



## OCCUPATIONAL HEALTH & SAFETY PROGRAM

### Corporate Policy Statement

The Occupational Safety and Health Act of 1970 clearly states our common goal of safe and healthful working conditions. The safety and health of our employees continues to be the first consideration in the operation of this business.

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

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

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

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

Our objective is a safety and health program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experience of operations similar to ours. Our goal is nothing less than zero accidents and injuries.

A handwritten signature in black ink, appearing to read 'P. Watson', written over a horizontal line.

Peter Watson, President

OUR GOAL IS **ZERO** INJURIES IN THE WORKPLACE

## **BASIS**

Violence is a substantial contributor to occupational injury and death, and homicide has become the second leading cause of occupational injury death in the United States. Each week, an average of 20 workers are murdered and 18,000 are assaulted while at work or on duty. Nonfatal assaults result in needless heartache to families, millions of lost workdays and cost workers millions of dollars in lost wages.

## **GENERAL**

This document details our policy for prevention and mitigation of fatal and nonfatal violence in the workplace. This standard practice instruction is intended to address the issues of workplace violence and provide uniform guidance for the welfare of all company employees.

## **RISK FACTORS**

Risk factors for workplace violence include dealing with the public, the exchange of money, domestic disputes that spill over into the workplace, disgruntled workers with a perception that they have been unfairly treated and many other similar scenarios. The workplace violence prevention program will include a system for documenting incidents, procedures to be taken in the event of incidents, and open communication between this employer and our employees.

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## **RESPONSIBILITY**

Climate Engineers Safety Coordinators are solely responsible for all facets of this program and has full authority to make necessary decisions to ensure success of the program. The Safety Coordinator will develop written detailed instructions covering each of the basic elements in this program, and is the sole person authorized to amend these instructions.

**REGULATORY STANDARD:** OSHA - 1903.1 General Duty Clause  
NIOSH - Workplace Violence Prevention Strategies

## **CONTENTS OF THIS PROGRAM**

- Local Emergency Response Resources
- Written Program
- Zero Tolerance Policy
- Responding to the Threat
- Hostage - Response Actions
- Rape/Assault - Response Actions
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- Shooting/Shots Fired - Response Actions
- Armed Assailant - Response Actions
- Concealed Weapon - Response Actions
- Employee/Visitor Notification
- Supervisor Responsibility
- Preservation of Scene
- Witnesses to Incident
- Notification of Next of Kin or Spouse
- Transport to Hospital
- Incident Records
- Victim Support
- Long Term Follow-Up

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## LOCAL EMERGENCY RESPONSE RESOURCES VIOLENCE PREVENTION PROGRAM

### CEDAR RAPIDS EMPLOYEES

LOCATION	CONTACT	PHONE
President	Pete Watson	(319) 533-8321
Safety Manager	Cody Metcalf	(319) 550-4164
Shop Manager	Erik Lewis	(319) 533-8293
McClanahan Manager	Doug Cornell	(319) 533-2943
CR Police		(319) 286-5491
Linn Co. Sheriff		(319) 892-6100
Iowa State Patrol - CR		(319) 396-4414
CR Fire Department		(319) 286-5200
Area Ambulance Service		(319) 366-7654
Hospital	St. Luke's Hospital	(319) 369-7211
Poison Control	Iowa State Poison Control Ctr	(800) 222-1222
County Health Department	Linn Co. Public Health	(319) 892-6000
Hazardous Waste Disposal	CR Pollution Prevention Ctr	(319) 373-4771

### ELDRIDGE EMPLOYEES

LOCATION	CONTACT	PHONE
Vice President	Heath Allard	(563) 285-7512
Safety Manager	Cody Metcalf	(309) 314-0781
Co-Safety Coordinator	Robin Kubat	(563) 285-7502
Shop Manager	Marty Miller	(309) 314-3773
Eldridge Police		(319) 286-5491
Scott Co. Sheriff		(563) 326-8625
Iowa State Patrol- Stockton		(563) 284-9501
Eldridge Fire Department		(563) 285-9827
Area Ambulance Service	Eldridge	(563) 285-9827
Hospital	Genesis Health	(563) 421-1000
Poison Control	State Poison Control Ctr	(800) 222-1222
County Health Department	Scott Co. Public Health	(563) 326-8618
Hazardous Waste Disposal	Scott Co. Landfill	(563) 381-1300

**--- EMERGENCY'S ::: CALL 911 ---**

### **WRITTEN PROGRAM POLICY**

This standard practice instruction will be maintained in accordance with applicable regulations and updated as required. Where no update is required this document will be reviewed annually. Effective implementation of this program requires support from all levels of management within Climate Engineers Inc. This written program will be communicated to all personnel that are affected by it. It encompasses the total workplace, regardless of number of workers employed or the number of work shifts. It is designed to establish clear goals, and objectives. Climate Engineers will review and evaluate this standard practice instruction when any of the following occurs:

- On an annual basis.
- When changes occur to governing regulatory sources that require revision.

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- When changes occur to related company procedures that require a revision.
- When facility operational changes occur that require a revision.
- When there is an accident or close-call that relates to this area of safety.
- Anytime the procedures fail.

## **ZERO TOLERANCE POLICY**

Climate Engineers Inc. has a zero tolerance policy for violence in the work place. Our policy is as follows: There will be ZERO tolerance of any weapons in any company vehicle, worksite, shop or company sponsored event. Violation of this policy will be cause for immediate dismissal.

## **RESPONDING TO THE THREAT OF WORKPLACE VIOLENCE**

For a situation that poses an immediate threat of workplace violence, all legal, human resource, employee assistance, community mental health, and law enforcement resources will be used to develop a response.

1. Specific Threats: If a threat has been made that refers to a particular individual, time or place, supervisors will immediately report the incident to the human resources manager and safety Manager. The following courses of action as a minimum will be considered:
  - Notification of local law enforcement.
  - Ensure no one works alone in remote facility areas.
  - Change or stagger departure times.
  - Implement a buddy system.
  - Arrange for security guard escorts.
  - Change normal parking locations.
  - Improve lighting in parking areas.

## **HOSTAGE – RESPONSE ACTIONS**

Understand that hostage situations can end in any range of outcomes, from a peaceful surrender to violent extremes. These situations are extremely volatile. While no written quick response procedure can guarantee a favorable outcome to a hostage situation, the following guidelines may defuse the situation or delay violence until Police can arrive:

1. Obey the suspect's commands. Don't argue, provoke, or fight.
2. Calm the suspect. Calm the suspect and listen to complaints or demands.
3. Show concern. Try to show genuine concern for the suspects well being.
4. Control Employees. Keep the Employees calm. Don't agitate the suspect.
5. Encourage release. Encourage suspect to release everyone.
6. Establish rapport. Use his/her first name. Encourage use of yours.
7. If you can send a runner. Call 9-1-1 (or detail other). If possible and safe, send a runner to the Human Resource office to report the situation. Try to relay as much of the following information as possible.
  - Number, identification (if known) and description of assailant(s).
  - Exact location of assailant(s).
  - Type of weapon(s).
  - Any injuries.
  - Any demands the assailant has made.
  - Any other background information on the assailant(s).
    - Past problems with the assailant.

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- Assailant's demeanor.
  - Possible motives.
  - Known vendettas against Supervisors/Employers etc.
8. If you **cannot** send a runner:
- Stay where you are.
  - Try to call 9-1-1 (or detail other).
  - Others will become aware of the situation as time passes.
  - Be calm and patient and **wait for help**.
  - Sympathize with and calm the assailant.
9. Hostage Prevention Techniques:
- Be aware of Employees who feel that they have been wronged.
  - Report and resolve (if possible) any conflicts you have with Employees.
  - Pay attention to gossip among Employees.
  - Encourage Employees to report threatening remarks.
  - Take any type of threat seriously. **Report it the moment you hear of it.**

### **RAPE/ASSULT – RESPONSE ACTIONS**

Call 9-1-1 immediately (or detail other). Provide details of the incident. Send someone to direct emergency responders to the victim. Notify Management ASAP.

1. Try to determine severity and extent of injuries to the victim.
2. Use rubber gloves to handle victim.
3. Obtain first aid kits.
4. Treat only life threatening injuries.
5. Avoid washing areas where bodily fluids may provide evidence.
6. Move the victim (if possible) to a comfortable setting (private office).
7. Don't leave the victim alone, assign an assistant, provide emotional support.
8. Gently discourage the victim from washing until being seen by a doctor.
9. Offer the victim care and first aid, but **avoid destroying any evidence.**
10. Assign someone to meet and guide emergency responders to the victim.
11. Take notes of any information the victim is willing to offer.

### **BURGLARY – RESPONSE ACTION**

Call 9-1-1 immediately (or detail other). Provide details of the incident. Send someone to direct emergency responders to the scene. Notify Management ASAP.

1. Initial response actions:
2. Alert Management.
3. Write down details of the burglary for review by Police.
4. Notify safety coordinator. (*see company safety contacts page*)
5. Restrict access to the burglary location. Wait for Police.
6. Post a guard at the burglary location. Wait for Police.
7. Consider lock down of facility and communicate with the supervisors.
8. Police notification:
  - Report who you are and what your phone number is.
  - Report known information about the situation.
  - Ask Police for recommendations.
9. When the Police arrive, provide them with the following:
  - A location to work from to conduct their investigation.

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- Assign liaison to stay with, and advise Police.
- Upon request, provide a detailed map of the facility.
- Upon request, provide detailed blueprints of facility utilities.
- Upon request, provide detailed location of doors, windows, type of locks.
- Allow Police full access to facility.

10. Company property - response actions:

- Allow Police full access.
- Obtain serial numbers and nomenclature of known stolen property.
- Provide Police with a list of all personnel with keys/access to the area.
- Provide Police with a list of possible suspects if available.
- Assist Police with any additional requests for information.

11. Private property - response actions:

- Allow Police full access.
- Arrange a meeting between the Police and the victim.
- Obtain a list of known stolen property from the victim.
- Provide Police with a list of all personnel with keys/access to the area.
- Provide Police with a list of possible suspects if available.
- Assist Police with any additional requests for information.

### **KIDNAPPING – RESPONSE ACTIONS**

Call 9-1-1 immediately (or detail other). Provide details of the incident. Send someone to meet emergency responders. Notify Management ASAP.

1. **Be able to provide as much of the following to the Police as possible:**

- Where the victim was last seen.
- Timeframe the victim was last seen.
- Exact location last seen.
- Persons accompanying the victim when last seen.
- Description of clothing worn when last seen.
- Description of suspect and suspects car.
- Location of recent photographs of victim.

### **BOMB THREAT – RESPONSE ACTIONS**

Call 9-1-1 immediately (or detail other). Provide details of the incident. Evacuate the area. Ensure someone meets emergency responders. Notify Management ASAP.

1. Initial response actions:

- Keep the caller on the line as long as possible.
- Alert someone else to call the Police on another line.
- Alert Management.
- Evacuate employees to relocation points and begin roll call.
- Take notes, using as many exact words as possible.
- Write down description of background noise you may hear.
- If you have “caller ID”, note any phone numbers.
- Write down distinctive features of the caller’s voice.
- Sympathize with the caller. Don’t antagonize.

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- Turn off all radios or other distracters.
  - Try and find out where the suspected bomb may be.
  - Lock down the facility and communicate with Supervisors.
2. Police notification:
    - Stay on the phone with Police.
    - Report who you are and what your phone number is.
    - Report known information about the situation.
  3. When the Police arrive, provide them with the following:
    - A location to setup their command post.
    - Assign liaison to stay with, and advise Police.
    - Provide a detailed map of the facility.
    - Provide detailed blueprints of facility utilities.
    - Provide detailed location of doors and windows, and type of locks.
    - Allow Police full access to facility.
    - Understand that the police assume command and control upon arrival.
  4. Quick Response Actions - **Supervisors**. Understand that a Bomb Threat is a real danger. Bombers can and do set off explosions for a myriad of reasons. These situations are extremely volatile:
    - **Do not search for the bomb.** Leave it to professionals.
    - Tell Employees to leave all unknown boxes, packages, etc., alone.
    - Note any unusual boxes, packages, etc., relay to Police ASAP.
    - When so ordered, evacuate Employees away from threatened area.
    - Control Employees. Keep the Employees calm.

## SHOOTING/SHOTS FIRED – RESPONSE ACTIONS

Call 9-1-1 immediately (or detail other). Provide details of the incident.

1. Initial response actions, if safe and possible:
  - Duck and cover. Drag a phone down and call 9-1-1.
  - Stay on the phone with Police.
  - Report who you are and what your phone number is.
  - Report number, identification (if known) and description of assailant(s).
  - Report exact location of shots fired or assailant(s).
  - Report type of weapon(s) and number of shots fired.
  - Report any known injuries.
  - Report any background information on assailant(s).
  - Lock down the facility and communicate with Supervisors.
2. When the Police arrive, provide them with the following:
  - A location to setup their command post.
  - Assign liaison to stay with, and advise Police.
  - Provide a detailed map of the facility.
  - Provide detailed blueprints of facility utilities.
  - Provide detailed location of doors and windows, and type of locks.
  - Allow Police full access to facility.
  - Understand that the police assume command and control upon arrival.

## ARMED ASSAILANT – RESPONSE ACTIONS

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Call 9-1-1 immediately (or detail other). Provide details of the incident. Notify Management ASAP.

1. Initial response actions, if safe and possible:
  - **Do Not** contact the individual!! Wait for the Police.
  - **Do Not** try and take the weapon!! Wait for the Police.
  - **Do Not** attempt to restrain or talk to the assailant!! Wait for the Police.
  - Stay on the phone with Police.
  - Report who you are and what your phone number is.
  - Provide an overview of the situation.
  - Provide description of individual.
  - Report exact location of individual.
  - Report type of weapon(s).
  - Report any background information on individual.
2. When the Police arrive, provide them with the following:
  - A location to setup their command post.
  - Assign liaison to stay with, and advise Police.
  - Upon Request, provide a detailed map of the facility.
  - Upon Request, provide detailed blueprints of facility utilities.
  - Upon Request, provide location of doors, windows, and types of locks.
  - Allow Police full access to facility.
  - Understand that the police assume command and control upon arrival.
3. Allow Police to handle situation. Police will generally try and isolate the individual from others and apprehend them.

### **CONCEALED WEAPON – RESPONSE ACTIONS**

Understand that while no written quick response procedure can guarantee a favorable outcome to an Armed Employee/Assailant situation, the following guidelines may minimize the threat until Police can arrive. Call 9-1-1 immediately (or detail other). Provide details of the incident.

1. Initial response actions, if safe and possible:
  - **Do Not** contact the individual!! Wait for the Police.
  - **Do Not** try and take the weapon!! Wait for the Police.
  - **Do Not** attempt to restrain or talk to the Employee!! Wait for the Police
2. Concealed weapon on company property:
  - Do not alarm the individual! Wait for the Police.
  - Do not alarm other Employees.
  - Quietly send a runner to notify management.
  - Tell the runner to remain at that location.
  - Tell runner to include as much of the following info as possible:
    - Who you are and your exact location.
    - Identification of assailant.
    - Description of assailant. Clothing, etc.
    - Report type of weapon if known.
    - Number of Employees in area.
    - Demeanor of assailant.
    - Any background information on the assailant.

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## **EMPLOYEE & VISTOR NOTIFICATION**

Supervisors will support this policy and are required to provide this written procedure to any employee/visitor upon request. The following apply:

1. Employees will be informed of this policy during initial job orientation. Additionally, the corporate safety program and orientation and training provided by their supervisors will be used to disseminate the policy.
2. Visitors will be informed of this policy through their company escort.
3. Any violations of this policy will be handled through the standard disciplinary procedures in affect at this company.

## **SUPERVISOR RESPONSIBILITY**

Management and supervisors will be responsible for ongoing compliance with this policy within their work areas. Supervisors are expected to adhere to standard practices in resolving issues of nonconformance (in addressing employee complaints) and maintaining expected levels of productivity within their respective work groups.

## **PRESERVATION OF SCENE**

Tape off area around the scene to protect evidence for the investigation team. Try not to disturb the scene any more than possible. Assign a guard until authorities take over the scene.

## **WITNESSES TO INCIDENT**

Gather and obtain names and addresses of witnesses for turn over to Company Incident Investigation Personnel and or local Police. Have as much information on the assailant(s) possible.

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## **NOTIFICATION OF NEXT OF KIN OR SPOUSE**

Locate the employee's emergency information card and notify the emergency contact. Advise them of the location of the victim. Advise them not to drive alone. Offer to send someone to drive them.

## **TRANSPORT TO HOSPITAL**

Have a person the victim feels comfortable with accompany them to the hospital, if appropriate. Take notes of the time transported, name of transporter, name of hospital, and any other pertinent information that would be useful to arriving family members.

## **INCIDENT RECORDS**

Keep any records of the incident in a confidential file.

## **VICTIM SUPPORT**

Take steps to protect the victim's identity and right to privacy. Ask all involved not to share information with others. Designate an employee or friend close to the victim to talk to her/him about the types of support she/he needs, and the person the victim would like to provide that support. Consider referral to outside victim support or crisis intervention services.

## **LONG TERM FOLLOW-UP**

Follow-up support may include the following:

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1. Safety Manager should follow-up:
  - If acceptable to families, distribute hospital-stay or funeral info.
  - Provide opportunity for employee's to discuss feelings.
  - Discretely identify employee's who may need mental health support.
  - Advise supervisors to monitor troubled employees.
  - Consider shortening or restructuring employee work assignments.
  - Discuss funeral arrangements, if appropriate.
2. Take care of administrative **duties**:
  - Update employees as new info becomes available.
  - Provide prepared statements to minimize rumors.
  - Refer media to the public information officer.
  - Send "thank-you's" as appropriate.
  - Set up a system to answer cards and letters to the company.
  - Remember the anniversary of the crisis.
  - Plan a memorial as appropriate.