

SAFETY  
POLICIES AND PROCEDURES MANUAL



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## Forward

Servants At Work, Inc. (“SAWs®”) is an Indiana nonprofit organization dedicated to constructing wheelchair ramps for permanently disabled persons with limited means, to give them access and mobility to and from their homes. SAWs is committed to the safety of all our volunteers and staff. The purpose of the Safety Policies and Procedures is to guide and direct all staff and volunteers to work safely and to prevent injuries, to themselves and others.

All volunteers and staff must take all reasonable steps to prevent accidents and never sacrifice safety for expedience. All volunteers and staff should be on the lookout, in the shop and on the jobsite, to avoid possible hazards, and to correct them if possible. All volunteers and staff are encouraged to participate in developing, implementing, and enforcing safety policies and procedures.

Our goal is to eliminate hazards that can cause accidents.

It is SAWs’ policy that all volunteers and staff shall be given access to the Safety Policies and Procedures Manual. An electronic copy is made available online to SAWs staff and volunteers on its website at: <https://www.sawsramps.org/>. All staff and volunteers shall sign a Release and Waiver of Liability and acknowledge their review of the SAWs Safety Policies and Procedures before performing any services on a SAWs project.

The safety policies and procedures will be reviewed at least annually by the SAWS Safety Committee and the results of the review will be reported to the Board of Directors and Executive Director.

Together we can achieve a safe and happy work environment.

### **Safety in Workplaces**

One of the most important responsibilities for SAWs staff and volunteers is to work carefully and diligently to ensure a safe work environment for fellow staff and volunteers. This booklet includes some of the key duties and responsibilities determined by the Safety Committee which will help you to make your workplace safer.

## Safety Policies

SAWs® is committed to the goal of providing and maintaining a safe working environment, with a focus on continuous review of our safety policies. This goal will be achieved by fostering an enthusiastic atmosphere among SAWs staff, contractors, volunteers, clients and visitors for following safety procedures in pre-fabrication, transportation and construction of wheelchair ramps.

Expectations:

- SAWs management will strive to eliminate all known workplace hazards in order to achieve a zero-accident safety record.
- SAWs managers are responsible to promote the safety of all staff and volunteers under their supervision. This includes responsibility for providing applicable training and instruction, appropriate follow up on reported safety concerns, and implementation of recommended corrective action and best practices.
- Managers, staff, volunteers and visitors are expected to perform their duties and responsibilities in a safe manner and are accountable for the safety of themselves and others.
- SAWs is committed to ensuring that appropriate training and instruction is available in order that safe work practices are followed in the warehouse and on the job-site.
- If necessary, SAWs will take corrective or disciplinary action where individuals fail to work in compliance with applicable safety policies and procedures.

**Safety is everyone's responsibility!!!** SAWs expects everyone to join in our efforts to promote and provide a safe working environment on day-to-day basis. Only through the dedication and efforts of all individuals can SAWs succeed in providing a safe working environment by following safety procedures and suggesting areas for improvement.

### Safety Committee Responsibilities:

- Meet at least semi-annually, or more frequently as needed, to review and document job-site incident and hazard reports from Area Coordinators and Project Managers, and submit minutes of each meeting to the Board of Directors;
- Help provide training for accident investigations for appropriate personnel;
- Address safety concerns of staff and volunteers;
- Investigate refusals to work due to unsafe conditions;
- Assess, review and recommend changes to safety procedures and policies;
- Review all reports and investigations of accidents, injuries and property damage, and prepare a report to the Operations Manager and the Board of Directors on steps to avoid future injuries or property damage; and
- Encourage SAWs staff to make available annual safety and first aid training for all Area Coordinators, Project Managers and Warehouse Managers and other personnel.

## **SAWs' Responsibilities**

SAWs' goal is to provide a safe work environment to staff and volunteers. All volunteers and staff shall cooperate in creating safe work conditions.

### **Staff and Volunteers All Share Responsibilities to:**

- To read and understand the SAWs Safety Policies and Procedures and to follow these policies on all SAWS ramp projects;
- Work safely and promote safe work habits with co-workers and volunteers;
- Co-operate with your manager to promote a safe work environment; and
- Immediately advise a manager if you are not familiar with or are uncomfortable with the operation of power equipment or tools.

### **When in Doubt...Ask**

#### **Staff and Volunteer's Right to Know**

SAWs will work to provide staff and volunteers with the appropriate information needed to control shop and jobsite hazards.

Staff and volunteers should be familiar with:

- The safe operation of all power tools and equipment;
- Appropriate safety equipment to be used, including eye protection and closed-toed shoes;
- The proper handling and transporting of materials from the SAWs fabrication and assembly shop to the job-site and while on the job-site;
- Proper job-site organization to prevent slips, trips, or falls on tools and materials;
- Hot weather practices regarding hydration, sun protection, and rest breaks; and
- Staff and volunteers are responsible to report to managers any personal physical difficulties or impairments of themselves or other volunteers or staff.

#### **Staff and Volunteers' Right to Refuse**

**Staff and volunteers have the right to, and should, refuse to perform any work which they believe is unsafe and could result in personal physical injury to themselves or other staff, volunteers or clients.** Examples include but are not limited to:

- Activities which are not typically performed as part of a ramp build, for which no training has been provided;
- Working around live or potentially live electric or gas utilities;
- Working in fenced yards with dogs present;
- Working in a hazardous environment where fleas, animal waste or sewage is present; or
- Working under hazardous weather conditions.

## To Exercise the Right to Refuse

If a staff member or volunteer believes that an assigned task is unsafe, the Project Manager or warehouse manager should immediately be advised. Ensure that the manager understands that the refusal of work is due to health or safety reasons. Work with the manager to attempt to resolve the issue and correct any safety hazard.

## Staff and Volunteers' Right to Participate

Staff and volunteers have the right and duty to become involved in following and recommending safety practices in the warehouse and on the job-site. SAWs encourages staff and volunteers to work together to maintain a safe workplace. Everyone should look out for their own safety and the safety of others. Any unsafe conditions should be immediately corrected or brought to the attention of a manager

## Reporting Responsibilities

Saws' safety program is the responsibility of all levels of staff and volunteers. The chain of responsibility for reporting safety issues is as follows:

- Volunteers are to report to their Project Manager or Warehouse Manager;
- Project Managers and Warehouse Managers, report to the Area Coordinator, or Manager of Operations (within IMG, to the Manager of Operations, outside IMG, report to Area Coordinator);
- The Area Coordinators, or Manager of Operations shall conduct an accident investigation and provide their report to the Executive Director and, if necessary, to SAWs' liability insurance agent; and
- The Executive Director shall report to the Safety Committee and the Board of Directors the results of accident investigations.

## Report Defective Tools and Equipment

**All volunteers and staff shall immediately report any broken or malfunctioning tools, equipment, trailers, vehicles or other safety issues to the Project or Warehouse Manager.** Any broken or malfunctioning tools, equipment or trailers shall be yellow tagged and immediately removed from service until repaired. Within IMG, all tagged and malfunctioning tools, equipment or trailers shall be stored in the Equipment Room or Warehouse until repaired to the satisfaction of the Warehouse Manager, or discarded. A log of all repairs shall be maintained by the Warehouse Manager, which log shall be kept in the Tool Room. Yellow tags shall be kept in the tool boxes on the trailers. **Tools, equipment, trailers, and vehicles that are owned by volunteers are the responsibility of their owners.** SAWs shall not be responsible for damage or injuries caused by malfunctioning or defective tools, equipment, trailers, or vehicles owned by volunteers. The owner of defective or malfunctioning tool, equipment, trailers, or vehicles shall be responsible for taking them out of service until repaired.

## **Trailer and Vehicle Inspection**

On the day of construction, **responsibility for trailer pre-check falls on the person who will be driving the vehicle towing the loaded trailer.** Whoever is driving the vehicle, whether their personal truck, or, the SAWs truck (may or may not be the Project Manager), is responsible to go through the trailer checklist, maintained on a clipboard with each trailer. All items must be carefully checked and recorded.

An inspection of vehicles shall be performed, including the tires, hitches and coupling, turn signals, brake lights and tail gates.

Any unsafe conditions will be noted, and the vehicle or trailer taken out of service until repaired. The SAWs Operations Manager will arrange for the necessary service to any trailers or vehicles owned by SAWs

All enclosed trailers shall be opened and closed with at least two persons. All enclosed trailers will be inspected to assure the safe functioning of all hinges and support cables and to discover any worn parts. When gates on enclosed trailers are left open, “noodles” will be placed over the cables, to prevent any injuries from the cables when the gate is in an open position.

## **Contents of Safety Box Affixed to each Trailer**

Each trailer shall have a waterproof safety box permanently affixed containing the following:

- Emergency first aid kit and content checklist;
- SAWs’ Safety and Procedures Manual
- Accident report and investigation report forms,
- Yellow tags to be affixed to defective tools or equipment;
- Log book with trailer checklist forms;
- Log book containing injury report and accident investigation forms; and
- Eye Protection, gloves and sunscreen.

At the end of a ramp build, as each trailer is returned to the SAWs warehouse, the respective Project Manager shall inventory the contents of the safety box. The Project Manager shall make and leave with the trailer, a list of items to be replenished. The Warehouse Manager is responsible to refill the contents of each safety box before the next project. Area Coordinators shall distribute sufficient copies of the Safety Policies, Accident Report and Accident Investigation forms to their Project Managers as needed.

## **Project and Warehouse Managers**

Project and Warehouse Managers, have the responsibility to implement safety measures regarding the proper use of tools and equipment, and the safe loading of trailers.

All enclosed trailers shall be opened and closed with at least two persons.

All trailers shall be stocked with safety glasses (including some safety glasses with “reader” lenses), complete first aid kits, sunscreen and water before it leaves the warehouse. The project or warehouse manager shall review the contents of all first aid kits and safety equipment, and use a checklist to confirm that all supplies are replenished.

Warehouse Managers are responsible to oversee the proper loading of trailers, as the trailers are loaded for upcoming projects.

Warehouse Managers are to take all reasonable steps to prevent accidents during any warehouse work, including loading and unloading trailers, performing fabrication work, and arranging and storing inventory.

### **Project Managers on a Job-site**

All construction volunteers shall be required to sign a release and acknowledge their review of SAWs safety procedures. Volunteers will be provided safety glasses. Open toed footwear shall be prohibited. Project Managers will meet, assign, supervise and coordinate volunteers at ramp construction sites. Project Managers shall confirm that all SAWs staff and volunteers have signed the Release and Waiver of liability before performing any services for SAWs. Project Managers will supervise construction activity at the construction sites.

Project Managers shall conduct a “Toolbox Talk” at the starting time of each project, which will include the following:

- A brief job-site orientation to volunteers, which will include:
  - Background information about client, and
  - Scope of the project and the ramp layout.
- Assign volunteers to use tools and equipment based on their knowledge and experience. Provide a power operated equipment orientation and determine that all volunteers using the power are experienced, knowledgeable, and comfortable using power equipment.
- Provide a safety overview and hazard identification to all volunteers.
- Remind everyone that safety is the most important goal for the SAWs organization and for all volunteers.
- Review the appropriate safety equipment to be used, including safety glasses and closed toed shoes, and check volunteers for adherence.
- Review the safe and proper handling and transporting of materials while on the job-site.
- Review of proper work-site organization to prevent slips, trips, or falls on tools and material.
- Remind everyone that the job-site to be kept clear of electrical cords, scrap lumber and loose tools.
- Review the hot weather policy regarding hydration, sun protection, and rest breaks.
- Do not allow volunteers under the age 18 to use power tools or equipment.



- Immediately stop using any trailer, equipment or tool that is found to be in a broken, malfunctioning or unsafe condition. Immediately tag such trailer, equipment or tool and take it out of service until repaired to the satisfaction of the Operations Manager or Warehouse Manager. All defective tools or equipment shall be yellow-tagged with a notice not to use until it has been properly repaired.
- Review accident reports, safety audits and other related material relative to safety.
- Confirm that all volunteers using any tools or equipment do not have questions or concerns about their use and operation.

In assigning jobs to volunteers utilizing power tools or equipment, managers will give preference to those having prior experience and training on power tools and equipment. Project managers should pair experienced and inexperienced volunteers as work partners.

Volunteers under the age of 18 shall not be allowed to use power equipment.

Fully stocked first aid kits will be available at all pre-fabrication and construction sites. Project Managers are responsible to confirm that adequate safety glasses, water and sunscreen are loaded on all trailers before they leave the warehouse.

While the Project Manager is responsible for overall supervision of the ramp construction, he or she should not be primarily involved in the actual construction activities. At the beginning of a project, the Project Manager selects a Crew Leader, from among the most experienced volunteers. The Crew Leader should be involved in all phases of the construction. The safety goal is keeping the work-site clean and clear from all tripping hazards, i.e., scrap boards, unused lumber, tools on the ground, any extension cords, and other construction debris. Most work-site injuries result from trips and falls. The Crew Leader may also appoint one of the volunteers to be in constant charge of picking up debris and tools, and ensuring a clear work-site.

Project Managers shall ensure that all reasonable steps are taken to prevent accidents during any project.

Before work begins on a project involving any excavation, confirm that 811 has been notified, at least 3 days before and not more than 20 days before any excavation work is to be conducted. The Project Manager must confirm that underground utilities and facilities have been marked by 811 before any excavation work can be performed. If underground utilities have not been marked, the Project Manager must not allow any excavation work on a ramp project until after 811 has been notified and underground facilities have been marked. It is the responsibility of the client, property owner or SAWs' Administrator to contact 811 at least three days before construction begins. The Project Manager should notify the client of the construction date at least one week in advance.

## **Area Coordinators**

Area Coordinators will be responsible for implementation of SAWs annual safety training, practices and oversight in their designated territory to ensure uniform application of safety and operations policies.

Area Coordinators will be responsible to train and oversee Warehouse and Project Managers in their areas. Area Coordinators will be supervised by the Operations Manager.

Area Coordinators shall facilitate annual first aid training to be provided for Warehouse and Project Managers. Agendas and notes shall be prepared and retained for all meetings.

Area Coordinators shall be responsible to:

- Ensure that all Warehouse and Project Managers follow reasonable safety precautions, and safety policies are followed to prevent accidents during all projects; and
- Review accident reports, safety audits and other related material relative to safety and recommend changes where appropriate.

## **Manager of Operations**

The Manager of Operations has ultimate responsibility in concert with the Safety Committee to ensure that all staff and volunteers are aware of Safety Policies and Procedures.

## **Volunteer Expectations**

Volunteers and staff working on SAWs projects, shall:

- Read and be familiar with SAWs' Safety Policies and Procedures and sign the Release and Waiver of Liability before performing any services.
- Wear the appropriate clothing on the ramp build day. Long pants are preferred, eye protection and closed toed shoes are mandatory, comfortable shirt and jackets should be worn, based on the weather.
- Safety should never be sacrificed for speed. Take your time and do it safely.
- SAWs furnishes safety glasses, sunscreen and water. Gloves are available if desired by volunteers.
- **Most accidents on the job-site are caused by slips, trips and falls. The job-site should be organized and kept clear of debris, unrolled electrical cords, scrap lumber and loose tools.**
- Be familiar with and follow hot weather policies regarding hydration, sun protection, and rest breaks.
- When loading or un-loading a trailer, be certain the wheels are chocked to avoid movement and possible falls.
- Horseplay, fighting or tomfoolery is prohibited in the warehouse or on **ANY job-site.**
- Avoid injury by lifting correctly. If it's heavy, ask for help.
- Make sure the job can be done safely.
- **When in Doubt.... ASK!**
- Immediately report to the Project Manager or Warehouse Manager any broken, malfunctioning or unsafe trailer, equipment or tool.
- All volunteers should immediately notify their manager if a volunteer is not comfortable using a tool or power equipment, or if the volunteer has any questions about its use or operation or determined that it is in a defective or unsafe condition.
- **Never operate equipment for which you have not been trained.**

## **First Aid**

The SAWs warehouse is equipped with an AED machine and a fully stocked first aid kit. The SAWs job-sites are furnished with stocked first aid kits. In the event of an injury requiring first aid, the Project Manager or Warehouse Manager on site or medical personnel that may be in attendance should quickly evaluate the situation and decide if 911 should be notified.

First and foremost, always take whatever measures are reasonably required to provide proper care of an injured volunteer or employee.

## **Critical Injury Protocol**

911 should be notified immediately in the case of a critical injury. Examples of critical injuries include the following:

- Places life in jeopardy, i.e., heart issues, shortness of breath, chest pain;
- Produces unconsciousness;
- Results in substantial loss of blood;
- Any compound or displaced fracture;
- Causes injury or loss of sight in an eye; or
- Causes a person to become incapacitated.

## **Reporting an Injury**

If an injury occurs, a record must be completed promptly on forms supplied by SAWs that include the following:

- name of injured person;
- names of persons giving first aid;
- a description of illness or injury;
- the first aid given to the worker;
- the date and time the illness or injury;
- the date and time the illness or injury was reported
- where at the work side the incident occurred;
- the cause of the incident, if any; and
- the names of all witnesses to the injury.

Injury reports must be provided to the Manager of Operations as soon as possible, and no later than within 24 hours after the occurrence. Injury report forms shall be readily accessible at work-sites and on the SAWs' website.

SAWs must retain the injury records for 4 years following the date of the incident. All reasonable efforts will be taken to protect the confidentiality of personal health information contained in injury reports. The Manager of Operations, or a person authorized by the Manager, shall be responsible to produce copies of injury reports when requested by an injured volunteer or staff member under applicable law.

In the event of an injury, SAWs must give a worker or volunteer a copy of the medical records pertaining to the worker or volunteer if the worker or volunteer asks for a copy.

### **Accident Investigation Policy**

All accidents that result in injury or property damage or near misses that could have resulted in serious injury or property damage must be reported and thoroughly investigated by the Project Manager. The investigation must determine the causes of the incident so that appropriate action can be taken to prevent a recurrence.

The accident occurrence and investigation report shall be completed as soon as possible after the incident and reported to the Manager of Operations within 24 hours. The Manager of Operations in conjunction with the Safety Committee shall determine what steps are to be taken to prevent a recurrence

### **Alcohol and Drug Policy**

It is the responsibility of all staff and volunteers to ensure an alcohol and drug free environment. If there is any awareness or suspicion that any employee, volunteer or visitor is under the influence of legal or illegal drugs or alcohol, it should be reported immediately to the proper employee, manager or supervisor.

Should an employee or volunteer report to work while apparently under the influence of legal or illegal drugs or alcohol, that employee or volunteer will be sent home in a taxicab.

SAWs maintains this as a zero-tolerance policy.

## Acknowledgment & Agreement Receipt

I, \_\_\_\_\_, hereby acknowledge the opportunity to read the SAWs Safety Policies and Procedures Manual.

I have read, understand and agree to the terms of the SAWs Safety Policies and Procedures and will carry out and follow the Safety Policies and Procedures and rules as set forth.

I agree:

At all times to adhere to all SAWs' safe work procedures, to the use of safety equipment, and to not use tools or equipment with which I am not familiar. I agree that I am responsible and accountable for my well-being and safety performance.

Employee's/ Volunteer's Signature: \_\_\_\_\_

Printed: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

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

Manager, SAWs: \_\_\_\_\_

This page is to be forwarded to the SAWs Corporate office at time of signing.

## **EXHIBIT "A" To**

### **SAWs Safety and Procedures Manual**

Attached to the SAWs Safety Policies and Procedures Manual is the following Electronic Volunteer Waiver and Release of Liability, which must be signed by all SAWs volunteers and staff before performing any services on behalf of SAWs.



Volunteer Name: _____ Phone Number: _____ Email Address: _____
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**RELEASE AND WAIVER OF LIABILITY**

In return for the acceptance of my application (as herein after set forth) to voluntarily serve SERVANTS AT WORK, INC. ("SAWs"), an Indiana nonprofit corporation, whose principal office and place of business is located in Indianapolis, Marion County, Indiana, and to participate in SAWs principal purpose of building and constructing ramps for disabled persons without sufficient resources of their own to either build or purchase a needed ramp, I AGREE for myself, and for my heirs, assigns and the personal representatives of my estate, and do hereby RELEASE, ACQUIT AND FOREVER DISCHARGE SAWs, and its officers, directors, employees or other agents, of and from any and all claims, actions, causes of action, demands rights, damages, costs, loss of service, expenses and compensation whatsoever which may hereafter accrue or arise on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen bodily harm, personal injuries or property damage, incurred or suffered by me while working, participating in any way or serving as a volunteer for SAWs WHETHER CAUSED BY OR ARISING OUT OF THE NEGLIGENCE OF SAWs OR ANY OTHER PERSON, including but not limited to in connection with or as a result of any medical treatment I may receive (or the failure to receive medical treatment) in connection with or as a result of my volunteer activities with SAWs. I further AGREE to defend, indemnify and hold harmless SAWs and its officers, directors, employees and other agents from and against any and all loss, injury, liability, claim, alleged losses, damages or expense (including reasonable attorneys' fees and expenses), interest, court costs and amounts paid in settlement of claims, arising out of or resulting, directly or indirectly, or related in any way to my volunteer activities on behalf of SAWs or any failure by me or my heirs, assigns and the personal representatives of my estate to comply with the terms of this Volunteer Release and Waiver of Liability. This Volunteer Release shall be construed under the laws of the State of Indiana.

Photo Release Statement: I consent and authorize SAWs, or any entity authorized by SAWs to copyright, use and publish any of the images in any format taken of me during my volunteer activities. I understand these images may be used for any purposes, by various parties, including fundraising and publicity efforts by SAWs, and may appear on websites, newsletters, promotional materials, social media pages, or any other media. In part because anyone can download an image from the Internet or make copies from printed materials, I agree none of SAWs, its directors, officers, employees or other agents are not responsible for unauthorized use of the images. I am aware that I am not entitled to any compensation.

Should any part of this release be found to be invalid or unenforceable, the remaining provisions shall remain valid and enforceable as though the such non-enforceable provision had not been contained herein.

ACKNOWLEDGMENT: By completing the remainder of this form and placing my signature below for the execution hereof, I am acknowledging my AGREEMENT to this RELEASE, and that I have had the opportunity to read and understand the Saws SAFETY POLICIES AND PROCEDURES and that I AGREE TO FOLLOW THE SAWs SAFETY POLICIES AND PROCEDURES.

Person to notify in case of emergency: \_\_\_\_\_ Telephone: \_\_\_\_\_

\_\_\_\_\_  
 Applicant Signature Date

Printed: \_\_\_\_\_

Witness to Signature  
 If participant is under eighteen (18) years of age, the undersigned certifies to SAWs that s/he is participant's parent and/or legal guardian, authorized to sign the Release and Waiver of Liability and has read and fully understands this document.

Participant's Printed Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Parent/Legal Guardian's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Parent/Legal Guardian's Signature: \_\_\_\_\_ Date: \_\_\_\_\_