

CAMBRIDGE
real estate services

employee **safety manual**



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company safety guidelines



Safety can only be achieved through teamwork at our company. Each employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

- Notify your Immediate Supervisor of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your Immediate Supervisor immediately.
- The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the company's property is forbidden.
- Use, adjust and repair machines and equipment only if you are trained and qualified.
- Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
- Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; contact your Property Supervisor.
- Know the locations, contents and use of first aid and fire fighting equipment.
- Wear personal protective equipment in accordance with the job you are performing.
- Comply with OSHA standards and/or applicable state job safety and health standards as written in our safety procedures manual.

A violation of a safety precaution is in itself an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

safety program endorsement



We at Cambridge Real Estate Services are committed to working with our employees to provide a safe work place. It is our policy that employees should report unsafe conditions and will not perform work tasks if it is considered unsafe. We all play an equal part. Everyone must report any/all incidents, injuries, and unsafe conditions to their supervisors. We have established a protocol for this purpose and expect to see our mission of minimizing work place injuries and incidents fulfilled.

All employee recommendations to improve safety and health conditions are encouraged and will be given thorough consideration by our management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions and analysis of unsafe work practices. Your ideas and involvement with fulfilling the program goals and objectives will be expected.

The primary responsibility for the coordination, implementation, and maintenance of our work place safety program has been assigned to a committee chairman and safety coordinator.

Senior management will be actively involved with our work force in establishing and maintaining an effective safety program. Our safety coordinator and other members of our management team will participate with us or each department's employee representative in ongoing safety and health program activities by:

- Promoting both employee and safety committee participation
- Providing safety and health education and training
- Reviewing and updating safe work practices.

This is intended to reiterate Cambridge Real Estate Services management's commitment to, involvement in, and expectations of providing our employees a safe and healthy work place. Our work place safety program will be incorporated as the standard of practice for this organization. Compliance with these safe work expectations will be required of all employees as a condition of employment. Our company will hold all employees accountable for safety performance.

Safety Chairman and Coordinator's Responsibilities

Our safety coordinator has the responsibility and authority to carry out our safety program. The primary duties and responsibilities of the safety chairman and coordinators include, but are not limited to the following:

- Formulate, administer, evaluate, and prepare appropriate adjustments to our safety/health and property protection program.
- Make monthly reports to management on safety program progress, including strategic plans for reducing injury and incident frequency and severity.
- Maintain current incident record system, make incident reports, investigate incidents, and make sure that timely corrective action is taken. Management must be regularly informed of progress on corrections and benchmark achievements.
- Assist in training all employees in safety and health matters. Coordinator will maintain records of new employee safety orientation and all ongoing training programs. Training program elements and schedule will be based both on regulatory compliance and reduction in incidents and their costs.
- Perform hazard surveillance and supervise safety inspections and surveys to discover and correct unsafe work practices before they cause accidents.
- Make certain that federal (i.e., OSHA, EPA, DOT, etc.), state, and local laws or codes are brought within compliance.
- Initiate and maintain safety-related communications in meetings and correspondence, and conduct activities that will stimulate the interest and maintain the accountability of employee safety.
- Work with our employees to help them understand their role and responsibilities.
- Work with the Loss Prevention Services and Claim departments.
- Coordinate claims reporting and return-to-work activities with our insurance carrier and preferred doctors.
- Utilize our disability management plan for return to work and transitional duty task design to help manage claims.



Safety Committee – Organization And Responsibilities

Our safety committee chairperson will help coordinate an effective plan to reduce work place injuries and illnesses.

One of the functions of our safety committee is to create and maintain injury prevention as a primary goal in our company. Our safety committee will include Property and Maintenance Supervisors. Members will be rotated periodically to give different employees an opportunity to participate. It is our objective to conduct monthly meetings. We will establish a calendar of meetings and agenda and distribute to all members at least one week prior to the meeting. (Notice of meetings will be sent to each member of the committee and top management.)

Principle activities and responsibilities include:

- Ensure quarterly surveillance tours to identify hazardous conditions and unsafe work practices and recommend corrective action are taking place at all jobsites. This also includes an evaluation of observed safe work behaviors to improve safe work performance.
- Act as a clearinghouse for all safety ideas, activities, and needs.
- Review incident investigation reports and near misses that have occurred in the past month to help determine what corrective actions can be taken to prevent recurrence.
- Assist in the development of base line safe work performance expectations and work practices.
- Coordinate training programs to maintain employee knowledge and skill in safety.
- Individually promote safety activities and set good examples in the areas where they work, as well as respond to employees concerns and complaints in the area of safety and health.
- Keep records of committee meetings so that progress can be maintained and management kept well-informed.
- Assist new employees in becoming competent and familiar with company safety practices.
- Coordinate safety education and program alterations based, in part, on needs identified from audits and regular evaluations and investigations that reveal areas needing improvement.



Property Supervisor's Safety Responsibilities

Each of our supervisors has an important responsibility for safety in their respective areas. They are the primary contact and have immediate control over their employees. No other function within our organization has the same unique opportunity to coach its employees and make an impact on their safe work performance.

Employees respond to what they perceive as their job expectations. Our supervisors must show by example (with their attitudes and actions) that they support our safety program. This leadership will help our employees understand that safety is a necessary part of their work. Each supervisor should understand their responsibilities for safe working conditions and the performance of safe work practices within their department and throughout the facility.

Primary duties

Our supervisors' responsibilities and duties will include, but are not limited to:

- **Hiring:** Follow our company's hiring practices in accordance with the "Americans With Disabilities Act" (ADA). Select only qualified employees within the scope of their job expectations and capabilities.
- **Orientation:** Be sure that each new employee is well versed in the basic needs and expectations of the tasks they are to perform. Review each item of our employee safety orientation with each new employee. Sign and have the employee sign their orientation checklist acknowledging their understanding of the items on the form. Retain these forms in our personnel files. These should be reviewed after the probation period has ended, to determine if the employee has achieved proficiency, or if additional training is needed.
- **Safety "Rules":** Give detailed instructions for safe job performance by explaining the inherent hazards and safety precautions when assigning new or transferred employees to new jobs. Provide ongoing coaching to assure that safe work performance is maintained and unsafe work practices are corrected and eliminated.

Property Supervisor Safety Responsibilities

- **Observing Work Performances:** Identify and correct any unsafe condition and identify any unsafe action observed. Use appropriate coaching techniques to correct unsafe work behavior consistent with our safety culture and philosophy. As stated in our safety guidelines, a violation of safety precaution may lead to disciplinary action.
- **Enforcement:** Check to see that personal protective equipment is used where/when required. Provide employees with safe tools, facilities, and equipment to perform their jobs.
- **Participate and Demonstrate:** Set good examples of our safety program philosophy in your actions, attitudes, and messages. Actively participate in safety promotional activities to demonstrate management's commitment to the safety program.
- **Involvement:** Personally supervise all hazardous work or work that is new or unusual.
- **Inspect and Monitor:** Regularly inspect and maintain the work environment to assure that good housekeeping practices are followed and that mechanical failures are minimized.
- **Incident Reporting and Follow-up:** Promote prompt claims reporting and prepare for possible work modifications for recovering employees with our insurance carrier and our treating physicians, utilizing their disability management program. This is addressed under the Incident Investigation and Injury Management program area.
- **Commitment:** Carry out the mission and objectives of our safety and health program to create a safety culture and reduce the costs of injuries and incidents.



Site Manager's Safety Responsibilities

Each of our Site Managers have an important responsibility for safety in their respective areas. They are the primary contact and have immediate control over their employees.

The Site Managers responsibilities and duties will include, but are not limited to:

- To acquire and maintain a copy of the Cambridge Real Estate Services Safety Manual and MSDS.
- Ensure all site employee know where the Safety Manual and MSDS is located.
- Provide safety training and support to site employees.
- Enforce the safety rules, procedures, and guideline set forth by the Cambridge Real Estate Services Safety Committee.
- Meet monthly with site staff to discuss safety topics (provided by the Safety Committee), communicate site specific safety related incidents and issues, and encourage employee input regarding incident prevention.
- Conduct quarterly "Community Safety Inspections" of the property, submit reports to your Property Supervisor. Inspection worksheet can be found on MultiFamily Forms.



Hiring and Training

Our work force is our most valuable and most important asset. We want to select qualified employees. Once hired, thorough training and education is paramount to understand our objectives and the safest, most productive way to do your job.

Prospective employees:

- Each prospective employee will fill out an employment application.
- Each prospective employee will receive a personal interview either by our human resources department or the supervisor.
- A phone call reference check will be made of the prospective employee's previous employers. Background security checks will be routine evaluations for money and high security-sensitive positions.
- Physical exams may be required for some positions, pending an offer of employment, consistent with ADA regulations and the physical demands of the job. Actual commencement of the job is based on successfully passing this exam including drug and background screening. Physical exam criterion are based on job descriptions that have identified critical physical demands to fulfill the specific job requirements.
- We at Cambridge Real Estate Services currently use the services of Bio Med to perform drug screening and Background Investigation Services to perform our background and criminal screening. All detail of the screenings will remain within files of our human resources department.
- Job descriptions will be updated each year with input from each supervisor. They must reflect the actual critical job demands, as well as cognitive skills employees must have to hold a given position. The safety committee must provide input and approval to the process of upgrading job descriptions.

New Employee Safety Orientation and Training

A key element in our safety program is the initial training of employees. They need to know the company safety program, policy, and rules to begin to develop the proper safety attitude and work procedures immediately. This also demonstrates management's interest in their well-being.

The following areas are to be covered in the new employee's orientation:

- Safety program endorsement and commitment of Cambridge Real Estate Services including the role employees play, their responsibility, and how these are enforced is also explained.
- Company safety expectations of the work force, supervisors and management; how employees and management representatives are held accountable for safe work performance.
- Specific job safety requirements as they affect each individual department and task.
- Incident reporting procedures, including the need for prompt reporting and follow-up.
- Injury management and transitional duty plan for recovering employees of work place incidents by following the disability management model from our insurance carrier.
- Safety organization and functions, including the person in charge, members of the safety committee, their function, and how incidents are investigated.
- Specific personal protective equipment (PPE) requirements.
- Orientation tour of our operation.
- Review of the company emergency disaster preparedness plan and medical information, including what employees do in case of emergency and from who they will seek help, cover, evacuation, alarms, etc.
- Review of fire alarm procedures, and location of fire extinguishers, and the steps to follow in case of fire or related evacuation procedures.

New Employee Safety Orientation and Training

Job specific training by supervisors

Each supervisor must acquaint new employees with the nature of their work, specific safety features and requirements, general safe work expectations for the department, and introduce the new person to other employees. On-the-job training, with an experienced employee should include key points, as well as hazards and how to avoid them.

The employee safety orientation checklist should be completed by the supervisor and placed in the employee's file to document this important phase of initial job training. The supervisor needs to follow up to check key points and the employee's competency.

Attendance at scheduled safety training classes should be documented in a training roster indicating the date, instructor, topics covered, and a list of participants.



Basic Employee Responsibilities

Cambridge Real Estate Services expects our employees to follow all objectives for safe work performance and be responsible for their own actions and conduct. OSHA requires that we furnish employees a place of employment “free from recognized hazards that are causing or are likely to cause death or serious physical harm to employees.” Our workers also play a significant role in the success or failure of our safety program.

Primary Expectations of Employees

Employee responsibilities for safety include the following:

- Practice good safe, work habits and follow all safety mandates, company expectations, and regulations. Do not operate equipment without the necessary training. Make certain that all safety features are in place and in working order.
- Wear and maintain appropriate safety equipment as required by your supervisor.
- Keep your area in good housekeeping order.
- Report all injuries and incidents to your supervisor immediately.
- Participate in safety by attending meetings or submitting good suggestions for improvement.

General Expectations of Employees

All Cambridge Real Estate Services employees are expected to perform their jobs to the best of their ability as well as perform them in a safe manner. It is critical that employees do not circumvent safety features and safe work behaviors that can cause them or others to be at risk. All accidents are preventable. We must each carry out our safety responsibility. We each share a common goal and these are our expectations of each person working at Cambridge Real Estate Services.

General Expectations of Employees

Follow the safe job procedures established by your supervisor. Perform only those jobs to which you have been assigned and properly instructed.

- Wear the protective equipment required for your job, as established by your supervisor. Be certain that protective equipment is kept clean and in good repair.
- Report damaged equipment immediately for replacement or repair. *Do not perform your task without the appropriate protection.*
- Report unsafe work practices and/or unsafe conditions immediately. You may use the company reporting system to record your concern anonymously.
- Report all incidents immediately. Summon first aid as soon as possible when injuries demand prompt attention. Only authorized first-aid personnel should be administering first-aid treatment. This includes trained employees, emergency medical technicians (EMTs), paramedics, and medical personnel. No employee shall attempt to remove foreign objects from any injured person.
- Keep all mechanical safeguards in position during operation. Refer to our company policy and department/equipment-specific lockout/tagout procedure when maintenance or setup is underway. Place the equipment in the “off” position when removing materials, jams, or performing minor maintenance or adjustments. Render idle machines unusable by locking the disconnect.
- Do not operate equipment for which you have not been trained or authorized. If you have questions about the safe operation of a machine, contact your supervisor immediately. *Under no circumstances should machines be used in an unsafe manner or with safety features missing, malfunctioning, or circumvented.*
- Keep all fire protection equipment, exits, and suppression equipment clear of obstructions, supplies, or equipment, etc.
- Do not use flammable or combustible solvents in open, unlabeled containers.



Slips and Falls in the Workplace

Slips and trips can happen in any part of the workplace, both indoors and outdoors. These types of accidents often result in falls and more serious outcomes, including disabling injuries and even death. Workers that experience injuries from falls often suffer from pain, lost wages, temporary or permanent disability, depression and reduced quality of life.

According to the US Department of Labor, slips, trips, and falls make up the majority of general industry accidents, accounting for 25% of reported claims per year. Seventeen percent of all disabling injuries are due to slips, trips and falls, as well as being the second leading cause of death in the workplace. Common injuries from falls include sprains, strains, bruises, contusions, abrasions, lacerations and fractures.

Employee safety is our top concern at Cambridge, and although all accidental slips and trips are not avoidable, there are several steps that employees can take to greatly reduce the risk of falls.

- Paying attention to your surroundings is possibly the most important step that you can do to avoid injury. Wet or icy surfaces, transitioning from one surface to another, irregular, uneven or sloped surface or terrain, etc can be hazardous, even more so when carrying objects, being fatigued, hurried, or being inattentive or distracted, such as walking while talking on a cell phone.
- Be aware of any objects in your walking path, and keep your work area clean and free of clutter. Be mindful of seasonal hazards such as slippery autumn leaves which give way to winter ice and snow. Taking short cuts off the sidewalks and through landscaping during wet months can leave footwear wet and/ or muddy, leading to potential for slips and falls. Be attentive, cautious, and when your environment calls for it, slow down.
- Use of proper footwear. Footwear should fit snugly and comfortably and should have slip resistant soles with good tread. Many work boots are available with oil resistant soles as well. Footwear should be kept clean and in good condition, and should be replaced before the soles are worn smooth. Stay away from leather soles, smooth surfaced soles, and high heels, as they all increase the risk of slips and falls. For maintenance personnel, leather work boots are recommended, as they provide a better level of protection from accidents or injury than sneakers or slip on shoes.
- Cambridge includes slip on ice cleats to the Winter uniform order form for employees that work in cold climates. Please use them according to the manufacturer's recommendations, as they provide a higher level of slip protection in the snow and ice.





The following are job-specific safe work expectations and are minimum guidelines to help you avoid injury. This list is not all-inclusive. This list is intended as a summary of “best maintenance safety practices.” You will be expected to practice them regularly and commit them to habit. This is a prerequisite to your continued employment, as well as your own safety.

Protect Yourself

Always stock safety equipment. Make sure site staff has access to safety glasses, dust masks, ear protection, etc. All of the listed items are rather inexpensive, especially when compared to the cost of the accidents they're designed to prevent.

- **Use ear protection:** When using loud equipment such as a pressure washer or blower, it is imperative to use ear protection. Although many backpack blowers claim to have low noise (around 65 dB,) realistically, they tend to operate in the 90 to 120 dB range. This means blowing your parking lot has the potential for permanent damage without ear protection. Equipment such as a circular saw or a shop vac apply as well. For additional information, there are two pages at the end of this list titled "Hearing Protection."
- **Use eye protection:** Eye protection should be worn whenever using heavy tools or power equipment such as saws, drills, sledgehammers, etc. It should also be used in conjunction with the proper gloves when using chemicals.
- **Use dust masks:** Dust masks should be worn during any activity that produces small particulates, such as sanding wood or drywall, but should also be used during sweeping out dusty spaces or using the backpack blower.
- **Use gloves and other protective gear:** Gloves are on the front line of protection against injury or contamination ranging from splinters to chemical burns to the avian flu. Use the proper glove for the proper job, whether it be leather for working around trash areas or with wood, or PVC for working with chemicals. Using latex or Nitrile gloves help prevent the spread of bacteria when finding that you have to use your hands in those less than ideal situations.

Protect Yourself

- **Think before you lift:** Use proper lifting techniques, bending with your knees, not your back. Do not overtax yourself. For more information, please see "Safe Lifting" Chapter in this handbook.
- **Use a step stool or ladder:** Use a step stool or ladder when working or bringing heavy or bulky items down from high places. Do not overextend your reach. Remember, Cambridge employees are not allowed on ladders past the second story gutter line, and are never to be on a roof.
- **Avoid eye strain:** Rest your eyes periodically when doing close work.
- **Avoid muscle strain:** Use proper posture, and change positions when sitting or standing for long periods. Make sure your chair is adjusted to the proper height.



Respirators

Cambridge Real Estate Services makes respirators available to site staff to use at their discretion. Safety information regarding respirators is listed below:

Appendix D to Sec. 1910.134:

Information for Employees Using Respirators When Not Required Under the Standard

Respirators are an effective method of protection against designated hazards when properly selected and worn. Respirator use is encouraged, even when exposures are below the exposure limit, to provide an additional level of comfort and protection for workers. However, if a respirator is used improperly or not kept clean, the respirator itself can become a hazard to the worker. Sometimes, workers may wear respirators to avoid exposures to hazards, even if the amount of hazardous substance does not exceed the limits set by OSHA standards. If your employer provides respirators for your voluntary use, or if you provide your own respirator, you need to take certain precautions to be sure that the respirator itself does not present a hazard.

You should do the following:

1. Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirators limitations.
2. Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department of Health and Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you.
3. Do not wear your respirator into atmospheres containing contaminants for which your respirator is not designed to protect against. For example, a respirator designed to filter dust particles will not protect you against gases, vapors, or very small solid particles of fumes or smoke.
4. Keep track of your respirator so that you do not mistakenly use someone else's respirator.

Hand Tools

- Storing tools on benches, near machines, on floors, and on ladders are causes of serious injuries. Return tools to their appropriate storage place immediately after use.
- Keep tools clean and free of grease and dirt. Clean tools work better and last longer. Poorly maintained tools may cause severe injuries if they fail during use. This can also create a fire hazard if left to accumulate over time. Have defective tools repaired and cleaned to keep in good working condition when needed.
- Use the right size and correct tool for the job. There are special hammers, wrenches, pliers, screwdrivers, chisels, saws, etc. for many different types of work. Contact your Maintenance Supervisor to help you. Using the right tool for the right task makes the job easier and safer.

Lifting and Carrying

- Do not lift awkward or heavy materials alone. If in doubt, contact your supervisor to get someone to help you or utilize mechanical lifting devices to assist. Be sure you fully understand how to operate the mechanical lifting and hoisting equipment before you start.
- Inspect the object to be moved for sharp corners, nails, and other projections that may cause an injury. Check out the container or object to make an intelligent decision as to your capabilities and limitations for making a lift. Seek help if in doubt. Look for a weight indicator or a capacity rating to determine how much you will be lifting.
- Never lift beyond your strength. Size up the load and get help if you need it. Clear away anything on the floor that might cause you to trip or slip.
- Avoid reaching as you lift or lower. If something is in your way, move it. Set feet firmly, placing one foot alongside the load and the other slightly behind the load. When lifting, keep the object close to the body. Choose the lifting position that feels most comfortable, with or without a straight back. Set muscles of legs, hips, and back ready to take the strain.
- When grasping an object to lift, get a firm grip with fingers under the load if there are no handholds. Lift gradually, avoiding jerky, twisting motions.
- When two or more workers are “team lifting,” decide what route to use and how the object will be handled. Keep in step and have signals for changing directions, stopping, placing objects, etc.



Hearing Protection

Noise is not just an annoyance; it can cause long term physical effects that diminish your quality of life. Physical effects include loss of hearing, pain, nausea, disruption of concentration and interference with communications when the exposure is severe.

Work-related hearing loss continues to be a critical workplace safety and health issue. Approximately 30 million workers are exposed to hazardous noise on the job, and an additional 9 million are at risk for hearing loss from other agents such as solvents and metals. Noise-induced hearing loss is one of the most common occupational diseases and the second most self-reported occupational illness or injury.

- 44% of carpenters and 48% of plumbers reported that they had a perceived hearing loss.
- 90% of coal miners will have a hearing impairment by age 52 (compared to 9% of the general population);
- 70% of male, metal/nonmetal miners will experience a hearing impairment by age 60.

While any worker can be at risk for noise-induced hearing loss in the workplace, workers in certain industries have higher exposures to dangerous levels of noise than others. Industries with high numbers of exposed workers include: agriculture; mining; construction; manufacturing and utilities; transportation; and military.

Prevention

When noise exposures cannot be controlled at their source, hearing protection is necessary. Earplugs and earmuffs/headsets provide a barrier that to inner ear noise levels and help to reduce hearing loss from occurring. If these forms of noise control are not worn correctly or are used sporadically their effectiveness can be reduced considerably.

Employees resist wearing hearing protection more than any other type of personal protective equipment. One reason is, they don't think they really need it. Another reason for not wearing hearing protection is that it can feel uncomfortable. Unfortunately, hearing loss occurs gradually (even in intense exposures) and by the time there is a perceived difference in hearing capability, irreversible damage has already occurred. Slight initial discomfort may be expected when a good seal between the surface of the skin and the surface of the ear protector is made. The amount of protection you obtain depends on obtaining a good seal and even a small leak can substantially reduce the effectiveness of the protector. Check the seal several times each day. Protectors - especially ear plugs - will work loose as a result of talking or chewing, and must be resealed occasionally.

Properly designed, fitted, and clean ear protectors will cause no more discomfort to most workers than wearing a pair of safety glasses. Earplugs are made of soft material such as neoprene to prevent injury to the ear canal. Skin irritations, injured eardrums, or other adverse reactions from using ear plugs are very rare if they are kept reasonably clean.



Prevention Continued...

There are many different styles, types, and brands of ear protectors available, but when correctly fitted, they all provide similar levels of protection. The best hearing protector for you is one that fits correctly so that you can wear it properly.

Some signs that you should be wearing hearing protection include:

1. If it is necessary for you to speak in a very loud voice, or shout directly into the ear of a person to be understood, it is likely that the noise level is high enough to require hearing protection.
2. If you have roaring or ringing noises in your ears at the end of the workday, you are probably being exposed to too much noise.
3. If speech or music sounds muffled to you after you leave work, but it sounds fairly clear in the morning when you return to work, you are being exposed to noise levels that are causing a temporary hearing loss. In time, this can become permanent if you do not take care.

What is Loud?

Hearing loss is usually gradual. Normally, it is so subtle, that we don't know its happening. The louder and longer your exposure, whether at work, at home, or during recreation, the more likely your hearing will be damaged. The critical sound level when hearing protection should be worn is 85 decibels (dBA), established for an 8-hour time weighted average. The following examples, will provide a reference to noise intensity.

Decibels	Reference
20	a faint whisper
30-40	quiet pleasant sounds, a bird chirping
40-50	quiet to normal office sounds
50-60	normal conversation
70-90	heavy machinery, electric motors, garbage disposal, city traffic
100-120	jack hammer, power saw, motorcycle, lawn mower, rock music
140+	jet engines, gun shot (this level causes pain)

Many disposable or reusable plugs are available and most of these reduce noise by about 20-30 decibels. The noise reduction rating (NRR) is usually marked on the package or on the box if they come in bulk. However, since the NRR is established in a laboratory with perfectly fitted plugs, experts recommend that the true rating is generally about 7 decibels less than indicated. Hearing protectors of the ear muff type are usually closer to the actual NRR.

How Does This Affect me as a Cambridge Employee?

Most of us use a backpack blower at our properties and at other times, we may use power tools such as a circular saw or a table saw for an extended period of time while completing a project. The noise generated by these tools can increase your chance of permanent hearing loss. The effects are accumulative, so it is not noticeable at first, but over a period of time, your ability to hear sounds in a certain range will decrease. All Cambridge properties will provide hearing protection, and it is strongly advised to use them when using power tools such as a backpack blower.

Ear muff style are easy to wear, and can be used over and over again. They can be purchased for under \$20.00 at the Home Depot, or you may purchase them through the HD Supply catalog. Disposable foam ear plugs are also available through Home Depot, as well as the HD Supply catalog. Both ear muff and foam plug styles may be worn separately, or in tandem to increase the level of protection. Stuffing cotton or torn napkin in your ears is completely ineffectual, and is not an acceptable method of protecting your hearing.

Materials Storage

- Provide a safe, stable base with a solid, level surface free of potholes and imperfections. Barrels and other materials that may roll or slide should be checked at the base for stability and tied to vertical structural supports. Lock materials by cross tying between layers so there are no unsteady stacks within the pile. Piles should also be stepped back to assure stability.
- Pile to a safe height so that the stack will remain steady and the floor load limit is not exceeded. Maintain at least 18 inches between the pile and sprinkler heads. Be certain to maintain a minimum three foot clearance around electrical panels and service entries.



Ladders, Gutters and Roofs

- Cambridge Real Estate Services does not authorize any employee to conduct roof work.
- Ladders over 24 feet are prohibited to be used by site staff.
- For any overhead work near electrical sources, use an appropriate ladder for the task (fiberglass, plastic, or wood). Metal ladders must not be used when working on or near electrical circuits.
- Straight or extension ladders should have safety feet or cleats. Stabilize them with lashing at the top and blocks at the bottom.
- Use ladders only on a stable base and not on boxes, barrels, or other insecure footings.
- Stepladders more than 10 feet high should be held by another worker. Don't step on the two highest rungs.
- Make certain the ladders are in good-working condition and the joint between the side rail and step are tight. Ladder fasteners (i.e., rivets, nuts, bolts, screws) must be secured in place and in good-working condition.
- Remove defective ladders from service and dispose of them immediately.
- Use portable stepladders with uniform space of 12 inches; parallel and level when the ladder is in this position.
- Use portable rung or cleat ladders positioned so that the horizontal position from top support to the foot of the ladder is one-quarter of the working length of the ladder.
- Position ladders away from doors unless door is blocked, locked, or guarded to prevent it from striking ladders. Provide a second worker to support the bottom or warning signs and barricades nearby.
- All portable rung ladders with reinforced rails must have metal reinforcement on the underside.
- Use stepladder steps (not rear brace supports) for foot placement when climbing.



Basic Housekeeping

- Return tools and other equipment to proper storage place after use.
- Dispose of oily rags, old paint cans, and other containers that have held flammable liquids in the appropriate receptacle.
- Pick up tripping hazards such as nuts, nails, pieces of wire, waste materials, etc., and dispose of them promptly.
- Do not let personal items accumulate in work areas. Take clothing home each evening and launder them accordingly. Use only fresh uniforms and protective clothing each day.
- Keep first-aid facilities clean and sanitary.
- Practice good housekeeping within your work area. Everyone must look after their own area, as well as report areas in need of attention to your supervisor or a member of the safety committee.



Safety Tips

- Wear rubber gloves or vinyl gloves when handling moldy materials.
- Wear appropriate clothing and shoes, including eye protection; during clean up of the area.
- Wear appropriate P100 particulate respirator, listed in the Cambridge Specifications Sheet.
- Turn off all HVAC equipment.
- Exercise caution around any electrical equipment or fixtures.
- Make sure the area is well ventilated at all times during the removal process. Do not fan an area where mold is present or suspected.
- Read and follow the instructions and safety data sheets (MSDS) of all chemicals used.
- HEPA vacuum clean the entire work area at completion. (HEPA vacuums are available at The Home Depot or similar hardware/home center type stores.)
- Wipe clean all surfaces in the work area at completion of the cleaning and removal process.
- Wash hands thoroughly and HEPA vacuum all clothes during any break and at completion of the clean up project.



Employee Expectations

- Report ALL first-aid and fire hazards immediately. When contacting 911 or the local response team for help, be sure to give the operator specific information including the location of a fire and refer to the emergency response plan for prompt evacuation. Note the summary of emergency numbers posted the Site Office.
- Follow the fire-fighting program throughout all phases of work to assure that effective firefighting equipment is available immediately and designed to effectively meet all fire hazards as they occur.
- Storage of materials shall not obstruct exits. Materials shall be stored with due regard to their fire characteristics (e.g., oily rags will be stored in a closed metal container by themselves). Clearance of at least 36 inches shall be maintained for lights, heating units, and electrical boxes.
- All extinguishers must be prominently placed, labeled for use and kept clear of obstructions at all times so they are accessible in a fire emergency. If a fire extinguisher is used or has been discharged, it should be reported to your supervisor immediately. All extinguishers must be inspected for integrity and charging capability monthly and the tag should reflect that inspection. Fire extinguishers shall be conspicuously located and readily accessible at all times, and be maintained in operational condition.
- Fire extinguishers shall be inspected on a monthly basis and the tag must bear the date and verification of the inspection. Property Site Managers are responsible to contract with a local company to recharge and test the units each.
- When an alarm sounds, go to the nearest fire exit, per our company evacuation plan. Observe the instructions of your supervisor or the designated fire coordinator in your area. Do not try to take personal belongings with you.
- “No Smoking” areas shall be enforced in all areas where hazardous substances are stored or used and any other areas where posted.

Fire Suppression Testing Procedures

February and March are fire suppression testing months. All fire extinguishers, fire systems, and sprinkler systems should be tested annually during this 60 day period. In addition more extensive testing is required every five years.

Fire suppression testing companies tag fire systems with the date of the last inspection. Refer to the company's operations calendar, your regional maintenance supervisor or your portfolio supervisor for preferred fire protection testing vendors.

Flammable and Combustible Liquids

- Only approved containers will be used for the storage and handling of flammable and combustible liquids. Flammables, including gasoline, will be stored in approved safety cans.
- When not in use and at the end of the work day, all flammable liquid containers will be placed in the flammable liquids storage cabinets.
- Leakage or spillage of flammable or combustible liquids shall be cleaned up immediately and disposed of properly within federal regulations.
- There shall be no smoking, open flame, or use of flammable or combustible liquids in the area of storage. All employees must observe company restrictions on where and when smoking is acceptable. Failing to practice these rules will result in disciplinary action.
- Isolate all combustible and flammable materials and solvents from possible ignition sources such as open flames, heated surfaces, electric arcs and sparks, mechanical sparks, static electricity, and self-heating materials. In short, all energy sources (mechanical, electrical, chemical, thermal, radiation) should be considered as potential ignition sources.

Electrical Safety

- Treat all electrical circuits and equipment as live and do not attempt to adjust or repair any unless it is part of your job description and regular job assignments. Bring observed hazards and maintenance needs to the attention of your supervisor or the maintenance personnel as soon as possible. Also, contact the safety director if a severe safety hazard exists.
- De-energize all electrical circuits before completing any work on live lines or equipment. Remember, even low voltage can kill.
- Follow all company lockout/tagout procedures when repairs are underway or when employees are in danger zones. Be sure to keep machines or powered equipment in a “zero energy state” when performing service or setup.



Electrical Safety

- Keep covers to all electrical fixtures and wiring in place at all times, unless temporarily removed for servicing by authorized persons, and only after isolating all energy sources.
- Do not attach flexible cords to a wall, ceiling, door, or other structural or building surface.
- All permanent wiring must be installed in rigid conduit. Flexible wiring (extension cords) may be used, but only for temporary energy supply. This is considered both a fire and personal safety hazard.
- Do not use metal ladders near electrical installations or when working on electrical equipment.
- Use only proper electrically grounded or double insulated power tools in our operations. Metal housed tools must utilize the three-prong ground pin.
- Never use spark producing equipment in hazardous atmospheres or locations where volatile processes are conducted or performed.
- Never use electrical equipment in wet or damp areas unless the equipment is approved for use in these areas and suitable PPE is utilized.
- Make sure to use proper lockout/ tagout kits when it is necessary to temporarily lock out a power source, such as a breaker or a switch during repairs. These kits are listed on the CRES Specifications Sheet.



hazardous materials



The following written hazard communication program has been established for Cambridge Real Estate Services. This program, a listing of hazardous chemicals, and material safety data sheets (MSDS), will be available at the Site Office for review by all employees.

Policy

Education and training will be provided for all employees who may be or potentially may be exposed to hazardous chemicals in the work place. The training will be conducted prior to first exposure to the chemical (during on-the-job orientation and training) and whenever a new hazardous chemical is introduced into the work place. All employees will be informed of the location of the written hazard communication program, chemical listing, and MSDSs.

Container Labeling

It is the responsibility of the Property Maintenance Personnel will verify that all containers received for and used by this company are clearly labeled as to the contents the appropriate hazard warnings. No containers will be released for use until the above data is verified.

Existing labels on incoming containers of hazardous chemicals will not be removed or defaced, unless the container is immediately marked with the required information. DOT shipping labels on containers will not be removed until all residues have been removed from the container.

List of Hazardous Chemicals

A list, which identifies current hazardous chemicals present in the work place, will be maintained, updated, and periodically reviewed. The list is cross-referenced to the MSDSs. It is kept with this program and MSDSs, and serves as an index to aid employees in identifying and locating necessary information.

Materials Safety Data Sheet (MSDS)

It is the responsibility of the Property Site Manager to obtain necessary MSDSs for hazardous materials so a comprehensive MSDS file can be maintained. MSDS will be maintained in current status.

Copies of the MSDSs for all hazardous chemicals to which employees may be exposed will be kept at the Site Office and will be readily available for review to all employees during each work shift.

It is preferable to have each contractor bring their hazardous communication program and MSDSs in a binder labeled with the contractor's name and identified as a hazardous communication program. Upon leaving the jobsite and the removal of all hazardous materials, they may take their information with them.

A recommendation is for employees to take a copy of the applicable MSDSs to the medical facility if emergency treatment is necessary due to exposure.

Information and Training

Employees will be provided information on these training requirements, any operations in their work area where hazardous chemicals are present, and the location of the written hazard communication program, chemical listing, and material safety data sheets.

Training may be either in the classroom or on-the-job, and presented prior to first exposure to the hazardous material. Information and training may be designed to cover categories of hazards (flammability) or specific chemicals. Chemical-specific information must always be available through labels and MSDSs. Attendance should be documented.



Materials Safety Data Sheet (MSDS)

Employee training will include at least the following:

- The physical and health hazards of the chemicals in the work area;
- The measures employees can take to protect themselves from the hazards, such as in place work practices, emergency procedures, and personal protective equipment to be used;
- Details of the hazard communication program, including the labeling system.
- Material safety data sheets, and how employees can obtain and use the appropriate hazard information.
- If an employee is instructed to use a hazardous material for which he/she has not been trained, it will be their responsibility to inform the employer prior to handling such material; so proper training can be given.

Vendors and Contractors

Any contractors working in the company's facilities or jobsite will be informed of the written hazardous material program and where to locate MSDSs. It will be the responsibility of that employer to properly train his employees in the avoidance or emergency procedures for these materials.

Response and Forms

An incident investigation should be accomplished following every incident.

The purpose of investigating an incident is to determine the incident cause so that similar incidents can be prevented.

It is the responsibility of the On-Site Staff to make an immediate report of every incident. Site Staff usually knows more about the incident than anyone else, and it is up to the supervisor, in most cases, to put into effect whatever measures may be adopted to prevent similar incidents.

Each investigation should be made as soon after the incident as possible. A delay of only a few hours may allow important facts to be destroyed or removed.

Reporting Procedure

The following are items which should be covered in the incident investigation:

Describe injuries (or property damage)

Cover what injuries were sustained by employees or others and/or damage to equipment, vehicles, or materials. Examples might be:

- “particle in eye,”
- “cut to finger from razor knife.”
- “cut to arm from fall,”
- “strain in lower right side of back,”
- “slipped on ice.”

What was involved during the incident?

Cover the items involved in the incident and how it occurred. Examples may be:

- “employee was not using required safety goggles,”
- “ladder was positioned on unstable area,”
- “standing on three boxes to change light bulb,”
- “boxes slipped and employee fell,”
- “employee was giving a property tour.”

Reporting Procedure

How was the incident caused?

Describe unsafe act, unsafe condition, or defective equipment or material. This should cover the specific cause of the incident. Examples may be:

- “employee should have been wearing safety goggles,”
- “ladder should be positioned on stable area before performing work,”
- “employee stood on boxes instead of ladder,”
- “walkways should be cleared of all boxes and other items obstructing path,”
- “sidewalk was not properly de-iced,”

How can this be prevented in the future?

Cover corrective action to prevent recurrence of the accident. Examples can be:

- “employee will be reminded of Cambridge’s policies regarding eye protection,”
- “ladder has been tested and is in good working order, will remind employees of our ladder safety policies”;
- “checked to see that ladders were available, will instruct employees on use of ladders at next safety meeting”;
- “property safety evaluation will be performed to ensure that the Cambridge “Basic Housekeeping” policies are being followed”;
- “preventing slips flyers will be distributed to site staff members”;

Managing the Incident

An incident scene is a chaotic place, particularly when injuries are involved. The Property Manager will take charge of the site and direct any response activities.

It is important to remember that two concerns take priority at any accident scene:

- Care and treatment of the injured.
- Elimination or control of remaining hazards.

Treat the injured first

The care and treatment of the injured will take first priority at the scene. However, when hazardous conditions at the scene present an immediate threat to the health or safety of anyone, including rescue workers, eliminating or controlling the hazard should take priority.

When injuries are encountered during an incident, the manager should make sure that proper emergency help has been summoned and the victims are given any necessary first-aid. If emergency providers are already on the scene, the manager should make sure they receive whatever cooperation they need to get the job done. Only authorized first-aid personnel should be administering first-aid treatment. This includes trained employees, emergency medical technicians (EMTs), paramedics, and medical personnel.

Control remaining hazards

After an incident, conditions at the site can remain hazardous. If anything at the scene still presents a danger, restrict access to the area until the hazard has been eliminated or controlled. If there is any uncertainty about conditions at an accident site, do not take chances, keep people out of the area until no danger remains.

Isolate the site to protect people and preserve evidence

Keep the area from being disturbed until it has been inspected. A common way to handle this is to use a brightly colored marking tape, rope, cones, barricades, or other types of signs to outline the restricted area. If none of these are available, employees may be posted around the site to keep people out of an area.

Incidents Involving Non-Employees

Step I - Care for the Injured Person

1. Take necessary precautions to ensure that no one else is injured and that injured person is safe from additional injury.
2. Arrange for First Aid or any other Necessary Emergency Treatment (Note - Do not promise to take care of any medical or hospital bills).
3. Make the injured person as comfortable as possible.
4. Secure injured person's version of the incident.

Step II - Secure the Names of Witnesses

1. Gather the names, addresses, telephone numbers, and accounts of the incident from others in the vicinity. Please remember that a person may witness an incident with any of their five senses. An impartial witness is more credible than an employee.
2. Gather the names, addresses, telephone numbers, and accounts of the incident from employees. It is important to have the witness reports created in advance. The reports can help generate the pertinent information by prompting the witnesses to the kind of information needed to complete the investigation.
3. Get two or more employees to inspect the scene of the incident and fill out witness reports on what they saw.

Step III - Evaluate the Premises Condition

1. Analyze and evaluate the premises where the incident occurred for:
 - Noteworthy problems in flooring, equipment, or hazards in immediate area
 - Cleanliness and general housekeeping
 - Water and/or moisture (find source of moisture and remedy immediately)
 - Any objects near the injured person
 - If the person was injured by falling objects, determine whether the objects were improperly stored or maintained.
2. Fill out a Incident Report.
3. Preserve pre-incident cleaning/maintenance/repair records for the area or equipment involved.
4. Take photos of area (note: Do not start investigating the incident scene until after the injured person has been cared for and removed from the area.)



Incidents Involving Non-Employees: Do's and Don'ts

Key Points to Remember

Don't ...

- Apologize for the incident.
- Argue with the injured party about the cause of the incident.
- Reprimand an employee at the scene of an incident.
- Offer to pay all medical expenses
- Admit responsibility (responsibility is often a legal conclusion that parties at the scene are not competent to make)
- Mention Insurance
- Discuss the incident with anyone other than parties within your organization that need the information. Only discuss the incident with outside parties upon the recommendation of your legal counsel.
- Permit investigators to take pictures at the scene without supervision and management approval.

Do...

- Go to the scene of the incident at once.
- Show your concern for the injured parties health and safety.
- Secure the scene so that others are not injured.
- Act courteously.
- Act professionally.
- Inspect scene closely.
- Get all essential details.
- Report the accident to our insurance carrier at your earliest convenience, no matter how slight the injury.

Contact your Property Supervisor as soon as possible when a non-employee incident has occurred for the appropriate investigation to commence.

Safe Community Tours

Cambridge Real Estate Services expects all site staff to follow the following safety protocols outlined below when giving tours to prospective residents and vendors.

- Tours should not be performed after dark.
- Photo identification is required prior to touring a prospect. Take a driver's license, passport or other governmentally issued identification document from the prospect and leave it in the office. Do not take it with you.
- Ask to see all vendors and contractors employee identification.
- All prospects /vendors must be treated equally and be required to present identification without exception. All staff at the property must strictly adhere to this policy.
- The photo identification policy must be posted in the office.
- Let someone know exactly where you are and when you expect to return.
- Keep the apartment door open during the tour. (Flip the deadbolt with the door open or use the door stop.)
- Position yourself between the prospect and the door. (Don't walk ahead into bedrooms, bathrooms or other areas where you could be cornered.)
- Keep groups of people together.
- Employees are instructed not to show apartments to prospects who are exhibiting erratic or hostile behavior. Call the police, then inform your Property Supervisor of the incident.

Office Electrical and Fire Prevention

- Avoid using extension cords and wiring where they pass across areas that cause trip and fall hazards. Affix all cables and extension cords so that they are out of the way.
- Avoid overloading circuitry in your office. Do not use multi-plug adapters or ungrounded circuitry or fixtures. Any undue electrical overload could create potential fire or personal injury hazards. Select a surge protector for extra voltage requirements of computer and related office equipment, but be certain that the amperage is not exceeded for your home wiring capabilities.
- Be sure to have adequate smoke detection nearby, in the event of a potential fire emergency. Also, do not smoke in the office area, to avoid damage to equipment and reduce the likelihood of a fire.
- Provide for and regularly remove trash or other waste materials from the office area to avoid fire hazards.
- Keep all other heating or ignition sources away from combustibles and preferably out of the office area. Space heaters for additional warmth in the winter months should be avoided, if at all possible. Also, coffee makers and other appliances should not be used in the immediate vicinity of the office environment.
- Have a charged fire extinguisher posted nearby for use in a potential fire emergency. The rating should preferably be a multi-purpose dry chemical extinguisher and be well maintained for immediate access if necessary.



Office Furniture Placement

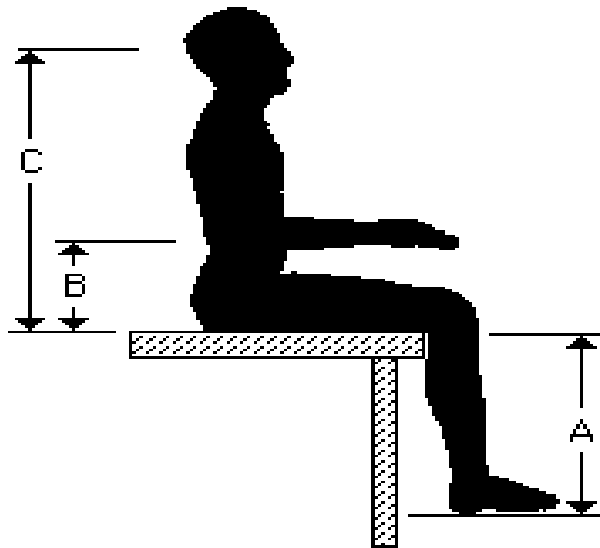
- Select your furniture carefully, especially your desk and chair. Talk to your property supervisor about the availability office furniture. Your work surface will need to accommodate your computer, keyboard, phone, paper, references, sundry items (i.e., pen holders, paper clips), and fax, CD drive, scanner, and printer.
- Avoid using office furniture that offers little flexibility in monitor placement and adjustment.
- Avoid monitor placement to the side of the keyboard. Holding your neck in a twisted posture can lead neck and shoulder pain.
- Adjust your work surface to the correct height for you. Fixed height desks or workstations are usually in the range of 28" to 29". Some employees may need an adjustable keyboard holder to bring the keyboard down to a comfortable position.
- Keyboard holders or trays are generally not as stable as a desktop and increase your reach distance from everything you have on that surface. Be careful where you place objects to avoid excessive reaches.
- Make sure that your desk is heavy enough so that it doesn't topple over when loaded or when a drawer is pulled out. Use desktops with rounded edges, good leg clearance (at least 17 inches deep at the knee), and a matte finish. Make sure your desk is placed on an even and stable surface.
- Avoid placing your computer next to a window.



Making a Good Ergonomics Fit

It is important that you adjust your workstation to fit you.

- Set your chair to leg height (A). Add the elbow measurement and the leg measurement (A+B) as shown in the figure and see if the surface where you plan to put the keyboard is about 1" less.
- If you adjust the chair vertically to compensate, your heels may now be off the floor. In this case, you will need a footrest sized appropriately to allow your feet to rest flat on the floor or with the toes at a slight upward angle. It is not a good idea to sit with the feet extended for too long.
- Position the monitor for a moderate downward gaze angle, preferably between 20" and 30". Those who are farsighted might even find the monitor comfortable at 40". If you are a hunt-and-peck typist, it might be easier for you to have a closer, lower monitor so you aren't moving the head and neck up and down. The eyes move fairly easily through an arc of about 30 degrees so a fairly low monitor reduces repeated neck motion. For those who touch type, a monitor at a higher position will probably be more comfortable.
- Document holders are often a case of personal preference and room available for layout. If the work does involve a lot of transcription from a printed document, it may be helpful to have a document holder. Most document holders are designed to be at the side of the terminal or between the terminal and keyboard. The location can be influenced by whether you are a touch typist and what type of display you are using. Avoid situations where you must reach out for the mouse, especially with the shoulder raised. If you have multiple computers and terminals, it is best to get an "A-B" switch for your keyboard so you don't clutter the desktop with keyboards and mice.



safety related forms



The safety related forms listed below are available to site staff by accessing Multifamily Housing eForms account online. Contact your Property Supervisor to obtain your unique log-in username and password. These forms are meant to enforce and enhance Cambridge Real Estate Service's Safety Program, all site staff employees should be familiar with the following safety related forms:

- Safety Do's and Don'ts
- New Employee Safety Training Checklist
- Incident Report
- Community Safety Inspection Worksheet
- Notice of Emergency Entry
- Notification of Exigent Fire/life/safety Hazard
- Pullcord Alarm System Instructions

emergency contact information



IN THE CASE OF A TRUE EMERGENCY CONTACT 911 IMMEDIATELY.

Cambridge Real Estate Services requires all properties to post the following information, specific for each site. Contact your Property Supervisor with questions regarding obtaining the following information.

Local Area Emergency Services

	Phone Number
Police Non-Emergency	
Fire Department	
Animal Control	
Electric Company Emergency Line	
Poison Control	

Staff Contact Details

	Name of Employee	Phone Number
Property Site Manager		
Assistant Manager		
Leasing Agent		
Lead Maintenance Staff		
Maintenance Support Staff		
Maintenance Support Staff		
Other		

Cambridge Real Estate Contact Details

	Name	Phone Number
Property Supervisor		
Maintenance Supervisor		
Peer Support		
Cambridge Central Office	N/A	503.450.0230

