



# Operational Excellence Management System

## Working Alone

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Document Owner: **Director, Health and Safety**

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### 1. Purpose and Scope

To establish guidelines that ensure workers working alone can do so safely.

#### 1.1 Definitions:

**Working Alone:** the worker is working by themselves and in circumstances or areas where assistance is not readily available in the event of injury, illness or emergency.

**Readily available** pertaining to this application is whether or not an employee has access to either a cell phone or radio.

#### 1.2 This Standard applies to:

- All work performed at Suncor Energy Inc. operating at Oil Sands and Fort Hills locations.
- All work and work activities where the worker is working alone or where assistance is not readily available if the worker becomes injured, ill, or if there is an emergency.

### 2. Standard

#### Hazard Identification, Assessment and Control

##### 2.1 Area Managers shall ensure:

- A hazard assessment of the task and work area where workers are required to work alone has been conducted by the Supervisor, employee and/or safety rep and documented to identify existing or potential hazards arising from the conditions or circumstances of the worker performing the task. Consider the need to include potential wildlife encounter risks and measures.
- Potential wildlife encounter risks and measures have been considered and that all required personal protective equipment (PPE) is available including bear spray where the hazard assessment identifies the need for it as additional PPE.
- Suitable procedures or work practices are developed on the basis of the identified hazards or the task criticality assessment as per the Task Analysis and Procedure manual.
- All hazards and risks involved in a working alone assignment are communicated to the assigned employee before starting the task and employees are trained and educated as to how to perform their jobs safely.
- Where possible, identified hazards are eliminated, or where elimination is not reasonably practical, suitable actions are taken to reduce or control the identified hazards.
- Reassessment of task hazards is performed at intervals that will reasonably and practically prevent the development of unsafe working conditions.

##### 2.2 Supervisors shall ensure:

- In cases where the hazard assessment identifies the need for bear spray as additional PPE, workers have completed the required classroom training including the practical use of bear spray. (All workers must have received wildlife awareness training before conducting work on Suncor Energy Inc. lease operations).

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**Standard** *Continued*

- An effective means of communication or contact between the worker working alone and persons capable of responding to the worker's needs is established. Those means of communication shall consist of one or more of:
  - radio communication
  - telephone or cellular telephone communication, where permissible
  - visiting a worker or scheduling check ins with other workers or designated persons
  - any other means that provides effective communication or contact appropriate to the hazards involved
- Anyone designated as working alone, must be checked/contacted a minimum of three times per shift (either visibly or by radio/cell phone) AND, shall visually confirm that these individuals have returned to a predetermined location at the end of the shift.
- A system of scheduled communication contacts is established when a worker, working alone, must knowingly leave the effective range of the provided communications device. Contact your Immediate Supervisor or area authority for details. This contact will be required whenever the worker must leave the effective range of the provided communication device to perform an assigned task and when the worker returns into the effective range of the provided communication device. Personnel leaving the communication range must indicate the estimated time that they will be out of contact.

When contact is not resumed within the scheduled time, the contact person shall attempt to re-establish communication.

- If communications cannot be re-established the Immediate Supervisor shall be notified of the situation.
- In the event that a person cannot be accounted for at the end of their shift, a search will be initiated. This shall entail checking the employees last known location, questioning fellow employees regarding the last time the employee was seen, and may also entail checking the employees home to ascertain if the employee has already left site. Failure to find the employee within one hour of initiating the search will initiate the use of the call out matrix shall be utilized. The Emergency Plan for Search and Rescue shall be implemented.

**2.3 Workers shall ensure:**

- Any conditions or circumstances that might represent a personal risk if working alone is identified and communicated.
- They are aware of potential wildlife encounter risks and that they have completed the required wildlife awareness training and classroom training when applicable before conducting work on Suncor Energy Inc lease operations.
- They know how to properly use PPE and acknowledge that it is a last line of defence. If an animal is encountered appropriate behaviour is exhibited including but not limited to ensuring a safe distance is given and that encounters are reported. Testing of the communications device provided before leaving for the work area and upon arrival at the work area is conducted.
- The provided portable communication device is turned on and carried on their person while performing their assigned tasks.
- Contact with your supervisor at the end of the working shift is completed if deemed to be working in a remote location.
- The established check in/check out procedures are followed.
- They are familiar with how to contact Emergency Services and Security before leaving for the work area. If unknown, contact your Immediate Supervisor.

**2.4 Employees on business travel shall ensure that:**

Arrangements have been made to contact someone from your departure area, upon arrival at your destination. If this person is not a Suncor individual (for example, a spouse), they must know who to contact at Suncor (for example, Administrative Assistant or Supervisor), in case of an emergency or your failure to confirm safe arrival.

**2.5 Employees conducting business off-site shall ensure that:**

Contact with your Supervisor or Administrative Assistant, at least once, during the working shift.

- 3. Implementation** All Area Managers shall ensure the implementation of this standard.
- 4. Interpretation & Updating** The General Manager, Environment, Health and Safety shall ensure interpretation and updating of this standard.
- 5. Exceptions** None



The following individuals have approved and signed this document.

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