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**Sample safety manual**

Property Management

**Introduction**

This manual contains safety policies designed to control risks associated with operations at **(Insert company name)** and provide the safest possible work environment for our employees. While this safety manual is intended to be comprehensive, it is impossible to cover every scenario, therefore if you have questions regarding a specific task contact your supervisor who can provide guidance.

The best ambassadors of our safety program are those performing the jobs daily. If you observe a safety issue or have a suggestion that could improve the safety measures outlined in this document, please speak with your supervisor. It takes the dedicated effort of the entire team to prevent workplace incidents.

Incidents are the result of unsafe conditions, acts or practices. Many incidents are caused using unsafe equipment, tools used in an unsafe manner or failure to follow safe work practices. Therefore, the implementation of a comprehensive safety program is critical to maintaining a safe work environment for all employees. To ensure a safe work environment, it is imperative that we strictly enforce our policy. Violations of safety policies and procedures could result in disciplinary action, up to and including termination. If you have questions or need additional information regarding the contents of this manual, you should speak with your supervisor or their predetermined designee immediately.

**Safety policy statement**

Providing a safe work environment for **(Insert company name)** staff is of the utmost importance. The goal of our safety policy is to provide guidance on how to avoid risks associated with the jobs performed by our employees. It is impossible to provide guidelines for every situation; therefore, we depend on you, our staff, to make safe choices in your daily work. Our success depends on everyone performing their job in the safest possible manner.

**Safety is a team effort**

With any great team, each member must know their role and how to perform it well to achieve success. The same is true for safety teams.

**Management’s responsibilities:**

Providing a safe work environment and adequate supervision of operations, which includes as applicable:

* Providing a safe work environment and adequate supervision
* Provisioning of tools and equipment
* Providing proper safety equipment and clothing
* Training and on-site safety direction
* Inspecting work areas and operations periodically
* Ensuring prompt action is taken when unsafe conditions or actions are identified
* Ensuring all incidents are reported and properly investigated
* Reviewing incident reports to verify proper corrective action is taken

**Supervisor’s responsibilities:**

* Promoting safety awareness, and leading by example
* Ensuring employees are trained on safe work practices related to their assigned job tasks
* Ensuring safety equipment and protective devices are provided and properly used
* Conducting frequent safety inspections of all work areas and operations to improve and eliminate unsafe conditions
* Taking prompt, corrective action when unsafe conditions or unsafe actions are observed
* Investigating and reporting to management all incidents involving personnel or property
* Reviewing new equipment to identify potential risks
* Educating employees on the disciplinary policy as it relates to the safety policy; taking appropriate action when merited
* Arranging transportation and accompany the injured employee to the medical facility
* Facilitating paperwork and answering questions of both the treating physician and injured employee

**Employee’s responsibilities:**

* Following the safety policy and procedures
* Reporting unsafe conditions and practices to management immediately
* Keeping work areas clean and orderly always
* Operating equipment only if authorized and instructed on safe work procedures
* Reporting all incidents to management immediately and complete an incident report as soon as possible

**What to do if an incident occurs**

While every effort is made to avoid incidents, it is important to know what to do if one should occur. Acting quickly and getting the injured employee treatment they need as soon as possible can help to prevent further injury.

* Report all incidents, no matter how minor, immediately to management
* Prompt reporting ensures the employee receives proper treatment if it is required, and ensures appropriate corrective action is taken to avoid future injuries
* Perform first-aid and CPR, only if you are trained
* Follow established Bloodborne Pathogens procedures
* Arranging transportation and accompany the injured employee to the medical facility should be done by the supervisor
* Facilitating paperwork and answering questions of both the treating physician and injured employee should be done by the supervisor
* Incident report forms must be completed by the supervisor and injured employee as soon as possible; route as directed on the form

**Emergency action plans**

Emergency situations such as fire, severe weather, bomb threat, etc., require swift and immediate action by our employees to ensure the safety of everyone. In the event of an emergency, our staff should be prepared for the following:

Supervisor/management or designee for their respective areas will:

* Direct actions of personnel
* Know the location of fire extinguishers
* Know who is first-aid and CPR trained
* Identify individuals who need special assistance during evacuations and plan ahead to ensure their safety
* Familiarize employees with evacuation route
* Ensure the building is clear and account for personnel after building evacuation

**Fire evacuation:**

* Turn off nearby equipment and walk to the nearest exit, when the fire alarm sounds and if it is safe to do so
* Assemble away from the building at the designated assembly area
* Remain outside until the all-clear is given by responding fire personnel
* The supervisor or their designee will account for all individuals

**Severe weather:**

* Stay inside the building
* Proceed to the appropriate designated shelter when directed

**Bomb threat:**

* Bomb threats must always be taken seriously
* Document as much information as possible
* Report the incident immediately to the supervisor
* The supervisor or the authorities will determine if the situation warrants evacuation; if called for, follow the procedures used for a fire evacuation

**Recordkeeping**

Documentation is a critical component for maintaining a safe working environment. The following records are retained in personnel files:

* Employee training records
* Certifications
* Incident reports
* Hazard identification and corrective actions
* Signed acknowledgments
* Equipment inspection/certifications

**Violence in the workplace**

It is the policy of **(Insert company name)** that violence or the threat of violence, even in a joking manner, is not appropriate and subject to disciplinary procedures, up to and including termination.

Employees are to report any acts or threats of violence to their supervisor immediately. Report the behavior or threats made, give facts of where and when the event occurred, what was said and include any witnesses.

Anyone who observes a weapon on the premises is required to report it to the supervisor immediately.

**Biological exposure control plan**

Within the scope of your job, you may encounter blood or other bodily fluids that have the risk of transmitting blood and/or airborne diseases. Always wear personal protective equipment (PPE) if it is necessary for you to be in contact with blood or other body fluids. For more information on biological exposures, visit www.CompSourceMutual.com.

**Ergonomics**

**(Insert company name**) has an ergonomics program to educate and train employees on the basic principles of ergonomics and proper body mechanics. The program includes written guidelines to prevent musculoskeletal injuries caused by exertion, repetitive motion, or sustained posture; these include back injuries, sprains, strains, carpal tunnel syndrome or other cumulative trauma disorders.

**General policies for all operations**

* Employees should perform their job tasks in a safe manner, speak with your supervisor if you have any questions regarding safe work practices
* Illness or extreme fatigue may impact your ability to perform your job safely; it is the employee’s responsibility to monitor their well-being and ensure they are physically able to perform their job tasks safely
* Horseplay of any kind is strictly forbidden, and employees who willfully engage in horseplay are subject to disciplinary procedures, up to and including termination
* Clean and orderly work areas prevent injuries; take time each day to keep your work area clear of unnecessary materials, tools and/or equipment
* All exits and stairways should be clear and free of obstructions
* Use only approved, grounded electrical extension cords
* Extension cords are to be unplugged, coiled and stored in their designated locations when not in use
* Dispose of extension cords that show wear and tear immediately
* Follow proper lifting techniques and seek assistance when necessary
* Ensure all equipment (dolly, etc.) is in good condition before use
* Visually check equipment and machinery before use and ensure work area is clear
* Never leave machines or equipment running while unattended
* Loose clothing, long hair and/or jewelry should not be worn by employees working around or near moving machinery or equipment
* Use of a personal music device in the work area, including vehicles, is at the discretion of the immediate supervisor
* Smoking is strictly prohibited

**Ladders**

* Do not use chairs, boxes or other objects in lieu of approved ladders.
* Ladders must be regularly inspected before use. All defective ladders (weakened, broken or missing steps, broken side rails, etc.), must be tagged, removed from service and reported to the supervisor immediately. All portable ladders shall have non-skid bases.
* In placing an extension ladder, the ladder should be one foot out for every 4 feet up and the ladder should extend at least 3 feet above the roofline and be tied off at the top.
* When using a stepladder longer than ten feet high, another person must hold the ladder.
* Use both hands when ascending and descending ladders and always face the ladder.
* Only one employee is to use a ladder at any time.
* Do not climb higher than the 2nd step from the top of a stepladder. Do not climb straight ladders higher than the third step from the top.
* Do not use metal ladders near energized electrical circuits.

**Extreme temperature conditions**

**(Insert company name)** operations may expose employees to extreme temperatures. Employees are responsible for monitoring their physical condition both on and off the job and notifying the supervisor of any condition that may impact their ability to tolerate extreme temperatures. For more information on safely working in extreme temperatures, visit www.CompSourceMutual.com.

**Hazard communication**

Chemical substances and mixtures used by the company are to be evaluated and approved before use. The associated risks with products should be communicated to employees before use and can be found by reviewing the product Safety Data Sheet (SDS). Annual training on proper hazard communication is provided with additional training as new products are introduced in the work environment. For more information on hazard communication, visit www.CompSourceMutual.com.

**Personal Protective Equipment (PPE)**

Personal protective equipment appropriate to the risk exposure will be provided free of cost to the employee. Employees are accountable for the loss or damage to this equipment outside of normal work related wear and tear.

**Eye protection:**

Appropriate safety glasses, goggles, or face shields shall be worn when the work may result in a potential risk of injury to your face/eyes. Safety glasses and goggles are provided by the company and employees are responsible for keeping track of and maintaining the equipment in good condition. Damaged equipment must be replaced immediately.

**Head protection:**

Approved head protection (hard hats) must be worn when the work may result in a potential risk of injury to your head. Head protection must be worn as recommended by the manufacturer to include replacement by the stamped date. Employees are responsible for keeping track of and maintaining this equipment in good condition.

**Hearing protection:**

The company has elected to implement a Hearing Conservation Program to control the risks associated with high noise levels in the work area. Approved ear protection shall be worn under all work conditions that have been determined by the company to exceed acceptable noise levels. Hearing protection shall be provided by the company and employees are responsible for keeping track of and maintaining the equipment in good condition. *See Hearing Conservation Program*

**Respiratory protection:**

The company has elected to implement a Respiratory Protection Program to control the risks associated with workplace exposure to dusts, vapors, fumes and/or other airborne particulate. Approved respirators shall be worn when working in or near areas designated by the company as potentially hazardous due to inhalation exposures. Employees are responsible for keeping track of and maintaining the equipment in good condition. *See Respiratory Protection Program*

**Foot and hand protection:**

Shoes or boots suitable to the type of work and work area conditions shall be worn at all times. Slip resistant soles may be required in some operations. Safety-toed footwear may be required in those situations where a higher-level risk of foot injury exists. Open toe shoes are prohibited from all work areas outside of offices.

Hand protection will be chosen based on the risk potential and utilized by the employee during the performance of their assigned work activities. However, in operations such as pedestal grinding or other situations where the glove may cause or contribute to an injury, other methods of hand protection shall be used. Consult your supervisor in regard to glove selection and use.

**Outerwear protection:**

Regular work clothing will be cotton or other natural fiber. Shorts and tank top shirts are prohibited. Where required, splash aprons or Tyvek coveralls will be provided by the company. Employees are responsible for maintaining their clothing and company provided gear in good condition or replaced as necessary. Contaminated clothing or gear will be removed and replaced when the contaminants pose a health or fire hazard.

The use of Tyvek or other non-porous clothing increases the risk of heat stress. Employees utilizing these garments will be monitored during the work performance. *See Temperature Extremes Program*

**Fall protection**

Work on raised platforms, ladders or other elevated work locations creates the risk of serious injury. Appropriate fall protection in the form of railings, barriers or personal fall protection harnesses will be used anytime work is performed above normal grade or finished floor. *See Fall Protection Program*

**Forklifts, aerial, and scissor lifts**

Due to the risks associated with working on and around forklifts, aerial lifts, and scissor lifts, the Company has implemented programs that include the following requirements:

1. Only authorized and certified personnel shall operate lift trucks.
2. Operators are responsible for attentive driving and personal awareness of their surroundings and possible changes in the work area. Seatbelts shall be worn by the forklift operator at all times while operating the equipment.

Additional requirements involving forklift operations are included in the *Company’s Forklift Program and Aerial and Scissor Lift Program*

**Scaffolding**

The (Company) will ensure that all potential hazards regarding scaffolding at our job sites are evaluated. The standard practice will address the issues of; evaluating and identifying potential deficiencies, evaluating the associated potential hazards, communicating information concerning these hazards, and establishing appropriate procedures and protective measures for employees. To insure safety and serviceability, general precautions concerning the care and use of scaffolding will be observed: *See Scaffolding Program*

**Slips/falls**

Slips/falls can be caused by poor housekeeping, poor walking surface condition, foreign material on the walking surface, and wearing inappropriate footwear. In order to avoid slip/fall injuries, employees will practice good housekeeping and wear appropriate rubber soled, anti-slip footwear.

Electrical cords must be kept clear of the employee walk area and kept coiled and off of the floor when not in use.

Walking surfaces will be kept clean and dry, as well as in good condition. Damaged surfaces should be reported immediately and barricaded if warranted. Employees should also mop floors such that they back out of a room or area while mopping, rather than having to walk back across the wet floor. “Caution Wet Floor” signs will be used whenever mopping floors.

**Hand tools**

Hand tools are to be used only for the purpose for which they are designed. They will be inspected before use and replaced as required.

Tools with burrs, cracks, mushroom heads, or broken, loose or splintered handles shall not be used.

Do not leave tools on overhead work areas or other where they pose a potential risk of injury where they will fall and strike someone working below

Never leave tools lying around where they may be tripped over or interfere with other work in progress.

Do not carry an edged or pointed tool in pockets or belts unless the point or edge is protected.

**Portable power tools**

Do not attempt to operate any power tools without proper instruction and authorization.

Never use any portable power tools without checking for both proper safeguard operation, (e.g. safety on pneumatic nail gun and spring loaded guard on Skill saw) and electrical continuity. Questionable items should be inspected and tested by qualified personnel. Always report defects or minor shocks on any piece of equipment. Any electrical equipment or cord without a ground prong intact shall not be used.

Ground fault circuit interrupters (GFCIs) shall be used in all wet locations.

Electrical cords should be protected from damage by oil or wear and not left in aisles where they may be run over by trucks or other equipment or cause a tripping hazard. Never run an electrical cord through a doorway.

**Lockout/tagout**

Due to the serious risk of injury and possible death, this policy establishes the requirements necessary to safeguard employees while performing servicing or maintenance tasks, by the removal of energy sources (electrical, hydraulic, pneumatic, chemical, thermal and kinetic) that may cause serious injury to employees or property damage by accidental start-up of machinery, equipment, or processes. This would involve all HVAC, electrical, appliance, and power tool repairs. *See Lock Out/Tag Out Program for details*

**Material handling and storage**

Employees shall evaluate the object(s) to be lifted prior to attempting the lift. Get help or divide the load and always utilize proper body mechanics when lifting.

Lifting aids such as portable cranes, front loaders, back hoes, hand trucks, skids, hoists or power lift trucks should be used to move heavy objects whenever possible.

Work gloves should be worn when handling heavy or rough objects. Foot protection is required when there is a potential risk of foot injury.

Do not stand under loads, which are suspended by ropes, chains or cables. Stand clear when ropes, cables and chains are under tension. Check the rope, cable or chain prior to use as a lifting aid.

When power equipment is being used to raise or lower materials outside of the operator’s direct view, one person in clear view of both the load and the operator shall give standard hand signals and the operator shall accept his signals only.

Stack materials to facilitate subsequent handling on the job site to minimize travel.

All pallet/containers protruding nails must be bent over or removed as soon as possible.

Adequate lighting shall be provided for all work areas. If in doubt about the light level, notify your supervisor for evaluation.

**Forklifts/Skid Loader Truck**

Due to the risks associated with working on and around forklift trucks, the company has implemented a Forklift/Skid Loader Operation Program that includes the following requirements:

* 1. Only authorized and certified personnel shall operate lift trucks.

b. Operators are responsible for attentive driving and personal awareness of their surroundings and possible changes in the work area. Seatbelts shall be worn by the forklift/skid loader operator at all times while operating the equipment.

Additional requirements involving forklift operations are included in *Forklift/skid loader Operation Program*

**Powered mowing equipment**

Do not attempt to operate any power equipment without proper instruction and authorization.

When walking in proximity of equipment operations, keep clear of the equipment when operators cannot see you. Never assume that an operator has seen you unless you establish eye contact.

Only the operator is allowed on the equipment.

When working in close proximity to moving traffic, ensure that proper barricades/signs have been placed around the work zone.

When leaving the operator’s seat, the equipment operator should disengage the PTO, engage the brake, stop the engine, and wait for all parts to stop before dismounting.

Never refuel equipment while the engine is running or extremely hot.

Ensure all roll over protective devices and seat belts are in place on equipment.

When operating equipment on loose soil or slanted surfaces, the operator must proceed with extreme caution to ensure that the equipment does not roll over or into an open ditch.

If an area is too sloped or the ground is deemed to uneven to operate the mower safely, use a weed eater or manual lawn mower.

Areas with high grass and/or weeds must be visually inspected for debris or other materials prior to actual mowing.

**Motor vehicle operation**

In recognition of the high risks associated with motor vehicle operation, the company has implemented the following requirements:

a. All employees who drive company vehicles must have a valid Oklahoma driver’s license, operator, commercial or chauffeur’s license as required for the equipment being operated.

* 1. Only company employees are permitted to operate or ride in company owned equipment/vehicles.
  2. Employees are required to obey all Oklahoma traffic regulations. Cost for violations of traffic laws are the responsibility of the employee. Employees convicted of two or more traffic moving violations within a 12-month period will not be allowed to operate company vehicles.
  3. Employees must report all vehicle accidents as required by city and state accident reporting procedures. Employees involved in vehicle collisions will report the incident to their supervisor or designee immediately after contacting the local law enforcement agency.

SAFETY POLICY/PROCEDURE ACKNOWLEDGEMENT

By my signature below, I acknowledge that:

1. I have received and read the company's safety policy/procedures and I have been given the opportunity to ask questions and have received clarification of any area of the policy/procedures that I questioned. I agree to abide by the provisions in the policy/procedures and I understand that failure to do so may result in disciplinary actions, up to and including, termination of my employment with the company.

2. I have received training by the company for the duties associated with my job and I understand the potential hazards and physical requirements of these duties as well as the necessary precautions to control these hazards.

3. I have been informed and I understand that I am to report any accident and injury while performing the duties of my job to my immediate supervisor immediately, or if in their absence, the next available senior company representative. An Accident Investigation Report must be completed and signed immediately (as is reasonable under the injury circumstances) by me after my injury.

4. I have been informed and I understand that I am to immediately report any unsafe acts and/or conditions that I discover during the performance of my job duties.

Employee's Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dated: \_\_\_\_\_\_\_\_\_\_\_\_