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# **Employee Safety Handbook**

**Complete Utilities, LLC  
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**A Guide to Safety Policies & Procedures to  
Support a Safety-Conscious Work Environment**

Legal Disclaimer to users of this form employee handbook:

The materials presented herein are for general reference only. Federal, state or local laws, or individual circumstances may require the addition of policies, amendment of individual policies, and/or the entire Handbook to meet specific situations. These materials are intended to be used only as guides and should not be used, adopted, or modified without the advice of legal counsel. These materials are presented, therefore, with the understanding that the Company is not engaged in rendering legal, accounting, or other professional service. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

Complete Utilities, LLC recognizes that our people drive the business. As the most critical resource, employees will be safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. All work conducted by Complete Utilities, LLC employees will take into account the intent of this policy. No duty, no matter what its perceived result, will be deemed more important than employee health and safety.

Complete Utilities, LLC is firmly committed to the safety of our employees. We will do everything possible to prevent workplace accidents and we are committed to providing a safe working environment for all employees.

We value our employees not only as employees but also as human beings critical to the success of their family, the local community, and Complete Utilities, LLC

Employees are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance to all applicable federal, state, local, and company policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this Complete Utilities, LLC will make every reasonable effort to provide a safe and healthful workplace that is free from any recognized or known potential hazards. Additionally Complete Utilities, LLC subscribes to these principles:

1. All accidents are preventable through implementation of effective Safety and Health Control policies and programs.
2. Safety and Health controls are a major part of our work every day.
3. Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds Complete Utilities, LLC in higher regard with customers, and increases productivity. This is why Complete Utilities, LLC will comply with all safety and health regulations which apply to the course and scope of operations.
4. Management is responsible for providing the safest possible workplace for Employees. Consequently, management of Complete Utilities, LLC is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.
5. Employees are responsible for following safe work practices and company rules, and for preventing accidents and injuries. Management will establish lines of communication to solicit and receive comments, information, suggestions and assistance from employees where safety and health are concerned.
6. Management and supervisors of Complete Utilities, LLC will set an exemplary example with good attitudes and strong commitment to safety and health in the workplace. Toward this end, Management must monitor company safety and health performance, working environment and conditions to ensure that program objectives are achieved.
7. Our safety program applies to all employees and persons affected or associated in any way by the scope of this business. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at Complete Utilities, LLC must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy in the work that provides our livelihood.

James Graham Burgess

\_\_\_\_\_  
President

June 21, 2018

Robert David Elvington

\_\_\_\_\_  
Risk Manager

June 21, 2018

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The primary responsibility of the employees of Complete Utilities, LLC is to perform his or her duties in a safe manner in order to prevent injury to themselves and others.

As a condition of employment, employees **MUST** become familiar with, observe, and obey Complete Utilities, LLC rules and established policies for health, safety, and preventing injuries while at work. Additionally, employees **MUST** learn the approved safe practices and procedures that apply to their work.

Before beginning special work or new assignments, an employee should review applicable and appropriate safety rules.

If an employee has any questions about how a task should be done safely, he or she is under instruction **NOT** to begin the task until he or she discusses the situation with his or her supervisor. Together, they will determine the safe way to do the job.

If, after discussing a safety situation with his or her supervisor, an employee still has questions or concerns, he or she is required to contact the Safety Coordinator.

**NO EMPLOYEE IS EVER REQUIRED** to perform work that he or she believes is unsafe, or that he or she think is likely to cause injury or a health risk to themselves or others.

- 1. Conduct:** Horseplay, 'practical jokes,' etc., are forbidden. Employees are required to work in an injury-free manner displaying accepted levels of behavior. Conduct that places the employee or others at risk, or which threatens or intimidates others, is forbidden.
- 2. Drugs and Alcohol:** Use and/or possession of illegal drugs or alcohol on company property or on company time are forbidden. Reporting for work while under the influence of illegal drugs or alcohol is forbidden.
- 3. Housekeeping:** The following areas must remain clear of obstructions:
  - Aisles/exits
  - Fire extinguishers and emergency equipment
  - All electrical breakers, controls, and switches
  - Eye wash/safety showers

You are responsible to keep your work area clean and safe. Clean-up several times throughout the day, disposing of trash and waste in approved containers, wiping up any drips/spills immediately, and putting equipment and tools away as you are finished with them.

- 4. Injury Reporting:** All work-related injuries must be reported to your supervisor immediately. Failure to immediately report injuries can result in loss of Workers' Compensation benefits. After each medical appointment resulting from a work-related injury, you must contact your supervisor to discuss your progress. You must also give your supervisor any paperwork that you received at the appointment.

Complete Utilities, LLC provides Transitional Return to Work (light duty) jobs for persons injured at work. Transitional work is meant to allow the injured employee to heal under a doctor's care while she/he remains productive. Employees are required to return to work immediately upon release.

- 5. Personal Protective Equipment (PPE):** Inspect PPE prior to each use. Do not use damaged PPE. You are required to maintain and keep PPE clean.
  - a) Safety Glasses – must be worn at all times in designated areas in this facility.
  - b) Hard Hats – must be worn at all times in designated areas.
  - c) Gloves – work gloves must be worn at all times when handling sharp or rough stock, welding, or performing other jobs, which could cause hand injuries. Synthetic gloves must be worn when handling chemicals.
  - d) Welding – appropriate filter lens, welding helmet, gloves, and sleeves are required for welders at all times.
  - e) Respirators – only employees trained and authorized to use respirators are allowed to do so.
  - f) Hearing Protection – is required in areas where noise exposure is more than 90dBA (85dBA if you already have experienced a hearing loss).
- 6. Equipment Operation:** You must specifically be trained and authorized by your supervisor to operate the following:
  - Company vehicles,
  - Forklifts,
  - Machine and power tools,
  - Paint sprayers,
  - Welders, and
  - Cranes/hoists

When operating machines: do not wear loose clothing, long hair should be tied up and back, remove jewelry, and sleeves should either be rolled all the way up, or all the way down.

Never operate damaged or defective equipment. Turn the machine off and report it to your supervisor immediately.

Never tamper with, remove, or deactivate machine guards or controls designed to ensure safe operations. Never reach into an operating machine or moving machine part.

## 7. Ladders:

- Inspect all ladders prior to each use;
- Ladders must be placed on secure footing;
- Painted ladders should not be used;
- If it is necessary to place a ladder in or over a doorway, the door must be barricaded and warning signs posted;
- Only one person is allowed on a ladder at a time;
- While ascending or descending a ladder, nothing should be carried that will prevent holding on with both hands;
- Never stand on the top two steps of a stepladder;
- Always maintain 3-point contact when working on ladders;
- Never reach beyond arm length when working on a ladder; and
- Never use metal ladders when working on or around electrical equipment.
- STRAIGHT AND EXTENSION LADDERS;
- Ladder is to be placed so that the base is out one-fourth the vertical distance from the ground to the object against which the ladder is leaning.
- Ladder must be adequately tied off or held while in use;
- Top of ladder must extend at least 3 feet beyond supporting object when used as access to an elevated work area;
- After extension section has been raised to desired height, the safety dogs or latches must be engaged and the extension ropes secured to a rung on the base section of the ladder before use.
- Extension ladder sections are not to be used separately.
- Non skid safety feet are required on all straight and extension ladders;
- STEPLADDERS:
- Stepladders must be set level on all four feet with spreaders locked in place. Do not use as straight ladders;
- Never stand on top of a stepladder;
- Stepladders must be tied off when using close to the edge of an elevated platform, roof, or roof opening;
- SCAFFOLDING:
- All scaffold platforms must be equipped with standard 42 inch high handrails and midrail, rigidly secured and completely decked with safety plank or manufactured scaffold decking. Exceptions will require prior approval of the project manager / superintendent. In which case, personnel must wear properly secured safety belts unless the scaffold is low and encompasses an entire room;
- No one is allowed to ride a rolling scaffold while it is being moved. All tools and materials must be either removed or secured on the deck before moving;
- Scaffold handrails, midrails, or brace members should not be used for climbing. Use ladders for access;
- All scaffolds must be erected level and plumb on a firm base;
- Scaffolds must be tied off or stabilized with outriggers when the height is over three times the smaller base dimension;
- Rigidly secured 4 inch high toeboards must be used on all scaffolding;
- Scaffolds under which personnel are required to pass shall be provided with ½ inch mesh #18 gauge wire screen between toeboard and rail;
- Adjusting or leveling screws shall not be used on scaffold equipped with wheels. Adjusting screws, where permitted, shall not be extended more than 12 inches of thread.

## 8. Cranes/Hoists/Lifting Devices:

- a) Inspect all cranes, hoists and lifting devices (slings, hooks, etc.) prior to each use. Never use damaged equipment.
- b) Never walk under a load suspended from a hoist or crane.
- c) Keep all personnel clear of the 'fall zone' of the crane/hoist.
- d) Know the weight of material being lifted. Never overload a crane/hoist.

## 9. Lockout/Tagout – prior to working on any machinery when guards are removed, every energy source (electrical, hydraulic, chemical, mechanical, etc.) must be deactivated, stored energy dissipated, and the control locked in the off (safe) position.

Never remove or tamper with a lockout performed by another employee or contractor. A lockout could consist of a lock applied to a control such as a switch, breaker, or valve. A tag containing words such as "DANGER - DO NOT OPERATE" may also be used for lockout. If you see the lock, the tag, or both applied to an energy control device it means, "Keep your hands off."

## 10. Hazard Communication:

- a) All chemical containers must be labeled to identify contents and hazards. Most labels use numbers to rank the hazard level in three important areas:
  - FIRE** (red background color) - will the material burn?
  - HEALTH** (blue background) - is the material dangerous to my body?
  - REACTIVITY** (yellow background) - is the material dangerously unstable?

After each hazard (Fire, Health, Reactivity), a number from 1-4 will be assigned. The number reflects the degree (or amount) of hazard:

- 0** Minimal
- 1** Slight
- 2** Moderate
- 3** Serious
- 4** Severe

- b) A Material Safety Data Sheet (MSDS) must be secured for all chemicals purchased or brought on site. You have a right to access MSDSs – ask your supervisor.
- c) Follow all label and MSDS instructions – including amount instructions
- d) Do not mix chemicals unless authorized to do so.
- e) Keep all chemicals in closed containers.
- f) Store all flammable liquids in safety cabinets or safety cans. Never use flammable chemicals around ignition sources such as smokers, pilot lights, or arcing/sparking electrical equipment.
- g) Wear required Personal Protective Equipment and minimize contact with the chemical.
- h) Do not eat, drink, or smoke while using chemicals. And always wash your hands after handling chemicals.

**11. Confined Space Entry** – Only trained and authorized employees are permitted to enter confined spaces. If you believe that your job requires confined space entry, contact your supervisor prior to undertaking the work. (Confined spaces are areas not meant for human occupancy, have limited means of entry/exit, and have electrical, chemical, thermal, atmosphere, or entrapment hazards).

**12. Emergencies:**

- a) In the event of any serious injury or fire, call 911. Send someone to the facility entrance to meet the Fire Department. If in doubt, call 911.
- b) Upon discovering a fire, alert others in immediate danger and initiate facility-wide fire alarm.
- c) When the evacuation signal is given, all employees should immediately turn off equipment, close doors, and evacuate to their designated evacuation areas. Attendance will be taken to account for all personnel. Stay together in the group until further instructions are received.
- d) Do not attempt to fight any fire which is uncontained, too hot, too smoky, or if you are too frightened.
- e) To use a fire extinguisher, remember PASS:
  - P = Pull (the safety pin)
  - A = Aim (at the base of the fire)
  - S = Squeeze (the lever)
  - S = Sweep (side to side)

If you use a fire extinguisher, remember:

- Stay low,
  - Keep yourself between the fire and an exit,
  - Do not turn your back on a fire, and
  - Immediately report the use to your supervisor.
- d) Do not touch blood or any other bodily fluid during or following an incident. If you are trained to administer first aid, gloves and other barriers are located with the first aid equipment. If you think that you have been exposed to bodily fluid, notify your supervisor immediately.

**13. Company Vehicles and Driver Safety:**

- a) Only employees authorized by Complete Utilities, LLC are permitted to operate Complete Utilities, LLC vehicles.
- b) No 'side trips' or personal use of company vehicles are permitted.
- c) Seat belts/shoulder harnesses must be worn whenever the vehicle is in motion.
- d) All local and state traffic regulations and signs must be followed.
- e) No unauthorized riders, hitchhikers, etc., are allowed.
- f) All moving violations resulting in points being assigned to your license must be reported to your supervisor.
- g) Driving while under the influence of alcohol or other drugs is forbidden.

- Employees driving their personal vehicles on company business must follow steps 'c – g,' shown above.



**14. Electrical Safety:**

- a) Never operate or tamper with the electrical main switch or breakers. You are authorized only to operate switches/disconnects on/for individual machines.
- b) Report all electrical problems and suspected problems to your supervisor.
- c) All junction boxes, control boxes, connections, and other wiring must have covers securely installed to prevent accidental contact.
- d) Inspect all plugs, cords, and portable equipment prior to use.
- e) Report any damaged electrical equipment to your supervisor. Only authorized personnel are permitted to make repairs.
- f) Extension cords are to be used only for temporary applications. Never stretch cords across aisles or areas where others may trip over them. Do not attach extension cords to the building or run them under rugs/mats or through walls.
- g) Any personal electrical devices must be approved by Complete Utilities, LLC prior to use.

**15. Lifting:**

- a) If you need help moving material, request assistance.
- b) When you lift, use your leg muscles by squatting close to the load, preserving the curve in your back, spreading your feet, and lifting with your legs, keeping the load close to your body.
- c) When you turn holding an object, move your feet, and do not twist.

**16. Staying Safe** - Report any unsafe conditions or situations to your supervisor. If you have suggestions on improving any aspect of safety in the facility, discuss it. If you are unsure of how to operate a piece of equipment or complete an assignment, **ask for help**. Asking for help when you are unsure reduces the chance of injury.

These rules are established to help you stay safe and injury free. Violation of the above rules, or conduct that does not meet minimum accepted work standards, will result in discipline, up to and including discharge.

When working at a customer location, employees are required to follow the above rules, as well as all customer rules and procedures, and work in a manner that reflects positively on the company. Before operating any equipment at a customer location, permission must first be secured from the customer contact.

Graham Burgess is designated as Complete Utilities, LLC Safety Coordinator. The Safety Coordinator is responsible for implementation and compliance with the Safety and Health Policy of Complete Utilities, LLC and is accountable for results as measured by criteria, such as incident rates.

Other responsibilities include:

1. Resolve questions, approve and/or recommend necessary expenditures to correct unsafe conditions.
2. Make regular shop, warehouse, office and ground-job site tours, and safety inspections to determine if safe work practices are being observed; ensure that unsafe conditions do not exist.
3. Actively participate and follow the safety and health programs.
4. Plan, coordinate, perform, or delegate all safety training and testing given to supervisors and employees. Review results to be sure they are satisfactory. Maintain appropriate records of training and testing.
5. Review disciplinary actions with the employees.
6. Personally perform safety inspections, and review safety inspection reports and unsafe conditions reported by supervisors, employees, or others. Make or obtain corrections as required to maintain a safe workplace and ensure compliance.
7. Conduct regular safety meetings with employees to promote safety awareness and compliance with the Safety and Health Policies.
8. Ensure safety awareness among workers through regular meetings.
9. Ensure compliance with safe work practices and Complete Utilities, LLC safety rules. Take appropriate disciplinary action to ensure compliance. This includes safe working procedures in flange and fitting machine shop operations saw shop operations, the warehouse, yard, and office operations.
10. Investigate accidents and assist with completion of accident report forms when required.
11. Review reports of first aid incidents and reportable injuries to determine possible preventative actions. Take immediate corrective actions as required.
12. Ensure that specific programs (i.e. hazard communication, protection from bloodborne pathogens, hearing conservation, forklift safety/operator certification) are implemented and complied with consistently.

In order to promote better communication between employees and management, a Safety & Health Committee has been established for Complete Utilities, LLC operations. Its primary function is to serve as a two-way channel of communication and to promote safety awareness throughout the workplace.

**ORGANIZATION:** The Safety & Health Committee will consist of:

Safety Coordinator  
Job Site Superintendent

The Employee Safety & Health Committee will meet monthly. The meeting will be chaired by the Safety Coordinator or Associate Safety Coordinator. Should a scheduled meeting have to be postponed, it will be held later in the month, on a date and time determined by the Safety Coordinator.

**FUNCTION:** The Safety & Health Committee has the following functions:

1. Conduct Safety/Housekeeping inspection(s) of one or more departments as part of each meeting.
2. Review and update safety rules and safe operating procedures.
3. Review accidents and "near miss" incidents reported since the last meeting, and suggest means for preventing future occurrences.
4. Convey, review, and comment on safety suggestions submitted by employees.
5. Plan and carry out various safety promotion activities (such as contests, award programs, etc.).
6. Promote safety awareness among all employees through safe attitudes and day-to-day interactions.
7. Review safety impacts of equipment/facility changes and multi-shift operations.

Take into account an employee's personal experience with safety when selecting Safety and Health Committee members. Someone from a specific work area with a history of accident or injury problems can bring valuable insights to the committee.

Volunteers or individuals who show they have an interest in safety are also good candidates. Likewise, individuals with a good safety record can bring their own experience to the group.

Rotate membership so that members exposed to Safety & Health Committee issues are "circulated" back into the workforce and others are brought in.

Occasionally, specialists or consultants may be added to the committee to address a specific situation or problem. Also, ad hoc subcommittees may be used to analyze and formulate recommendations on a particular problem.

The Safety & Health Committee should also be involved with developing SAFETY INCENTIVE PROGRAMS and in recognizing individual employees who have contributed to safety efforts and positive results.

Written documentation of Safety & Health Committee meetings should be maintained. A log or written minutes should be taken at each meeting. Meetings should follow a standard agenda.

1. Employees of Complete Utilities, LLC are required to follow all client safety and security procedures during client visits.
2. If your client host does not advise you regarding safety hazards consider the following:
  - Emergency exit location(s);
  - Keep your eye on the path you are walking and avoid any tripping/slipping hazards. When on stairs maintain three point contact (hand on rail and feet on stairs);
  - When visiting manufacturing or construction sites, eye protection, hearing protection, and hard hats are frequently required. Ideally, this equipment will be in the possession of the Complete Utilities, LLC employee and not provided by the client.

If you will be touring a factory or construction site, dress appropriately. Wear shoes that support your feet and are slip resistant. Avoid clothing that is either constrictive or too loose; loose clothing be get caught in machinery or other equipment.

1. Any work-related injury or suspected injury must be reported immediately to your supervisor and to Human Resources. A First Report of Injury form must be completed. Failure to promptly report an injury may result in disciplinary action.
2. After each practitioner appointment, the employee must report to his/her supervisor and Human Resources to review his/her progress.
3. An accident investigation will be conducted to determine the root cause of the accident. The injured employee will be asked to participate in the investigation.
4. Employees are urged to report hazardous conditions and "near miss" incidents to their supervisors before injuries result.
5. Any attempt to defraud Complete Utilities, LLC with a false workers' compensation claim will result in disciplinary action. The case can also be referred to the district attorney for possible prosecution.

**GENERAL EMERGENCY GUIDELINES:**

- Stay calm and think through your actions
- Know the emergency numbers:
  - Fire/Police/Ambulance 911
  - Internal Emergency Number (if applicable)
  - Human Resources \_\_\_\_\_
  - Page \_\_\_\_\_
  - Operator "0"
- Know where the stairwell exits are located
- In the event of any emergency, do not take elevators, use the stairs
- Do not hesitate to call/alert others if you believe that an emergency is occurring — you will not "get in trouble."
- Know where emergency equipment is located: (kitchen area)

**FIRE:****1. EVACUATION**

- Employees will be notified of a fire alarm either by the fire alarm system or by a paged announcement.
- Upon becoming aware of a fire alarm, employees should immediately evacuate the building using the closest stairs. Do not delay evacuation to get personal belongings or to wait for co-workers. Also, all doors should be closed as the last person passes through. (Note: never use elevators during fire alarm situations).
- Supervisors should be the last persons to leave the area. Check in conference rooms, lavatories, and offices to be sure that all personnel have evacuated.
- Any employee having mobility, visual, hearing, or other condition, which may hinder them from becoming aware of an emergency or evacuating, should request special assistance through Human Resources.
- Upon exiting the building, personnel should report to [Outside Parking Lot] for a headcount. If any employee is missing, an immediate report should be made to [Graham Burgess] who will in turn report to the first available fire department officer.
- Employees should stay together in a group so that periodic updates on the situation can be issued.
- The order to re-occupy the building will be issued by [insert name of incident commander].
- In the event of inclement weather, [Graham Burgess] will make arrangements for all personnel to move to shelter.

**2. EMPLOYEE DISCOVERING A FIRE:**

- Alert other persons in the immediate hazard area.
- Activate a fire alarm or call Beverly Ardis to page an emergency announcement.
- If you have been trained, you can decide to use a fire extinguisher following these instructions:
  - P=Pull the safety pin
  - A=Aim the nozzle at the base of the fire
  - S=Squeeze the operating lever
  - S=Sweep side to side covering the base of the fire

*\*When using a fire extinguisher always stay between the fire and an exit; stay low and back away when the fire is extinguished.*

*\*Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky or you are frightened, evacuate.*

- Have someone notify Graham Burgess where the emergency is located. He/she will relay this information to the fire department.

**3. MEDICAL EMERGENCY:** (chest pains, loss of consciousness, fall from a height, etc.)

- Upon discovering a medical emergency, call 911.
- Call the operator ("O") and report the nature of the medical emergency and location.
- Stay with the person involved being careful not to come in contact with any bodily fluids, unless properly trained and equipped.
- Send two persons (greeters) to the building entrance, [front door], to await the fire department. (One person should call and hold an elevator car. Often two fire department units will arrive, so the second greeter should wait at the entrance to receive the second unit while the first greeter escorts the fire dept. personnel to the scene).
- Employees in the immediate vicinity of the emergency, but not directly involved, should leave the area.
- Human Resources will make any necessary notifications to family members of the person suffering the medical emergency.

**4. SEVERE WEATHER:**

- The receptionist will monitor a weather alert radio. If a severe weather report is issued, she/he will immediately page the following announcement: [insert announcement]. (This announcement will be repeated three times).
- Employees will shut down office equipment and will be instructed where to go for safety.
- The receptionist will take the weather radio with her/him. When the severe weather warning is cancelled, she/he will send runners to advise that it is safe to return to office areas. A general announcement will also be made.

**5. WORKPLACE VIOLENCE:**

- Any employee who feels that she/he has been threatened should immediately report their concern to their manager and to Human Resources.
- If any person is observed exhibiting threatening behavior or making threatening statements, the person discovering the situation should warn others in the area and immediately notify Human Resources and stay away from the person exhibiting threatening behavior.
- Depending upon the level of concern, call (911) should be called immediately.
- Never attempt to confront any person exhibiting threatening behavior.

\*If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are urged to confidentially discuss the issue with Human Resources so that a prevention plan can be developed.

**FIRE DEPARTMENT:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**POLICE DEPARTMENT:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**EMERGENCY MEDICAL SERVICES (AMBULANCE):** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**HOSPITAL:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**DOCTOR:** \_\_\_\_\_ **ADDRESS:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**JOBSITE TELEPHONE NUMBERS:**

**PROJECT NAME/NUMBER:**

\_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**SITE SUPERINTENDENT:** \_\_\_\_\_

**HOME TELEPHONE:** \_\_\_\_\_

**CLIENT CONTACT:** \_\_\_\_\_

**OFFICE TELEPHONE:** \_\_\_\_\_

**HOME TELEPHONE:** \_\_\_\_\_



1. Smoking is not allowed in any interior area of the building. Smoking is only allowed in designated exterior smoking areas.
2. No candles or open flames are allowed within the facility.
3. Hot work: contractors performing hot work (welding, grinding, flame cutting, brazing, soldering, etc.) must contact Graham Burgess for approval prior to the start of the work.
4. Only space heaters provided by the company are approved for use within the facility. Employees using space heaters are responsible to turn the heater off when leaving their desk for extended periods of time (lunch, end of the workday, etc.).
5. No flammable chemicals are allowed inside the building at any time. If you feel that there is a work-related need to use a flammable chemical, contact Human Resources for guidance.
6. Electrical safety:
  - With the exception of independently fused multi-tap cords for computers, extension cords are not allowed.
  - Keep electric cords out of areas where they will be damaged by stepping on/kicking them.
  - Turn electrical appliances off with the switch, not by pulling out the plug.
  - Turn all appliances off before leaving for the day.
  - Radios/tape/CD players and PDAs are the only personal electrical devices allowed to be used in offices/cubes. These devices must be in good repair. Complete Utilities, LLC reserves the right to instruct you to remove personal electrical devices at any time.
  - Never run cords under rugs or other floor coverings.
  - Any electrical problems should be reported immediately to Ray Windham.
7. The following areas must remain clear and unobstructed at all times:
  - Exit doors,
  - Aisles,
  - Electrical panels, and
  - Fire extinguishers.

It is our goal to prevent work-related injuries from happening. We are always concerned when one of our employees is injured or ill due to a work-related condition. We believe that such absences cost Complete Utilities, LLC and its employees. We want our injured employees to get the best possible medical treatment immediately to assure the earliest possible recovery and return to work.

Complete Utilities, LLC has a workers' compensation program available for employees who have suffered work-related injuries. The program's administrator will determine, based upon their guidelines, whether you are eligible for wage loss or medical expenses under that program.

Complete Utilities, LLC wants to provide meaningful work activity for all employees who become unable to perform all, or portions, of their regular work assignment. Thus, we have implemented a Transitional Duty program (light duty). Transitional Duty is a temporary program, not to exceed six months.

#### EMPLOYEE PROCEDURES

- All work-related injuries should always be reported immediately to your supervisor no later than the end of the shift on which the injury occurs.
- If a **post-accident drug screen** is not performed the **same day** as the injury, the employee will only be paid up to one hour while taking time out to have the drug screen sample collected.
- You must complete and sign an Injury Report.
- When medical treatment is sought, the injured employee must advise their supervisor that they are seeking treatment and obtain a Transitional Duty Evaluation form. Regardless of their choice of physicians, the Transitional Duty Evaluation form must be completed for each practitioner visit. Complete Utilities, LLC will not accept a general note stating that you are only to be off of work.
- Under this program, temporary transitional work is available for up to sixty (60) days (with a review of your progress every 30 days) while you are temporarily unable to work in your regular job capacity. Transitional duty beyond sixty (60) days, up to a maximum of six (6) months, will be evaluated on a case-by-case basis.
- If you are unable to return to your regular job, but are capable of performing transitional duty, you must return to transitional duty. Failure to do so will result in your not being eligible for full disability benefits under the workers' compensation program, and may result in disqualification for certain employee benefits and, in some cases, be a basis for termination.
- Employees who are unable to work and whose absences Complete Utilities, LLC approves must keep us informed on a weekly basis of their status. Failure to do so will result in a reduction in benefits available and discipline, up to and including termination from employment.
- If you are unable to return to your regular job or transitional duty, your absence must be approved under the Family Medical Leave Act (FMLA) program. For this purpose, you need to complete a Family Medical Leave Request form and submit it to the Human Resources Department. You must also have your practitioner complete both the Transitional Duty Evaluation and Medical Certification form.
- Employees who are not eligible for leave under FMLA must return to transitional duty or regular work if at all possible. If you are unable to return to any available work, your job position may be filled after a reasonable time. When able to do so, you will be entitled to return to a suitable position, if available and consistent with any limitations. However, you must keep us regularly informed of your status and any changes in your condition.
- Employees must provide a Transitional Duty Evaluation form indicating they are capable of returning to full-duty. Permanent restrictions will be evaluated on a case-by-case basis and relate to the performance of essential job functions. No permanent light duty positions will be created.
- Cooperate with our third-party administrator and provide accurate and complete information as soon as possible so that you receive all benefits to which you are entitled. If you have problems or concerns, please contact the Human Resources Department.

1. All Complete Utilities, LLC employees have a right to know what chemicals they work with, what the hazards are, and how to handle them safely.
2. Material Safety Data Sheets (MSDS) are documents provided by the supplier of a chemical. MSDS detail the chemical contents, associated hazards, and general safe handling guidelines. At Complete Utilities, LLC the MSDS collection is located at 1671 McKnight Rd Scranton, SC 29591. Employees are free to utilize the MSDS as needed.
3. General rules for handling chemicals in an office environment are:
  - Read all label warnings and instructions.
  - When changing toner cartridges, consult with an experienced employee if you are unsure how to proceed.
  - Follow instructions for quantity. More is not better.
  - Minimize contact with chemicals. Use double layer cloths or gloves to protect your skin and keep your face clear of the area to reduce inhalation.
  - Always wash your hands after handling chemicals.
  - If a chemical enters your eye(s) immediately hold open the injured eye(s) and rinse it/them with clean, cool water for 15 minutes. Then be sure to report the injury immediately.
  - Any questions or concerns regarding chemicals should be reported to Human Resources.

**Office Safety:**

1. Never leave file drawers open, or open multiple file drawers at once.
2. Do not stack heavy or bulky objects on top of cabinets.
3. Do not store frequently used objects above shoulder height or below knee height.
4. Never reach into office machines without turning them off and unplugging them if possible.
5. Keep your work area free of trip hazards such as storage in walkways, cords across aisles, and damaged floor coverings.
6. Inspect step stools/ladders before use. Be sure to keep a stationary object in front of you when using a step stool to provide stability.
7. Never use defective or broken equipment. Report these problems to your supervisor.

**Security:**

1. Always be aware of your surroundings. Keep your head up and hands out of your pockets while walking to and from your car.
2. Immediately report any suspicious activity or persons to Graham Burgess and immediately report any theft to Graham Burgess.
3. When parking, remove all valuables from sight and lock car doors.
4. Do not enter an elevator car if you are concerned about other riders; instead, wait for the next car.
5. Keep all valuables (money, purse, jewelry, etc.) out of sight when at your desk. Do not bring large sums of money or other valuables into the building.
6. Secure laptop computers, PDAs, and other small electronic devices before leaving your workspace for extended periods of time (lunch, meetings, etc.).
7. If you are working alone and are in the office before or after regular business hours, on weekends, or holidays, observe these additional guidelines:
  - Be sure doors close and lock after you.
  - Turn on lights as you move through the building.
  - Always be aware of the closest telephone (do not hesitate to call 911 if you feel threatened).
  - Be sure that someone at home knows that you are at work and is expecting you to check in by a specified time.
  - As you leave the office, be sure to turn off all equipment, lights, etc., after use.
8. Weapons, including firearms, knives with blades longer than two inches, bow/arrow, pepper spray (mace, tear gas), and clubs, are not allowed on Complete Utilities, LLC property.

Complete Utilities, LLC does not tolerate harassment of our job applicants, employees, clients, guests, vendors, customers, or persons doing business with Complete Utilities, LLC. Any form of harassment related to an employee's race, color, sex, religion, national origin, age, citizenship status, veteran status, or handicap is a violation of this policy and will be treated as a disciplinary matter. For these purposes, the term harassment includes, but is not limited to, slurs, jokes, or other verbal, graphic, or physical conduct relating to an individual's race, color, sex, religion, or national origin; sexual advances; requests for sexual favors and other verbal, graphic, or physical conduct of a sexual nature.

Violation of this policy by an employee shall subject that employee to disciplinary action, up to and including immediate discharge.

Sexual harassment, one type of prohibited harassment, has been defined according to Complete Utilities, LLC guidelines as:

- Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
- Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or
- *Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.*

Examples of conduct prohibited by this policy include but are not limited to:

- Unwelcome sexual flirtation, advances, or propositions;
- Verbal comments related to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation;
- Explicit or degrading verbal comments about another individual or his/her appearance;
- The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer;
- Any sexually offensive or abusive physical conduct;
- The taking of or the refusal to take any personnel action based on an employee's submission to or referral of sexual overtures; and
- Displaying cartoons or telling jokes that relate to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation.

Harassment of our employees in connection with their work by non-employees may also be a violation of this policy. Any employee who becomes aware of any harassment of an employee by a non-employee should report such harassment to his or her supervisor. Appropriate action will be taken with respect to violation of this policy by any non-employee.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor/manager, the site Human Resources representative, or the Employee Relations Department.
3. Report any additional incidents that may occur to one of the above resources.

Any reported incident will be investigated. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given Complete Utilities, LLC obligation to investigate and act upon reports of such harassment.

Retaliation of any kind against an employee who reports a suspected incident of sexual harassment is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including termination.

Any work-related accident resulting in serious injury or the death of an employee presents significant emotional challenges for management. Following are some guidelines, which may reduce the effects on fellow employees and minimize the impact from regulators, such as OSHA.

1. Be prepared to talk to local police officials, district attorney investigators, coroners, and OSHA compliance officers. Be aware that police and district attorneys can conduct criminal investigations. Be truthful but do not speculate or offer unsolicited opinions, information, or theories. Also be prepared for contacts from local news media. Consult with legal advisors if in doubt. (Operate under the assumption that OSHA will investigate. Take steps to be sure that your entire facility is as prepared as possible).
2. Fatalities and incidents resulting in three or more employees receiving inpatient hospitalization must be reported within 8 hours to the closest OSHA area office. If after hours, the incident can be reported to OSHA at: 1-800-321-6742.
3. Have a representative of your company contact the employee's next of kin to inform her/him of the circumstances. If possible, this contact should be made in person. Offer to provide transportation and/or other support. (For example, providing a Complete Utilities, LLC representative at the hospital will convey the company's concern).
4. Get all witnesses names. If some witnesses are not employees, be sure to get full addresses and phone numbers.
5. Render safe any hazards created by the accident scene. (i.e. material that may fall, leaking chemicals, etc.). Rope off or otherwise isolate the accident scene early on to prevent it from becoming a "tourist attraction."
6. Conduct an initial investigation. If equipment and/or duties directly involved in the accident are duplicated elsewhere in the company, take immediate steps to assure that there will be no re-occurrence of the accident.
7. Take pictures to document the scene. Note anything that may help you identify specific equipment involved such as serial numbers, license plate numbers, etc.
8. Follow Complete Utilities, LLC procedure for bloodborne pathogens in cleaning any bodily fluid spills.
9. Consider meeting with employees in small groups to discuss, in general terms:
  - a) The serious accident that occurred.
  - b) That all the necessary steps were taken to care for the person involved.
  - c) That an accident investigation is being performed.
  - d) That all employees will be kept informed.
  - e) The availability of the Employee Assistance Program (EAP) (if applicable).
  - f) Provide encouragement and request that employees work safely.
10. Request your supervisors be alert for employees who may not be paying full attention to their jobs and thereby jeopardizing their own safety. During these discussions, do not discuss fault, discipline, opinions, etc.
11. If your company has a physician on contract, have him/her follow the case.

1. Blood and other bodily fluids can carry pathogens, which are capable of causing diseases in others. This includes HIV, which leads to AIDS and hepatitis.
2. Because we cannot tell by looking at a person if they are infected with a pathogenic disease, we must take precautions following an illness or injury when bodily fluids are released.
3. In the event of a person losing bodily fluids, stay away from the area and warn others to also do so. You can still stay close to the ill/injured person to support him/her, just be sure to stay out of contact any bodily fluids.
4. In the event that you find spilled bodily fluids, a syringe, or other medically contaminated materials, do not attempt clean up by yourself. Call Human Resources immediately for instructions.

To: All drivers of Complete Utilities, LLC  
Effective: June 21, 2018

- This policy applies to:
  - Vehicles owned, leased, or rented to Complete Utilities, LLC
  - Personally owned vehicles driven by employees on behalf of Complete Utilities, LLC

The following policy has been established to encourage safe operation of vehicles, and to clarify insurance issues relating to drivers and Complete Utilities, LLC

- All drivers must have a valid driver's license.
- Motor Vehicle Records will be checked periodically. Driving privileges may be suspended or terminated if your record indicates an unacceptable number of accidents or violations. Should your record fall into our insurance carrier's guidelines of an, 'unacceptable driver,' our employment may be terminated.
- Your supervisor must be notified of any change in your license status or driving record.

When operating your own vehicle for Complete Utilities, LLC business:

- Your Personal Auto Liability insurance is the primary payer. Complete Utilities, LLC insurance is in excess of your coverage.
- You should carry at least \$500,000 per occurrence liability coverage. Evidence of insurance coverage is to be provided to either Complete Utilities, LLC each year, by a copy of your policy's Declaration page or a Certificate of Insurance.
- Complete Utilities, LLC is not responsible for any physical damage to your vehicle. You must carry your own collision and comprehensive coverage.
- Report your mileage for expense reimbursement.

In the event of an accident:

- Take necessary steps to protect the lives of yourself and others.
- Comply with police instructions.
- Do not assume or admit fault. Others will determine liability and negligence after thorough investigation.
- Report the accident to Complete Utilities, LLC as soon as possible.

By signing this document you are agreeing that you have read and understood the Vehicle Use policy, and will comply.

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

\_\_\_\_\_  
Date



Complete Utilities, LLC is firmly committed to your safety. We will do everything possible to prevent workplace accidents and are committed to providing a safe working environment for you and all employees.

We value you not only as an employee but also as a human being critical to the success of your family, the local community, and Complete Utilities, LLC

You are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance to all applicable federal, state, local, and Complete Utilities, LLC policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, Complete Utilities, LLC will make every reasonable effort to provide a safe and healthful workplace that is free from any recognized or known potential hazards. Additionally, Complete Utilities, LLC subscribes to these principles:

1. All accidents are preventable through implementation of effective Safety and Health Control policies and programs.
2. Safety and Health controls are a major part of our work every day.
3. Accident prevention is good business. It minimizes human suffering, promotes better working conditions for everyone, holds Complete Utilities, LLC in higher regard with customers, and increases productivity. This is why Complete Utilities, LLC will comply with all safety and health regulations which apply to the course and scope of operations.
4. Management is responsible for providing the safest possible workplace for Employees. Consequently, management of Complete Utilities, LLC is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.
5. Employees are responsible for following safe work practices, company rules, and for preventing accidents and injuries. Management will establish lines of communication to solicit and receive comments, information, suggestions, and assistance from employees where safety and health are concerned.
6. Management and supervisors of Complete Utilities, LLC will set an exemplary example with good attitudes and strong commitment to safety and health in the workplace. Toward this end, management must monitor the company's safety and health performance, working environment, and conditions to ensure that program objectives are achieved.
7. Our safety program applies to all employees and persons affected or associated in any way by the scope of this business. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at Complete Utilities, LLC must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries and keep each other safe and healthy in the work that provides our livelihood.

By signing this document, I confirm the receipt of Complete Utilities, LLC employee safety handbook. I have read and understood all policies, programs, and actions as described, and agree to comply with these set policies.

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Employee Signature

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Date