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Safety Manual



Safety Manual

Assured Environments' day to day operating standards are firmly grounded in the philosophy that safety breeds efficiency. Every technician is trained to view their daily on-the-job activities and responsibilities through the lens of safety. Whether driving, inspecting the premises of a client or applying product. Using this premise as the touchstone for our training initiatives ensures safe environments for our technicians, our clients and for the environment.

The Safety Manual is a subset of Assured Environments' Mission Statement: "To be recognized by our Clients, Employees and our Industry as a leader in providing World Class Service that is both Effective and Environmentally Responsible." This forty-two page document is divided into the following fourteen chapters that guide our employees through their daily assignments from start to finish:

- Chapter One – Introduction
- Chapter Two – Safe Driving Program
- Chapter Three – Lifting
- Chapter Four – Slips, Trips and Falls
- Chapter Five – Ladder Safety / Fall Protection
- Chapter Six – Hazard Communication: The Right to Know Law
- Chapter Seven – Hazard Assessment / Personal Protective Equipment (PPE) and Clothing
- Chapter Eight – Robbery Prevention
- Chapter Nine – First Aid
- Chapter Ten – Accident Reporting
- Chapter Eleven – Handling Pesticides Safely
- Chapter Twelve – Respirator Safety
- Chapter Thirteen – Client Safety
- Chapter Fourteen – Permit-Required Confined Space Entry



The Officers of the company, including the Chief Executive Officer, Chief Operating Officer, and Chief Financial Officer are responsible for the Safety Program and work directly with the Staff Entomologist and the Director of Training to ensure its implementation. In turn, the Staff Entomologist and Director of Training work hand in hand with the Division Managers, Supervisors and their respective field technicians to (1) Guarantee the smooth vertical flow of safety information to all and more importantly to (2) Ensure implementation of this program through all hours of the workday from the office, en route to and from the client's home or place of business and while on the client's premises.

Aside from Assured Environments in-house oversight of the Safety Program, we are bound to Occupational Health and Safety (OSHA) regulations, to New York State Department of Environmental Conservation (DEC) regulations, to the mandates of the Federal Environmental Protection Agency (EPA) and other state and federal entities that regulate the safe transport and application of pesticides. Additionally, all of our service technicians are certified by the states in which their services are performed. Further, each state requires attending state sanctioned training classes where Continuing Education Units (CEUs) must be acquired in order to maintain the privilege of state certification.

The Safety Manual is contained in the following pages.

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Chapter 1

Purpose: The purpose of the Assured Environments Safety Program is to help create and maintain a safe workplace and environment for our employees, our clients' employees and their clients.

Statement of Policy: Assured Environment's commitment to safety is evident by examining our mission statement and our Service Fundamentals.

Mission Statement: "To be recognized by our Clients, Employees and Our Industry as a leader in providing World Class Service that is both Effective and Environmentally Responsible."

Service Fundamentals:

1. Safety
2. Delivering on our Promise
3. Timeliness
4. Polite, Pleasant, Professional and Passionate.
5. Knowledge
6. Appearance
7. Communication

Organization:

- The Chief Executive Officer, President, Chief Operations Officer, and The Chief Financial Officer of the company have ultimate authority over the Safety Program and responsibility for the safe results of the company.

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- The Director of Training and the Staff Entomologist have been appointed as the Safety officers (Primary and Secondary) and are responsible for the design of the program, the implementation of the training component, and for record keeping.
- The Division Managers and supervisors are responsible for monitoring the safety training and safe operations of the personnel assigned to their operation.

Regulatory Compliance and Record Keeping:

- Assured Environments services fall under the guidelines of the Occupational Safety and Health Administration (OSHA). Certain business activities that we perform are also governed by the Environmental Protection Agency (EPA), the U.S. Department of Transportation (DOT), the U.S. Department of Agriculture (USDA) and the U.S. Food and Drug Administration (FDA). The Assured Environments Safety Program is written with the intent of being in compliance with the requirements put forth by these agencies.
- Safety related record keeping, including the OSHA 300 log, workers' compensation records and the Experience Modification Rating (EMR) are maintained at the Corporate Office by the Human Resources Director.
- Material Safety Data Sheet (MSDS) listings are maintained by the Staff Entomologist and all Division offices, service vehicles, and technicians will have an updated set on hand.

Policies

The following policies pertain to the Assured Environments Safety Program.

- All employees must pass a pre-employment drug screen and criminal background check.



- All employees who drive a vehicle as a part of their duties must also pass a motor vehicle background check.
- All employees are subject to random drug testing and on-going employment is conditional to pre-employment standards regarding criminal and motor vehicle background records.
- Any employee who is injured in a work-related accident must submit to a drug test within 24 hours.
- Any employee, who receives a moving violation, is involved in an at-fault motor vehicle accident while operating a Assured Environments vehicle or in a personal vehicle performing Assured Environments duties must submit to a drug test within 24 hours.
- Any employee who demonstrates a pattern of unsafe work practices as defined by the combination of workplace accidents, injuries, motor vehicle accidents, moving violations and driver complaint calls will be subject to disciplinary action up to and including termination.
- Other policies may be contained within the specific safety program topics contained in this manual.

After Accident/Injury Procedures: The following procedures should be followed after a workplace accident or injury or motor vehicle accident:

Accident with life threatening injury

- Employee should seek medical attention from the nearest medical care provider. The employee should notify the medical care provider that the injury is an on-the-job injury.



- After the medical situation is stabilized, the employee (or employee's representative) should contact the employee's assigned Assured Environments Division Office so that the injury can be reported to the insurance carrier.
- Employee or employee's representative should contact their immediate supervisor and complete a 1st report of injury report and submit to the assigned division office as soon as possible. The company goal on 1st Report submission is within 24 hours of the incident.

Accident with non-life threatening injury

- The employee should contact his division office for the location of an in-network medical care provider.
- The employee should notify the medical care provider that it is an on-the-job injury.
- The employee should contact their immediate supervisor and complete a 1st Report of injury form and submit it to the assigned division office as soon as possible. The Company goal on 1st Report submission is within 24 hours of the incident.

Motor Vehicle accident with no injury

- Contact law enforcement as appropriate
- Employee should contact their immediate supervisor and complete a 1st Report of MV Accident form and submit to their assigned division office within 24 hours.
- The Vehicle should be taken to an insurance carrier approved repair shop.



Motor Vehicle accident with injury

- Contact law enforcement as appropriate
- Address the injury first using instructions above for serious or non-serious injuries.
- Address the motor vehicle second using instructions above for motor vehicle accidents claim reporting.

Investigations

- All Assured Environments accidents will be investigated by the assigned manager
- All Assured Environments accidents and investigations will be reviewed by the safety officer.
- The Safety Officer will review accident reports for trends and will make procedural/protocol change suggestions to the President of the Company as solutions to hazards are identified or new hazards are identified.

Accommodations

- Reasonable accommodations will be made for all employees in compliance with the Americans with Disabilities Act.
- Light Duty work may or may not be available after a workplace injury. The nature of the injury, physical restrictions placed on the employee by the treating physician, and the availability of accommodations that would enable the employee to work will all be considered in deciding what work is available.



Chapter 2: Safe Driving Program

Purpose: This program is to clarify procedures, training and other issues related to the safe operation of all Assured Environments motor vehicles or vehicles leased from employees by Assured Environments. This program applies to all Assured Environments Employees who are assigned a Assured Environments vehicles or who drive a vehicle a part of the performance of their Assured Environments assigned duties.

Program Administrator: Safety Officer

Record Keeping: Corporate

Eligibility

Eligibility to drive an Assured Environments motor vehicle or an Assured Environments Subsidized motor vehicle is defined by the following:

1. All drivers must have a valid driver's license with no major convictions within the last three (3) years. Major convictions include DWI, DUI, hit & run, homicide, assault, suspension or revocation of license, and reckless driving.
2. Acceptable motor vehicle records:
 - a. A maximum of 3 moving violations in the past 3 years with no at-fault accidents.
 - b. A maximum of 2 moving violations in the past 3 years with one at-fault accident.



- c. A maximum of 2 at-fault accidents in the past 3 years with no moving violations.
3. Drivers should be licensed for at least 3 years.

Assured Environments performs annual motor vehicle record checks through its insurance carrier to verify employee eligibility.

Topics

By practicing safe driving habits and being aware of potential hazards while driving, you can reduce dangers to which you are exposed. The following are three of the more important driving safety factors:

1. Driving Habits

Habits are easy to form but difficult to change. Recognizing the bad driving habits of others seems easy. Recognizing our own bad driving habits can be more difficult.

Bad Habits that contribute to accidents and injury:

- Failure to “Keep your mind on driving”-daydreaming, preoccupation, boredom.
- Failure to communicate-signals, lane changes, stopping.
- Failure to conduct regular safety checks on your vehicle.
- Failure to use seat belts
- Failure to Plan-avoid bad intersections, allow enough time
- Making assumptions about the actions other drivers will take
- Poor Attitude-always in a rush, impatient, following too closely

Good Habits that contribute to avoiding accidents and injury

- Use your turn signals and check your blind spots
- Do a safety check on your vehicle before starting your work day
- Always wear your seat belt



- Allow Adequate time to get to your destination
- Do not make unnecessary lane changes
- Observe posted speed limits-adjust for adverse conditions
- Maintain proper following distance

2. Driver Fatigue

Drivers have limitations. One of the most common limitations, and one which contributes greatly to accidents, is driver fatigue.

Contributing Causes to Driver Fatigue

- Excessive hours of service
- Adverse and demanding driving conditions
- Inadequate sleep
- Alcohol, drugs, and prescribed medications
- Pre-Occupation with other thoughts or problems
- Overeating

Resulting Effects

- Slower reaction times
- Irritability or bad temper
- Careless decisions
- Reduced attention span
- Reduced vision

How to Avoid Driver Fatigue

- Get sufficient sleep
- Never take any type of medicine or drugs to “make you more alert”
- Take rest stops
- Eat a proper diet
- Take short walks or exercise



- Schedule your work day efficiently

3. Safe Following Distance

The distance between your vehicle and the vehicle in front of you is a danger zone. A safe following distance provides adequate time to react, to slow down, and to avoid rear-ending the vehicle in front of you.

Causes of rear-end collisions:

- Following too closely
- Not being alert
- Distractions such as cell-phones, pagers, radio or food
- Poor brakes or tires
- Road and weather conditions

Avoiding Rear-end Collisions:

- Drive ahead of your vehicle-be alert to the total traffic picture by scanning ahead in your danger zone.
- Adequate following distance varies with speed, size of the vehicle and driving conditions.
- In good conditions, stay at least 2 seconds behind the vehicle in front of you
- In Wet Conditions stay at least 4 seconds behind the vehicle in front of you
- On slick roads, stay at least 6-8 seconds behind the vehicle in front of you.

To determine the correct following distance: Pick a fixed point over which you can time the travel of your vehicle, such as an overpass or a highway sign. When the car ahead of you passes his point, start counting: one thousand one, one thousand two, etc. Stop counting when the front of your vehicle passes the pre-selected point. The number of seconds between the time that the vehicle in front of you passes the fixed point and the time that your vehicle passes the same point is your following distance.



Night Driving

The accident rate at night is 2.5 times greater than during the day. Night driving limits what we can see, How far ahead we can see, and how well we can be seen.

Some Contributing Causes of Night Driving Accidents

- Over-driving your headlights-not being able to stop the vehicle in time to avoid an object, person or animal when it first appears in your headlights ahead.
- Recovering from the glare of oncoming headlights
- Eye Fatigue
- Alcohol, drugs and/or lack of adequate sleep
- Vehicle Headlights in poor condition-dirty, out of adjustment or not working

How to avoid Night Driving Accidents

- Reduce your speed
- Use Low beams when visibility is poor-at dusk, fog, rain, or snow
- Look to the right side to avoid flare from the headlights of oncoming vehicles
- Do not drive when fatigued or impaired
- Inspect headlights regularly



Chapter 3: Lifting

Purpose: This program is to clarify procedures, training and other issues related to proper lifting techniques. This program applies to all Assured Environments Employees.

Delivery of Training: Corporate Training Director, Division Managers, Supervisors, Officers of the Company

Program Administrator: Safety Officer

Record Keeping: Corporate Training Director

General

Back injuries are one of the most common reasons that employees miss time from work. Nearly all administrative, sales, management and service employees do some manner of lifting from time to time. Assured Environments requires that a Technician be able to lift 40 lbs. While no specific restrictions are placed on administrative and sales employees, most people in these roles will occasionally lift things while at work.

In the event an employee is injured in a workplace accident, the following must occur:

1. The employee must submit to a drug screen within 24 hours.
2. The employee reread and passes the Assured Environments Safety Training Manual and Test.



Topics

Rule Number One

Do not underestimate the potential for injury when lifting or carrying light to medium weight objects. Most lifting injuries do not occur while lifting heavy objects. They occur while lifting or carrying medium weight objects incorrectly.

Rule Number Two

Do not attempt to overpower heavy and medium weight objects. Take a moment to consider what you plan to do.

- How heavy is the object?
- Can I divide the load and make several trips?
- Can I get some help?
- Can a mechanical device be used to do the work?
- What are the dimensions and can I get a good grip?
- Where is this object to be taken?
- Are there any obstacles such as other objects, constricted spaces, poor footing or bad lighting?
- Am I wearing the proper footwear for the job and the terrain?
- Is the object attached at any point?

Rule Number Three

If you must lift an object, lift it correctly.

- Use gloves to protect your hands.
- Get a secure grip.
- Keep your back straight and upright.
- Lift and lower using your legs (shoulder width apart).
- Keep the object close to your body.



- Avoid twisting your body while carrying the object.

Rule Number Four

Stay Healthy

- Keeping physically fit will help in avoiding injuries.
- Make it a habit to maintain good posture and exercise.
- Remember that a sore back is telling you that you cannot safely lift what you might normally manage.



Chapter 4: Slips, Trips and Falls

Purpose: This program is to educate employees to identify the hazards that can lead to a slip, trip or fall and to clarify how wearing proper footwear and taking some practical precautions can help prevent the injuries associated with these types of accidents.

Program Administrator: Safety Officer

Record Keeping: Corporate Training Director, Division Managers, Supervisors

General

Slips, trips and falls make up a significant percentage of injuries to Assured Environments Employees. Assured Environments Service, Sales, and Management employees perform their regular duties at client locations which may be unfamiliar to the employee and may pose various potential hazards including changing surface types and changing elevations.

Training

All employees are issued a safety manual upon hire and must read and complete this training module.

In the event an employee is injured in a workplace accident, the following must occur.

1. The employee must submit to a drug screen within 24 hours.
2. The employee must reread and retake this safety module.



Topics

Slips can be caused by wet or smooth surfaces as well as surfaces that are covered in loose material (sand, gravel, flour, etc.) You start slipping when you lose traction or contact with the surface you are on.

To avoid slips you should:

- Be wary of floors that need cleaning.
- Use extreme caution on ice, snow, or wet surfaces.
- Wear proper footwear. Non-slip, sturdy soles will provide a good base on uneven surfaces and should be kept clean of grease, debris, etc.

Trips can be caused by elevation change, holes, or objects sitting on top of surfaces that you walk on.

To avoid Trips you should:

- Make sure lighting is good. Use a flashlight when moving through poorly lit areas.
- Exercise care when carrying objects that obstruct your normal view.
- Keep clutter out of your work area. Clear away objects that are moveable along the paths you repeatedly use.
- Make certain your clothing and shoes fit properly.

Falls can be prevented by following these basic steps:

- Survey the area. What are the obstacles? Can you clear the path where you are working?
- Pay attention. Be aware of the surface you are on, how fast you will be moving, and how far above the ground you will be.
- Note: Falling through a roof, skylight or drop ceiling is as likely as falling off the roof.
- Be careful when climbing up or down stairs or ladders (see Chapter 5 on ladder safety)



Chapter 5: Ladder Safety/Fall Protection

Purpose: This program is to educate employees to identify the hazards that can lead to an injury resulting from a fall from a height and to clarify how taking some practical precautions can help prevent the injuries associated with these types of accidents.

Delivery of the training: Director of Training, Division Managers and Supervisors

Program Administrator: Safety Officer

Record Keeping: Division Offices and Corporate Office

General

There is absolutely no reason for anyone to get hurt, disabled or killed while using a ladder. Yet it happens all too often. Someone steps on the safety sticker that says “This is not a stop!” or someone leans too far to one side sending the entire ladder falling down. Virtually every ladder accident and fall from a height could have been prevented.

Stick to the simple rules below to ensure that you or your fellow workers are never injured while using a ladder or working from a height.

Training

All employees are required to read and review this safety manual and sign the book upon completion acknowledging they understand it.



Topics

1. Choose the right Ladder

Always select a ladder which is the correct length to safely reach the working height. Ensure that the ladder is of the correct duty or weight rating. The combined weight of the user, their tools and materials should NEVER exceed the rating of the ladder.

2. Check the Condition of the Ladder

Many Assured Environments employees borrow ladders from the facility they are servicing. This makes inspecting the ladder all the more important, since you may not be familiar with that particular ladder. Read all the labels on the ladder. Check for split or cracked side rails and missing, broken, damaged or loose rungs or other weaknesses. Also check for splinters or sharp edges. DO NOT climb a ladder in which you do not have confidence. Be sure to communicate to the client if their ladder is unsafe, and communicate with your direct supervisor if an Assured Environments ladder is unsafe.

3. Place the Ladder with Your Safety in Mind

Make sure the ladder has firm footing and that it is placed properly. One foot away from the wall for every four feet of height gained is the general measuring rule for ladder placement. If used to gain access to a roof, the ladder should extend three feet above the point of contact on the roof. Be especially cautious when placing the ladder near electrical or steam lines. Do not use a step ladder as a single ladder. If you are using a step ladder, make sure it is fully open with the spreaders properly locked.

4. Climb the Ladder Carefully

Keep your mind on where you are and what you are doing. Wear the proper shoes, with good soles that are free of grease or mud. Always face the ladder and use both hands when climbing up or down. Raise and lower heavy tools with



a hand line or have someone hand them up to you. Do not have someone toss heavy tools or objects up to you, or drop them when you are finished. If you are not feeling well, DO NOT climb a ladder. Always climb and work from the center of the ladder. Never climb up the “back” side of a step ladder or stand on top of it.

5. Never Over-Reach!

Breaking this one simple rule causes more accidents than any other. If you cannot reach the area you need to safely, MOVE THE LADDER.

6. Fall Protection

Although it is rare, Assured Environments employees occasionally work on scaffolding or ledges that are at a height above 10 feet. Any time you need to work at a height of 10 feet or more on a ledge, scaffolding or lift, there must be a guardrail system in place and/or you must use a personal fall arrest system such as a harness, safety belt and life lines.

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Chapter 6: Hazard Communication: The Right to Know Law

Purpose: This program is to inform employees of the hazards associated with chemicals in the workplace and to educate them on where to find information regarding hazards that might be present.

Delivery of Training: Director of Training, Safety Officer, Division Managers and Supervisors

Program Administrator: Safety Officer

Record Keeping: Corporate office, Division Offices

General

The Federal “Hazard Communication Standard” is administered by OSHA. This set of laws requires a communication system to be in place which informs both employers and employees of the hazards associated with chemicals used in the workplace.

Training

All employees must read and sign this chapter upon hire. Division Managers and Supervisors will cover this topic at regular service meetings.

Topics



1. List of Hazardous Materials

A list of all known hazardous chemicals used by employees of Assured Environments will be kept at each division office and at the Corporate Office. This list is available for review to all employees at any time. All Service Personnel will carry Material Safety Data sheets with them at all times and in Service Vehicles.

2. Material Safety Data Sheets (MSDS)

Each hazardous chemical used by Assured Environments will have a readily accessible and up-to-date MSDS. MSDSs will meet the current OSHA requirements.

MSDSs for all chemicals used by the company are available at each division location and the Corporate Office. Each Technician will also be provided MSDSs that are to be kept in service vehicles or in service kits at all times. These should be stored with the DOT shipping papers in a three-ring binder.

3. Container Labeling

A Division Manager or Supervisor for each Division will verify that all containers received for use will:

- Be clearly labeled as to its contents;
- List the name and address of the manufacturer;
- Be accompanied by an up-to-date MSDS.

It is Assured Environments policy that no container be released for use without the above information. A Division Manager or Supervisor for each Division will ensure that all secondary containers are labeled with either a copy of the original manufacturer's label or our company's own label which identify the chemical name, active ingredient(s) and hazard warnings.



4. Informing Contractors/Customers

Assured Environments will provide contractors and our clients with the following information:

- MSDSs for all hazardous chemicals they may be exposed to while on Assured Environments property.
- MSDSs for all hazardous chemicals which may be used on a client's property.
- Precautions employees of Assured Environments, our contractors and our clients must take to lessen their possibility of exposure.

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Chapter 7: Hazard Assessment/Personal Protective Equipment (PPE) and Clothing

Purpose: This program is to clarify how employees who are exposed to certain hazards will use Personal Protective Equipment (PPE) to protect themselves. We have performed a hazard assessment to determine the requirements. The following will outline the procedures and key elements in ensuring that Assured Environments employees know when and how to safely use PPE and what must be done to support its safe use. While we strive to eliminate the need for PPE through engineered solutions, we will ensure employees who must use PPE can safely do so.

Hazard Assessment: A hazard assessment has been performed to evaluate the hazards associated with delivering the service that Assured Environments provides. This includes a loss study, as well as a review of the physical work environments. A loss study is a review of lost work time and of the medical costs associated with workplace accidents and injuries. The loss study and hazard assessment may be updated periodically to reflect changes in our work methods or practices as appropriate.

Delivery of Training: Director of Training, Division Managers and Supervisors

Program Administrator: Safety Officer

Record Keeping: Corporate office, Division offices

General

Protective clothing and PPE play a critical role in ensuring that we are protecting



ourselves from unnecessary risks.

Hazard Assessment

Assured Environments has completed a hazard assessment based on loss studies and experience with the various environments where we deliver our service. This study has some limitations because we cannot review each particular site where we deliver our services.

Exposure Analysis

Even though Assured Environments has a good record regarding injuries that normally result from ineffective use of PPE, there are potential hazards present in the work environment. When performing operations in a customer's workplace, we will comply with their requirements as far as PPE use. Most of our work does not require excessive PPE, but the work environments may. With that in mind, all PPE requirements will be communicated to the Technician, and any requirement that is not normally encountered will be reviewed with the Division Manager. An example of that would be the need for a supplied air respirator, or some other sophisticated PPE needs.

Training

All employees who will perform Pest Control services for Assured Environments are assigned an Assured Environments Training Manual. Using the companion text, Applying Pesticides Correctly, also known as the Core Manual, employees complete the workbook as they read through the Core Manual. The Core Manual is a publication of the U.S. Environmental Protection Agency and is the industry standard text for the safe handling, application and disposal of pesticides and their containers. The completion of the workbook is a prerequisite for attending a 30 hour certification class. The Core Manual devotes an entire unit to personal protective equipment, including protective clothing for the Pest Control Technician.

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Topics

ALWAYS REMEMBER TO REVIEW THE PESTICIDE LABEL OR MSDS FOR INFORMATION ON WHAT PROTECTIVE CLOTHING IS REQUIRED TO BE WORN WHEN USING A PARTICULAR MATERIAL.

1. Two Layer Minimum

Regardless of whether you are wearing a regular service uniform or coveralls, an undershirt is required. Each layer of clothing cuts dermal exposure by 90%.

2. Uniforms

Assured Environments service uniform must be worn at all times when performing service work. Avoid “cuffing” clothes as cuffs can catch granules and other particles. These particles can later be unintentionally deposited in a non-target area.

Proper Fit- Uniforms or work clothes shall fit the employee properly to meet Assured Environments and customer dress codes.

Limitations- To be effective, the employee must take the time to don the clean uniform when it is required. Obviously new clothing is not a replacement for proper gloves or other PPE when Required.

Cleaning- Clothes should be cleaned as soon as possible after use, and separated from family laundry.

Disposal- If your clothes or uniform is in need of replacement, please see your supervisor to replace it.



3. Footwear

Assured Environments has an approved footwear list for technicians. Wearing approved shoes with slip resistant soles is required for service technicians, supervisors and managers when performing service. See your immediate supervisor for the approved footwear list.

Safety Shoe

Reason for and use- We do not normally use or require safety shoes. Occasionally, we will perform work at a location where they are required. This requirement will be handled on a case by case basis to determine when/if company reimbursement is suitable.

Proper fit- To work effectively, the shoes must be selected on what they are to protect against, and fit tightly enough that they do not become a slip/trip/fall hazard.

Limitations- If selected effectively according to the hazards they are to protect against, the primary limitation is making sure they are worn.

Cleaning- Safety shoes should be cleaned as appropriate and sprayed with a disinfectant for hygiene purposes.

4. Rubber Gloves

Reason for and when to use- Rubber gloves are required when using, mixing or applying pesticides where the label requires their use or any material that is corrosive or where skin absorption is a primary route of entry. This is an area where the employee is required to understand the hazards that are covered in the Hazard Communication Training Program.



Proper Fit- To work effectively, gloves must fit (be sized) properly. Also, if work is being done above the shoulder, the gloves should normally be cuffed to catch any residual that could otherwise drop onto the arm or skin surface.

Limitations- Gloves must be selected on the basis of the hazard for which they are used. They must also not have any holes or gaps.

Cleaning- Disposable gloves should be discarded in a trash receptacle after use. Reusable gloves should be kept in a clean, sanitary place. They can be cleaned by simple soap and water, or as directed by the manufacturer.

Disposal- If your gloves are damaged, please see your supervisor to replace them.

5. Eye Protection

Safety Goggles

Reason for use- safety goggles are to be worn when dealing with any hazardous liquids or dusts. This is particularly critical when mixing liquids or concentrates.

Proper Fit- To work effectively, the goggles must make a tight fit completely around the eyes. If the strap cannot be adjusted to make this a tight fit, see your supervisor, as you may need to dispose of them.

Limitations- Safety Goggles should not be confused with safety glasses. A company may require us to wear safety glasses, but they NOT acceptable for use with any liquid products. Liquids can splash and flow around glasses but not goggles.

Cleaning- Safety goggles should be kept in a place that keeps them clean. They can be cleaned by simple soap and water or as directed by the manufacturer.



Disposal- If your safety goggles becomes damaged, or if your sight is limited by scratches or other visual impairments, please see your supervisor to replace them.

Safety Glasses

Safety glasses should be worn when there is a risk of objects or debris entering the eye directly. These should be worn when using power tools such as a power driver or when the facility you are servicing requires precautionary use.

Reason for and when to use- We are not aware of any time that safety glasses are sufficient protection for exposures that arise from carrying out our normal duties. Therefore we do not routinely use them. However, safety glasses may be required by our customers, and will be utilized as required by them.

Proper fit- To work effectively, the glasses must make a tight fit against the face and be comfortable to encourage use.

Limitations- See not above about safety goggles. Otherwise, the primary limitation is making sure they are worn.

Cleaning- Safety glasses should be kept in a place that keeps them clean. They can be cleaned by simple soap and water or as directed by the manufacturer.

Disposal- If your safety glasses become damaged, or if your sight is limited by scratches or other visual impairments, please see your supervisor to replace them.



6. Ear Protection

Reason for and when to use- We do not believe we have a need for a hearing conservation program at Assured Environments. However, we will have customers who require us to wear ear protection while in their facility. We will meet their requirements for this as needed.

Proper Fit- To properly insert earplugs, gently pull back the earlobe with one hand and insert the plugs gently into the ear. They should be inserted until they snugly fit the ear canal. NEVER jam them in too far!

Limitations- The primary limitation of the ear plug is proper use. It must be inserted until the fit is tight, but not so far as to damage the ear canal. The plug must also have an adequate noise reduction rating (NRR) for the noise levels to which you will be exposed.

Cleaning- Disposable ear plugs should not be cleaned, but discarded in a trash receptacle. Other plugs designed for reuse must be stored in a sanitary place and cleaned as needed with soap or as directed by the manufacturer.

Disposal- Again, disposable plugs should be discarded after use. Other plugs should be shown to your supervisor to be replaced as needed.

7. Head Protection

Bump Cap

Reason for and when to use- The bump cap is to protect the head from minor injuries to the head. It is to be used when in areas with restricted headroom, or as required by our customer.



Proper Fit- To work effectively, the bump cap suspension should be adjusted to snugly fit the head of the wearer.

Limitations- The bump cap should not be confused with the hard hat. The hard hat offers much more protection from falling objects and is designed to redirect the blow from a falling object. The bump cap is simply to protect against minor bumps. The primary limitation is that it must be worn to be effective.

Cleaning- The bump cap should be kept in a place that keeps it clean. It can be cleaned by simple soap and water or as directed by the manufacturer.

Disposal- If your bump cap is damaged, please see your supervisor to replace it.

Hard Hat

Reason for use and when to use it- We do not normally use or issue hard hats. Occasionally, we will perform work at a construction site where one is required. We would expect to borrow one from the location.

Proper Fit- To work effectively, hard hat suspension should be adjusted to snugly fit the head of the wearer.

Limitations- The hard hat offers good protection from falling objects and is designed to redirect the blow from a falling object. The Primary limitation is that it must be worn to be effective.

Cleaning- The hard hat should be kept in a place that keeps it clean. It can be cleaned by simple soap and water or as directed by the manufacturer.

Disposal- We will return the hard hat to the customer and not dispose of it.



8. Knee Pads

Reason for and when to use- There is no safety standard that we are aware of that requires knee pads to complete the work we do. However, experience has shown that certain operations (such as monitoring and servicing devices) are made much more comfortable when knee pads are used. It also encourages employees to use better posture, which could reduce back strain.

Proper Fit- To work effectively, knee pad straps should be adjusted to ensure a snug fit. If they are too loose, they could slide down and create a trip hazard. If they are too tight, they could impair circulation and become uncomfortable.

Limitations- The only limitation is that they have to be worn to be effective. The not above about proper fit is also applicable.

Cleaning- Knee pads should be stored and maintained in a clean condition. While they can be rinsed if needed rinsing may reduce effective life span.

Disposal- If your knee pads are damaged or unsightly, replace them.

9. Respirator

Respirators are more complex than these other examples of PPE. While technically PPE, they require a separate program to support their safe use. For detailed information on our requirements for respirators, please see that specific safety program in Chapter 12.



Chapter 8: Robbery Prevention

Purpose: This program is to educate employees to identify the hazards that can lead to injury or emotional trauma that can result from a robbery.

Delivery of Training: Director of Training, Division Managers and Supervisors

Program Administrator: Safety Officer

Record Keeping: Division Offices and Corporate Office

General

We all need to be concerned about robbery/burglary prevention. More than half of all burglaries occur during daylight hours.

Training

All Assured Environments employees must read and sign a copy of this program upon hire.

Topics

1. Vehicle Safety

Although auto thefts are increasing in numbers, most cars are still taken by amateurs who can be deterred fairly easily. You can increase your protection by following a few sensible precautions:

- Close and lock all vehicle doors, windows and toppers.
- When you park your vehicle, do not leave any valuable items in sight of potential criminals.



- Avoid leaving your vehicle unattended in parking lots for an extended period of time. A vehicle is much more likely to be stolen from an unattended lot than from the street or an attended lot.
- At night, park in well-lit areas with pedestrian traffic.

2. Account Security (for Technicians servicing Night accounts)

- Whenever possible, enter night accounts through the front door. Typically these areas are well lit and are in plain view of the public.
- When servicing key accounts, ask the closing manager to leave the lights on for you. This will allow you to see any criminal activity inside the building before you enter and will make the account less attractive to burglars.
- Always lock yourself in when servicing a “key” account. Burglars and robbers try the easiest entries first-DOORS. When working alone in an account, turn on a hidden TV or radio so potential burglars may be discouraged by thinking multiple people are present.
- Be ALERT! Look for suspicious people or vehicles when entering or leaving an account. When in doubt, call the police and let them check out the situation.
- Be accurate when writing down the in and out time of a “key” account. This may help police determine the time of a break-in should one occur.
- Document any unusual occurrences on your Service Report. Examples include: doors left open or unlocked, window broken, etc. Contact the store owner or manager if the number is available or contact the police, if you feel it is appropriate.
- If signs of a break-in are evident after you have entered an account, LEAVE IMMEDIATELY!! Go elsewhere and call the police.
- If a burglary occurs while you are in an account, DO NOT attempt to stop the burglar. Do what you are told and avoid any quick movements.
- Contact your supervisor immediately to report any suspicious activity at an account



Chapter 9: First Aid

Purpose: This specific program is to provide some guidelines to the employee who may face an on-the-job accident involving a co-worker or client.

Delivery of Training: Director of Training

Program Administrator: Division Managers

Record Keeping: Division Offices and Corporate Office

General

When an accident occurs on the job, our guiding principle will be, first and foremost, to get the victim to a physician or hospital as quickly as possible if necessary. In most cases, this may be all that should be done. However, there are some cases when first aid is appropriate. This training includes some general guidelines to use when conducting first aid.

Topics

Recognition of the situation and personal assistance- The key to successful medical treatment, as with most treatments, is recognition of the condition. For most accidents, this should be apparent based on the type of accident observed. Once the situation causing the injury has been understood, you can proceed with greater confidence. Your first aid efforts will be all the more successful if you can assure the victim that you have the situation in hand and that he or she just needs to remain calm while you seek medical attention. The more psychologically assured the victim is, the better the chances for a good outcome.



Neck, head or back injuries- If a fall has occurred and there is a possibility of injury to the neck, head, or back, it is imperative that the patient not be moved by anyone except medical personnel. To do otherwise could result in severe injury or possibly even death. The only exception would be if the victim might require movement in order to be removed from danger. In this case, carefully dragging the injured person by the feet or legs while minimizing disturbance of his or her current body position may be the only option.

CPR- If the patient is not breathing or if the pulse has stopped, then mouth-to-mouth resuscitation is required and it must be administered as soon as possible. However, anyone giving such assistance must be properly trained in CPR. Solicit assistance from any nearby competent source, such as the police or fire department, if you are not so trained.

Severe Bleeding- For severe bleeding, especially if blood is observed spurting from the body, first aid should consist of applying a pressure bandage (even a towel or cloth) directly to the wound to slow or stop the flow of blood. Obviously, care should also be taken to protect yourself from potential exposure to blood borne pathogens (i.e. HIV or Hepatitis). Rubber gloves and goggles will limit your exposure to these types of pathogens. Severe bleeding may require that the patient be treated for shock. Shock should be treated by raising the feet, lowering the head, and covering the victim with blankets. The total difference in head to foot elevation should not exceed 1 ½ feet.

Pesticide Poisoning- With the reduced use of residual pesticides mandated by our GPM program, the need for this type of first aid should be greatly reduced. However, as long as we carry pesticides, there is always the possibility of pesticide poisoning. If exposure to pesticides has occurred to the point that there are moderate to severe pesticide poisoning signs (labored breathing, pinpoint pupils, muscular twitching, or secretions from the mouth or nose), or it a pesticide has been ingested, then first aid may be needed before the person gets to



medical authority. First, the pesticide and the victim must be separated if they are in contact in any way. If the pesticide is on the skin, then clothing must be removed from the affected areas and cleansed with a mild detergent and rinsed thoroughly with water. If pesticide has entered through the eye (regardless of the degree of signs or symptoms), then the eye should be rinsed with a steady but gentle stream of cool or lukewarm water for 15 minutes.

Perhaps the most troublesome point about first aid for pesticide poisoning is what to do if it is ingested. The usual thing to do for ingested poisons is to induce vomiting. However, vomiting should NOT be induced if the victim is unconscious, has consumed petroleum-based products (always refer to the label or MSDS for instructions on whether or not to induce vomiting), or is experiencing convulsions. If the victim has ingested poison, is still conscious, has not consumed petroleum-based products, and is not convulsing, then vomiting should be induced in one of two ways. Syrup of ipecac can be administered, or a finger or the blunt end of a spoon can be placed in the person's mouth to induce vomiting. In either case, the victim should be kneeling or placed face down to prevent vomitus from collecting in his lungs or trachea. It should also be noted that the vomitus should be collected and taken to the medical authority if there is any doubt about what was ingested.



Chapter 10: Accident Reporting

Purpose: This program is to educate employees on the proper procedures to follow in the event of a workplace accident, illness or injury.

Delivery of Training: Director of Training, Division Managers and Supervisors

Program Administrator: Safety Officer

Record Keeping: Division Offices, Corporate Office

General

There are two types of accidents typically reported by Assured Environments employees. They are workers' compensation injuries and motor vehicle accidents. In some cases a motor vehicle accident also results in a workers' compensation accident.

Training

All Assured Environments employees are required to read and sign this unit upon hire and inclusive of the initial training.

Topics

1. Workers' Compensation Accident Reporting



Injured Employees:

- If you are injured on the job, you must notify your supervisor as soon as you are physically able.
- In the case of medical emergencies, go to the nearest medical facility and explain that it is a workers' compensation injury.
- In non-emergency cases where medical attention is needed, contact your supervisor or administrative support person and get the location of the nearest in-network medical facility.
- The employee's direct supervisor will notify the administrative support person who will process the first report call to the insurance carrier and initiate the gathering of the proper forms.
- Any bills incurred as a result of treatment should be given to the administrative support person to process for payment.

2. Motor Vehicle Accident Reporting

At the accident Scene

- Take the steps to ensure that other vehicles are not likely to become involved in the accident. Note the time.
- Be prepared to render assistance to any injured party requesting your help.
- Notify the police and advise whether medical attention is required. Do not leave the scene of the accident
- In the event of a major chemical spill, call your supervisor immediately. Your supervisor will then determine what the next step will be. The Company Safety Officer must be notified of an incident within 24 hours.
- Using the 1st report of Motor Vehicle accident form that should be kept in all company vehicles, obtain the necessary information from the other driver and vehicle including name, driver's license number, insurance carrier, license plate number, description of the vehicle and the accident.
- Provide your Insurance information to the other driver. All company vehicles are required to have an insurance card in the glove compartment.



Chapter 11: Handling Pesticides Safely

Purpose: This program will educate employees on how to identify the hazards that can lead to an injury or illness that may result from improperly handling pesticides and to clarify how taking some practical precautions can help prevent the injuries or illnesses associated with these types of accidents.

Delivery of Training: Director of Training, Division Managers and Supervisors

Program Administrator: Safety Officer

Record Keeping: Division Offices, Corporate Office

General

It is extremely important that we safely handle the pesticides and materials that we use. Successful pest control cannot make up for mishandling a pesticide. We are not just concerned with safe application by the technician, but also safe transport, safe storage, safe disposal, and personal safety to the employee and the public.

Training

All employees who will perform pest control services for Assured Environments are assigned a Manual upon hire. Using the companion text, *Applying Pesticides Correctly* (the Core Manual), employees complete the manual as they read through the Core Manual. The Core Manual is a publication of the U.S. Environmental Protection Agency and is the industry standard text for the safe handling, application and disposal of pesticides and their containers. The completion of the



manual is a prerequisite to the 30 hour certification course and continued employment by Assured Environments.

Topics

1. Pesticide Transportation

Federal and state regulations concerning the transportation of pesticides are complex and generally apply to large quantities of pesticides in transit. However, there are some basic guidelines that we must follow for the small quantities we carry either in a service kit or service vehicle.

- Pesticides must be stored separately from the cab of a vehicle.
- The Pesticide storage area must be kept locked at all times when unattended
- All containers must be stored so that they will not overturn in transit.
- Larger containers (over five gallons) must be strapped to the side of the vehicle.
- Pesticides must be clearly labeled. If the original label is not used, the container must be labeled with the following information: common chemical name, percentage of active ingredient, EPA registration number, signal work and use classification (general or restricted). Use the original container whenever possible.
- Each service vehicle must have a spill cleanup kit: absorbent material (e.g. soak up), a scoop or dust pan, a container (e.g. heavy duty trash bag) to put spill material in to, and heavy duty detergent.
- To clean spills, the following must also be available: emergency telephone numbers, gloves, goggles and respirator.
- The vehicle must have a Department of Transportation book with the INFO-TRAC telephone number, 1-800-535-5053, labels and Material Safety Data Sheets (MSDS) for all products on board. This book must be kept in the cab of the service vehicle.



2. Storage of Pesticides

- Pesticides should be stored in a room designed for this purpose.
- Storage areas must be clean, dry, cool (but not cold) and well ventilated.
- Safety equipment must be available near the storage area, including spill control material, respirator, rubber gloves and fire extinguisher.
- Pesticides should be stored in their original containers. NEVER use former food containers to store pesticides, even if the food label has been removed.
- Liquid Pesticides should be stored separately from dusts, granules, or baits. Rodenticides should be stored separately from insecticides.
- Storage areas must be kept locked when not in use.
- “No Smoking” and “Pesticide Storage Area” signs must be posted at all storage areas.

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3. Mixing Pesticides

- Read and follow the label directions.
- Determine the protective clothing required.
- Make sure equipment is clean and in good operation.
- Measure chemicals carefully and accurately.
- Liquid Mixing Procedure-add ½ of the amount of water or diluents called for, add the pesticide, then the rest of the water or diluent. The last half of your diluents may also consist of rinsate from the triple rinsed pesticide container.
- Be prepared to clean up any spills that occur during the mixing.

4. Application

- Always choose a non-chemical technique first. If application is necessary, choose the lowest impact formulation.
- Read and follow the label directions.
- Be aware of people who may be especially sensitive to pesticides such as children and the elderly. Determine this information in advance, before application.



- Do not allow contamination of any water supply or wet area, children's play area, pets or wildlife.
- Be wary of heating and cooling intakes and passive ventilation systems that may transport pesticides to non-target areas.
- Keep animals and people away from the area during application and until the treated area is safe to enter.
- Be in control. Be wary of over-spraying or over-applying dust, baits and granules.

5. Disposal of Pesticides and Containers

Pesticide containers must be disposed of as required on the pesticide label.

Many of the materials we currently use do not require the classic triple rinse technique, but if it is required, refer to *Applying Pesticides Correctly* (the Core Manual) for information and instructions. We should do everything we can to limit the amount of pesticide that needs to be disposed. Some suggestions are:

- Mix only what you need.
- Use excess on other areas of the job site which are labeled for use with this pesticide.

6. Pesticide Spills

For more detailed information on pesticide spills and the proper procedure for spill control, please refer to the *Assured Environments Spill Control Protocol*.

- Safety First- Prevent exposure.
- Contain the pesticide spill using absorptive material such as Soak Up or cat litter.
- Do not allow the water supply to become contaminated.
- Use a broom and plastic bag to remove the spilled material.
- Clean the area of the spill with a strong detergent or diluted bleach solution.



- Refer to the vehicle DOT Shipping Papers information, specifically the Emergency Response Guidebook, for instructions on how to dispose of the contaminated material.
- Spills are defined as major or minor. How each spill is classified is somewhat subjective. The quantity of the spill is often not as important as the surface on which it spilled when determining if a spill is major or minor. Keep in mind the following questions:
 - Is the spill entering a waterway such as a storm drain or stream? (major)
 - Can the spill be contained, even though it is a large quantity? (minor)
 - Is the spilled material a volatile concentrate in close proximity to people? (major)
 - Is the spilled material a volatile concentrate not in close proximity to people? (minor)
- In the event of a major spill, keep people away from the spill area, and then contact your license holder/supervisor for instructions. Major spills may necessitate notification of federal agencies or INFOTRAC hotline by your supervisor.



Chapter 12: Respirator Safety

Purpose: This specific program is to clarify the training, the rules, and other issues associated with respirator usage and safety. This program applies to all respirators utilized at our facilities, and is designed to prevent accidents related to using required respirators, and will address regulatory issues outlined in OSHA 1910.134.

Delivery of Training: Director of Training, Division Managers and Supervisors

Program Administrator: Division Managers and Supervisors

Record Keeping: Division Offices and Corporate Office.

General

Respirator Selection: Respirators will be selected and used according to the hazards and exposures our employees face. There are additional key elements here that include:

1. Respirators will all be certified by the National Institute of Occupational Safety and Health (NIOSH) and the Mine Safety and Health Administration (MSHA).
2. Divisions will keep on hand enough of each model and size to facilitate all employees who must use respirators.
3. Employees will use only respirators provided by Assured Environments. Respirators are provided at no cost to the employees.

It is important to note that this program is not designed for supplied air respirators. That program requires significant additional steps that are not covered here. If you believe your work at any account requires a supplied air respirator, contact your immediate supervisor.



Fit Testing: Fit testing will be done upon issuance of the respirator by competent personnel according to the requirements in OSHA 1910.134(f). The fit testing will be documented to demonstrate compliance with this requirement.

Inspection and Cleaning: The respirators used at Assured Environments are routine use respirators. They will be stored in a clean, convenient location. Prior to each use, they will be inspected and cleaned/disinfected as needed. If any respirator is damaged, the employee must report it to their direct supervisor for evaluation. We will not perform repair work on respirators. If cartridges are consumed or otherwise not functional, they shall be replaced. Any questions regarding proper inspection/cleaning/functioning should be reviewed with the division manager, who will refer to the instructions that come with the respirator.

Cartridges: The respirators Assured Environments uses will have specific cartridges for the potential hazards to which the employees are exposed. They will be properly labeled and out of date respirators will be removed from use.

Procedures for Use: Assured Environments will use respirators in the applying of certain products. The procedures on how to use these respirators are simple. When using these products, the employees must;

1. Retrieve and inspect the respirator.
2. Properly place the respirator on the face, along with other appropriate personal protective equipment according to manufacturer's recommendations. Be sure that you have the proper respirator cartridge in place.
3. Perform the task required, such as the application and use of:
 - a) Volumetric space fogging.
 - b) Crack and crevice injection
 - c) Burrow application for rodents
 - d) Rodent excrement removal
 - e) Bird excrement removal



- f) Application of a product where the label specifically requires the use of a respirator.
4. Wear equipment until task is complete or you are clear of the hazard.
 5. Remove respirator, clean as appropriate, and place in sanitary storage.

Training

A documented fit test is required for Field Training.

The safety topics contained within the Core Manual, including respirator safety, are reviewed during Field Training of the Technician.

These topics are reviewed annually at the Assured Environments Training Day.

Program Evaluation: this program is evaluated annually to determine the effectiveness. At a minimum, the review will:

1. Require annual medical evaluations.
2. Study the proper use and fit of current respirators.
3. Review current respirator selection using industrial hygiene studies or other means as appropriate.
4. Evaluate current methods of cleaning, inspecting, storing, etc., by asking employees to demonstrate these functions.
5. Draw conclusions about program effectiveness and generate any improvement strategies needed.

The Division Managers will maintain the summary of this evaluation.

Situations NOT covered: This program is not designed to ensure protection for using a self-contained breathing apparatus (SCBA). It is also not to protect employees in an emergency or rescue operation. It is for routine, non-emergency use of respirators, primarily in the pest control operation.



Summary: While few employees are involved in actually using a respirator to protect themselves from the chemicals most frequently used by Assured Environments, everyone has responsibilities to support the program. They include:

1. Employees must understand and obey all rules. This includes understanding the use and limitations of respirators.
2. Supervisors and Managers must enforce the program.
3. Leadership must provide direction and support.

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Chapter 13: Client Safety

Purpose: This specific program is to identify the proper procedures necessary before, during and after our service to protect our clients from the hazards associated with the methods used in pest control services.

Delivery of Training: Director of Training, Division Managers and Supervisors

Program Administrator: Safety Officer

Record Keeping: Division Offices and Corporate Office

General

The ultimate goal of our pest management service is to keep our clients safe from pests and the microorganisms associated with them. We must also protect our clients from the hazards associated with the methods we choose to provide this service.

Training

All employees who will perform pest management services for Assured Environments are assigned the workbook and Manual upon hiring. Using the companion text, Applying Pesticides Correctly (also known as the Core Manual), employees complete the workbook as they read through the Core Manual. The Core Manual is a publication of the U.S. Environmental Protection Agency and is the industry standard text for the safe handling, application and disposal of pesticides and their containers. The completion of the workbook is a prerequisite to the completion of Field Training.



Topics

During the service:

- Always choose non-chemical approaches before applying pesticides.
- Always apply chemicals into cracks and crevices.
- Never apply pesticides around clients who express concern about medical conditions or allergies before discussing with them what and how you are going to apply the material.
- Use the Service Report to note safety problems that you see during your inspection such as grease buildup causing slippery floors, water leaks, food items that were left out, doors propped open providing access to robbery, etc.
- Use the Service Report properly when documenting your pesticide usage. The Service Report provides the format to record exactly where a particular pesticide was applied. If, for example, an individual asked you to not apply any materials in a particular office, but you later need to apply something in an unrelated area, use the Service Report to document this. These two different areas and treatments are easy to distinguish if our Service Report is properly filled out.

During a full preparation service:

- The client should be instructed on how to properly prepare for our service.
- The area must be inspected by Assured Environments, prior to service, to determine that all at-risk items have been properly prepared.
- When aerosols are used, instructions concerning smoke detectors should be given to the client.
- Inspect the area to make sure all client employees and their customers have left the area before you begin service.
- Caution tape, placed to bar access, can be helpful in certain situations.
- Instructions on re-entry time and cleanup procedures should be given verbally and backed up in writing on the Service Report.
- Clients must never be allowed in an area we are servicing unless they are using all the safety equipment required by the label of the product(s) we are using.



Chapter 14: Permit-Required Confined Space Entry

Purpose: This specific program is to clarify the assessment, training and other issues related to permit-required spaces. This program applies to all employees and is designed to prevent accidents related to the hazards of entering permit-required confined spaces, as well as to address regulatory issues OSHA 1910.146 and related standards.

Delivery of Training: Director of Training, Division Managers and Supervisors

Program Administrators: Division Managers and Supervisors

Record Keeping: Division Offices and Corporate Office

General

A permit-required confined space is defined as any space on any of our clients' premises which is labeled "Confined Space-Permit Required" or similar language.

These spaces are defined by OSHA to be spaces that are:

- Large enough and so configured that an employee can bodily enter and perform assigned work; and
- Have limited or restricted means for entry or exit; and
- Are not designed for continuous employee occupancy.
- It is the client's responsibility to identify and mark permit-required confined spaces on their premises.

Policy

Assured Environments employees are generally prohibited from entering



permit-required confined spaces. In cases where entry into permit-required confined spaces is necessary to properly deliver our services, the Assured Environments Safety Officer may approve select employees for this purpose and require:

- The employee(s) receive(s) permit-required confined space training through an approved source.
- The employee(s) complete(s) any location-specific training and orientation provided by the client.
- The employee(s) and a client representative agree on all procedures including atmospheric testing, entry supervisor, monitor and rescue procedures prior to entry. As Assured Environments employees typically work alone, it is preferable to use facility employees as monitors and stand-by rescue personnel.

Summary

The normal delivery of our services does not require our employees to enter permit-required confined spaces. However, many of our clients have such spaces on their premises, so it is essential that our employees understand the hazards associated with such spaces. In the rare instances where entry into such spaces is necessary to deliver our services, our employees will be properly trained and the proper precautions outlined in OSHA 29 CFR 1910.146 will be addressed to the satisfaction of both Assured Environments and a facility representative.

Topics

1. Physical Hazards

Physical hazards may result from moving parts like agitators, blenders and stirrers. Dangers may also be present from gases, liquids or fluids entering the space from connected pipes. Low ceilings and support beams may cause head



injuries if bumped.

2. **Combustibility**

Fire and explosion are serious dangers in a confined space. Flammable and combustible gases and vapors may already be present or they may be introduced by the materials we use. These built-up vapors and gases can be ignited by faulty electrical equipment, static electricity, sparks, cigarettes or open flames.

3. **Oxygen Deficiency**

The primary hazard associated with confined spaces is oxygen deficiency. Normal air contains 20.8 percent oxygen. The minimum safe level as indicated and between 8 and 12 percent you will become unconscious. Oxygen is reduced by either displacement or consumption. Oxygen is reduced by either displacement or consumption. Oxygen can be displaced by other gases such as nitrogen or methane. Consumption may be caused by chemical reactions such as rusting, rotting, fermenting or burning of flammable substances.

4. **Toxic Air Contaminants**

These contaminants may occur from previously stored materials, application of insecticides, cleaning solvents or preservatives. It is important to know that you may not see or smell some contaminants. Carbon monoxide and sulfur dioxide are two examples of gases that are odorless and deadly.

Before You Enter

Assured Environments has a detailed Confined Space Entry Procedure program that is a supplement to this manual. If entry into a permit-required confined space is required, any employee who will be participating in the entry, either as the entrant or the attendant, will have documented completion of the training required by that program and will perform all safety and atmosphere tests required.

If you are unsure about entering a confined space, contact your supervisor.



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