

# ***Occupational Health & Safety Program***

***Department of Transportation and  
Infrastructure***

**Government of Newfoundland and Labrador**

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**November, 2021**

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**1.0 ROLES, RESPONSIBILITIES, ACCOUNTABILITY AND AUTHORITY. .... 6**

STATEMENT FROM THE DEPUTY MINISTER ..... 6

INTERNAL RESPONSIBILITY AND OHS SUPPORT..... 7

*Clerk of the Executive Council*..... 7

*Deputy Minister*..... 7

*Executive Lead for Occupational Health and Safety* ..... 7

*Assistant Deputy Ministers* ..... 7

*Supervisors (Includes Directors and Managers)* ..... 8

*Employees*..... 8

*Corporate Safety Division* ..... 9

*Occupational Health and Safety Committees and Representatives*..... 12

CONTRACTORS AND CONTRACTORS’ EMPLOYEES..... 13

GENERAL SAFETY RULES FOR VISITORS ..... 14

**2.0 OHS COMMITTEES AND WORKPLACE REPRESENTATIVES..... 16**

RESPONSIBILITIES ..... 16

*Meetings and Documentation* ..... 17

*Tracking and Compliance* ..... 17

**3.0 EDUCATION AND TRAINING ..... 19**

**4.0 COMMUNICATIONS ..... 20**

COMMUNICATIONS FROM THE DEPUTY MINISTER ..... 20

*Department-wide conference calls* ..... 20

*OHS Committee conference calls*..... 20

*Monthly safety messages*..... 21

*Program specific safety messages*..... 21

CORPORATE SAFETY DIVISION COMMUNICATIONS..... 21

*Executive Safety Meetings*..... 21

*Hazard Alerts* ..... 22

*Incident Summaries and Lessons Learned*..... 22

*OHS Consultant Communications*..... 23

TW INTRANET..... 23

OHS COMMITTEE COMMUNICATIONS ..... 24

DIRECTORS, MANAGERS, SUPERVISORS AND EMPLOYEES..... 24

*Directors* ..... 24

*Managers and Supervisors*..... 24

---

<i>Employees</i> .....	25
CONTRACTORS.....	25
<b>5.0 RISK MANAGEMENT</b> .....	<b>27</b>
ROLES AND RESPONSIBILITIES.....	28
METHODOLOGY.....	29
APPROVALS.....	30
DOCUMENT CONTROL.....	30
RECORDS.....	30
<b>6.0 WORKPLACE INSPECTIONS</b> .....	<b>31</b>
INTRODUCTION.....	31
TYPES OF INSPECTIONS.....	31
<i>Formal Inspections</i> .....	32
<i>Informal Inspections</i> .....	32
<i>Pre-Use Inspections</i> .....	32
INSPECTION RELATED FORMS AND DOCUMENTATION.....	34
<b>7.0 HAZARD AND INCIDENT REPORTING AND INVESTIGATION</b> .....	<b>35</b>
PURPOSE.....	35
SCOPE.....	35
RESPONDING TO INCIDENTS.....	35
REGULATORY REPORTING REQUIREMENTS.....	36
DEPARTMENTAL REPORTING REQUIREMENTS.....	36
DOCUMENTATION.....	36
PEOPLESOFT PROCESS.....	36
SECONDARY PROCESS.....	37
<b>8.0 EMERGENCY PREPAREDNESS AND RESPONSE</b> .....	<b>38</b>
INTRODUCTION.....	38
SCOPE.....	38
ROLES AND RESPONSIBILITIES.....	39
<i>Building Emergencies</i> .....	39
<i>Planning for Fire Emergencies</i> .....	39
<i>Working Alone</i> .....	40
<i>Planning for emergencies involving high risk activities</i> .....	41
REPORTING AND COMMUNICATION.....	43
<i>Critical Incident protocol</i> .....	43
<b>9.0 DISABILITY MANAGEMENT</b> .....	<b>45</b>

Occupational Health and Safety Program

---

INTRODUCTION.....	45
SCOPE .....	46
ROLES AND RESPONSIBILITIES.....	46
MANAGER OF INTEGRATED DISABILITY MANAGEMENT, HRS .....	47
EMPLOYMENT ASSISTANCE PROGRAM .....	48
<b>APPENDIX 1 - OHS PROGRAM SELF AUDIT .....</b>	<b>49</b>

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## 1.0 Roles, responsibilities, accountability and authority.

### Statement from the Deputy Minister

The Department of Transportation and Infrastructure (TI) is committed to taking all reasonable steps to ensure the health, safety and well-being of its employees as well as those who may be affected by its undertakings. As the Deputy Minister I am committed to cooperating with all stakeholders including OHS Committees and Representatives and employees at all levels in making our workplace as safe as reasonably practicable, while we provide critical services to the people of our province.

As important as it is to provide these services, there is nothing more important than ensuring the safety and well-being of our employees, contractors, and the travelling public. We all have a responsibility for safety at TW and those responsibilities are outlined throughout this document. All employees are expected to be familiar with and fully abide by these responsibilities and ensure these processes are followed.

Our role as safety leaders is continuous and we must all recognize that one accident or injury is one too many. While our system is based on continual improvement, we must never be satisfied with any number of injuries, and even in times when we have fewer incidents and accidents, we must be vigilant in maintaining that performance and looking for opportunities to make our workplace safer still.

Safety starts with a commitment from everyone to do what's right to protect their own health and safety as well as the health and safety of those around them. As part of my role as Deputy Minister I am committed to the following:

1. The reduction/elimination of injury and illness in the workplace
2. Compliance with legislative requirements
3. Continual improvement in safety programming within the department

I expect all employees to uphold these commitments and do their own part to maintain a safe and healthy working environment within the Department of Transportation and Infrastructure.



Cory Grandy  
Deputy Minister  
Department of Transportation and Infrastructure

December 7, 2021

Date

## **Internal Responsibility and OHS Support**

### **Clerk of the Executive Council**

The Clerk of the Executive Council has overall responsibility for governance and operations of the core public service and thus overall accountability for Occupational Health and Safety and the Occupational Health and Safety Management System (OHSMS). The Clerk may choose to delegate responsibility and authority for specific OHS matters, but maintains overall accountability for Occupational Health and Safety.

### **Deputy Minister**

The Deputy Minister (DM) holds the highest level of accountability for Occupational Health and Safety within the Department of Transportation and Infrastructure. The DM identifies the financial and human resources necessary to provide a safe and healthy workplace for employees; provides leadership and guidance to the department by promoting and establishing a positive safety culture; and works with the executive to ensure that departmental safety initiatives are effectively implemented and monitored.

All written procedures and processes of an OHS nature which are department-wide in scope must be approved by the Deputy Minister.

### **Executive Lead for Occupational Health and Safety**

Appointed by the Deputy Minister, the Executive Lead for Occupational Health and Safety is the department's safety representative at the executive table and is tasked with overseeing the strategic direction of OHS within the Department of Transportation and Infrastructure with respect to the health and safety of employees, contractors, visitors and the public. The Executive Lead for OHS ensures that the executive is apprised of OHS issues and concerns and promotes and supports the departments OHS initiatives. The Executive Lead for Health and Safety for Transportation and Infrastructure is currently the Assistant Deputy Minister, Strategic and Corporate Services.

### **Assistant Deputy Ministers**

Assistant Deputy Ministers are accountable to oversee safety compliance and improvement initiatives within their respective Branches. Ensuring employees have the necessary training, tools and equipment

Occupational Health and Safety Program

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to conduct tasks safely is a critical part of this responsibility. The Assistant Deputy Minister is responsible for advising the Deputy Minister and Executive Lead for Occupational Health and Safety on resource needs, including staffing and funding to ensure the effective operation of services. The Assistant Deputy Minister identifies employees to sit on risk assessment teams and approves safe work practices and procedures for branch specific OHS tasks developed as a result of the risk assessment process.

Assistant Deputy Ministers must ensure appropriate allocation of resources in respect of health and safety to ensure timely implementation, maintenance and continual improvement of Occupational Health and Safety policies, processes and procedures. Policies and procedures which are specific to a Branch are to be approved by the respective Assistant Deputy Minister.

**Supervisors (Includes Directors and Managers)**

Supervisors are responsible for implementing and monitoring OHS programming within their respective areas. Specific responsibilities include:

1. Advising workers of hazards to which they may be exposed and of the necessary controls to reduce the risk associated with such hazards
2. Ensuring that all workers under their supervision have the necessary orientation, training, tools and equipment to conduct their activities in a safe manner.
3. Monitoring the workplace to ensure that employees under their area of supervision comply with OHS regulatory requirements as well as any OHS requirements as set out by the Department.
4. Investigating hazardous conditions or unsafe acts reported by employees under their supervision.

**Employees**

All TW employees are required to take reasonable care to protect their own health and safety and that of workers and other persons at or near the workplace. In doing so, employees must participate in education and training as prescribed by the Department and/or OHS regulation, follow safe work practices and procedures and report hazardous conditions or unsafe practices promptly.

Employees must assist in hazard identification and take reasonable steps to ensure that effective controls are in place to minimize risk associated with any hazards identified. Employees must cooperate with their employer, coworkers, and OHS Committee representatives to protect their own safety and



*Occupational Health and Safety Program*

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that of those who may be affected by their work, perform their job duties in accordance with instructions and training provided and not carry out work where there exists an imminent danger to their own safety, the safety of a co-worker or the safety of another person.

All employees have a right to work in a respectful workplace that is free of workplace harassment and or violence. In addition to the [Government of Newfoundland and Labrador's Harassment-Free Workplace Policy](#), the Department of Transportation and Infrastructure has developed a Workplace Violence and Harassment Prevention Program to assist employees and management in this regard.

**Corporate Safety Division**

The Corporate Safety Division of the Department of Transportation and Infrastructure has been established to provide support and guidance at all levels to all branches and divisions within the department. The structure and responsibilities of the employees in the Corporate Safety division is outlined below.

***OHS Manager***

Under the direction of the Assistant Deputy Minister, Strategic and Corporate Services, the OHS Manager provides direction and support to a team of OHS specialists who support employees at all levels within the department in fulfilling their OHS responsibilities. The OHS Manager assists in providing advice on the strategic direction of the department through interaction with the members of the OHS team and through review of incident reports, legislative requirements, audits and other OHS inputs. The OHS Manager identifies programming needs and provides monthly reports to the executive on OHS metrics and works with the Employee Safety and Wellness Division to ensure consistency in the development and delivery of OHS programming in the Department of Transportation and Infrastructure with government programs established by the Human Resource Secretariat. The OHS Manager reports to the Assistant Deputy Minister, Strategic and Corporate Services (the Executive Lead for Occupational Health and Safety). The OHS Manager also provides direction and guidance to all members of the OHS team as outlined below.

***OHS Consultants (Regional)***

Regional OHS consultants are responsible for providing advice and guidance to Directors, Managers and Supervisors and all other employees at the local level in matters of OHS operations. They are primarily responsible for issues and concerns of an OHS nature dealing with winter and summer road operations

*Occupational Health and Safety Program*

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and construction (snow clearing, pothole patching, line painting and larger road repairs). They assist supervisors with incident investigations, hazard assessments, toolbox talks and training queries related to traffic control, and lead risk assessment teams in completing formal risk assessments consistent with the Risk Management program. Currently there are two regional OHS consultants, one supporting the eastern area of the province (Gander to St. John's), and one supporting western Newfoundland and Labrador.

***OHS Officer (Marine)***

The OHS Officer, Marine Services supports all aspects of the Safety Management System (SMS) for Marine Services consistent with the internationally recognized ISM Code for marine vessels. The OHS officer works with the OHS Manager to ensure consistency between elements of the Marine Services SMS and the department's program initiatives. The Marine OHS officer assists supervisors with incident investigations, hazard assessments, toolbox talks and training queries related to federal and provincial requirements. The Marine OHS officer leads risk assessment teams in completing formal risk assessments consistent with the Risk Management program. The Marine OHS officer also serves as the Designated Person Ashore (DPA) and is responsible for coordinating OHS audits for licensing and registration, and for identifying continual improvement opportunities throughout the branch.

***OHS Officer (Air Services)***

The OHS Officer, Air Service plays a similar role to that of the OHS Officer, Marine Services but within the Air Services Division. In addition to providing OHS support to the pilots and maintenance staff, the OHS Officer oversees the functioning of OHS committees within the division as well as the development of required Safe Work Practices and Procedures which may not be required by Transport Canada but are required by provincial regulation. As the Air Services Division maintains a rigorous list of procedures based on federal regulatory requirements and best practices, the OHS Officer is responsible for identifying OHS requirements (specific PPE, training, etc.) which may be required to conduct the task safely. This requires reviewing safety data sheets and documented cautions within current procedures and discussing and observing tasks with front line employees to ensure that all safety requirements have been adequately identified and met.

***OHS Consultant (Contractor Safety Management)***

*Occupational Health and Safety Program*

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The OHS Consultant, Contractor Safety Management is responsible for overseeing and supporting all activities and processes associated with the safe management of contractors performing work in all departmental branches. This involves the development and oversight of the departmental contractor safety management program, including all aspects from pre-qualification to post work evaluation of contractor performance. The OHS Consultant, Contractor Management assists project managers and others directly responsible for managing contractors within the department to ensure hazards associated with the work have been identified and adequately controlled. This involves assisting with the review of site specific safety plans, developing monitoring protocol to ensure contractor compliance, supporting project managers and supervisors in providing direction and guidance on contractor safety issues and concerns and review of contractor incidents and OHS orders issued to the department as a result of work being performed by contractors. The OHS consultant also identifies protocol for subcontractors and service contractors working for the department. In addition to the duties related to contractors, the OHS Consultant (Contractor Safety Management) will support other OHS divisional employees in areas such as risk assessment and incident investigation.

***Industrial Hygienist***

The Senior Industrial Hygienist is responsible for supporting employees at all levels with issues and concerns related to industrial hygiene. A specialist in chemical, physical, biological and ergonomic hazards, the Senior Industrial Hygienist plays a major role in the development and oversight of programs related to respiratory protection, hearing conservation, and asbestos abatement and management. The Senior Industrial Hygienist also has primary responsibility for dealing with OHS enforcement officials on OHS Orders and directives particularly those related to industrial hygiene issues including building ventilation and air quality. Support for building managers in addressing ventilation, temperature control, air quality as well as building envelope hazards such as mould, lead paint and asbestos are a significant part of this role. The Senior Industrial Hygienist also provides support in the form of the development and facilitation of specialized training to control industrial hygiene type hazards. The Senior Industrial Hygienist also interprets technical bulletins and reports from third parties providing advice and guidance on how to proceed with recommendations that may be contained therein.

***Fire Protection Officer***

The Fire Protection Officer is responsible for all matters related to the protection of facilities and personnel from fire related hazards. This includes conducting fire inspections of buildings and facilities operated by the department to ensure compliance with fire codes and standards, assessment of evacuation plans, providing advice and guidance on building occupancy requirements, providing fire

protection awareness training to departmental employees and conducting investigations where fire related incidents occur. The Fire Protection Officer is also the primary contact for all issues related to emergency preparedness and is responsible for the updating and maintenance of the Emergency Preparedness section of the Transportation and Infrastructure OHS Program Manual.

### ***Departmental Program Coordinator (OHS)***

The Departmental Program Coordinator compiles reports and documents related to OHS metrics for the department. This includes the gathering of OHS incident data, OHS Committee meeting information and minutes, OHS Orders and Directives as well as tracking and monitoring Risk Management compliance within the department. The Departmental Program Coordinator coordinates revisions to the Departmental OHS Program as well as the information and data posted on the departmental OHS intranet site. The Departmental Program Coordinator supports OHS Committees and Representatives in fulfilling their regulatory duties and provides administrative support for the OHS Manager in coordinating regular safety meetings and teleconferences.

### **Occupational Health and Safety Committees and Representatives**

Consistent with OHS legislative requirements the Department of Transportation and Infrastructure has established Occupational Health and Safety Committees in all locations where 10 or more TW workers are employed. The department supports over 70 OHS committees established throughout the province which are monitored and tracked by the OHS Departmental Program Coordinator.

The role of the OHS committee is to support employees at their workplaces perform their OHS responsibilities as outlined in section 2 of this manual. It is important to note that OHS committees are NOT directly responsible for OHS in the workplace but rather, play an important role in monitoring OHS within their areas. A key part of this role is to participate in regular inspections of the workplace (at least two annually) and provide findings to those responsible for corrective action.

Another important role of the OHS committee is to be available for employees on health and safety related matters which cannot be solved at the supervisory level. OHS committees play an important role in working with employees and supervisors to help resolve issues and where necessary, help facilitate the “Right to Refuse” unsafe work process.

All OHS committees are required to meet at least every 90 days and submit their meeting minutes to the Departmental Program Coordinator who in turn, forwards the minutes to Workplace NL as per regulatory requirements and posts the meeting minutes on the departmental OHS intranet site. In

In addition to the electronic posting on the TW intranet, OHS committees are required to post a hard copy of the meeting minutes on the dedicated OHS bulletin board at their respective facilities. A current listing of all OHS committees can be found on the TW OHS intranet site.

All OHS committee members must be trained in accordance with provincial regulation which is provided through the Centre for Learning and Development (CLD).

At facilities where less than ten workers are employed, OHS Representatives are required to monitor the OHS program and provide support to employees in the same manner expected of an OHS committee, with the exception of having to complete and forward meeting minutes as there is no committee required to be established at such locations.

## **Contractors and Contractors' Employees**

The Department of Transportation and Infrastructure is committed to fulfilling its responsibility as owner and/or principal contractor for work completed by contractors. As per the Department of Transportation and Infrastructure's Contractor Safety Management Program:

- Contract documents should state in considerable detail in the front-end documentation that the contractor must comply with all safety standards established by law as well as the safety standards established by industry associations and relevant sections of this document. A breach of this condition will be a fundamental breach of contract and subject to termination of the contract or other penalty.
- The contractor is required to provide a copy of its Site Specific Safety Plan for the proposed work. The acceptable level of detail in this plan will depend on the degree of risk of the activity and any other requirements established by the Department of Transportation and Infrastructure. The plan shall be reviewed by the individual responsible for the contract and any deficiencies identified corrected prior to the beginning of the work.
- The contractor must fully comply with relevant specification guidelines developed by the department and ensure full compliance and cooperation in other programs, such as the Workplace Violence and Harassment Prevention Program, as deemed necessary in contract documents.
- Department representatives will investigate and check on the contractor's safety performance. The frequency and detail of the monitoring by the project manager, site resident engineer or other

Transportation and Infrastructure personnel will depend on the nature of the work and the safety precautions specified in the contract.

- Every tender specification and written contract for work with the Department must have a clause specifying that the contractor shall, within 14 days of award of the contract and prior to commencement of work, provide a Letter of Good Standing under the Certificate of Recognition Program from the Newfoundland and Labrador Construction Safety Association, to the Department's Tendering and Contracts section.
- The contractor must also submit to Tendering and Contracts, a Clearance Certificate from Workplace NL, which indicates that their account is in good standing.

As the owner and/or principal contractor, the Department must ensure contractors and contractors' employees are familiar with, and follow, legislative requirements and departmental policies and procedures regarding occupational health and safety issues. This is typically accomplished through a pre-construction/service meeting with the contractor or service provider to ensure all required safety protocol has been considered and is adequately addressed.

## **General Safety Rules for Visitors**

The Department of Transportation and Infrastructure is committed to conducting its business in a socially responsible manner by ensuring a safe and healthy environment for all individuals, including all visitors to our workplaces.

A Department of Transportation and Infrastructure "workplace" is defined as any site where employees' work is being conducted whether it is regular or non-routine work. Workplaces include areas of government-owned or leased buildings, provincial roads and highways, marine vessels, aircraft, vehicles and any sites where our employees are working.

Admission to a Department workplace is conditional upon each visitor abiding by the following health and safety rules:

1. Workplace supervisors and departmental representatives must inform visitors that all accidents, incidents, injuries and near misses, and any unsafe acts and conditions observed by the visitor are to be reported promptly to the person in charge of the workplace. In the event the supervisor is temporarily away from the workplace, he/she must assign the responsibility to inform visitors of this requirement to one of the workers at the workplace. Emergency First Aid is available to anyone injured or suddenly ill.

Occupational Health and Safety Program

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2. Personal protective equipment required by the Occupational Health and Safety Act and regulations or by the Department's Occupational Health and Safety Program or safe work practices must be worn at all times while at the workplace. This may include protective headgear, footwear, hearing protection, protective eyewear and hi-visibility apparel based on the nature of the hazards present. Eyewear, head protection, and hearing protection appropriate to the hazard will be provided by the Department. It is the responsibility of the individual visitor to provide all other personal protective equipment.
3. Where instructed to do so by a departmental employee, the visitor shall follow specific safe work practices related to the work being undertaken and the hazards being present.
4. A "No Smoking" policy is in effect and compliance is mandatory in all government buildings, vehicles, vessels and equipment.
5. Individuals who are under the influence of alcohol or illegal drugs, or who are otherwise impaired so as to pose a safety risk, are prohibited on Departmental premises
6. Horseplay on worksites is not permitted.
7. Verbal or physical abuse or any other form of harassment of, or interference with another person is strictly prohibited.
8. The Government of NL has a scent policy which states that "the use of scented products in government workplaces is to be avoided to provide employees, clients and visitors with a healthy and safe environment".

## 2.0 OHS Committees and Workplace Representatives

The Department of Transportation and Infrastructure recognizes the valuable contribution made by OHS Committees and Workplace Health and Safety Representatives toward maintaining safe and healthy workplaces. Committees and Representatives play an integral part in supporting the Department's occupational health and safety initiatives.

To assist in fulfilling its monitoring role, OHS Committees and Representatives have access to, and are encouraged to review, various types of OHS data such as Accident/Incident reports, OHS Orders and Directives, Inspection Reports and revisions to the Occupational Health and Safety Program.

### Responsibilities

In addition to the duties of Occupational Health and Safety Committees and Workplace Health and Safety Representatives as prescribed in the Occupational Health and Safety Act, Occupational Health and Safety Committees and Workplace Health and Safety Representatives serve as a support mechanism for employees at all levels in dealing with OHS issues and concerns.

Consistent with the Internal Responsibility System, OHS Committees and Representatives work to facilitate collaboration between various levels within the Department to advance safety objectives.

While not directly responsible for safety under the Internal Responsibility System, OHS Committees and Workplace Health and Safety Representatives play a monitoring role to ensure compliance with Departmental safety goals and objectives.

Monitoring occurs in several ways, including:

- Participating in workplace inspections of facilities such as buildings, depots, vessels and air hangers
- Reviewing accident/incident reports
- Reviewing past inspection reports
- Reviewing OHS program revisions
- Reviewing OHS Orders and Directives
- Assisting in "Right to Refuse" unsafe work situations



## **Meetings and Documentation**

Transportation and Infrastructure OHS committee meetings required by regulation are to be documented on the Workplace NL prescribed form and submitted electronically or by fax to the Departmental Program Coordinator (OHS). Minutes must also be posted locally in a prominent area, preferably on the local OHS bulletin board.

Once received by the Departmental Program Coordinator (OHS) the minutes will be posted on the Department's OHS intranet site. This will provide an opportunity for all employees to learn from the activities of other committees and identify trends which may not otherwise have been easily detected.

## **Tracking and Compliance**

The Department of Transportation and Infrastructure has implemented the following process to monitor and support OHS Committees to ensure compliance to regulatory requirements:

Delinquent Stage 1 – Departmental Program Coordinator (OHS) issues message advising of delinquency and the requirement to hold a meeting.

Delinquent Stage 2 – Director/Manager issues message advising of delinquency and to hold a meeting.

Delinquent Stage 3 – Assistant Deputy Minister issues message advising of delinquency and to hold a meeting.

Referred to Government – Deputy Minister issues message advising of delinquency and to hold a meeting.

Note: Stages of delinquency referenced above are based on Workplace NL protocol and are defined as follows:

Delinquent Stage #1 - 30 days after a committee meeting is required as per legislation  
(Letter sent to Committee Co-Chairs from Workplace NL)

Delinquent Stage #2 - 60 days after a committee meeting is required as per legislation  
(Call from WorkplaceNL Safety Advisor)

Delinquent Stage #3 - 90 days after a committee meeting is required as per legislation  
(Site visit by WorkplaceNL Safety Advisor)

Occupational Health and Safety Program

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Refer to Government Status - 120 days after a committee meeting is required as per legislation (ServiceNL (OHS Officer) is advised of committee status)

A current listing of all Transportation and Infrastructure OHS Committees can be found on the TW intranet at [http://www.intranet.gov.nl.ca/tw/WSTDept/HR/sites/ohs\\_committees.html](http://www.intranet.gov.nl.ca/tw/WSTDept/HR/sites/ohs_committees.html).

Any questions, issues or concerns related to OHS Committees/Workplace Representatives can be forwarded to the Departmental Program Coordinator (OHS) who can be contacted by clicking the "Contact Us" link below:

<https://www.intranet.gov.nl.ca/tw/WSTDept/HR/contact.html>

### **3.0 Education and Training**

The Department of Transportation and Infrastructure recognizes the need for employees to be trained appropriately for the tasks that they are expected to perform.

Consistent with the Internal Responsibility System, stakeholders at all levels have specific roles and responsibilities with respect to the identification, development, implementation, scheduling, tracking, monitoring and evaluation of OHS compliance based training.

To that end, Transportation and Infrastructure employees at all levels must abide by the roles and responsibilities as outlined in the *Employee Safety and Wellness Division Training and Competence Procedure GNL-HRS-OHSMS-E05-PR-001*.

This document outlines the respective processes to be followed in all aspects of compliance based occupational health and safety training.

## **4.0 Communications**

The Department of Transportation and Infrastructure is committed to open and continuous communication to employees on all matters affecting their safety and well-being.

While communication occurs in various venues and formats, the Department has embarked on a number of communication initiatives to further advance health and safety including those noted below:

### **Communications from the Deputy Minister**

#### **Department-wide conference calls**

On a quarterly basis, the Deputy Minister will address all departmental employees to provide an update on current OHS related issues and concerns as well as any proposed safety initiatives. These calls will have standing items including a high-level overview of the Departments recent incident history, progress on the status of compliance to any OHS Orders and Directives as well as a discussion on areas of focus for the next quarter. These quarterly conference calls with all employees will be considered a key performance indicator for the department. A recording of the call will be posted to the Department Corporate Safety Intranet for access by any employee who may have missed the live address. The calls can be accessed through the TW Intranet by clicking on the following link:

<https://www.intranet.gov.nl.ca/tw/wstdept/hr/index.html>

#### **OHS Committee conference calls**

At least once a year, the Deputy Minister will address all OHS Committee co-chairs to provide an update on OHS Committee compliance. This address will also serve to update the OHS Committee co-chairs on opportunities to better support the safety initiatives of the department by providing information on any trends and statistics which may be available. The discussion will also advise OHS Committee co-chairs of specific departmental OHS initiatives and solicit feedback from OHS committees on how they can best support the TW OHS program. These conference calls will also be considered a key performance indicator for the department.

## **Monthly safety messages**

At the beginning of each month the Deputy Minister will issue a safety message to all employees on a time-relevant OHS topic as suggested by the Transportation and Infrastructure Corporate Safety Division. Examples include *Safe Winter Driving*, *Fire Safety* during Fire Prevention Week and *Workplace Safety* during North American Occupational Safety and Health Week. These monthly messages will also be considered a key performance indicator for the department and posted to the TW Intranet under Corporate Safety.

## **Program specific safety messages**

In addition to regular scheduled communications as referenced above, the Deputy Minister from time to time will issue communications to all employees on safety related matters that may be time sensitive or require immediate dissemination. Examples include updates on serious incidents or near misses, significant events which have direct impact on safety programming and structural or resource changes which may impact how employees are supported from an OHS perspective.

## **Corporate Safety Division Communications**

### **Executive Safety Meetings**

On a monthly basis the Corporate Safety Division reports to the Executive on a number of safety related items which have been monitored over the previous month. Standing items reported on are:

- Incident Data
- OHS Order/Directive compliance
- OHS Committee compliance
- Updates on recent safety initiatives specific to the Department

These monthly meetings are considered a key performance indicator for the Department.

## Hazard Alerts

Hazard alerts are notifications of serious hazards which require broad timely communication to departmental employees. Examples include:

- Manufacturers defects and recalls
- High risk hazards not limited to one specific area
- A rash of incidents related to a specific action (several slips and falls in a short period)
- A rash of incidents related to a specific injury (several hand injuries in a short period)
- Any information brought to the attention of the Corporate Safety Division which it feels necessary to share with the department (reported high risk hazards, information conveyed through government orders and internal notifications such as speeding reports)

Any employee can initiate a hazard alert by simply contacting the Corporate Safety Division by phone at 729-3239 or through the TW Hazard Alert email [SafeTW@gov.nl.ca](mailto:SafeTW@gov.nl.ca). It must be understood that regardless of whether or not a safety alert is initiated, all hazards must be reported on the PeopleSoft application as outlined in section 7 – *Hazard and Incident Reporting and Investigation*.

All Hazard Alerts will be issued by the Corporate Safety Division and communicated to employees utilizing the TW Safety Alert email address with directions for posting on local area OHS bulletin boards.

## Incident Summaries and Lessons Learned

Incident summaries and lessons learned from them provide valuable information to employees on measures to be taken to prevent similar occurrences. They include any incident brought to the attention of the Corporate Safety Division which it feels necessary to share with the department. Incident summaries are prepared by the Corporate Safety Division and are typically based on incident reports and investigations conducted by supervisors which have been logged in the PeopleSoft incident reporting module. Incident summaries include the following:

- A brief description of the incident(s), including the date of occurrence
- Location of incident(s)
- Lessons Learned to prevent future occurrences

The Corporate Safety Division will initiate an Incident Summary through [SafeTW@gov.nl.ca](mailto:SafeTW@gov.nl.ca). The focus of communicating significant incidents department wide is to help identify lessons learned from incidents to improve upon managing health and safety outcomes and to prevent future similar occurrences.

### **OHS Consultant Communications**

As part of their role to support OHS initiatives at the local level, departmental OHS Consultants communicate programming requirements to supervisors and managers to assist in ensuring that they are fulfilling their OHS responsibilities. OHS incident reports are actioned to OHS consultants who in turn, work with the appropriate level of supervision within the local area to communicate findings in order to prevent future similar occurrences.

OHS Consultants also communicate programming expectations and often lead and facilitate program initiatives at the local level. Risk assessment is one such example along with providing assistance to OHS committees and representatives.

### **Departmental Program Coordinator Communications**

On a monthly basis, the Departmental Program Coordinator communicates with OHS committees and departmental executive on the status of OHS committee compliance. These communications are structured to remind committees of their OHS duties and responsibilities and are detailed in Section 2.0.

### **TW Intranet**

A primary source of communication for the department is the TW Intranet which houses information on safe work practices and procedures, hazard assessments and OHS Committee information including meeting minutes and committee make-up.

This platform is also used to provide the most current version of Safe Work Practices and Procedures and any associated formal hazard assessments and as such is the primary tool utilized for OHS document control. The TW intranet also houses information to be communicated on audits and resulting action plans and can be accessed through by clicking <http://www.intranet.gov.nl.ca/tw/wstdept/hr/index.html>.

## **OHS Committee Communications**

As required by legislation, OHS committees are expected to communicate the minutes of OHS committee meetings and results of any OHS facility inspections. This information is forwarded to the Departmental Program Coordinator (OHS) who posts the minutes electronically on the TW Intranet.

OHS Committees are also required to post a hard copy of the minutes in the local area, typically on the OHS bulletin board. OHS Committee compliance is considered a key performance area for the department.

## **Directors, Managers, Supervisors and Employees**

Supervisors at all levels, (including Directors and Managers), are expected to inform employees of the hazards to which they may be exposed based on the job function or task being performed. The type and format of communication will vary based on the level of responsibility. As a minimum, the following is expected of each of the levels of management listed below:

### **Directors**

Directors must meet at least twice annually with their team (this would typically include Managers, Superintendents and in some cases, Supervisors where no Manager may be in place). This meeting is to be dedicated solely to safety-related issues and is intended to update the management team on the status of divisional objectives as well as to discuss areas of OHS concern within the division. These meetings, which are considered a key performance area for the department, must be documented and the information forwarded to the Corporate Safety Division.

### **Managers and Supervisors**

Managers and Supervisors must communicate regularly with employees to ensure expectations are clear and that controls required to reduce risk are understood and implemented. Controls include engineering modifications, administrative adjustments, training and education, personal protective equipment and safe work practices and procedures.



While the level of communication is dependent on a number of factors, the primary purpose of communication between a supervisor (including a manager) and an employee is to ensure that the employee is familiar with the hazards, knows what controls need to be implemented to perform the job or task safely and has the necessary tools and equipment (including personal protective equipment) to do so. Details of the TW PPE program can be found on the TW Corporate Safety intranet page.

The most common tool utilized to facilitate this communication is the hazard assessment which can be used as a basis for a discussion or “toolbox talk” related to precautions to be taken while performing the job or task. Toolbox talks should also reference past incidents related to the task being performed as well as any observations or findings from inspections or OHS Orders that the supervisor may be aware of. OHS committees and representatives are also encouraged to participate in toolbox talks where appropriate for the task.

## **Employees**

In addition to the requirement to report incidents, all employees are expected to communicate safety issues and concerns to the supervisor in addition to their co-workers or anyone who may be affected by their undertaking. Safety issues and concerns must be communicated to their respective OHS committee or representative.

It is expected that prior to performing a task, employees voice any concerns or suggestions, particularly when a hazard assessment is being reviewed by the supervisor or during the course of a toolbox talk. It is only through discussing hazards openly that the best approach can be taken to minimize the risk associated with a particular hazard.

## **Contractors**

As is the case with employees, contractors have a responsibility to communicate hazard information to the appropriate stakeholders and report incidents when they happen. Similarly, project managers have a responsibility to communicate safety expectations in pre-job meetings and in the review of site safety plans that contractors are required to submit.

Contractors must communicate hazards and appropriate controls to their workers and inform the TW representative overseeing the contract of issues and concerns that arise during the project or service. Hazard reports, incident reports, site specific safety plans, training records, person in charge, etc. are examples of information which must be communicated to the TW representative.

*Occupational Health and Safety Program*

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In addition, contractors have a responsibility to ensure that any visitors to the worksite are made aware of site specific hazards and precautions to be taken while at that location. Visits to the worksite are to be documented by the contractor and available for inspection by TW personnel, particularly those responsible for managing or monitoring the work.

It is critical for all contracts that a mechanism be implemented such that there is a direct line of communication between the contractor's site employee(s) and TW representative(s) in case of a serious incident.

Contractors must also ensure that for field projects, where temporary work buildings are located, that required and other relevant safety information (OHS committee representative names, emergency response numbers, chemical safety data sheet information, trained First Aid employees, etc.) be posted in a conspicuous location for all employees to readily access and for TW representatives or other regulatory authorities to inspect.

## 5.0 Risk Management

The Department of Transportation and Infrastructure is committed to identifying hazards and the resulting control measures required to reduce the risk associated with its operations. While it is impossible to completely eliminate hazards in every situation the risk assessment process strives to reduce the risk to an acceptable level so that tasks can be performed safely. Transportation and Infrastructure observes a two tiered process involving daily field level hazard assessments as well as structured analyses of core tasks associated with different job functions.

These two processes are intended to supplement each other. While the processes are different, the intent is the same for both – reduce the risk associated with a given task or activity.

Daily or field level hazard assessments should be completed prior to any task involving a high or medium risk hazard. Examples include traffic control activities, operation of heavy equipment, building construction and renovation, working from heights and working in confined spaces. The goal is to identify the hazards present at the job site immediately before the task begins and to identify control measures required to perform the task safely. All employees conducting such activities should be familiar with and are expected to complete and document daily/field level hazard assessments.

Formal structured risk assessments are designed to identify hazards associated with core job tasks long before the task takes place. The intent of a formal risk assessment is to identify control measures in sufficient time before the start of the job so that control measures which are time dependent can be implemented. Examples of these types of control measures include training and education, PPE identification, and safe work procedures. An example of a core task would be pot hole patching or line painting. The formal process would identify what training is needed, what PPE is required and what procedure should be followed when performing that task, the intent being to better prepare the worker before he or she arrives at the worksite. Safe work procedures and other control measures can then be referenced in the daily/field level hazard assessment.

It is intended that the formal, structured risk assessment process be conducted by subject matter experts within their given field of work, along with significant input from a representative sample of those conducting the activity.

Daily/field level hazard assessments should be completed by the individual or group performing the task with sign-off from the supervisor.

## Roles and Responsibilities

The Department of Transportation and Infrastructure has identified the following responsibilities for Risk Management.

- Deputy Minister – Overall accountability for the Risk Management Program within Transportation and Infrastructure
- Executive Lead for Health and Safety – The Executive Lead for Health and Safety for TW is the Assistant Deputy Minister (ADM), Strategic and Corporate Services who is responsible for overseeing the implementation of Risk Management within the Department in all Branches.
- Assistant Deputy Ministers (Branches) – ADM’s are responsible for the following:
  - Identifying Risk Management Teams for the various job functions within their respective branch and forwarding the names of risk assessment team members to the Manager Corporate Safety
  - Ensuring that risk assessment teams participate in training (through CLD)
  - Reviewing and approving hazard assessments and safe work procedures resulting from the formal hazard assessment process.
  - Ensuring that an annual review of formal hazard assessments and procedures is conducted
- Supervisors (including Managers and Directors) are responsible for:
  - Communicating and reviewing formal hazard assessments and procedures to front line workers
  - Monitoring compliance to approved safe work procedures
  - Providing appropriate training, PPE and other controls as identified through the formal hazard assessment process, legislative requirements or industry best practices of which the supervisor ought reasonably to be aware
  - Approving on-site (daily/field level) hazard assessments which are used to supplement formal hazard assessments or when no formal hazard assessment exists

- Risk Assessment Teams are responsible for:
  - Participating in the Risk Management training offered through the CLD (1/2 day)
  - Conducting formal hazard assessments and safe work procedures for core tasks associated with their job function
  - Supporting and promoting the Risk Management program in their field of operations
- Employees must:
  - Review and be familiar with completed hazard assessments and safe work procedures
  - Follow approved safe work procedures
  - Conduct daily/field level hazard assessments to identify any site/time specific hazards that may not be captured through the formal risk assessment process.
- Corporate Safety Division – The Corporate Safety Division will support the Risk Assessment process by assisting risk assessment teams after they have completed their training as they develop their formal hazard assessments and safe work procedures. It will also keep a listing of Risk Management teams and provide reports on the status of training to the executive.

## Methodology

Formal structured risk assessments and associated procedures are to be conducted by risk assessment teams comprised of front line workers, with supervisor representation, with support from the Corporate Safety Division. These assessments and procedures are to be documented on forms as outlined in the Employee Safety and Wellness Division (ESWD) *Risk Management Procedure GNL-HRS-OHSMS-E02-PR-001*.

Daily/field level risk assessments must be conducted at the beginning of the shift or task and are to be completed on the Hazard Assessment Form (revised June 2015) which can be found at the following link: <http://www.intranet.gov.nl.ca/tw/WSTDept/HR/forms/Field%20Level%20Risk%20Assessment%20Form.pdf>

## Approvals

### **Formal hazard assessments and safe work procedures:**

All hazard assessments and safe work procedures developed as part of the formal structured risk assessment process are to be approved by the Assistant Deputy Minister responsible for the Branch. In cases where a formal assessment and/or safe work procedure applies to more than one branch, the approval must come from the Deputy Minister.

### **Daily/Field level hazard assessments:**

Daily/Field level hazard assessments shall be signed off by the supervisor. In cases where no formal structured hazard assessment and associated safe work procedure is in place, and the field level assessment identifies high risk hazards, the supervisor must do the following:

1. Ensure adequate controls are in place to conduct the activity or task
2. Submit the task to the risk assessment team for a formal assessment

## Document Control

All approved formal risk assessments and associated safe work practices and procedures are to be posted on the Corporate Safety Intranet. For document control purposes, these will be considered the official records for hazard assessments and SWP's for the Department.

The document control process is as outlined below:

1. Safe Work Practice or Procedure (including hazard assessment) is completed.
2. Completed documents are to be actioned in TRIM for approval by the Assistant Deputy Minister or Deputy Minister as outlined above in the Approvals section.
3. Once approved in TRIM, the documents are to be actioned in TRIM to the Corporate Safety Division for posting.
4. Corporate Safety Division posts approved document on the Corporate Safety Division Intranet.

## Records

Daily or field level risk assessments must be returned to the supervisor and filed at the regional office for a period of two years.

## 6.0 Workplace Inspections

### Introduction

Workplace inspections are an essential method of identifying existing and potential hazards for corrective action. They are also a means of determining the level of compliance with established standards for hazard controls, safe work practices, job procedures and safety rules. All members of the Department of Transportation and Infrastructure have a role in conducting workplace inspections as outlined below:

- All employees are required to participate in the Inspection Program through informal inspections of their workplaces. As part of their daily routine, employees are expected to maintain a practiced awareness which identifies potential hazards. Employees have a duty to report all hazards to their supervisors. Hazards are to be documented on the PeopleSoft reporting system. Refer to Section 7.0.
- Supervisors are responsible for conducting informal inspections of all their workplaces and for directing formal inspections of workplaces under their control. They must ensure the OHS Committee or Workplace Health and Safety Representative is involved in formal inspections. At least two formal workplace inspections must be conducted for each facility in collaboration with the OHS Committee or Workplace Health and Safety representative.
- OHS Committees and Representatives have a key role in the inspection program, as provided for under the *Occupational Health and Safety Act and Regulations*. They shall be given the opportunity to participate in inspections, and monitor the progress of action items arising from such inspections.

As part of its inspection program, the Department endorses preventative maintenance of all its tools, equipment, fleets and buildings to ensure safe operating conditions are maintained.

### Types of Inspections

The Department typically conducts three types of inspections:

- Formal
- Informal
- Pre-use

## **Formal Inspections**

Formal inspections are planned, careful, systematic and periodic examinations of the workplace which are conducted by management in consultation with affected workers and Occupational Health and Safety committee/ Workplace Health and Safety Representative/s.

## **Informal Inspections**

Informal inspections are ongoing inspections continually conducted by supervisors and workers as part of their job responsibilities. Hazardous conditions are noted and are either corrected immediately or reported as a hazardous occurrence for corrective action. These inspections do not usually generate inspection reports.

Informal inspections should be undertaken on a daily or weekly basis, and should be a significant part of the responsibilities of supervisors. Informal inspections of temporary workplaces (such as construction and maintenance sites) are particularly important, as these workplaces may never get a formal inspection.

## **Pre-Use Inspections**

Pre-use inspections refer to inspections of personal protective equipment and critical work equipment before it is put in operation. These inspections may be:

- Routine such as “pre-trip” inspections of snow plows or other mobile equipment conducted by the equipment operators,
- Pre-use inspection of personal protective equipment
- Occasional inspections performed on new or modified machinery

## **Inspection Requirements**

The *Occupational Health and Safety Act* and regulations require workplace inspections be conducted as often as necessary to ensure safe workplaces. Where the workplace is large and diverse, inspections may be broken into sections so that over the period of a year, the whole workplace has been inspected.

### ***Fire Safety Inspections (Fire Protection Officer)***

In accordance with national fire and life safety codes the Fire Protection Officer shall be responsible to ensure that all facilities are assessed to determine the level and frequency of formal detailed inspections



required for each facility. This assessment is based on risk and considers factors such as building occupancy, fire loads, types of operation (welding, etc.) and the type of fire protection system utilized for that facility. These formal inspections must be conducted by the Fire Protection Officer, documented and posted on the TW Corporate Safety Intranet and deficiencies addressed in a time and manner consistent with code requirements.

### ***Fire Safety Inspections (Building Manager)***

In addition to the fire inspections conducted by the Fire Protection Officer, and in accordance with required emergency response plans, each TW Depot and Regional Office shall require a monthly fire prevention inspection of the facility. The building manager is responsible for completing these inspections which are to be completed on the Fire Safety Checklist form and forwarded to the Fire Protection Officer for review. The form can be found by clicking the following link:

<https://www.intranet.gov.nl.ca/tw/WSTDept/HR/forms/Fire%20Safety%20Checklist.pdf>

### ***Facility Inspections (Primary Tenant)***

Facility inspections are to be carried out twice a year by the primary building tenant in consultation with affected workers and occupational health and safety committee representatives. They are intended to supplement the fire inspections indicated above by focusing on the operations of the building tenants and include operational observations not included in building fire inspections. Facility inspections are the responsibility of the management overseeing the operational activities which are taking place in the building and must be conducted in collaboration with the Occupational Health and Safety Committee or Workplace Representative for that facility. At least two facility inspections are to be conducted annually on the Site Inspection Checklist form and forwarded to the Corporate Safety Departmental Program Coordinator for posting on the TW Corporate Safety Intranet along with other OHS Committee activity such as regular meeting minutes. The form can be found at the following link:

<https://www.intranet.gov.nl.ca/tw/WSTDept/HR/forms/Site%20Inspection%20Checklist.pdf>.

It is recognized that Facilities Management can play an important role in the inspection process as it relates to facility related issues such as indoor air quality, HVAC, thermal comfort, lighting, building envelope issues, etc. and are to be consulted on any structural or building related issues identified during the inspection process.

While formalized inspection checklists are utilized to ensure key items are not missed during the inspection, inspections should not be limited to only those items listed on checklists. The formalized report should identify the hazards, action items, parties responsible for corrective action, as well as applicable time-lines for follow-up.

## Inspection Related Forms and Documentation

A number of forms are available to assist Occupational Health and Safety committees and Workplace Health and Safety representatives in doing inspections. These forms are listed below. However, management may develop their own checklists for informal inspections, or modify the existing forms to better suit their purposes. Any modifications to the formal checklists shown below, however, must be approved by the Corporate Safety Division.

- <https://www.intranet.gov.nl.ca/tw/WSTDept/HR/forms/Fire%20Safety%20Checklist.pdf>
- <https://www.intranet.gov.nl.ca/tw/WSTDept/HR/forms/Site%20Inspection%20Checklist.pdf>.

## 7.0 Hazard and Incident Reporting and Investigation

### Purpose

Reporting and investigating incidents/accidents is a critical part of Department of Transportation and Works safety program.

### Scope

Regardless of the nature or severity of the event all injuries, illnesses, near miss, hazards, property/equipment damage and fire will be immediately reported to expedite investigation and to determine the cause and implement effective controls/corrective measures to prevent future reoccurrences.

### Responding to Incidents

If you are involved in, or witness, a workplace safety incident:

- Ensure medical attention for injured workers
- Report the incident to your immediate supervisor
- Maintain contact with emergency services at the scene to aid information gathering

Once notified, supervisors must:

- Ensure that injured workers have received medical attention
- Ensure the area is safe and preserve the integrity of the incident scene for investigation
- Contact the authorities:
  - Immediately report serious incidents to Service NL, OHS Division – **see below for more details**
  - If the incident involved contact with power lines, immediately contact the appropriate utility (Newfoundland Power 1-800-474-5711, or NL Hydro 1-888-737-1296)
  - Immediately report vehicle accidents involving bodily injury or combined damages of greater than \$2,000.00 to the police and follow-up with the Insurance Division within 5 days
- Inform your manager of the incident (See Critical Incident Protocol)
- Ensure that post-incident response and clean-up is performed in a safe manner and that an inspection is completed before work resumes
- Conduct a thorough investigation. Interview witnesses and gather information to determine root cause. TI Corporate Safety Division will participate in the investigation of serious incidents.

- Ensure ongoing communication with all stakeholders (OHS, Disability Management, Insurance Division, etc.).
- Ensure that the incident is reported in PeopleSoft.

## Regulatory Reporting Requirements

The OHS Division of Service NL must be immediately notified by telephone of the occurrence of any incident that: (a) results in ‘serious injury’ to a person or results in the death of a person; or (b) that had, or continues to have the reasonable potential of causing ‘serious injury’ to or the death of a person.

Serious injuries include fractures, amputations, sight loss, serious internal hemorrhages, burns that require medical attention, any injury caused by explosives, asphyxiation or poisoning by gas that results in a loss of physical control, or another injury that is likely to endanger life or cause permanent injury. Any injury that causes unconsciousness, results in substantial blood loss, or places life in jeopardy is also a serious injury.

To report such incidents call **1-800-563-5471 or 709-729-4444**. In addition, written notice, verifying preliminary details provided to Service NL, OHS Division within three days of the accident. TW Corporate Safety must also receive a copy of all notifications (telephone & written notice) made to Service NL, OHS Division at the first available opportunity through [safetw@gov.nl.ca](mailto:safetw@gov.nl.ca).

## Departmental Reporting Requirements

All employees within the Department must report and complete a Hazard/Incident report when they are involved in any workplace incident. In the case of a fire, immediate notification to the Fire Protection Officer is mandatory, and in his absence, Fire and Emergency Services must be contacted. In any case, where fire or serious injury has occurred, the scene must be secured as per regulatory requirements.

## Documentation

Employees who have access to PeopleSoft must submit their report electronically utilizing the PeopleSoft application. For those employees who do not have PeopleSoft access, a secondary process has been implemented.

## PeopleSoft Process

- i. Employees will complete and submit the electronic Hazard/Incident report electronically through the PeopleSoft OHS application. The same link described in the secondary process section below will take the user directly to a page where they can link to the PeopleSoft system.

- ii. The immediate Supervisor receives automatic notification of the incident and investigates what occurred. Corrective actions must be identified stating the anticipated date or actual date of completion if already completed. If this section is not completed, the incident will remain open.
- iii. When all satisfactory information has been received from both the employee and Supervisor, the file will be considered closed.
- iv. OHS Consultants with TW will periodically review PeopleSoft reports and where appropriate will contact the supervisor for missing or incomplete information.

## Secondary Process

*This process is only to be used by those employees who do not have access to the PeopleSoft system.*

- i. A paper version of the PeopleSoft form will be completed by the employee and Supervisor and forwarded to ESWD for entry into the PeopleSoft system.
- ii. Employees can access the paper form as well as an editable .pdf version, through an icon on their desktop as shown below. The icon graphic is show below:



## **8.0 Emergency Preparedness and Response**

### **Introduction**

Emergency preparedness involves identifying potential emergency situations and putting plans in place to address them should they occur.

The Department of Transportation and Infrastructure is committed to effective emergency planning and associated response to minimize the effect of any harm or damage which could result due to an unwanted event.

An Emergency can be reported from any source, an employee on site, contractor or the general public. Remember that events during an emergency can change over the course of the incident. Any procedures developed must be able to change with the incident. The plan should be in plain language, give clear instructions, be concise as possible and be posted and available for everyone to review and understand.

### **Scope**

While there are numerous types of potential emergencies, this procedure is focused on the following emergency categories:

1. Building emergencies (Fire, intruder, major structural damage, etc.)
2. Emergencies involving employees working alone (snow plow operators, inspectors, dispatchers, etc.)
3. Emergencies which could arise as a result of a high risk activity (road maintenance and construction, piloting aircraft and marine vessels)
4. Emergencies which require specific plans due to regulatory requirements (Confined Space, Fall Protection)

## **Roles and Responsibilities**

### **Building Emergencies**

The Department of Transportation and Infrastructure Building Managers must oversee the development, completion and implementation of all emergency plans for Transportation and Infrastructure owned buildings. These include plans for but not limited to such things as fire and medical emergencies. Emergency plans should be based on identified hazards for the site specific building location and occupancy.

The Department of Transportation and Infrastructure has provided all provincial government buildings with an Emergency Evacuation Procedure Manual which is a guide for developing an emergency evacuation plan along with emergency procedures. A pdf copy of this document is available from Transportation and Infrastructure's Fire Protection Officer 729-3024.

In addition to the development of the Emergency Response Plan for the building, Building Managers must also review the plan to ensure it is currently up to date including updated phone number, building changes, emergency equipment testing and maintenance.

### **Planning for Fire Emergencies**

One of the most common building emergencies that require significant planning is fire. Fire Safety plans shall be developed for all Transportation and Infrastructure Buildings and worksites and must include the following information;

- 1) Procedures for notification of a fire including sounding the alarm if applicable.
- 2) Notifying the fire department who will in turn notify Fire and Emergency Services.
- 3) Procedures to be followed when an alarm or notification has been received.
- 4) An evacuation plan, including special provisions for persons requiring assistance
- 5) How to confine, control and extinguish the fire if possible.
- 6) The appointment of designated staff to carry out fire safety duties such as fire marshals, floor wardens and monitors for such things as evacuation. Prior to any responsibilities given to staff, they must be training in the duties assigned.
- 7) Documents, including diagrams, showing the type, location and operation of the building fire emergency systems.
- 8) Identification of keys/alarm codes or special devices to operate the fire protection systems and shall be available at all times to designated staff and the location of such shall be specified.

- 9) Fire drill requirements and records (in most building at least once annually).
- 10) Control of fire hazards including fire prevention and proper storage.
- 11) The inspection and maintenance requirements of the building fire protection systems, including such items as portable fire extinguishers, emergency lighting, fire alarm, sprinkler systems, standpipe systems and fixed fire protection systems.

The fire safety plan shall be kept in the building at or near the main entrance for review by the fire department and designated staff.

At least one copy of the fire emergency procedures including evacuation floor plans shall be prominently posted on each floor area for everyone to review.

The Emergency Evacuation Procedure Manual provides further information for developing an emergency evacuation plan along with emergency procedures.

### **Working Alone**

Any employee working alone must have a plan to identify how assistance will be rendered in case of emergency. While the level and complexity of the plan will vary depending upon the circumstances, the plan must include the following:

1. Notification to a supervisor of the intent to be working alone and the type of work to be conducted.
2. Arrangements for a contact to be assigned to be notified when the employee will be setting out and when the employee will be returning. This arrangement must also include the intervals at which the employee is required to check in based on the risk associated with the task. This must be determined by the supervisor in consultation with the employee. For example, a confined space job may require a 15 minute check-in entrance attendant, while a long distance drive across the province may require 2 hours.
3. A provision for what action must be taken should an employee miss a check-in or become involved in an incident.
4. A consideration of other potential hazards which the employee may reasonably be expected to encounter while working alone. Examples include extreme weather conditions, working in isolated locations, working late at night, dealing with potentially violent individuals, engaging



wild animals and the availability of medical care. This information must be documented on the hazard assessment form and the appropriate controls identified.

Working alone protocol must also be carried out in accordance with established procedures within the branch in which the individual is employed. Employees are encouraged to consult the TW Intranet Safe Work Practices and Procedures for any specific working alone protocol already developed and approved.

### **Planning for emergencies involving high risk activities**

Any work conducted involving high risk activities must include a consideration of what to do in the event of an emergency. Examples of high risk activities include road construction and maintenance, building construction and maintenance, operating aircraft and marine vessels.

#### ***Road construction and maintenance***

Every day, prior to the start of a job, the supervisor must ensure that a hazard assessment is conducted and documented on the hazard assessment form. The hazard assessment must include input from the employees conducting the work and in addition to identifying the hazards and associated controls, the hazard assessment must identify what measures will be taken should an emergency situation occur. This emergency response plan must include the following:

1. Verification of the availability of trained First Aid personnel in accordance with provincial regulations
2. Verification of the availability of required First Aid equipment
3. Confirmation of an effective means of communication from the job site
4. A listing of emergency contact numbers (which should be documented on the hazard assessment form or posted at the worksite)
5. Identification of the person in charge at the worksite who will coordinate emergency response efforts (as well as a back-up in case the person in charge is the one injured or who requires assistance)

#### ***Operation of Marine Vessels***

Emergency response planning for all marine operations shall be in accordance with the fleet Marine Safety Management System as well as the Safety Management System specific to the vessel in question. Any queries concerning emergency response for marine operations should be directed to the Designated Person Ashore (DPA).

### ***Air Services Operations***

Emergency response for Air Services Operations involving the use of aircraft must be in accordance with Transport Canada regulations. Any other emergency situation not directly involving aircraft operations must be planned for in accordance with Air Services protocol. The OHS Officer (Air Services) can advise of current emergency response requirements such as check-in utilizing the third party call service for dispatchers and other personnel working out of the air services buildings/hangers.

### ***Regulatory Specific Emergency Planning***

The *Occupational Health and Safety Regulations, 2012* make reference to situations where specific emergency response planning is required. Specifically, as per s. 38. (3):

- (3) Written rescue and evacuation procedures are required for but not limited to
  - (a) work at high angles;
  - (b) work in confined spaces or where there is a risk of entrapment;
  - (c) work with hazardous substances;
  - (d) underground work;
  - (e) work in close proximity to power lines;
  - (f) work on or over water; and
  - (g) workplaces where there are persons who require physical assistance to be moved.

As such, supervisors must ensure that any work involving these activities be assessed to identify the actions to be taken should an emergency occur and the processes to be implemented for effective rescue and or evacuation. All rescue/evacuation information must be documented and communicated to employees and the supervisor must ensure also ensure that the required training, tools, equipment, PPE and other necessary devices are in place to effect a timely rescue or evacuation.

## **Reporting and Communication**

In the event that an emergency situation occurs, in addition to the requirements outlined above, the event must be reported to the supervisor as soon as possible after the event occurs and documented on the incident reporting system (PeopleSoft) for appropriate investigation and follow-up.

In cases of major emergencies, a protocol has been developed to ensure timely reporting to internal and external stakeholders such as departmental executive and provincial regulatory authorities. Equally important, this protocol also provides for the expeditious deployment of any additional resources or support that may be required. All employees must be familiar with this Critical Incident protocol (shown below).

### **Critical Incident protocol**

Transportation and Infrastructure requires that all critical incidents be reported and responded to in a timely fashion to reduce or eliminate further harm to people, equipment, facilities, materials and the environment. This following outlines the roles involved when responding to an emergency and identifies the actions required to minimize harm or significant damage. Following proper emergency protocol will minimize the extent of the incident and help preserve information valuable in helping to identify root causes which may prevent similar incidents from happening in the future.

A critical incident is defined as an event or events, usually sudden, which involve the experience of significant personal distress to a level which potentially overwhelms normal responses, procedures, and coping strategies and which is likely to have emotional and organizational consequences. Some examples include; witnessing a serious injury of a co-worker (i.e. fall from heights), responding to a fatal vehicle accident on our highways, a significant medical trauma, a major structural failure, collapse or fire in a building, and a major release of a hazardous substance. A critical incident has the potential to lead to one or more fatalities.

This kind of event can impact the emotional well-being of employers who are directly exposed to the incident as well as their co-workers.

It is important to understand that the first priority in a critical incident is to attend to any injured personnel through the provision of timely First Aid and/or Medical Aid. It is also critical that the incident scene be secured to prevent further injury. The *Occupational Health and Safety Act* states:

Scene of accident

55. Except as otherwise directed by the assistant deputy minister or an officer, a person shall not disturb the scene of an accident that results in serious injury or death except as is necessary

- (a) to attend to persons injured or killed;
- (b) to prevent further injuries; and
- (c) to protect property that is endangered as a result of the accident.

To assist in ensuring timely reporting and coordination of response efforts, a checklist has been developed which outlines the roles and responsibilities of all stakeholders in the event of a critical incident. A copy of this checklist can be found on the TW Intranet at:

<https://www.intranet.gov.nl.ca/tw/WSTDept/HR/forms/index.html>

## **9.0 DISABILITY MANAGEMENT**

### **Introduction**

As per the Human Resource Secretariat (HRS) Disability Accommodation Policy (January 1, 2012), the Government of Newfoundland and Labrador (GNL) is committed to having a diverse and inclusive workforce where employees have equal and fair opportunity to participate, contribute, and advance in the workplace. This commitment stems from the desire to ensure a strong, dedicated, and engaged public service.

The employer will make every reasonable effort, up to the point of undue hardship, to accommodate an employee's disability-related employment needs. The accommodation process is applied on an individualized basis. Successful implementation of the duty to accommodate requires the cooperation and participation of employees, departments, and unions.

The Department of Transportation and Infrastructure is also committed to providing the highest level of public service to the people of the province and recognizes the valuable role employees play in achieving this objective. Regular attendance is a fundamental element of the employment relationship and is necessary to maintain a high level of public service. When an employee does not attend work regularly, operations and the delivery of service is impacted.

To support employee recovery from illness and injury and to prevent the spread of communicable illnesses, the Department of Transportation and Infrastructure does not expect that sick and injured employees attend work while unable to do so. Therefore, access to sick leave benefits as insurance against loss of income during these times and/or paid leave benefits is provided. Effective management of these benefits is the shared responsibility of employees and management.

All levels of the organization have a role to play in maintaining regular attendance through positive and supportive communication and cooperation. Managers must be proactive in supporting employees' efforts to participate in the work place. Employees must be responsible and take proactive steps to ensure regular attendance at work including working cooperatively in the management of absences as they occur. Absenteeism in the workplace can be reduced by focusing on employee wellness and engagement, injury and sickness prevention, early intervention, and proactive case management. Workplace accommodations, modifications, and return to work planning also help promote regular attendance.

## Scope

Disability management in an organization is required when employees require support resulting from:

1. Occupational Injury or illness which arose out of and in the course of the employment - (WorkplaceNL Claims)
2. Non Occupational Injury or Illness – not arising out of or in the course of employment (for example a flu or an injury which occurred at home)
3. Disability where accommodation may be required.

## Roles and Responsibilities

It is the responsibility of Deputy Ministers or their delegates to:

- Ensure the fulfillment of the employer's obligation to accommodate, up to the point of undue hardship, an employee's disability-related accommodation needs.
- Approve and authorize implementation of accommodation plans, including anticipated accommodation related expenses.
- Deputy Ministers will determine, in consultation with the Department of Justice and Human Resource Secretariat (HRS), whether an accommodation would result in undue hardship.

It is the responsibility of the Employee Safety and Wellness Division to:

- Implement, communicate, support, monitor, document, and consistently apply the Disability Accommodation Policy and process.
- Provide leadership, advice, and support to departments, the accommodation seeker, and the accommodation seeker's immediate supervisor/manager.
- Coordinate/lead the accommodation planning process and work with stakeholders.
- Collect medical documentation from the accommodation seeker.
- Act as the office of primary responsibility for accommodation related files and records, in accordance with the Access to Information and Protection of Privacy Act and the Management of Information Act.

It is the responsibility of the Employee seeking an accommodation to:

- Submit an accommodation request to his/her immediate supervisor/manager and/or the Manager, Integrated Disability Management (IDM), Human Resource Secretariat (HRS) regarding

his/her workplace accommodation needs. A bargaining unit employee is encouraged to engage his/her union representative.

- Cooperate and participate in accommodation planning and implementation, which includes providing information and medical documentation, examining accommodation options, and accepting reasonable accommodations.
- When moving to a new position, inform the new immediate supervisor/manager and/or IDM Manager of the existing accommodation plan and any accommodation needs in the new position.

It is the responsibility of immediate supervisors/managers to:

- Proactively participate in and support accommodation planning and implementation.
- Work and consult with the Employee Safety and Wellness Division providing updates to the Division, and monitor and document accommodation efforts.
- Consult with the Employee Safety and Wellness Division when it is believed that an employee may require an accommodation, but has not requested one.
- Ensure that all workers under their supervision are properly trained on how to safely perform work, and;
- Ensure that all workers know the processes associated with employee workplace injury and sick leave usage and that these processes are followed in accordance with the appropriate Collective Agreements, Human Resource Policies and the Workplace, Health Safety Compensation Act.

## **Manager of Integrated Disability Management, HRS**

The Employee Safety and Wellness Division, HRS, provides support to the department on disability management issues through the Manager of Integrated Disability Management. This position provides the following supports:

- Provides guidance to directors, managers and employees on attendance issues;
- Facilitates resolution to sick leave issues with employees, managers, union representatives and medical professionals;
- Provides guidance on inappropriate behaviors that may be the result of illness or injury to directors and managers;
- Provides advice and guidance to directors and managers on workplace accommodation;
- Provides advisory services surrounding Early and Safe Return to Work and Accommodation Plans to directors and managers;

- Liaises with WorkplaceNL once a claim is established and facilitates early and safe return to work plans with appropriate stakeholders.

## **Employment Assistance Program**

The Employee Assistance Program is a joint program of the Government of Newfoundland and Labrador, The Newfoundland Association of Public Employees, and the Public Sector Managers' Association. The purpose of the Program is to provide any employees in the Newfoundland and Labrador Public Service with an opportunity to obtain help for personal problems that are either affecting, or have the potential to affect, work performance. Problems may be marital, family, financial, emotional or those associated with substance abuse or gambling.

Recognizing that a problem exists, an employee may seek assistance on their own initiative by contacting one of the Coordinators of the Employee Assistance Program. If work performance has deteriorated, the supervisor may make the referral on behalf of the employee, if the employee agrees to participate. The coordinator will discuss with the employee the nature of the problem, and provide immediate counseling if necessary, and/or refer the person to an outside helping agency. Confidentiality is protected. This program provides the following services:

- Confidential assistance for personal difficulties
- Crisis debriefing and grief counseling for individuals and groups
- Help with workplace interpersonal conflicts
- Workshops on the EAP process, stress management and managing change
- Wellness promotion seminars

This service can be accessed by calling the Employee Assistance Program at 729-2290 or 1-888-729-2290. This number is private and direct to the office of the Employee Assistance Program Coordinators.



## Appendix 1 - OHS Program Self Audit

Branch: \_\_\_\_\_ Division: \_\_\_\_\_

Location/Site: \_\_\_\_\_ Date of Audit: \_\_\_\_\_

Auditor #1: \_\_\_\_\_ Auditor #2: \_\_\_\_\_

SECTION 1 - LEADERSHIP & ADMINISTRATION		
a) Has the Deputy Minister signed off on the current version of the OHS program manual?	YES	NO
b) Is the OHS Program current within three years?	YES	NO
c) Are safety roles and responsibilities outlined in Section 1 of the current program manual?	YES	NO
d) Is there evidence that the OHS Committee(s) has been consulted on the program?	YES	NO
e) Is the program accessible to all employees?	YES	NO
f) Is there an Executive Lead for Safety in place for the Department?	YES	NO
g) Are monthly executive meetings held dedicated solely to OHS issues and concerns?	YES	NO
<b>TOTAL "YES" ANSWERS =</b>	<b>TOTAL "NO" ANSWERS =</b>	
SECTION 2 - OHS COMMITTEE/REPRESENTATIVE		
<ul style="list-style-type: none"> <li>2-9 EMPLOYEES REQUIRE REPRESENTATIVE</li> <li>10 OR MORE EMPLOYEES REQUIRE A COMMITTEE</li> </ul>		
a) Are OHS Committee meetings held quarterly as required?	YES	NO
b) Are committee meeting minutes submitted to the Corporate Safety Division Departmental Program Coordinator?	YES	NO
c) Are minutes posted electronically to the TW Intranet and forwarded to Workplace NL?	YES	NO
d) Are minutes posted locally on the facility OHS bulletin board?	YES	NO
e) Are OHS Committee members trained as per Workplace NL protocol?	YES	NO
f) Are notices of non-compliance issued as per escalation process outlined in Section 2 of the OHS Program Manual?	YES	NO
g) Are OHS Committee members trained as per Workplace NL protocol?	YES	NO
h) Are OHS Committee compliance statistics reviewed at monthly executive safety meetings?	YES	NO
i) Do OHS Committees participate in at least two formal OHS inspections annually?	YES	NO
j) Have OHS Representatives been identified for facilities/worksites with less than 10 employees?	YES	NO
<b>TOTAL "YES" ANSWERS =</b>	<b>TOTAL "NO" ANSWERS =</b>	
SECTION 3 - EDUCATION & TRAINING		
a) Have training requirements been identified for employees?	YES	NO
b) Has the Supervisor communicated these training requirements?	YES	NO

Occupational Health and Safety Program

c) Have employees received an OHS orientation (including employees returning to a position after a considerable absence (> 6 months)?	YES	NO
d) Has training been identified as part of any formal risk assessment that has been conducted?	YES	NO
e) Have Risk Assessment team members received the CLD Risk Management training?	YES	NO
<b>TOTAL "YES" ANSWERS =</b>	<b>TOTAL "NO" ANSWERS =</b>	
<b>SECTION 4 - COMMUNICATIONS</b>		
a) Has the Deputy Minister conducted quarterly Department-wide safety-related conference calls?	YES	NO
b) Is there evidence that employees have participated in the quarterly calls?	YES	NO
c) Has the DM addressed the OHS Committees at least annually by way of conference call?	YES	NO
d) Are monthly safety messages prepared and issued through the Corporate Safety Division?	YES	NO
e) Is there a dedicated safety bulletin board at each facility?	YES	NO
f) Have the monthly safety messages been posted on facility bulletin boards?	YES	NO
g) Have Directors met at least twice annually with all employees for the sole purpose of discussing safety-related issues?	YES	NO
h) Have these Director meetings with employees been documented and submitted to the Corporate Safety Division?	YES	NO
i) Are Supervisors holding regular tool box talks for high risk activities?	YES	NO
j) Are employees reporting hazardous occurrences in the workplace?	YES	NO
k) Are Safety Alerts and Lessons Learned posted to local area safety bulletin boards?	YES	NO
l) Are minutes of the monthly executive safety meetings posted on the TW Intranet?	YES	NO
<b>TOTAL "YES" ANSWERS =</b>	<b>TOTAL "NO" ANSWERS =</b>	
<b>SECTION 5 - RISK MANAGEMENT</b>		
a) Have Risk Assessment teams been established for each job function within the branch?	YES	NO
b) Have risk assessment teams developed at least two formal risk assessments for their respective job function in the last twelve months?	YES	NO
c) Do risk assessments identify control measures which include training, procedures and PPE?	YES	NO
d) Have Hazard Alerts been communicated to workers and posted locally on safety bulletin boards?	YES	NO
e) Have approved Hazard Assessments and associated Safe Work Procedures been posted on the TW Intranet?	YES	NO
f) Are formal risk assessments and safe work procedures reviewed and approved by the safety lead (Corporate Safety facilitator) prior to forwarding for final approval?	YES	NO
g) Are field level risk assessments conducted where formal structured hazard assessments are not available?	YES	NO

Occupational Health and Safety Program

h) Has a review of formal hazard assessments been conducted annually?	YES	NO
i) Has the Supervisor indicated the importance of reporting hazards formally?	YES	NO
<b>TOTAL "YES" ANSWERS =</b>	<b>TOTAL "NO" ANSWERS =</b>	
<b>SECTION 6 - WORKPLACE INSPECTIONS</b>		
a) Has the facility been assessed by the Fire Protection Officer to determine the level and frequency of formal fire inspection required?	YES	NO
b) Has a monthly fire prevention inspection been conducted by the Building Manager (or designate)?	YES	NO
c) Has the monthly fire protection inspection report been forwarded to the Fire Protection Officer for review?	YES	NO
d) Has there been a bi-annual facility inspection conducted by the primary building tenant?	YES	NO
e) Has the bi-annual inspection report been forwarded to the TW Department Program Coordinator for posting electronically to the TW Intranet?	YES	NO
f) Is there evidence that the OHS Committee participated in the bi-annual inspections?	YES	NO
g) Has the bi-annual inspection report been posted on the OHS bulletin board at the facility and a copy forwarded to the OHS Committee?	YES	NO
h) Have supervisors communicated the need for employees to conduct regular informal workplace inspections of their workplaces?	YES	NO
<b>TOTAL "YES" ANSWERS =</b>	<b>TOTAL "NO" ANSWERS =</b>	
<b>SECTION 7 - HAZARD &amp; INCIDENT REPORTING &amp; INVESTIGATION</b>		
a) Are employees familiar with the Hazard/Incident reporting process (PeopleSoft and secondary process)	YES	NO
b) Are supervisors completing hazard/incident reports within 72 hours of receiving notification?	YES	NO
c) Is there evidence that the Corporate Safety Division periodically reviews hazard/incident reports for appropriate corrective and preventive action?	YES	NO
d) Are the executive during monthly meetings reviewing accident incident reports and identifying trends to better focus preventive measures?	YES	NO
e) Are lessons learned from incident investigations being communicated to appropriate employees to prevent future similar occurrences?	YES	NO
f) Are incident reports reviewed by the OHS Committee/Representative?	YES	NO
<b>TOTAL "YES" ANSWERS =</b>	<b>TOTAL "NO" ANSWERS =</b>	
<b>SECTION 8 - EMERGENCY PREPAREDNESS</b>		
a) Are fire safety plans available for the facilities being audited?	YES	NO
b) Are evacuation/floor plans posted at the facility?	YES	NO
c) Are employees aware of the building emergency response plan?	YES	NO
d) Have emergency response plans been updated to include current emergency contact information?	YES	NO
e) Are periodic fire drills conducted as per code requirements?	YES	NO

Occupational Health and Safety Program

f) Is there a response plan/procedure in place for employees who are working alone or who are potentially exposed to violent situations?	YES	NO
g) Are emergency eye wash stations and showers checked periodically as per manufacturer’s requirements?	YES	NO
h) Are First Aid kits and other emergency equipment inspected regularly to ensure adequate availability of first aid items?	YES	NO
i) Are the names of First Aiders posted on the OHS bulletin board at the facility?	YES	NO
j) Does the facility have a chemical inventory and appropriate product data sheets?	YES	NO
<b>TOTAL “YES” ANSWERS =</b>	<b>TOTAL “NO” ANSWERS =</b>	
<b>SECTION 9 - DISABILITY MANAGEMENT</b>		
a) Regular* contact with the injured employee. (see last 3 claims)	YES	NO
b) Regular* receipt of medical documentation. (see last 3 claims)	YES	NO
c) Regular* updates to modified work available. (see last 3 claims)	YES	NO
d) Regular updates to the WHSCC on: the offer and status of the modified duties, failure to cooperate and/or end of program. (see last 3 claims)	YES	NO
<b>Note: the term “regular” must be defined on a case-by-case basis, depending on severity of injury</b>		
<b>TOTAL “YES” ANSWERS =</b>	<b>TOTAL “NO” ANSWERS =</b>	

<b>AUDIT RECOMMENDATION ACTION PLAN</b>
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Item #	Description	Person Responsible	Deadline

COMMENTS:

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