:

1. Always close file and desk drawers after use.
2. Do not stand on chairs, boxes or other makeshift supports.
3. Never pull out more than one file drawer at a time; this will avoid tipping.
4. Computers, monitors, printers and other heavy office machines should be moved with caution. Employees should seek help if they feel they might strain or over exert themselves.
5. The tops of filing cabinets and tables should be kept neat and orderly.
6. Stacking on all shelves should be neat and orderly to prevent materials from falling.
7. Do not carry stacks of materials that block your field of vision.
8. Wipe up spilled liquids and pick up small objects as soon as they are discovered.
9. Keep all office equipment and extension cords from crossing aislesways
10. Be aware and cautious should you have need to enter the installation or warehouse areas of your location.

SECTION 5

EMPLOYEE'S RESPONSIBILITY

The following is a list of the core expectations and responsibilities of all Glass Doctor employees. Get to know them. They are important.

1. All employees, as a condition of employment, are required to adhere to and abide by all Glass Doctor Policies & Procedures and the Glass Doctor Safety handbook
2. Unsafe methods, conditions and practices and/or property damage must be reported at once to your supervisor, or manager.
3. Use appropriate PPE for the job you need to do.
4. Employees are required to observe special operation rules from the operations in which the employee works.
5. Employees must familiarize themselves with:
 - a) Emergency evacuation procedures,
 - b) Location of MSDS resources,
 - c) Location of first aid kits,
 - d) The 10' Circle of Danger Program,
6. Under no circumstances shall employees report to, and be permitted to work, while they are under the influence of drugs, alcohol, illness or prescription drugs that affects their work safety and performance. Employees are obligated to report fellow employees they feel may be under the influence of the above immediately.
7. Employees that are taking prescription medication that may affect their work performance, must report that they are taking the medication to their manager as soon as possible.
8. A clean work place is a safe working place in which to work. You are expected to assist in keeping your work area clean and neat, and free of tripping hazards.
9. Employees have the right to work in a work environment free of intimidation and harassment. Treat your colleagues as you expect to be treated: with dignity, respect and professionalism. Read and understand the Company & policy on Workplace Violence and Harassment.
10. Employees have the right to refuse to work in conditions that may lead to their imminent injury or injury of their fellow employees.

SECTION 6

PERSONAL PROTECTIVE EQUIPMENT

Company' supplied safety equipment includes:

1. Head Protection - Hard Hat (where needed)
2. Hearing Protection (where needed)
3. Eye Protection
4. Dust Masks or Other required respiratory equipment.
5. any other PPE required to Safely accomplish the task.

Safety footwear is mandatory at all Our operations and is the employee's responsibility to provide. The Company will provide you with footwear allowance (discuss with your manager for details). All other safety equipment will be replaced due to normal wear.

Employees must present the inadequate equipment to their supervisor/manager for replacement. If lost or abused you will be charged for replacement.

All safety equipment must be turned in to your supervisor/manager upon termination from the company or it will be deducted from your final pay cheque.

No piece of PPE will be modified or changed contrary to instructions or specifications or to relevant Occupational Health and Safety regulations.

SPECIFIC PERSONAL PROTECTION EQUIPMENT RULES:

Hearing Protection

1. Hearing protection is mandatory in high noise frequency areas. Any sound over 80 dba (decibels) requires hearing protection.
2. The "rule of thumb" for hearing protection is: Use hearing protection when you can't carry on a conversation at a normal volume of voice when you are three feet apart.

Eye Protection

3. Appropriate eye protection must be worn on all jobs where eye hazards exist. Eye protection equipment must be worn when handling glass.
4. Comfort and fit are very important in the selection of safety eye wear. Lens coatings, venting or fittings may be needed to prevent fogging or to fit with regular prescription eyeglasses.
5. It is recommended that contact lenses should NOT be worn at the work site. Contact lenses may trap or absorb particles or gases causing eye irritation or blindness. Hard contact lenses may break into the eye when hit.
6. Basic eye protection should be worn with face shields. Face shields alone aren't enough to fully protect the eyes from work hazards.

Breathing Protection

7. Respirators, dust masks and other suitable equipment must be worn where there is a hazard from noxious gases, paint sprays or dust.

Clothing

8. Suitable clothing, in reasonable condition, must be worn by employees when working anywhere in the operation.
9. Unbuttoned long sleeves, which are not rolled up, and generally tattered or ripped clothing is not permitted.

Footwear Protection

10. Certified Safety Footwear is mandatory for all Glass Doctor employees working in a non-office setting.
11. Employees must wear lace-up, ankle high steel-toed boots when working in all Glass Doctor operations; "hiking boot" like safety footwear is acceptable as long as it covers the ankle and are certified safety footwear. Work sneakers or low cut work shoes are not permitted. Clip on, outside the boot, toe protectors are not permitted

Head Protection

1. Hard Hats must be maintained according to manufacturer's instructions. Do not alter their appearance with paints or markers.
2. Ensure that the two parts of the hard hat, the shell and the suspension are compatible.
3. The usual maintenance for hard hats is washing with a mild detergent and rinsing thoroughly.

Miscellaneous

1. Use Of an air hose for cleaning clothes, hands or hair is not permitted.
2. "Picker" employees must wear fall restraint harnesses when filling retrieving glass from heights.

SECTION 7

IN CASE OF FIRE

In case of fire, call the emergency number and report the location and type of fire.

The following Steps are necessary to prevent and extinguish fires before major damage occurs:

1. Know the emergency evacuation procedures:

All personnel are to WALK to their designated Safety Zones, and report to their respective fire captains. Ensure that everyone is accounted for.

2. Report all fire hazards immediately to your supervisor/manager.
3. Report use of fire extinguishers to your supervisor/manager immediately.
 - If any fire equipment is used, its use must be reported to the supervisor/manager. This includes hose and fire extinguishers.
 - If any fire equipment is found defective or empty, it must be reported immediately to your supervisor/manager.
4. Know and obey NO SMOKING signs.

FIRE & USE OF FIRE EXTINGUISHERS

It is important to know which fire extinguisher to use and how to use it.

1. Always keep fire extinguishers visible and easy to get at.
2. Fire extinguishers have to be properly maintained to do the job.
3. Where temperature is a factor, ensure that care is taken in selecting the right type of extinguisher.

TYPES OF FIRES:

1. Class A: Wood, paper, rags, rubbish and other ordinary combustible materials.

Recommended Extinguisher: Water from a hose, pump type water can or pressurized extinguisher, and soda acid extinguishers. Fighting the Fire: Soak the fire completely - even the smoldering embers.

2. Class B: Flammable liquids, oil and grease.

Recommended Extinguisher: ABC units, dry chemical, foam and carbon dioxide extinguishers. Fighting the Fire: Start at the base of the fire and use a swinging motion from the left to the right, always keeping the fire in front of you.

3. Class-C: Electrical Equipment

Recommended Extinguisher: Carbon dioxide and dry chemical (ABC units) extinguishers. Fighting the Fire: Use short bursts on the fire. When the electrical current is shut off on a Class C fire, it can become a Class A fire if the materials around the electrical fire are ignited.

SECTION 8

SAFETY LOCK-OUT PROCEDURE

The following lock-out procedures will only apply to specific operations where lockouts are required.

This lock-out procedure has been devised for your protection. It is everyone's responsibility to understand and observe the rules at all times. **SAFETY LOCK-OUTS PROTECT YOUR LIFE.** Failure to follow lock-out procedure is cause disciplinary action.

1. The lock must be placed and removed only by the person to whom it belongs. In all cases where personnel are in any way engaged in working on, or cleaning power-driven equipment when a hazardous position or condition cannot be avoided safety lock-outs must be used.
2. If a piece of equipment is known to be faulty and will become damaged if operated or could cause injury to some workmen, it will be shut down and locked out by the supervisor/manager or operator concerned.
3. The lock-out procedure applies to all employees.
4. No one may operate, move or tamper with any equipment that bears a safety lock-out.
5. Do not rely on oil, steam, air or electricity to support equipment during repairs. Block the equipment and bleed the system. Check for energy.

PERSONAL LOCK-OUT PROCEDURE

1. Before work is started on any equipment, all hazards must be removed to ensure the safety of employees. Before any employees enter any tank or vessel, the appropriate tests shall be undertaken to ensure that hazards do not exist from toxic or inflammable gases, or an oxygen deficient atmosphere. The supervisor/manager will be responsible for the testing.
2. Each employee will place his safety lock at each position necessary to ensure his safety. Working under another man's safety lock is prohibited.

3. Before any equipment is shut down or de-energized, the equipment operator must be contacted. The authorized operator or tradesman will stop and de-energize the equipment. He will then place his safety lock on the switch in the "off" position. He will then proceed to the local push button and attempt to start the equipment twice before commencing any work. You must Test your Lock-out — always! Valves will be closed by the operator and authorized tradesman, who will then place his safety lock-out on the valves in the closed position.
4. When the work is completed, all employees will remove locks and check to see that the work station is clear and then notify the operator before starting up again.
5. No one may remove another person's personal safety lock. If an employee has left the location without removing his safety lock, the supervisor/manager must contact the following people in order of priority, to have the lock removed or to obtain permission to remove it himself.
 - a) In the presence of the Supervisor/Manager and a Safety Member, if available, contact the employee and have him return to remove the lock on his own time. Document the event.
 - b) If Supervisor/Manager is unable to contact the employee, the supervisor/manager, safety member and maintenance personnel will ensure that all employees are in the clear and that no mechanical damage will result in lock removal.
 - c) If all is clear, the Supervisor/Manager will request the maintenance personnel to remove the lock. The process will be documented.
 - d) The Supervisor/Manager must assume the responsibility for the lock-out removal following the above procedure.

NOTE

If in doubt lock it OUT!