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LEADERSHIP FOR SAFETY EXCELLENCE

(LSE®)

LEADERSHIP FOR SAFETY EXCELLENCE®

BC Construction Safety Alliance (BCCSA)

The BCCSA is an association fully funded by its member companies. The BCCSA's mission is to work in partnership with WorkSafeBC, to promote a positive occupational health and safety culture for the construction industry by providing programs and services where employers work together to reduce the human and financial impacts associated with workplace incidents.

Disclaimer

The information presented in this publication is intended for general use and may not apply to every circumstance. It is not a definitive guide to government regulations or to safety and does not relieve persons using this publication from their responsibilities under applicable legislation. The BCCSA does not guarantee the accuracy of nor assume liability for the information presented here.

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TABLE OF CONTENTS

TABLE OF CONTENTS - *CONTINUED*

TABLE OF CONTENTS - *CONTINUED*

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DEFINITIONS

Accident - An unplanned, undesired event that results in property or equipment damage, injury, death, or occupational illness.

Accident Costs - The monetary losses (direct and indirect) associated with an incident.

Accident Investigation - The determination of the facts of an accident by inquiry, observation and examination. (Also see Incident Investigation).

Accident Records - Recorded information (reports and record books)

Audit (Safety Program Audit) - An evaluation of a health and safety program measuring its effectiveness and efficiency against given standards. It helps enable the company to improve its health and safety program.

Culture (Safety) - The combination of beliefs, perceptions and attitudes of employees and employers toward the safety of workers and the overall safety of the work environment.

Due Diligence - taking all reasonable steps to protect workers from harm. "All reasonable steps" is based on the level of judgment and care that a person would reasonably be expected to do under the circumstances i.e. identify all workplace hazards, implement all necessary preventive measures and communicate appropriately to all necessary personnel.

Follow-Up - The term used to indicate an action (usually hazard control) that should take place based on the recommendations in accident/incident reports and hazard assessments.

Hazard - a thing or condition that may expose a person to a risk of injury or occupational disease.

Hazard Assessment An evaluation used to assess and document hazards, prioritize them and determine hazard controls.

Hazard Recognition - Seeing or becoming aware of a hazardous situation or condition.

Health and Safety Program (OHS Program) - A structured program containing specific elements that is aimed at reducing incidents and costs, resulting in a safer place of employment.

Suggested minimum elements for a safety program are as follows:

- Corporate Health and Safety Policy
- Workplace Hazard Assessment and Control
- Safe Work Practices
- Safe Job Procedures
- Company Rules
- Personal Protective Equipment (PPE)
- Maintenance Program
- Training and Communication
- Inspections
- Investigations
- Emergency Preparedness
- Legislation
- Statistics and Records
- Joint OH&S Committee

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DEFINITIONS - *CONTINUED*

Health and Safety Rules (Site Rules) - An internally developed set of standards regarding policies and requirements for safety and general workplace conduct.

Incident - An occurrence which resulted in or had the potential for causing an injury or occupational disease or damage to anything in the work or external environment. (Includes both Accident and Near Miss).

Incident Investigation - The finding of the facts about an incident by inquiry, observation and examination.

Incident Records - Recorded information (reports and record books) detailing what incidents, injuries, occupational illnesses or damages occurred.

Inspection (Safety Inspection) - The act of examining worksites and/or equipment and comparing conditions and activities observed against standards. Inspections identify hazards and determine if safety legislation and health and safety policies are being followed by looking for unsafe practices and conditions. The inspection should also be used to reinforce and promote safe work practices.

Inspection Report - A document containing the findings of an inspection. Causes and preventive measures are identified.

Investigation Report - A document containing the information and facts about a specific incident. The events are put into chronological order to give a complete picture of what occurred. Causes and preventive measures are identified.

Joint Health and Safety Committee (JHSC) - A group comprised of management and worker representatives that work together to identify deficiencies in the safety management system, and then recommend solutions to correct identified deficiencies. The JHSC plays a key role in the development, implementation, and maintenance of a health and safety program.

Management - a person or team of people responsible for controlling or administering all or part of a company or organization.

Near Miss - An incident that did not result in an injury or property damage, but under slightly different circumstances could have. May be referred to as a "close call".

Negligence - conduct that creates "an objectively unreasonable risk of harm." This is based on a breach of "duty of care". Legally, it must be established if a duty of care existed, whether the accused failed in that duty and whether their failure caused any harm.

Occupational Health and Safety Regulation (OHSR) - The BC health and safety regulatory requirements under the Workers Compensation Act (WCA).

Occupational Illness - Physical condition or medical disorder caused by exposure to workplace environ- mental factors such as silica, dusts, heat, cold, hazardous materials, etc.

Personal Protective Equipment (PPE) - Protective gear designed to reduce or eliminate injuries to a worker.

Policy - Written statement that expresses the wisdom, philosophy, experience and or belief of an organization's senior management and guides actions.

Qualified - means being knowledgeable of the work, the hazards involved and the means to control the hazards, by reason of education, training, experience or a combination thereof.

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DEFINITIONS - *CONTINUED*

Risk - The chance of loss based on exposure to a hazard, probability of occurrence, and the resulting consequences of exposure to the hazard.

Regulation - Can be defined as "prescribed for conduct or action", or a bylaw governing procedures or controlling conduct, instituted by the organization involved.

Safe Job Procedures - A written, specific step-by-step description of how to complete a job safely and efficiently from start to finish.

Safe Work Practices - A set of positive guidelines or "Do's and Don'ts" on how to perform a specific task that may not always be done in a certain way.

Safety Management System - The planning, leading, organizing and controlling of activities at all levels in the organization necessary to achieve safety goals.

Safety Team - members from every level of an organization (workers, supervisors, managers) that come together to promote and support safety best practices and compliance.

Supervisor - A person, who instructs, directs and controls workers in the performance of their duties. This includes foremen, supervisors, and superintendents; however, the function of supervision is independent of job title or position, i.e., persons who direct work are Supervisors.

Unsafe Act - is any act that deviates from a generally recognized safe way or specified method of doing a job and which increases the probabilities for an accident.

Unsafe Condition - A condition in which something exists that varies from a normal, accepted safe condition and, if not corrected, could cause injury, occupational illness, death or property damage.

Unsafe Practice - The actions of a person which varies from the accepted or legislated safe practice, and which creates a hazard with potential for injury, illness, death or property damage.

Worker - a person who has entered into or works under a contract of service or apprenticeship, whether by way of manual labour or otherwise.

Workers Compensation Act (WCA) BC - The cornerstone legislation that specifies health and safety regulatory requirements in BC. It is administered by WorkSafeBC. Part 2 of the WCA specifies occupational health and safety requirements.

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LEARNING OBJECTIVES

Knowledge Objectives

Module 1

- Recognize three essential actions of an effective safety leader.
- Recognize three benefits of corporate culture.
- Describe three main sources of supervisor health and safety responsibilities.
- Identify common purposes of the two main components of BC's OHS legislation.
- Describe the general duties of the supervisor under the WCA.
- Identify the three groups that make up a company's safety team.
- Recognize one responsibility for each group on a company's safety team.
- Identify at least three best practices for a daily logbook entry.

Module 2

- List three advantages of conducting hazard assessments.
- List the five steps in the site-specific hazard assessment process in the correct order.
- Identify the four contributing factors of hazards at a work site.
- Distinguish between hazards and outcomes.
- State the two factors most risk assessment models evaluate.
- Identify examples of controls used for each level of the hierarchy of controls.

Module 3

- List three components of an inspection program.
- Identify three purposes of safety inspections.
- Describe the four steps in the formal inspection process.
- Identify items to look for while conducting an inspection.
- Identify who should be on an inspection team.

Module 4

- Identify the main reason why a company should investigate incidents.
- Describe the four steps in the Simplified Investigation Process.
- Describe the three types of causes from the Loss Causation Model.

Module 5

- State three types of training that should be included in an effective training program.
- Describe the four key principles of instruction.
- Describe the advantages of each of the three types of assessments used in an effective training program.

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Skill Objectives

- Complete an analysis activity on a completed Field Level Hazard Assessment.
- Complete an inspection report activity identifying deficiencies and corresponding recommended corrective actions.
- Complete an incident causation activity including loss, incident, causes, and corrective actions.
- Complete a toolbox talk plan based on a topic from the incident causation activity.
- Complete logbook entries throughout the course.

KNOWLEDGE CHECK

This icon box identifies when a specific knowledge objective is covered in the course.

SKILL CHECK

This icon box identifies when a specific skill objective is covered in the course.

IMPORTANT NOTES

This icon box contains important notes related to the current topic.

LSE® PROFICIENCY CHECK

This box identifies when there is an LSE® proficiency check.

WORKERS' BASIC RIGHTS in Canada

right to
Know
what hazards are present in the workplace

right to
Participate
in keeping your workplace healthy and safe

right to
Refuse
work that you believe to be dangerous to yourself or your co-workers

CCOHS.ca
Canadian Centre for Occupational Health and Safety

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THE SUPERVISOR - A SAFETY LEADER

Supervisors play a big role on their company's safety team because of the work they do for a company. Common jobs for a supervisor are in the list below.

- Direct the work of a company
- Support and direct workers in performing their day-to-day tasks
- Model proper conduct as a safety leader

Employers must train supervisors to be safety leaders in the field.

ESSENTIAL ACTIONS OF AN EFFECTIVE SAFETY LEADER

Three essential actions of an effective safety leader are in the list below.

- **Mentoring** workers to perform their tasks in the safest way possible
- **Motivating** workers to be safe by being a role model
- **Monitoring** workers to uphold the required standards

KNOWLEDGE CHECK

Recognize three essential actions of an effective safety leader.

IMPORTANT NOTES

Supervisors should demonsrate that they value health and safety in the workplace.

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CURTIS ZANUSSI VIDEO
EXCAVATION COLLAPSE

How did the video impact you? What are some of your thoughts and feelings you are experiencing right now?

https://www.worksafebc.com/en/resources/health-safety/videos/the-curtis-zanussi-story/full-version

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THE TOP 18 WAYS AN EFFECTIVE SUPERVISOR PUTS SAFETY TO WORK

1. Keeps their eye open for the worker who may be a safer worker in another job.
2. Continues to "talk safety" and impress safety on their workers.
3. Works with every worker under them without favoritism and helps them work together.
4. Establishes good relations with all parties.
5. Sets the example in safety.
6. Uses judgment in criticizing or praising and knows the value of public and private praise.
7. Explains and demonstrates how to do a job and observes the work to ensure it continues to be done safely.
8. Studies the seemingly unimportant accidents/incidents and suggests corrective measures.
9. Keeps everyone informed of the safety policies.
10. Knows what personal protective equipment (PPE) is necessary on each job and sees that such equipment is used.
11. Takes the initiative in suggesting ideas for safer layout of equipment, tools, and processes.
12. Is a professional when it comes to taking care of equipment and keeping it safe.
13. Knows the value of machine guards and makes sure that proper guards are provided and used.
14. Takes pride in knowing how to use equipment safely.
15. Takes charge of operations that are not routine to make certain that safety precautions are determined and observed.
16. Arranges for adequate storage and enforces good housekeeping.
17. Knows what materials are hazardous and how to handle them safely.
18. Become knowledgeable on waste disposal for good housekeeping and fire prevention.

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NOTES

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CORPORATE CULTURE AND HEALTH AND SAFETY

Every company is unique and has its own corporate culture. The table below lists six common components of corporate culture:

COMPONENT	DESCRIPTION
Vision	Mission statement
Values	Core beliefs
Policies	Written commitments to company's values
People	All managers, supervisors, and workers
Narrative	Company's unique story (history)
Place	Physical layout and surroundings

Adapted from Coleman, John. *Six Components of a Great Corporate Culture.* | *Harvard Business Review*, May 6, 2013.

Legislation, health and safety policies, and procedures tell us what to do at work. A strong corporate culture makes sure work is done safely.

Goals of an Effective Safety Culture

- Workers hold safety as a value (fundamental belief) and not just a priority (can change)
- Workers take responsibility for their own safety as well as the safety of others
- Workers are willing to act on their own sense of responsibility

KNOWLEDGE CHECK

Recognize three goals of corporate culture.

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MODULE 1
SUPERVISOR HEALTH & SAFETY RESPONSIBILTIES

Three Main Sources of Supervisor Health and Safety Responsibilities

Company H&S Program

- Company policies and procedures
- Applicable legislation
- Industry best practices

Safety Team

- Management
- Supervisors
- Workers

Safety Tasks

- Management
- Supervisors
- Workers

KNOWLEDGE CHECK

Describe three main sources of supervisor health and safety responsibilities.

IMPORTANT NOTES

Competent supervisors must have a clear understanding of their assigned duties and their responsibilities.

Certificate of Recognition (COR®)

An excellent health and safety program describes the minimum requirements and systems of a company's operations. OH&S programs are required to meet minimum OH&S regulation / legislation. The program demonstrates the employers' strong commitment and supports a strong commitment among employees. It helps employees understand their responsibility for preventing incidents and provides information to employees to work safely. If the program is understandable, it promotes the attitude that doing a job properly means doing it safely.

There are other influences that drive a company to meet certain standards for OH&S. Major clients of the construction industry such as large construction companies, oil companies, BC Hydro, forestry industry, and all levels of government are introducing standards that need to be met to bid and receive contracts. One example is the Certificate of Recognition (COR®).

COR® Overview

The Certificate of Recognition (COR®) is a voluntary incentive program that recognizes companies who develop and implement health and safety and injury management systems that meet an industry standard. The program rewards employers who take a strategic approach to workplace safety and are committed to reducing both the human and financial costs of workplace injuries. COR® certification is offered by WorkSafeBC and delivered through Certifying Partners . The BCCSA is the COR® Certifying Partner for employers in the construction industry.

Eligibility

Companies in the construction sector , as well as CU's 704008 and 712033, are automatically eligible to participate in BCCSA's COR® program. Companies outside of the construction industry that are interested in pursuing a BCCSA COR® may submit a COR® application for review. Participation will be subject to approval by WorkSafeBC on a case by case basis.

Benefits of COR®

- Make a strong public statement about a company's commitment to protecting the well-being of workers and maintaining a culture of safety on jobsites. A win-win for everyone!
- Employers who achieve and maintain COR® may be eligible to receive up to 10% in annual incentive payment from WorkSafeBC.
- Over time, with reduced injuries and lower claim costs, a COR® company's experience-rated WorkSafeBC premiums will reflect additional savings.
- Many general contractors require subcontractors to have a recognized safety program in place as a prequalification to bid on projects. COR® meets that requirement.

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COMPANY HEALTH AND SAFETY PROGRAM

Influences on a Company's Health and Safety Program

EXTERNAL	INTERNAL
• Federal legislation • Provincial legislation • Municipal bylaws • Industry standards • Best practices • Client demands	• Corporate culture • Corporate vision • Management commitment • Worker commitment • Supervisor

Elements of a Health and Safety Program

BCCSA COR® PROGRAM ELEMENTS OF A HEALTH AND SAFETY PROGRAM	BC WCA PART 2 DIVISION 4 & OHSR PART 3.3 CONTENTS OF PROGRAM
• Company Health and Safety Policy • Workplace Hazard Assessment and Control • Safe Work Practices • Safe Job Procedures • Company Rules • Personal Protective Equipment (PPE) • Preventative Maintenance • Training and Communication • Inspections • Investigations and Reporting • Emergency Preparedness • Records and Statistics • Legislation • Joint Health & Safety Committee • Injury Management	• Health and safety policy • Identification of existing and potential hazards • Measures to eliminate, reduce, or control the hazards • Safe work methods and safe work practices • Written instructions (safe job procedures) • Management meetings for purpose of reviewing incident trends, safety activities and corrective actions • Maintenance of records and statistics • Statement of responsibilities (employer, supervisors, and workers) • Inspection schedule and procedures • Worker and supervisor health and safety orientation and training • Investigation procedures (incidents, injuries, and work refusals) • Worker participation in work site health and safety (procedures) • Health and safety program review and revision procedures • Instruction and supervision of the workers provided by the employer

IMPORTANT NOTES

The proper implementation and monitoring of an effective health and safety program is the key to preventing incidents at your work site.

BC OHSR Part 3.1 (a)

An employer who employs 20 or more workers and at least one workplace determined to create a moderate or high risk of injury shall initiate and maintain a health and safety program.

Overview of Legislation

LEVEL	RESPONSIBLE BODY	TYPES OF LEGISLATION	EXAMPLES
Federal	House of Commons	• Acts • Regulations • Codes	• TDG Act and Regulation • Canadian Criminal Code • Canadian Health and Safety Regulation • Hazardous Products Act and Regulation
Provincial and Territorial	Provincial or Territorial Legislative Assembly	• Acts • Regulations • Codes	• Workers Compensation Act (WCA) • BC OHS Regulation • BC Building Code • Motor Vehicle Act • Technical Safety BC
Municipal	Local elected council	• Bylaws	• Noise Control/Abatement • Waste Management • Community Standards • Sewers and Drainage • Dangerous Goods Routes

BC Occupational Health and Safety (OHS) Legislation

Supervisors must be familiar with BC's Workers Compensation Act (WCA) and Occupational Health & Safety Regulation (OHSR). Workers must have access to BC's OHS Legislation at the work site.

COMPONENT	COMMON PURPOSES
Act	• Permits government to legally regulate an area • Assigns obligations to people or organizations • Allows government to create regulations and codes
Regulations	• Assigns specific responsibilities to individuals • Describes actions to be taken by individuals • Outlines specific procedures to be followed • Adopts standards from other organizations

KNOWLEDGE CHECK

Identify common purposes of the two main components of BC OHS legislation.

It is a legislated requirement that employees at your job site have access to the WCA and OHSR; therefore, your company should have up-to-date copies of these documents or easy online access at your job site. Every supervisor needs to become familiar with the regulatory requirements applicable to their workplace. In planning new tasks, you must consider the regulatory requirements.

When you need to have a regulatory requirement clarified or interpreted, contact WorkSafeBC at any of their regional offices. The specific regulatory requirements applicable to your worksite will depend on the work being done, conditions, equipment, tools, etc. that are involved. The main legislative documents include:

The Workers Compensation Act (WCA): The WCA is the key legal document that describes not only the authority for making health and safety laws, but also specific health and safety requirements.

The Occupational Health and Safety Regulation (OHSR): The OHSR outlines the general requirements that apply to all workplaces, and specific requirements based on type of hazard and work activities.

Policies: The WorkSafeBC develops policies that describe how certain sections of the WCA and OHSR will be enforced. The requirements created by WorkSafeBC Policy must be adhered to, this applies to both how WorkSafeBC conducts its business including Board Officers, and what employers, supervisors and workers need to do to comply.

Guidelines: Like WorkSafeBC Policies, the Guidelines are developed internally by WorkSafeBC. Guidelines are intended to provide greater clarity on what is required to comply with certain sections of the WCA and OHSR. Therefore, the Guidelines create conditions that affect safety compliance and should be adhered to for compliance with the WCA and OHSR.

Standards: The WorkSafeBC WCA, OHSR, Policies and Guidelines also refer to standards. As a result, any standard referenced becomes a legally enforceable regulatory requirement. WorkSafeBC uses both standards that they have developed and the standards of other organizations. WorkSafeBC Standards are available free of charge on their website.

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Supervisor Responsibilities Concerning Legislation

Supervisors must ensure their work sites follow health and safety laws. The Government of British Columbia provides specific supervisor obligations in the BC Workers Compensation Act (WCA).

ACTIVITY #1 | HIGHLIGHTS OF WCA & OHS REGULATION		
SECTION	**TITLE**	**OVERVIEW**
Part 2 **WCA_____**	General Duties of Supervisors	
Part 2 **WCA_____**	General Duties of Employers	
Part 2 **WCA_____**	General Duties of Workers	
Part 2 **WCA_____**	Coordination at Multiple Employer Workplaces	
Part 2 **WCA_____**	When a Joint Committees is required	

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Highlights of WCA & OHS Regulation- *continued*

SECTION	TITLE	OVERVIEW
OHSR_____	Definitions	
OHSR Part 3 3.12	Refusal of Unsafe Work	1. 2. 3. 4. 5. 6. 7.
WCA Part 2 Div. 6 Sec 48	Worker Protection from Prohibited Action	Discrimination against workers prohibited An employer or union, or a person acting on behalf of an employer or union, must not take or threaten discriminatory action against a worker (a) for exercising any right or carrying out any duty in accordance with this Part, the regulations or an applicable order, (b) for the reason that the worker has testified or is about to testify in any matter, inquiry or proceeding under this Act or the Coroners Act on an issue related to occupational health and safety or occupational environment, or (c) for the reason that the worker has given any information regarding conditions affecting the occupational health or safety or occupational environment of that worker or any other worker to (i) an employer or person acting on behalf of an employer, (ii) another worker or a union representing a worker, or (iii) an officer or any other person concerned with the administration of this Part.
OHSR Part 3 3.1 & 3.2	Health and Safety Program	3.1 When program required (1) An occupational health and safety program as outlined in section 3.3 must be initiated and maintained (a) by each employer that has (i) a workforce of 20 or more workers, and (ii) at least one workplace that is determined under section 3.16(2)(b) to create a moderate or high risk of injury, or (b) by each employer that has a workforce of 50 or more workers. (1.1) If subsection (1) (a) or (b) applies to the employer, the occupational health and safety program applies to the whole of the employer's operations. (2) Despite subsection (1) an occupational health and safety program may be required in any workplace when, in the opinion of an officer, such a program is necessary. See also OHSR Part 3.2 Small Operations

Highlights of WCA & OHS Regulation- *continued*

SECTION	TITLE	OVERVIEW
WCA Part 2 Div. 10 Sec 68	Accident Reporting & Investigation	Immediate Notice of Certain Accidents (1) An employer must immediately notify the Board of the occurrence of any accident that (a) resulted in serious injury to or the death of a worker, (b) involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation, (c) involved the major release of a hazardous substance (c.1) involved a fire or explosion that had a potential for causing serious injury to a worker, or d) was an incident required by regulation to be reported. (2) Except as otherwise directed by an officer of the Board or a peace officer, a person must not disturb the scene of an accident that is reportable under subsection (1) except so far as is necessary to (a) attend to persons injured or killed, (b) prevent further injuries or death, or (c) protect property that is endangered as a result of the accident.

Highlights in the OHS Regulation

SECTION	TITLE	OVERVIEW
Part 3	Rights & Responsibilities	• Occupational Health & Safety Programs • Workplace Inspections • Correction of Unsafe Conditions • Refusal of Unsafe Work • Occupational First Aid • Young or New Workers • Joint Committees • Participation in Investigations
Part 4	General Conditions	• Buildings, Structures, Equipment & Site Conditions • Emergency Preparedness & Response • Impairment • Working Alone or In Isolation • Workplace Conduct • Violence in the Workplace • Work Area Requirements • Storing and Handling Materials • Ergonomics (MSI) Requirements • Work Area Guards & Handrails • Illumination • Indoor Air Quality • Environmental Tobacco Smoke & E-Cigarette Vapour • Occupational Environment Requirements

Highlights in the OHS Regulation- *continued*

SECTION	TITLE	OVERVIEW
Part 16	Mobile Equipment	• General Requirements • Guards • Seat Requirements & Rider Restrictions • Seat Belts • Operating Requirements • Tire Servicing • All-Terrain Vehicles
Part 20	Construction Excavation and Demolition	• General Requirements • Safe Work Areas & Safe Access • Bridges & Similar Structures • Concrete Falsework & Formwork • Concrete Pumping • Tilt-Up Building Construction • Concrete Pre-Stressing & Post Tensioning • Open Web Joists & Trusses • Roof Work • Excavations • Scaling Operations • Marine Construction, Pile Driving & Dredging • Demolition • Work in Compressed Air

It is important that supervisors review all parts of the OHS Regulation that may pertain to their specific type of construction work or tasks.

IMPORTANT NOTES

The proper implementation and monitoring of an effective health and safety program is the key to preventing incidents at your work site.

Employer's Advisors Office

This is a branch of the Ministry of Labour that was created under the Workers Compensation Act to provide advice and assistance to employers in British Columbia regarding claims, health and safety and assessments (premiums).

WorkSafeBC

Parties who have questions about their obligations and legislative requirements can contact WorkSafe BC.

Phone: 604.276.3100 (Lower Mainland)
Toll-free: 1.888.621.7233 (1.888.621.SAFE) Canada)

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ACTIVITY #2 | OVERVIEW OF THE WORKERS COMPENSATION ACT AND OHS REGULATION	
State two specific things that supervisors must ensure workers are doing. WCA Sec_____	
Who has overall responsibility to coordinate the health and safety programs of employers or subcontractors at a work site? WCA Sec_____	
Are all workplace parties required to inform each other of hazards at the work site? WCA Sec_____	
Does a supervisor have the right to refuse unsafe work? OHSR Part_____	
Do the injuries of a worker who was sent to medical aid have to be investigated? WCA Sec_____	
Are employers & supervisors required to cooperate with joint health and safety committees and/or health and safety worker representative? WCA Sec_____	
What must employers do if a dangerous condition has been identified? WCA Sec_____	
Who is specifically responsible for advising workers of the hazards in their work area? WCA Sec_____	

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DUE DILIGENCE

FACTORS	QUESTIONS TO ANSWER
Foreseeability	• Would a reasonable person have thought something could go wrong? • Has anything like this ever happened before (here or elsewhere)? • What industry standards and best practices relate to this incident? • Was the incident so unlikely that no one could predict it would happen?
Preventability	• Did the company have and use a safety program? • Were hazard assessments completed before the incident? • Were SWPs and SJPs monitored and enforced? • Were people properly trained? Was there proper supervision? • Did the company have and use a progressive discipline policy?
Control	• Who had control over the events leading up to the incident? • Who was in a position of control to prevent the incident?

CRIMINAL CODE OF CANADA

The Criminal Code of Canada, Section 217.1 – Duty of Persons Directing Work – establishes an obligation for persons directing work to use reasonable care to ensure the safety of persons they are directing. Section 217.1 states; "Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task." The Criminal Code specifies that you, as a supervisor, can be found criminally liable if you do not protect workers and the public adequately.

IMPORTANT NOTES

"…you, as a supervisor, can be found criminally liable of you do not protect workers and the public adequately."

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EXERCISE 1

Try to answer each item without looking back in the course guide and then check your answers. Record the page number where you found the information.

1. What are three essential actions of an effective safety leader? (p. ____)

2. What are three main sources for supervisor health and safety responsibilities? (p. ____)

3. What are the two main components of BC's OHS legislation? (p. ____)

4. The BC Workers Compensation Act states the obligations of employers, supervisors, and workers. (p. _____to _____)

   True or False? True False

5. What are the three factors considered in Due Diligence? (p. ____)

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THE SAFETY TEAM

EXAMPLES OF SAFETY TEAM RESPONSIBILITIES		
Management	**Ensure** • A health and safety program is established • The safety team has support • Workers are trained • PPE is used as required • Hazard assessments, inspections, and investigations are completed as required • Applicable legislation is followed	**Maintain** • Health and safety program and update improve as necessary **Enforce** • Health and safety policies and procedures **Provide** • A safe workplace **Report** • Required incidents to appropriate authorities (WorkSafe BC, RCMP or Local Police, Ministry of Environment)
Supervisors	**Mentor by** • Working with others to do their work in a safe way • Helping to establish safe work plans • Complying with company rules and legislation **Motivate by** • Promoting health and safety as a role model	**Monitor by** • Reinforcing safe behaviour • Enforcing company rules • Ensuring workers are competent • Conducting hazard assessments • Conducting inspections • Investigating all incidents and work refusals • Participating in safety audits • Ensuring proper equipment/tool use and maintenance
Workers / JHSC	**Participate in** • Training • Hazard assessments • Inspections • Investigations when necessary • Safety audits • Safety meetings/toolbox talks **Report** • Incidents • Substandard practices and conditions	**Comply with** • Company policies and procedures • Company rules • Applicable legislation (Refuse Unsafe Work) **Provide** • Safety suggestions • A good example

KNOWLEDGE CHECK

Identify the three groups that make up a company's safety team.

Recognize one responsibility for each group on a company's safety team.

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SUPERVISOR SAFETY TASKS

TYPE OF TASK	DESCRIPTION AND EXAMPLES	COMMENTS
Pre-job planning considerations (additional topics in Appendix B)	• Scope of work • Hazards • Crew size • Equipment • Training • PPE	Pre-job planning includes evaluating the work force, materials, and equipment required for a job
Scheduled or periodic tasks	• Health and safety orientations • Toolbox talks/safety meetings • Hazard assessments • Inspections • Investigations • Training • Safety audits	The frequency of scheduled/periodic tasks will depend on your company's health and safety policies.
Continuous or ongoing tasks	• Safety meetings • Hazard assessments • Inspections • Training/competency evaluations • Logbook entries • Mentorship/coaching • Compliance with company standards • Compliance with legislation	As a supervisor gains more experience, the ongoing process of monitoring for substandard acts and conditions becomes routine.

IMPORTANT NOTES

Three Basic Rights of Workers

- Right to Know
- Right to Participate
- Right to Refuse Unsafe Work

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Daily Logbook

A daily logbook is an important tool for supervisors. It keeps a personal and professional record of the daily events on a work site.

A supervisor's daily logbook should have the features below.

- Bound (no rings, coils, or removable pages)
- Consecutively numbered pages

Daily Logbook Best Practices

- Indicate location or project, important times, and date of entry
- Include events that occurred on the date of entry
- Contain facts of the events that occurred
- Include people involved and their particular task or role in the event
- Include decisions reached to resolve recorded issues
- Include items that require follow up
- Write entries in pen so they cannot be altered
- Cross out errors with a single line and initial (do not erase or cover)
- Draw a solid line from the last entered word to the end of the line
- Draw solid lines from the last filled line to the end of the page
- Leave all pages intact and in place
- Bound book, not spiral or stapled

IMPORTANT NOTES

Some companies may use the term journal. Supervisors may keep two logbooks/journals: one for the company and one for themselves.

ACTIVITY #3 | LOGBOOK ENTRY 1

Use the blank logbook on pages 33 & 34 to note key points from the Curtis Zanussi video.

KNOWLEDGE CHECK

Identify at least three best practices for a daily logbook entry.

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Supervisor Daily Log

Project: _____ Date: _____ 20_____

SITE CONDITIONS

☀	⛅	☁	⛈	🌧	❄	🌨	🌬	TEMP	
HAZARDOUS MATERIALS								☐ NO	
HEALTH AND SAFETY	☐ Incident		☐ Injury/Illness		☐ Inspection		☐ Investigation		☐ Issues
									☐ More
SAFETY TALK	☐ YES	☐ NO	# ATTENDING		TOPIC				

SAFETY CHECKLIST

☐ Housekeeping/ Hygiene	☐ PPE	☐ Fall Protection	☐ Ladders/ Scaffolds	☐ Site Accesses	☐ Confined Spaces	☐ Traffic Control	☐ First Aid/ Fire Protection
☐ Tools/ Equipment	☐ Signage/ Postings	☐ Guardrails/ Barricades	☐ Trenches/ Excavation	☐ Public Protection	☐ Electrical	☐ Heavy Equipment	☐ Other

PERSONNEL/TRADES ON SITE

EQUIPMENT / MATERIAL

☐ Delivery ☐ Maintenance ☐ Rental ☐ Service

VISITORS

PROBLEMS/DELAYS

☐ More

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Supervisor Daily Log

Project: _____ Date: _____ 20_____

GENERAL NOTES

ACTION ITEMS

☐	☐
☐	☐
☐	☐
☐	☐

Supervisor: _____ Signature: _____

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EXERCISE 2

Try to answer each item without looking back in the course guide and then check your answers. Record the page number where you found the information.

1. What are three groups that make up a company's health and safety team? (p. ____)

_____

_____

_____

2. Identify one responsibility for each group in the company's health and safety team. (p. ____)

Team: _____

Responsibility: _____

Team: _____

Responsibility: _____

Team: _____

Responsibility: _____

3. What are the three types of supervisor safety tasks? (p. ____)

_____

_____

_____

4. State three best practices for daily logbooks. (p. ____)

_____

_____

_____

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MODULE 2
HAZARD & RISK MANAGEMENT

Hazard assessments are the foundation of a company's Health and Safety Management Program.

Advantages of Conducting a Hazard & Risk Management Program

- Bring attention to the company's immediate safety needs
- Focus on the prevention of incidents
- Help workers to identify hazards related to their work
- Help workers to identify controls required for hazards
- Help workers to prioritize implementation of controls

Documenting Hazard Assessments

Hazard Assessments must contain the items below.

- Date the hazard assessment was conducted
- Identified hazards
- Methods used to control or eliminated identified hazards

It is a COR® requirement that formal hazard assessments include a risk ranking.

Types of Hazard Assessments

1. Company wide
2. Pre-project
3. Daily
4. Task

KNOWLEDGE CHECK

List three advantages of conducting a Hazard & Risk Management Program.

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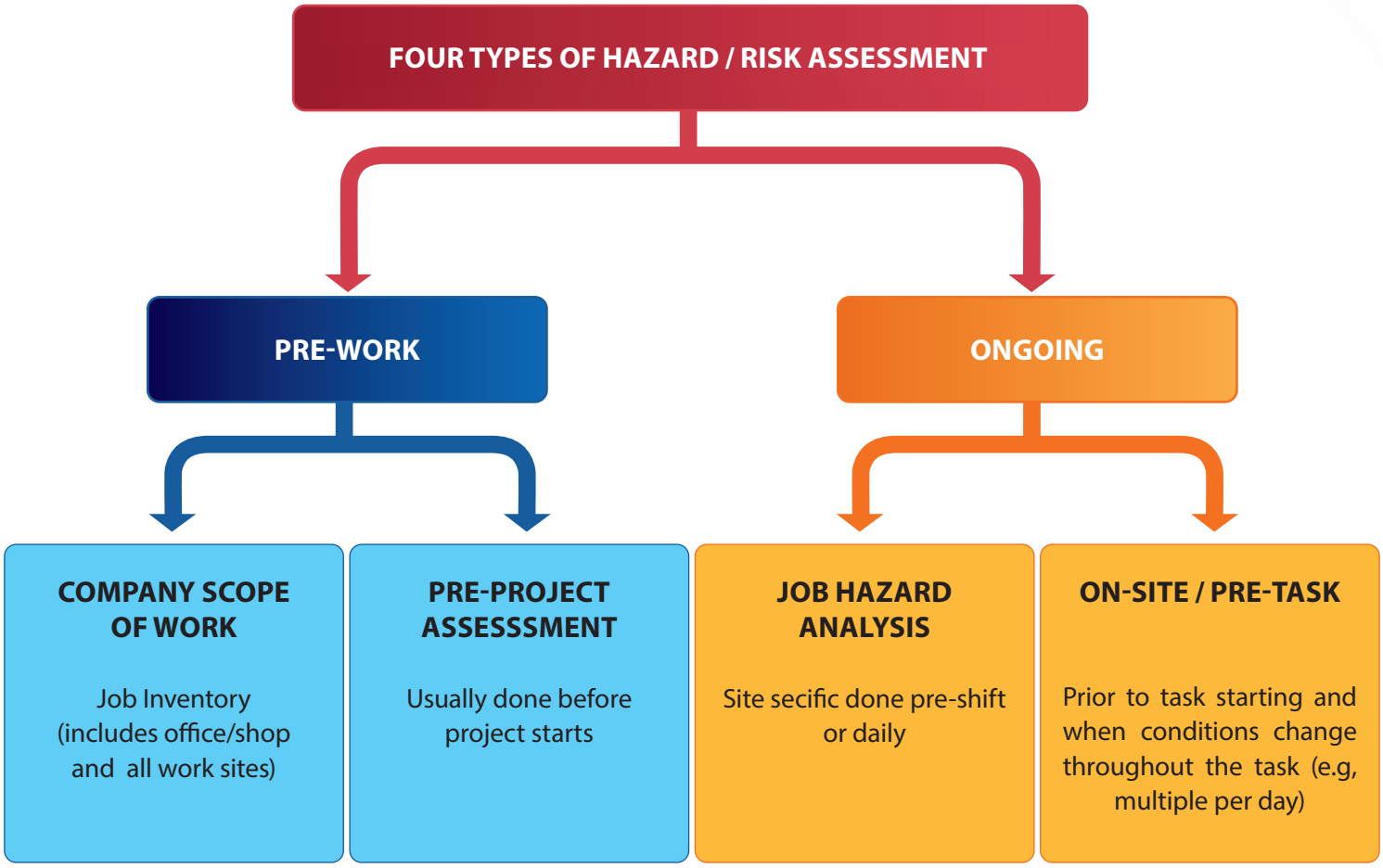
THE HAZARD MANAGEMENT SYSTEM



IMPORTANT NOTES

There are multiple names used for hazard and risk assessments. Your company may use one or more of the following names to describe any of the 4 types of assessments:

JHA – Job Hazard Analysis
JSA – Job Safety Analysis
HA – Hazard Assessment
FLHA – Field Level Hazard Assessments
FLRA - Field Level Risk Assessments
HIRA – Hazard Identification Risk Assessment
HFA – Hazard Factor Assessment

And many more…

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SITE-SPECIFIC HAZARD ASSESSMENT

	PROGRAM
SCOPE	Activities/tasks being performed on a specific site for a particular shift
REVIEWED	When conditions on the site change or work resumes
FORMAT	Form that is filled out in pen or digital format on site
CREATED BY	Supervisors and workers performing the task (may include visitors, contractors, clients)
APPLICATION	Identify and control hazards and assess the risks of the hazards

Five Step Site-Specific Hazard Assessment Process

KNOWLEDGE CHECK

List the five steps in the site-specific hazard assessment process in the correct order.

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Step 1 TASK
Identify the tasks to be performed

Questions to consider

- What tasks are scheduled for today/this shift?
- Are we the only crew on site?
- What tasks will other crews be performing around us?
- How will our tasks impact those working around us?

IMPORTANT NOTES

Some companies may use the term journal. Supervisors may keep two logbooks/journals: one for the company and one for themselves.

Step 2 HAZARDS
Identify the hazards associated with the tasks

Questions to consider

- What equipment and materials will we be working with?
- What equipment and materials will we be exposed to that other crews will be working with?
- What are the weather conditions?
- Has the physical environment of the site changed since yesterday or the last shift?
- Has appropriate training been provided to the workers for the scheduled tasks?

Note: Consider that a "Forklift" is only part of the equation when identifying hazards, for example; "struck by the forklift" would include the hazard and potential outcome. "Falling from the ladder" identifies the hazard and potential outcome. For snow and ice, "Slipping and falling" is the hazard and potential outcome.

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HAZARDS

CONTRIBUTING FACTOR	TOPICS TO CONSIDER
MATERIALS	WHMIS (Labels, SDS), handling, storage
EQUIPMENT	Appropriate for the task, maintained properly, training provided for proper use
ENVIRONMENT	Location, weather
PEOPLE	Training, fit for duty
ACTS	Action taking place / Work in Progress

HAZARD CATEGORIES

CHEMICAL HAZARDS

- Chemicals
- By-products/Fugitive Emissions
- Gases
- Dust/Fumes
- Waste from a process
- Mists

PHYSICAL HAZARDS

- Working at Heights
- Uneven or Icy Ground
- Lifting Heavy Loads
- Sharp Edges
- Noise / Vibration
- Extreme Temperatures

BIOLOGICAL HAZARDS

- Viruses
- Bodily Fluids
- Fungi
- Moulds
- Animal Waste
- Bacteria

PSYCHOLOGICAL HAZARDS

- Harassment
- Fatigue
- Violence
- Accelerated Pace
- Stress / Mental Stress
- Shift Work

KNOWLEDGE CHECK

Identify the four contributing factors of hazards at a work site.

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Designated High Risk Violations – WCA Policy (P2-95-2)

Violations of the Workers Compensation Act or Regulation relating to the following circumstances are high risk:

- Entry into an excavation over 1.2 m (4 feet) deep contrary to the requirements of the Regulation.
- Work at over 3 m (10 feet) without an effective fall protection system.
- Entry into a confined space without pre-entry testing and inspection to verify that the required precautions have been effective at controlling the identified hazards.
- Causing work disturbing material containing asbestos, or potentially containing asbestos, to be performed without necessary precautions to protect workers.
- Hand falling or bucking without necessary precautions to protect workers from the tree that is being felled or bucked, or other affected trees.
- Work in the vicinity of potentially combustible dust without the necessary precautions to protect workers.

IMPORTANT NOTES

Clearly identifying hazards helps workers more easily develop controls.

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HAZARDS VS. OUTCOMES

Hazards and outcomes are different.

- A hazard is what needs to be controlled
- An outcome is what could happen if the hazard is not controlled (potential)

ACTIVITY #4 | HAZARDS VS. OUTCOMES

Complete the table below.

TASK	EXISTING OR POTENTIAL HAZARD	CONTRIBUTING FACTORS (MEEP)	POTENTIAL OUTCOME
Walking from the car to the office doors and the sidewalk is covered in ice	Ice	Environment	Slipping & Falling
Cutting a box open with a utility knife			
Spray painting ceilings in a new house			
Installing new drywall in a basement that was flooded			
Operating equipment while tired			

KNOWLEDGE CHECK

Distinguish between hazards and outcomes.

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Step 3 | **RANK**
Rank the risk level of the hazards (severity & probablility)

RISK ASSESSMENT MODELS (EXAMPLES)

Most risk assessment models evaluate two factors when assessing the risk of an outcome occurring:

- Severity
- Probability

1) Alphanumeric Ranking

ASSESS THE SEVERITY (1 - 4)

1. **Extreme Danger** – causing death, permanent impairment
2. **Serious** – severe injury or illness, property damage
3. **Minor** – non-serious injury, illness, or damage
4. **N/A** – not applicable

ASSESS THE PROBABILITY (A - D)

A. **Probable** – likely to occure immediately or soon
B. **Reasonably Probable** – likely to occure eventually
C. **Remote** – could occur at some point
D. **Extremely Remote** – unlikely to occur

ASSIGN THE RANK
(e.g., 1A, 2C,3B, etc.) (High, Moderate, Low)

PRIORITIZE THE HAZARDS

KNOWLEDGE CHECK

State the two factors most risk assessment models evaluate.

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2) Risk Matrix - *(Example Only)*

RISK LEVEL ASSESSMENT MATRIX				
Hazards are assessed for risk by considering the **SEVERITY & PROBABILITY** of the hazard causing injury or damage.		**SEVERITY**		
		3 - LOW CONCERN/STRESS	**2 - MODERATE** MEDICAL AID	**1 - HIGH** FATALITY/CRITICAL ILLNESS
PROBABILITY	**C - UNLIKELY** (Unlikely to occur)	**LOW**	**LOW**	**MODERATE**
	B - LIKELY (Likely to happen)	**LOW**	**MODERATE**	**HIGH**
	A - CERTAIN (Almost certain)	**MODERATE**	**HIGH**	**HIGH**
> > > RISK RATING < < <				
LOW - Continue working with controls in place				
MODERATE - Report to Supervisor to discuss controls and develop plan				
HIGH - Stop all work and develop a plan				

3) Word Description - *(Example Only)*

THE FOLLOWING SCALE IS USED TO RANK HAZARDS

HIGH – causing death, permanent impairment

MODERATE – severe injury or illness

LOW – non-serious injury, illness, or first aid

IMPORTANT NOTES

The Canadian Centre for Occupational Health and Safety (CCOHS) has additional resources available regarding risk assessments including a colour code risk ranking model.

Some risk assessment models may include property damages, production loss, material loss, or environmental damage.

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ACTIVITY #5 | RISK RANK THE HAZARDS

Risk rank each of the hazards listed below using the indicated risk ranking models on the previous pages.

SCENARIO/HAZARD	SEVERITY (1-3)	PROBABLITY (A-C)	WORDS (H, M. L)	COLOR (R, Y, G)
Cutting a box open with a utility knife Hazard: Sharp edge	3	A	Moderate	Yellow
Flagging on a busy highway Hazard: Struck by vehicle				
Installing new drywall in a basement that was flooded Hazard: Strain/sprain, mold, slips				
Operating a piece of equipment while tired Hazard: MVA				
Working on a work platform over a river Hazard: Fall into water, drowning/ hypothermia				
Installing shingles on a roof Hazard: Fall / MSI				

IMPORTANT NOTES

Residual Risk
The likelihood and/or severity of the outcome has been reduced but not eliminated

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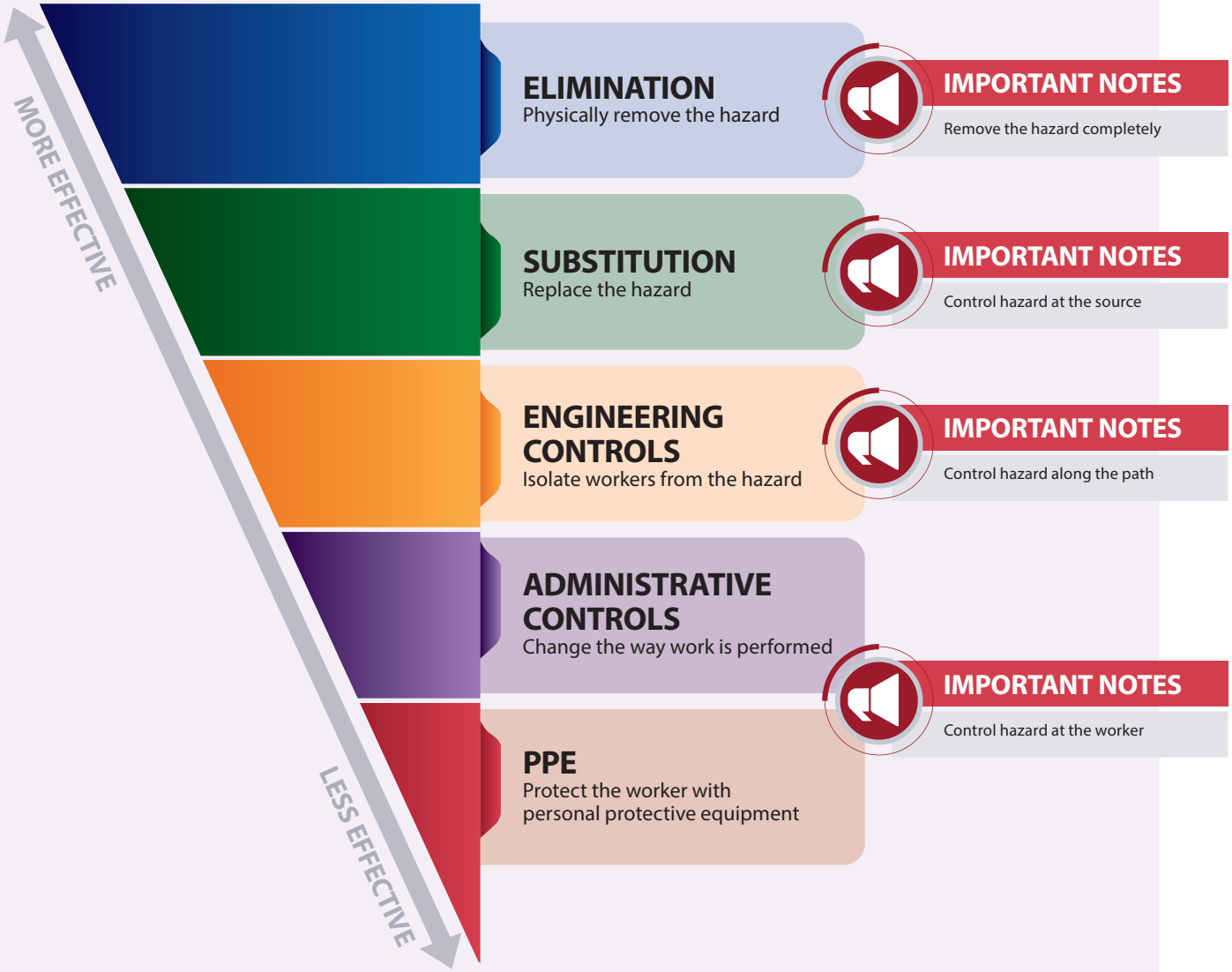
Step 4 CONTROL
Apply the hierarchy of controls & re-rank

Remember: Use the Hierarchy of Controls. Elimination is the best defense. A combination of controls may be needed.

CONTROLS

Hierarchy of Controls



KNOWLEDGE CHECK

Identify examples of controls used for each level of the hierarchy of controls.

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Step 5 TRAIN
Communicate safe job procedures

Companies must inform affected workers of the hazards identified and control methods used in a hazard assessment.Companies must also have a process for hazard reporting and follow-up.

IMPORTANT NOTES

Does your company have a process for workers to report hazards (unsafe acts or conditions)?

Remember:

- Review the hazard assessment
- Allow for questions
- Document the communication

Repeat or update hazard assessments at reasonable intervals or if any conditions change. Indicate reassessments with a time stamp or note.

Remember to Reassess:

- When any conditions change
- When a new process is introduced
- When a process changes
- Before additions or alterations to a work site
- When work resumes (post break)

LSE® PROFICIENCY CHECK

A Site-Specific/Field Level Hazard Assessment (FLHA) should (at a minimum) include:

- Tasks
- Hazards
- Controls
- Risk Ranking

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ACTIVITY #6 | REVIEW OF A FIELD LEVEL HAZARD ASSESSMENT (FLHA)

It is the end of the shift at the work site and you are reviewing FLHA's to verify if anything requires follow-up.

Shift Information

- The site is 20 minutes from a medical facility
- It was a clear day with no wind and the temperature was about 15°C
- The crew was installing a ventilation system on the roof of a new building (4 storeys, guardrails already installed)
- A subcontractor lifted the ventilation system into place
- A delivery of steel arrived today
- A subcontracted crew installed windows on the first and second floor below the access to the roof
- Subcontractors did their own field level hazard assessments
- It rained mid-day
- No new tasks, scopes of work, or equipment were introduced
- There were a few near misses
- A subcontractor had a spill at the work site

Your Task

- Review the following FLHA
- Indicate 2 items that were done well on the FLHA
- Indicate 3 areas for improvement
- Make 3 recommendations
- Identify 2 topics for the next toolbox talk

SKILL CHECK

Complete an analysis activity on a completed Field Level Hazard Assessment.

FIELD LEVEL HAZARD ASSESSMENT | Company Name: Buildit Rite Construction

Work to be done: Install Ventilation System on Roof	Date: May 24, 2020
Task location: Roof Muster Point:	Permit Job #: N/A
PPE Inspected: ☑ Yes ☐ No Items Inspected:	

Identify and Prioritize the tasks and hazards below, then identify the plans to eliminate/control the hazards.

TASKS	HAZARDS	Priority	PLANS TO ELIMINATE/CONTROL
gather tools	uneven ground, pinch points	3C	plan route and follow SWP for tool handling, lifting and carrying, gloves, hard hat, steel toe boots, vest
climb access and hoist tools to roof	working at heights, defective materials	1C	3-point contact, do not carry tools while climbing, identify scaffolding tag, follow SJP for hoisting tools
lift ventilation unit to proper location	pinch points, crushing, sharp edges, equipment overhead	1B	review lift, communication procedure with subcontractors
system hook up	electrical shock, sharp edges, crushing, pinch points	2A	follow SWP and SJPs for system hook ups, ensure all electrical sources are shut off
workplace clean up	tools/cords on ground, pinch points	3C	plan route and follow SWP for lifting and carrying
descent to main level	working at heights, defective materials, slips, trip, and falls	1C	3-point contact, do not carry tools, follow scaffolding access SWP

Has a pre-use inspection of tools/equipment been completed? Yes☐ No ☐	Warning ribbon needed? Yes ☐ No ☑
Is the worker working alone? Yes ☐ No ☑	If Yes, explain: ***11 am – Heavy Rain...slippery ground. Supervisor ordered extra sand/gravel for access to site.***

Job Completion

Are all Permit(s) closed out? Yes ☑ No ☐	Are there Hazards remaining? Yes ☑ No ☐ (If Yes, explain)
Was the area cleaned up at end of job / shift? Yes ☑ No ☐	
Were there any incidents / injuries? Yes ☐ No ☑	If Yes, explain:

Please print and sign below (All members of the crew) prior to commencing work, and initial when task is completed or at the end of the shift.

Worker's Name (Print)	Signature	Initial	Worker's Name (Print)	Signature	Initial
Ernest Faust	Ernest Faust	EF			
Geoffery Hollister	Geoffery Hollister	GH			
Iris Johnstein	Iris Johnstein				
Kamasa Lee	Kamasa Lee	KL			
Ming Nguyen	Ming Nguyen	MN			

Foreperson's Name and Signature (Sign upon reviewing completed card): _____

Client's Representative (Review) Signature: _____ Note: All names must be legible.

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ACTIVITY #6 | REVIEW OF A FIELD LEVEL HAZARD ASSESSMENT (FLHA)		
What was done well?	What needs improvement?	Recommendations
Topics for Toolbox Talk		

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EXERCISE 3

Try to answer each item without looking back in the course guide and then check your answers. Record the page number where you found the information.

1. List three advantages of conducting hazard assessments. (p. ____)

2. List the five steps in the site-specific hazard assessment process. (p. ____)

3. Which items below are hazards?

☐ cut finger	☐ dust	☐ sharp edges
☐ bacteria	☐ vibrations	☐ sprained ankle

4. Explain the difference between a hazard and an outcome. (p. ____)

5. What two factors do most risk assessment models evaluate? (p. ____)

6. Provide one example of each type of control. (p. ____)

Engineering _____

Administrative _____

PPE _____

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MODULE 3
INSPECTIONS
COMPONENTS OF AN INSPECTION PROGRAM

An inspection program should have the following components:

- Inspection policy (who, why, and when to conduct inspections)
- Inspection procedures (what to look for)
- Applicable forms (how to document what was observed)

TYPES OF INSPECTIONS

Types of safety inspections typically conducted during construction projects:

- Ongoing (informal) inspections
- Pre-Use inspections
- Maintenance inspections
- Special inspections
- Planned (formal) inspections

Purposes of Safety Inspections

- Identify existing and potential hazards
- Identify legislative compliance
- Identify company health and safety program compliance
- Determine causes of hazards (substandard practices and conditions)
- Monitor hazard controls (engineering, administrative, and PPE)
- Develop and recommend corrective actions
- Gain further understanding of jobs and tasks

A Workplace Inspection Should Examine all Aspects/Areas at the Work Site

- Materials
- Equipment
- Environment
- People
- Actions taking place (work in progress)

KNOWLEDGE CHECK

List three components of an inspection program.	Identify three purposes of safety inspections.

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THE SUPERVISOR AND INSPECTIONS

Inspections help supervisors inform workers about hazards at the work site.

Supervisors need to ask themselves the following questions:

- How do I know what to look for on an inspection?
- How do I interpret what I see on an inspection?
- How do I document the condition that I observed?
- How do I develop appropriate recommended actions?
- How will I put the recommended actions in place?

INFORMAL (ONGOING/UNPLANNED) INSPECTIONS

Informal inspections help to keep small problems from becoming major ones.

Follow-up actions for informal inspections:

- Conducting toolbox talks (scheduled or unscheduled)
- Stopping the use of equipment
- Correcting worker actions or coaching workers
- Meeting with senior management

IMPORTANT NOTES

Document informal inspections in daily logbook entries.

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FORMAL (PLANNED/ORGANIZED) INSPECTIONS

Formal inspections are documented inspections.

Determining frequency of formal inspections:

- Number and size of work operations
- Number of shifts and level of activity on each shift
- Hazard identified on hazard assessments
- Past history of incidents
- Manufacturers' specifications

IMPORTANT NOTES

CCOHS Publications

Valuable resources about workplace inspections are available free of charge from the Canadian Centre for Occupational Health and Safety (CCOHS) website.

DIFFERENT TYPES OF FORMAL INSPECTIONS	
PERIODIC (ROUTINE) INSPECTIONS	Conducted at regularly scheduled intervals
INTERMITTENT (UNANNOUNCED) INSPECTIONS	Conducted at irregular intervals
FOCUSED (SPOT) INSPECTIONS	Conducted as needed to inspect a specific area of a work site
GENERAL INSPECTIONS	Conducted in places that are generally assumed to be non-hazardous

IMPORTANT NOTES

Frequency of inspections are stated in the company's inspection policy. The frequency should reflect legislated requirements and industry standards.

BC OHS Regulation 3.8

Inspections required under Part 3 of the OHSR must include members of the joint committee or worker health & safety representative where feasible.

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ACTIVITY #7 | PROS AND CONS OF UNANNOUNCED INSPECTIONS

Indicate 3 pros and 3 cons of unannounced inspections.

UNANNOUNCED INSPECTIONS	
PROS	CONS

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FORMAL INSPECTION PROCESS

There are several models used to conduct work site inspections. Companies should use the inspection model that best fits their needs based on the size and complexity of their organization. Most models share the following steps.

Step 1 Plan the Inspection

Step 2 Conduct the Inspection

Step 3 Complete the Report

Step 4 Monitor the Corrective Actions

Step 1 Plan the Inspection

- Review company inspection policy, procedures, and forms
- Determine who will be on the inspection team
- Review appropriate/applicable legislation industry standards
- Ensure members of the inspection team have appropriate training
- Review appropriate/applicable operator manuals
- Collect required items to conduct the inspection
- Review previous incident reports for possible follow-up
- Review previous work site inspections
- Plan inspection route with supervisors and workers to ensure the safety of the inspection team

IMPORTANT NOTES

Inspections are an excellent opportunity to talk to workers and build positive relationships.

Do not overlook the office when conducting work site inspections. The hazards present in an office environment can have serious and long-lasting effects on those exposed to them.

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Step 2 | Conduct the Inspection

- Wear appropriate personal protective equipment for the inspection area
- Describe each substandard act or condition and its exact location
- Be methodical, ask questions, and take notes
- Take pictures if permitted by company policy
- Look at things from every angle
- Address the presence of dangerous work immediately
- Try not to disrupt normal work activities
- Do not operate equipment unless qualified
- Consider static (stop position) and dynamic (in motion) conditions of equipment being inspected
- Discuss potential hazards as a group and determine appropriate controls and corrective actions

KEY THINGS TO LOOK FOR DURING AN INSPECTION	
CRITICAL EQUIPMENT PARTS	• Stress and wear • Impact • Guards • Corrosion • Misuse • Moving parts covered • Vibration • Lockout
EVIDENCE OF STRUCTURAL, FUNCTIONAL, AND VENTILATION PROBLEMS	• Jagged edges • Worn areas • Improper pressure • Noxious fumes • Unusual noise • Leakage
VEHICLES AND EQUIPMENT	• Safety devices (fire extinguisher, first aid kit, backup alarm, beacon) • Maintenance records • Operator training/competency - records
PERSONAL PROTECTIVE EQUIPMENT (PPE)	• Availability/ease of access • Appropriate for the task • In good repair • Proper wear and fit
HOUSEKEEPING	• Improper storage • Potential for slips, trips, or falls • Blocked access and egress • Accumulation of combustible materials
SIGNS AND BARRICADES	• Caution tape • Warning and danger signs • Alarms • Barricades
EMERGENCY RESPONSE SUPPLIES	• Appropriate supplies for the number of workers • Required supplies as indicated in the emergency response plan
COMPLIANCE – PERSONNEL	• Company policies, practices, and procedures • Client demands • Legislative requirements • Industry standards/practices

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The Inspection Team

An inspection team should include members from the company's safety team.

- Management
- Supervisors
- Workers / Joint Health & Safety Committee

ACTIVITY #8 | THE INSPECTION TEAM
You want to start inspecting a work site while workers are installing drywall in a new residential home. • What type of workers should be included on the inspection team? • What training should the members of the inspection team have prior to conducting the inspection? • What items should be available to the inspection team?
WORKERS ON THE INSPECTION TEAM
REQUIRED TRAINING
ITEMS THAT SHOULD BE AVAILABLE

KNOWLEDGE CHECK

Identify who should be on an inspection team.

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Step 3 | Complete the Report

- Include what was specifically inspected
- Thank workers and supervisors for cooperating during the inspection
- Include positive observations in the report
- Include the date, time, areas that were inspected, as well as the names of the members of the inspection team
- Be as detailed as possible
- Include photos in the report if the work site permitted the inspection team to take photos
- Clearly describe the existing or potential hazards observed during the inspection
- Identify substandard acts, not the names of workers observed doing them
- Develop S.M.A.R.T. corrective actions for all identified deficiencies (Specific Measurable Attainable Relevant Time-bound)
- Risk rank the hazards
- Include target dates and the individuals responsible for implementation
- Consider who will be receiving copies of the report
- Include a plan for monitoring the controls and corrective measures

ASSESS THE SEVERITY		
1	EXTREME DANGER	- causing death, permanent impairment
2	SERIOUS	- severe injury or illness, property damage
3	MINOR	- non-serious injury, illness, or damage
4	N/A	- not applicable

ASSESS THE PROBABILITY		
A	PROBABLE	- likely to occur immediately or soon
B	REASONABLY PROBABLE	- likely to occur eventually
C	REMOTE	- could occur at some point
D	EXTREMELY REMOTE	- unlikely to occur

ASSIGN THE RANK (E.G., 1A, 2C, 3B, ETC.)

IMPORTANT NOTES

Inspections are fact-finding activities, not fault-finding ones. Do not use names in the report.

It is a best practice to finalize and submit an inspection report within 24 to 72 hours following the actual inspection for approval. An inspection report is complete when management signs off.

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Step 4 | Monitor the Corrective Actions

- Check in with the individuals responsible for the implementation of controls and corrective measures and confirm completion dates
- Verify with the crews that the controls and corrective measures implemented are working as intended

IMPORTANT NOTES

Ensure to follow up on corrective actions. Ask the questions below:

- Have the corrective actions been completed?
- Has the completion been documented?

POST INSPECTION

Discuss inspection results with workers and document the discussions. The following list includes ways to communicate with workers.

- Toolbox talks
- Safety meetings
- Bulletins
- Newsletters
- Email
- Computer programs or filing systems

LSE® PROFICIENCY CHECK

A site inspection should (at a minimum) include:

- Area/components inspected
- Corrective Actions
- Person responsible for each corrective action
- Target date for each corrective action

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ACTIVITY #9 | A WORKPLACE INSPECTION

Examine the photographs in the slide show and make notes. In groups, fill out the work site inspection report on the following page.

- Provide observations for each photo provided, risk rank the observations, and document recommendations.
- Use high, moderate, and low to rank the risk.
- Ensure to add a few positive observations at the end of the inspection.
- Refer back to page 57 for things to look for during an inspection.






SKILL CHECK

Complete an inspection report worksheet identifying deficiencies and corresponding recommended corrective actions.

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Step 1 Plan the Inspection

Step 2 Conduct the Inspection

Step 3 Complete the Report

Step 4 Monitor the Corrective Actions

Work Site Inspection Report

LOCATION:	BCCSA	**JOB#**	20200131
CONDUCTED BY (Inspector)		**DATE/TIME**	

PICTURE TASK	OBSERVATION	RISK (H, M, L)	RECOMMENDATIONS
(example) **CONCRETE PLACEMENT**	Awkward body positioning	M	Micro breaks and alternate tasks as per developed schedule

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DISCUSSION WITH MANAGEMENT

Importance of effective communication:

- To understand what is happening at the work site
- To understand the value of recommendations
- To influence management decisions

Clear Communication

Indicate exactly what is required
- Time
- Personnel
- Materials
- Budget

Use
- Specific language
- Accurate descriptions

Be
- Concise
- Organized
- Prepared
- Calm

Prepare to
- Be flexible
- Listen

Persuasive Strategies

Character
- The supervisor should be trustworthy

Logic
- Include facts and relevant data
- Present in a logical progression

Emotions
- Play to management's emotions

Urgency
- Evoke a sense of urgency

Effective Arguments

Moral/Ethical argument
- Explain why the recommendations are for the greater good
- Appeal to their sense of what is right
- Consider what could happen

Legislative
- Legislation must be followed
- Be specific as to which parts apply
- Indicate that there could be potential legal costs (fines, court costs, court settlements)

Cost/Benefit argument
- Compare the cost of the corrective actions/recommendations and the cost of a potential incident (injury or property damage)
- Evaluate long-term trends in safety expense per worker
- Calculate the cost of shutdowns
- Estimate the indirect costs associated with incidents

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ACTIVITY #10 | DISCUSSIONS WITH MANAGEMENT

In your group, complete the worksheet on the following page on your assigned case study.

CASE STUDY

You are the new supervisor for a home demolition in an older neighbourhood. The required equipment and operators are on site and ready to go. You ask the project coordinator about the utilities in the immediate area. She says there are overhead powerlines and the manager, who is on vacation, dealt with it. You are paying by the hour for the crew, equipment, and operators. What is your plan moving forward? What are the risks? Do you wait to confirm that the utilities to the building have been shut off?

Additional information for <u>CASE STUDY 1 ONLY</u> (OHSR Part 20 Construction, Excavation and Demolition)

20.113 Disconnecting utility services
Demolition must not proceed until all utility services which may endanger a worker have been disconnected in the manner required by the owner of the applicable utility service.

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What is the plan moving forward?

What are the risks?
Argument – consider the moral, cost, and legislative perspective

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EXERCISE 4

Try to answer each item without looking back in the course guide and then check your answers. Record the page number where you found the information.

1. List the three components of an inspection program. (p. ____)

2. State three purposes of conducting an inspection. (p. ____)

3. What are the four steps in the formal inspection process? (p. ____)

4. What are four things to look for while conducting an inspection? (p. ____)

5. Who should be on an inspection team? (p. ____)

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MODULE 4
INVESTIGATIONS

There are many reasons why a company should investigate incidents. However, the main reason for investigating incidents is prevention.

SUPERVISOR TRAINING

ELEMENTS OF INVESTIGATION TRAINING FOR SUPERVISORS	
POLICIES	• Company specific policies – internal requirements • Project specific policies – client requirements • Municipal, provincial, and federal requirements
PROCEDURES	• Response protocols • Reporting protocols • Communication protocols
DOCUMENTATION	• Reports • Witness statements • Timelines • Data collection

Questions for Supervisors

- Who is the contact in the event of an incident?
- Who will conduct the investigation?
- Who will contact OHS?
- Who will deal with the media?

KNOWLEDGE CHECK

Identify the main reason why a company should investigate incidents.

IMPORTANT NOTES

Information collected during an investigation may be requested by the WorkSafe BC, law enforcement agencies or other regulatory bodies as applicable.

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TYPES OF INCIDENTS

LOSS TYPE INCIDENT

- First aid
- Medical aid
- Property damage
- Vehicle incidents
- Material loss
- Environmental damage
- Stop in production

NO LOSS TYPE INCIDENT
(potential loss)

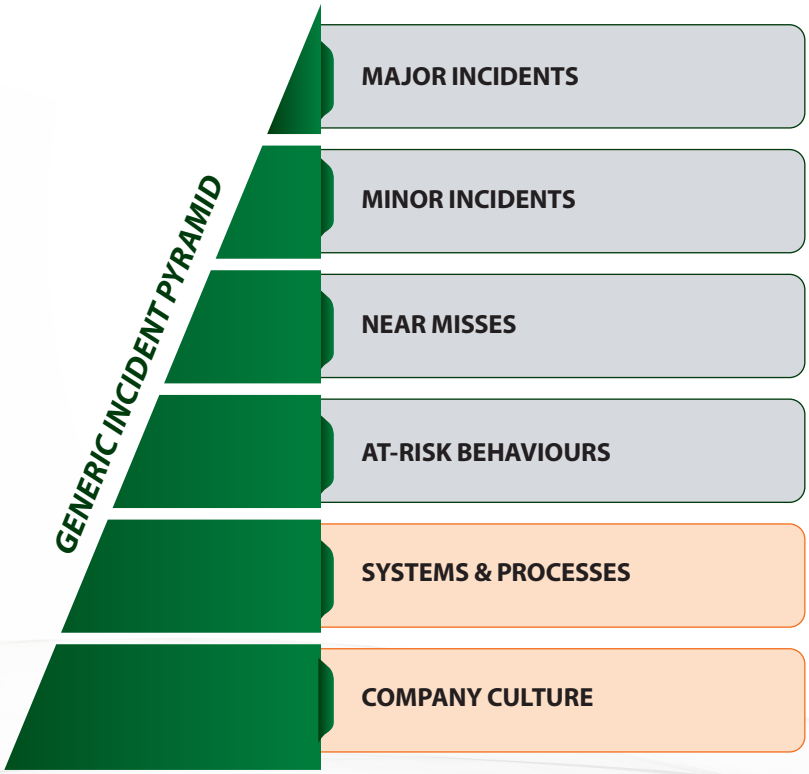
- Near miss
- Work refusal (dangerous work)

IMPORTANT NOTES

Depending on the model used, companies may have various incident classification criteria.

WHY INVESTIGATE A NEAR MISS?

There are clear connections between near misses and major incidents.



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WORKERS COMPENSATION ACT PART 2 DIV. 10 REQUIREMENTS

WorkSafe BC Reportable Incidents WCA Part 2 Div. 10 Sec 68

68 Immediate notice of certain accidents

(1) An employer must immediately notify the Board of the occurrence of any accident that

(a) resulted in serious injury to or the death of a worker,

(b) involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation,

(c) involved the major release of a hazardous substance,

(d) involved a fire or explosion that had a potential for causing serious injury to a worker, or

(e) was an incident required by regulation to be reported.

69 Incidents that must be investigated

(1) An employer must conduct a preliminary investigation under section 71 and a full investigation under section 72 respecting any accident or other incident that

(a) is required to be reported by section 68,

(b) resulted in injury to a worker requiring medical treatment,

(c) did not involve injury to a worker, or involved only minor injury not requiring medical treatment, but had a potential for causing serious injury to a worker, or

(d) was an incident required by regulation to be investigated.

(2) Subsection (1) does not apply in the case of a vehicle accident occurring on a public street or highway.

WorkSafe BC Reportable Incidents WCA Part 2 Div. 10 Sec 70

(1) An investigation must be carried out by persons knowledgeable about the type of work involved and, they are reasonably available, with the participation of the employer and a worker representative (if required, a worker from the Joint Health and Safety Committee).

(a) viewing the scene of the incident with the persons carrying out the investigation.

(b) providing advice to the persons carrying out the investigation respecting the methods used to carry out the investigation, the scope of the investigation, or any other aspect of the investigation.

Accident Reporting & Investigation WCA Part 2 Div. 10 Sec 71 and 72

71 – Preliminary investigation, report and follow-up action (How long: _____)

72 – Full investigation, report and follow-up action (How long: _____)

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INCIDENT COSTS

TYPES OF COST	
Insured Costs	Uninsured Costs
Incident costs the company gets back through medical, WCB, or other business insurance • Medical treatments • WCB compensation • Business insurance	Incident costs the company must pay for from the budget (they are expenses and directly affect the bottom line) • Property/materials • Building/facility damage • Tool/equipment damage • Product/material damage • Material/parts for repair • Time for corrective actions • Emergency equipment used • Lost production time **Other** • Investigation time • Wages paid for time lost • Hiring/replacing workers • Extra supervision • Extra clerical time • Decreased work program, modified work • Loss of business • Loss of reputation • Legal expenses • Fines/penalties • Time for participation in court • Lost time due to worker reactions

Adapted from Bird, Frank E., George L. Germain, and M. Douglas Clark. Practical Loss Control Leadership 3rd Edition. Duluth: Det Norske Veritas (U.S.A.) Inc. 2003, 2012

IMPORTANT NOTES

Uninsured costs are often hidden costs.

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THE SIMPLIFIED INVESTIGATION PROCESS

4 Steps to an effective investigation

1. Secure the Scene
   - Secure the scene except to attend to workers, prevent further injuries, and/or protect property.
2. Collect the Evidence
   - Gather physical information. Find out what happened, and conditions at the scene.
   - Gather supporting documentation or records.
   - Interview witnesses or anyone that may have pertinent information about the incident.
3. Analyze the Causes
   - Determine causes. Unsafe acts, conditions and/or procedures.
4. Write the Report
   - Prepare a report. (WCB EIIR Form or company form)
   - Determine controls based on the hierarchy of controls
   - Make recommendations.
   - Provide a copy of the report to WorkSafe BC, the Joint Health and Safety Committee (JHSC) or Worker Health and Safety Representative (WHSR)
   - Post corrective actions.
   - Follow-up. Make sure changes have been implemented.

KNOWLEDGE CHECK

Describe the four steps in the Simplified Investigation Process.

IMPORTANT NOTES

A company must notify the jurisdictional police immediately if a fatality occurs.

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Step 1 | Secure the Scene

- Once I have arrived on scene, how do I protect myself?
- Once I have assessed the scene, what should I do now?
- Once I have control of the scene, what should I think about now?
- Depending on the incident and/or company policies, who may I have to call?

IMPORTANT NOTES

The most important thing to do when securing the scene is to protect yourself.

Identify the loss – The unintentional injury, damage, or material loss.

POTENTIAL TYPES OF LOSSES	
PEOPLE	Injury or illness
PROPERTY	Damage to equipment/assets
PROCESS	Down time
ENVIRONMENT	Damage or spill
REPUTATION	Negative publicity/business impact

Classify the incident – The event leading to the loss

CONTACT WITH ENERGY OR SUBSTANCE
• Struck against (running or bumping into) • Struck by (hit by a moving object) • Fall to a lower level • Fall on the same level (slip and fall, trip and fall, tip over, upset) • Caught in (pinched in, entangled with) • Caught on (snagged on, hung-up on, entangled on) • Caught between (compressed, crushed, severed/removed) • Contact with harmful energy • Contact with harmful substance • Overstress, Overexertion, or Overload

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Step 2 | Collect the Evidence

- Position, people, parts, paper (prioritize evidence collection)
- Put witnesses at ease
- Ask open-ended questions and let witnesses speak freely

IMPORTANT NOTES

An open-ended question is designed to encourage a full answer, not just a yes or no response.

Step 3 | Analyze the Causes

DIRECT CAUSES	BASIC CAUSES	ROOT CAUSES
What Happened? "The Hazard"	"Why it happened" Unsafe Act Unsafe Conditions	"How it happened" Failure to establish and/or maintain systems, standards, procedures or COR® program. (What program element failed?)

IMPORTANT NOTES

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

The company health and safety program should include provisions for prompt stress management counseling for workers and supervisors affected by a serious accident/incident. This process should ideally be available to your organization and workers within 24 to 72 hours after the accident/incident. Basic/advanced stress management procedures is available through the International Critical Stress Management Foundation and Provincial Mental Health departments. Contracting assistance through worker assistance providers may be another option for your organization.

KNOWLEDGE CHECK

Describe the three types of causes.

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Direct, Basic, and Root Causes

DIRECT CAUSES
(what happened)

This is the point of contact between the hazard and the worker.

EXAMPLES:

- Electrocution
- Falls
- Crushed by Forklift

BASIC CAUSES
(why it happened)

UNSAFE ACTS	UNSAFE CONDITIONS
• Failing to identify hazard/risk • Failing to use PPE properly • Failing to follow policy, procedure, rule • Failing to communicate or coordinate • Operating equipment without authority • Horseplay • Failing to warn • Failing to secure • Operating at improper speed • Using defective equipment • Improper loading • Improper placement • Improper lifting • Improper position for task • Servicing equipment in operation • Under the influence • Using equipment improperly • Making safety devices inoperable • Failing to check/monitor • Failing to react/correct	• Inadequate/improper PPE • Inadequate guards, barriers • Poor housekeeping or disorder • Inadequate preparation or planning • Poor instructions or procedures • Inadequate information • Defective tools, equipment, materials • Inadequate warning system • Congestion/restricted action • Fire/explosion hazard • Noise exposure • Radiation exposure • Temperature exposure • Inadequate or excessive illumination • Inadequate ventilation • Presence of harmful materials • Inadequate assistance • Inadequate communications • Poor road conditions • Poor weather conditions

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ROOT CAUSES

INADEQUATE SUPERVISION RELATED TO...

- Inadequate instructions, orientation, or training
- Inadequate identification and evaluation of loss exposures
- Giving conflicting objectives, goals, standards
- Providing inadequate reference, directive, or guidance documents
- Inadequate performance feedback
- Inadequate performance evaluation
- Inadequate work planning
- Lack of leader/management knowledge
- Unclear/conflicting responsibilities
- Unclear/conflicting reporting relationships
- Giving inadequate policy, procedure, practices, guidelines
- Inadequate matching of individual qualifications and task requirements

ABUSE OR MISUSE RELATED TO...

- Supervision intentionally condoning the abuse or misuse

INCREASE IN WEAR AND TEAR RELATED TO...

- Inadequate planning and use
- Improper extension of service life
- Inadequate inspection/monitoring
- Improper loading/rate of use
- Inadequate maintenance
- Use by unqualified/untrained people
- Use for wrong purposes

INADEQUATE MAINENANCE RELATED TO...

- Assessment/communication of needs
- Scheduling of work
- Examination of parts/units
- Lubrication/servicing
- Adjustment/assembly
- Cleaning/resurfacing

INADEQUATE TOOLS/EQUIPMENT RELATED TO...

- Assessment of needs/availability
- Ergonomics
- Standards/specifications
- Adjustment/repair/maintenance
- Removal/replacement of unsuitable items

INADEQUATE ENGINEERING RELATED TO...

- Assessment of loss exposures
- Consideration of human factors, ergonomics
- Specification/design criteria
- Monitoring of construction
- Assessment of operational readiness
- Monitoring of initial operations
- Evaluation of changes

INADEQUATE WORK STANDARDS RELATED TO...

- Inventory/evaluation of exposures/needs
- Coordination with process design
- Worker involvement
- Procedures/rules/standards
- Communication of procedures, rules, standards
- Reviewing/updating of procedures, rules, standards

PHYSIOLOGICAL STRESS RELATED TO...

- Emotional overload
- Fatigue due to mental task load/speed
- Extreme judgement/decision demands
- Routine/monotony
- Extreme concentration demands
- Meaningless activities
- Confusing directions
- Conflicting demands
- Preoccupation with problems
- Frustration
- Mental illness

ROOT CAUSES - *CONTINUED*

FAILURE TO ESTABLISH AND/OR MAINTAIN STANDARDS FOR...

- Knowledge, skill training
- Leadership, administration
- Leadership training
- Inspections/maintenance
- Critical task analysis
- Incident investigation
- Performance observations
- Incident analysis
- Personal protective equipment
- Health, hygiene control
- System evaluation
- Engineering
- Emergency preparedness
- Personal communications
- Team communications
- General promotion
- Hiring, placement
- Materials/services
- Off-the-job safety
- Rules, work permits

(Elements of the COR® program can be found on page 20 of this manual or the BCCSA website.)

LSE® PROFICIENCY CHECK

An investigation should (at a minimum) include:

- When did the incident occur?
- What happened?
- What were the causes?
- Who is responsible for each corrective action?
- What are the target dates for each corrective action?

IMPORTANT NOTES

Some causation models refer to indirect causes. Indirect and basic causes are the same in this course.

Specialized training is required to be able to identify causes in the bottom four categories

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Step 4 | Write the Report

1. **Incident type**
   - Near miss
   - Minor injury / serious injury / fatality
   - Production loss / spill / release
   - Property / facility damage or loss
2. **Basic incident identifiers**
   - Date / time / location / worksite
   - Supervisor / employer / contractor / prime contractor / client / owner
3. **Details on all injured workers**
   - Names / positions
   - Nature / severity of injuries
4. **Witness names and witness statements** (attached to report)
5. **Description of the incident**
   - Written description and witness statements
   - Sketches, diagrams, and photos
   - Evidence and photograph logs (attached to report)
   - Incident timeline (attached to report)
   - Reports from outside agencies/internal units (attached to report)
6. **Identification of the direct, basic, and root causes**
7. **Identification of SMART corrective actions**
   - What corrective actions have already been taken?
   - What corrective actions need to be taken?
   - What are the target dates for each corrective action?
   - Who is responsible / accountable for each corrective action?
8. **Identification of the investigation team**
   - Names / positions / employers / contact information

IMPORTANT NOTES

When developing corrective actions that are appropriate for your company, consider budget, personnel, and schedules.

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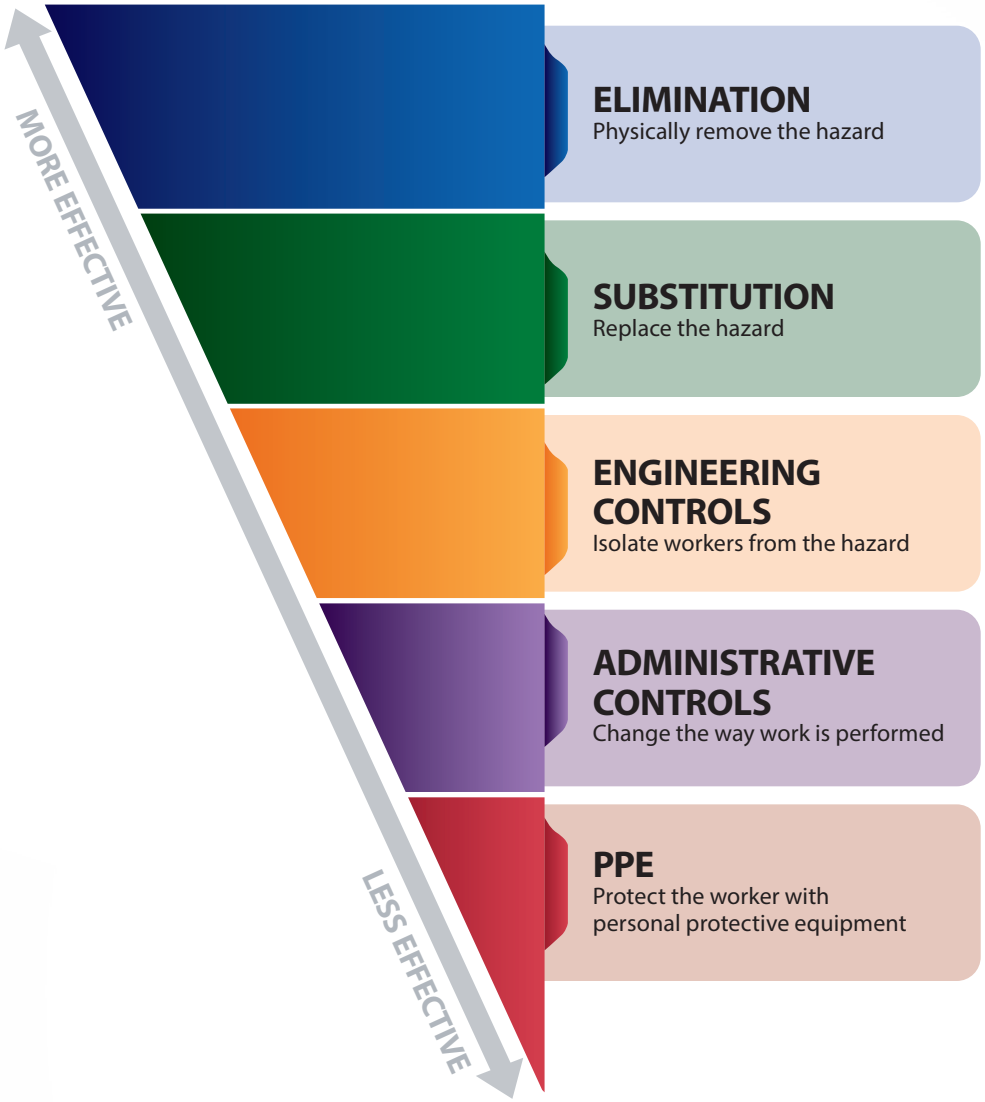
Hierarchy of Controls



IMPORTANT NOTES

Work your way up from the root causes and keep in mind the hierarchy of controls when developing corrective actions.

Create **S.M.A.R.T.** corrective actions:

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**elevant
- **T**ime-bound

SKILL CHECK

Complete an incident causation activity including loss, incident, causes, and corrective actions.

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ACTIVITY #11 | INCIDENT CAUSATION

- **Review the scenario provided and complete the investigation worksheet on the following pages.**
- **Identify the direct cause and at least two basic and root causes.**
- **Ensure to develop SMART corrective actions for each cause.**

INCIDENT SCENARIO

An employee received extensive acid burns to his face and hands when a 50L container of sulfuric acid rolled from the four-wheel cart the employee was pushing and burst on impact when it hit the floor. The injured man reported that the container was dislodged when the right-hand front wheel of the cart fell into a small "pot-hole", caused by previous acid spills on the wooden floor of the storage trailer. The previous incidents resulted in instructions to all workers not to use the mentioned corridor, but this is a shorter route.

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PARAPHRASE THE STEPS OF THE INCIDENT	IDENTIFY THE LOSS (INJURY / PROPERTY DAMAGE)

	CAUSES	CORRECTIVE ACTIONS
DIRECT		

	CAUSES	CORRECTIVE ACTIONS
BASIC		
ROOT		

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EXERCISE 5

Try to answer each item without looking back in the course guide and then check your answers. Record the page number where you found the information.

1. What is the main reason companies should investigate incidents? (p. ____)

2. Identify the four steps in the Simplified Investigation Process. (p. ____)

3. Identify the loss(es) and classify the incident for the scenario below. (p. ____)

   A worker gets a metal bristle from a grinder brush in the left arm while grinding. The grinder exceeded the brush's maximum speed rating and the brush lost several bristles prior to one entering the worker's arm.

LOSS(ES)	INCIDENT

4. List three types of causes and the level indicated below. (p. ____)

   Cause: _____

   Level: Direct

   Cause: _____

   Level: Basic

   Cause: _____

   Level: Root

ACTIVITY #12 | LOGBOOK ENTRY 2

Use the logbook pages on pages 33 and 34 to note different types of incidents and the three types of causes identified in Simplified Investigation Process.

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MODULE 5
TRAINING AND COMMUNICATION

Worker training gives workers the tools they need to work safely. An effective training program does the three things listed below:

- Informs workers of expectations
- Gives workers the information to do their tasks safely
- Allows workers to express their health and safety concerns

There are different approaches to assist learning such as;

1) Visual – visualize ideas and see the information presented in pictures or charts.
2) Auditory – listen to information being presented. Verbal repetition is helpful.
3) Reading / Writing – read information and then write out key points or answers.
4) Kinesthetic – hands on, experiential learners. They learn best by doing practical skills.

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ELEMENTS OF AN EFFECTIVE TRAINING PROGRAM	
TRAINING POLICY	• Indicate company commitment • Develop objectives for the training program • Assign responsibilities to workplace parties • Refer to applicable legislation
ORIENTATIONS	• Develop a general safety orientation • Develop site-specific orientations
ON-THE-JOB TRAINING	• Provide hands-on training/explanations • Develop step-by-step procedures
ONGOING TRAINING	• Develop procedures for when ongoing training should occur • Refer to legislation • Consult with clients • Track expiry dates
ASSESSMENT & DOCUMENTATION	• Assess workers • Document assessments • File documentation

The three types of training in an effective training program are below.

- Orientations
- On-the-job
- Ongoing

IMPORTANT NOTES

Do not rush training!

Maintain a comfortable pace for the worker. Be clear, concise, and willing to repeat as necessary.

File all certificates and training related documentation in the related worker's file.

KNOWLEDGE CHECK

State three types of training that should be included in an effective training program.

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COMPETENT WORKERS AND DIRECT SUPERVISION

WCA Part 2 Div. 4 Sec 21

Employer Responsibility for Training

21 General duties of employers

21 (2) (e) provide to the employer's workers the information, instruction, training and supervision necessary to ensure the health and safety of those workers in carrying out their work and to ensure the health and safety of other workers at the workplace.

ORIENTATIONS – GENERAL & SITE SPECIFIC

OHSR Part 3.23

General Safety Orientation

(2) (a) the name and contact information for the young or new worker's supervisor;

(b) the employer's and young or new worker's rights and responsibilities

(c) workplace health and safety rules;

(d) hazards to which the young or new worker may be exposed, including risks from robbery, assault or confrontation;

(e) working alone or in isolation;

(f) violence in the workplace;

(g) personal protective equipment;

(h) location of first aid facilities and means of summoning first aid and reporting illnesses and injuries;

(i) emergency procedures;

(j) instruction and demonstration of the young or new worker's work task or work process;

(k) the employer's health and safety program,

(l) WHMIS information

(m) contact information for the occupational health and safety committee or the worker health and safety representative, as applicable to the workplace.

Site-specific Orientation

- Site tour
- Hazards and controls
- Rules (company and client requirements)
- Training requirement
- PPE
- Emergency response procedures
- Incident reporting requirements
- Other contractors on-site

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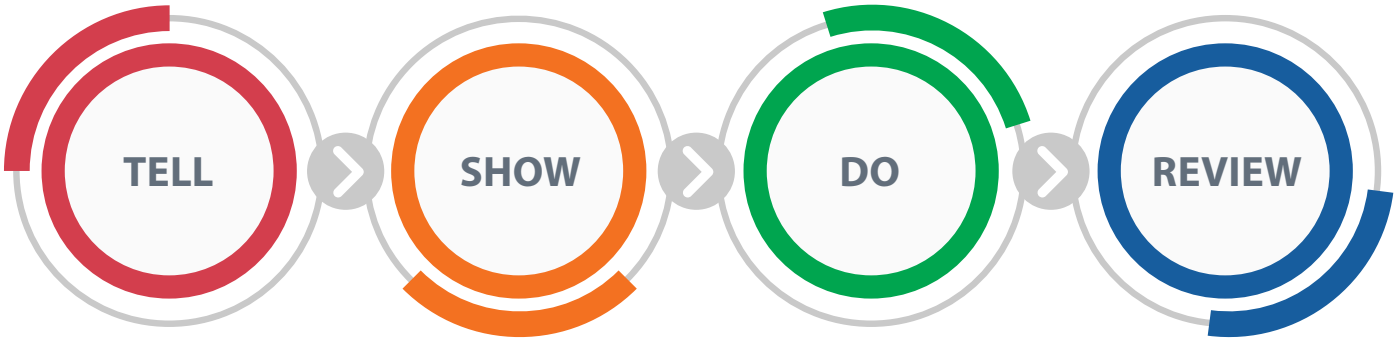
ON THE JOB TRAINING (OJT)

On-the-job training is a hands-on explanation of how to do the tasks assigned to a worker. The step-by-step instructions should include all aspects of what the worker is required to do.

Conduct OJT using the four key principles of instruction.



KEY PRINCIPLE	ON-THE-JOB TRAINING
TELL	• Explain the job and how it fits into the larger scope of the workplace/project • Review the formal hazard assessment of the task • Review the safe job procedure and/or safe work practice for the task • Review the steps involved and the sequence of actions to be taken • Conduct a field level hazard assessment (identify hazards and required controls) • Ensure the worker has the required PPE for the task
SHOW	• Demonstrate the task step-by-step, stress key points, and ask questions at every step • Explain the reasons behind the guidelines and procedures for the task, and the risks of not performing the task properly
DO	• Observe the worker perform each step of the task • Compliment areas where the worker excels • Show the worker how to correct areas that need improvement • Observe the worker perform each step with corrections
REVIEW	• Check back frequently to verify if the worker has any questions and performing as per safety and quality standards • Continue to Mentor, Motivate, and Monitor the worker

KNOWLEDGE CHECK

Describe the four key principles of instruction.

IMPORTANT NOTES

IWhen conducting OJT, encourage the worker to ask questions during and after training.

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ONGOING TRAINING

Training is a continuous process. Encourage workers to pursue continual improvement and get refresher training.

Ongoing training should occur, at a minimum, when any of the following conditions exist:

- New operations or tasks are added
- Standards or legislation change
- Policies, rules, or procedures change
- Workers or supervisors are not following policies, rules, or procedure

Examples of Ongoing Training

- Training for a new work task or operation
- Training on a new piece of equipment
- Spotter/Flagger
- Rigging
- Fall protection
- Excavations/trenching
- First aid
- Policies, rules, or procedures
- Train-the-trainer programs
- Other site-specific training

Ongoing training requirements may also be affected by legislation and client demands.

How do you know if someone is qualified?

OHSR 1.1 Definition:

Qualified _____ , _____ , _____

IMPORTANT NOTES

Specialized training

Part 3 – First Aid (Rights & Responsibilities)
Part 5 – Chemical Agents & Biological Agents
Part 6 – Substance Specific Requirements
Part 9 – Confined Spaces
Part 11 – Fall Protection
Part 13 – Ladders Scaffolds & Temporary Work Platforms
Part 15 – Rigging
Part 20 – Construction, Excavation & Demolition

Document it. Remember to keep a record of all OJT

Track dates of course or training certificates to ensure training is renewed as required.

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ASSESSMENT AND DOCUMENTATION

A large part of training is assessment. Assessments emphasize the importance of the workers' role concerning health and safety within your organization.

TYPE OF ASSESSMENT	ADVANTAGES
WRITTEN TESTS	• Identify areas that need more clarification • Focus on worker success • Provide quantitative feedback • Observe workers completing documentation (i.e., site-specific/field level hazard assessments)
VERBAL TESTS	• Used as a way to verify knowledge for workers who have difficulty reading and writing
OBSERVATIONS - FORMAL & INFORMAL (Demonstration of skills)	• Used to verify if workers can apply the knowledge acquired during training • Include praise for things done well and specific instructions for improvement • As per client, organizational, industry, legislative standards • Provides qualitative feedback

Documentation and Retention

- Orientations
- Competency assessments
- Qualification certificates
- Driver's license
- Observations
- Written tests
- Verbal test results
- Other

KNOWLEDGE CHECK

Describe the advantages of each of the three types of assessments used in a training program.

IMPORTANT NOTES

Ensure that documentation with sensitive information is kept confidential.

New Workers

New workers have lots of questions regarding health and safety. Supervisors must know where to find the answers to the questions below.

Potential New Worker Questions

- What are the hazards of my job?
- Will I receive safety training? When?
- What other training will I require?
- Do you have safety meetings? When? Where?
- What personal protective equipment (PPE) will I be expected to wear on a regular basis? Who will train me in the use of PPE?
- Will I need any specialized PPE? Who will train me in the use of required PPE?
- What are the emergency procedures for my workplace?
- Whom do I ask if I have a health and safety question/concerns?
- Whom do I inform if I will not be coming into work (sick)?
- What safe work practices and safe job procedures do I require?
- What emergency equipment is available? Where is it located? Who is trained to use it?
- What type of incidents do I report? Whom do I report them to?
- Who are the first aiders on the site?
- What are my health and safety responsibilities as a worker?

IMPORTANT NOTES

Mentoring and coaching programs are excellent tools to help new and young workers become safe workers.

Young Workers

There are several reasons why young workers are at a greater risk than more experienced workers.

- Limited experience in the workplace
- Eager to please
- Concern for what others might think

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ACTIVITY #13 | ESTABLISHING COMPETENCY

You are responsible for assigning company vehicles to workers. Before you hand over the keys, consider what qualifications, training, and experience they require to drive a company vehicle?

Create a list of:

- qualifications and training related to driving,
- skills the worker must perform to show experience, and
- other things you might consider before assigning a company vehicle.

REQUIRED QUALIFICATIONS AND TRAINING	SKILLS TO BE PERFORMED (EXPERIENCE)

OTHER THINGS YOU MIGHT CONSIDER BEFORE ASSIGNING A COMPANY VEHICLE

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COMMUNICATION

Examples of Communication at the Work Site

- Safety bulletins or documentation
- Training
- Tailgate/Toolbox meetings
- Safety meetings
- Coaching
- Discussions between the supervisor and crew
- Discussions amongst crew members
- Discussions between crews
- Emergency notifications

Toolbox Talks

Toolbox or tailgate talks are short meetings used to inform workers of hazards, controls, incidents, or inspection findings

PLANNING A TOOLBOX TALK	
STEP	**CONSIDERATIONS**
CHOOSE YOUR TOPIC(S)	• Potential topic(s) on next page
DEVELOP YOUR CONTENT	• Research the topic • What do the workers need to know? • What do they need to do after the toolbox talk? • What input do you want from workers? • What follow-up (action plan) is required?
PREPARE YOUR MATERIALS	• Presentation notes, handouts, and visuals (if applicable)
PRACTICE YOUR DELIVERY	• Review notes • Set times • Anticipate questions

IMPORTANT NOTES

Create **S.M.A.R.T.** corrective actions:

Specific
Measurable
Attainable
Relevant
Time-bound

Step 1 Choose your Topic(s)

Step 2 Develop your Content

Step 3 Prepare your Materials

Step 4 Practice your Delivery

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TOOLBOX TOPICS

- Responsibilities, rights, and obligations
- Team responsibilities
- Workers' rights
- Company rules
- Personal protective equipment
- Eye Protection
- Hearing protection
- Respiratory protection
- Head protection
- Hand protection
- Fire retardant clothing
- WHMIS
- Hazardous products on site
- Labels
- SDS
- Working at heights
- Guardrails/toe boards
- Ladders
- Scaffolding
- Fall protection
- Rigging and hoisting
- Rigging hardware
- Crane hand signals
- Tag lines
- Trenching
- Soil types
- Protection (sloping, boxes)
- Excavator hand signals
- Techniques and tools
- Housekeeping
- Hand tools
- Electric tools
- Powder actuated tools
- Propane
- Formwork
- Floor coverings
- Compressed gas cylinders
- Falling objects
- Securing loads
- Emergency response
- Emergency drills
- First aiders
- First aid kits
- Fire extinguishers
- Vehicles
- Walk around/pre-use inspection
- Backing up
- Traffic control
- Hazards
- Site/job specific

THE FOLLOWING TOPICS CAN BE USED AS THEY BECOME CURRENT OR REQUIRE REVIEW

- Review of applicable hazard assessments
- Review of recent inspection and incident reports
- Review of Safe Work Practices (SWPs)
- Review of Safe Job Procedures (SJPs)
- Review of legislation and/or changes to legislation

LSE® PROFICIENCY CHECK

A toolbox talk should include the following elements

- Name of the meeting leader
- Topics discussed, actions and notes
- Attendance (signatures)
- Worker input

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SAFETY MEETINGS

ACTIVITY #14 | PREPARE A TOOLBOX TALK

WORKER UPDATE:
Working together in a group create a toolbox meeting for the Acid Burn exercise from page 81 using the form below.

TOOLBOX TALK
INCIDENT: _____
Topic(s)
Develop your content. Information points you want to cover. Outcomes you want the workers to know, or do.
What teaching skills, materials or visual aids, are you going to use to increase learning?
Proof of knowledge/understanding.

SKILL CHECK

Complete a toolbox talk plan based on a topic from the incident causation activity.

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EXAMPLE OF SAFETY MEETING TEMPLATE:

SAFETY MEETING			
PROJECT /FACILITY		**DATE**	
MEETING FACILITATOR			
ATTENDANCE (print name and initial)			
Site conditions? Workers fit for work?			
Review of inspections/incidents			
1. 2.			
Current training topic(s)			
1. 2.			
Worker input/concerns			
Add two open-ended questions for the workers. 1. 2.			
NEXT MEETING DATE			
SUPERVISOR (Name and Signature):			
REVIEWED BY (Name and Signature):			

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EXERCISE 6

Try to answer each item without looking back in the course guide and then check your answers. Record the page number where you found the information.

1. What are the three factors to consider when determining if a worker is qualified? (OHSR# ____)

2. What are three types of training in an effective training program? (p. ____)

3. Identify the four key principles of instruction. (p. ____)

4. What are three types of assessments used in a training program? (p. ____)

5. What are the four stages of planning a toolbox talk? (p. ____)

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REVIEW OF SELECTED LEARNING OBJECTIVES
MODULES 1 - 5

Try to answer each item without looking back in the course guide and then check your answers and write the page number in the space provided.

1. What are three essential actions of an effective safety leader? (p. ____)

2. List the three groups that make up a company's health and safety team. (p. ____)

3. Use an x to indicate if the item is a hazard or an outcome. (p. ____)

ITEM	HAZARD	OUTCOME
VIBRATIONS		
BACTERIA		
INFECTION		
MENTAL STRESS		
HARASSMENT		

4. What two factors do most risk assessment models evaluate when assessing the risk of an outcome occurring (p. ____)

5. Use an x to indicate which type of control is represented (p. ____)

ITEM	ENG.	ADMIN	PPE
VENTILATION SYSTEMS			
FACE SHIELD			
JOB ROTATION			
GUARDRAILS			
SJPS			

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6. What are the four steps in the formal inspection process? (p. ____)

7. What are the four steps in the simplified investigation process? (p. ____)

8. What are the three types of causes identified in the Loss Causation Model? (p. ____)

9. Identify the loss(es) and classify the incident for the scenario below. (p. ____)

A worker was sent on a service call. While parking, the parking brake failed, and the worker's truck rolled into a light pole. The air bags deployed, and the worker was bruised by the seatbelt. The worker was unable to complete the service call.

LOSS(ES)	INCIDENT

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APPENDIX A
ADDITIONAL RESOURCES

Pre-Project/Pre-Job Meeting

A pre-project or pre-job meeting is an excellent opportunity for the people running the project or job to sit down together, plan, and prepare for the upcoming events. The meeting will address many topics including those in the list below.

- Work plan
- Schedule
- Individuals' roles and responsibilities within the project or job
- Competency (assign competent workers)
- Required materials and equipment
- Formal Hazard Assessment of the scope of the project or job
- Hazard controls (maintenance, PPE, guards, SWPs, SJPs, etc.)
- Training (orientations, WHMIS, task specific, etc.)
- Emergency response plan and first aid requirements
- Incident reporting procedures
- Traffic control
- Protection of the public
- Safe entry and exit
- Working from heights
- Utilities
- Lunchrooms, toilets and washing facilities

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The Supervisor Checklist

A good supervisor needs to…

- Know and understand the employer's occupational health and safety management system, policies, and procedures
- Know and tell workers about their health and safety rights and obligations
- Be familiar with legislation that applies to the work they do
- Conduct regular, ongoing hazard assessments with help from their workers
- Communicate all hazards and related controls to workers (and management)
- Complete and communicate required inspections
- Communicate relevant safe work practices to workers
- Confirm that workers have the training (site-specific orientations, emergency response, WHMIS, working from heights, task specific, on the job, etc.) required to perform their jobs in a safe manner
- Wear/use required personal protective equipment when on site
- Ensure workers are wearing/using required personal protective on site
- Ensure workers know where to find information on occupational health and safety at the work site, including related legislation
- Consider the health and safety of the public near the work site
- Know where to find answers when necessary
- Have good communication and people skills
- Ensure the work site is supervised at all times
- Document what happens on site and keep a daily log
- Lead by example

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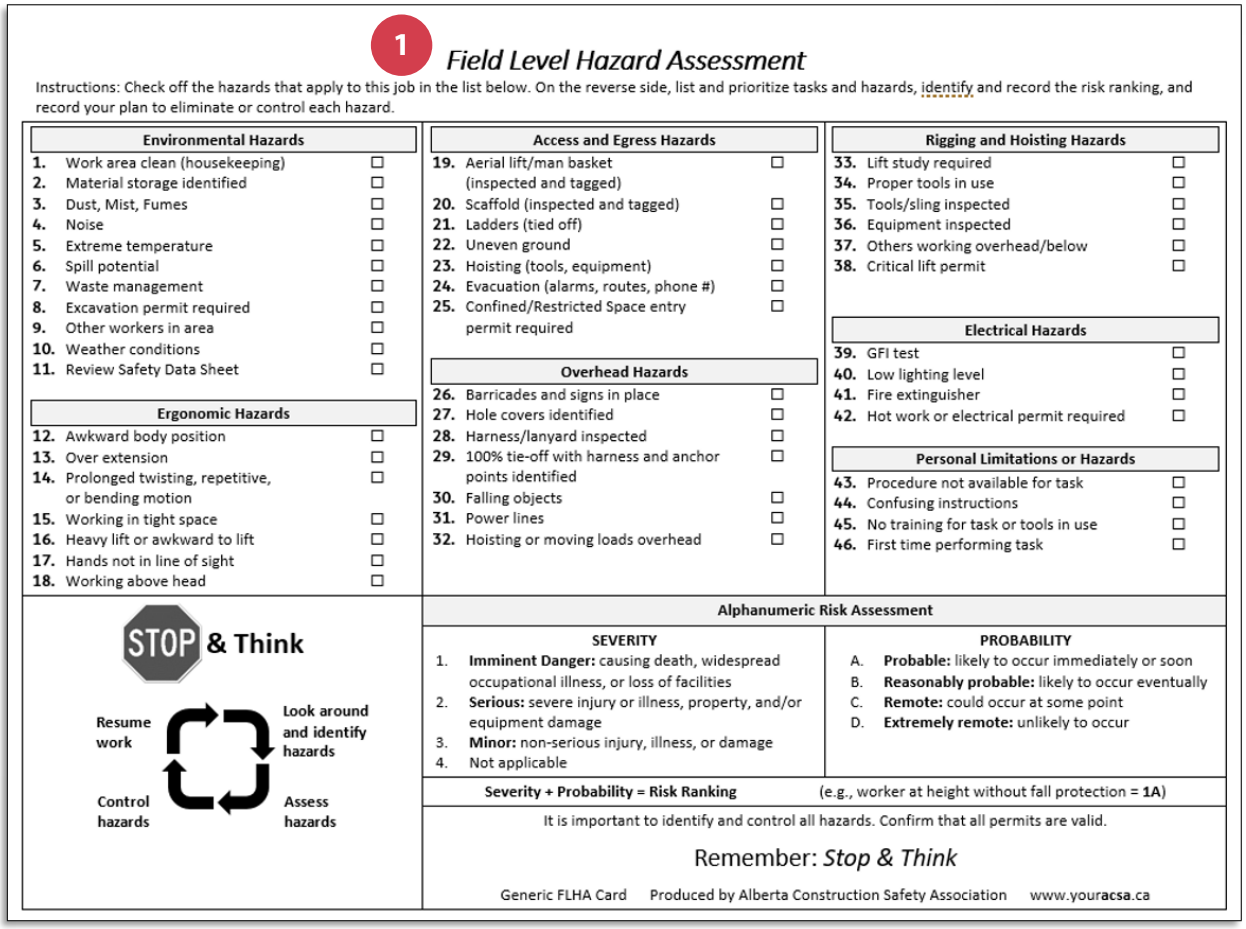
GUIDE TO COMPLETING THE BCCSA FLHA

Complete the first side of the Field Level Hazard Assessment (FLHA) form

1. Check the hazards that apply to the tasks you will be performing in your work area.



1 *Field Level Hazard Assessment*

Instructions: Check off the hazards that apply to this job in the list below. On the reverse side, list and prioritize tasks and hazards, identify and record the risk ranking, and record your plan to eliminate or control each hazard.

Environmental Hazards

1. Work area clean (housekeeping) ☐
2. Material storage identified ☐
3. Dust, Mist, Fumes ☐
4. Noise ☐
5. Extreme temperature ☐
6. Spill potential ☐
7. Waste management ☐
8. Excavation permit required ☐
9. Other workers in area ☐
10. Weather conditions ☐
11. Review Safety Data Sheet ☐

Ergonomic Hazards

12. Awkward body position ☐
13. Over extension ☐
14. Prolonged twisting, repetitive, or bending motion ☐
15. Working in tight space ☐
16. Heavy lift or awkward to lift ☐
17. Hands not in line of sight ☐
18. Working above head ☐

Access and Egress Hazards

19. Aerial lift/man basket (inspected and tagged) ☐
20. Scaffold (inspected and tagged) ☐
21. Ladders (tied off) ☐
22. Uneven ground ☐
23. Hoisting (tools, equipment) ☐
24. Evacuation (alarms, routes, phone #) ☐
25. Confined/Restricted Space entry permit required ☐

Overhead Hazards

26. Barricades and signs in place ☐
27. Hole covers identified ☐
28. Harness/lanyard inspected ☐
29. 100% tie-off with harness and anchor points identified ☐
30. Falling objects ☐
31. Power lines ☐
32. Hoisting or moving loads overhead ☐

Rigging and Hoisting Hazards

33. Lift study required ☐
34. Proper tools in use ☐
35. Tools/sling inspected ☐
36. Equipment inspected ☐
37. Others working overhead/below ☐
38. Critical lift permit ☐

Electrical Hazards

39. GFI test ☐
40. Low lighting level ☐
41. Fire extinguisher ☐
42. Hot work or electrical permit required ☐

Personal Limitations or Hazards

43. Procedure not available for task ☐
44. Confusing instructions ☐
45. No training for task or tools in use ☐
46. First time performing task ☐

STOP & Think

Resume work → Look around and identify hazards → Assess hazards → Control hazards

Alphanumeric Risk Assessment

SEVERITY

1. **Imminent Danger:** causing death, widespread occupational illness, or loss of facilities
2. **Serious:** severe injury or illness, property, and/or equipment damage
3. **Minor:** non-serious injury, illness, or damage
4. Not applicable

PROBABILITY

A. **Probable:** likely to occur immediately or soon
B. **Reasonably probable:** likely to occur eventually
C. **Remote:** could occur at some point
D. **Extremely remote:** unlikely to occur

Severity + Probability = Risk Ranking (e.g., worker at height without fall protection = **1A**)

It is important to identify and control all hazards. Confirm that all permits are valid.

Remember: *Stop & Think*

Generic FLHA Card Produced by Alberta Construction Safety Association www.youracsa.ca

2. Input company, project, and PPE information

- Complete the initial table with company name, work to be done, date, task location, muster point, Permit Job #, and what PPE was inspected prior to starting work.
- Print and sign at the bottom of the form.

  Example: Work to be Done: Building forms for concrete slab

3. Identify Tasks

- Identify and record the tasks that you will be performing that shift.

  Example: Task: Gather tools and lumber

4. Identify Hazards

- Identify the hazards associated with the tasks listed. (Include hazards checked on opposite page.)

  Example: Hazards: Lifting heavy loads, uneven ground, awkward body position

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5. Risk rank the hazards to determine priority

- Identify the severity of the outcome of the hazard and the probability of the hazard. Severity + Probability = Risk Rank >> Priority to address hazards.

  Example: SEVERITY = 3, PROBABILITY = B. RISK = 3B

6. Identify the controls

- Identify plans to eliminate or control hazards.

  Example: stretch before lifting, plan path, share the load, wear appropriate footwear, wear appropriate gloves for working with wood

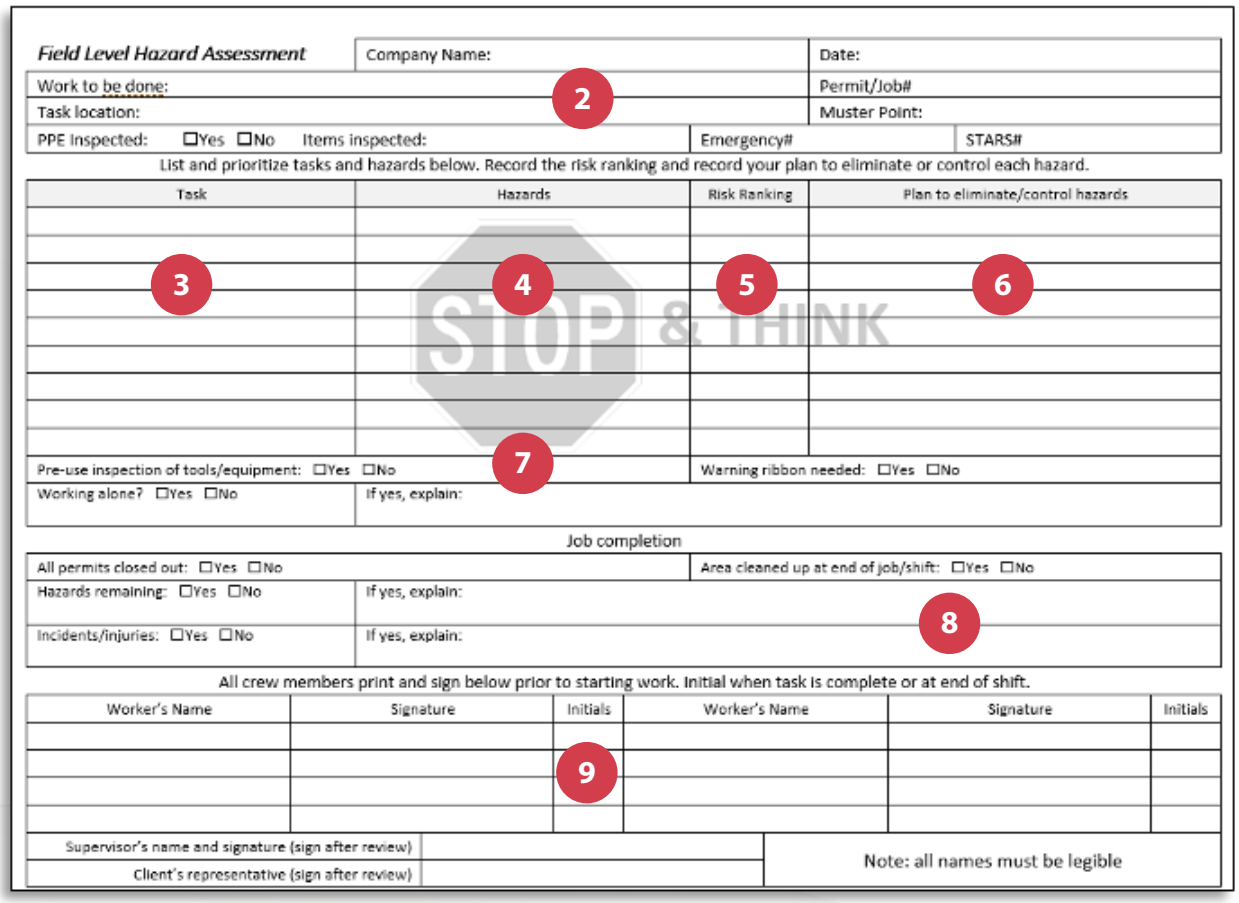
7. Pre-use inspection of tools and area

- Complete the pre-use inspection of tools and equipment; indicate if warning ribbon is needed, if working alone, as well as precautions taken for working alone.

8. Job completion

- Upon job completion, close out applicable permits; indicate if any hazards are remaining, if the area was cleaned up upon completion, and if there were any incidents during the shift.

9. Initial bottom of form at the end of shift



Field Level Hazard Assessment	Company Name:		Date:
Work to be done:			Permit/Job#
Task location:			Muster Point:
PPE Inspected: ☐Yes ☐No	Items inspected:	Emergency#	STARS#

List and prioritize tasks and hazards below. Record the risk ranking and record your plan to eliminate or control each hazard.

Task	Hazards	Risk Ranking	Plan to eliminate/control hazards
Pre-use inspection of tools/equipment: ☐Yes ☐No		Warning ribbon needed: ☐Yes ☐No	
Working alone? ☐Yes ☐No	If yes, explain:		

Job completion

All permits closed out: ☐Yes ☐No	Area cleaned up at end of job/shift: ☐Yes ☐No
Hazards remaining: ☐Yes ☐No	If yes, explain:
Incidents/injuries: ☐Yes ☐No	If yes, explain:

All crew members print and sign below prior to starting work. Initial when task is complete or at end of shift.

Worker's Name	Signature	Initials	Worker's Name	Signature	Initials

Supervisor's name and signature (sign after review)		Note: all names must be legible
Client's representative (sign after review)		

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APPENDIX B
LSE® SUMMARY

TRAINING AND COMMUNICATION

LSE®
LEADERSHIP FOR SAFETY EXCELLENCE

- Company H&S Program
- Safety Team
- Safety Tasks

INCIDENT INVESTIGATIONS

1. Step 1 | Secure the Scene
2. Step 2 | Collect the Evidence
3. Step 3 | Analyze the Causes
4. Step 4 | Write the Report

WORK SITE INSPECTIONS

1. Step 1 | Plan the Inspection
2. Step 2 | Conduct the Inspection
3. Step 3 | Complete the Report
4. Step 4 | Monitor the Corrective Actions

HAZARD ASSESSMENTS

1. Step 1 | TASK
2. Step 2 | HAZARDS
3. Step 3 | RANK
4. Step 4 | CONTROL
5. Step 5 | TRAIN

EXAM

IMPORTANT NOTES

It is a good practice to include time checks or an indication of reassessment throughout the shift.

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APPENDIX C
DAILY LOGBOOK PAGES

SKILL CHECK

Complete logbook entries throughout the course.

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Supervisor Daily Log

Project: _____ Date: _____ 20_____

SITE CONDITIONS

☀	⛅	☁	⛈	🌧	❄	🌨	🌫	TEMP	
HAZARDOUS MATERIALS								☐ NO	
HEALTH AND SAFETY	☐ Incident	☐ Injury/Illness	☐ Inspection	☐ Investigation	☐ Issues				
								☐ More	
SAFETY TALK	☐ YES	☐ NO	# ATTENDING		TOPIC				

SAFETY CHECKLIST

☐ Housekeeping/ Hygiene	☐ PPE	☐ Fall Protection	☐ Ladders/ Scaffolds	☐ Site Accesses	☐ Confined Spaces	☐ Traffic Control	☐ First Aid/ Fire Protection
☐ Tools/ Equipment	☐ Signage/ Postings	☐ Guardrails/ Barricades	☐ Trenches/ Excavation	☐ Public Protection	☐ Electrical	☐ Heavy Equipment	☐ Other

PERSONNEL/TRADES ON SITE

EQUIPMENT / MATERIAL

☐ Delivery ☐ Maintenance ☐ Rental ☐ Service

VISITORS

PROBLEMS/DELAYS

☐ More

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Supervisor Daily Log

Project: _____ Date: _____ 20_____

GENERAL NOTES

ACTION ITEMS

☐	☐
☐	☐
☐	☐
☐	☐

Supervisor: _____ Signature: _____