



CBRE

# Health, Safety and Environmental Minimum Performance Requirements for Contractors

Publication Date: February 2018

Version: 02



## Document Management

The contents of this document when printed or saved to hard disk are **uncontrolled**.

## Table of Contents

1.0	Introduction .....	20
2.0	General Rules and Requirements.....	21
2.1	Contractors' HSE Program .....	21
2.2	Contractors' HSE Safety Performance .....	21
2.3	Reporting of Hazardous Conditions .....	21
2.4	Accident and Incident Reporting.....	22
2.4.1	Non-Compliance / Progressive Disciplinary Process.....	22
2.5	First Aid .....	22
2.6	Security Clearances and Key Authorization .....	22
2.7	Site Access and Emergency Procedures.....	22
2.8	Contractor Conduct .....	23
2.7.1	Personal Conduct.....	23
2.7.2	Workplace Violence .....	23
2.7.3	Drugs & Alcohol .....	23
2.7.4	Prescription Medication.....	23
2.7.5	Smoking.....	23
2.7.6	Weapons .....	24
2.7.7	Telephone Use.....	24
2.7.8	Parking .....	24
2.7.9	Driving / Speed Limits .....	24
3.0	Health, Safety & Environment Rules and Standards.....	25
3.1	Construction Projects .....	25
3.1.1	Job or Project Specific H&S Plan.....	25
3.1.2	3 Tenant / Public Protection.....	26
3.1.3	Breach of Wall .....	26
3.1.4	Excavations and Trenches.....	26
3.1.5	Construction / Demolitions .....	27
3.2	Safe Work Approval.....	27
3.3	Critical Environment.....	28

3.4	Fire Prevention and Protection .....	28
3.5	Working Alone.....	28
3.6	Warning Signs.....	28
3.7	Mobile Cranes / Heavy Equipment.....	28
3.8	Traffic Control .....	29
3.9	Loading Docks .....	29
3.10	Storage.....	29
3.11	Personal Protective Equipment (PPE).....	29
3.11.1	Footwear.....	30
3.11.2	Eyewear / Face Protection .....	30
3.11.3	Hand Protection.....	30
3.11.4	Head Protection.....	30
3.11.5	High Visibility Clothing .....	30
3.11.6	Hearing Protection.....	30
3.11.7	Specialized PPE .....	30
3.11.8	Personal Fall Arrest / Restraint Equipment.....	30
3.11.9	Respiratory Equipment .....	31
3.12	Regulated Substances.....	31
3.12.1	Asbestos Containing Materials (ACM) .....	31
3.12.2	Lead.....	31
3.13	Work Area .....	31
3.13.1	First Aid / Emergency Equipment .....	31
3.13.2	Control of Contaminants (Including Heat and Noise).....	32
3.13.3	Hygiene .....	32
3.13.4	Housekeeping.....	32
3.13.5	Material Handling .....	33
3.13.6	Portable Heaters.....	33
3.13.7	Combustion Engines .....	34
3.13.8	Tarpaulins.....	34
3.13.9	Floor Openings and Utility Holes .....	34
3.13.10	Hazardous Materials.....	34
3.13.11	Solid Waste Management .....	35
3.13.12	Hazardous Waste Management .....	35

3.13.13	Water .....	35
3.13.14	Energy .....	35
3.14	Tools and Equipment .....	35
3.14.1	Hand and Power Tools.....	35
3.14.2	Explosive (Powder)Actuated Tools.....	36
3.15	Confined Spaces (Permit Required US).....	36
3.16	Electrical Work .....	36
3.17	Control of Hazardous Energy .....	37
3.18	Hot Work .....	37
3.18.1	Work Area .....	37
3.18.2	Ventilation .....	37
3.18.3	Fire Watch.....	37
3.19	Working at Heights.....	39
3.19.1	Ladders .....	39
3.19.2	Overhead Work .....	39
3.19.3	Roof Work .....	39
3.19.4	Scaffolds .....	39
3.19.5	Suspended Scaffolds / Work Platforms / Boatswain Chairs .....	40
3.19.6	Multi-Point Suspended Scaffolds .....	40
3.19.7	Mobile Elevating Work Platforms .....	40

## 1.0 Introduction

Safety and environmental stewardship is an essential component of every activity. All contractors and their approved sub-contractors who are authorized to perform services on behalf of CBRE will conduct all work in a safe and environmentally responsible manner and in compliance with all applicable North American regulations, codes and standards. This includes, but is not limited to:

- All applicable federal, provincial and municipal health safety and environmental regulations, by-laws, codes and standards, including building and fire codes;
- CBRE's safety and environmental policies, procedures and programs;
- The contractors' safety and environmental policies, procedures and programs;
- CBRE's client safety and environmental policies, procedures and programs
- Provincial compensation board requirements (Canada)

These minimum expectations have been prepared to ensure the safe and environmentally responsible completion of work by all contractors engaged directly by CBRE and their approved sub-contractors. All contractors will communicate this guide to both their employees and sub-contractors and ensure the contents of these requirements are fully understood.

Under no circumstances is this document intended to comprehend and communicate all applicable local, state, provincial and federal health safety and environmental regulations, but serves as a set of minimum expectations for contractors to follow.

If you have questions concerning the safety or environmental impact of an operation or activity, please contact your employer, and if necessary, your CBRE representative.

All contractors and approved sub-contractors who fail to comply with these minimum expectations and any associated regulations and standards that compromise safety or environmental stewardship may be terminated.

## 2.0 General Rules and Requirements

### 2.1 Contractors' HSE Program

It is CBRE's expectation that all contractors have a formal health, safety and environment (HSE) program appropriate to the size of the company and the risks of services performed. The HSE program should include but not limited to the following elements:

- Health and safety policy signed by a company executive
- Objectives and targets
- HSE performance metrics
- Hazard identification
- Risk mitigation / control processes in place
- Training matrix and program
- Incident management program
- Return to work program
- Internal audit program
- Management review and continual improvement
- Subcontractor management program

CBRE reserves the right to request all documentation associated with these requirements. Contractors may be terminated for inability to comply.

### 2.2 Contractors' HSE Safety Performance

Contractors with:

- an average workforce greater than 100 employees and who have a Total Reportable Incident Rate (TRIR) of >1
- an average workforce greater than 50 employees and a TRIR > 2
- and average workforce less than 50 employees and a TRIR >4

will be required to submit a plan detailing the corrective actions the Service Provider is undertaking to improve safety performance.

Injuries which meet the OSHA definition of recordable will be used to calculate the TRIR.

### 2.3 Reporting of Hazardous Conditions

All contractors are to report immediately to their CBRE representative any HSE hazardous conditions observed. Examples include, but are not limited to:

- Chemical spill
- Exposed sources of hazardous energy
- Missing guards from equipment that may present a crushing hazard
- Non-rated fall protection anchorage points

Contractors shall not undertake work if it is unsafe to do so.

## 2.4 Accident and Incident Reporting

Contractors are to provide an immediate notification of all accident and incidents to their CBRE representative (within 24 hrs). A written update documenting root cause and corrective and preventative actions should follow within 3 days and updates provided as agreed until the final root cause is determined and the corrective actions are closed. Examples of accidents and incidents include the following:

- Injury requiring attention beyond first aid
- Impact to the building occupants (e.g., evacuation, IT or utility disruption)
- Property damage
- Release of a contaminant to the natural environment (including releases to a sewer system)
- Incidents involving workplace violence or harassment
- Incident requiring notification to a regulatory authority
- Notice of violations, warning letters or orders received by any regulatory authority.

Contractors are responsible for providing notification of personal injury in accordance with the authority having jurisdiction.

### 2.4.1 Non-Compliance / Progressive Disciplinary Process

Contractors are responsible for managing their employees and addressing all reported non-compliance concerns. Contractors are responsible to initiate an investigation as well as administer an appropriate disciplinary process for all known incidents.

For all issues regarding non-compliance or non-conformance and infractions, including notice of violation or orders issued by any regulatory body regarding their work or conduct on-site, contractors are fully responsible to rectify and correct all non-conformances within the time frame as issued. Contractors are also to submit a written report detailing all corrective actions taken to comply with the non-conformances to the CBRE representative for review. The CBRE representative has the discretion to escalate all issues to corporate management.

## 2.5 First Aid

All contractors are responsible to provide first aid to their employees. It is CBRE's expectation that contractors will provide the personnel, training, kits and equipment appropriate to the work and number of employees on site, and that all equipment are maintained.

CBRE reserves the right to request the training records for first aiders located on-site.

## 2.6 Security Clearances and Key Authorization

Contractors are responsible to confirm with the CBRE representative all security clearances required to access the site and to obtain the necessary entry permit and / or key authorization. All authorized keys and/or entry permits are to be returned to the CBRE representative or designate upon leaving site or at the end of the work day unless otherwise directed.

## 2.7 Site Access and Emergency Procedures

It is CBRE's expectation all contractors will report to the person in charge of the site and complete all access requirements (e.g., sign in logs) prior to commencing work, unless otherwise directed. As required, the contractor will provide the names of all employees including their sub-contractors, and include details and locations of the work being completed.

All contractors are to review and understand the site emergency and evacuation procedures before starting work on site, including:

- On-site notification procedures
- Location of emergency exits
- Location of emergency equipment
- Designated assembly area
- Location of nearest hospital

During emergencies and evacuations all employees are to exit the building via the nearest emergency exits. Elevators are not to be used. Contractors are required to report to the designated assembly area at the facility. Leaving the designated assembly area during an emergency is strictly prohibited and may result in removal from site.

## 2.8 Contractor Conduct

### 2.7.1 Personal Conduct

Contractors are required to conduct themselves in a respectful manner when working on site. CBRE will not tolerate any contractor using profanity or engaging in horseplay, feats of strength or other behavior that may put themselves or others at risk. Contractors will abide by all rules and policies in place at each facility as well as those set out by the individual building tenant organizations.

In all instances, CBRE expects all contractors to cooperate fully with site personnel. Issues or concerns are to be brought to the attention of the CBRE representative.

### 2.7.2 Workplace Violence

CBRE is committed to maintaining a workplace where employees are free from any form of harassment and violence. All employees are to be treated with respect and dignity. CBRE expects all contractors to adopt the same standard of zero tolerance, and undertaken the prevention and investigation of harassment, violence and all other forms of inappropriate behavior in the workplace. CBRE expects all contractors to take appropriate action to prevent, report and investigate all incidents of this nature and will not tolerate any retaliatory action by any person.

All incidents involving harassment or violent behavior must be brought to the attention of the CBRE representative.

### 2.7.3 Drugs & Alcohol

Nonprescription drugs and alcoholic beverages are strictly forbidden when conducting work for CBRE. Contractors found in possession of illegal drugs or alcohol will be immediately removed from site and will be subjected to all applicable legal recourses. No person under the influence or possession of drugs or alcohol is to enter or knowingly be permitted to enter a work site.

### 2.7.4 Prescription Medication

Contractors' employees are to notify their employer if they are required to take a prescription drug and of any restrictions that may affect their ability to perform work safely. CBRE expects contractors to address all such issues and to modify schedules and tasks assigned accordingly.

### 2.7.5 Smoking

Smoking is prohibited inside all buildings without exception. Smoking is only permitted in designated areas and away from all entrance doorways. Smoking is not permitted when working outdoors, on a roof area or in any underground parking structure.

All local state, provincial and federal regulations as well as site specific smoking rules are enforced at all sites.

### 2.7.6 Weapons

CBRE prohibits the possession, use or distribution of weapons, firearms and/or explosives (including all concealed handguns regardless of whether the contractor has been issued a license to carry the handgun by any authorized agency while conducting work at a location for CBRE.

CBRE reserves the right to dispose of any confiscated weapons as appropriate to ensure the safety of all site personnel. CBRE also reserves the right to remove any person found in possession of weapons when on site and contact law enforcement agency as it deems necessary.

It is the contractors' responsibility to ensure none of their employees are in possession of any type of weapon prior commencing work.

### 2.7.7 Telephone Use

Contractors may not use site telephones unless special arrangements have been made with the CBRE representative or in an emergency.

Cellular phones may be used when approved basis by the CBRE representative.

### 2.7.8 Parking

All vehicles are to be parked in authorized areas only. Parking in restricted areas, fire lanes or roadways is prohibited. Contractors are responsible to make prior arrangements for vehicle and equipment parking with the CBRE representative. Contractor vehicles parked in unauthorized locations will be removed at the owner's expense.

Overnight parking is prohibited, unless specific authorization has been received from the CBRE representative.

CBRE reserves the right to limit the number of contractor vehicles parked on site. All fees associated with alternate parking arrangements are the contractor's responsibility.

### 2.7.9 Driving / Speed Limits

All traffic regulations are strictly enforced at all sites.

Contractors are to abide by all site driving rules. All equipment and vehicle operators must be properly licensed to operate the vehicles or equipment on site.

Contractors may only drive in designated areas and may not drive in areas posted as restricted unless prior authorization is received by the CBRE representative. Contractors may not drive on lawns, sidewalks, or landscaped areas. Any damages due to a violation of this requirement must be repaired at the contractor's expense.

## 3.0 Health, Safety & Environment Rules and Standards

Contractors are responsible for the health and safety of the worksite and are to ensure that all employees have been properly trained, have the appropriate personal protection equipment, instructed in their task and are knowledgeable of all required health safety and environmental rules, regulations and standards as applicable to the assigned work.

Contractors are expected to actively initiate an effective corrective action process for all non-conformances to ensure measures are taken to avoid any further issues.

Contractors are to ensure that the health, safety and environmental rules as prescribed by the applicable authorities having jurisdictions and all codes and standards are strictly observed for all work performed.

Contractors are responsible for posting in a conspicuous place on site all the required health and safety documents associated with the work as well as the contractor's contact information, emergency contact information and emergency procedures as required.

### 3.1 Construction Projects

The role of the Prime Contractor, General Contractor, Constructor, and Contractor\* at a construction project (new building or existing building renovation activities) includes having total control of all aspects of the work, and particularly as they relate to occupational health and safety.

The Prime Contractor, General Contractor, Constructor or Contractor, depending on if the project is USA or Canadian based, shall have the sole responsibility for oversight of all construction means, methods, techniques, sequences and procedures, ensuring compliance to applicable statutes, regulations, codes, standards or guidelines to include occupational health and safety, and the ensuring overall coordination of the project scope of work.

There may be periods of time when CBRE is designated by their client to serve as the Prime Contractor, General Contractor, Constructor or Contractor, depending on if the project is USA or Canadian based, to engage more than one contractor to work at the same site, building or area to support new construction and or renovation activities. In this circumstance, CBRE will serve as the Controlling Contractor and have the sole responsibility for oversight of all construction means, methods, techniques, sequences and procedures, occupational health and safety, and the overall coordination of the work.

In all cases of any disputes between parties supporting construction activities, the CBRE representative has the final decision to minimize any disruption to the clients and or building users.

#### \*Nomenclature

- USA
  - Prime Contractor or General Contractor
- Canadian
  - Alberta – Prime Contractor
  - British Columbia – Prime Contractor
  - Ontario – Constructor
  - Quebec – Contractor

#### 3.1.1 Job or Project Specific H&S Plan

Contractors are expected to have a project or job specific HSE plan. The plan must align with the Building HSE Plan (where in place), project specifications and the contract. When requested, the contractor is to present and review the project or job specific plan to the CBRE representative to ensure there are no inconsistencies or gaps with the internally conducted job or project risk assessment.

Prior to initiating work, all contractor employees will have received awareness and practical training relevant to the hazards identified and are competent to complete all tasks assigned to them.

All equipment and personal protective equipment (PPE) required to complete the assigned work are to be provided by the contractor. It is the expectation that all employees have been provided personal PPE appropriate to the tasks and have been trained in the proper inspection, maintenance and use of the equipment.

### 3.1.2.3 Tenant / Public Protection

Contractors are responsible to ensure all travel ways in close proximity to the work area are adequately protected from all potential hazards, which may include physical barriers, fencing or guardrails.

A written, approved, and signed traffic control plan is required when vehicles/pedestrian normal traffic patterns are disrupted.

### 3.1.3 Breach of Wall

Contractors are responsible for restoring any penetrations that are made in any type of walls as soon as possible to maintain a tight seal around conduit, piping, ductwork, etc.

### 3.1.4 Excavations and Trenches

Prior to conducting any excavation work, contractors are required to ensure:

- All underground utilities are accurately located and marked,
- Completion of an excavation safe work permit,
- Notification per local, state, provincial or federal requirements prior to initiating excavation activities
- All services within the excavated areas are rendered inoperative, locked and tagged out,
- Prevention of unauthorized access,
- All precautions necessary to prevent damage to any utilities in the excavated areas are undertaken,
- All precautions to protect all adjacent structures that may be affected by the excavation area are undertaken, including engaging the services of a professional engineer,
- Daily inspections of the excavations are conducted. If there is evidence of possible cave-ins or slides, or signs of water infiltration, all work in the excavation is to cease until the necessary safeguards have been taken,
- All open holes, trenches are barricaded to prevent unauthorized access,
- Personnel do not enter a trench unless another worker is in close proximity and has easy access to the trench,
- The walls of all trenches are supported or shored and all barriers are in place, as required, Ladders or other means of access and egress are located no more than 3 meters (10 ft.) of lateral travel between means of access, and
- All excavated material (soils), rock debris or equipment are effectively stored or retained at least 1 meter (3 feet) from the edge of the excavation to protect employees from falling objects.

Regardless of the depth of the excavation, when heavy equipment is to be operated nearby, the shoring or bracing is required to be able to withstand this extra load.

All excavations and trenches are to be back filled and compacted as soon as practical after work is completed and all associated equipment removed.

### 3.1.5 Construction / Demolitions

Contractors are responsible to ensure all construction, renovation and demolition work is conducted in accordance with all applicable health, safety and environmental legislation. Minimum safety precautions include, but are not limited to:

- The work area is properly barricaded from unauthorized entry and all warning signs are in place,
- All precautions have been taken to prevent injury to employees, building occupants and the public on-site and in the surrounding area that may result from the demolition work (e.g., flying debris, excessive dusts etc.);
- All precautions have been taken to prevent property damage to adjacent and surrounding properties,
- All utilities have been properly located and shut off and or disconnected before beginning the demolition work,
- All toxic, hazardous, flammable or explosive materials and substances have been removed from the building before the start of the demolition process; and
- All documentation, permits and registrations are in place.

### 3.2 Safe Work Approval

It is CBRE's expectation that all contractors will identify the hazards and required precautions including necessary permits prior to undertaking work as required by the CBRE and / or client. Safe work permits are typically required for:

- Asbestos, mold or lead paint abatement
- Impairment of building facility systems such as the fire sprinkler system
- Confined space entry
- Energized electrical work
- Excavations
- Hot work
- Mobile crane lift
- Scaffolding
- Working from Heights

A work site evaluation and completion of the permits may not be not required for hazardous work that:

- is a re-occurring activity that has been previously evaluated by CBRE to determine the applicable hazards; and
- is supported by a detailed procedure(s) that includes the integration of applicable safe work and/or critical impairment permit requirements.

The contractor shall determine the need for notification of external agencies. A list of the applicable requirements and who is to be notified and the mode of communication (e.g., in person, phone, posting, etc.) shall be attached to the relevant permit and shall be used to document compliance with these

requirements. For example, in California, excavation work requires the excavator to contact 811 at least two working days, but not more than 14 calendar days, prior to commencing excavation

For sourced maintenance activities involving high risk activities, an alternative work authorization program may be established.

### 3.3 Critical Environment

Additional notifications and procedures are typically required in CBRE or building occupant identified critical environments, including but not limited to supplementary:

- Permits
- Security / Escorts
- Methods of Procedures

Work in identified critical facilities may not proceed without the explicit authorization of CBRE.

### 3.4 Fire Prevention and Protection

Contractors conducting hot work activities (e.g., welding, brazing) are required to complete a hot work safe work permit prior to the commencement of work. The contractor shall provide all the necessary fire extinguishing equipment for the work being conducted. Appropriate and suitable extinguishing equipment which will permit the evacuation of the area during a fire must be in place. All equipment is to be certified with appropriate CSA, ULC or NFPA ratings, an inspection tag and current inspection date. On site fire extinguishing equipment is for the facility use and may only be used by contractors in the event of an emergency directly related to the project or work assignment.

If any part of the fire protection system in a facility is to be disabled due to the work being performed, contractors are required to prepare a critical system impairment permit and receive authorization from CBRE prior to commencing work, disclosing all details and nature of the work. Contractors are also required to post notices and provide sufficient fire watch for the period the system is disabled. The contractor is to provide written notification that the disabled system has been restored to its proper operating requirements at the conclusion of the fire watch. For all fire watch activities, the contractor must provide CBRE with a report detailing the entire watch period and locations affected.

### 3.5 Working Alone

CBRE expects that all contractors have and enforce their own individual working alone procedures.

### 3.6 Warning Signs

Contractors are required to follow all posted warning, safety and security signs and barriers are posted.

Contractors are required to provide and post warning signs, barriers, barricades, etc., as appropriate to the work being undertaken and the risk to the building tenants and general public. Contractors are responsible to ensure all warning signs and or tags are clearly legible and in both official languages where required.

All signs posted must meet the requirements of the applicable regulations and be posted in sufficient numbers to provide adequate warning of the hazards associated with the work taking place. The contractor is responsible to remove all warning signs posted in their work area at the end of the work.

Where signs and barricades do not provide adequate protection, particularly along a road or walkway, flagmen are to be used.

### 3.7 Mobile Cranes / Heavy Equipment

Contractors are required to receive authorization from the CBRE representative prior to bringing mobile cranes or other heavy equipment on-site. Contractors are to provide all details as to the type of equipment, where it will be used, and the length of time it will be on site. The contractor is also responsible to secure the area in which the equipment is to be operated and provide and post appropriate warning signs.

If the equipment is to remain on site for the length of the work, all equipment is to be parked in an authorized, designated area which minimizes the impact to the building users and general public. Contractors are responsible to ensure the use and storage of the equipment will not pose a safety risk to either building occupants or general public.

The contractor shall prepare a written lift plan and have it approved prior to the use of a crane.

All heavy equipment is to be inspected daily and prior to use.

The contractor is required to have a written procedure in place for the safe operation of equipment around or near any power lines or outdoor electrical equipment.

### 3.8 Traffic Control

Contractors are responsible to implement traffic control measures in all areas where the work will interfere or delay the normal flow of traffic on site. The contractor is responsible to implement alternate routes of travel as necessary and these routes are to be clearly marked, secured from the work area and easily accessible for all users. Traffic control measures are to be authorized in advance by the CBRE and are to minimize disruption to the building users and the general public.

When using a traffic control person (flag person) contractors are responsible to ensure this person is competent and has been given adequate oral and written instructions for the work at hand, is dedicated solely to traffic control and is provided with the appropriate high visibility PPE.

A written, approved, and signed traffic control plan is required when vehicles/pedestrian normal traffic patterns are disrupted.

### 3.9 Loading Docks

Regular loading dock areas may be used for loading or unloading provided prior arrangements have been made with the CBRE. When using loading docks, the driver will be responsible to ensure all wheel chocks are put in place to secure the vehicle. Once the loading or unloading of the vehicle is complete, the vehicle is to be removed immediately.

### 3.10 Storage

The contractor may store material on site with authorization from the CBRE representative. Contractors are responsible to manage the storage areas, including securing against unauthorized access. Storage areas are to be located where there is minimal impact to the building, site tenants or surrounding environment. The storage of hazardous materials must meet all applicable regulatory requirements for safety and environmental protection. Emergency procedures appropriate to the type, quantity and location the material is being stored are to be in place. Any stored chemicals must abide by section < > Hazardous Materials

### 3.11 Personal Protective Equipment (PPE)

It is the contractors' responsibility for the provision of personal protective equipment for their employees, suitable and appropriate to the work being conducted. Each employee is to have individual equipment; PPE is not to be shared among employees. Contractors must also be able to demonstrate that the employees have been trained in proper inspection, maintenance, and safe use of the PPE.

### 3.11.1 Footwear

Contractors are to wear approved safety footwear when working on site. All footwear will be at a minimum grade 1 safety toe impact protection and puncture protection. Contractors working around or servicing electrical equipment are to wear electric shock resistant footwear. It is recommended that all contractors wear slip resistant footwear due to the varying conditions in all workplaces. All footwear must meet the appropriate certifying body requirements (CSA Standard Z195-14 "Protective Footwear" in Canada and ASTM F2412-11 (Standard Test Methods for Foot Protection) and ASTM F 2413-11 (Standard Specification for Performance Requirements for Protective (Safety) Toe Cap Footwear in the US.

### 3.11.2 Eyewear / Face Protection

Contractors are required to provide their employees with eyewear or face protection appropriate to the nature of the work being conducted. All eyewear and face protection are to meet both ANSI Z87 and CSA Z94.3 standards.

### 3.11.3 Hand Protection

Contractors are required to provide their employees with hand protection appropriate to the nature of the work being conducted. All hand protection is required to meet both CSA and OSHA standards.

### 3.11.4 Head Protection

Contractors are required to provide their employees with head protection appropriate to the nature of the work being conducted. Contractors working in areas of low head room or where overhead work is being conducted are required to wear approved bump caps or hard hats meeting or exceeding ANSI Z89.1 or CSA Standard Z94.1 standards. Head protection is also required at all sites where a head protection use policy in place

### 3.11.5 High Visibility Clothing

Contractors in areas with vehicular traffic are required to wear high visibility clothing. All persons involved in ground maintenance will be required to wear such clothing during the course of performing their work while on site.

### 3.11.6 Hearing Protection

Contractors are required to provide their employees with hearing protection appropriate to the nature of the work being conducted. Hearing protection applies to both indoor and outdoor work. Personal Sound Transmission Devices (i.e. music playing devices such as smart phones) or any other personal devices that may impair hearing are prohibited.

### 3.11.7 Specialized PPE

Contractors are required to provide their employees with specialized personal protective equipment appropriate to the nature of the work being conducted. The contractor is responsible to train all their employees required to use and wear any specialized PPE.

### 3.11.8 Personal Fall Arrest / Restraint Equipment

Contractors are required to provide their employees with fall protection appropriate to the nature of the work being conducted. Only fall protection equipment that meets ANSI Z359 requirements or CSA approved fall arrest equipment carrying the approved CSA labels are acceptable. All employees required to use Fall Arrest / Restraint equipment must be properly trained in its use.

### 3.11.9 Respiratory Equipment

Contractors are required to provide their employees with respiratory protection appropriate to the nature of the work and the environmental conditions. Respiratory protection is to be NIOSH approved and meet the applicable US and Canadian standards. Contractors are required to ensure all employees required to wear a respirator have been fit tested by a certified safety professional and are clean shaven. US employees must pass a medical fit test prior to donning.

### 3.12 Regulated Substances

Prior to commencing work, contractors are to request from CBRE information on all regulated substances which may be located within the work area, and are to implement the appropriate safety precautions.

Contractors are responsible for all medical surveillance and maintaining employee medical records as required by the authority having jurisdiction.

#### 3.12.1 Asbestos Containing Materials (ACM)

Prior to conducting any work on-site, contractors are to request the facility Asbestos Survey Report from the CBRE to ensure that known or suspected asbestos containing materials are not unintentionally disturbed during the course of work. Contractors are to stop work and notify CBRE immediately if previously unidentified suspected or known asbestos material is encountered, or if known asbestos-containing materials are identified to be in fair or poor condition.

All work involving planned or possible disturbance of asbestos-containing materials must comply with local, state, provincial and federal regulations. Authorization is required from CBRE before initiating any work that will involve asbestos and must be conducted in a manner that minimizes impact to the building occupants

Contractors conducting work involving asbestos are required to have the requisite training and insurance. All asbestos work is to be conducted in accordance with the building requirements, which may include supervision by a qualified hazardous materials consultant and air monitoring. Contractors are responsible for providing advance written notification to local, state, provincial or federal authorities when such notification is required.

The disposal and transport of asbestos waste is to comply with requirements of the local, state, provincial and federal environmental protection act and transportation of dangerous goods act.

#### 3.12.2 Lead

Lead may be present in a number of materials in buildings, including paint, mortar, glazed ceramics, and solder. Contractors are to confirm with CBRE all materials identified as lead containing before conducting work that may disturb the material.

Authorization is required from CBRE before initiating any work that involves disturbance of lead. Any disturbance of lead containing materials is to be conducted using the appropriate lead safety precautions, and are to follow all building specific requirements, which may include supervision by a qualified hazardous materials consultant and air monitoring. Contractors are to notify the CBRE representative immediately if suspected or known lead material is encountered.

### 3.13 Work Area

#### 3.13.1 First Aid / Emergency Equipment

Under no circumstances are first-aid equipment, fire extinguishers, fire blankets, stretchers, eyewash fountains, deluge showers, and other emergency equipment, to be moved, relocated or blocked unless absolutely necessary and alternate equipment is provided in the interim. In all instances authorization from CBRE is required.

Contractors are to provide first aid supplies and ensure the appropriate number of trained first aid responders is located on-site in accordance with applicable local, state, provincial and federal regulations.

Contractors are required to provide their own safety equipment appropriate to the work being conducted on-site. All emergency equipment, fire extinguishers, first aid kits, eye wash stations, must meet at a minimum all applicable standards. Emergency equipment not meeting the required minimum standard will not be allowed on site.

Contractors are responsible to determine the correct quantity of emergency response equipment to be located on-site and are to ensure that the equipment is replaced as used. If a contractor is required to use emergency equipment, the contractor is obligated to provide CBRE with a complete report detailing the circumstances for the use and corrective actions taken to prevent any further incidents.

### 3.13.2 Control of Contaminants (Including Heat and Noise)

Contractors are required to take all necessary precautions to prevent and control any and all contaminants that may negatively impact the building occupants, equipment or the general public. Contaminants include thermal and noise contamination. Enhanced mitigation measures may be required if the work is being conducted in areas of sensitivity (e.g., laboratories, location with sensitive equipment).

Work generating a contaminant is to be scheduled in accordance with best engineering practices and at times that will minimize negative impacts. Contractors shall consult with CBRE to ensure that work generating a contaminant is performed in compliance with any other site-specific requirements.

Contractors may be required to provide contaminant monitoring. Contractors are to ensure all employees wear the appropriate PPE where exposure to a contaminant is possible.

### 3.13.3 Hygiene

Arrangements for access to washroom and eating facilities are to be made in advance with CBRE. For work or projects where portable facilities are required, contractors are to verify with CBRE as to where the portable facilities may be located. Contractors are responsible to ensure an adequate number of facilities are provided, properly maintained, within easy access for contractors to use and are adequately supplied with required sanitary items. Contractors are also to verify with CBRE for appropriate rest / eating areas if on site facilities cannot be used.

Contractors are responsible to supply adequate amount of drinking water for employees if potable water is not available at the work area or facility.

### 3.13.4 Housekeeping

Contractors are responsible to ensure the work area is clean and organized at all time. All tools and equipment are to be carefully stored and located so as not to block aisles, doors, fire extinguishers, fire blankets, stretchers, emergency eyewash fountains, emergency safety showers, fixed ladders, stairways, first-aid stations, elevators, etc. Contractor storage areas, if available, will be designated by CBRE and be properly marked. Contractors are responsible to maintain order in the storage areas.

Nails protruding from boards are to be removed or bent over. Foam, scrap lumber, and all other debris are to be kept clear of all work areas.

Contractors are to obtain the authorization from the CBRE representative for the use and location of a large disposal container.

Combustible scrap, waste materials and debris are to be removed at regular and frequent intervals, and the removal must comply with all authorities having jurisdiction, CBRE and client requirements.

Overhead storage of debris, tools, equipment, etc., is prohibited. No loose material is to be left in the area above suspended ceiling panels. All stacked material will be properly secured to prevent it from collapsing or falling. Material stored outdoors or on a roof top shall be properly secured to prevent it from being blown by high winds.

Carts, tools, materials, and equipment are not to be left unattended in aisles or stairways.

### 3.13.5 Material Handling

Wherever practical, heavy lifts are to be conducted with mechanical devices. Contractors are to know their physical limitations and approximate weight of materials being lifted. Contractors are encouraged to ask for assistance when the lifting task may be more than can be safely handled and are to use proper lifting techniques to prevent injuries. Wherever possible, dollies, pump trucks, 2 wheel carts and similar devices are to be used.

Piping, conduit, and other materials over 3 meters (10 ft.) long are to be carried by two contractors, each worker supporting one end of the material to be transported.

When transporting piping, conduit, and material under 3 meters (10 feet) in length, the forward end of the material should be raised above head height to reduce the possibility of striking on-coming personnel.

### 3.13.6 Portable Heaters

Authorization is required before any portable heater may be brought on-site. All portable heaters are required to be approved by the Canadian Standards Association, or Underwriter's Laboratory.

Portable heaters are only to be used as a source of supplemental heat and not as the primary heat source, except in an emergency situation. Heaters may not be left unattended and are to be placed a minimum distance of 3 feet from any flammable or combustible materials and observe a minimum overhead clearance of at least 6 feet.

Contractors are to ensure adequate ventilation is present if gas fired heaters are in use and cannot be used in a confined space. Exhaust from gas heaters is to be ducted to the outside environment. Cylinders for propane heaters are to be placed at minimum of 10 feet from the heater and away from all heat sources. Propane cylinders are to be stored in a secured outdoor location.

For diesel or kerosene fire heaters, the heater unit is to be off and cool to the touch before re-fueling. Fuel is to be stored away from the heater and in a well-ventilated area. Indoor storage is to be in a well-ventilated area or cabinet meeting all fire code requirements.

Heaters are to be placed on a stable level surface to prevent being overturned and away from all travel ways. Heaters are to be periodically inspected to ensure safe operation following the manufacturer's instructions and serviced only by a licensed service technician.

Contractors are responsible to provide the necessary firefighting equipment in the immediate area where the unit is placed.

Failure to observe all safety measures will result in their removal from site.

### 3.13.7 Combustion Engines

Authorization is required prior to bringing combustion engines on-site. Gasoline, LP gas or other internal combustion engines are not to be operated inside buildings unless approved oxy-catalyst exhaust purifiers are used, the exhaust is piped to an approved exhaust venting system or the exhaust is piped outside the building through a flexible or permanent exhaust hose.

### 3.13.8 Tarpaulins

All tarpaulins used at site are to be flame resistant and in good condition.

### 3.13.9 Floor Openings and Utility Holes

Floor openings and manholes are to be guarded by substantial and properly secured barriers, railings, or covering material substantial enough to sustain twice the load of pedestrian or vehicular traffic. In addition, all floor openings are to be clearly marked and identified as such (i.e. open hole below).

Where a danger of falling exists, elevated floor areas are to be provided with guardrails. In addition, toe-boards are to be provided when the possibility of falling objects striking personnel below exists.

### 3.13.10 Hazardous Materials

Contractors are required to obtain authorization prior to bringing hazardous materials to a work location. Only minimal quantities are to be brought and maintained at site. Contractors are to maintain an updated inventory of hazardous materials on-site; current Safety Data Sheets are to be located in proximity to the hazardous materials storage and areas of use and must be accessible to CBRE and emergency response personnel. All emergency contact numbers are to be clearly posted in the storage area.

Contractors are responsible to ensure all hazardous materials are properly handled, stored and disposed of in accordance with all regulatory and code requirements, which includes providing an appropriate spill response plan and maintaining the appropriate emergency equipment on-site

Contractors are to be able to demonstrate that employees have received WHMIS / HazMat training and are knowledgeable in spill response appropriate to the material at the work location. Any releases or spills that results in a requirement to contact a regulatory authority must be investigated and reported.

In addition, contractors are to be able to demonstrate that employees involved in the transporting of hazardous materials have received the required training from the authority having jurisdiction.

All flammable and combustible liquids must be stored in NFPA or CSAB376-M and ULC /ORDC30 approved containers or flammable / combustible storage room which meets all fire code requirements. Contractors are to ensure only the minimal amounts of flammable / combustible liquids are stored on site and in a well-ventilated area. All storage areas are to be clearly labeled, with appropriate signs indicating the hazard.

Contractors are responsible to ensure all flammable and combustible liquids in-use are not placed in or around any potential sources of ignition. In addition, a fire extinguisher appropriate for the use is required in the immediate area. When transferring or decanting flammable and combustible liquids, contractors are to ensure all safety precautions are in place including bonding and grounding of the containers.

All compressed gas cylinders are to be stored, transported and used in a secure upright position. When not in use, the protective cap is to be placed on the cylinder and properly secured. All

compressed gas cylinders both spent or full are required to be stored in a secure, clearly marked location, removed from any potential ignition sources, common travel paths and means of egress.

### 3.13.11 Solid Waste Management

Contractors are to minimize generation of solid waste created as part of their services and are to participate in all recycling programs available. Contractors are responsible to verify that all waste / recycling are properly handled, stored and removed in accordance with all regulatory and code requirements.

### 3.13.12 Hazardous Waste Management

Contractors are responsible to manage and dispose of all hazardous waste in accordance with applicable regulatory requirements.

### 3.13.13 Water

Contractors are to ensure that any waste or contaminants do not enter the sewer or storm water system. In the event of discharge, immediate notification to CBRE and incident reporting is required.

Contractors are to receive authorization prior to drawing large quantities of water from the facility's water supply and prior to adding substances to the facilities plumbing system (e.g., pouring materials down the drain).

### 3.13.14 Energy

CBRE encourages contractors to utilize energy efficient equipment as part of their services. The Contractor is to minimize energy consumption during provision of services and inform and obtain permission from the CBRE representative prior to drawing large quantities of power from the facility.

## 3.14 Tools and Equipment

### 3.14.1 Hand and Power Tools

Contractors are responsible for supplying all tools and equipment necessary for the completion of their work. The use of CBRE or client owned tools and equipment is not permitted under any circumstances. Contractors are required to obtain authorization to store tools on-site.

Tools maintained on site are to be placed in locked containers or tool boxes at the end of the work day. Tools and other materials are not to be left on stepladders, scaffolds, roofs, or other places where they may be dislodged and fall or where they may create a trip hazard. Appropriate PPE is to be worn at all times to protect the user from injury.

All tools are only to be used for their intended purpose. Hand and power tools are to be maintained in good operating condition and inspected before use. All defective tools are to be tagged and removed from service immediately.

Mushroomed heads on cold chisels, star drills, etc., are unsafe and are not be used. Hammer handles are to be intact. Wrenches are not be overstrained by extending the handle with a pipe or by other means.

Only utility knives equipped with a retractable blade are acceptable for use. Worn or broken blades are not to be discarded in the regular trash containers; contractors are responsible to collect and remove these from site.

Electrical tools are to be either grounded (3-wire), double insulated or used with ground fault circuit interrupter (GFCI) protection. Power tool cords and extension cords are to be inspected regularly and replaced if worn or cracked. All guarding or other safety devices on power tools are never to be removed, tampered with or made ineffective in any way. Prior to changing an attachment or making adjustments to any power operated tool, the tool is to be disconnected from its power source.

A Ground Fault Circuit Interrupter (GFCI) is to be used when operating all electrical powered tools outside or in a wet or damp environment.

Non-sparking tools are mandatory where flammable chemicals are handled or where sparks could create an explosion.

All extension cords are to be utilized such that they do not create a tripping hazard.

A routine inspection of hand tools shall be in place

### 3.14.2 Explosive (Powder) Actuated Tools

Contractors are to obtain authorization from the CBRE representative prior to bringing and using explosive actuated tools to the work area. All explosive actuated fastening tools are to meet the design requirements of either the Canadian Standards Safety Code Z166 or US Federal OSHA 29CFR 1910.243(d); if they do not meet these design standards they cannot be used on the premises.

The tools are not to be loaded until ready for immediate use. Contractors are not to carry a loaded tool when walking or travelling on site. Under no circumstances is a loaded tool to be pointed in the direction of another person or used in an explosive or flammable atmosphere. Misfired cartridges are required to be placed in a water filled container and removed by the contractor from the site.

The use of lead containing shot for these types of tools is prohibited.

Failure to observe all safety rules for the use of these tools will result in the immediate suspension of its use on site.

### 3.15 Confined Spaces (Permit Required US)

Contractors are required to have their own confined space program, including a documented rescue plan for the type of confined space entry. Contractor programs are to be adjusted to any building specific safety requirements.

Contractors are to provide their own safety equipment, including PPE, air monitoring and rescue equipment. All rescue personnel and attendants will be supplied by the contractors.

Contractors shall prepare a confined space safe work permit prior to entry as well as receive authorization prior to entering any confined space. Information to be provided includes the space being entered, the work being carried out and the estimated time frame for completion of work.

### 3.16 Electrical Work

Contractors are required to have their own electrical safety program. Contractor programs are to be adjusted to any building specific safety requirements.

Contractors are required to receive authorization from CBRE prior to shutting down any building electrical systems, circuits or equipment.

For energized electrical work where the power source can not be shutdown and locked/tagged out, an energized electrical safe work permit will be required for intended work activity.

### 3.17 Control of Hazardous Energy

Contractors are required to have their own control of hazardous energy program. Contractor programs are to be adjusted to any building specific safety requirements.

Contractors are required to receive authorization prior to locking / tagging out equipment.

Contractors are responsible to provide their employees with appropriate locks, tags and lock out devices as required. Each employee is to be issued individual locks and tags. Every worker involved in a lockout / tagout will place his / her own lock(s) on each piece of equipment as required.

Prior to placing a particular piece of equipment in a zero energy state, the contractor must review all associated pieces of equipment and isolate all energy sources as required. After placing equipment in zero energy state the contractor is to have a procedure in place to verify that all energy sources have been completely de-energized.

The contractor is required to inform CBRE before re-energizing any equipment. Prior to removing locks and re-energizing, all guards are to be put reinstated and the contractor is to inspect all equipment and work area to ensure it is safe to re-energize the equipment.

At the completion of work, each employee must remove their own locks and tags. Under no circumstances is a person to remove another worker's lock. CBRE must be informed prior to initiating any emergency lock removal procedures. The contractor is responsible to complete a detailed emergency lock removal report and submit a copy to CBRE.

### 3.18 Hot Work

Contractors are required to receive authorization from prior to commencing any hot work.

#### 3.18.1 Work Area

Contractors are responsible to inspect the work area prior to commencing hot work and remove or protect with appropriate fire blankets, any flammable / combustible materials in the work area. When welding, screens are required around the work area to protect other personnel in the area from welding flashes.

The use of open flames is strictly prohibited in areas where flammable liquids, gases, or highly combustible materials are stored, handled, or processed.

#### 3.18.2 Ventilation

Ventilation is required for all hot work to reduce the concentration of airborne contaminants in the work zone and to prevent the accumulation of combustible gases and vapors. In areas where mechanical ventilation is required, the contractors are responsible to provide the necessary mechanical ventilation equipment and if required to provide air monitoring during the hot work period.

#### 3.18.3 Fire Watch

Contractors are responsible for providing the required fire watch during the hot work and ensure that a 4 hour fire watch is maintained and all adjacent combustible materials are protected or removed.



### 3.19 Working at Heights

Contractors are required to receive authorization from CBRE prior to commencing any work at heights.

#### 3.19.1 Ladders

All ladders must meet or exceed OSHA or CSA/CAN 3-Z11-Portable Ladders requirements and are to be inspected prior to each use and defective ladders are to be tagged and removed from service immediately.

Under no circumstances are contractors permitted to use any CBRE or building occupant owned ladders.

Ladders are to be used for accessing a work area and as a work platform unless other alternate means such as scaffolding or mechanical lifts are not practical due to the work location. Only Fiberglass Reinforce Plastic (FRP) type of ladders will be permitted for use in, near or around any electrical equipment. When climbing ladders, the worker is to maintain a three-point contact and cannot carry any tools. Contractors are advised to use ladders equipped with non-slip footing.

Contractors are responsible for ensuring all contractor ladders are labeled with the contractor's name. Contractors are to obtain authorization from CBRE before storing ladders on-site. All ladders are to be stored in an area that will not cause any disruption to the building tenants or CBRE and are secured from unauthorized use.

#### 3.19.2 Overhead Work

For all overhead work, the area is to be properly barricaded and tagged to prevent access to the work area. The barricaded area is to be large enough to protect those in the immediate area from any potential falling debris or tools. The tag shall indicate the reason for the barricade and a contact name and number.

#### 3.19.3 Roof Work

Contractors are to obtain authorization before entering the roof.

During all rooftop operations within 6 feet or 1.8 meters of the roof edge, the contractor is to have a properly secured safety harness or a safety railing that meets all legal requirements along the roof edge.

#### 3.19.4 Scaffolds

The use and construction of scaffolding is to comply with industry practice and all applicable requirements (including the manufacturer's requirement). The erection and dismantling of scaffolds are conducted under the supervision and direction of a qualified (competent) person. Contractors are responsible in selecting the proper type of scaffold dependent on the work and are to inspect the area for all hazards prior to erecting scaffolds. All scaffold types are to be inspected by a competent person before use.

All required ties to the structure are to be installed as soon as the scaffold has been completed to the tie-in area during erection. A safe and unobstructed means of access, such as a walkway, stair, or ladder is to be provided to all scaffold platforms. All planking shall be scaffold grade or equivalent. Platform planking shall be secured to prevent movement.

Guardrails, guardrail screens, toe boards, and outriggers are to be used when required. Anchorage and bracing are to be provided so that scaffolds will be prevented from swaying, tipping, or collapsing. The footing or anchorage for scaffolds is to be sound, rigid, and capable of carrying four

times the maximum intended load without settling or displacement. Contractors are responsible to ensure all scaffolds are not loaded in excess of their designed and constructed load limit.

All scaffolds in excess of ten meters (33 feet) in height are required to be designed by a professional engineer setting out the maximum load limits and construction instructions. The engineer or designated competent person will supervise the construction, inspect the scaffold before its use ensuring it is constructed in accordance with the design drawings and provide in writing results of the inspection. Contractors are responsible to maintain the design drawings and written statement on site while the scaffold is in use. The documents are to be available for review upon request.

### 3.19.5 Suspended Scaffolds / Work Platforms / Boatswain Chairs

All suspended scaffolds, work platforms and boatswain chairs are to be constructed and used in accordance with all applicable regulation and are to be attached to a fixed support or outriggers beam in accordance with the manufacturer's instructions.

All system and equipment components are to be properly installed and inspected prior to use, including:

- Failsafe devices such as rope grabs, secondary safety devices and over speed controls are installed and operational,
- All electrical components for power drive units are properly grounded and secured in place, All tiebacks for outrigger beams, parapet clamps and lifelines are properly secured to anchor points capable of supporting 10 times the applied load,
- An adequate number of counterweights are securely attached to the outrigger beams. If
- fiber ropes are used, they are to be protected from premature wear or chaffing and abrasion,

Contractors are to ensure an emergency rescue plan is in place, communicated to all contractors involved before the start of the work and that access to the work area is controlled by adequate warning signs and barricades to prevent any unauthorized access.

### 3.19.6 Multi-Point Suspended Scaffolds

All multi point suspended scaffolds are required to be designed by a professional engineer using good engineering practices and in compliance with all applicable regulations, standards and codes. A structural engineer is required to inspect the building where the scaffold is to be erected and provide a report ensuring the structural integrity of the building is capable of supporting the scaffold. Contractors are responsible for notifying the applicable local, state, provincial and federal agency before erecting and dismantling the multi-point scaffold.

A professional engineer is required to inspect the scaffold after completion of assembly and prior to use to ensure it complies with the design drawings and provide a written inspection report.

Prior to each daily use the scaffold is to be inspected by a competent worker.

Contractors are to maintain on site copies of all record as required by the applicable regulations.

### 3.19.7 Mobile Elevating Work Platforms

Contractors are to receive authorization before bringing any mobile elevating work platforms on site and must coordinate their use to minimize any disruption to the building tenants and general public who require access to the site.

Contractors are responsible to ensure the elevating work platform selected is appropriate for the work being undertaken, the equipment is only used for its intended purpose, is in safe working order and all required maintenance and inspection tags and documents are in place.

Mobile elevating work platforms are not to be operated in the vicinity of any overhead power lines and only operated on solid ground.

All operators are responsible to ensure the safety of the building tenants and general public when using the equipment and are to place appropriate warning signs and barricades in the work area as required.

Contractors are also responsible to ensure all equipment is stored in an area preventing any unauthorized access.

Contractors are to ensure that appropriate traffic control measures are used as necessary when operating mobile elevated work platform.