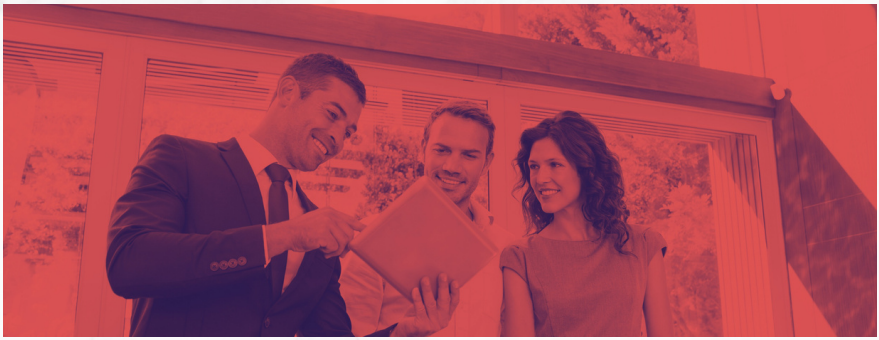
BILD®
CALGARY REGION

POLICY, ROLES & RESPONSIBILITIES & GENERAL SAFETY RULES



SALES TEAM SAFETY POLICY (SAMPLE)

PURPOSE

[Insert Company Name] is committed to ensuring the health and safety of our Sales Representatives and strives to maintain a workplace that is free of harassment and violence.

SCOPE

This information applies to all Sales Representatives working in show homes, homes under construction, and feature homes.

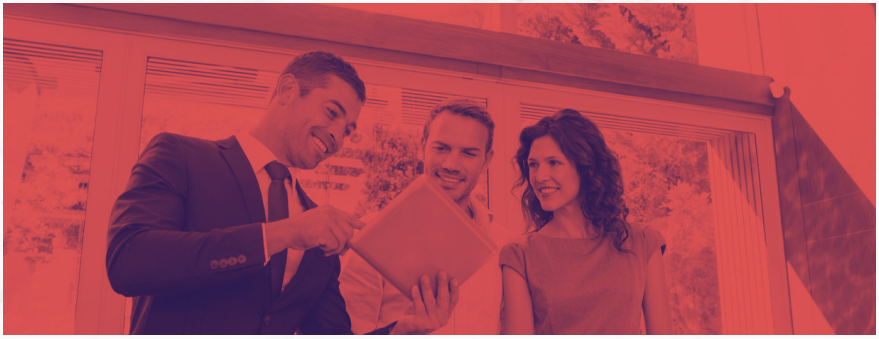
RESPONSIBILITIES

Sales Manager (Supervisor)

The Sales Manager is responsible to ensure:

- All Sales Representatives are adequately trained and understand the requirements of this policy and any changes made to it.
- All show homes are equipped, resourced, and maintained to ensure compliance with this policy.
- Sales Representative comply with the intent of the requirements of this policy, verification is also required.
- Ongoing awareness and assessment of risks to Sales Representatives that may be associated with their employment in show homes.

The Sales Manager is responsible for reporting all incidents, including those of violence or harassment to the Designated H&S Personnel and Senior Management as soon as practicable. This would include situations where there is a reasonable expectation that a threat may become violent.



RESPONSIBILITIES (CONTINUED)

Additional duties that require facilitation by the Sales Manager to include, but are not limited to the following:

- Responsible for adopting and enforcing the Company Safety Policy and any Occupational Health & Safety legislation that applies to the Sales Department.
- Ensure all new hires receive a Safety Orientation before they begin work.
- Wear, and ensure all appropriate personnel wear, the appropriate Personal Protective Equipment (PPE) when entering any home or multi-family project that is under construction.
- Ensure that all show homes are provided with resources and equipment to support Company policies, and to secure the workspace, such as alarm systems, personal panic fobs, security cameras at entrance/exits/main areas, landline telephones.
- Ensure manufacturer's specifications are met with respect to the inspection and maintenance of equipment provided, such as panic fobs, alarm systems, etc.
- Ensure show homes receive regular maintenance which may include items like lighting, functioning door locks, snow and ice clearing, etc.
- Ensure there are no weapons or potential weapons in the show home e.g., knives, fireplace tools, etc.
- Ensure Sales Representatives follow Safety Tips, Working Alone Plans, and other relevant policies/procedures.
- Encourage Staff to use their panic fobs and alarm systems when required.
- Report all incidents to the Designated H&S Personnel.
- Ensure Safety is a topic at the Sales Meetings.

SALES REPRESENTATIVE

Sales Representatives are responsible for:

- Complying with [Insert Company Name] safety expectations and relevant policies/procedures.
- Reporting all incidents and in the event a Sales Representative experiences any conduct, act, or gesture that they perceive to be workplace harassment or violence (as defined in the Health and Safety Policy), they should report incident to the Sales Manager or the Designated H&S Personnel at their earliest opportunity.
- Should the Supervisor be the object of the complaint, the complaint should be made to the Designated H&S Personnel, or the Sales Manager.
- Sales Representative should be aware of all site visits by customers. There should be no site visits by Sales Representative with customers while high hazard work is being performed

DESIGNATED H&S PERSONNEL

The Designated H&S Personnel is responsible to:

- Monitor and report on the state of compliance.
- Provide ongoing information, instruction, and training for the personal safety of all Sales Representatives.
- Investigate, document, report upon, and assist in the application of corrective action of all incidents where violence or harassment, or the potential has occurred, and provide a written report to Senior Management.
- Provide written Safety Alerts as awareness to all Sales Representatives when incidents arise that could potentially affect them.

WORKPLACE SAFETY CONTROLS

The following should be initiated to ensure the appropriate controls are in place for Sales Personnel:

- All show homes should be equipped with the resources and equipment to support Company policies, and to secure the workspace prior to opening, such as alarm systems and security cameras .
- Each show home should have panic fobs inter-connected to the alarm system for Sales Representatives to summon immediate emergency assistance.
- All show homes should be equipped with a landline telephone as soon as services are available, additional to the cell phone, in the event of cell phone failure.
- Sales offices should be located on the main floor or garage when the floor plan accommodates.
- Show homes and the surrounding area should be kept well lit and temporary lights focused towards darker areas, which can be removed later when the show home is sold.

GENERAL SAFETY RULES

1. All Sales Representatives must receive a Safety Orientation.
2. All Sales Representatives must have access to the Company's Policies and all relevant documents, including OH&S legislation. This information must be readily available for all personnel while in the show home.
3. Ensure customers have reviewed and have signed a copy of the Sales Safety Agreement or other relevant documents (e.g. Customer Walkthrough Hazard Assessment)
4. Inform customers that work sites are hazardous at times and they must be accompanied by a company representative, at all times.
5. Sales Representatives must wear appropriate footwear and a hard hat when required as a control for an identified hazard.
6. No customer or Sales Representative should have access to balconies unless a guardrail has been installed.
7. Report all incidents to the Sales Manager or the Designated H&S Personnel at the earliest opportunity.
8. Ensure First Aid kits are fully stocked, and fire extinguishers are available in the show home, and the requisite training has been provided.
9. Ensure exterior walks and steps are kept hazard free during all seasons.
10. No smoking is allowed in show homes and should only take place in designated smoking areas.
11. All Sales Representatives must wear on their person a panic button (fob) monitored by an alarm company.
12. All Sales Representatives must follow the Working Alone Policy explained during the Safety Orientation.