



Working Alone Procedure *(can also be found in the Employee Orientation Manual)*

Working Alone is when you are the only worker on site between **6PM** and **6AM**. Employees are to use their best judgment as to whether **We An-Ser Communications Group** needs to be notified of their situation.

Some clarifications and exceptions are:

- a. if the CSL employee is working in a far off, secluded part of the building, but there are other CSL employees on site, employees should check in with each other no less than **every 4 hours**. This will **not** be considered working alone.
- b. if the CSL employee is only allowed on site when the General Contractor or Property Management company is on site and there is no situation where the GC or PM would leave while the CSL employee is still there it will **not** be considered working alone.

Please follow this procedure if you will be working alone after hours:

- 1) Working alone requires a **supervisor's approval**. The supervisor is to ensure that the employee has **We An-Ser Communications'** phone number **604-821-3819**.
- 2) The authorizing supervisor is to send an email to **We An-Ser Communications Group** at: **controlsolutions@wean-ser.com** 24/7/365 with the following information:

(Note: Email address and phone number were confirmed on Nov. 4, 2022).

- a. **Control Solutions Ltd.** – *company name*
- b. **Today's date:**
- c. **Authorizing Supervisors** – *name and phone number*
- d. **Authorizing PM** – *name and number*
- e. **Employee's full name:**
- f. **Employee's** – *cell phone number*
- g. **Address of place of work:** *(i.e., 601 W. Georgia)*
- h. **Location(s) of work within building:** *(i.e., 18th floor)*
- i. **Expected start date:**
- j. **Expected start time:**
- k. **Expected end date:**
- l. **Expected end time:**



m. **Check-in interval:** *Every 4 hours or at agreed upon times.*

- Every **4 hours max.**
- **End of shift** when leaving premises.

The employee is responsible to call *We An-Ser Communications Group*:

- a. At agreed upon times.
- b. To advise of extension of expected time on site.
- c. To advise leaving premises.
- d. To advise if low cell battery conditions or areas of difficult reception.

Emergency Callouts:

- a. Should an employee need to attend a job site after hours for reasons of an emergency callout — and only if they are working alone within a building they will need to:
 - i. On arrival at site - contact ***We An-Ser Communications Group*** and provide all information set out in section 2 above.
 - ii. Follow procedures in section 3 above.

Actions by *We An-Ser Communications Group*:

- a. If the employee has not called within 10 minutes of agreed upon times — ***We An-Ser Communications Group*** is to initiate a call to the employee.
- b. If no answer — ***We An-Ser Communications Group*** is to wait further 5 minutes and initiate a second call to the employee.
- c. If no answer on second call — ***We An-Ser Communications Group*** is to keep cycling down CSL's list of contacts until the first person is contacted. If they reach the bottom of the list with no answers — they start at the top of the list again.
- d. Once a CSL employee has been contacted — ***We An-Ser Communications Group*** is to provide the information in Section 2 above to the CSL employee.
- e. ***We An-Ser Communications Group*** will transfer all further handling to the CSL employee.

Actions by contacted CSL Employee:

- a. Continue to regularly try to contact employee by cell and / or text messaging. Texting will sometimes get through in poor or intermittent coverage areas.
- b. Contact Employee's supervisor if available for additional information and consideration of subsequent action.
- c. Proceed to site if necessary.
- d. If proceeding to site — advise ***We An-Ser Communications Group*** of intentions with regards to item 2 information above.
- e. Follow item 3 procedures.
- f. Contact emergency personnel or 911 as required.
- g. If access to building is required and possible emergency services are needed dial 911 for assistance.



CSL LIST OF CONTACTS (in order)

1. **Call the escalating employee.**
2. **Wait 5 minutes.**
3. **Call escalating employee again.**
4. **Call the supervisor or PM indicated in original message (email)**

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|---------------------------------|--------------|
| 5. Gregg Pierce | 778-229-0568 |
| 6. Matt Fibish | 778-875-2762 |
| 7. Chris Marte | 778-229-5097 |
| 8. Mike Todorovic | 778-938-2283 |
| 9. Ian MacDonald | 778-839-5409 |
| 10. Justin Hui | 778-233-5763 |
| 11. Orlando De Temple | 778-238-1800 |
| 12. Rob Stokes | 778-772-3895 |
| 13. Juanita Lo | 778-772-0134 |
| 14. Hakeem Ayubi | 778-839-5832 |
| 15. Call the on-call phone line | 604-521-9282 |
| 16. Eddie McCool | 778-229-0562 |
| 17. Chad Thomas | 778-229-0559 |