

# Contractor Health & Safety Program Requirements



April 2020

**cenovus**  
ENERGY

**Table of Contents**

<b>!</b>	Core Program requirements are indicated using the Pin Icon  . For more information on Cenovus’s Core Programs, see section 3.0 Cenovus health & safety requirements.	
<b>1.0</b>	<b>Purpose</b> .....	<b>4</b>
<b>2.0</b>	<b>Scope</b> .....	<b>4</b>
<b>3.0</b>	<b>Cenovus health &amp; safety requirements overview</b> .....	<b>4</b>
	3.1 Requirement hierarchy .....	5
	3.2 Health & safety program requirements in Contractor Management .....	6
<b>4.0</b>	<b>Subcontracting</b> .....	<b>9</b>
<b>5.0</b>	 <b>ISNetworld subscription</b> .....	<b>11</b>
	5.1 New Contractors .....	11
	5.2 Cenovus Contractors .....	11
	5.3 Cenovus Contractors Dashboard Requirements .....	11
<b>6.0</b>	 <b>Contractor’s H&amp;S program &amp; performance verification</b> .....	<b>12</b>
<b>7.0</b>	 <b>Cenovus policies &amp; acknowledgments</b> .....	<b>13</b>
<b>8.0</b>	 <b>Regulatory disclaimer &amp; industry standards</b> .....	<b>13</b>
<b>9.0</b>	 <b>Risk management &amp; hazard assessment program</b> .....	<b>13</b>
	9.1 Assessment activities .....	14
<b>10.0</b>	 <b>Contractors health and safety management commitment</b> .....	<b>15</b>
<b>11.0</b>	<b>Occupational health management requirements</b> .....	<b>16</b>
	11.1  Alcohol and drug policy .....	16
	11.2  Provision of emergency medical services .....	17
	11.3 Infectious diseases .....	17
	11.4 Medical fitness for work .....	18
	11.5 Manual material handling program .....	19
	11.6 Disability management program .....	19
	11.7 Fatigue management .....	20
	11.8 Occupational hygiene program .....	20
	11.9  Hazardous materials management program .....	20
	11.10 Asbestos Program .....	21
	11.11 Hydrogen sulphide program .....	22
	11.12 Benzene program .....	22
	11.13 Respiratory protection program .....	23
	11.14 Hearing conservation program .....	23
	11.15 Thermal exposure & stress prevention program .....	24
	11.16 Naturally occurring radioactive materials (NORM) .....	24
<b>12.0</b>	<b>Safety management requirements</b> .....	<b>24</b>
	12.1  Adherence to Cenovus’s Safety Commitments and Life Saving Rules ...	25
	12.2 Firearms and weapons .....	27
	12.3 Smoking .....	27
	12.4  Competency and health & safety training program .....	27

12.5	✦ New, young, and short service workers program .....	28
12.6	High-hazard worksite health & safety staffing .....	29
12.7	Safe work procedures .....	29
12.8	Safe work permitting system .....	29
12.9	✦ Workplace and equipment inspection program .....	30
12.10	Health and safety communications program .....	30
12.11	Health & safety reporting .....	31
12.12	✦ Health & safety management of change (MOC) program .....	32
12.13	Behaviour observation program .....	32
12.14	Hazard ID & near miss reporting program .....	32
12.15	✦ Incident management program .....	33
12.16	✦ Emergency management and response .....	36
12.17	Personal protective equipment (PPE) .....	36
12.18	Machine, equipment, hand tool, and knife, hazard control program(s) .....	37
12.19	Scaffold inspection program .....	38
12.20	Portable ladder safety program .....	38
12.21	Safety barrier erection and maintenance program .....	38
12.22	Worksite housekeeping program .....	39
12.23	Preventative maintenance program .....	39
12.24	Rigging, lifting, and hoisting equipment program .....	40
12.25	Cranes, hoists, and lifting devices .....	40
12.26	Fall protection program .....	41
12.27	Fire and explosion prevention program .....	42
12.28	Welding, cutting, and grinding safety program .....	43
12.29	Ground disturbance program .....	43
12.30	Adherence to Cenovus Electrical Work Practice (EWP) .....	44
12.31	Working around overhead utilities program .....	45
12.32	Energy isolation program .....	45
12.33	Confined space entry program .....	46
12.34	Working alone program .....	47
12.35	Winter work program .....	47
12.36	✦ Workplace violence and harassment program .....	47
12.37	Driving/ vehicle safety program .....	48
12.38	Commercial Vehicle Safety Program .....	49
<b>13.0</b>	<b>References .....</b>	<b>50</b>
13.1	Definitions and acronyms .....	50

**List of Tables/ Figures**

Figure 1: Program requirement hierarchy .....	5
Table 1: Program hierarchy descriptors .....	5
Figure 2: Identifying H&S requirements .....	6
Figure 3: Life Saving Rules .....	26
Table 2: Contractor Incident Management Expectations .....	34
Figure 4 - Cenovus Incident Risk Ranking .....	35
Table 3: Terms and Definitions .....	50
Table 4: Acronyms, Initialisms and Abbreviations .....	51

## 1.0 Purpose

As Prime Contractor, Cenovus requires all our contractors, and their subcontractors, to support our health and safety goals and commitments. The purpose of the Contractor Health and Safety Program Requirements is to provide guidance and ensure complete transparency on Cenovus's minimum health and safety (H&S) requirements for work at Cenovus field sites. Through the alignment of health and safety programs, a common approach to the management of worksite hazards can be taken by all worksite parties.

This will help ensure that contractors bidding on Cenovus onsite work are aware of Cenovus's H&S program requirements before signing a Cenovus agreement or contract. These requirements are referenced within Cenovus service agreements and contracts and are therefore binding.

## 2.0 Scope

The requirements outlined within this document are intended to address the basic hazards found on Cenovus field sites. Therefore, the scope of this document applies to all contractors who conduct work on Cenovus-owned and/or operated field sites, including contractors who use subcontractors to complete the work scope on a Cenovus-owned and/or operated field site.

Additional requirements not outlined within this document may be identified to address work scope specific hazards and/or business function requirements.

Work scopes that do not require a contractor to send employees or subcontracted workers to Cenovus field sites are not included within the scope of this document.

## 3.0 Cenovus health & safety requirements overview

Cenovus has identified minimum health and safety requirements that a contractor must meet and/or follow to conduct work on any Cenovus field site. The health and safety requirements outlined within this document allow Cenovus:

- As Prime Contractor, to coordinate the health and safety programs of all employers on our worksites; and
- As Worksite Owner, to supply the necessary health and safety information to all worksite parties by communicating known worksite hazards and controls, notably Cenovus's work practices, programs, and procedures.<sup>1</sup>

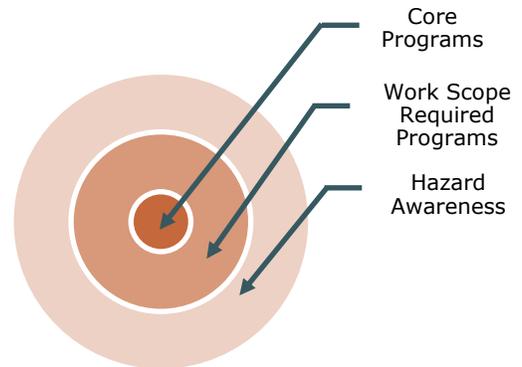
---

<sup>1</sup> **Disclaimer:** Any information published on or obtained through a link from Cenovus's website or ISNetwork may not include all applicable H&S requirements. Additional requirements may be required for specific jobs, functions or for particular contractors. Also, additional requirements or more updated practices may have been developed and disseminated such that contractors ought to reasonably be aware of such requirements or updated practices, since the date of publication to the Cenovus website, in which case contractors are obligated to ensure the implementation of such recent requirements and updated practices. For specific questions related to Cenovus's H&S requirements, contact [contractorsafety@cenovus.com](mailto:contractorsafety@cenovus.com).

### 3.1 Requirement hierarchy

The health and safety requirements outlined within this document are prescribed as a control to address identified hazards that are known to be existing on a Cenovus worksite, or that have the potential to exist. However, the applicability of the programs will vary between work scopes and exposure to the specific hazard(s). As a result, the health and safety requirements outlined within the Contractor Health & Safety Program Requirements can be viewed through three distinct lenses.

**Figure 1: Program requirement hierarchy**



**Table 1: Program hierarchy descriptors**

Program hierarchy	Hierarchy descriptor
<p>📌 Core Programs</p>	<p>Cenovus’s health and safety requirements that apply to all scopes of work are known as Core Programs. A requirement is determined to be a Core Program based upon:</p> <ul style="list-style-type: none"> <li>• Program elements required by legislation (not work scope specific)</li> <li>• Health and safety requirements that support Cenovus’s core values or internal contractor management processes</li> </ul> <p><b>!</b> Cenovus’s Core Program are indicated by the following icon: 📌</p>
<p>Work scope required programs</p>	<p>Cenovus’s health and safety requirements that are determined to be required for the scope of work being conducted are known as Work Scope Required Programs. Work Scope Required Programs are determined to be required by considering the following:</p> <ul style="list-style-type: none"> <li>• Work scope hazards</li> <li>• In ISNetworld, RAVS Programs assigned to the “work type(s)” the contractor will be performing</li> <li>• Cenovus Business Unit/Function specific required H&amp;S program and/or controls</li> </ul>
<p>Hazard awareness</p>	<p>Where the contractor does not perform the type of work for which a program is intended, a formal health and safety program is not required. However, the contractor must ensure that there is a method to inform their workers of the hazard and communicate the necessary controls.</p> <p>The contractor may provide hazard awareness using informal communication methods such as:</p> <ul style="list-style-type: none"> <li>• Documented toolbox talks</li> <li>• Orientations</li> <li>• Safety bulletins, or</li> <li>• Formally, using documented programs</li> </ul>

**!** Additional requirements not outlined within this document may be identified to address work scope specific hazards and/or business function requirements

**3.1.1 Identifying health & safety requirements**

When a need for materials or services is identified, Cenovus End users must develop a comprehensive scope of work, complete with known risks and required mitigations. This allows Cenovus to identify the specific health & safety requirements, expectations, and qualifications that a contractor must meet to be qualified to be considered to deliver the scope.

**Figure 2: Identifying H&S requirements**



Contractors are to develop and implement such policies, programs, procedures, practices, guidelines, training, and other documentation to effectively meet or exceed Cenovus’s H&S requirements. These criteria are assessed in qualification and verified through the use of assurance activities throughout the life of the contract.

**3.2 Health & safety program requirements in Contractor Management**

Cenovus utilizes the Contractor Health and Safety Program Requirements to support both qualification and verification activities in Supplier Management.

**3.2.1 Contractor H&S qualification**

Before being hired to perform work for Cenovus, or if a Cenovus contractor requires qualification for a different scope of work, the contractor's H&S programs must be evaluated against Cenovus requirements as part of our H&S Qualification Process.

**3.2.1.1 Prequalification - ISNetworld in contractor H&S qualification**

To support Cenovus’s Contractor Qualification and Selection processes, Cenovus uses [ISNetworld](#) (ISN) to aid in the initial qualification assessment of a contractor's H&S Management Systems and H&S performance. To assess if a contractor is capable of meeting Cenovus’s minimum H&S requirements, ISN conducts an initial assessment of contractor submitted information against established evaluation criteria. Contractors must achieve and maintain an Approved Status or are otherwise not qualified to work on Cenovus field sites.

### Cenovus H&S Qualification Questionnaire (HSQQ)

Cenovus’s H&S Qualification Questionnaire (HSQQ) functions as a high-level screening tool to allow Cenovus to understand if a contractor is equipped with the necessary H&S systems to meet Cenovus requirements to undertake the work safely.

Contractors must complete the Cenovus H&S Qualification Questionnaire (HSQQ) as part of the Cenovus ISNetwork dashboard. In addition to program review and scoring by ISN as part of the RAVS program evaluation, the effectiveness of the implementation of these H&S programs will be continuously verified throughout the Supplier Lifecycle using H&S assurance activities.

#### Completing the HSQQ

A contractor will follow the below steps to complete the Health & Safety Qualification Questionnaire (HSQQ):

1. Locate the Cenovus-specific requirements that apply to the work scope(s).
2. Reference the applicable requirements within the Contractor Health & Safety Program Requirements to review the requirements criteria.
3. Examine the contractors’ health and safety program and processes to analyze against the established requirement criteria
4. Select the appropriate response to each question within the questionnaire:
  - a. **Yes** - The contractor has a program that meets the intent of the requirement.
  - b. **No** - The contractor does not have a program that meets the intent of the requirement.
  - c. **N/A** - The contractor does not conduct work for which the requirement is controlling but hazard awareness is provided.

#### 3.2.1.2 Contractor H&S assurance in contractor qualification

Cenovus utilizes specific assurance activities to support H&S Qualification. The scope and selection of assurance activity is dependant on the risk of the proposed work scope and Cenovus Business Function’s requirements. Cenovus’s assurance activities are intended to help achieve complete alignment between the Cenovus H&S Program Requirements and the H&S programs implemented by a contractor at Cenovus field locations.

#### Health & Safety Program Gap Analysis

Cenovus’s Health & Safety Program Gap Analysis is a multi-purpose tool that supports contractor management throughout the supplier lifecycle. In contractor qualification, the Contractor H&S Gap Analysis can be used for low-risk work scopes to identify alignment gaps between the contractor's and Cenovus's H&S programs. For

information on its additional uses and applications, see section 3.2.2 Contractor H&S performance verification.

#### **Completing the Health & Safety Program Gap Analysis**

The template outlines specific program requirements and expectations that Cenovus has identified as necessary to address the basic hazards of our worksites.

The contractor is expected to use this tool to identify if the contractor has a program that meets the requirements outlined in this document or proposes other controls that can be applied to meet Cenovus's expectations. This allows contractors to demonstrate to Cenovus that their safety programs, processes, or plans adequately address the known site hazards and hazards related to their scope of work, while meeting the minimum Cenovus requirements outlined on the following pages.

#### **Contractor health & safety program assessment**

A Contractor Health & Safety Program Assessment is an assessment level audit tool used to support qualification activities of high-hazard work scopes. This audit tool is intended to evaluate if the contractor's safety programs are adequate for the scope of work being qualified for.

### **3.2.2 Contractor H&S performance verification**

Cenovus utilizes several H&S verification activities to support the ongoing management of a contractor's onsite H&S performance. These activities aim to assure the overall effectiveness of the H&S controls implemented by a contractor on Cenovus field sites.

Using the H&S requirements that a contractor was qualified against, Cenovus evaluates a contractor's onsite H&S performance using the following tools:

- Contractor health & safety program assessment
- Contractor health & safety snapshot
- Contractor health & safety spot check
- Contractor gap analysis
  - For high-risk work scopes, the Health and Safety Gap Analysis may be utilized as a part of Cenovus's Risk Mitigation processes to bridge H&S program gaps in ISN or the event of ISN non-compliance

### Contractor Health and Safety Program Requirements

The following sections outline the minimum expectations of each program requirement. The information provided within each section is intended to:

- Specify the minimum criteria to be included within the contractor’s health and safety program and,
- Communicate Cenovus-specific requirements

The information provided within each program requirement is not intended to be all-inclusive as additional requirements not outlined within this document may be identified to address work scope specific hazards and/or business function requirements.

It is implied that all applicable OH&S legislation must be known, understood, and followed by the contractor. The information provided is not intended to replace the contractor's established health and safety program or to lessen any preestablished requirement that exceeds Cenovus’s minimum expectations.

<b>!</b>	<p>Cenovus’s Core Program requirements are indicated using the Pin Icon . For more information on Cenovus’s Core Programs, see section 3.0 Cenovus health &amp; safety requirements.</p>
----------	---

#### 4.0 Subcontracting

Contractors who have Cenovus master service agreements, contracts, and purchase orders are contractually responsible for prequalifying and managing any subcontractor that they choose to engage. This means that the named recipient of a contract to provide services to Cenovus will be held accountable to manage their subcontractors in accordance with their approved health and safety programs.

Contractors must ensure that they have suitable subcontractor management programs. A contractor will follow the approved subcontractor management program and will demonstrate (supporting documentation) its implementation whenever subcontracted workers work on Cenovus field sites. Contractors will provide a list of subcontractors and their prequalification documentation to Cenovus for review and approval before the execution of work.

Contractors are accountable for the health and safety of the subcontractors they engage while on Cenovus work sites. This includes subcontractor incidents, inspections, and any resulting follow-up action items and resulting corrective actions.

A contractor’s Subcontractor Management Program must include processes for:

- Evaluating and selecting subcontractors, using:
  - A risk-based process to identify evaluation and selection criteria:
    - Minimum contractor (including supervision and workers) qualifications, capabilities, training requirements and certifications
    - A method(s) for evaluating subcontractor’s health and safety programs for the scope of work
    - Key performance indicators

- Insurance (minimum - WCB)
- Incident and injury frequencies (TRIF, SIF, etc.)
- Leading/lagging indicators
- External certificates (as required)
- External management system audits (as required)
- Experience and history
- A process to evaluate a subcontractor’s capability to comply with both Cenovus’s requirements and those requirements outlined by the contractor
- Communication of both Cenovus’s and the contractor's health and safety requirements, including:
  - Orientation and training requirements – Cenovus and contractor specific
  - Site-specific rules and processes
  - Communication of hazards, through:
    - Inclusion in safety meetings, toolbox meetings, etc.
    - Participation in and/or communication of hazard assessments
    - Emergency response plans and drills
- Ongoing monitoring of subcontractor’s health and safety performance:
  - Key performance indicators
    - Workers Compensation Board (WCB) status, and evaluation of their WCB Injury claims experience (premium rate statements)
    - Evaluation of 3-year rolling Recordable Incident Frequency (TRIF) and other applicable incidents/injury statistics
    - Leading and lagging indicators
  - Assurance activities:
    - Worksite inspections
    - Program audits, reviews, and assessments

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>● Construction Owners Association of Alberta (COAA) <a href="#">Contractor Environment Health and Safety Management Best Practice</a></li> <li>● Construction Owners Association of Alberta (COAA) <a href="#">Contractor EHS Management with prequalification and presentations</a></li> </ul>
---	--

**5.0**  **ISNetworld subscription**

All contractors performing work at Cenovus worksites are required to be subscribed to ISNetworld (ISN) and connected to Cenovus.

**5.1 New Contractors**

Contractors that have not previously worked for Cenovus will first be connected to Cenovus as a Potential Cenovus Contractor. This allows a contractor to confirm that they are safety qualified to perform the selected work types at a Cenovus field site before being awarded a contract with Cenovus. If successful, the new contractor will be connected to Cenovus as a Cenovus Contractor. Contractors must maintain an *Approved* status on the Cenovus Contractors List to be considered safety qualified to perform the selected work types at Cenovus field sites.

**5.2 Cenovus Contractors**

Contractors connected to Cenovus as a Cenovus Contractor must maintain their ISN profile and ensure that the information provided is current and applicable to the work conducted for Cenovus. If a contractor fails to meet Cenovus’s qualification requirements or health and safety performance standards, the contractor’s ISN status will fall to *Not Approved*.

Cenovus uses the ISNetworld Bulletin Board to communicate health and safety program and training requirements, as well as H&S Alerts, Advisories, and Bulletins. Contractors are expected to periodically view the *Messages* section of ISN and activate all email alerts from Cenovus.

**5.3 Cenovus Contractors Dashboard Requirements**

Contractors are required to provide the following information and/or documentation:

- Up-to-date H&S Statistics
- Cenovus H&S Qualification Questionnaire answers
- Applicable Work Types
- RAVS safety programs
- WCB information including Primary Industry codes representing the work scope(s) performed for Cenovus
- Up-to-date company contacts

	The RAVS Safety Programs submitted to ISN for verification are expected to be the same programs utilized by the contractor on site.
---	---

**6.0  Contractor’s H&S program & performance verification**

Contractors are required to conduct periodic assurance activities to evaluate both the compliance to and degree of effectiveness of their health and safety management systems and supporting programs and tools. This allows contractors to determine the level of compliance with both external regulatory requirements, as well as those requirements that are internal to the contractor's health and safety management systems. In addition to confirmation of compliance, assurance activities provide a mechanism for continuous improvement.

As part of an effective assurance program, contractors are required to conduct periodic assurance activities appropriate to the risk, including but not limited to:

- Internal or external audits of their safety management systems
- Assessments and reviews of management system components
- Scheduled and informal inspections of worksites, equipment, vehicles, and tools
- Formal and informal observation activities to validate conformance to set practices

<b>!</b>	If using subcontractors, contractors must conduct periodic verification of the subcontractor’s health and safety programs and performance.
----------	--

A contractor’s assurance program must include:

- Prescribed assurance activities and supporting tools (audit instruments, contractor qualification activities, inspection templates, etc.)
- A method to capture non-conformance and gaps to ensure timely follow up
- A method to ensure continuous improvement
- Roles and responsibilities

Cenovus will conduct periodic assurance activities to validate compliance and assess conformance to Cenovus’s health and safety requirements. Contractors are to provide full and diligent support including site access, requested documentation and records, and availability of personnel for interviews, to Cenovus personnel or third parties operating on Cenovus’s behalf to conduct any health and safety evaluation or verification activity.

Cenovus may require contractors to submit their (and their subcontractor’s) health and safety program and performance information to support Cenovus’s evaluation & verification activities (prequalification, audits, inspections, verification, etc.).

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Construction Owners Association of Alberta (COAA) <a href="#">Contractor Environment Health and Safety Management Best Practice</a></li> <li>• Construction Owners Association of Alberta (COAA) <a href="#">Contractor EHS Management with prequalification and presentations</a></li> </ul>
---	--

**7.0** **Cenovus policies & acknowledgments**

All contractors and their subcontractors are required to acknowledge all Cenovus policies posted on the Cenovus webpage under Contractors > Policies and related standards and practices available to the contractor on ISNetworld. Ensure that written acknowledgment is available to Cenovus upon request.

**8.0** **Regulatory disclaimer & industry standards**

Contractors safety programs or management systems will define a process for identifying and complying with all applicable health and safety regulations which include:

- OH&S Acts, Regulations, and Codes (communicate and make available to workers)
- Processes for the acknowledgment of, and compliance with, the applicable health and safety legislative and regulatory requirements associated with the work (including required safeguards, approvals and/or licenses, training of personnel, etc.)
- Description, implementation, and maintenance of processes to support the legislated workplace health and safety rights of employees
- Notification to Cenovus (and updated in ISNetworld) of any OH&S orders or administrative penalties and citations issued before, or in the calendar year leading up to the commencement of work with Cenovus

<b>!</b>	Regulatory requirements supersede those of this document, all contractors have the responsibility to know and comply with all applicable laws, regulations, codes, statutes, and any other regulatory requirements, as well as industry-standard practices.
----------	---

<b>i</b>	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta <a href="#">OHS Act, Regulation and Code</a></li> <li>• WorkSafeBC <a href="#">Occupational Health and Safety Regulation</a></li> </ul>
----------	--

**9.0** **Risk management & hazard assessment program**

A contractor’s health and safety management system must be anchored by a sound risk management program. Risk management activities allow for the analysis and assessment of potentially hazardous work activities or scenarios to prioritize the controls that will be used to keep workers safe. Cenovus expects all contractors to understand the hazards associated with the work that they will be conducting, as well as the risk(s) presented by the identified hazards.

Contractors must have a risk management program that incorporates structured processes for the identification, evaluation, control, and communication of hazards and the consideration of risk. The contractor’s risk management program shall include:

- Processes and tools to support the identification of workplace hazards
  - Consideration must be given to the identification of:

- Health hazards – occupational health hazards, biological hazards, psychological hazards, ergonomic hazards, etc.
- Safety hazards – physical hazards, psychosocial hazards, etc.
- Environmental hazards – chemical hazards, biological hazards, etc.
- Processes and tools to support the evaluation of workplace hazard and assessment of risk
  - Formal and informal assessment methods (see 9.1 Assessment activities)
  - Informal and formal methods to assess and quantify risk (e.g. Risk Matrix)
- Processes and tools to control risk to an acceptable level
  - Guidelines on the development of hazard elimination and control
  - Systems for monitoring risk mitigation plans/controls for effectiveness
- Processes and tools to bring awareness to workplace hazards and communicate implemented hazard controls to impacted workers
  - Formal and informal communication methods
- Processes and tools to measure the effectiveness of implemented controls
- Processes and tools to support all employees in risk management
  - Identification of roles and responsibilities
  - Worker training

**9.1 Assessment activities**

Cenovus expects that a contractor will use both formal and informal assessment methods to manage work-related hazards. The contractor’s program will include:

- Instruction regarding who needs to be involved in each type of hazard assessment, including hiring clients and subcontractors
- Guidelines on when a hazard assessment should be reviewed or repeated
- Guidelines on when to conduct formal assessments versus informal hazard assessments activities

**Formal assessment activities**

Formal assessments are the detailed assessments used to identify, assess, analyze the risk related to the hazards associated with the overall operation of an organization (including a specific project or work scope) to ensure that hazards are adequately communicated and controlled. Formal assessments consider the hazards associated with critical tasks or those specific to a project or work scope and the risk that they pose to causing potential harm or loss.

Examples include:

- Job Hazard Analysis (JHA) or Job Safety Analysis (JSA)
- Risk Assessments
- Project Hazard and/or Risk Assessments or Analysis
- Critical Task Analysis

**Informal hazard assessment methods**

Informal assessment methods are those that are used to identify, assess and control the hazards associated with day-to day-work activities before work begins or when conditions change. Informal assessments may be both documented and undocumented.

Examples include:

- Field Level Hazard Assessment (FLHA)
- Hazard ID’s and Behaviour Observations

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Hazard assessment and control: a handbook for Alberta employers and workers</a></li> </ul>
---	---

**10.0  Contractors health and safety management commitment**

Health and safety are core values at Cenovus and apply to everyone involved directly and indirectly in our activities. As such, it is an expectation that our contractor’s management is equally committed to health and safety and will demonstrate that commitment by ensuring the following:

- Adequate resources are allocated to drive health and safety performance excellence
- Management sets clear direction and expectations through health and safety policies
- Management establishes, monitors compliance with, and enforces health and safety responsibilities for every level of their organization including themselves
- Management engages and communicates with workers regarding health and safety performance standards and expectations by:
  - Being knowledgeable of the company health and safety management system and programs
  - Demonstrating leadership by setting and achieving personal and company-wide health and safety performance objectives
  - Visiting field operations and participating in safety tours, inspections, safety meetings and campaigns
  - Monitoring completion of health and safety-related corrective actions and continuous improvement initiatives
  - Consulting and cooperating with joint health & safety committee members and/or H&S representatives on health and safety concerns or initiatives

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Introduction to Health and Safety Management Systems   A Program Development Guideline</a></li> </ul>
---	---

**11.0 Occupational health management requirements**

A contractor’s health and safety program shall include applicable policies and programs to ensure the health and wellness of their employees and subcontractors. Cenovus also requires that the contractor’s health and safety program include the establishment and identification of a Health Program Point-of-Contact for work at Cenovus worksites.

The primary elements that need to be addressed in the health and safety program include:

- Alcohol and drug use in the workplace prevention
- Provision of emergency medical services
- Occupational hygiene
- Medical fitness for work:
  - Fitness for work medical examination standard
  - Fatigue management
  - Disability management/ safe return to work

**11.1  Alcohol and drug policy**



Cenovus is committed to protecting the health and safety of all individuals affected by our activities, as well as the communities in which we live and operate. We recognize that the use of alcohol, drugs, and certain medications can adversely affect job performance, the work environment, and the safety of our employees, contractors and the public.

Cenovus contractors are expected to develop and enforce Alcohol and Drug Policies and Practices (A&D program) that are consistent with the Cenovus’s Fit for Duty Policy and its related practices.

Contractors shall establish, implement and maintain an A&D Program to manage worksite impairment, compliant with applicable laws and Industry Standards including:

- Specification of Safety-sensitive workers
- Specific requirements for pre-assignment A&D testing
- Specific requirements for post-incident A&D testing
- Specific requirements for reasonable cause A&D testing

**11.1.1 Cenovus-specific processes and requirements**

While working on Cenovus worksites, contractors are expected to abide by the following:

**11.1.1.1 Pre-access A&D testing**

Cenovus expects any contractor who is assigned to a safety-sensitive position to complete a pre-assignment drug test yielding a *fit for work* result within 60 days before commencing services for Cenovus or being on Cenovus premises.

Contractor personnel who have completed a pre-assignment drug test as set out in the above paragraph and have remained continuously employed with or retained by the contractor company without break are exempt from the 60-day timeframe.

**11.1.1.2 Post-incident A&D testing**

Contractors are also expected to have a contract in place with a third-party to perform A&D testing.

Cenovus will be provided with a 'fitness for work' notification for any test situation.

	For contractors working in areas where we have clinics with onsite testing facilities (e.g. Christina Lake and Foster Creek), it's mandatory to have an agreement in place with Cenovus's preferred testing provider, eScreen Canada ULC.
---	---

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada's <a href="#">Fit for Duty: A Program Development Guideline</a></li> <li>• Construction Owners Association of Alberta (COAA) <a href="#">Canadian Model for Providing a Safe Workplace</a></li> </ul>
---	---

**11.2  Provision of emergency medical services**

When an incident occurs, Cenovus expects that immediate first aid treatment or care is rendered to someone suffering from an injury or illness until complete medical care or treatment can be provided.

Cenovus expects contractors to meet or exceed the minimum first aid requirements regulated by the applicable provincial Occupational Health and Safety Code. This means having the necessary equipment, supplies, and trained personnel available while conducting work on Cenovus worksites.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada's <a href="#">Inter-Provincial Workplace First Aid Requirements Planning Guide</a></li> </ul>
---	---

**11.3 Infectious diseases**

Contractors are to establish a program for the awareness, recognition, and management of infectious diseases that may be encountered at the worksite.

## 11.4 Medical fitness for work



FIT FOR DUTY

Contractors are required to have implemented a fitness for work program which aligns with Energy Safety Canada’s [Fit for Duty Program Development Guideline](#). At a minimum, a contractor’s fitness for work program will include:

- Guidance to ensure fit for work policies and programs are applied consistently across the organization, including awareness of roles and responsibilities and worker training
- Mechanisms to ensure employees abilities to safely conduct work by considering the employees physiological, psychological, and physical state
- Methods to assess fitness for work on a pre-assignment and ongoing basis, post-incident or situations that warrant reasonable cause, and return to work scenarios

### 11.4.1 Assessing fitness for work

The fitness for work program should include both medical and physical assessments that determine whether a worker is capable of performing the duties and responsibilities of a specific job or task under existing working conditions.

To determine and ensure fitness for work, contractors must:

- Develop detailed job descriptions to understand the work conditions, situations, hazards and demands of each job that could impact an employee’s ability to safely perform job tasks
- Communicate job descriptions, complete with the demands and hazards of each job to employees
- Assess workers (including subcontractors, where applicable) fitness for work with assistance from an appropriate health service provider by:
  - Adopting an existing medical examination standard or,
  - Developing a company-specific medical examination standard

These medical assessments should include:

- Pre-assignment
- Periodic health
- Fitness-for-work
- Return-to-work
- Other job-specific requirements such as shift work assessment of any potential limitations to working in hot or cold environments, or lifting capabilities

<b>!</b>	Contractors must be able to provide Cenovus with verification of the completion of pre-assignment assessments for all personnel they intend to send to a Cenovus worksite.
----------	--

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Alberta Construction Safety Association’s (ACSA) <a href="#">Physical Demand Analysis for the Electrical Industry</a></li> <li>• Canadian Centre for Occupational Health and Safety’s (CCOHS) <a href="#">Fit to Work factsheet</a></li> <li>• Energy Safety Canada’s <a href="#">Fit for Duty Program Development Guideline</a></li> <li>• Mental Health Commission of Canada’s <a href="#">National Standard   Mental Health Commission of Canada</a></li> </ul>
---	---

**11.5 Manual material handling program**

A contractor’s health and safety program will include a specific program for manual material handling. The program will, at a minimum, specify the following:

- Hazard assessment specific to manual lifting and handling
- Appropriate equipment to assist with lifting and moving loads
- Instruction or training on proper load handling techniques and mechanical device usage
- Lifting limitations and when to ask for assistance

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Lifting and Handling Loads. Part 2: Assessing Ergonomic Hazards</a></li> </ul>
---	---

**11.6 Disability management program**



Cenovus contractors are expected to provide workers who are fit-for-work and are in a condition to carry out their day-to-day job duties safely. Workers who are unfit for work due to injury or illness are expected to be managed under the contractor company’s disability management program.

Contractors must have implemented a disability management program that addresses how injured workers will be returned to the same or equivalent position in a timely and safe manner as can reasonably be accommodated by the business.

Contractors shall establish, within their health and safety program, the capability and appropriate policies, procedures, and practices to initiate and support injury case management issues, to return an injured worker to a meaningful level and type of work as soon as can be achieved, without causing harm to the recovering worker or endangering other workers. The injury case management process will require close liaison between the contractor, injured party and competent medical advisors.

Contractors must extend the principles of injury case management to its subcontracted workers on Cenovus job sites.

### 11.7 Fatigue management



Contractors are to establish, implement, and maintain a fatigue management program that will incorporate:

- Worker awareness
- Fatigue testing
- Prescribing and tracking hours worked
- Reporting
- Treatment options

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Fatigue Risk Management   A Program Development Guideline</a></li> </ul>
---	--

### 11.8 Occupational hygiene program

Following the industrial hygiene principles of anticipation, recognition, evaluation and controls, contractors shall conduct a comprehensive health and occupational hygiene hazards assessment for the work they do to identify worksite health hazards. Procedures, process, and/or guidelines shall be created to mitigate the health hazards following the hierarchy of controls. For some hazards (such as benzene, silica, etc.) a Code of Practice is required.

### 11.9 Hazardous materials management program

Contractors shall maintain a hazardous materials management program, meeting the requirements of the Workplace Hazardous Materials Information System (WHMIS).

Hazardous chemicals will be identified and tracked from arrival at the worksite to eventual consumption in the process or disposal. Contractors will ensure that chemicals are disposed of following Cenovus and regulatory requirements. Chemicals disposed of as hazardous waste will be manifested.

In addition:

- Contractors shall ensure that before a hazardous product (as defined by the Canada’s Hazardous Products Act) is brought onto a Cenovus worksite that they provide the relevant safety data sheets (SDS) to their Cenovus representative, who will determine whether additional screening is required
- Contractors shall store all hazardous products in correctly labelled containers complete with secondary containment or equivalent, provided by the contractor. Cenovus reserves the right to review material storage and handling of any contractor supplied hazardous materials on a Cenovus site
- Contractor’s health and safety program shall also ensure that a chemical hazard identification/assessment process has been established to identify hazardous materials related risks, provide their workers with the necessary training, appropriate PPE, and observe the appropriate handling requirements for such materials

- Contractors are responsible for ensuring that their subcontracted workers also comply with the hazardous materials identification, training, and management requirements
- Contractors are expected to have Codes of Practice for the following hazardous substances known to be present at Cenovus sites if their work involves the storage, handling, use, or disposal of:
  - Asbestos
  - Benzene
  - Hydrogen sulphide (H<sub>2</sub>S)
  - Lead
  - Silica (crystalline)

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Controlling Chemical Hazards Program Development Guideline</a></li> </ul>
---	---

**11.10 Asbestos Program**

Contractors working at Cenovus worksites where asbestos may be encountered are expected to have an Asbestos program place.

Contractors are responsible for:

- Reporting damaged Asbestos Containing Material (ACM) or missing asbestos warning signage to their Supervisor and Cenovus designate
- Knowing how ACM is labelled
- Reporting to their Supervisor the accidental release of ACM, and stopping work as necessary

	<p>Contractors who have been contracted to remove ACM must be safety pre-qualified for that specific job scope.</p>
---	---

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Asbestos at the Worksite OHS information for employers and workers</a></li> </ul>
---	--

**11.11 Hydrogen sulphide program**

Contractors engaged in any operations where H<sub>2</sub>S may be or is known to be present at the worksite are expected to have a program or awareness materials to ensure their workers are fully knowledgeable of the correct procedures to follow and will take all reasonable measures to protect themselves and their co-workers from the hazards of H<sub>2</sub>S.

Contractors are responsible for:

- Reviewing any practices and procedures provided to them by Cenovus
- Having valid H<sub>2</sub>S Alive or general industry H<sub>2</sub>S Awareness certification, as appropriate to assigned work duties
- Being aware of all potential H<sub>2</sub>S release points, as identified by Cenovus signage
- Wearing and correctly using the required personal protective and respiratory protective equipment
- Immediately evacuating a worksite should their personal monitor or the facility’s H<sub>2</sub>S alarm sound
- Reporting to the Work Site Supervisor and End User any sour spills, incidents, and/or unusual conditions which may occur during the work, and stopping the work if necessary

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">H2S - The Killer</a></li> </ul>
---	--

**11.12 Benzene program**

Contractors working at Cenovus sites where benzene may be encountered are expected to have a Benzene exposure control program or Awareness materials in place.

Contractors are responsible for:

- Reviewing any practices and procedures provided to them by Cenovus
- Applying the information from practices and procedures as minimum work standards as appropriate to their work situation
- Seeking clarification concerning any Cenovus practice or procedure through their immediate Supervisor
- Implementing their Benzene exposure control program

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Benzene at the worksite</a></li> </ul>
---	---

**11.13 Respiratory protection program**

Contractors shall implement and maintain a respiratory protection program (RPE) or Awareness materials for worksites at which the risk of respiratory hazards exists to ensure that its workers and their subcontracted workers are physically able to use respirators safely and effectively.

The program shall include worker assessments involving the physical and psychological capacity to use respiratory protective equipment and pulmonary function tests to confirm that the individual can use positive pressure and/or demand breathing systems without harm or discomfort.

To wear respiratory protective equipment, contractor’s workers must:

- Complete respiratory fit testing following CSA Z94.4-02 Selection, Use, and Care of Respirators and provide proof of applicable RPE training within the last two years
- Provide proof of applicable RPE training within the last two years
- Provide proof of physical and medical fitness required for the safe operation of RPE
- Be acceptably clean shaven

<b>!</b>	Barring unforeseen or other extraordinary circumstances, Cenovus will not fit test or provide RPE to contractor workers. Contractors shall ensure their workers have been fit tested and provided with RPE prior to coming to a Cenovus site.
----------	---

<b>i</b>	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Development of a code of practice for respiratory protective equipment: OHS information for employers</a></li> </ul>
----------	---

**11.14 Hearing conservation program**

All Cenovus worksites have areas of noise exposure above 85 dBA; most oil and gas operations and equipment have the potential to exceed 85 dBA. A contractor’s health and safety program must include a specific program for managing worker exposure to excessive noise which must include at a minimum:

- Documented noise exposure (hazard) assessment
- Noise management procedures or reduction strategies
- Use and maintenance of hearing protection devices including worker instruction
- An audiometric testing program for workers, complete with testing records

<b>i</b>	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Audiometric testing: OHS information for employers and workers</a></li> <li>• Government of Alberta’s <a href="#">Noise at the worksite</a></li> </ul>
----------	---

### 11.15 Thermal exposure & stress prevention program

Working in hot or cold conditions creates stress on the worker and can pose serious hazards. Fitness to work assessments must include an assessment of any potential limitations to working in hot or cold environments. The contractor’s health and safety program shall include a thermal exposure program or Awareness materials and resources to aid the workers in becoming aware of the hazards and of possible ways to make work safer in extreme temperatures.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Working in extreme temperatures</a></li> <li>• Construction Owners Association of Alberta (COAA) <a href="#">Canadian Centre for Occupational Health and Safety (CCOHS)</a></li> </ul>
---	---

### 11.16 Naturally occurring radioactive materials (NORM)

Activities such as oil and gas extraction and processing can create conditions that allow NORM to accumulate, leading to elevated levels of radiation that may pose a health and safety risk. Contractors working at Cenovus sites where NORM may be encountered are expected to have a NORM Awareness program in place that includes:

- NORM awareness training/instruction
- Health effects of NORM
- Common sources and locations of NORM in the oil & gas industry
- How to identify NORM hazards
- How to prevent or minimize exposure to NORM

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• WorkSafeBC’s <a href="#">Occupational disease hazards in the oil and gas industry</a></li> </ul>
---	---

## 12.0 Safety management requirements

Several key actions are expected from Contractor Leadership by Cenovus throughout the Supplier Lifecycle and during the contracting process.

Leaders from the contractor company must:

- Provide to Cenovus upon request, an organizational chart demonstrating roles related to the contract scope delivery, including Contract Manager, Site Supervision, Contract support, and H&S support
- Communicate Cenovus’s Policies and H&S Program Requirements, including accountabilities, and any delegated responsibilities
- Attend pre-mobilization meetings to kick-off a contract
- Be visible and accessible to the workforce
- Participate in site visits, and challenge the performance of risk controls and barriers

- Recognize and reward positive behaviour, or intervene and address behaviour that does not meet expectations
- Participate in contractor/supplier relationship meetings and discuss progress and performance in the delivery of the contractual scope of work

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"><li>• Energy Safety Canada’s <a href="#">Introduction to Health and Safety Management Systems   A Program Development Guideline</a></li></ul>
---	---

**12.1  Adherence to Cenovus’s Safety Commitments and Life Saving Rules**

Working for Cenovus means working safely:

- Our work is never so urgent or important that we cannot take time to do it safely
- All injuries are preventable
- Everyone is obligated to refuse unsafe work
- Everyone is obligated to raise concern about the hazards seen
- All levels of supervision are responsible for safety performance
- Employee and contractor commitment is essential to safety performance
- Excellence in safety leads to excellence in business
- Safety attitude off the job is as important as on the job

Cenovus has adopted the Energy Safety Canada [Life Saving Rules](#):

**Figure 3: Life Saving Rules**

 <p><b>CONFINED SPACE</b></p> <p><b>Obtain authorization before entering a confined space</b></p> <ul style="list-style-type: none"> <li>• I confirm energy sources are isolated</li> <li>• I confirm the atmosphere has been tested and is monitored</li> <li>• I check and use my breathing apparatus when required</li> <li>• I confirm there is an attendant standing by</li> <li>• I confirm a rescue plan is in place</li> <li>• I obtain authorization to enter</li> </ul>	 <p><b>WORKING AT HEIGHT</b></p> <p><b>Protect yourself against a fall when working at height</b></p> <ul style="list-style-type: none"> <li>• I inspect my fall protection equipment before use</li> <li>• I secure tools and work materials to prevent dropped objects</li> <li>• I tie off 100% to approved anchor points while outside a protected area</li> </ul>	 <p><b>WORK AUTHORIZATION</b></p> <p><b>Work with a valid permit when required</b></p> <ul style="list-style-type: none"> <li>• I have confirmed if a permit is required</li> <li>• I am authorized to perform the work</li> <li>• I understand the permit</li> <li>• I have confirmed that hazards are controlled and it is safe to start</li> <li>• I stop and reassess if conditions change</li> </ul>	 <p><b>ENERGY ISOLATION</b></p> <p><b>Verify isolation and zero energy before work begins</b></p> <ul style="list-style-type: none"> <li>• I have identified all energy sources</li> <li>• I confirm that hazardous energy sources have been isolated, locked, and tagged</li> <li>• I have checked there is zero energy and tested for residual or stored energy</li> </ul>	 <p><b>LINE OF FIRE</b></p> <p><b>Keep yourself and others out of the line of fire</b></p> <ul style="list-style-type: none"> <li>• I position myself to avoid: <ul style="list-style-type: none"> <li>- Moving objects</li> <li>- Vehicles</li> <li>- Pressure releases</li> <li>- Dropped objects</li> </ul> </li> <li>• I establish and obey barriers and exclusion zones</li> <li>• I take action to secure loose objects and report potential dropped objects</li> </ul>
 <p><b>BYPASSING SAFETY CONTROLS</b></p> <p><b>Obtain authorization before overriding or disabling safety controls</b></p> <ul style="list-style-type: none"> <li>• I understand and use safety-critical equipment and procedures which apply to my task</li> <li>• I obtain authorization before: <ul style="list-style-type: none"> <li>- Disabling or overriding safety equipment</li> <li>- Deviating from procedures</li> <li>- Crossing a barrier</li> </ul> </li> </ul>	 <p><b>DRIVING</b></p> <p><b>Follow safe driving rules</b></p> <ul style="list-style-type: none"> <li>• I always wear a seatbelt</li> <li>• I do not exceed the speed limit, and reduce my speed for road conditions</li> <li>• I do not use phones or operate devices while driving</li> <li>• I am fit, rested and fully alert while driving</li> <li>• I follow journey management requirements</li> </ul>	 <p><b>HOT WORK</b></p> <p><b>Control flammables and ignition sources</b></p> <ul style="list-style-type: none"> <li>• I identify and control ignition sources</li> <li>• Before starting any hot work: <ul style="list-style-type: none"> <li>- I confirm flammable material has been removed or isolated</li> <li>- I obtain authorization</li> </ul> </li> <li>• Before starting hot work in a hazardous area I confirm: <ul style="list-style-type: none"> <li>- A gas test has been completed</li> <li>- Gas will be monitored continually</li> </ul> </li> </ul>	 <p><b>SAFE MECHANICAL LIFTING</b></p> <p><b>Plan lifting operations and control the area</b></p> <ul style="list-style-type: none"> <li>• I confirm that the equipment and load have been inspected and are fit for purpose</li> <li>• I only operate equipment that I am qualified to use</li> <li>• I establish and obey barriers and exclusion zones</li> <li>• I never walk under a suspended load</li> </ul>	 <p><b>FIT FOR DUTY</b></p> <p><b>Be in a state to perform work safely</b></p> <ul style="list-style-type: none"> <li>• I will be physically and mentally in a state to perform my assigned duties</li> <li>• I commit to not being under the influence of alcohol or drugs</li> <li>• I will inform a supervisor immediately if I or a co-worker may be unfit for work</li> </ul>

**SETTING THE STANDARD IN OIL AND GAS SAFETY**



## 12.2 Firearms and weapons

The possession and/or use of firearms on Cenovus premises, in vehicles, or on aircraft, are prohibited subject to a written authorization. All requests for authorized possession of a firearm will be submitted to and reviewed by Cenovus Corporate Security, Area Vice-President, in consultation with the Vice-President of Health, Safety, Environment and Regulatory.

## 12.3 Smoking

Contractors are expected to communicate and enforce the following requirements to their workers:

- Smoking (including e-cigarettes) is only allowed in designated areas
- Designated smoking areas cannot be within 5 meters (10 meters in Wood Buffalo) of a door, window or air intake of a workplace
- Designated smoking areas cannot be within 25 metres (82 feet) of wellheads, drilling or service rigs, process or storage facilities, and other hazardous areas including motor vehicles within this distance
- Used smoking materials (matches, cigarette butts, and cigar stubs) must be discarded in designated receptacles

## 12.4 Competency and health & safety training program

Contractors have the responsibility to ensure that workers are adequately trained with the necessary knowledge and skills to perform their jobs safely. The contractor is responsible for providing safety and job-specific training for its employees unless otherwise stated in their Cenovus contract or agreement.

A contractor's health and safety program shall include a health and safety training program to ensure workers are competent to perform their duties or are directly supervised by a competent person. The program will include a matrix or table that meets Cenovus's requirements for basic health and safety training. Additionally:

- Contractors are expected to maintain an organizational chart or table that lists job titles or roles and specific competencies (minimum qualifications and training) for each role
- Contractor's Supervisor competencies will align with recognized industry best practices such as Energy Safety Canada's [Supervisor Competency | A Program Development Guideline](#)
- Contractors are to establish and maintain a training matrix, which reflects the health and safety orientations and training programs required to be completed by contractor personnel and subcontractor personnel
- Contractors are expected to document certification, training, and on-the-job training required and received by their workers and subcontracted workers
- Contractor's training program will state that workers are required to be tested to verify competency before performing tasks independently
- Contractors are to establish and maintain an employee health and safety training record indicating the person's name, the training course title, date completed, and when refresher training is due/expiry date

- Contractors must be able to show Cenovus representatives the matrix and proof of training records upon request

	To complete the Cenovus-provided orientations and training, visit the <a href="#">Cenovus External Training Portal</a> .
---	--

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Supervisor Competency   A Program Development Guideline</a></li> <li>• Energy Safety Canada’s <a href="#">Competency Management Systems   A Program Development Guide</a></li> <li>• DACC IRP Volume #7 - <a href="#">Competencies For Critical Roles in Drilling and Completions</a></li> </ul>
---	--

**12.5**  **New, young, and short service workers program**

A contractor’s health and safety program shall include a program intended to implement and maintain a New, Young, and Short Service Workers program that includes:

- Definition of New/Young/Short service worker appropriate to risk and role
- Appropriate health and safety training (as determined by hazard assessment) for worker and mentor
- Mentoring and effective supervision at the worksite
- New/young/short service worker visible identification program
- Monitoring and assessment of defined competency phases (six months, one year, etc.)

	<p>Contractors must outline the composition of their workforce on Cenovus sites and submit to Cenovus the ratio of supervisors, journeyman craft, apprentices, and new, young, or short service employees working on Cenovus sites. Cenovus may limit the number of new or short service workers on a specific work scope based upon the nature of the project.</p> <p>For more information regarding journeyman to apprentice ratios see <i>Government of Alberta’s</i> <a href="#">Trade and Occupation Regulations</a>.</p>
---	--

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Green Hands for Green Hands</a></li> <li>• Government of Alberta’s <a href="#">Young Workers</a></li> </ul>
---	---

### 12.6 High-hazard worksite health & safety staffing

A contractor’s health and safety program must address the level of committed health and safety staff supporting its workers working on Cenovus sites. Contractors will indicate if support is to be provided at the site and/or from the contractor’s corporate or field office. In the case of high hazard worksites, Cenovus may require dedicated health and safety specialist(s) for the duration of the work.

High-hazard worksites include:

- Oil and gas processing facilities
- SAGD facilities
- Terminal and loading/offloading facilities
- Drilling and well-servicing sites
- Pipeline construction sites
- Remote sites that have limited access

### 12.7 Safe work procedures

A contractor’s health and safety program shall establish and maintain the necessary and appropriate safe work procedures, practices, codes of practice, standards and/or guidelines to carry out Cenovus-assigned work in a manner that safeguards the health and safety of contractor’s personnel, subcontractors, Cenovus site personnel, authorized visitors, and other persons at or near the worksite. As part of the health and safety program, the contractor will provide a listing of their key risks and the safe work procedures applicable to the work scope for review by Cenovus.

### 12.8 Safe work permitting system



Contractors may have their own safe work permit process; however, Cenovus reserves the right to require that onsite contractors execute Cenovus work under Cenovus’s safe work permit process.

For contractors who are required to receive a Cenovus Safe Work Permit on behalf of their company, the contractor representative must complete the Cenovus *Safe Work Permit Management eLearning* course through the Contractor Portal before receiving a Cenovus Safe Work Permit.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Safe work permits</a></li> </ul>
---	---

## 12.9 Workplace and equipment inspection program

The contractor’s health and safety program will describe workplace and equipment inspection processes used by the contractor to identify and correct deficiencies, including:

- Focused inspections such as workplace condition, equipment (e.g. transfer hoses), tools, personal protective equipment, substandard/unsafe conditions, etc.
- Inspection schedule and/or frequency
- How inspections are recorded so that deficiencies can be tracked to closure
- Associated forms
- Worker instruction and training related to performing inspections

Cenovus may require contractors, in conjunction with Cenovus representatives, to have its site management team conduct inspections at defined frequencies based on the risk of work.

## 12.10 Health and safety communications program

A contractor’s health and safety program shall establish and maintain a health and safety communications program or process that incorporates health and safety-focused meetings, group communications and individual communications where appropriate. Specific requirements will vary based on the nature of work being conducted by the contractor.

Required onsite contractor meetings include:

- General site health and safety meetings hosted by the contractor and attended by all contractor and subcontractor personnel. A meeting schedule is to be submitted to Cenovus for approval of agenda and frequency. Meetings are to be documented by the contractor and available for review by Cenovus upon request
- Pre-job or toolbox/tailgate meetings:
  - At the start of each day
  - Before any new work activity and when there has been a change in work activities for that day
  - At shift change
  - When a new worker joins the workgroup
- Contractor incident review meetings
- Cenovus meetings:
  - Contractors shall arrange for the attendance of key contractor personnel, contractor safety specialists and other contractor personnel as required by Cenovus
  - Cenovus may require contractors to participate in Cenovus worksite safety initiatives or campaigns, such as Cenovus’s Start Safe and Life-saving rules implementation

- Joint Health & Safety Committee meetings:
  - Cenovus may require contractors to participate in the Joint Work Site Health & Safety Committee to represent the contractor workforce in situations where Cenovus is the prime contractor of the worksite, where there are 20 or more workers employed on the worksite, and where the work is expected to last 90 days or more

### 12.11 Health & safety reporting

Contractors shall prepare and submit to Cenovus upon request, the following health and safety reports:

- Initial incident and near miss notifications, following the Cenovus HSER Incident Management Process
- Incident investigation reports
- Modified work program reporting
- Report on topics and attendance of all pre-job meetings
- Health and safety inspection reports (tools, equipment, worksites)
- Daily reports on the number of personnel on site at the start of the day (identifying new and young workers)
- Notification to Cenovus when key personnel are removed from Cenovus sites and new ones brought on
- Summary information on health and safety system monitoring activities to include but are not limited to:
  - Number of hours worked for all personnel (including all subcontractors)
  - Number of incidents by type (including all subcontractor incidents)
  - Number of incidents sustained by new and/or young workers
- Common health and safety leading indicator statistics/trends, such as behavioural observations, hazard identifications, near misses, etc.
- Common health and safety lagging indicator statistics/trends, such as:
  - Frequency rates for lost time
  - Medical aid
  - Restricted work
  - Total recordable incidents (as defined by the Canadian Association of Petroleum Producers' (CAPP) [Health & Safety Performance Metrics Reporting Guide](#)), and
  - Other statistics that may be requested by Cenovus from time to time
- Details of outstanding corrective actions for follow-up resulting from inspections, investigations, emergency response drills and health and safety meetings
- Other health and safety documentation that Cenovus may require as dictated by the scope of work being conducted

**12.12**  **Health & safety management of change (MOC) program**

Contractors shall implement and maintain a Management of Change (MOC) process in their health and safety program, specific to the management of health and safety-related change issues. The health and safety MOC program must address at a minimum:

- Methods for identifying health and safety changes that could impact process and worker safety
- Areas requiring re-assessment of hazards and risks
- Actions required for various risk levels of change
- Communication techniques required for various risk levels
- Documentation of MOC activities

**12.13 Behaviour observation program**

The contractor’s health and safety program will include a specific program for contractor’s workers to identify safe and at-risk behaviours while engaged in work on Cenovus sites.

The process should involve:

- Supervisor-to-worker and peer-to-peer job observation and intervention procedures
- Training and instruction on the Behaviour Observation (BO) program
- Positive reinforcement observations, as well as correction of at-risk behaviours and intervention where required
- Method to provide Cenovus with trends of safe and at-risk behaviours noted by contractor workers and subcontractors working on Cenovus sites

Records of behaviour observations conducted by a contractor on Cenovus sites should be readily available at the request of Cenovus personnel.

**12.14 Hazard ID & near miss reporting program**

Contractor’s health and safety program will include a program for the reporting of Hazard ID’s and Near Misses. The program will include a form specifying the following requirements:

- Location of occurrence
- Contractor company’s name and worker (optional)
- Description of hazard or near miss
- The identified root cause(s) of near miss
- The potential risk or impact level of hazard
- Recommended corrective actions
- Corrective actions completion date and sign-off

Contractors will maintain a recording and tracking database as well as provide Cenovus with records and counts of Hazard ID's (if requested). A contractor is accountable to manage their work-related hazards and to report worksite related hazards that cannot be resolved to Cenovus for corrective action.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>Government of Alberta's <a href="#">Leading indicators for workplace health and safety: a user guide</a></li> </ul>
---	--

**12.15**  **Incident management program**

A contractor's health and safety program must specify requirements to allow employees to effectively respond, notify, investigate, determine root cause analysis, develop corrective action(s) and communicate learnings for all incidents and near-miss incidents.

At a minimum, a contractor's incident management program will include:

- Guidance on the steps to take to respond to an incident
- Procedures to ensure that the incident is immediately reported, including:
  - Internal reporting requirements
  - External reporting requirements
  - Client-specific reporting requirements
- Guidance on the types of events that require investigation and steps to take to conduct an investigation
- Methods to be used to determine incident root cause(s)
- Requirements to develop corrective actions to prevent reoccurrence
- Requirements to communicate incident learning outcomes to all employees
- Methods to ensure that investigation learning outcomes and corrective actions are effective in preventing recurrence or reducing the risk to an acceptable level
- Roles and responsibilities of contractor employees, supervisors, leadership and subcontractors concerning incident management
- Training requirements for those who lead investigations or are a member of the investigation team

	<p>Contractors are responsible for all subcontractor incidents that occur while on a Cenovus worksite.</p>
---	--

**12.15.1 Incident management expectations for contractors on Cenovus worksites**

Cenovus has identified specific incident management expectations for contractors working on Cenovus worksites:

**Table 2: Contractor Incident Management Expectations**

Stage	Contractor expectation
Respond	<ul style="list-style-type: none"> <li>Stop work and secure the incident scene to protect people, seek medical attention as required, and preserve evidence</li> <li>Immediately report all incidents that occur within their company, or a subcontractor, while performing work for Cenovus. A representative of the contractor is expected to verbally contact their appropriate Cenovus representative to report the event</li> </ul>
Notify  	<ul style="list-style-type: none"> <li>Provide an email or other form of appropriate electronic correspondence that documents known facts, immediate actions and the investigation plan within four hours of the incident</li> <li>As Prime Contractor, Cenovus will execute any regulatory external reporting, as required. The contractor, as the employer, must still adhere to their responsibilities under the OH&amp;S Act</li> </ul>
Investigate & determine the root cause	<ul style="list-style-type: none"> <li>As Prime Contractor, Cenovus reserves the right to investigate all incidents that occur on a Cenovus worksite. Cenovus has established risk-based investigation processes that will be followed in the event of a contractor incident:</li> <li>Incident Investigations (Actual Impact <math>\leq 2</math> or Risk Rating <math>\leq</math> Medium - see <a href="#">Figure 4 - Cenovus Incident Risk Ranking</a>) Cenovus may accept a contractor’s investigation if the contractor’s incident management processes and procedures meet or exceed Cenovus’s standards When an investigation is conducted by a contractor, the contractor must:               <ul style="list-style-type: none"> <li>Certify their employees participating in incident management and investigation activities have adequate training and competencies that meet or exceed Cenovus’s standards</li> <li>Implement a process whereby the senior representative for the contractor company participates in all investigations related to recordable injuries or illnesses, and significant incidents</li> <li>Immediately commence incident investigation upon a report of the event to collect evidence, conduct interviews, take pictures, etc.</li> <li>Determine the root cause(s) of all incidents and demonstrate how this conclusion was made</li> <li>In the final written report, include quality investigation results, corrective actions and plans to verify corrective action effectiveness</li> </ul> </li> <li>Significant Incident Investigations (Actual Impact <math>\geq 3</math> or Risk Rating <math>\geq</math> High – see <a href="#">Figure 4 - Cenovus Incident Risk Ranking</a>). Cenovus will investigate all significant incidents</li> </ul>

Stage	Contractor expectation
	<ul style="list-style-type: none"> <li>Contractors may be asked to participate in Cenovus-led investigations, but are expected to conduct and provide to Cenovus their investigations for all incidents</li> <li>Contractors must provide Cenovus with any additional evidence or documentation related to an incident or an incident investigation that occurs at a Cenovus worksite</li> <li>Completed incident investigation (both for low-impact and significant), including applicable root causes and identified corrective actions must be completed and submitted to Cenovus within 15 days of the event, or as determined by the Cenovus function/ business group</li> </ul>
Learn & share	<ul style="list-style-type: none"> <li>Contractors may be required to participate in, and present incident lessons learned at Cenovus sponsored incident review meetings</li> </ul>

**Figure 4 - Cenovus Incident Risk Ranking**

	Actual Impact	Risk Rating	Impact Estimation Descriptors - Health & Safety	Impact Estimation Descriptors - Environment & Regulatory
Significant Incident <sup>1</sup>	5	Extreme Risk	<ul style="list-style-type: none"> <li>Fatality or multiple fatalities</li> <li>Public health/safety jeopardized</li> </ul>	<ul style="list-style-type: none"> <li>Off-lease impact on soil or groundwater with remediation for 10 &gt; 20 years</li> <li>Multi-year impact on flowing/moving water</li> <li>Issue results in full or partial regulatory suspension of production at an oil sands asset; resource sterilization or suspension of production at a conventional field</li> </ul>
	4			
	3	High Risk	<ul style="list-style-type: none"> <li>Injury or illness that causes permanent disability or significant life-altering complications</li> <li>Community evacuation</li> </ul>	<ul style="list-style-type: none"> <li>On-lease impact on soil or groundwater; potential to extend beyond lease</li> <li>Remediation for 5 - 10 years</li> <li>Issue results in partial suspension of production at a conventional field</li> </ul>
	2	Medium Risk	<ul style="list-style-type: none"> <li>Medical treatment or hospitalization with restricted work requirements</li> <li>Asset/Site evacuation</li> <li>Public Shelter-In-Place notification</li> </ul>	<ul style="list-style-type: none"> <li>Impact contained on lease</li> <li>Remediation for &lt; 5 years</li> <li>Issue requires a formal disclosure of non-compliance to a regulator</li> </ul>
	1	Low Risk	<ul style="list-style-type: none"> <li>Minor injury requiring first aid or basic medical treatment</li> </ul>	<ul style="list-style-type: none"> <li>Impact contained on lease</li> <li>Remediation possible within 1 month</li> <li>Internally reportable</li> </ul>

<sup>1</sup> **Significant Incident** – An incident with an actual impact of ≥3 or a risk rating of ≥ High on the Cenovus Risk Matrix.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>Energy Safety Canada’s <a href="#">Potentially Serious Incidents (PSI) Guideline</a></li> </ul>
---	--

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>Energy Safety Canada’s <a href="#">Potentially Serious Incidents (PSI) Guideline</a></li> </ul>
---	--

**12.16  Emergency management and response**

A contractor’s health and safety program must include requirements for emergency response plan (ERP) activation and notification as per Alberta OHS Code Part 7 or WorkSafe BC OHS Regulation Part 4 & Part 32. In addition, to ensure seamless communication and control of emergencies by Cenovus staff on Cenovus sites, the contractor shall establish a worksite emergency response plan for foreseeable emergencies that integrates with the Cenovus site or business function specific ERP.

A contractor’s worksite ERP must include at a minimum, the following:

- A hazard assessment to identify potential emergencies
- Procedures for responding to identified emergencies
- Location and instruction for use of any emergency equipment
- Location of emergency facilities (muster areas and medical treatment facilities)
- Alarm and notification protocol
- Designated emergency response personnel

Contractors shall also indicate to Cenovus how they maintain their level of emergency preparedness by documenting the type and frequency of any drills that will take place on Cenovus sites. Contractors must notify Cenovus in advance of any drills a contractor is going to execute on our worksites. Cenovus reserves the right to require drills to be rescheduled or deferred due to the potential for conflict or confusion on worksites with multiple workgroups or where high-risk operational activities are ongoing. Contractors may be required to participate in Cenovus-led emergency response drills or scenarios.

**12.17 Personal protective equipment (PPE)**

A contractor’s health and safety program will include instructions regarding the use of PPE as a control measure to protect workers from hazards identified through their hazard/risk assessment process.

Contractors will provide appropriate training for their workers and subcontractor workers for the selection, use, inspection, care, and maintenance of personal protective equipment, including but not limited to:

- Fire retardant clothing (NFPA 2112-2007) (Rainwear- ASTM F2733 or F1891)
- High-visibility clothing (CSA Z96-09)

- Cold-weather protective clothing (winter work)
- Protective footwear (appropriate to the season(s)/terrain) (CAN/CSA Z195-02)
- Protective eyewear (CSA Z94.3-07)
- Protective headwear (CAN/CSA-Z94.1-05) (CAN3-D230-M85)
- Hand protection (appropriate to the task)
- Hearing protection (CAN/CSA Z94.2-02)
- Respiratory protective equipment (RPE) (CAN/CSA Z94.4-02)

Task-specific protective equipment, such as:

- Fall protection equipment
- High voltage electrical safety equipment
- Confined space rescue equipment
- Welding, cutting, burning protective equipment

<b>!</b>	Hooded sweatshirts “hoodies” are not allowed on any Cenovus worksite
----------	--

**12.18 Machine, equipment, hand tool, and knife, hazard control program(s)**



Contractors shall implement and maintain a machine, equipment, hand tools, and knife hazard control program that addresses the following elements:

- List/inventory of cutting tasks/activities requiring knives
- Inclusion of knife/tool maintenance on workplace inspection checklists and schedules
- Document tasks/activities requiring knife and hand tools in the hazard assessment process (e.g. FLHA, JSA)
- Provide appropriate personal protective equipment to workers using knives and hand tools and enforce its consistent use
- Verification mechanism to ensure that workers using knives are competent in the use and transport of knives
- Inspections of work areas and tool storage locations to ensure that only employer approved tools and knives with the appropriate safeguards and sheaths are present
- Hazards and controls for powder and air actuated tools
- Hazards and controls for rotating equipment including machine, equipment, and hand tool guarding

<b>!</b>	Cenovus has banned the use of snap-off blade knives, multi-tools, pocket knives, and box cutter utility knives, on our job sites. Snipes and cheater bars are not permitted on Cenovus job sites.
----------	---

### 12.19 Scaffold inspection program



Where a contractor is responsible for the supply, erection, or dismantling of scaffolding, the contractor’s health and safety program shall include:

- A process whereby, before the scaffold is released for use by the erector, and after any modifications have been made, the scaffold is inspected and tagged by a competent person
- A process to ensure scaffold tags evidencing such inspection and identifying any known hazards are affixed to the scaffold in a visible location, clearly legible, dated and signed by the qualified, authorized and competent person who conducted the scaffold inspection on a 21-day cycle. Cenovus may randomly audit scaffold tags
- Instruction/ training is provided to workers dependent on their duties regarding scaffolding (i.e. erection or use)

If a contractor’s employees are required to use scaffolding as part of their work scope, the contractor must ensure that all employees are informed of and comply with all of the protective measures required by Cenovus regarding the erection, use, maintenance and dismantling of scaffolding.

If the contractor’s employees do not use scaffolding as part of their work scope, the employer must ensure that all employees are aware of the hazards of using scaffolding and communicate any necessary controls or precautions.

### 12.20 Portable ladder safety program



A contractor’s health and safety program shall include a program that addresses the safe use of all portable ladders, including step ladders. The program will at a minimum address:

- Instruction/ training regarding the safe use of various ladders
- Alternate equipment to use instead of ladders
- Proper selection of ladders
- Proper setup and usage of ladders
- Inspection of ladders
- Use of fall protection when working from a ladder

If the contractor’s employees do not use portable ladders as part of their work scope, the employer must ensure that all employees are aware of the hazards of using portable ladders and communicate any necessary controls or precautions.

### 12.21 Safety barrier erection and maintenance program



A contractor’s health and safety program shall include a program for the development, implementation and maintenance of a safety barrier system to include permanent, semi-permanent and temporary barriers to support worksite safety. Where a contractor erects temporary barriers, such as ribboning, the contractor shall:

- Maintain safety ribbons, where applicable, during the services, and check all safety ribbons at the end of each shift

- Not place or leave ribboning anywhere it is not required, and appropriately discard all ribboning that is no longer required
- Tag all safety ribboning with the contractor’s identification and reason for exclusion, at all possible access points
- Perform such other actions and measures regarding worksite barriers that may be required under the circumstances, or that Cenovus may require

If the contractor’s employees do not erect safety barriers as part of their work scope, the employer must ensure that all employees are aware of and comply with the requirements of the safety barriers.

**12.22 Worksite housekeeping program**

A contractor’s health and safety program shall include a program for worksite housekeeping to maintain the worksite and all working areas in a neat, clean and sanitary condition at all times. All means of access and egress, including walkways, stairways, ladders and emergency exits must be kept usable and free from obstructions.

Minimum housekeeping requirements include, but are not limited to:

- Work areas shall be either broom cleaned, vacuumed or handpicked clean at the end of each work shift
- All garbage containers within the work area shall be emptied and the waste disposed of following regulations and Cenovus requirements
- All tools and equipment shall be stored neatly in appropriate containers or racks
- All air hoses and power cords shall be neatly tied off, hung, or taped to the floor or overhead beams
- All demolition and salvage material shall be cleared from the work area immediately following removal (e.g. insulation, tube and pipe cut-outs, etc.)

Additional housekeeping actions or measures may be required by Cenovus.

**12.23 Preventative maintenance program**

A contractor’s health and safety program shall define a program for inspecting and maintaining all contractor supplied powered mobile equipment (aerial work platforms, Off-Highway Vehicles/All-Terrain Vehicles, and motor vehicles). The program must contain at a minimum:

- Vehicle inventory
- Required safety equipment inventory
- Preventative maintenance plans for each type of vehicle
- Qualifications to perform various levels of vehicle inspections
- Operator certification and training requirements
- Availability of operator’s manual
- Visual, pre-use inspections, including safety devices such as horns, back up alarms, grounding cables, and positive air shutoff (PASO) for diesel equipment

- Periodic mechanical inspections
- A process for reporting defects and tagging out of vehicles/ equipment to protect against unintentional movement when not in use
- A process to track repairs or service orders, and return to service

Records will be maintained by the contractor as part of their preventative maintenance program and available to Cenovus upon request.

### **12.24 Rigging, lifting, and hoisting equipment program**



A contractor's health and safety program shall address the inspection, maintenance, storage and transport of contractor provided rigging, lifting and hoisting equipment and any loose gear, slings, shackles and other related equipment. The program shall ensure that lifting equipment brought onto Cenovus sites is proven to:

- Be inspected, maintained, transported, stored/ sited and used by competent contractor personnel following the applicable regulations, manufacturer instructions, Cenovus policies, standard industry practice, and any other applicable standards, requirements and instructions that may apply, or that Cenovus may require
- Be subject to the contractor's ongoing maintenance and inspection plan
- Include to Cenovus's satisfaction, all up-to-date records, including all records related to maintenance, inspection and safety record of the lifting equipment, documentation and certifications, including load capacity, required for operation
- Be delivered to the worksite by the contractor in advance of the work, complete with all supporting documentation for review by Cenovus personnel, as required
- Be appropriately and clearly marked with the safe working load of the specific pieces of equipment and with some visual identification of when the equipment was last inspected

If the contractor's employees do not use rigging, lifting, or hoisting equipment as part of their work scope, the employer must ensure that all employees are aware of the hazards of using this equipment and communicate any necessary controls, requirements or precautions.

### **12.25 Cranes, hoists, and lifting devices**



Where the operation of cranes, hoists, or lifting devices is required, the contractor's health and safety program will provide the minimum requirements and expectations to support the safe operation, including:

- Lift classifications and lift planning
- Workers roles, responsibilities, and required competencies
- Safe operation, inspection, and maintenance

The contractor's health and safety program shall define the lift classifications and outline the requirements that must be taken for each, including the planning of the lift. At a minimum, each lift plan will include the following:

- A hazard assessment (field level hazard assessment, lifting hazard assessment, or risk assessment) that documents load variables, load estimates, or load calculations and other hazards of the lifting activity
- The review and adherence to any safety procedures, as required
- Any applicable permits

Where a Critical Lift is required, the contractor’s health and safety program will outline the requirements that must be met before a Critical Lift. Cenovus defines a Critical Lift as a lift that includes any of the following:

- Single crane lift over 75% of the load chart capacity
- Any lift with a suspended personnel basket
- Any lift where the load or part of the hoisting equipment is encroaching within seven metres of electrical equipment or power lines
- A hoisting or lifting operation over live process equipment or piping
- A hoisting or lifting operation involving simultaneous use of two or more lifting devices
- Any lifting operation deemed to be critical by the site owner

Should the contractor’s work scope involve conducting critical lift(s), the lift must be coordinated with the responsible Cenovus Representative and conducted following the *Cenovus Cranes, Hoists and Lifting Devices Standard* and local site procedures for critical lifts.

As a minimum, contractors must submit detailed procedures for critical lifts one week before the lift and shall ensure that for all critical lifts, rigging drawings, approved by a competent/qualified person, are produced.

If the contractor’s employees do not use cranes, hoists, or lifting devices as part of their work scope, the employer must ensure that all employees are aware of the hazards of using or working in proximity to this equipment, and communicate any necessary controls, requirements, or precautions.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Life Saving Rule - Safe Mechanical Lifting</a></li> </ul>
---	---

### 12.26 Fall protection program



A contractor’s health and safety program shall include an inventory of work tasks where working at heights exceeding 3 metres (10 feet) is required.

For each task identified a fall protection strategy must be described in the form of a fall protection plan. The plan must include:

- Fall hazards related to each task
- Fall protection devices and systems assigned to control the hazards
- Anchor points for fall arrest, fall restraint, travel restraint systems
- Clearance distance calculations for fall arresting systems

- The planned use of control zones and guard rails
- Fall protection equipment use and maintenance instructions
- Fall recovery and rescue plans including rescue equipment, rescue personnel, and rescue procedures
- Procedures to protect workers below from dropped objects
- Required certification and instruction of workers

If the contractor’s employees are not required to work at heights exceeding 3 metres (10 feet) as part of their work scope, the employer must ensure that all employees are aware of the hazards of working at heights, and communicate any necessary controls, requirements, or precautions.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Occupational health and safety fall protection plan</a></li> </ul>
---	---

### 12.27 Fire and explosion prevention program



Cenovus sites are considered to contain combustible, flammable, and explosion hazards. The contractor’s health and safety program shall include a plan describing the hazard assessment and control strategies prescribed by the contractor to mitigate the risk of fire and explosion.

At a minimum the plan should address:

- Identification of flammable, combustible, and explosive substances likely to be present, including wellbore and downhole explosion hazards
- Monitoring equipment required to allow early warning by gas detection with the following considerations:
  - Portable gas detection provides life safety warning against unsafe oxygen level and flammable and toxic gases and vapours
  - Portable gas detectors should not be used for process stream gas sampling unless specifically designed to do so
  - The selection of a gas detector must consider the advantages and limitations of the underlying technologies and be appropriate for the atmospheric hazards present
  - Not all atmospheric hazards can be detected
  - A 4-head monitor, worn in the breathing zone, capable of detecting H<sub>2</sub>S, LEL, CO, and O<sub>2</sub> is the default choice for personal gas detection in a typical oil and gas facility
  - Site-specific hazards that dictate the addition or removal from the default 4 sensors require a risk assessment
- All grounding and bonding requirements are identified, provided and used
- Required responses to alarms such as evacuation and source isolation
- Control of ignition sources including, but not limited to, open flame, sparks, hot slag, motor vehicles, cigarette smoking, electricity (including static), etc.

- Prescribed tools used to prevent ignition, positive air shut-off devices (within 25 metres of production equipment), spark arrestors, explosion-proof and intrinsically safe tools
- Control techniques such as removal of combustibles, purging/ inerting, use of hoardings, fire blankets, foam blanketing, etc.
- Worker training in the fire and explosion prevention program and gas detection/ monitoring equipment
- Emergency response plans in the event of fire or explosion

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Fire and Explosion Hazard Management Guideline   Formerly IRP 18</a></li> </ul>
---	---

**12.28 Welding, cutting, and grinding safety program**



If applicable to the contractor’s scope of work, controls specific to preventing fires and explosion, mitigating occupational health hazards, and physical contact with heat, sparks, slag, radiation, and welder’s flash, the contractor’s health and safety program should include a specific program for welding, grinding, gouging, and torch cutting, including topics such as:

- Hot work permitting
- Identification of hazardous areas and tasks
- Prevention of “contact with” type welding hazards
- Spark control strategies
- Placement and securement of compressed gas cylinders
- Use of welding screens to protect other workers from welder’s flash and sparks
- Ventilation
- Required PPE, including respiratory protection equipment (RPE)
- Tool use and maintenance, including guards, handles, spark arrestors, fire blanket, fire watch and extinguishers

If the contractor’s employees do not conduct welding, cutting, or grinding as part of their work scope, the employer must ensure that all employees are aware of the hazards of using or working in proximity to this activity, and communicate any necessary controls, requirements, or precautions.

**12.29 Ground disturbance program**



If applicable to the contractor’s scope of work, ground disturbance, excavation, tunnelling, and ground penetration activities must be addressed in the contractor’s health and safety hazard assessment program. The hazard assessment should identify requirements for the following at a minimum:

- Identification of underground and overhead utilities
- Line locates and limits of approach requirements

- Isolation and insulation opportunities
- Hazards associated with digging/excavation equipment
- Spotting and daylighting procedures
- Excavation hazards and classifications (confined space/restricted area/hazardous atmosphere)
- Awareness and competent worker level training requirements appropriate to the work activity
- Provision of a ground disturbance supervisor
- Rescue procedures, equipment, and assigned rescue personnel

If the contractor’s employees do not engage in ground disturbance activities as part of their work scope, the employer must ensure that all employees are aware of the hazards of engaging in or working in proximity to these activities, and communicate any necessary controls, requirements, or precautions.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Ground Disturbance and Damage Prevention   A Program Development Guideline</a></li> <li>• Canadian Common Ground Alliance (CCGA) <a href="#">Best Practices</a></li> </ul>
---	--

**12.30 Adherence to Cenovus Electrical Work Practice (EWP)**



If the contractor’s work scope involves the installation, maintenance, or commissioning of electrical equipment, the contractor’s health and safety program must contain procedures and processes that:

- Assure electrical worker competency in electrical safety following one or more of the following:
  - CSA Z462, Energy Safety Canada’s Electrical Safety: A Program Development Guideline, or
  - NFPA 70E
- Adhere to the *Cenovus Electrical Work Practice* when performing electrical work at a Cenovus facility

If the contractor’s employees are not involved in the installation, maintenance, or commissioning of electrical equipment as part of their work scope, the employer must ensure that all employees are aware of the hazards of using or working in proximity to this equipment, and communicate any necessary controls, requirements, or precautions.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Electrical Safety   A Program Development Guide</a></li> </ul>
---	--

### 12.31 Working around overhead utilities program



Where the contractor's work will be performed within 7 metres (23 feet) of an energized overhead power line, the health and safety program must contain a plan or program which addresses adherence to the *Cenovus Overhead Power Line Encroachment Permit*. Additionally, the contractor's program must contain, at a minimum, the following:

- Instructions to notify the power line operator and determine both the line voltage and safe limits of approach before placing any equipment at the site
- Obtain assistance from the power line operator to protect workers involved
- Develop strategies and procedures to ensure the limits of approach are not infringed
- The placement of excavated soil or other material to not reduce safe clearance
- Awareness and competent worker level training requirements
- Hazard assessment
- Where transported loads greater than 4.15 metres (13.5 feet) in height are to be moved under overhead power lines, safe limits of approach must be maintained

If the contractor's employees are not required to work in proximity (within 7 metres or 23 feet) of an energized overhead powerline as part of their work scope, the employer must ensure that all employees are aware of the hazards of working in proximity to energized overhead powerlines, and communicate any necessary controls, requirements, or precautions.

### 12.32 Energy isolation program



Contractors must comply with Cenovus's energy isolation processes when working on Cenovus owned and/or operated process systems, equipment, pipelines, and piping that contain or have the potential to contain hazardous energy.

The contractor's health and safety program must include the procedures involved and the level of competence required to maintain, service, repair and test all machinery and equipment for which they are responsible. The program must include at a minimum:

- Identification of all hazardous energy sources (electrical, mechanical, hydraulic, fluid, and stored potential energy) applicable to equipment and work scope
- Strategies and control procedures (LOTO) for each potential energy source
- Procedures for verifying isolation and testing
- Emergency response for source isolation and release/spill response
- Awareness and competent worker level training requirements
- Definitions of competent worker and provision of a LOTO supervisor, where required
- Standard operating procedures for pigging and hydro testing of process piping and transportation (including collection and distribution) pipelines

If the contractor’s employees are not required to work on or in proximity to equipment that has potential to contain hazardous energy sources as part of their work scope, the employer must ensure that all employees are aware of the hazards of using or working in proximity to this equipment, and communicate any necessary controls, requirements, or precautions.

**12.33 Confined space entry program**



Cenovus worksites contain numerous work areas that are classified as a *confined* or *restricted space*. The contractor’s health and safety program must include definitions of confined and restricted space and instructions to workers on how to identify these spaces and to never enter without the proper precautions in place.

Where the contractor’s scope of work includes confined and/or restricted space entry, the contractor’s program must include, at a minimum:

- Instructions detailing permitting requirements when working in a confined or restricted space
- Detailed training requirements that meet or exceed Cenovus standards
- A process outlining the expectations for planning a confined and/or restricted space entry, including:
  - A Pre-Job Hazard Assessment must be conducted
  - A pre-job review meeting must be held to review the job scope, potential hazards and hazard control methods, as well as emergency protocols
- Confined and/or restricted space best practices, including:
  - When the work inside a confined space is finished, workers must check the space to ensure no tools or workers have been left behind

!	<p>All confined space entry work at Cenovus sites will be authorized using the Safe Work Permitting system. Contractors must comply with the provisions of the <i>Cenovus Confined Space Permit</i> for confined or restricted spaces where Cenovus is the owner and/or operator. Each Cenovus business function business maintains an inventory that lists all existing and potential confined spaces. If the confined or restricted space is not owned and/or operated by Cenovus, the equipment owner must develop and implement a Confined Space Code of Practice that meets the requirements of the applicable Cenovus standard and Occupational Health and Safety (OHS) legislation.</p>
---	--

If the contractor’s employees are not required to enter confined or restricted spaces as part of their work scope, the employer must ensure that all employees are aware of the hazards of entering a confined and/or restricted space, and communicate any necessary controls, requirements, or precautions.

i	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Government of Alberta’s <a href="#">Guideline for developing a code of practice for confined space entry</a></li> </ul>
---	--

**12.34 Working alone program**

Most workers in the oil and gas industry work alone at some point, even if it is driving to the site. Cenovus requires all contractors to have a working alone or in isolation program. The program must include, at a minimum:

- A documented working alone hazard assessment
- Identification of tasks and workers who at times might work alone
- Strategies and procedures which address working alone scenarios and specific hazard control methods
- Records of working alone program implementation and usage

If the contractor’s employees are not required to work alone as part of their work scope, the employer must ensure that all employees are aware of the hazards of working alone, and communicate any necessary controls, requirements, or precautions.

**12.35 Winter work program**

Contractors shall incorporate a winter work program as part of their health and safety program, including at least the following elements:

- Definition of winter work, including temperature and precipitation issues
- Establish appropriate level of cold weather protective equipment, including requirements for appropriate non-slip footwear and traction aids
- Site preparation and snow/ice maintenance and site illumination for work in hours of darkness
- Work/rest re-warming cycles
- Recognition of freeze-thaw cycles for overhead and underfoot hazards
- Control strategies for winter slips, trips, and falls

If the contractor’s employees are not required to work in winter conditions as part of their work scope, the employer must ensure that all employees are aware of the hazards of winter work, and communicate any necessary controls, requirements, or precautions.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Construction Owners Association of Alberta (COAA) <a href="#">Contractor Environment Health and Safety Management Best Practice</a></li> </ul>
---	---

**12.36  Workplace violence and harassment program**

A contractor’s health and safety program shall include a workplace violence and harassment prevention program. The workplace violence and harassment program must include both violence and harassment prevention policies and violence and harassment prevention procedures. Workers must be trained to recognize signs of both workplace violence and harassment, the procedures to eliminate and control the hazards associated with both workplace violence and harassment, as well as the procedures for reporting, investigating and documenting these events. The

potential for workplace violence and harassment shall be evaluated through the use of the contractor’s hazard assessment program and appropriate controls will be identified and implemented to eliminate, or if not reasonably practicable, control the hazards of violence and harassment.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Canadian Centre for Occupational Health and Safety’s <a href="#">Violence in the workplace</a></li> <li>• Energy Safety Canada’s <a href="#">Creating an Effective Management System for Respect in the Workplace   A Program Development Guide</a></li> <li>• Government of Alberta’s <a href="#">Harassment and Violence in the workplace</a></li> </ul>
---	---

**12.37 Driving/ vehicle safety program**



A contractor’s health and safety program must include a driving safety program that meets the guidelines outlined in the Energy Safety Canada’s Life-Saving Rules: An industry-accepted standard.

Cenovus-specific requirements and rules include:

- All personnel driving a vehicle shall have a valid driver’s license
- Contractor company shall obtain and review driver abstracts for any of their workers and subcontractors who drive company-owned vehicles at Cenovus sites
- Drivers shall not drive under the influence of alcohol or drugs
- Drivers shall obey all applicable traffic safety act requirements, not exceed posted speed limits, and shall drive according to the weather and road conditions
- Drivers and passengers must wear their seat belts while in a moving vehicle
- The use of any hand-held device while driving is not permitted. Devices may include, but aren't limited to:
  - Cell phones
  - Smartphones
  - Tablets
  - Laptop computers
  - Video devices of any type
  - Programming of:
    - Global Positioning Systems (GPS) or other geolocation devices
    - Portable audio players
    - Vehicle displays while operating a vehicle is also prohibited
- In alignment with the Alberta Traffic Safety Act, hands-free devices may be used so long as they are one-touch or voice-activated
- Drivers are expected to follow Journey Management to identify and manage hazards and eliminate exposure to unnecessary travel

- Vehicles operating in fire and explosion hazard areas must adhere to all grounding, ignition source control (positive air shut-off devices), and smoking rules
- Drivers are responsible for maintaining their vehicle in safe operating condition and keeping their vehicles clean, neat and tidy
- Drivers are responsible to ensure adequate securement of all cargo inside and outside of the cab
- Pre-use inspections and/or walkarounds must be conducted before operating company vehicles
- All vehicle incidents occurring on Cenovus sites must be reported

If the contractor’s employees do not use motor vehicles as part of their work scope, the employer must ensure that all employees are aware of the hazards of operating or working in proximity to motor vehicles, and communicate any necessary controls, requirements, or precautions.

	<p><b>For more information see:</b></p> <ul style="list-style-type: none"> <li>• Energy Safety Canada’s <a href="#">Journey Management   A Program Development Guideline</a></li> <li>• Energy Safety Canada’s <a href="#">Vehicle Recovery   A Program Development Guideline</a></li> </ul>
---	--

**12.38 Commercial Vehicle Safety Program**



Contractors who operate vehicles with Gross Vehicle Weights (the combination of truck + loaded trailer) over 4500 kgs. are subject to the Alberta Government’s Commercial Vehicle Safety Regulation and the Government of Canada’s Commercial Vehicle Drivers Hours of Service Regulations requirements. Typically, semi-trailers and busses are recognized as meeting this requirement, however any vehicle, once loaded, weighing over 4500 kgs. are commercial vehicles. As such, all Commercial vehicle operators, on Cenovus sites, are required to ensure:

- Vehicles are inspected every 24 hours and defects documented and repaired
- Loads are appropriately secured, and wheel chocks applied as required
- Drivers/operators:
  - Receive Cenovus site-specific safety orientation
  - Have at a minimum H<sub>2</sub>S Awareness Certification and have documented pre-assignment A&D testing

If the contractor’s employees do not operate commercial vehicles as part of their work scope, the employer must ensure that all employees are aware of the hazards of operating commercial vehicles, and communicate any necessary controls, requirements, or precautions.

**13.0 References**

**13.1 Definitions and acronyms**

The following terms, definitions and acronyms are specific to this document.

**Table 3: Terms and Definitions**

Term	Definition
Business Function	For the purpose of this document, the Cenovus business group who is the recipient of the goods or services being provided.
Contractor	A company selected by Cenovus to establish a contractual relationship to provide goods and services.
Field site	<p>A Cenovus owned and/or operated location that is defined by the following characteristics:</p> <ul style="list-style-type: none"> <li>• Active or suspended operating facilities</li> <li>• Surveying and seismic activities, earthwork, drilling and completions</li> <li>• Construction and/or maintenance activities being performed on roads, leases, active right-of-way, operations facilities, field office locations, workshops and warehouses</li> </ul>
Fit for work	<p>A state of both medical and physical fitness that allows a worker to perform assigned duties with competence and in a safe manner.</p> <p>A 'Fit for work' result, in the context of <i>11.1 Alcohol and drug policy</i>, means a complaint Alcohol and drug test.</p>
Hazard ID	A hazard identification tool used to identify and mitigate existing or potential hazards. Hazard IDs are used as part of a leading indicator program to measure and manage safety performance.
Safety sensitive	<p>A position where an individual has a key and direct role in an activity, that involves actions or decisions, which if not performed correctly, could directly cause or contribute to:</p> <ul style="list-style-type: none"> <li>• A serious incident, or</li> <li>• An improper or inadequate response to a potentially serious incident.</li> </ul>
Significant Incident	An incident with an actual impact level of I3 or greater according to the <i>Cenovus Risk Matrix</i> or a risk rating of High or Extreme on the <i>Cenovus Risk Matrix</i> .

Term	Definition
Subcontractor	A contractor of services engaged by the original Cenovus contractor, who is contracted to complete a portion of the original contract activities awarded by Cenovus.
Work	Activities performed in carrying out an assignment at the request the employer or those activities that are a condition of employment.
Work scope	Defined activities, tasks and deliverables to be completed in a set timeframe as defined by the contract.

**Table 4: Acronyms, Initialisms and Abbreviations**

Acronym	In Full
A&D	Alcohol and Drug
ACM	Asbestos Containing Material
BO	Behaviour Observation
CAPP	Canadian Association of Petroleum Producers
CO	Carbon Monoxide
CSE	Confined Space Entry
dBA	Decibel
ERP	Emergency Response Plan
FLHA	Field Level Hazard Assessment
H <sub>2</sub> S	Hydrogen Sulphide
HSQQ	Health and Safety Qualification Questionnaire
ISN	ISNetworld
JHA	Job Hazard Analysis
JSA	Job Safety Analysis
LEL	Lower Explosive Limit
LOTO	Lockout Tagout

Acronym	In Full
MOC	Management of Change
NORM	Naturally Occurring Radioactive Materials
O <sub>2</sub>	Oxygen
OH&S	Occupational Health and Safety
PASO	Positive Air Shutoff
RAVS	Review and Verification Services
RPE	Respiratory protection equipment
SDS	Safety Data Sheet
SIF	Significant Incident Frequency
SWP	Safe Work Permit
TRIF	Total Recordable Incident Frequency
WCB	Workers Compensation Board
WHMIS	Workplace Hazardous Materials Information System