

## New Hire Orientation

Employee Name: \_\_\_\_\_  
 Employee Signature: \_\_\_\_\_  
 Position: \_\_\_\_\_  
 Hire date: \_\_\_\_\_ Date of orientation: \_\_\_\_\_  
 Person conducting orientation's name: \_\_\_\_\_  
 Person conducting orientation's signature: \_\_\_\_\_

Topic	Initials (trainer)	Initials (worker)
<b>1. Supervisors</b> Name: Telephone #:		
<b>2. Administrative</b> a) Paper work filled out b) Company policies and procedures		
<b>3. Rights and Responsibilities</b> a) General duties of employers, workers and supervisors b) Worker right to refuse unsafe work and procedure for doing so c) Worker responsibility to report hazards and procedure for doing so		
<b>4. Site Tour:</b> a) First Aid Location / First Aid Attendant / Eye Wash Stations b) Emergency Exits / Horn Locations c) Muster Stations (front gate / back gate) d) Lunchroom / Change Room / Washrooms / Time Clock e) Notice boards (Harassment Policy / Refusal of Unsafe Work Policy)		
<b>5. Personal Protective Equipment</b> a) Cover All's b) High Visibility Clothing c) Gloves d) Safety Glasses e) Hearing Protection f) Respirator (must have training and fit test prior to use) g) Employee must have their steel toe boots		
<b>6. WHMIS</b> a) Hazardous materials in the workplace b) Hazards of the controlled products used by the worker c) Purpose and significance of hazard information on product labels d) Location, purpose, and significance of material safety data sheets (MSDSs)		

e) How to handle, use, store, and dispose of hazardous materials safely		
f) Procedures for an emergency involving hazardous materials including clean-up of spills		
<b>7. Emergency Procedures</b>		
a) How to use fire extinguishers		
b) What to do in the event of an emergency		
<b>8. Impairment Policy Reviewed</b>		
<b>9. Harassment &amp; Discrimination Policy Reviewed</b>		
<b>10. Distracted Driving Policy Reviewed</b>		
<b>11. Specific Job Training was Provided for the following position(s):</b>		

**Supporting Documentation to go with package**

- Safety Policy Statement
- Rights and Responsibilities
- Refusal of Unsafe Work Policy
- General Safety Rules
- Impairment Policy
- Personal Protective Equipment Policy
- Injury Management Policy
- Harassment Policy
- Distracted Driving Policy
- Emergency Response Procedure

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## Safety Policy Statement

Commercial Truck Equipment Co. (CTEC) is committed to providing a safe and healthy workplace for all our employees and contractors. We recognize the importance of and are committed to establishing and maintaining a strong safety culture.

CTEC will hold all levels of management accountable for providing a safe work environment. Management and supervisors will lead and demonstrate their commitment to health and safety by example, and will ensure that the personnel that they are responsible for have the necessary knowledge to work safely.

Supervisors will give health and safety the same priority as productivity. They must know and comply with applicable occupational health and safety requirements.

CTEC will hold all employees and contractors accountable for following safe work procedures and reporting unsafe acts and safety incidents. All safety incidents will be followed up in a timely manner.

Workers have general responsibilities for their own health and safety and that of other persons. In addition, they have the responsibility to refuse unsafe work. Discriminatory action will not be taken against them for refusing to do unsafe work.

Employees from every area of the company will be encouraged to contribute to the company health and safety program. We will provide support and promote the program to ensure that safety has the overriding priority.

All supervisors, workers and contractors must comply with the Provincial Occupational Health and Safety regulations, the Workers' Compensation Act and CTEC Policies and Procedures.

### Goals:

- Establish and maintain a strong safety culture
- Encourage and improve Health and Safety performance
- Complete an annual review of Health and Safety program
- Review Health and Safety trends and develop measurement tools to measure performance
- Listen and respond to worker concerns in a timely manner
- Improve top management involvement in Health and Safety matters

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## **Rights and Responsibilities Policy**

Everyone has the right to a safe work environment. Employers, supervisors, and workers all have responsibilities to make sure work is performed safely.

### **Employer Responsibilities:**

- Provide a safe and healthy workplace.
- Identify workplace hazards and assess the risks of injury associated with those hazards.
- Ensure that workers and supervisors are adequately instructed and trained.
- Keep written records of training (detailing who, what, and when).
- Establish and maintain an occupational health and safety program, including a written health and safety policy and a procedure for incident investigations.
- Support supervisors, safety coordinators, and workers in their health and safety activities.
- Take action immediately when a worker or supervisor tells you about a potentially hazardous situation.
- Initiate immediate investigations into incidents.
- Report serious incidents to WorkSafeBC.
- Provide adequate first aid facilities and services.
- Provide personal protective equipment where required.
- Ensure that your employees follow the requirements of the Regulation and the Workers Compensation Act (the Act).

### **Supervisor Responsibilities:**

- Instruct workers in safe work procedures.
- Train workers for all tasks assigned to them, and regularly check that they are doing their work safely.
- Ensure that only authorized, adequately trained workers operate tools and equipment or use hazardous chemicals.
- Ensure that workers follow safe work procedures for handling, storing, and maintaining equipment and materials.
- Enforce health and safety requirements.
- Correct unsafe acts and conditions immediately.
- Identify workers with problems that could affect safety at the worksite. Follow up with interviews and referrals where necessary.
- Create health and safety rules, and inspect the workplace regularly for hazards.

### **Worker Responsibilities:**

- Know and follow health and safety requirements that apply to your job.
- If you don't know how to do something safely, ask your supervisor for training before you begin work.
- Participate in all required health and safety education and training.
- Work safely, and encourage your co-workers to do the same.
- Use all required personal protective equipment and clothing.

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- Correct any unsafe conditions or immediately report them to your supervisor.
- **Immediately report** any injury to a first aid attendant or supervisor.
- Inform your supervisor of any physical or mental impairment that may affect your ability to work safely.
- Make suggestions to improve health and safety.

**Contractor Responsibilities:**

- Comply with requirements of the Provincial Occupational Health and Safety Regulations and the Workers Compensation Act (the Act).

**Safety Committee**

The Committee is formed to assist in achieving the highest possible standards of health and safety at Commercial Truck Equipment in cooperation with the employees, the Committee assists in creating and maintaining a safe and healthy environment.

**The Committee shall:**

- Assist in the creation of a safe workplace.
- Recommend policies, procedures and work practices.
- Respond to health and safety concerns, complaints or suggestions raised by employees.
- Participate in and/or receive reports of investigations of accidents.
- Participate in and/or receive reports of audits, inspections and workplace testing and orders from the Board.
- Annually review the Health and Safety Policies and Programs providing recommendations for changes when appropriate.
- Attend monthly tours, inspection and meetings.
- Maintain minutes of meetings and records of correspondence and activities.

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## Refusal of Unsafe Work Policy

If at any time there is a condition or process where an employee feels they or any other person are at risk of injury, that employee has the right to refuse the work.

If an employee feels that particular job or process may cause himself or herself or another person to be put in a condition that is deemed unsafe they should report this condition to the Supervisor immediately.

The employee will not be required to work on that particular job that is considered unsafe until the unsafe condition has been investigated and rectified. If the employee feels that the situation has not been remedied, the Safety Committee may be asked to further investigate and suggest additional recommendations. If no resolution is found, an officer from the board may be invited to advise on the situation. The Safety Committee will document this using the Unsafe Work Report on the following page.

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### Refusal of Unsafe Work Report

Date:	Department:	Employee:
Work Process:	Previously Reported: If 'Yes' When:	
Reason Work is Unsafe:		
Managers Investigation Comments:		
Is Work Process Considered Unsafe? (Manager)	Is Worker Satisfied with Outcome? (Worker)	
Health & Safety Committee Investigation Comments:		
Is Work Process Considered Unsafe? (H & S Committee)	Is Worker Satisfied with Outcome? (Worker)	
WCB contacted to arbitrate dispute of unsafe work: Include copy of WCB report (if applicable)		
Worker Name:	Date:	
Signature:		
Manager Name:	Date:	
Signature:		
Health & Safety Committee Names:	Date:	
Signatures:		

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## General Safety Rules Policy

Accidents resulting in personal injury to workers can be prevented by adhering to the following safety rules. All personnel shall make themselves familiar with these general safety rules and if any questions arise, see your Supervisor.

### General Safety Rules:

- All employees must wear the necessary personal protective equipment provided to guard against injury for the job being performed.
- All workers that work around or with machinery and equipment shall not wear loose clothing, dangling chains, necklaces, ties, dangling earrings, finger rings or long hair.
- No employee shall engage in any improper activity or behavior that might create a hazard to himself/herself or any other worker.
- Prior to commencing any work, ensure that the area has been made safe for the work to be performed and tools and equipment are good working order.
- When performing your work, always follow the accepted safe work practices.
- Never use an air hose to clean clothing or any other parts of the body.
- Authorization is required for an employee to enter company premises outside of work hours.
- All injuries, no matter how minor, must be reported to First Aid personnel and your Supervisor.
- Only qualified first aid personnel may move an injured person.
- Maintain good housekeeping in your area at all times.
- Any incident that has the potential of causing serious injury to a person or damage to equipment must be reported.
- Observe all traffic signs.
- Employees shall not operate machinery or equipment for which they are not trained.
- All safety concerns must be reported to your supervisor immediately.
- No employee shall remove, alter, destroy or render ineffective, any guard or barrier intended to isolate workers from hazards.

## Impairment Policy

All employees and contractors must report any impairment that may affect his or her ability to safely perform their duties to the Supervisor prior to starting their duties. All employees and contractors must report the consumption or use of prescribed and non-prescribed drugs to the Supervisor prior to starting their duties.

No employee or contractor will commence his or her duties while knowingly being impaired.

No customers or visitors will be allowed on company premises while knowingly being impaired.

The management of Commercial Truck Equipment has the right to dismiss any employee or contractor from their duties and remove any person from company premises if impairment is suspected. Impairment can be the result of the consumption of alcohol, use of prescribed and non-prescribed drugs, and use of illegal substances, fatigue, or any other condition where the person's mental or physical capabilities are impaired.

Consumption, use of, or possession of alcohol or illegal substances on company premise is **not permitted**.

## Personal Protective Equipment Policy

Commercial Truck Equipment complies fully with the WCB regulations requiring that personal protective equipment (PPE) be provided as required, used, and maintained in a sanitary and reliable condition wherever hazards of processes or environment, chemical hazards, or mechanical irritants are encountered in a manner capable of causing injury or illness.

Personal protective equipment (PPE) includes all types of equipment used to increase individual safety while performing potentially hazardous tasks. This may include safety glasses, boots, gloves, respirators, or any other equipment used to protect against injury or illness.

Workplace injuries can be reduced if personal protective equipment is used. Listed below are some of the specific pieces of PPE (personal protective equipment) required at Commercial Truck Equipment.

### Eye Protection

- Safety glasses are mandatory at Commercial Truck Equipment in the plant area where hazards are present. Safety glasses are not mandatory in warehouse, except in areas, which may have an eye injury hazard.
- Safety glasses with side shields, goggles or a face shield must be worn whenever the nature of the work presents an eye hazard; for example, drilling, grinding, using air hoses or any activity that produces high velocity particles.
- Goggles need to be worn when chemicals are handled.
- Welding helmets need to be worn during welding and air arcing.

### Hearing Protection

- Wear hearing protection devices whenever there is exposure to high noise levels. Hearing protection includes: earplugs, ear muffs, and in some cases both. The level of protection is dependent on the level of noise exposure.

### Hand Protection

- Work gloves suitable for the task are to be worn when handling hot, sharp, rough or splintered materials.
- Plastic, rubber or disposable gloves must be worn when working with caustics, acids, or solvents.

### Foot Protection

- All workers must wear C.S.A. approved safety boots or shoes in the shop, warehouse, and yard. Regular footwear may be worn in designated pathways only.

### Respirator Protection

- Wear a respirator whenever there is possibility of exposure to air borne contaminants in excess of permitted levels. Respirators use several varieties of filters and chemical absorbing cartridges. It is important that the correct type of cartridge and filter be used. Everyone who wears a respirator must be trained in its proper use, storage, and handling procedures.
- Respirators must fit tightly against the skin to avoid air leakage into the breathing area. Beards are not permitted; the area which contacts the respirator must be clean-shaven. The respirator's fit must be checked on yearly basis. See respirator SWP for further details.

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### **Safety Harness**

- When the forklift is used for a man lift it must be equipped with a basket and it must be secured to the lift-truck backrest.
- Safety harnesses and lifelines must be used when working in a man basket, or hydraulic man lift at all times.

### **Clothing Requirement**

- Clothing should not be torn, ragged, or loose – it should fit snugly.
- Welders have to wear clothing made of natural fibers (wool, cotton, etc.) not synthetic material.
- Where coveralls are assigned; if they become ripped or in poor condition, they should be replaced
- Coveralls should not be tied around the waste.
- Hi Viz Vests are required when working around mobile equipment in a shop or yard environment. This includes employees, visitors and contractors.

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## **Injury Management Policy**

Commercial Truck Equipment is committed to the health and safety of its employees. In the event of an injury, we believe it is in the best interest of the company and the employee to have an effective injury management policy to ensure employees can have a safe return to work, as quickly as possible.

Whenever practical, a determination must first be made regarding if an injured employee can safely stay at work using options such as modified duties and/or the job pool.

All employees may take advantage of the return to work program, whether the injury is occupational or non-occupational.

In the event of an occupational injury, the following are the required steps of the Return to Work Plan and should be initiated as soon as employee leaves to hospital:

1. Supervisor or first aid attendant to ensure employee has 'Letter to Physician' and 'Return to Work Notice' documents to be filled out by the attending physician.
2. Supervisor or first aid attendant reports the incident to Manager
3. Manager to contact the Case Manager or Entitlement Officer handling the claim and review our return to work program with them.
  - Give indication of our intention to have employee return to work as soon as possible.
  - Arrange next contact date
4. Manager and Supervisor to continue working with employee and Case Manager as well as other parties involved to develop the appropriate return to work plan
5. Bring employee back to work according to the developed plan
6. Closely monitor the progress of the plan ensuring the employee is progressing without adverse effects. If any concerns arise, discontinue the program immediately and contact the Case Manager to discuss.

In the event of a non-occupational injury the manager, supervisor, employee and employees' physician will work together to develop an effective return to work plan. In any concerns arise, the plan will be discontinued and re-evaluated by the involved parties.

## Harassment & Discrimination Policy

### Purpose

Commercial Truck Equipment is committed to providing a harassment free workplace for its employees. This policy is intended to ensure all employees their right to a harassment free workplace. This policy will assist employees in identifying and preventing discriminatory and personal harassment in the workplace. It will also identify the proper procedures to take for handling and resolving complaints.

### Scope

This policy applies to all employees of Commercial Truck Equipment.

### Confidentiality

Every effort will be made to ensure the confidentiality of a harassment complaint. In some occasions information may be disclosed if it is necessary to conduct a fair and proper investigation or to comply with legal matters.

### Definition and Descriptions

#### Discriminatory Harassment:

- i. Is based on or related to a prohibited ground of discrimination set out in the Human Rights Code of British Columbia, namely: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or conviction for a criminal or summary conviction offence that is unrelated to employment; and
- ii. Is unwelcome or is of such a nature that it would be reasonable to assume that it is unwelcome; and
- iii. Detrimentally affects the work environment or leads to adverse job-related consequences for the complainant.

Examples of discriminatory harassment may include, but are not limited to:

- Displays of offensive, derogatory, or sexually explicit pictures, photographs, cartoons, drawings, symbols, and other material
- Unwanted and unnecessary touching, patting, pinching, or other suggestive physical contact
- Offensive remarks about sexual orientation
- Racist language, slurs, derogatory comments, stereotypes
- Telling racist or ethnic jokes that are by their nature embarrassing or offensive
- Threats or abuse based on color, language, or ethnic background

#### Personal harassment is conduct that meets the following three criteria:

- I. May or may not be intended to cause harm to the recipient(s); and
- II. Has a clear and demonstrably negative effect on the complainant; and
- III. Would reasonably be known or expected to be offensive or humiliating.

Day-to-day managerial functions and activities such as work assignment, performance management, and progressive discipline are not considered personal harassment under this policy.

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Personal harassment does not include every workplace conflict or interaction that an employee may find unpleasant. The harassment process should not be used to vent feelings of minor discontent or generalized dissatisfaction with life in the workplace. Personal harassment may include bullying, ostracism, or hazing. Examples of specific behaviors that may constitute personal harassment include, but are not limited to:

- Verbal harassment: unwanted nicknames, derogatory comments, slurs, jokes, gossip, innuendo, abusive comments, ridicule, or yelling
- Visual harassment: Posters, cartoons, drawings, gestures, or displays
- Physical harassment: Touching, patting, blocking movement, or gestures
- Threats or demands: Suggestions or statements that certain unreasonable conduct needs to be accepted or that an employee needs to engage in unreasonable conduct in order to protect employment or benefits of a position
- Retaliation: Retaliation is any action with a negative impact taken, threatened, or suggested against a person in whole or in part because that person:
  - i. Files a complaint pursuant to this policy; or
  - ii. Associates with the person who filed a complaint pursuant to this policy; or
  - iii. Participates in any way in an investigation of a complaint pursuant to this policy; or
  - iv. Reports any failure to follow through with a decision flowing from an investigation pursuant to this policy.

## Procedure

The steps to take if you think you are being harassed include:

1. If it is appropriate, ask the person to stop the behavior. If the issue is not resolved,
2. Speak with your supervisor about the behavior. If the issue still cannot be resolved,
3. Speak with Human Resources about the behavior. If the issue still cannot be resolved,
4. Make a formal written complaint using the Harassment and Discrimination Complaint Form that can be located at the end of this document and deliver it to Human Resources.

### Harassment and Discrimination Complaint Form

Name: \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Department: \_\_\_\_\_  
Contact Information: \_\_\_\_\_

Name and Department of alleged Harasser(s):  
\_\_\_\_\_

Personal Statement:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please deliver in person or forward in a sealed envelope to your Supervisor or the Human Resources Department.



## Distracted Driving Policy

Managers, employees, contractors, and other workers are prohibited from holding, operating, communicating, or watching the screen of a hand-held communication device:

- While driving a company vehicle
- While driving a personal vehicle to conduct business on behalf of the company
- While driving on company property
- While operating mobile equipment, such as a forklift

This policy includes cell phones, smartphones, laptops, tablet computers, MP3 players, and any other electronic devices. It applies to the use of either personal or company-issued vehicles.

In addition, all managers and employees should avoid other forms of in-vehicle distractions.

### Purpose

Distracted driving presents serious risks to our employees, contractors, other workers, and the public, and to the operation and reputation of this company. This policy has been implemented:

- To reduce the incidence of driver distractions and to ensure the safety of our employees and other persons
- To comply with the B.C. *Motor Vehicle Act*
- To reduce operational and financial risks
- To strengthen the reputation of the company

## Emergency Preparedness Procedure

### Emergency Equipment on Site:

- Fire Extinguishers
  - Locations shown on map marked by red and white stripes
- Fire Alarm/Evacuation Alarm
  - Fire – Sprinkler bells automatically sound
  - Evacuation – 3 short blasts of air horn
- Muster station is located at south side of front gate
- First Aid – 1 long blast of air horn
  - Location of air horns drawn on map

### Possible Emergency Situations May Include:

- Damage to property
- Serious injury to employee/visitor to the site
- Release of hazardous material into the environment
- Flood
- Fire
- Earthquake
- Violence in the workplace
- Explosion
- Power loss

### Site Information:

- Commercial Truck Equipment  
591 Chester Road  
Delta, BC  
V3M 6G7  
604-526-6126

### Contact Numbers:

- BC Centre for Disease Control 604-660-0584
- Fortis BC 1-800-663-9911
- BC Hydro 1-888-769-3766
- Environmental Emergencies (Dangerous Goods Spills) 1-800-663-3456
- Dangerous Wildlife/Environmental Violations 1-800-663-9453
- WorkSafeBC 604-276-3100
- Poison Control 604-682-5050
- Sprinkler System 604-437-8555

### Roles:

- The senior shop supervisor is responsible to coordinate an evacuation

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**Serious Injuries/First aid:**

- Upon discovering an injured person take time to assess the situation to ensure that further injury to the person or those attempting to help is not possible (i.e. turn off power)
- Sound first aid horn and direct first aid attendant to injured person
- Assist first aid attendant as directed

**Fire Procedures:**

- Alert others in work area
- Assess the size of the fire and identify exit routes. **Do Not Attempt to Fight a Large Fire!**
- Use approved fire extinguishers only
- Evacuate if you are unable to extinguish with the fire extinguisher

**Evacuation Procedures:**

- Immediately stop what you are doing, stay calm and try not to panic
- If safe to do so, turn off electrical equipment and all ignition sources
- Proceed to the nearest, safest exit
- Go to the muster station where role call will be taken
- Do not leave the premises or return to the building until you are informed it is okay to do so

**Earthquake Procedures:**

- Immediately stop what you are doing, stay calm and try not to panic
- Move away from windows, mirrors and things that are likely to break or tumble. If possible, hide under a sturdy object such as a desk. If you are unable to hide under anything, go to the corner of the room or into the hallway. Cover your head and neck with your hands.
- Once the shaking stops, ensure there is nothing that is going to fall as a result of the shaking. Evacuate to the muster station.

**Employee Signature:**

**Date:**

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