

This sample is intended to demonstrate the kind of safety programs created by the website <http://www.mysafetyprogram.com>. This program has been specifically designed for the fictional company described in the **Appendix 6**. Do not use this document to operate a safety program. You may create a safety program tailored to the requirements for your U.S. company at <http://www.mysafetyprogram.com>. The cost is \$249. © 2007 mysafetyprogram.com. This document may be distributed freely in its entirety in PDF format. All other rights reserved.

This step by step checklist identifies the tasks that the Workplace Safety Program Manager must perform in order to get the Workplace Safety Program up and running. It should be filed in the [Program Reviews] folder once all of the tasks have been completed.

#### Start-Up Checklist

Item	Date Completed
<p><b>Emergency Action Plan</b> - Write an Emergency Action Plan using the Federal OSHA Emergency Action Plan Expert System at <a href="http://www.osha.gov/SLTC/etools/evacuation/expertsystem/default.htm">http://www.osha.gov/SLTC/etools/evacuation/expertsystem/default.htm</a> (you must turn off your web browser's pop-up blocker to use this website). You may also write your own plan including the required elements which are listed on the website. Print the completed Emergency Action Plan and place it in <b>Appendix 4</b>.</p>	
<p><b>Sign PPE Certification</b> - Review the personal protective equipment (PPE) hazard assessment and sign the written certification in <b>Appendix 5</b>.</p>	
<p><b>Workplace Safety Program</b> - The Workplace Safety Program Manager must read the Workplace Safety Program and understand their responsibilities under the program.</p>	
<p><b>Review Company Profile</b> - Review the Company Profile (<b>Appendix 6</b>) carefully. Make sure the profile accurately describes your company. The contents of this Workplace Safety Program are based on the company description which is summarized in the Company Profile. Errors in the Company Profile may produce errors in the Workplace Safety Program.</p>	
<p><b>Review Program with Responsible Parties</b> - Give every responsible party identified in this Workplace Safety Program a copy of the program. Brief every responsible party on their responsibilities under this program.</p>	
<p><b>Create Accident Investigations File</b> - Label a file folder [Accident Investigations] and place it with the Workplace Safety Program files. Use this folder to keep documentation of all accident investigation documentation and unsafe condition reports.</p>	
<p><b>Create Safety Meetings File</b> - Label a file folder [Safety Meetings] and place it with the Workplace Safety Program files. Use this folder to keep documentation of all safety meetings.</p>	
<p><b>Create Safety Inspection File</b> - Label a file folder [Safety Inspections] and place it with the Workplace Safety Program. Use this folder to keep documentation of formal safety inspections.</p>	
<p><b>Create Program Review File</b> - Label a file folder [Program Reviews] and place it with the Workplace Safety Program files.</p>	
<p><b>Initial Safety Training</b> - Give existing employees all of the training required in <b>Appendix 3</b>. The Code of Safe Practices (<b>Appendix 2</b>) must be distributed to all employees and all employees should know how to obtain a copy of the Workplace Safety Program upon request.</p>	

# Workplace Safety Program

Delray Beach  
Property Management

4/12/2007

Sample

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## 1 Safety Policy

Delray Beach Property Management has implemented this Workplace Safety Program in order to provide every employee with a safe and healthy workplace. Our goal is zero accidents, injuries, and occupational illnesses. This program details the procedures used to prevent occupational injuries and illnesses at Delray Beach Property Management. All employees, supervisors, and managers must comply with the requirements of and perform their responsibilities defined in this program. All individuals hired through temporary agencies or labor leasing companies are subject to all of the requirements of this Workplace Safety Program. Delray Beach Property Management managers and supervisor may, by written contract, delegate authority for performing safety related responsibilities to the temporary agency but retain the responsibility (as indicated in this program) for ensuring they are completed.

It is the intention of Delray Beach Property Management to comply with all applicable Occupational Safety and Health Administration (OSHA) regulations. This Workplace Safety Program describes the process and procedures used to manage occupational safety and health issues at Delray Beach Property Management and identifies the most critical regulatory requirements. However, this Workplace Safety Program may not include every Occupational Safety and Health Administration (OSHA) regulatory requirement that applies to Delray Beach Property Management.

No employee will be required to work in dangerous conditions. No employee will be sanctioned for refusing to work in dangerous conditions or for reporting dangerous conditions.

## 2 Workplace Safety Program Manager

The Workplace Safety Program Manager is responsible for the over-all implementation of this program.

## 3 Responsibilities

This section identifies who is responsible for implementing each element of this Workplace Safety Program. The actual performance of activities described in this section may be delegated to others, but the ultimate responsibility for ensuring that each program element is implemented correctly remains with the individuals identified below.

### 3.1 Workplace Safety Program Manager

**Complete Start-Up Checklist** - Perform all of the tasks identified on the start-up checklist.

**Perform Formal Safety Inspections** - Conduct Safety Inspections using the appropriate written checklist (see [Appendix 1](#)). Ensure any deficiencies identified are corrected. File the completed checklists in the [Safety Inspections] folder.

**Track Corrective Actions to Completion** - The need for action to correct workplace safety or health deficiencies may be identified and reported through workplace inspections, suggestions by management or employees, and accident investigations. Ensure that the person responsible for completing each corrective action is clearly documented. Report to the General Manager any required corrective actions that are not completed in a timely manner.

**Injury Reporting and Recording** - Notify Occupational Safety and Health Administration (OSHA) of all fatalities and catastrophes as indicated in [Section 8 \(page 6\)](#). Contact your worker's compensation insurance carrier to determine if additional reporting and recording requirements apply.

**Accident Investigations** - Conduct accident investigations for work related injuries, illnesses, and near miss incidents. Ensure these investigations are performed in accordance with the requirements of this program ([Section 8, page 6](#)). Ensure that documentation of completed investigations is filed in the [Accident Investigations] folder of the Workplace Safety Program files. Additional guidance on how to perform accident investigations is provided in [Appendix 7](#).

**Conduct Safety Meetings** - Conduct safety meetings to discuss safety related topics. The meeting frequency is given in [Section 4.1 \(page 5\)](#). The meeting should include discussion of injuries and near misses that have occurred since the last meeting and how to prevent future incidents, a presentation from the safety committee, and a status report of any open safety issues. Write down the agenda, date, names of the employees who attended, and notes of any discussions. Ensure that any safety issues that were brought up during the meeting are forwarded to the correct person for resolution. File documentation of all safety meetings in the [Safety Meeting] folder.

**Supervisor and Manager Safety Training** - Ensure that all supervisors and managers are aware of their responsibilities under this Workplace Safety Program.

**New Employee Safety Training** - Provide employees with a copy of the Code of Safe Practices ([Appendix 2](#)) and perform all of the training required in [Appendix 3](#). File the completed form in the [Safety Training] folder.

**Hazard, Control and Personal Protective Equipment Changes** - Update this Workplace Safety Program to reflect any changes in the hazards to which employees are exposed, the

engineering controls used to protect them from those hazards, or personal protective equipment they use. The program may be updated at <http://www.mysafetyprogram.com>.

**Perform Annual Review** - Review the effectiveness of this program every year by completing the Program Review Checklist (**Appendix 1**). Report the results of the review to the General Manager, and place the completed checklist in the [Program Reviews] file.

**Maintain Workplace Safety Program Files** - Ensure that all documentation generated by this program is properly filed.

### 3.2 General Manager

**Read this Workplace Safety Program.** - It is important that all managers and supervisors understand how this Workplace Safety Program operates.

**Provide Adequate Resources** - Provide sufficient resources to administer this Workplace Safety Program and control all occupational health and safety hazards identified by management and employees.

**Set A Good Example** - Set a good example by complying with all health and safety requirements established for employees. Act promptly to correct any health and safety issue that is identified.

**Monitor Safety Conditions** - Continuously observe your work areas for unsafe actions or conditions and correct any deficiencies noted. Walk around your work area regularly (i.e. daily) in order to perform these observations.

**Follow-up on Unsafe Condition Reports** - Follow-up on all unsafe conditions or near miss incidents reported by employees. Report problems that are corrected immediately to the Workplace Safety Program Manager verbally. Issues that cannot be corrected immediately must be documented in writing and forwarded to the Workplace Safety Program Manager. Inform the Workplace Safety Program Manager in writing when appropriate corrective actions are implemented. Ensure that all safety and health corrective actions that have not been completed in a timely manner (as reported by the Workplace Safety Program Manager) are implemented promptly.

**Report all Injuries and Illnesses** - Report all work related injuries or illnesses to employees under your supervision to the Workplace Safety Program Manager. If the injury or illness involves a fatality or hospitalization of an employee, inform the Workplace Safety Program Manager immediately because Delray Beach Property Management may be required to notify Occupational Safety and Health Administration (OSHA) within eight (8)

hours. If the Workplace Safety Program Manager is not available, see [Section 8 \(page 6\)](#) for the specific reporting requirements.

**Enforce Code of Safe Practices** - Discipline employees who do not conform with the Code of Safe Practices ([Appendix 2](#)) in accordance with company discipline policy.

**Refusal to Perform Dangerous Work and Reporting Dangerous Conditions** - Do not sanction employees who refuse work in dangerous conditions until the hazards are corrected. Do not sanction or retaliate against employees who report workplace hazards in any way; they are required to do so by this program.

**Management Representation at Safety Meetings** - Ensure that an authorized representative of management attends every safety meeting. Attend safety meetings whenever possible.

**Ensure Employees Attend Safety Meetings** - Ensure your employees attend Safety Meetings whenever possible. If an employee under your supervision cannot attend a meeting because of absence or any other reason, summarize the key safety related points of the meeting for them as soon as possible.

**Inform Trainer of New Employees** - Notify the individual responsible for training new employees ([Section 5, page 5](#)) whenever new employees that require initial training are hired. Verify that employees under your direct supervision have the skills and knowledge necessary to perform their work safely. Provide employees under your direct supervision with any additional safety training required.

**Management and Supervision Changes** - Ensure that the Workplace Safety Program Manager is notified of all changes in company organization or management/supervisor assignments so that this Workplace Safety Program can be updated (if necessary) and new managers/supervisors informed of their responsibilities under this program.

**Process Changes** - Notify the Workplace Safety Program Manager of all changes to the work environment which affect the hazards to which employees are exposed or the methods used to protect employees from those hazards. This Workplace Safety Program may need to be updated to accommodate the process changes.

## 4 Safety Communication

Delray Beach Property Management uses the following methods to communicate with employees regarding safety related issues. Safety communication will be in a form that is understandable to every employee. When necessary, Delray Beach Property Management will provide language translation of safety communications.

## 4.1 Safety Meetings

All employees attend regular meetings where safety related topics are presented and discussed. Safety meetings are conducted Twice Per Year by the Workplace Safety Program Manager.

A written agenda describing the topics to be covered in the meeting may be prepared prior to the meeting. A list of all employees who attend each meeting is prepared during the meeting. Safety meetings include discussion of all injuries and near misses that have occurred since the last meeting and how to prevent future incidents. Every safety meeting includes an Open Forum where employees may raise and discuss safety related issues. The discussion that occurs during the open forum is recorded by a note-taker. If a safety issue is raised that cannot be resolved during the meeting, the meeting coordinator will ensure that a status report (on the open issue) is included in every subsequent meeting until the issue is resolved. The meeting coordinator is responsible for ensuring that any open issues are forwarded to the appropriate individual for resolution.

The agenda (or a brief description of the topics covered), attendee list, and notes (if any) for each safety meeting are filed by the Workplace Safety Program Manager.

## 5 Safety Training

All employees will receive safety training prior to starting work and whenever the hazards in their work area change. Refresher training may be conducted from time to time to ensure all employees retain the necessary safety related information. Initial safety training will include the topics given in [Appendix 3](#). New employees will be given a copy of the Code of Safe Practices. The completed training certification forms are filed with the Workplace Safety Program documentation. Initial safety training is performed by the Workplace Safety Program Manager.

## 6 Safety Inspection

All supervisors must continuously observe their work areas for unsafe actions or conditions and correct any deficiencies noted. Supervisors must walk around their work area regularly (i.e. daily) in order to perform these observations. Unsafe condition reports received from supervisors or employees are filed in the [Accident Investigations] folder.

Formal safety inspections using the checklists provided in [Appendix 1](#) are conducted regularly. The completed checklists are filed by the Workplace Safety Program Manager. The formal inspections are performed Twice Per Year by the Workplace Safety Program Manager.

## 7 Personal Protective Equipment

No personal protective equipment (PPE) is used. The workplace hazard assessment, a list of the PPE used, and written certification are provided in [Appendix 5](#).

## 8 Accident Investigation and Reporting

All accidents and near miss incidents are investigated and corrective actions implemented when appropriate. The purpose of each investigation is to determine exactly what happened, why it happened (the root cause), and how similar accidents can be prevented in the future. Accident and near miss investigations are performed by the Workplace Safety Program Manager.

Accident investigations may include interviewing or obtaining written statements from witnesses (including the injured employee), taking photographs of the accident scene, taking measurements at the accident scene, and reviewing procedures and equipment manuals relevant to the activities in progress when the accident occurred. The investigation may also include recommended corrective actions to prevent similar accidents from happening in the future. Additional information on accident and near miss investigation is provided in [Appendix 7](#).

The death of any employee from a work-related incident or the in-patient hospitalization of three or more employees as a result of a work-related incident must be reported within eight (8) hours by telephone or in person to the Area Office of the Occupational Safety and Health Administration (OSHA), U.S. Department of Labor, that is nearest to the site of the incident or to the toll-free central telephone number, 1-800-321-OSHA (1-800-321-6742). Deaths or injuries from motor vehicle accidents on public roads do not need to be reported unless they occur in a construction zone. All injuries and illnesses will also be reported in accordance with the requirements of applicable workers compensation laws as specified by the insurance carrier.

## 9 Annual Review

The Workplace Safety Program Manager will review the effectiveness of this Workplace Safety Program at least annually and correct any deficiencies noted during the review.

## 10 Records Retention

Records documenting the administration of this Workplace Safety Program will be retained for at least three (3) years.

1. Training documentation will be retained for at least five (5) years.
2. Accident investigation records will be retained for at least five (5) years.

Sample

## Appendix 1 Forms

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Sample

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Inspector:	Date:			
<b>Instructions:</b> Carefully check all of these items and note and correct any deficiencies. Please provide additional details regarding any problems noted in the blank space below or on the reverse side. Give the completed form to the Workplace Safety Program Manager for filing.				
Item	OK	Needs Work	N/I	N/A
<b>Required Postings Displayed</b> - All required posters are displayed where they can be read by all employees. The phone number to call in a medical emergency is posted. Additional information on posting requirements is available at <a href="http://www.dol.gov/osbp/sbrefa/poster/matrix.htm">http://www.dol.gov/osbp/sbrefa/poster/matrix.htm</a> .				
<b>Emergency Exits</b> - Employees can open emergency exit doors from inside without tools, keys or special knowledge (except in mental, penal, or correctional facilities where there is an evacuation plan). Capacity of exit routes is adequate. Exit discharge leads directly outside or to a street, walkway, refuge area, public way, or open space with access to the outside. Exit access is adequate, at least 28 inches wide and ceiling height is at least seven feet six inches. Exit path is constructed using fire resistant materials.				
<b>Housekeeping</b> - Work areas are clean and orderly. Floors are free of unnecessary clutter and trip hazards. Floors are dry.				
<b>First Aid</b> - The first aid kit is readily accessible and fully stocked with gloves, CPR barrier, and all necessary items ( <a href="http://www.benmeadows.com/refinfo/ezfacts/ezpdf/tech208.pdf#search=%22ansi%20Z308%22">http://www.benmeadows.com/refinfo/ezfacts/ezpdf/tech208.pdf#search=%22ansi%20Z308%22</a> ).				
<b>Drinking Water</b> - Cool drinking water is available. Employees do not use a common cup for drinking.				
<b>Sanitation</b> - Toilet facilities are available and clean. Convenient hand washing facilities with tepid water, soap, and clean drying facilities are available.				
<b>Fire Extinguishers OK</b> - Fire extinguishers are present at all locations marked by signs. All fire extinguishers are inspected to verify they are still full monthly. All fire extinguishers have been serviced (usually by a specialist) within the last year. Note: Fire extinguishers are not required in most workplaces. However, if present, these requirements apply.				
<b>File Drawers Closed</b> - All file drawers are closed when not in use.				
<b>Computer Workstation Ergonomics OK</b> - All employees have set up their computer comfortably. All employees can use their computer without twisting. All keyboards are just below elbow height when employees sit with their shoulders and arms relaxed at their sides. The top of all monitor screens are not above eye level. All employees that need a footrest or telephone headset have one.				
<b>Security Precautions are In Place</b> - All required security precautions are in place.				
<b>Company Vehicles</b> - Company vehicles, if any, are in good repair.				
<b>Electrical Equipment</b> - All electrical cords and equipment are in good condition. Nothing is stored within the clearance zone of all electrical panels (36" deep and 30" wide).				
<b>Additional Hazards</b> - No other hazards were noted during this walk-through.				

## Workplace Safety Program Review Checklist

Reviewer:	Date:
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**Instructions:**  
 This checklist identifies items that should be reviewed periodically to ensure that the Workplace Safety Program is functioning as intended. The Workplace Safety Program Manager must perform this review of the Workplace Safety Program at least Annually. When the review has been completed and any deficiencies corrected, this checklist should be filed in the [Program Review] folder.

Item	OK	Needs Work	N/I	N/A
<b>Accident Investigations</b> - The [Accident Investigations] folder contains documentation showing that all injuries and illnesses that have occurred since the last review were properly investigated, recorded, and reported. Unsafe condition reports were investigated and the conditions corrected when necessary.				
<b>Safety Meetings are Conducted</b> - The [Safety Meetings] folder contains documentation showing that the Safety meetings are being conducted in accordance with the frequency described in <a href="#">Section 4.1 (page 5)</a> .				
<b>Safety Inspections are Performed</b> - The [Safety Inspections] folder contains documentation showing that Safety Inspections are being performed as required in <a href="#">Section 6 (page 5)</a> . Issues identified during inspections were corrected in a timely manner.				
<b>Company Profile and Hazard Assessment</b> - I have reviewed the Company Profile contained in <a href="#">Appendix 6</a> and the personal protective equipment (PPE) hazard assessment in <a href="#">Appendix 5</a> . If there have been any significant changes to the profile or hazard assessment, I have updated the program. Note: The program may be updated at <a href="http://www.mysafetyprogram.com">http://www.mysafetyprogram.com</a> .				
<b>General Program Effectiveness</b> - I have considered the overall effectiveness of this Workplace Safety Program and discussed the program with others at Delray Beach Property Management. I have concluded this program is effectively achieving the goal of reducing occupational injuries and illnesses at Delray Beach Property Management, or I have implemented changes in the program to make it more effective. I have discussed my findings with the General Manager.				

Delray Beach Property Management  
Accident and Near Miss Incident Investigation Form

Accident Investigator

Date and Time

Location

Employees and Managers Involved

Description of Incident; Controls and Personal Protective Equipment in Use/Not in Use

Causal Factors (including underlying problems)

Corrective Actions

Sample

Delray Beach Property Management  
Accident and Near Miss Incident Investigation Witness Statement Form

Accident Investigator

Date and Time

Witness Name

Supervisor

What happened?

What do you think caused this incident? Are there any underlying problems which helped cause this incident?

How do you think similar incidents could be prevented in the future?

## Appendix 2 Code of Safe Practices

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Sample

**Follow All Safety Rules** - All employees must work safely and follow all safety rules.

**Workplace Safety Program Available** - Delray Beach Property Management has a written Workplace Safety Program that describes in detail the policies and procedures which are used to provide you with a safe work place. You may get a copy of this program by asking any manager or supervisor, the Workplace Safety Program Manager, or at any safety meeting.

**Report Unsafe Conditions or Actions** - All employees must immediately report unsafe conditions or near misses to any manager or supervisor, the Workplace Safety Program Manager, or at any safety meeting. A near miss is an incident where someone could have been hurt but wasn't this time. It is import to correct unsafe conditions or procedures before someone is hurt.

**Report all Injuries** - Employees must report all injuries (no matter how minor) to their supervisor so that arrangements can be made for medical or first aid treatment. This includes illness or aches and pains that the employee thinks may be work related and that don't go away normally.

Do not disturb or clean-up the scene of a serious accident (except to aid injured people or make the area safe) until an accident investigation has been completed.

**Don't Work When Impaired** - Employees shall not work when impaired by fatigue, illness, medication, or intoxicating substances such as alcohol. The use illegal drugs is strictly prohibited.

**Housekeeping** - Keep your work area tidy and free from unnecessary clutter and trip hazards.

**No Horseplay** - Horseplay is forbidden.

**Threats and Violence are Prohibited** - Violence, threats of violence, and physical intimidation are prohibited.

Employees who feel that a company employee, customer, or client is potentially violent must immediately report their concerns to any manager or supervisor, the Workplace Safety Program Manager, or at any safety meeting. Employees who experience violence on the job, or are threatened or experience physical or verbal intimidation must report this to their supervisor immediately.

**Attend Safety Meetings** - All employees are required to attend safety meetings when scheduled. These meetings are one import way that Delray Beach Property Management

communicates safety information to employees and provides a place where employees may discuss safety issues with management.

**Fire Extinguishers** - Do not use a fire extinguisher unless you have been trained to do so. Do not use a fire extinguisher to fight a fire unless you are very confident the extinguisher will safely put the fire out. Instead, report fires to your supervisor, and evacuate the building and summon the fire department if necessary.

**Filing Drawer Safety** - Keep filing cabinet and desk drawers closed when not in use. Open only one drawer of a filing cabinet at a time. Keep frequently used files in drawers that are about waist high. Do not fill upper drawers before the lower drawers are filled or the cabinet may tip over when opened.

**Organize Your Desk** - Employees should organize their desks so that the items they use more frequently are nearby and items they use rarely are farther away. Heavy items should be stored at about waist height.

**Telephone Headsets** - Employees who must frequently use the computer or write while on the telephone should request a telephone headset, speaker phone or shoulder rest.

**Stretch Breaks** - Employees who work at their desk all day should take short (1-2 minute) stretch breaks every hour or two. During these breaks, employees should get out of their seats, walk around a bit, and stretch their muscles.

**Computer Ergonomics** - Employees should take time to set up their computer comfortably. The keyboard and monitor should be directly in front of them so that they can work without twisting. The keyboard should be just below elbow height when sitting with their shoulders and arms relaxed at their sides. The top of the monitor screen should not be above eye level. If necessary, employees should raise their seats and use a foot rest if their feet don't rest flat on the ground.

Employees should request a split keyboard or alternative mouse if their existing equipment generates wrist or arm discomfort.

Employees should arrange their work space so that there is not excessive glare on their monitor screen from lights or windows.

**Report Problems with Clients** - Report any problems, threats, or violent behavior to your supervisor, even if the problem is just a feeling that a client may be potentially dangerous. Be especially alert for changes in a repeat client's behavior. Discuss any problems and take any necessary precautions.

**Always Wear Seat-belts** - Always wear seat-belts when driving or riding in a car or truck. Ensure that everyone else in the vehicle is also wearing seat belts.

**Drive Safely** - Leave plenty of time to get to your destination. Avoid aggressive driving, and do not engage with another driver who is driving aggressively. Keep your eyes constantly moving up and down the road, to the sides, and to the rear view mirrors. Be aware of your vehicle's blind spots. Try to maintain space cushions around your vehicle so that you have some place to go if the unexpected happens. Stay at least three seconds behind the car in front. Use turn signals. Maintain average traffic speed on multi-lane roads and on-ramps, but do not speed. Respect the weather, and be aware that reaction time and general driving skills get worse when you are tired.. Always set the parking brake when leaving the vehicle. Never drink and drive.

**Inspect Power Cords** - Never use electrical equipment unless the power cord and grounding plug (if present) are in good condition. Never use equipment that shocks you, even the small shock from a minor short will get worse in time. Never use the electrical cord to hoist, carry, or pull electrical equipment. Report all problems with electrical equipment to your supervisor.

**Additional Information** - Your supervisor will provide additional information regarding emergency evacuation procedures and any additional hazards or working procedures specific to your work area.

Never start working on a task until you have been fully trained on the safety requirements and your supervisor has cleared you to begin.

**Cumplir con todas las reglas de seguridad/protección** - Todos los empleados deben trabajar de manera segura y cumplir con todas las reglas de seguridad/protección.

**Programa de seguridad en el trabajo Disponible** - Delray Beach Property Management tiene un escrito Programa de seguridad en el trabajo que describe en detalle las políticas y procedimientos que se emplean para que usted trabaje en un lugar seguro. Usted puede conseguir una copia del programa si se lo solicita a any manager or supervisor, the el coordinador del programa de seguridad/protección, o at any safety meeting.

**Reportar los condiciones o acciones inseguras.** - Todos los empleados deben reportar las condiciones inseguras o posibilidades de accidentes de inmediato a any manager or supervisor, the el coordinador del programa de seguridad/protección, o at any safety meeting. Una posibilidad de accidente es un incidente donde alguien pudo haber salido lastimado pero se salvó. Es importante corregir las condiciones o procedimientos inseguros antes de que alguien se lastime.

**Reportar todas las lesiones.** - Los empleados deben reportar todas las lesiones (sin importar cuán leves sean) al supervisor para que se tomen medidas de atención médica o de primeros auxilios. Esto incluye enfermedades o dolores que el empleado considere relacionadas con el trabajo y que no desaparecen normalmente.

No altere o ni haga limpieza de un lugar donde haya ocurrido un accidente serio (salvo brindar ayuda a la gente lesionada o para dejar el lugar seguro) hasta que no se haya terminado la investigación del accidente.

**No trabaje si está imposibilitado.** - Los empleados no deben trabajar si están imposibilitados por fatiga, enfermedad, medicamentos o por sustancias embriagantes, como el alcohol. Está totalmente prohibido consumir drogas ilegales.

**Limpieza** - Mantenga limpia y ordenada su zona de trabajo, libre de cosas innecesarias y riesgos que pudieran causar tropiezos.

**Evite accidentes; no juegue en el trabajo.** - Se prohíbe jugar en el trabajo.

**Se prohíben la violencia y las amenazas** - Se prohíben La violencia, las amenazas de violencia y la intimidación física.

Los empleados que piensen que un empleado o un cliente de la empresa pudiera comportarse con violencia deben reportar tales inquietudes de inmediato a any manager or supervisor, the el coordinador del programa de seguridad/protección, o at any safety meeting. Los empleados que sean víctimas de la violencia en el trabajo, reciban amenazas o se sientan intimidados física o verbalmente deben reportar tal situación al supervisor inmediato.

**Asistir a las reuniones de seguridad/protección** - Todos los empleados tienen la obligación de asistir a las reuniones de seguridad/protección programadas. Estas reuniones es una de las maneras importantes que Delray Beach Property Management utiliza para comunicar la información de seguridad/protección a los empleados y es un lugar propicio para que los empleados intercambian puntos de vista sobre los temas de seguridad/protección con los directores.

**Extinguidores contra incendios** - No utilice un extinguidor contra incendios al menos que haya recibido capacitación en su uso. No utilice un extinguidor contra incendios para apagar un incendio al menos que esté muy seguro que el extinguidor sí apagará el incendio. En lugar de ello, reporte los incendios al supervisor y desaloje las instalaciones y llame al departamento de bomberos si es necesario.

**Seguridad y protección de los archiveros** - Mantenga cerrados los archiveros cuando no se estén utilizando. Abra solo un cajón del archivero a la vez. Mantenga los expedientes que se utilizan con más frecuencia en los cajones que están a la altura de la cintura. No llene los cajones superiores antes de llenar los de abajo para evitar que el archivero se caiga al abrirlo.

**Organice su escritorio** - Los empleados deben organizar sus escritorios de tal manera que los artículos que se utilizan con más frecuencia se ubiquen más cerca y los que casi no se usan, más lejos. Los artículos pesados se deben guardar aprox. a la altura de la cintura.

**Auriculares telefónicos** - Los empleados que con frecuencia utilizan la computadora o tienen que escribir mientras hablan por teléfono deben solicitar un auricular telefónico, teléfono con altavoz o un soporte de teléfono que se coloca en el hombro.

**Descansos para estirarse** - Los empleados que trabajan todo el día en el escritorio deben tomar descansos (1 a 2 minutos) para estirarse cada hora o dos. Durante tales descansos, los empleados deben ponerse de pie, caminar un poco y estirar los músculos.

**Ergonomía en las computadoras** - Los empleados deben tomarse tiempo para ajustar cómodamente la computadora. El teclado y el monitor deben quedar justo frente a usted de tal manera que usted pueda trabajar sin doblarse. El teclado debe quedar justo por debajo de la altura del codo con los hombros y brazos relajados a los costados. La parte superior de la pantalla del monitor no debe quedar por encima del nivel de los ojos. Si es necesario, los empleados deben elevar los asientos y utilizar un descansapiés si los pies no descansan de manera plana sobre el piso.

Los empleados deben solicitar un teclado dividido o un ratón alternativo si el equipo actual causa incomodidad en las muñecas o brazos.

Los empleados deben acomodar su espacio de trabajo de tal manera que no haya demasiado reflejo de las luces o ventanas sobre la pantalla del monitor.

**Reportar los problemas con los clientes** - Reporte cualquier problema, amenaza o conducta violenta al supervisor, aún cuando el problema es solo la sensación de que el cliente podría ser peligroso. Tenga más precaución de los cambios de conducta de una cliente repetitivo. Plantee cualquier problema y tome las medidas necesarias.

**Siempre utilice cinturones de seguridad** - Siempre utilice cinturones de seguridad al viajar en cualquier vehículo (auto, camión, camioneta. Verifique que los demás también utilicen los cinturones.

**Maneje con precaución** - Prevea tiempo suficiente para llegar a su destino. Evite conducir de manera agresiva, no confronte a un conductor agresivo. Mantenga la vista constantemente en el camino adelante y detrás de usted, hacia los lados y en los espejos retrovisores. Manténgase alerta de los lados ciegos desde su vehículo. Trate de dejar unos espacios de seguridad alrededor de su vehículo en caso de que sucede lo inesperado. Mantenga una distancia, de por lo menos, tres segundos entre el auto frente a usted. Utilice las luces direccionales. Mantenga una velocidad de circulación promedio en los caminos de varios carriles y en las rampas de salida, pero no exceda el límite de velocidad. Tengo respeto del estado del tiempo y reconozca que su habilidad y su tiempo de reacción solo empeora cuando usted está cansado. Siempre utilice el freno de mano cuando estacione el vehículo. Nunca combine el alcohol con el volante.

**Inspeccione los cables de corriente** - Nunca utilice equipo eléctrico a menos que el cable de corriente y el conector de tierra (en su caso) estén en buenas condiciones. Nunca utilice equipo que le de toques, aún una ligera descarga de un cortocircuito pequeño será peor cada vez. Nunca utilice el cable de corriente para levantar, cargar ni tirar equipo eléctrico. Infórmele al supervisor todos los problemas del equipo eléctrico.

**Más información** - El supervisor le brindará más información en cuanto a los procedimientos de desalojo por emergencias y sobre los demás peligros o procedimientos específicos de trabajo.

Nunca empiece a trabajar en alguna actividad sin antes haber recibido toda la capacitación sobre los requisitos de seguridad y sin la autorización del supervisor para iniciar la actividad.

**Appendix 3 Training Requirements**

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Sample

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This checklist includes the safety training requirements for employees. When all applicable items have been finished, give the completed form to the Workplace Safety Program Manager for filing. If a requirement does not apply to a particular employee, so indicate in the "Date Completed" column.

Employee Training Requirements, Delray Beach Property Management

Employee Name:	
Primary Trainer:	
Item	Date Completed
<b>Code of Safe Practices</b> - Provide the employee with a copy of the Code of Safe Practices ( <a href="#">Appendix 2</a> ). Explain every item in Code of Safe Practices to the employee and answer any questions they have. Ask the employee if they would like you to read the Code of Safe practices to them; have them read it while you watch if they decline. Introduce the employee to the Workplace Safety Program Manager.	
<b>First Aid</b> - Show employee the location of the first aid kit, and explain the procedure for calling outside help in the event of a medical emergency. Introduce the employee to any people with first aid training who are on site.	
<b>Evacuation Plan</b> - Show employee how to leave their work area in an emergency. Explain the system used to notify employees of an emergency. Show the employee where to assemble in the event of a building evacuation. Review the emergency action plan ( <a href="#">Appendix 4</a> ) with the employee.	
<b>Fire Extinguisher Training</b> - Show all employees who may be expected to use fire extinguishers the proper usage and limitations of the specific units installed in your workplace. Your fire extinguisher vendor may be able to provide hands on training using extinguishers which must be refilled or replaced. Note: This requirement does not apply to employees who have been instructed to evacuate in the event of a fire and not attempt to fight any fires using the extinguishers.	
<b>Assignment Specific Hazards and Safety Procedures</b> - Train employee on any additional hazards and safety procedures required for their specific work assignment.	

**Appendix 4 Emergency Action Plan**

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Sample

## **Appendix 5 PPE Hazard Assessment and Written Certification**

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Sample

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PPE Written Certification  
Delray Beach Property Management

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I certify that the following workplace hazard assessment was performed for Delray Beach Property Management. This workplace hazard assessment lists the hazards which are not completely controlled using engineering controls and the personal protective equipment (PPE) which is used to protect employees from those incompletely controlled hazards. The hazards have been carefully considered and I have determined that the PPE listed is adequate to protect employees from those hazards. Additional information about the hazards to which employees are exposed is available in [Appendix 6](#) (Company Profile).

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Signature

Printed Name

Date

Sample

PPE Hazard Assessment  
Delray Beach Property Management

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**No hazards were noted during the hazard assessment.**

**No personal protective equipment (PPE) is required.**

Sample

**Appendix 6 Company Profile**

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Sample

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Delray Beach Property Management  
234 Watson Street  
Delray Beach, FL 33483

Workplace Safety Program Manager:

Number of Employees: 14

Type of Business: Office Work

### **Description of Delray Beach Property Management**

Activity: Office Work

- The company is not engaged in the culture, production, concentration, experimentation, or manipulation of HIV or HBV.
- Occupational Safety and Health Administration (OSHA) has not specifically mandated injury and illness record keeping for this company.
- The company does not provide temporary help or leased employees to other companies.
- Individuals may be hired through temporary agencies or labor leasing companies.
- Employees do not work at multi-employer work-sites.
- Does not sell or distribute chemicals.
- Very large quantities of certain specific chemicals are not present on site.
- Does not remediate hazardous waste sites, operate a TSD facility, or conduct hazardous substance emergency response operations.
- Employees work at computer workstations.
- Employees do not visit non-office areas.
- Employees do not provide first aid as part of their assigned job duties.
- Employees do not exchange cash with members of the general public.
- Services are provided to potentially dangerous clients.
- Employees drive cars or trucks on public roads during their work day.
- There are no stairways in the work area.
- Steam pipes are not present in the work area.
- Employees do not use portable ladders or stepladders.
- Portable fire extinguishers are present.
- Lasers (except those in consumer electronics, laser pointers, range-finders, etc.) are not present in the work area.

**Appendix 7 Accident and Near Miss Investigation**

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Sample

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Accident and near miss incident investigation is a critical part of every Workplace Safety Program. The purpose of these investigations is to determine why an incident occurred and then prevent similar incidents in the future.

<b>Definitions</b>	
Accident	An unintended injury, illness, death or property damage.
Near Miss Incident	An event which could have resulted in an accident but didn't (e.g. "that was a close one...")

It is important to report and investigate **every** accident and incident **especially** minor accidents and near miss incidents. Often, many minor incidents occur before a major accident; investigating and preventing minor incidents can also prevent major accidents. For example, many people may slip on an oil puddle before someone falls and hurts themselves. By finding and fixing the oil leak after someone slips (the "near miss incident") we also prevent someone from falling (the "accident").

### Accident Causation

Most accidents have more than one cause; the accident occurs because of a combination of factors which by themselves might not have caused an accident. Sometimes, the most obvious causes of an accident are in fact symptoms of underlying problems. When conducting an accident or near miss investigation it is important to understand all of the causal factors in order to identify the most effective corrective actions. For example, an investigation into an injury which occurred when an employee slipped on an oil puddle might find the following factors contributed to (caused) the accident:

1. Several employees slipped on the puddle but did not report it.

**Underlying problem:** The employees in this part of the company accept slippery floors as "normal".

2. The operator of the leaky machine failed to clean up the puddle as required by standard operating procedures because the clean up materials are located quite far from their work area.
3. The supervisor failed to discipline the operator for not cleaning up the spill as required by procedure.

**Underlying problem:** The management in this part of the company accepts slippery floors as "normal".

4. The leak was not repaired even though the supervisor reported it to the maintenance department.

**Underlying problems:** an unfilled mechanics position in maintenance has produced a backlog of maintenance issues. Maintenance does not have a system for prioritizing safety related issues.

Once the accident investigator understands all of the causes which contributed to the accident, they can devise corrective actions to prevent the accident from happening again and also prevent similar accidents elsewhere in the company. For this example:

1. Clean up the spilled oil immediately.
2. Provide training to employees and management to remind them that slippery floors are not "normal" and are not acceptable.
3. Provide additional clean up materials near all locations where small spills are likely. Ensure that they are restocked as necessary.
4. Have maintenance fix the leak so the puddle does not recur.
5. Fully staff the maintenance department and eliminate the backlog of open maintenance issues.
6. Add prioritization to the maintenance request system so that safety related issues are corrected before non-safety related issues.

### Accident and Near Miss Incident Investigation Step by Step

This section describes the major activities performed during an accident investigation. Some activities may not apply to all investigations. The specific steps required and how far in depth to take each step depends on the individual circumstances of the incident and the resources available to perform the investigation. The forms provided in this Appendix may be used to help the investigator with specific portions of the investigation. Specific procedures for documenting an Accident or Near Miss Investigation are provided in [Section 8 \(page 6\)](#) of the Workplace Safety Program.

**1. Make the area safe**

If necessary, evacuate the area until it can be made safe.

**2. Care for the injured**

**3. Cordon off the accident area**

Avoid further disturbing the area (except for what is necessary to accomplish steps 1 and 2 above) until the investigation is complete.

**4. Assemble the investigation team (if necessary)**

For complex investigations it may be advisable to obtain help from outside experts. Your worker's compensation insurance carrier may provide assistance.

**5. Investigate**

- Examine the area and physical evidence. Take measurements of equipment involved in the accident. Take photographs including close-ups. When taking close-ups include a reference object such as a ruler to provide scale. Label the photographs as soon as possible.
- Describe engineering controls (e.g. machine guards, ventilation systems, etc.) and personal protective equipment (e.g. gloves, safety glasses, etc.) in use during the incident. Identify controls and protective equipment that should have been used but were not in use.
- Interview witnesses and/or have them complete written statements. Take notes of each interview. Perform the interviews as soon as possible while memories are still fresh. Each witness should be interviewed separately so they don't influence each other. It is sometimes helpful to interview individuals who are familiar with the activity/equipment involved in the accident for background even if they didn't witness the actual accident. Tell the witness that the purpose of the investigation is to find and correct the causes of the accident and not to "fix blame". Ask the witness what happened and why it happened. Ask the witness if they think there are any underlying problems which contributed to the accident. Summarize the witnesses main points and repeat them back to verify you understood the witness correctly.

**6. Analyze the evidence**

Identify all of the unsafe acts or conditions which contributed to the accident. Then identify all of the underlying problems which contributed to the unsafe acts or conditions. Keep asking "why" each problem occurred and write down the findings.

**7. Devise corrective actions**

Identify changes to policies, procedures or equipment that would eliminate the unsafe acts or conditions identified in Step Six. Include other parts of the company not directly affected by a particular accident. Create an action plan to implement these changes.

**8. Follow-up**

Implementation of specific corrective actions may be delegated to various individuals, but the original accident investigator should follow-up on all corrective actions to closure.