

TOPIC 1B: PROCEDURE MANUAL HANDOUT

Procedure manuals are books written to help employees perform tasks required of them in their jobs. Not all companies have procedure manuals and companies that have procedure manuals do not always have manuals for every job function.

If there is a procedure manual for your job function, it is a very helpful tool to use to ensure that you are doing your job correctly. However, your goal is to become as familiar with the procedure manual as quickly as possible so that it becomes a tool you use to complete tasks that are not everyday tasks and not a book you use all the time.

Relying too much on a procedure manual can slow you down. Therefore, employers know that new employees need and use procedure manuals often but as they get experienced, they should learn their job functions and rely on the procedure manual less and less.

When presented with a procedure manual, read it completely to get an idea of what will be expected of you on the job and to understand how the procedure manual is laid out so you can determine how to find specific information in the manual quickly.

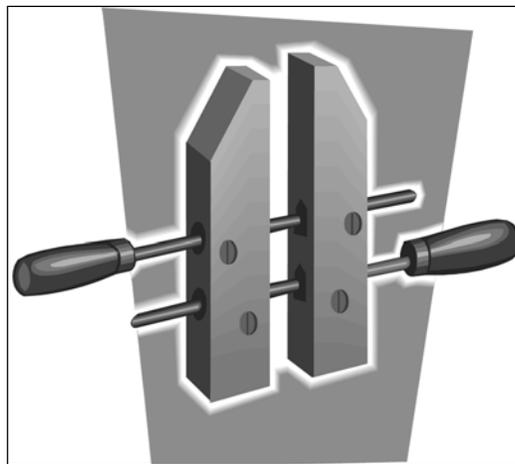
After you have worked for a couple of days and are starting to get a feel for the job, reread the procedure manual to start absorbing how to perform the tasks that will be required of you. By doing this after you have a couple of days of experience, the procedures should make more sense to you.

When studying how to find information in a procedure manual, know the sections and layout of the book. For example, some will have a Table of Contents in the front of the manual, some will have an Index by topic in the back of the manual, some will have both and some will have neither. If there is a Table of Contents, it can be used to get you to the general area of the manual that will cover the specific topic you are interested in. If there is an Index, it will take you to specific pages covering the topic of interest to you.

But what if there is no Table of Contents or Index? Then it is your task to see how the book is laid out. Some common ways are by the order in which tasks are completed or grouped together by similar tasks or grouped together by the type of employee that works on a set of procedures or by type of customer problem or by you get the idea! Look at the book and use your reading comprehension skills to determine how the book is organized (think of it as the main topic of the manual) and the overall flow of the book (think of each section as the specific details).

SAMPLE OF PROCEDURE MANUAL WITH TABLE OF CONTENTS

TOPNOTCH CONSTRUCTION, INC.



Employee Safety Manual

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SAFETY AND HEALTH POLICY FOR Topnotch Construction, Inc.

The purpose of this policy is to develop a high standard of safety throughout all operations of Topnotch Construction, Inc.

We believe that each employee has the right to derive personal satisfaction from his/her job and the prevention of occupational injury or illness is of such consequence to this belief that it will be given top priority at all times.

It is our intention here at Topnotch Construction, Inc. to initiate and maintain complete accident prevention and safety training programs. Each individual from top management to the employee in the field is responsible for the safety and health of those persons in their charge and coworkers around them. By accepting mutual responsibility to operate safely, we will all contribute to the well-being of all personnel.

John J. Topnotch

John J. Topnotch
President and CEO

Safety Program Outline

Element 1 - Safety Orientation: Each employee will be given a safety orientation by *(Add name or title of person who will provide the initial safety orientation)* when first hired. The orientation will cover the following items:

A description of the accident prevention program:

- We have a formal written accident prevention program as described in WISHA regulations (WAC 296-155-110). It consists of this safety orientation, safety meetings as described in Element 2, and self-inspections as outlined in Element 3.
- We also have basic safety rules that all employees must follow. They are:
- Never do anything that is unsafe in order to get the job done. If a job is unsafe, report it to your supervisor or foreman. We will find a safer way to do that job.
- Do not remove or disable any safety device! Keep guards in place at all times on operating machinery.
- Never operate a piece of equipment unless you have been trained and are authorized.
- Use your personal protective equipment whenever it is required.
- Obey all safety warning signs.
- Working under the influence of alcohol or illegal drugs or using them at work is prohibited.
- Do not bring firearms or explosives onto company property.
- Horseplay, running and fighting are prohibited
- Clean up spills immediately. Replace all tools and supplies after use. Do not allow scraps to accumulate where they will become a hazard. Good housekeeping helps prevent accidents.
- *(Add any other basic safety rules that apply to your company. Delete any from the above list that do not apply to your business.)*

How and when to report injuries, including first aid kits and their locations:

- If you are injured or become ill on the job, report this to *your supervisor or designated person.*
- We require all supervisors and/or foremen to have first-aid/CPR training.
- We have first aid qualified workers here but we do not have “designated” first-aiders. First aid at the job site is done on a Good Samaritan basis.
- If first aid trained personnel are involved in a situation involving blood, they should:
 - Avoid skin contact with blood or other potentially infectious materials by letting the victim help as much as possible, and by using gloves provided in the first aid kit.
 - Remove clothing, etc. with blood on it after rendering help.
 - Wash thoroughly with soap and water to remove blood. A 10% chlorine bleach solution is good for disinfecting areas contaminated with blood (spills, etc.).
 - Report such first aid incidents within the shift to supervisors (time, date, blood presence, exposure, names of others helping).

LOWER AND UPPER FOYERS AND NEXT TO ALL TIME STAMP DEVICES

Temperature Extremes

Workers subjected to temperature extremes, radiant heat, humidity, or air velocity combinations, which, over a period of time may produce physical illness, must ensure their protection by use of adequate controls, methods or procedures, or use of protective clothing. These materials and guidelines will be provided to employees working in these conditions. Excessive exposure to heat is referred to as heat stress and excessive exposure to cold is referred to as cold stress.

Heat related illness (HRI) and cold-induced illnesses (Hypothermia/frostbite) are well known, recognized workplace hazards. All work operations involving exposure to temperature extremes, either humidity/heat extremes or cold extremes have the potential for inducing heat stress and heat related illnesses or cold stress resulting in frostbite or hypothermia. Therefore, **Topnotch Construction, Inc.**, has developed a policy to address these issues. All employees will receive training relating to the causes and effects, as well as the personal and environmental factors that may lead to temperature extreme related illnesses.

Each employee will be provided with training and materials that include but are not limited to:

- The chosen method or methods to assess the risk for HRI or cold stress.
- A section covering training elements to provide employees information on what the employer will do when working in extreme weather conditions.
- A section on first aid including how to identify HRI symptoms and cold stress systems. The proper first aid application for an individual that is suffering from HRI or cold weather illness, and procedures for summoning medical aid personnel.
- A section identifying where and how adequate drinking water will be supplied.

What to do in an emergency including how to exit the workplace:

An evacuation map for the building is posted (*Add location of evacuation map if you have one or delete this sentence*). It shows the location of exits, fire extinguishers, first aid kits, and where to assemble outside.

Fire Emergency

- A fire extinguisher or fire extinguishers will be covered as part of this orientation. (*Add information about how fire emergencies will be handled in your business.*)
- If you discover a fire: ² Tell another person immediately. Call or have them call 911 and a supervisor.
- If the fire is small (such as a wastebasket fire) and there is minimal smoke, you may try to put it out with a fire extinguisher.
- If the fire grows or there is thick smoke, do not continue to fight the fire.
- Tell other employees in the area to evacuate.
- Go to the designated assembly point outside the building.

Identification of hazardous chemicals used at this location:

- We use a limited number of chemicals. You will receive a separate orientation as part of our chemical hazard communication program on the hazards of these chemicals before you work with them or work in an area where they are used.

Use and care of required personal protective equipment (PPE):

- Some tasks in our company require an employee to wear PPE to protect against injury. All employees are required to wear PPE will be instructed by (*Add name or title of person who will instruct employees in the use and care of PPE*) using the manufacturer's instructions on how to use and care for these PPE.

On-the-job training about what you need to know to perform the job safely:

- Before you are first assigned a task, (*Add name or title of person who will conduct on-the-job training for new employees*) will show you what to do along with safety instructions and required PPE.
- We have established safety rules and personal protective equipment (PPE) requirements based upon a hazard assessment for each task.
- Do not use equipment or attempt to do any of these tasks until you have received the required training and PPE.

Safety Meetings and Self-Inspections

- **Element 2 - Employee Safety Meetings**

- To be held at the beginning of each job and at least weekly thereafter.
- Review of any walk-around safety inspections conducted since the last safety meeting.
- Review of any citation to assist in correction of hazards.
- Evaluation of any accident investigations conducted since the last meeting to determine if the cause of the unsafe acts or unsafe conditions involved were properly identified and corrected.
- Document attendance and other subjects discussed.
- *Maintain records for one year.*

- **Element 3 – Self-inspections**

- To be held at the beginning of each job, and at least weekly thereafter.
- Include one member of management and one employee, elected by the employees, as their authorized representative.
- Document walk-around safety inspection.
- *Maintain records until the completion of the job.*

Safety Disciplinary Policy

Topnotch Construction, Inc., believes that a safety and health Accident Prevention Program is unenforceable without some type of disciplinary policy. Our company believes that in order to maintain a safe and healthful workplace, the employees must be cognizant and aware of all company, State, and Federal safety and health regulations as they apply to the specific job duties required. The following disciplinary policy is in effect and will be applied to all safety and health violations.

The following steps will be followed unless the seriousness of the violation would dictate going directly to Step 2 or Step 3.

1. A first-time violation will be discussed orally between company supervision and the employee. This will be done as soon as possible.
2. A second-time offense will be followed up in written form and a copy of this written documentation will be entered into the employee's personnel folder. Employee will receive time off without pay (3 day minimum).
3. A third-time violation will result in termination.

NOTE:

If an employee of this company knowingly and willingly violates any of the safety rules or procedures, or puts his/herself in an imminent danger situation, the employee will be immediately discharged.

General Safe Work Practices for Construction

Personal Protective Equipment

- Suitable clothing must be worn: long pants, at least short-sleeved shirts and adequate foot wear.
- Hard hats, safety glasses or goggles must be used when a potential hazard exists. (Safety glasses must be ANSI Z87 or Z87.1 approved).
- Hearing protection (earplugs or earmuffs) must be used in high noise areas.
- Gloves should be worn when appropriate for the particular job duty.

Housekeeping

- Always store materials in a safe manner. Tie down or support materials if necessary to prevent falling, rolling, or shifting.
- Shavings, dust scraps, oil or grease should not be allowed to accumulate. Good housekeeping is a part of the job.
- Trash piles must be removed as soon as possible. Trash is a safety and fire hazard.
- Immediately remove all loose materials from stairs, walkways, ramps, platforms, etc.
- Do not block aisles, traffic lanes, fire exits, gangways, or stairs.

Other general safe work practices

- Avoid shortcuts – use ramps, stairs, walkways, ladders, etc.

Do not remove, deface or destroy any warning sign, danger sign, or barricade, or interfere with any form of accident prevention device or practice in any work area.

For other rules and regulations regarding trenching and excavating, please refer to Part N of the Construction Safety Standard, WAC 296-155.

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