

REEP | RESIDENTIAL

Operations Manual: Safety

SAFETY POLICY STATEMENT

Safety and health in our business must be a part of every operation. Without question safety is every employee's responsibility at all levels.

This company intends to comply with all laws. To do this we must constantly be aware of conditions in all work areas that can produce injuries. No employee is required to work at a job he or she knows is not safe or unhealthy. Your cooperation in detecting hazards and, in turn, controlling them is a condition of your employment. Inform your RM immediately of any situation beyond your ability or authority to correct.

The personal safety and health of each employee of this company is of primary importance. The prevention of occupationally induced injuries and illnesses is of such consequence that it will be given precedence over operating productivity whenever necessary. To the greatest degree possible, management will provide all mechanical and physical facilities required for personal safety and health in keeping with the highest standards.

We will maintain a safety and health program conforming to the best practices of organizations of this type. To be successful, such a program must embody the proper attitudes toward injury and illness prevention on the part of Managers and employees. It also requires cooperation in all safety and health matters, not only between Manager and employee, but also between each employee and his or her co-workers. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved.

Our objective is a safety and health program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing the best experience of operations like ours. Our goal is zero accidents and injuries.

Our safety and health program will include:

- Providing mechanical and physical safeguards to the maximum extent possible.
- Conducting a program of safety and health inspections to find and eliminate unsafe working conditions or practices, to control health hazards, and to comply fully with the safety and health standards of every job.
- Training all employees in good safety and health practices.
- Providing necessary personal protective equipment and instructions for its use and care.
- Developing and enforcing safety and health rules and requiring that employees cooperate with these rules as a condition of employment.
- Investigating, promptly and thoroughly, every accident to find out what caused it and to correct the problem so that it will not happen again.

We recognize that the responsibilities for safety and health are shared:

- The employer accepts the responsibility for leadership of the safety and health program, for its effectiveness and improvement, and for providing the safeguards required to ensure safe conditions.
- RMs are responsible for developing the proper attitudes toward safety and health in themselves and in those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
- Employees are responsible for cooperating wholeheartedly and genuinely with all aspects of the safety and health program including compliance with all rules and regulations, and for continually practicing safety while performing their duties.

CODES OF SAFE PRACTICES

- All employees of this company will follow these safety practice rules, render every possible aid to safe operations, and immediately report all unsafe conditions or practices to their Manager or RM.
- RMs will insist that employees observe and obey every rule, regulation, and order necessary to the safe conduct of the work and will take such action necessary to obtain compliance.
- All employees will be given frequent accident prevention instructions. Instructions, practice drills and articles concerning workplace safety and health will be given at least once every month.
- Anyone known to be under the influence of alcohol and/or drugs will not be allowed on the job while in that condition. Persons with symptoms of alcohol and/or drug abuse are encouraged to discuss personal or work-related problems with their Manager or RM.
- No one will be permitted or required to work while his or her ability or alertness is impaired by fatigue, illness or other causes that might expose the individual or others to injury.
- Employees should be alert to see that all guards and other protective devices are in proper place and adjusted and will report deficiencies. Approved protective equipment will be worn in specified work areas.
- Horseplay, scuffling, and other acts which tend to endanger the safety or well-being of employees are prohibited.
- Work will be well planned and supervised to prevent injuries when working with equipment and handling heavy materials. When lifting heavy objects, back support belts must be worn, and employees should bend their knees and use the large muscles of the leg instead of the smaller muscles of the back. Back injuries are the most frequent and often the most persistent and painful type of workplace injury.

- Workers will not handle or tamper with any electrical equipment, machinery, air or water lines in a manner not within the scope of their duties, unless they have received detailed instruction from their Manager or RM on how to perform the task.
- All injuries will be reported promptly to the Manager and RM so that arrangements can be made for mechanical and/or first-aid treatment. First-aid materials are in the Management Office. Emergency, fire, ambulance, and rescue squads can be reached by dialing 911. Fire extinguishers are located at the Management Office, Clubrooms and Maintenance Shops.

SAFETY RULES

- Do not throw material, tools or other objects from heights (whether structures or buildings) until proper precautions are taken to protect others from the falling object hazard.
- Wash thoroughly after handling injurious or poisonous substances.
- Gasoline must not be used for cleaning purposes.
- Arrange work so that you can face the ladder and use both hands while climbing. Do not climb on the back of the ladder or stand on the fold-down support shelf.

USE OF TOOLS AND EQUIPMENT

- Keep face of hammers in good condition to avoid flying nails and bruising fingers. Check hammer handles to make sure they are secure and not split.
- Files shall be equipped with handles; never use a file as a punch or pry.
- Do not use a screwdriver as a chisel.
- Do not lift or lower portable electric tools by the power cords; use a rope. Do not leave the cords of these tools where cars or trucks will run over them or in walkways to avoid trips. Do not pull the plug of electric tools by the cords.
- All electrical tools or equipment should be checked periodically for frays or breaks in cord.

MACHINERY AND VEHICLES

- Do not attempt to operate machinery or equipment without instructions on how it should be used, unless it is one of your regular duties.
- Loose or frayed clothing, dangling ties or earrings, finger rings, etc., must not be worn near moving machinery or other places they can get caught.
- Machinery must not be repaired or adjusted until after they have been turned off.

OSHA POSTER

- An English and Spanish translation of the OSHA Poster must be displayed in the Management Office. An original full-size poster may be obtained from the local OSHA office or by calling Human Resources in the Corporate Office.

For questions, please contact your RM immediately.

FIRE EXTINGUISHER SAFETY

Before installing your fire extinguisher, be sure you understand the instructions so that there will be no delay if a fire occurs. Before using the extinguisher, read the operating instructions on the extinguisher label carefully. Be sure you understand the instructions in the manual and on the extinguisher label. All employees must be trained on the use of a fire extinguisher.

The fire extinguishers must be recharged once a year if not activated during that one-year period. Fire extinguishers in all common areas are to be inspected monthly to ensure that they are properly charged.

Contact your fire extinguisher supplier, local fire department, or qualified Maintenance Technician to set up a "hands on" training session with all employees on your property.

This topic must be discussed in a safety meeting with all employees. For questions or additional information, please contact your RM.

CIRCUIT PROTECTION DEVICES

Employees and others working with electrical equipment need to use safe work practices, these include de-energizing electrical equipment before inspecting or making repairs, using electric tools that are in good repair, using good judgment when working near energized lines, and using appropriate protective equipment.

DE-ENERGIZING ELECTRICAL EQUIPMENT

The accidental or unexpected sudden starting of electrical equipment can cause severe injury or death. Before **ANY** inspections or repairs are made – even on the so-called low-voltage circuits – the current must be turned off at the switch box and the switch padlocked in the OFF position. At the same time, the switch or controls of the equipment being locked out of service should be securely tagged to show which equipment or circuits are being worked on.

If more than one employee is repairing a piece of equipment, each should lock out the switch with his or her own lock and never permit anyone else to remove it. The Maintenance Technician should, at all times, be certain that he or she is not exposing other employees to danger.

TOOLS

To maximize his or her own safety, an employee should always use tools that work properly. Tools should be inspected frequently, and those found questionable are to be removed from service and properly tagged. Tools and other equipment should be regularly maintained. Inadequate maintenance can cause equipment to deteriorate, resulting in an unsafe condition.

GOOD JUDGMENT

All employees are to be thoroughly familiar with the safety procedures related to their job. When work is to be performed around energized areas, the basic procedures are:

- Have the area de-energized.
- Ensure that the line remains de-energized by using some type of lockout and tagging procedures.
- Use insulated protective equipment.
- Keep a safe distance from energized lines.

Please contact your RM if you have any questions.

LOCKOUT/TAGOUT PROCEDURES

It is procedure that any individual engaging in the maintenance, repair, cleaning, servicing, or adjusting of machinery or equipment on property will follow the procedures outlined in this document. These procedures are designed to meet or exceed applicable OSHA standards for safe work practices. The primary purpose is to help ensure that all individuals are protected from injury or death resulting from the accidental or unexpected activation of equipment during maintenance, repairing, cleaning, servicing, or adjustments.

DEFINITIONS:

Lockout - The practice of using keyed or combination security devices ("locks") to prevent the unwanted activation of mechanical or electrical equipment.

Tagout - The practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. Tags will be non-reusable, attachable by hand, self-locking, and not easily removed.

Affected employee – an employee whose job requires him/her to operate or use equipment on which servicing, or maintenance is being performed under the lockout or tag out. The job requires that this individual work in the area in which the servicing or maintenance is being performed. Affected employees must have received training on proper lockout/tagout work procedures.

Authorized employee – an employee who locks out or tags out equipment in order to perform servicing or maintenance and who has received training on lockout/tagout procedures.

PROCEDURE:

Remove equipment from service:

- An authorized employee must determine which equipment will need to be locked out or tagged out.
- The initial lockout/tagout log entry must be made.
- Affected equipment must be shutdown. All hazardous energy sources will need to be controlled. Ensure the correct piece of equipment is shutdown. Potential energy must also be dissipated or minimized so that injury will not occur if released.
- After the equipment is verified to be shut down and hazardous energy source(s) isolated, test the equipment to ensure that it will not run or start. Ensure that no one is exposed to the equipment when testing. After testing, return power switches to the off position.
- Locks and/or tags used to indicate that equipment is not to be operated must be put in place.

Return equipment to service:

- Verify that all work is complete. Ensure that everyone working on the equipment is notified that work has been completed and that equipment is to be returned to service. Area should be checked to ensure that no one would be exposed to hazards when restarting equipment. Ensure all tools/materials have been removed from equipment and area around equipment.
- After all parties have been notified of work completion, lock(s) or tag(s) can be removed.
- Equipment may be restarted. Once again ensure that no one is near enough to the equipment to be exposed to any hazards.
- Clean area and pick up any remaining tools.
- Make final Lockout/Tagout log entry.

RECORD KEEPING:**Logout/Tagout Inspection Log**

- Facilities Services will maintain a log to record all Lockout/Tagout actions.
- At a minimum, the log will include the following information: Initial date of Lockout/Tagout; Description of machinery or equipment being secured; Hazard/Malfunction; Date that Lockout/Tagout Removed; Comments (if any); Initials of person making log entry.

Documentation

- Maintenance Supervisor shall annually review this procedure and make any changes as directed by OSHA.

LADDER SAFETY

Everyday injuries happen at the workplace because employees fail to use the proper ladder or moveable platform provided to reach items or relocate material. It does take time to get a ladder or a moveable platform, and when we are in a hurry it sometimes seems to make sense to step up on a box, a bucket, a chair, or another shelf to reach up; it seems to save time. Maybe it does once, twice, or even a dozen times, but then comes that one time when a foot slips, the shelf buckles or the chair moves causing a serious injury.

Ladders and platforms are provided to avoid these types of injuries and to assist our employees in performing their job responsibilities. We try to keep equipment in good condition and depend on you to notify your Manager when a ladder or moveable platform is in need of repair. If any employee has a physical condition which makes climbing a ladder or a platform hazardous, you must advise your RM so an alternate arrangement can be made.

It is the responsibility of the Manager or Lead Maintenance Technician on the community to ensure that each portable ladder meets the following criteria:

- Stepladders must be equipped with a metal spreader or locking device of sufficient size and strength to securely hold the front and back sections in open position.
- Ladders must be inspected frequently and those which have developed defects are to be withdrawn from service for repair or destruction and tagged or marked as **"DANGEROUS, DO NOT USE."**
- Non-self-supporting ladders shall be erected on a sound base with the base of the ladder a distance from the wall or upper support equal to one-quarter the length of the ladder, and placed to prevent slipping.
- The top of a ladder used to gain access to a roof should extend at least three feet above the point of contact.
- In general, industrial use, portable metal ladders may be used in areas containing electrical circuits, if proper safety measures are taken, e.g., placing a rubber mat or some kind of grounding device under the ladder.

PERSONAL PROTECTIVE EQUIPMENT

All safety equipment must meet American National Standards Institute (ANSI) standards and carry markings, numbers, or certificates of approval.

- **Safety glasses shall fit high enough on the nose to adequately protect the eyes.**
- Employees who wear prescription glasses where safety glasses are required must have eye protection that meets ANSI Z87.1 standards.
- Ear protection must be adequate and comfortable. It may be necessary to purchase more than one brand and style.
- All eye and face protection must be purchased to be worn with appropriate head protection.
- Rubber gloves are to be worn at all times when working with chemicals, e.g., oven cleaning, ammonia.
- Respiratory protection is to be used in all of the following areas:
 - High dust areas.
 - Toxic chemical storage, such as some janitorial products.
 - Some maintenance chemicals, such as drain openers.
 - Handling and/or using paint, stain killers such as Kiltz, water-proofing materials, pesticides, any chemical not mentioned above which produces irritating odors.

Read the label on original containers to obtain as much knowledge as possible about the product.

An OSHA-approved mask must be used in all conditions described above except dust. The throw-away dust mask is approved for working under dusty conditions.

Please contact your RM if you have any questions or require additional information.

SAFETY MEETINGS

We recognize that we have a responsibility to provide a safe working environment and ask for your assistance and cooperation in ensuring our company policies are fully understood by all employees. Briefly, our policies are as follows:

- We believe in safety and want to practice safety daily.
- We want your cooperation and expect it – it is part of your job.
- Always do the job the safe way.
- Set a good example for others.
- If you see something unsafe that could injure someone, correct it or tell your Manager about it immediately so it can be corrected.
- If you have any suggestions as to how we can improve our safety program, let us have your ideas – they will be given full consideration.

In an effort to reinforce these goals and objectives with all employees, mandatory safety meetings to discuss safety topics are to be held a minimum of once a month. To assist development of safety topics, refer to The Safety Manual which addresses the areas about which we are most concerned. In addition, employees are also free to discuss whatever safety issues they recognize as being necessary and as frequently as your community deems practical.

In order to document the safety meeting, prepare the **Safety Meeting Minutes** form. Give a brief description of the items discussed and have each employee sign it. Forward a copy to your RM for our permanent records.

If you have any questions or require additional information on a specific safety topic, contact your RM.

HAZARD COMMUNICATION PROGRAM

See the HAZARD COMMUNICATION section of THE MAINTENANCE HANDBOOK for our written Hazard Communication Program.

DRAIN CLEANING MACHINE

These convenient machines cut through clogs quickly and easily but can be dangerous if improperly used. Additionally, anytime you're dealing with wastewater there is the risk of infection or illness from waterborne pathogens. Our easy-to- implement safety tips will help make your job go more smoothly and quickly - while also helping to ensure you and others nearby are safe when using this equipment.

Machine Safety

- Read the manual - be familiar with the machine you're working with
- Know the pipe diameter, its length, material, and the type of clog - use the proper size cable and cutting tool/head for the situation to avoid kinks and other problems - too small will be ineffective, too large and it's difficult to guide the cable
- When working on a fixture drain, thin-gauge copper pipe or plastic, it's best to start with a hand-powered unit, moving up to power machines only if necessary
- Always inspect the machine for damage before using and check the cable for kinks
- Don't use the machine without the belt guard - fingers can easily get caught between the belt and pulley
- Clear any standing water in the work area - make the area as dry as possible to help prevent electrocution

Most machines have a GFCI (ground fault circuit interrupter) on the cord - test this prior to using the machine and use only grounded outlets (check outlets with a UL listed tester) - Please note: Many older large drain cleaning machines as well as many new small electric drain snake machines do not have built-in GFI's (ground fault interrupters). To help keep you safe and avoid possibly being electrocuted, if you use an electric sewer or drain cleaning machine, we strongly recommend you plug it into a GFI receptacle or use a portable GFI.

Replace electric foot pedals with air-powered pedals to reduce electrocution risk

Use the same or greater gauge extension cord (if needed) - if your cord is longer than 25 ft, use a

greater gauge Operator Protection

- Wear leather, steel-staple impregnated gloves with rubber/nitrile/latex gloves underneath, eye protection, coveralls, and rubber-soled boots with toe guards to protect your body from both mechanical damage and waterborne diseases
- Avoid loose-fitting clothing or jewelry and tie up long hair - all can get caught in machine
- Cover all exposed cuts and abrasions to help prevent infection
- If you are a plumber or you frequently work with drain cleaning machines or wastewater, consult with your doctor about inoculation against common pathogens like Hepatitis A, Hepatitis B, and Tetanus

Operational Safety

- Don't touch your face - eyes, ears, nose, mouth - and always wash up with soap and water for at least 30 seconds after using the machine
- Place the machine no more than 2-3 feet from drain opening to prevent cable looping
- Don't turn the machine on until the cable is inside the pipe
- Use a cable-feeding tool (sometimes included) or a short length of PVC pipe between the machine and the drain/ cleanout opening to protect from entanglement and assist in feeding the cable
- Only use reverse when the cable is caught - the cable can flip or come out of the drum causing injury
- Don't force the cable through a blockage - let the cutter do the work - forcing the cable can cause damage/injury
- Don't overstress the cable - this leads to twisting, kinking, breaking
- Most units are designed for 1 person operation - the same person should control the cable and operate the pedal
- Cross bores (when gas/electric/other utility line cuts through sewer line) are a major concern - cutting tools can rupture the utility line, leading to potential gas explosion, electrocution, etc. - call 811 and request emergency service (811 identifies underground utility lines on property, non-emergency can take 3 days) to get an idea if you have a cross bore or you can confirm this using a pipe inspection camera

REEP Management
SAFETY MEETING MINUTES

Property Name: _____

Meeting Date: _____

Start Time: _____

End Time: _____

Meeting Called by: _____

THOSE PRESENT

NAME

POSITION

SUBJECTS DISCUSSED:

1. _____
2. _____
3. _____

COMMENTS:

EMPLOYEE SUGGESTIONS:
