



Emergency Response & Public Complaint Resolution Plan

Revised April 2025

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1. Emergency Preparedness Plan

This emergency preparedness program establishes precautions, training, responsibilities, requirements, and methods which are to be used by Farrell's Excavating Ltd. management, supervisors and workers to address an emergency in the workplace that endangers the safety and well-being of workers and the public.

The definition of an emergency is an unforeseen situation that threatens workers, customers, or the public, and disrupts or shuts down your operations. Emergencies may be natural or manmade and can include chemical spills, fires, fuel spills, explosions, floods, hurricanes, etc.

The best way to respond to an emergency is to prepare before it happens. In an emergency, few people tend to think clearly so it is very important in advance to train people to address situations in a manner that will have the best results to achieve a safe outcome.

This emergency plan covers designated actions that employers and employees must take to ensure employee safety when addressing and reporting an emergency. It includes a list of emergency telephone numbers when reporting an emergency, an evacuation plan and procedure for worksites and the administrative office, a compiled and distributed list of company contact numbers, and established muster station assembly areas to account for all workers. Protocol to address media regarding an emergency at Farrell's Excavating Ltd. will be at the management level to include Owner and/or general manager.

The Owner or general manager at Farrell's Excavating Ltd. will be the authority to declare an emergency as it relates to Farrell's Excavating Ltd. unless a Provincial or Federal authority has made a Provincial declaration.

Emergency preparedness will involve everyone being familiar with their roles and responsibilities and performing them in a diligent manner.

2. Emergency Plan

Responsibilities

It is the responsibility of management to implement this emergency plan and to ensure procedures are disbursed to supervisors and workers.

Supervisor(s)

It is the responsibility of the immediate supervisor to make his or her workers aware of the emergency plan that will cover his or her worksite.

Worker

Workers shall adhere to and understand the importance of the emergency plan in dealing with a workplace situation that may have the potential to cause personal injury to oneself/fellow worker(s), the general public or the environment. Workers should also make their supervisor aware of any worksite issues that need to be addressed.

Contractors

All outside contractors and/or sub-contractors on the premises of Farrell's Excavating Ltd. or working on a worksite will be required to follow Farrell's Excavating Ltd. emergency plan. Contractors will be given an orientation to ensure awareness of this plan.

Co Operation

Supervisors and workers will cooperate with the authority having jurisdiction that relates to a workplace emergency.

Assurances

To ensure this emergency plan is a success Farrell's Excavating Ltd. will complete job specific hazard assessments for all projects with a worker(s) signature prior to work progression, developed fall arrest rescue procedure, confined space monitoring and emergency preparedness, mock-up(s) drills of worksite emergencies with workers playing an active role, toolbox talks, SDS, posted list of certified medical aid responders, posted muster station signage.

Review of Emergency Plan

Management will review the emergency plan on an annual basis or as required to ensure it encompasses changes in the regulations, safety compliance and technology-related changes.

3. Emergency Response Resources

The following is a list of on-site resources that shall be available and clearly identified to all workers on all job sites:

- First Aid Kits - adequate for the number of employees on site
- Fire Extinguishers – suitable for the type of product on site
- Eyewash Station
- Spill Control Kits

An off-site emergency resource is the local 9-1-1 system. For most construction worksites, the 9-1-1 system will play a large role in controlling emergency situations.

Confined space rescue resources are also available and used for each entry into a confined space to reduce the rescue time during an emergency in a confined space:

- Harness
- Lifeline

Muster Station

In case of any emergency, all workers shall gather at the identified Muster Station. A head count will be completed at that time to ensure all workers are accounted for.

4. Medical Emergency Procedures

A medical emergency is considered a life-threatening situation triggered by a chronic or acute illness. While we recognize that this may not be directly related to work duties, our workers' health and well-being is our main priority. Farrell's Excavating Ltd. in consultation with the occupational health and safety committee has developed several procedures to be followed in the event of a medical emergency on site.

Each worksite will be equipped with the resources necessary to stabilize a worker during a medical emergency until emergency responders arrive. These resources include:

- 1 First Aider, trained in Standard First Aid/AED/CPR C
- 1 #2 Schedule C First Aid Kit
- Reliable method of communication (2-way radio or cell phone)

If a worker falls ill while at work, a trained first aider is to be notified to ensure the workers well-being.

Procedure for Transportation to the Hospital

If a trained first aider determines that a worker must be transported to the hospital for further medical attention, they must be transported via ambulance. The first aider must try and determine if the ill worker has a medical condition and if they are taking medication for such a condition.

The supervisor or first aider will call 911 and instruct dispatch of the location and condition of the ill worker. If the worker is in an isolated area, the supervisor or first aider must make it clear how to get to the site. Best practice is to meet the ambulance at the site entrance and bring it to the ill worker.

The supervisor or first aider will send a designated person to wait for the ambulance at the agreed-upon spot.

Once paramedics arrive, the ill worker will be transported to the nearest Emergency Room for medical attention. If the ill worker is unable to communicate with paramedics, the first aider will relay information on their behalf.

Procedure for Notifying Next of Kin

- If an ill worker is conscious and alert, they may choose to call their chosen next of kin at their own free will.
- If the worker is unconscious, the hospital staff will notify the next of kin through hospital records.
- Farrell's Excavating Ltd. HR has listed next of kin on file.

Procedure for Removal of Medical Waste Following a Medical Emergency

The expulsion of bodily fluids (blood, saliva, etc.) is a natural reaction to medical distress. To keep our workers free of blood and fluid borne pathogens, materials which become contaminated shall be collected and disposed of by following the ensuing procedure.

Workplace Injury

A workplace injury is a direct incident or a series of direct incidents in the course of work leading to physical or mental occupational injury. While our top priority is preventing injuries to workers during employment, Farrell's Excavating Ltd., in consultation with the occupational health and safety committee, has developed a series of procedures to ensure is prompt and efficient response in the event an injury does occur.

To ensure our worksites are prepared in the immediate aftermath of a workplace injury, all worksites will be equipped with the following resources.

- 1 First Aider, trained in Standard First Aid/AED/CPR C
- 1 #2 Schedule C First Aid Kit
- Reliable method of communication (2-way radio or cell phone)

Procedure for Reporting an Injury

- The injured worker must notify their supervisor immediately.
- If the supervisor is not trained, a trained first aider will provide first aid and determine if transportation to the hospital is necessary. Transportation of the injured worker will occur by either company vehicle or ambulance. The method of transportation will be determined by the trained first aider on scene, based on the severity of the injuries.
- The supervisor will notify the safety advisor that a worker has been injured.
- The worker advises their physician that they were injured while at work.
- The injured worker returns the Physician MD Form to the safety advisor within 24 hours.
- The injured worker completes a Worker's Report of Injury (Form 6) and submits it to WorkplaceNL (form available online).
- The safety advisor completes an Employer's Report of Injury (Form 7) and submits it to WorkplaceNL (form available online).
- The injured worker and safety advisor complete an in-house incident report, to be kept on file in the office.
- The injured worker, the injured worker's supervisor and safety advisor complete the ESRTW program based on the information found in the functional abilities section on the completed MD form (form available online).
- Injured workers, supervisors, and the safety department will work together through the duration of the worker's rehabilitation.

For minor injuries which require medical attention:

- If a trained first aider determines that a worker must be transported to the hospital for further medical attention, for a minor ailment, they may be transported by company vehicle.
- If using a company vehicle, the driver, the injured worker, and the trained first aider must travel together.
- There must be a reliable method of communication within the vehicle in the event that the situation deteriorates, and an ambulance is required.
- The trained first aider and the injured worker must enter the hospital.
- The trained first aider must wait for the injured worker to be examined by triage before leaving the worker.

For serious injuries which require medical attention:

- If a trained first aider determines a worker must be transported to the hospital for medical attention for a serious injury, the worker must be transported via ambulance.
- The supervisor or first aider will call 911 and instruct dispatch of the location and condition of the injured worker. If the worker is in an isolated area, the supervisor or first aider must make it clear how to get to the site. Best practice is to meet the ambulance at the site entrance and bring it to the injured worker.
- The supervisor or first aider will send a designated person to wait for the ambulance at the agreed-upon spot.
- Once paramedics arrive, the injured worker will be transported to the nearest Emergency Room for medical attention. If the injured worker is unable to communicate with paramedics, the first aider will relay information on their behalf.

Procedure for Notifying Next of Kin

- If an injured worker is conscious and alert, they may choose to call their chosen next of kin at their own free will.
- If the worker is unconscious, the hospital staff will notify the next of kin through the hospital record.
- Farrell's Excavating Ltd. HR has listed next of kin on file.

Procedure for Reporting a Serious Injury

Provincial legislation requires that all incidents which resulted in serious injury, a fatality, or had the potential to do so must be reported immediately to Service NL, Occupational Health and Safety Branch. Legislation classifies a serious injury as the following:

- An injury that places a life in jeopardy.
- An injury which causes a worker to suffer unconsciousness for any period.

- A fracture to a major bone, including the skull, pelvis, femur, fibula or tibia, the radius, or the ulna.
- A serious internal haemorrhage or any substantial external loss of blood.
- An amputation of a major part of the body (including an arm, leg, hand, foot, finger, or toe).
- The loss of sight in an eye.
- A burn to a major portion of the body that requires medical attention.
- An asphyxiation or poisoning by gas resulting in a partial or total loss of physical control.

If a serious injury occurs, the following sequence of events will occur:

- The safety advisor will notify the owner of the company that a reportable injury has occurred.
- The safety advisor will call the 24-hour serious injury reporting line.
- All parties within the company will co-operate with representatives from Service NL.

Procedure for Completing an Investigation

Following a workplace injury, an investigation will be conducted to determine the root and basic causes of the incident. A worksite where a workplace injury has taken place will be shut down until the investigation is complete. The investigation will occur in the following manner:

- The safety advisor has been designated to conduct investigations to ensure conformity
- The scene of an injury must not be disturbed prior to an investigation. All equipment must remain in place, and workers must remain on the scene until they have spoken to the safety advisor.
- Once the safety advisor arrives on the scene of an injury, they will conduct interviews, take pictures and measurements. Once this is complete (unless Service NL says otherwise), the scene may continue as a worksite.
- The safety advisor will review all documentation from the scene of the injury and compare work procedures to the manufacturer's specifications.
- Any control measures that are needed to ensure the safe continuation of work will be implemented.
- Once a cause has been determined, a report will be written and discussed with workers in the form of a toolbox talk. Confidential information such as the affected workers' names and medical information will not be disclosed.

5. Fire or Explosion Procedures

Farrell's Excavating Ltd., in consultation with the occupational health and safety committee, has developed a series of procedures to ensure the safety and well-being of our workers in the event of a fire or explosion emergency.

To ensure our worksites are prepared in the event of a fire or explosion, all worksites will be equipped with the following resources.

- 10lb ABC fire extinguisher
- 1 First Aider, trained in Standard First Aid/AED/CPR C
- 1 #2 Schedule C First Aid Kit
- Reliable method of communication (2-way radio or cell phone)

Fire Marshal

A fire marshal is a site representative who is responsible for ensuring all workers are safely evacuated from the site in the event of a fire or explosion. On permanent work sites, such as the main office, garage, welding shop, scale house, batch plant and asphalt plant, a fire marshal will be nominated by the workers at that site, typically a foreman or employee of a supervisor background. Temporary worksites will have supervisors act as fire marshals to ensure uniformity among worksites.

Roles and Responsibilities of the Fire Marshall

- Ensure all workers are notified of a fire or explosion in the immediate area.
- Ensure all workers are evacuated from the scene of a fire or explosion.
- Conduct a head count once all workers have gathered at the muster station.
- Call 911 to report a fire or explosion.
- Notify first responders of any unaccounted-for workers.

Procedure for Vehicle Fire

If a vehicle being operated by a worker suddenly catches fire, the driver shall follow the necessary procedures to ensure the highest level of safety is ensured to themselves, other drivers, and other workers in the area.

- The driver should slowly and safely pull to the shoulder of the road and stop the vehicle immediately.
- The driver should evacuate the vehicle and remove the fire extinguisher.
- The driver will identify the location of the fire and use the fire extinguisher to attempt to extinguish it using the PASS method:
 - Pull the pin on the extinguisher
 - Aim the nozzle at the base of the fire
 - Squeeze the lever slowly
 - Sweep from side to side

- If the fire persists or spreads, the driver is to call 911, and move away from the vehicle.
- The driver must call the owner and the safety advisor to report the fire.
- The Owner will arrange a tow truck to pick up the damaged vehicle, and for a second driver to pick up the stranded driver.

Any vehicle involved in a fire must be repaired and inspected before it is eligible to be put back in service.

Procedure for Extinguishing a Small Contained Fire

If a fire breaks out in a small, contained area, a worker may attempt to extinguish the fire using a nearby fire extinguisher.

- The worker will notify other workers in the area that a fire has broken out by yelling “FIRE FIRE FIRE”.
- The worker will obtain the nearest appropriate type of fire extinguisher.
- The worker will use the fire extinguisher by remembering the PASS method:
 - Pull the pin on the extinguisher
 - Aim the nozzle at the base of the fire
 - Squeeze the lever slowly
 - Sweep from side to side
- Once a fire extinguisher has been used, it must be taken out of service until it has been recharged. A fully charged fire extinguisher must be put in place.

Procedure for Evacuation in the Event of a Fire

- The fire marshal will alert all workers in a fire by yelling “FIRE FIRE FIRE”.
- All workers will evacuate the worksite and gather at the designated muster station.
- The fire marshal will ensure all workers have left the site by checking all areas, including work areas, bathrooms, and trailers.
- The fire marshal will proceed to the muster station and conduct a head count of all workers.
- The fire marshal will contact 911 and report the incident.

Procedures for Administering First Aid

- Any worker injured in a fire or explosion will be offered first aid by a trained first aider until emergency first responders arrive.
- A trained first aider will administer CPR to workers who are unresponsive because of their injuries.
- Workers suffering from burns will be wrapped in rescue blankets and closely monitored until emergency first responders arrive.

Procedure for Transporting Injured Workers to the Hospital

- If a worker is injured because of a fire or explosion, they will be transported to the hospital via ambulance.

Procedure for Notifying Next of Kin

- If an injured worker is conscious and alert, they may choose to call their chosen next of kin at their own free will.
- If the worker is unconscious, the hospital staff will notify the next of kin through the hospital record.
- Farrell's Excavating Ltd. HR has listed next of kin on file.

Procedure for Completing an Investigation

- The safety advisor has been designated to conduct investigations to ensure conformity.
- The scene of a fire or explosion is not to be disturbed prior to an investigation. All equipment must remain in place, and workers must remain on the scene until they have spoken to the safety advisor.
- Once the safety advisor arrives on the scene of a fire or explosion, they will conduct interviews, take pictures and measurements. Once this is complete (Unless Service NL says otherwise), the scene may continue as a worksite.
- The safety advisor will review all documentation from the scene of the fire or explosion and compare work procedures to the manufacturer's specifications.
- Any control measures that are needed to ensure the safe continuation of work will be implemented.
- Once a cause has been determined, a report will be written and discussed with workers in the form of a toolbox talk. Confidential information, such as the affected worker's name and medical information, will not be disclosed.

6. Hazardous Materials or Chemical Spill Procedures

Consequences from the accidental release of hazardous materials or chemicals have the potential to cause injuries, fire damage and explosion from incompatible reactivity. To minimize these consequences, Farrell's Excavating Ltd., in consultation with the occupational health and safety committee, has developed several procedures to ensure the safety and well-being of our workers.

To ensure our worksites are prepared in the event of a fire or explosion, all worksites will be equipped with the following resources.

- Complete chemical inventory, including current safety data sheets
- 10lb ABC fire extinguisher
- 1 First Aider, trained in Standard First Aid/AED/CPR C
- 1 #2 Schedule C First Aid Kit
- Reliable method of communication (2-way radio or cell phone)

Procedure for Clean Up of a Known Hazardous Material/Chemical

- The worker in the area secures the safety data sheet from the chemical inventory binders.
- All the workers in the area must read and understand the contents of the safety data sheets before any measures are taken to clean up the released product.
- All workers must follow all precautionary measures during cleanup, including wearing appropriate personal protective equipment.
- All workers are to follow instructions provided in Section 6 (accidental release measures) and Section 13 (disposal considerations) on the safety data sheet.

Procedure for Administering First Aid for a Known Chemical Contact

- Any worker who sustains an injury from a known chemical will seek first aid from a trained first aider immediately.
- The trained first aider will obtain and read section 4 of the safety data sheet, which highlights important first-aid measures.
- The first aider will follow the first aid instructions and determine if medical aid is necessary.
- If medical aid is required, the trained first aider will determine the method of transportation.

Procedure for Clean-Up of Unknown Hazardous Material/Chemical

- All workers in the vicinity of the release must evacuate the area and gather at the designated muster station.
- The supervisor will conduct a head count to ensure all workers are present.
- The supervisor will call 911 to report a chemical spill.
- All workers will remain on site until emergency first responders arrive.

Procedure for Administering First Aid for an Unknown Chemical Contact

- Any worker who sustains an injury from an unknown chemical will seek first aid from a trained first aider immediately.
- A trained first aider will provide first aid for a sustained injury such as burns, eye irritation, or mild skin irritation. Depending on the severity of the injury, the trained first aider will determine if medical attention is necessary.
- If medical attention is required, the first aider will determine the method of transportation.
- If a worker is suffering from severe burns, respiratory distress, or shock, 9-1-1 will be called to transport the worker to the hospital immediately.

Following a Chemical Release

Following the accidental release of a hazardous product, an investigation of the incident will be completed to determine the basic and root causes. Factors such as chemical compatibility, relevance of procedures and reliability of the company's Workplace Hazardous Materials Information System will be closely examined. Any corrective actions identified during the investigation will be implemented immediately.

7. Powerline Contact Procedures

Unintentional contact with energized lines accounts for one of the greatest hazards present to workers in the construction industry. Farrell's Excavating Ltd. strives to ensure all workers are protected from these hazards.

Onsite Resources

All job sites where the risk of contact with live utilities is possible will maintain the following emergency resources:

- 10lb ABC fire extinguisher
- 1 First Aider, trained in Standard First Aid/AED/CPR C
- 1 #2 Schedule C First Aid Kit
- Reliable method of communication (2-way radio or cell phone)

ALWAYS ASSUME LINES ARE LIVE

Procedure for Contact with Aerial Utilities (Overhead)

- Ground workers must stay back from the area at least 10m.
- The heavy equipment operator may try and disconnect from the overhead lines, unless the line is welded to the vehicle (moving the vehicle may cause the line to whip or snap creating an uncontrolled hazard).
- If there's no immediate threat of fire the supervisor may call Newfoundland and Labrador Hydro's emergency line at 1.888.737.1296 (1.888.76. HYDRO) to shut off the power.
- Once the power has been disconnected, the vehicle may be removed, and the operator may safely exit the vehicle.

Procedure for Contact with Underground Utilities (Buried)

Heavy Equipment Operator

- The operator may attempt to drive the vehicle away from the exposed utility (10m away).
- If the vehicle is unable to relocate, the operator shall remain inside the vehicle if there is no immediate threat of fire.
- If there's no immediate threat of fire the supervisor may call Newfoundland and Labrador Hydro's emergency line at 1.888.737.1296 (1.888.76. HYDRO) to shut off the power. Other utility companies may require notification.
- Once the power has been disconnected, the vehicle may be removed, and the operator may safely exit the vehicle.

Ground Workers

- If ground workers encounter an underground utility, they shall immediately stop digging.
- Ground workers shall evacuate the area within 10m of the exposed utilities.

- Workers will evacuate the area by shuffling their feet one at a time, ensuring both feet are always in contact with the ground.
- If there's no immediate threat of fire, the supervisor may call Newfoundland and Labrador Hydro's emergency line at 1.888.737.1296 (1.888.76. HYDRO) to shut off the power. Other utility companies may require notification.

Procedures for Emergency Evacuation of a Vehicle in Contact with Live Utilities

A vehicle in contact with a live utility shall only be evacuated in the case of fire.

- The driver must open the door of the vehicle and position themselves so that their body is clear of the vehicle.
- The operator must leap from the vehicle, landing on both feet and ensuring they do not contact the vehicle on the way down.
- Once the operator has landed, they must slowly move from the vehicle by shuffling their feet one at a time, ensuring both feet are always in contact with the ground. Continue until at least 10m from the vehicle.

Procedures for Fires caused by Contact to Live Utilities

- The site supervisor is to call 9-1-1 immediately.
- All unaffected workers shall evacuate the jobsite and gather at the muster station for a head count.
- Fire extinguishers are to be used to aid in evacuation of workers from site. Portable ABC fire extinguishers will not be capable of extinguishing electrical fires caused by live utilities.

Procedures for Administering First Aid

- Any worker injured by contacting a live utility will be offered first aid by a trained first aider until emergency first responders arrive.
- A trained first aider will administer CPR to workers who are unresponsive because of their injuries.
- Workers suffering from burns will be wrapped in rescue blankets and closely monitored until emergency first responders arrive.

Procedure for Transportation to the Hospital

- Any worker who sustains an injury by contacting a live utility will be transported to the hospital via ambulance.

Procedure for Notifying Next of Kin

- If an injured worker is conscious and alert, they may choose to call their chosen next of kin at their own free will.
- If the worker is unconscious, the hospital staff will notify the next of kin through the hospital record.
- Farrell's Excavating Ltd. HR has listed next of kin on file.

Procedure for Completing an Investigation

- The safety advisor has been designated to conduct investigations to ensure conformity.
- The scene of a contact is not to be disturbed prior to an investigation. All equipment must remain in place, and workers must remain on the scene until they have spoken to the safety advisor. Unless first responders instruct otherwise.
- Once the safety advisor arrives on the scene of a contact, they will conduct interviews, take pictures and measurements. Once this is complete (Unless Service NL says otherwise), the scene may continue as a worksite.
- The safety advisor will review all documentation from the scene of the contact and compare work procedures to the manufacturer's specifications.
- Any control measures that are needed to ensure the safe continuation of work will be implemented.
- Once a cause has been determined, a report will be written and discussed with workers in the form of a toolbox talk. Confidential information such as the affected workers' names and medical information will not be disclosed.

8. Buried Worker by Collapse of Trench Wall Procedures

Onsite Resources

All jobsites where the risk of a collapse of the trench wall or excavation is a possibility will maintain the following emergency resources:

- 1 First Aider, trained in Standard First Aid/AED/CPR C
- 1 #2 Schedule C First Aid Kit
- Reliable method of communication (2-way radio or cell phone)

Procedures for Administering First Aid

- Any worker injured by a collapsed trench wall or excavation will be offered first aid by a trained first aider until emergency first responders arrive.
- A trained first aider will administer CPR to workers who are unresponsive because of their injuries.

Procedure for Transportation to Hospital

- Any worker who sustains an injury from a collapse will be transported to the hospital via ambulance.

Procedure for Notifying Next of Kin

- If an injured worker is conscious and alert, they may choose to call their chosen next of kin at their own free will.
- If the worker is unconscious, the hospital staff will notify the next of kin through the hospital record.
- Farrell's Excavating Ltd. HR has listed next of kin on file.

Procedure for Completing an Investigation

- The safety advisor has been designated to conduct investigations to ensure conformity.
- The scene of a contact is not to be disturbed prior to an investigation. All equipment must remain in place, and workers must remain on the scene until they have spoken to the safety advisor. Unless first responders instruct otherwise.
- Once the safety advisor arrives on the scene of a contact, they will conduct interviews, take pictures and measurements. Once this is complete (Unless Service NL says otherwise), the scene may continue as a worksite.
- The safety advisor will review all documentation from the scene of the contact and compare work procedures to manufacturer's specifications.
- Any control measures that are needed to ensure the safe continuation of work will be implemented.

- Once a cause has been determined, a report will be written and discussed with workers in the form of a toolbox talk. Confidential information such as the affected workers' names and medical information will not be disclosed.

9. Emergency Contact Numbers

All of Newfoundland is within 911 Jurisdiction.

Ambulance (Avalon):

- Emergency 911
- Health Science Centre (709) 777-6321

Fire Department (Avalon):

- Emergency 911
- Central Station (709) 758-3229
- Brookfield Station (709) 758-3236
- Gould's Station (709) 758-3240
- Kenmount Station (709) 576-8591
- Kent's Pond Station (709) 576-8592
- Mount Pearl Station (709) 576-8034
- West Station (709) 576-8501

Police:

- Emergency 911
- RNC (complaints) (709) 729-8000

Poison Information Centre:

- 24hr (709) 722-1110 or 1-866-727-1110

Municipal Water Department (St. John's):

- (709) 729-0891

Government Services (OHS Branch):

- (709) 729-4444

Environmental Emergencies Canadian Coast Guard:

- 1-800-563-9089 (24 hours)

Utilities

- NL Power – 1-800-474-5711
- Bell Aliant – 1-877-779-3737
- Rogers – 1-888-764-3771

Health & Safety Advisor – Brandon Noseworthy – 709-690-0812

Superintendent – Roger Butler – 709-687-3862

Main Office – 709-745-5904

10. Public Complaint Resolution Process

Farrell's Excavating Ltd. will use every practical method to address all complaints received. Depending on the complexity of the complaint, a quick solution may be impractical, and a full investigation may need to be launched.

Complaint Submittal Process

For complaints, please contact Brandon Noseworthy (H&S Advisor) at one of the following options:

Mobile: (709) 690-0812

Office: (709) 745-5904

E-mail: cso@farrells.ca

You could also submit complaints online through the "Contact Us" section on our website.

Found at: <https://www.farrellsexcavating.ca/contact.html>

Please have your name, phone number, and any pictures or videos ready to speed up the resolution process. For more complex complaints, a full investigation may have to be carried out. Complaints will be logged and filed under the investigations folder in the office. If an investigation needs to be carried out, it will be done so using the "Accident/Incident Investigation" form. These are also filed at the office.

Investigations typically reveal corrective actions that need to take place. These actions are ways to prevent similar incidents in the future. One of the final steps to the "Accident/Incident Investigation" form is the recommended corrective actions found in Part 6, question 10. See Appendix for blank form. These actions will be implemented, monitored, and reviewed by the safety advisor and management to ensure their effectiveness. Another part of the investigation can include interviews with potential witnesses. This is completed through the "Witness Statement Form" found in the Appendix section.

In the Event of an Incident

It is the policy of Farrell's Excavating Ltd. to thoroughly investigate all incidents. Incidents will be categorized as:

1. No loss incidents
2. Equipment damage incidents
3. Lost time incidents
4. Environmental damage incidents
5. Fatal incidents.

The purpose of these investigations is to find out the causes of the incident, particularly the root cause, so that corrective measures can be put in place to prevent similar occurrences.

Our company recognizes the value of investigating no-loss incidents which had the potential for serious injury or significant property damage. No loss incidents are warning signs that something

is wrong in the workplace and, if not corrected, will likely result in an incident. Implementing corrective measures to address the causes of incidents is regarded as an important means to reduce the risk of workplace incidents.

All workers have a duty to report incidents to their supervisors or the safety advisor immediately. All incidents will be investigated as per the company's investigation procedures. An investigation is most effective when the scene isn't tampered with to get a true visual of what occurred. If, for some reason, the scene needs to be tampered with, please collect photos from multiple angles.

Under Occupational Health and Safety regulations, any accident or incident that is a "serious injury" must be reported to the Government Services within 24 hours. Anyone can report an accident or incident by calling (709) 729-4444.

Complaint Resolution Process:

There are several steps leading to an effective Complaint Resolution plan. Here at Farrell's Excavating Ltd., we practice the following steps:

- Acknowledge the complaint.
- Gather information related to the complaint.
- Identify any underlying causes.
- Explore the different possible controls and solutions to the complaint.
- Implement the best-fitted solution.
- Follow up on the control to ensure effective implementation.

Public Complaint Response

Depending on the complexity of the complaint and the investigation, complaints will be followed up within seven days, as some incidents may require a full internal investigation. Again, when submitting the initial complaint, please provide a valid phone number and/or email that is a reliable way to reach, as this will be the method of following up on the status and resolution of a complaint. Whichever method is preferred by the public member.

In the Event of a Dispute

A dispute is defined as a conflict of opposed ideas, attitudes, or goals. It is the goal of Farrell's Excavating Ltd. to deal with all complaints without a disputed outcome. Some ways in which disputes can be mitigated are:

Negotiation: To identify common ground and come to a mutually acceptable solution, encourage candid conversations and open communication between the parties.

Mediation: By facilitating discussion and negotiation, a mediator can assist the contending parties in reaching a settlement.

Seeking Legal Guidance: Seek advice from legal counsel to comprehend rights and obligations if the conflict concerns legal matters.

Contacting Relevant Authorities: Relevant authorities may need to be contacted regarding disputes involving discrimination, harassment, or other legal violations.

11. Appendix

11.1 Accident/Incident Investigation Form



Accident/Incident Investigation Form

PART 1 – To be completed in ALL cases			Time of Injury/Damage	hour min	am pm	mm dd yy		
Employee – Surname	Given Names		Time reported to Employer	hour min	am pm	mm dd yy		
					am pm	mm dd yy		
Position:		Age	Experience	If not reported promptly, explain why				
Cell Number:		Home Number		To whom was report made?	Name:			
Foreman's Name & Number					Position:			
What specific act was worker performing when incident occurred								
What specific equipment and/or materials were being used at the time of incident?								
What unexpected event occurred to cause the incident?								
Part of Body Injured (Indicate whether left or right side):								
Estimation of Nature of Injury (Check all that apply)	Amputation		Bruise or Contusion	Cut	Hernia			
	Burn or Scald (thermal)		Concussion	Laceration or Abrasion	Illness			
	Burn (chemical)		Crushing Injury	Bone Fracture	Sprain or Strain			
	Other (specify)							
Was first aid administered?		By whom?						
Was medical treatment administered?		If yes, indicate hospital and doctor						
List any witnesses to the incident?								
Was there any other person, directly or indirectly, responsible or involved?				Explain:				
PART 2 – Please complete this section ONLY if worker has been absent from work as a result of this incident for longer than the day of injury								
Time employee was first disabled from work	hour min	am pm	mm dd yy	If the employee has returned to work, give time he/she did so,		hour min	am pm	mm dd yy
If not returned to work, how long should injury disable employee?			Where is employee now? (Home, Hospital, etc.)					
Did worker work at all after being disabled?			Period worked	From	mm dd yy	To	mm dd yy	
Was it his/her normal work?								
PART 3 – To be completed if there was third party damage/lost or stolen property								
Owner of Property								
Description of property								
Description of damage								

**PART 4 - To be completed in ALL cases where vehicles/equipment owned by Farrell's Excavating Ltd. were used**

Unit	Plate	Year	Make & Model	VIN (last 4 #)	Operator

PART 5 - To be completed in ALL cases – to include all details leading up to, during and immediately after the incident

Description of incident:

PART 6 – To be completed in ALL cases - Explain how any of the following may be contributed to this accident/incident

1. Worker (attitude, physical condition, mental alertness, etc.)

2. Method of Procedure (training, familiarity, planning, etc.)

3. Conduct (willful misconduct by worker or other)

4. Equipment and Material (condition, proper applications, etc.)

5. Surroundings (confinement, housekeeping, environmental)

6. What Personal Protective Equipment was being used?

7. What should have or could be used? Please Specify

8. Was the affected person present?

9. Any comments or concerns on the site?

10. Corrective action taken or planned to prevent a recurrence of this type of accident/incident:

11. Do you feel that anything should be done in addition? If yes, please explain

12. In your opinion, is there any misrepresentation/concealment in this case?

PART 7 – SIGNED – To be completed in ALL cases

Immediate Foreman		Date	
Employee		Date	
Management Signature		Date	

11.2 Witness Statement Form



Witness Statement Form

Name: _____

Location:

Number:

Notes: _____

Print Name:

Signed:

Date: