

2019 SAFETY ACTION PLAN

**Revised January 1, 2019**

**Mid-Atlantic South**

Notes:

1. The 2019 Safety Action Plan must be accessible at all times.
2. Copies of Safety Meeting rosters must be complete and accessible at all times.

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# Environment, Health and Safety Policy Statement

Verizon is committed to the safety of its employees and to protecting the environment. Our EHS programs and practices have been developed to provide for employee safety, meet consensus safety standards and comply with U.S. and international EHS laws and guidelines and the Verizon Code of Conduct. Ou[r Code of](https://aboutyou.verizon.com/apps/documentlibrary/files/3a6ef118-fa02-4291-b636-0ebc38d8a955/1/2015%20Enterprise%20Code%20-%20FINAL.pdf) [Conduct](https://aboutyou.verizon.com/apps/documentlibrary/files/3a6ef118-fa02-4291-b636-0ebc38d8a955/1/2015%20Enterprise%20Code%20-%20FINAL.pdf) is a statement of the principles and expectations that define ethical business conduct at Verizon, requiring that all employees be accountable for their actions and conduct business with integrity.

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# Vision Statement

Verizon’s corporate vision is “to inspire tomorrow’s creators to use technology to build brighter futures for themselves, their families and the world.”

Verizon employees must be committed to and always strive toward an injury-free workplace by considering safety in every task they perform and every decision they make.

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# Safety Creed

*“The demands of the service or urgency of the job are never so great that we cannot take time to perform our work safely.”*

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# I. Safety Responsibilities

## 

## Employee Safety Responsibilities

* Perform work in accordance with all governmental regulations, and Verizon programs;
* Complete required training programs and ask questions if unsure of requirements, procedures or hazards;
* Maintain equipment at all times and immediately inform management of nonoperational or defective safety equipment;
* Use required safety and personal protective equipment (PPE);
* Assess worksites for hazards by performing a prejob survey and address the hazards before starting work;
* Immediately report unsafe conditions you cannot abate to your supervisor;
* Encourage safe work behaviors of co-workers and remind them of proper safety procedures if you observe them working in an unsafe manner; and
* Report work-related injuries, illnesses, and vehicle incidents to a supervisor promptly.

## Supervisor Safety Responsibilities

Supervisors have a duty to foster and maintain a high level of safety awareness and to monitor for compliance with safety requirements. Supervisors must verify that their employees have received all safety training applicable to the work practices applicable to their job before performing those tasks. Supervisor must also:

* Model safe behavior at all times;
* Provide employees with the required safety equipment and PPE;
* Intervene when unsafe actions are observed or appropriate PPE is not being used;
* Provide and document safety training for new or transferred employees;
* Coach employees on desired safe work behaviors;
* Ensure that employees understand that they must follow established safety practices and that it is unacceptable, to ignore or deviate from these practices;
* Provide appreciative and constructive feedback;
* Conduct safety meetings, safety-equipment inspections, work observations and workplace inspections and immediately correct any unsafe situations or hazardous conditions. Document the completion of safety requirements using the Safety Management Performance (SMP) tracking system. Work observations can be documented in Manager Central;
* Promote employee involvement in safety meetings by asking questions and demonstrating procedures.
* Encourage employees to communicate safety concerns including reporting near-miss events. Address these issues in a timely fashion;
* Evaluate and document each employee's safety competencies by conducting Safety Knowledge or Critical Skills Reviews including observation of defensive driving skills and behaviors. Document when observations or job performance indicate knowledge or behavioral deficiencies and intervene accordingly;
* Enforce safety rules and policies;
* Actively participate in safety committees, Weekly Incident Review (WIR) calls discussing injuries, measurable vehicle incidents and moving violations, "Day with Safety”, safety blitzes, safety rodeos, and safety fairs that encourage employee involvement and safety awareness. Document participation in SMP;
* Immediately report work-related employee, public and contractor fatalities, life-threatening injuries and illnesses, hospitalizations, or major vehicle accidents to the **EHS hotline: 1-800-386-9639;**
* Investigate work-related injuries, illness and vehicle incidents and report them to the Enterprise Safety System (ESS) or potentially a new reporting system within one business day. The investigation should include root-cause, photographs, police reports and follow-up case details as appropriate;
* Seek assistance from EHS as needed; and
* Cooperate with union representatives and Safety Committee members to foster safe behavior among employees.

## 

## Mid-Level Management Safety Responsibilities

Mid-Level Managers must create a safety culture by proactively supporting Verizon’s EHS programs and leading by example. Mid-Level management must:

* Require and verify that supervisors perform their health and safety responsibilities, including work observations and training;
* Integrate the appropriate safety requirements into business-planning initiatives;
* Clearly express safety expectations when talking to team members;
* Encourage employees to report safety concerns and work-related safety injuries, illnesses, and vehicle collisions as soon as possible after an incident;
* Consistently reinforce and recognize observed safe work habits; and require that appropriate action be initiated and completed to correct unsafe acts or conditions;
* Actively promote and encourage safety activities such as "Day with Safety”, safety rodeos, safety fairs, and safety blitzes to foster safety awareness;
* Cooperate and assist in the investigation of incidents, including "near miss” reports, to identify and eliminate the root causes;
* Support work method changes when injury or illness and vehicle incident investigation results identify deficiencies in existing methods, procedures, or equipment;
* Incorporate employees' safety behavior as part of the Performance Appraisal process;
* Require and verify that employees receive required safety training, safety equipment and PPE, and that knowledgeable supervision exists; and
* Review and approve ESS reports to verify accuracy of information, supporting documentation, root-cause analysis results and next steps.

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## Senior Managers Safety Responsibilities

Senior Managers must provide leadership and fulfill Verizon’s core value of providing a safe and healthful work environment for all employees by including safety in staff meetings, organizational goals and objectives, and performance appraisals. Senior management must:

* Allocate adequate resources and funding to fulfill regulatory and Verizon safety requirements;
* Provide leadership by example and monitor safe behavior;
* Encourage a proactive safety culture;
* Review, approve and oversee the implementation of the Safety Action Plan including appointing a safety advocate to administer and manage organization safety requirements, compliance and interventions. Review scorecards to monitor safety performance and assess the effectiveness of safety interventions;
* Promote and support the Verizon Incident Prevention Plan (IPP) and other safety programs such as "Day with Safety ," safety blitzes and rodeos, and safety fairs to foster safety awareness, and ensure adequate funding and staffing are available;
* Review and approve ESS reports to verify accuracy of information, supporting documents, root-cause analysis, and corrective actions; and
* Require prompt and complete compliance with any EHS assessments or audits and associated corrective action plans.
* Communicate how to access this plan and all other required safety documents;
* Maintain documentation required by this plan; and
* Post the OSHA 300 logs where needed.

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## Safety Advocate Responsibilities

A Safety Advocate is the primary point of contact to coordinate and monitor safety compliance for and to organize safety-performance improvement initiatives. The Safety Advocates must:

* Partner with the EHS team on safety matters;
* Establish and monitor implementation of the Safety Action Plan and identify opportunities for improving safety performance;
* Advise senior management about funding and resources required for effectively implementing the Safety Action Plan;
* Ensure that safety matters are included in the executive-level planning process and staff meetings;
* Encourage employee involvement in EHS programs;
* Communicate safety issues and concerns to other executives; and
* Monitor and report costs and other business issues associated with safety performance within the organization.

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## Environment, Health and Safety Responsibilities

EHS develops safety programs and practices and maintains the SMP tracking system. With appropriate guidance from the Legal Department, EHS must:

* Identify and interpret federal and state OSHA regulations and other applicable regulations relating to the environment, transportation, occupational safety, health, industrial hygiene and ergonomics;
* Interface with government agencies that enforce employee safety;
* Design, deliver, and monitor Verizon’s programs, procedures, training material, and communications for safety and the environment.
* Perform compliance assessments and safety-process reviews;
* Partner with lines of business support staff and designated safety contacts to provide loss-prevention consulting services related to developing and implementing safe work methods and Safety Action Plans;
* Use incident data to identify and target unsafe behaviors;
* Assist with the selection of safety-related equipment, tools, materials, and vehicles;
* Assist management in investigating accidents and incidents to identify the root-cause and provide guidance in establishing corrective actions to prevent recurrence;
* Monitor corrective-action status and effectiveness;
* Conduct hazard assessments to evaluate new or modified work processes whenever new tools, equipment, substances or work procedures are introduced into the workplace or whenever a previously unrecognized hazard is reported;
* Maintain Department of Transportation (DOT) required Driver Qualification Files (DQF) and coordinate processes associated with DOT compliance;
* Coordinate compliance with regulated safety record-keeping and reporting requirements;
* Conduct annual compliance assessments of conformance with the Occupational Health and Safety Assessment Series (OHSAS) 18001 certification requirements; and
* Conduct periodic self-assessments of the Safety Management Program to ensure its continuing suitability, adequacy, and effectiveness.

## Responsible agents of the 2019 Safety Action Plan

* **Chad A. Thompson – Director Operations DC Metro**
* Jeff S. Douglas – Area Mgr-I&M / Constr MD Metro
* Andrew Buckworth – Spec-Svc Prog Mgr – DC Metro
* George Guthrie - Area Mgr-I&M / Constr – DC Metro
* Jeff Griffith – Area Mgr-I&M / Constr - DC Metro
* Gerald Thompson – Supv-Ntwk Eng&Ops
* Michael Temple – Supv-Ntwk Eng&Ops
* Justin Campbell – Local Mgr-I&M / Constr
* Alan Teaford – Safety Consultant VA

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# II. Safety Reinforcement and Compliance

## 

## Purpose

Maintaining a work place free of hazards is a Verizon core value, a regulatory requirement, and good business. Verizon employees must understand that they can **NEVER** compromise their personal safety or the safety of others.

Proactive enforcement and reinforcement of EHS practices encourages safe work environments. Deviation from these practices can endanger employees, coworkers, and the public. Safety standards apply to **all** employees.

Achievement of Verizon’s EHS Vision is contingent upon safe and professional work performance by all employees. Safety observations are conducted to ensure that employees demonstrate safe behaviors in their work. Observations provide an excellent opportunity for providing appreciative feedback to employees demonstrating safe behaviors and corrective feedback to correct unsafe behaviors.

Work observations can be conducted at any time, should be unannounced and completed while job activities are underway. Observations should include a review of the work area, observation of work behavior, and a safety-knowledge review including discussion of safety-related work procedures and job-safety requirements. Work observations must be part of a supervisor's routine and must be documented using the SMP tracking system.

## Feedback

Encourage employees to continually work safely and seek new ways to acknowledge those employees that demonstrate critical safe behaviors. Safety procedures that are reinforced with a sincere "thank you" or "good job" are likely to be repeated.

Intervene immediately whenever unsafe behaviors or conditions are observed. Correcting unsafe behavior and conditions can influence future job safety performance, reduce the potential for injuries, and vehicle incidents. If an unsafe behavior or condition is observed:

* Give appreciative feedback for observed safe behaviors that had been followed;
* Define the observed unsafe behavior;
* Ask the employee why they performed the task in an unsafe manner. (“Help me understand why you chose to do it that way?”);
* In a positive manner, immediately inform them how to safely perform the task. (“Our procedure states that the safe way to do this is ….”);
* Express concern for the employee's welfare;
* Clearly communicate the required safety standards to be followed. Use this opportunity to coach employees and determine whether they know how to perform the task safely;
* Confirm that the employee understands the procedure;
* Document all behaviors (safe and at-risk) in the employee's review and work-observation record in the SMP tracking system;
* If persistent at-risk behavior is observed, coach the employee about that behavior and possible consequences, e.g., possible injury or disciplinary action; and
* Initiate and document the corrective action.

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## Accountability

In most instances, formal discipline should be used only after documented attempts to coach and motivate the employee to work safely were unsuccessful or if the violation was serious. Management should consider the actual or potential severity of the situation along with the degree of unsafe behavior exhibited. Discipline must be consistent with the discipline applied for the same type of violation when no injury or illness occurred. Management should consult with their Human Resources Business Partner or Labor Relations representative to determine the appropriate action.

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## Serious Safety Violation (Enforcement)

Serious safety violations that may have resulted in a life-threatening or serious injury, property damage, or vehicle incident. Serious violations can result in disciplinary action up to, and including, termination.

Management personnel who permit or direct anyone to work in a life-threatening situation or fail to intervene when such situations are observed are subject to disciplinary action up to, and including, dismissal.

The following Safe Work Behaviors must be stressed at all times:



**ALCOHOL AND DRUGS:**

Employees must comply with all laws and Verizon policies regarding use of alcohol, drugs, and other controlled substances (the [Verizon Code of Conduct](https://aboutyou.verizon.com/HRGuidelines/VzCulture/EthicsCompliance/CodeOfConduct)). Employees must not report to work, work, operate equipment, drive or ride in a vehicle being used while on Verizon business (including personal vehicles) while under the influence of alcohol, drugs, or controlled substances. Employees must inform their manager when taking any medication (including over-the-counter drugs) that may create a safety risk (e.g., drowsiness, dizziness, vertigo, loss of coordination).

**VEHICLE OPERATION:**

* Always wear occupant restraints while driving or riding in a vehicle or mobile equipment.
* Always wear occupant restraints while driving or riding in a vehicle or mobile equipment.
* Follow all motor vehicle operation laws and safety regulations while driving.
* Maintain a safe following distance from the vehicle ahead.
* Employees must adhere to Planned Parking and Backing Procedures.
* Back only as a last option utilizing safe backing techniques.
* Avoid distractions such as: cell phone use, computer use, reading, personal grooming, etc. to ensure complete concentration on driving.
* Adjust speed appropriately for road, weather, and/or traffic conditions.
* Never drive a vehicle that you are not qualified and licensed to operate.

**PERSONAL PROTECTIVE EQUIPMENT:**

* Always wear a safety hard-hat when conditions could cause a head injury from falling, flying, or moving objects; or by striking an object; or when in a work zone in or adjacent to a roadway.
  + Always wear a safety hard-hat when working aloft or in close proximity to high voltage lines.
  + Wear proper eye protection when within a work area, working with tools, and/or exposed to hazards such as flying objects. Verizon approved protective eyewear is to be on the employees’ person at all times whenever conducting work activities.
  + Wear safety vest when exposed to vehicular traffic.
  + Use electrical insulating gloves and other required electrical insulating or testing equipment when electrical shock risks are suspected or present. Voltage Detection equipment is to be on the employees’ person at all times when conducting work activities.
  + Always inspect and use personal protective equipment properly, e.g., testing, certification, unexpired expiration date, storage, maintenance, etc.
  + Utilize proper hearing protection in designated high noise areas,
  + Wear appropriate footwear for the type of work operation being performed.
  + When working on/with poles wear adequate skin protection clothing such as long sleeve shirts, long pants, and gloves.

**CONTROL OF HAZARDOUS ENERGY:**

Test for electrical current using voltage detectors or other approved equipment. Use lockout/ tagout to assure the equipment being worked on is de-energized and cannot be turned back until the work is complete. Do not perform electrical work on live equipment without first obtaining an approved energized work permit.

**WORK ZONE PROTECTION:**

Place appropriate work-zone protection when the work site is exposed to traffic. Always wear a retro-reflective vest, protective eyewear, and hard hat when working in a road right-of-way.

**WORKING ALOFT:**

Always inspect and test every pole and strand before climbing or when placing a ladder. Secure extension ladders before climbing. Always inspect and use appropriate equipment, tools, safety, and fall-protection devices and PPE when working aloft. Never elevate an aerial lift bucket above the telecommunications work space for any reason unless permission is obtained.

**MANHOLE, CABLE VAULT, CEV AND EXCAVATION OPERATIONS:**

* Prior to entering a manhole / cable vault / CEV always test for combustible gas and then purge according to Verizon policy. If gas was originally detected, re- test and continue to purge until no longer detected. Ventilate with fresh air the entire time the manhole / cable vault / CEV is occupied.
* Ensure adequate sloping or shoring before entering an excavation 5 feet or deeper.

**ERGONOMICS:**

* Practice safe body position when lifting, carrying, and/or positioning loads.
* Use the right tool for the right job.
* Keep work close to the body (12” to 16”) to avoid overreaching and awkward positions.
* Use a power grip to reduce grip force requirements.

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# III. Communication

The local management team and EHS are responsible for ensuring appropriate and ample safety communications. Communication can include training, critical skills observations, bulletin boards, posters, emails, e-cards, advisories, electronic message boards, and safety blitzes, fairs and rodeos.

Safety Advocates and safety committees should perform the following actions:

* share incident-prevention information,
* develop new ideas and suggestions for improving safety programs,
* promote safety and occupational health awareness,
* assist with targeting of at-risk or unsafe behaviors,
* identify and monitoring correction of unsafe conditions, and
* complete incident investigations and review the results to ensure effective corrective action and prevention.

Employee engagement in the incident prevention process is one of the best methods for identifying hazards, resolving safety concerns and developing solutions that prevent work-related injuries and collisions.

Safety committees are one means for identifying and addressing unsafe conditions or actions and communicating activities and results to affected employees within the group.

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# IV. Hazard Assessment

A workplace inspection is a detailed check for hazardous or unsafe conditions within an area or for specific tools and equipment. Some inspection components are designed to document compliance with specific practices, standards or requirements.

Local management is responsible for scheduling and conducting workplace inspections at locations occupied by their employees. Inspection of areas shared by manager groups or other business entities should be by mutual agreement. In such arrangements, site management teams should receive a copy of, or have access to, the workplace inspection.

Follow up on unsafe conditions until corrective action is completed.

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# V. Incident Investigation

Employees must report all occupational injuries, illnesses and vehicle incidents immediately to their supervisor. Upon notification of a work-related employee, public and contractor fatalities, life-threatening injuries and illnesses, amputations, loss of an eye, hospitalizations, or major vehicle collision, a supervisor must call the **EHS hotline 1-800-386-9639**. Report the incident in accordance with the **Injury and Illness Program** (VZ-EHS-PRO-310.1).

Do not move equipment involved in a work-related incident if the equipment resulted in a death, or if employees were sent to the hospital, until Occupational Safety & Health Administration (OSHA) investigates the incident and releases the equipment.

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# VI. Hazard Correction

Hazards not able to be addressed by the employee must be reported; and management must ensure serious hazards are corrected immediately. Report to **EHS hotline 1-800-386-9639** serious hazards that cannot be immediately abated. Secure the area and keep people away from the hazard by posting signs or assigning someone to warn of the hazards until assistance arrives. A[**WOW Ticket**](http://wow.verizon.com/) **should be submitted for non-serious building related hazards.**

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# VII. Training

Training must be provided to enable employees to safely perform their assigned work. Minimum employee job-related occupational health and safety training requirements are described in Verizon Safety Practices and work methods and procedures. Training guidelines are summarized in the SAP Training Matrix.

Employees must be able to demonstrate competency in performing safety procedures. Retraining must occur when employees cannot perform a procedure safely. Supervisors should evaluate the need for refresher training based on at-risk field observations of at-risk field observations, injury and reports, job-hazard analyses, and when new tools, equipment or work method are introduced.

**Climbing Re-certification due to extended absence / restriction**

Technicians returning from an absence of 90 days up to one year will be re-trained locally on the proper skills and equipment to climb safely*. (Trainers will be determined per local practice).* Local Management should utilize the following 4 safety lesson plans/critical skills:

* YYJS0122 Aerial Safety: Ladder
* YYJS0123 Aerial Safety: Poles
* YYJS0264 Aerial Safety: Stepped Pole
* YYJS0132 Equipment Inspections

Technicians who are absent for longer than one year will be scheduled recertification pole climbing training with Workforce Development (all districts). If he/she fails the initial 1-day course a more extensive 5-day course will be provided.

##### First Aid Training Requirements

Tool-using new hires and transferred employees must complete initial instructor-led first-aid training within one month of assignment. Initial and refresher training requirements can be found in the **First Aid and CPR Program (**VZ-EHS-PRO-302.2).

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##### Driver Training Requirements

All employees who operate a vehicle as part of their job must have a valid state-issued driver’s license, complete driver training and receive an "on-road observation" before driving a company vehicle in accordance with the defensive driving program requirements.

DOT drivers are required to complete additional training.

##### 

##### Safety Meeting Training Requirements

Safety meetings are required once per month or once per 10 business days in California.

Safety meetings are meant to:

• refresh employees’ knowledge of safe work procedures;

• provide updates about new or revised safety equipment and procedures;

• encourage positive safety attitudes and behavior;

• provide a forum for input and discussion about a topic;

• reinforce Verizon’s commitment to safety;

• increase employee awareness of potential hazards, and

• encourage participation in the safety process.

Safety meetings can include tailgate sessions, safety videos, presentations or covering a Safety Lesson Plan in a group setting.

##### Retention of Training

Safety training must be documented in SMP or in VZLearn.

|  |  |  |  |
| --- | --- | --- | --- |
| **Safety Targets** | **Requirement** | **Frequency of**  **Activity** | **Completion**  **Date** |
| Critical Skills Review | Supervisor review of employee’s job-specific knowledge, skills and hands-on application. | One per employee per quarter[[1]](#footnote-1) |  |
| Defensive Driving  (i.e., backing, hitting stationary objects) | 1. On-line defensive driving.  2. Post-incident defensive driving training to reinforce safe driving skills.  3. On-road observation (Form 20-1411) | On-line training  (auto-enrolled)  On-road observation and reinforcement training – post measured vehicle incident. |  |
| Driver’s Licensing | Verification of valid driver license. | Annual |  |
| Electrical Safety | Safety meetings and safe-work observations focusing on electrical safety. | On going |  |
| First Aid | Check vehicle and office first-aid kits are stocked and items are not expired.  On-line training in first aid/CPR. | Monthly (first aid kits)  3 years (refresher) |  |
| Incident Investigation | Determine and address root causes of incident. | Post-incident |  |
| Work Observations | Supervisor safety observations | Two per employee per quarter |  |
| Safety Blitzes | Management compliance reviews to provide organizational feedback on safety performance. | Annual |  |
| Safety Rodeos, Fairs and Expos | Critical Skill demonstrations. New-tool introduction. Procedural training. | Recommended |  |
| Safety Meeting[[2]](#footnote-2) | Discuss safety and review prior incident trends. | Monthly or quarterly |  |
| Safety Recognition | On-the-spot recognition for safety. | On going |  |
| Tool Inspections | Inspect tools to for damage and availability. | Annual |  |
| Vehicle inspections | Inspection of DOT regulated vehicles >10,000 lbs. | Daily (pre and post trip) |  |
| Facility Inspection | Check workplace for unsafe conditions. | Annual |  |

# Environment, Health and Safety Attestation

Annually, each supervisor is required to complete the EHS Attestation, which outlines your EHS responsibilities as an employee and as a supervisor.

Verizon places great value on safety and environmental protection. As a manager or supervisor, I am responsible for complying with all Verizon environmental, health and safety (EHS) requirements and government regulations. I play a critical role in ensuring that the V Team operates in a safe work environment. I acknowledge that I have taken the following actions to ensure compliance and to provide a safe work experience.

1. I followed and conveyed all Verizon EHS and motor vehicle requirements relating to my department’s work to everyone who reported to me so they understood their responsibilities. I have taken the appropriate corrective measures when I observed my employees not following EHS procedures.
2. I completed all required EHS training courses so I could provide proper EHS guidance to those who reported to me, and I required them to complete all EHS training required for their job assignments.
3. I confirmed that personal protective equipment (PPE) was available for those whose jobs required its use.
4. I verified that everyone who reported to me kept records required to maintain EHS compliance.
5. I reported all safety and environmental incidents to the **EHS hotline (800-386-9639)** and required those who reported to me to do the same.
6. I entered work-related injury, illness and vehicle incidents in the Enterprise Safety System (ESS) accurately and as soon as possible.

I commit to continue to comply with EHS procedures and requirements.

**Appendix A – 2019 SAP Training Matrix (Excel Document)**

Note: The attached matrix only includes 1Q training at this time. The remaining quarters will be developed and sent out by the end of January.



1. Because of the VSP, for 2019 only, critical skills are two per employee per year. [↑](#footnote-ref-1)
2. Safety meetings are required monthly for tool-using employees and quarterly for employees who do not use tools. In California, safety meetings are required at least every 10 days for “tool-using” employees and monthly for employees who do not use tools. [↑](#footnote-ref-2)