

Injury and Illness Prevention Program (IIPP) **San Francisco Public Utilities Commission**

SUMMARY

Cal/OSHA requires that every employer establish, implement, and maintain an effective Injury and Illness Prevention Program (IIPP). This IIPP identifies requirements, procedures, and guidelines designed to protect San Francisco Public Utilities Commission (SFPUC) employees through identification and control of workplace hazards to prevent the occurrence of injuries, illnesses, and other incidents.

AUTHORITY

The California Code of Regulations (Title 8) requires employers to comply with the Injury and Illness Prevention Program (IIPP) requirements in accordance with the applicable sections as indicated below.

California Code of Regulations Title 8 (CCR 8)

- ✓ Section 3203 General Industry Safety Orders
- ✓ Section 1509 Construction Safety Orders
- ✓ Section 8406 Tunnel Safety Orders

SCOPE

This program applies to all SFPUC employees.

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SFPUC Injury Illness and Prevention Program

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Errata (Update History Since Date of Signature/Approval)

4/20/2022: Section 8.2 updated to clarify that only serious injuries and illnesses are required to be reported to Cal/OSHA.

1.0 Scope

This program applies to all San Francisco Public Utilities Commission (SFPUC) employees. The SFPUC recognizes that employees are our most important and valuable resource, and that providing a safe and healthy work environment for all employees is an important responsibility. To meet this responsibility the SFPUC has established this comprehensive *Injury and Illness Prevention Program* (IIPP) as required by Cal/OSHA.

2.0 Roles and Responsibilities

2.1 General Manager/Assistant General Managers

The General Manager/Assistant General Managers have the overall responsibility to ensure that the IIPP is adopted and effectively implemented across the organization. Responsibilities include the following:

- Adopt and ensure organizational compliance with the SFPUC IIPP. Review and approve significant programmatic modifications.
- Hold Division and Bureau Managers accountable for implementing an effective IIPP within their areas of responsibility and for complying with occupational health and safety regulations and organizational policies.
- Support Division and Bureau budgets to implement health and safety requirements and activities.
- Review and support the Health and Safety Program's goals and metrics.
- Periodically review incident and injury statistics across the organization.
- Provide health and safety recognition as part of the SFPUC employee recognition programs.
- Support the SFPUC Safety Committee and Division/Bureau specific safety committees and encourage attendance.

2.2 Division and Bureau Managers

Primary responsibility for health and safety within the SFPUC Divisions and Bureaus is assigned to each Division or Bureau Manager. Responsibilities include the following:

- Adopt, implement, and maintain health and safety programs that satisfy legal standards, meet SFPUC requirements, and that effectively control injuries, illnesses, near misses and other types of incidents that may cause loss.
- Require staff to know and follow all SFPUC and Division/Bureau specific health and safety policies and programs and to comply with appropriate occupational health and safety regulations.
- Implement health and safety programs and procedures, including written Codes of Safe Practices.
- Ensure that health and safety requirements are clearly communicated and enforced in a fair and uniform manner and establish and maintain systems to ensure a safe work environment.
- Adopt the Health and Safety Program's organizational metrics and establish effective Division/Bureau health and safety goals and metrics as appropriate.
- Support the regular occurrence of at least one Division/Bureau Safety Committee.

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- Conduct regular review of incidents and trends. Support programs and efforts to reduce incident frequency.
- Review incident investigation reports and allocate resources and time to correct the hazards and behaviors that led to the incident.
- Ensure that documented inspections of work sites and equipment-specific inspections are performed on a periodic basis and that deficiencies are corrected in a timely manner.
- Review and act on health and safety inspection recommendations made by outside regulators representing city, state, or federal agencies, by the Health and Safety Program and by the Division or Bureau Safety Representative.
- Evaluate supervisors on the effectiveness of their health and safety efforts.
- Make health and safety a regular agenda item at staff meetings.
- Provide for two-way employee health and safety communications.
- Budget for Division or Bureau health and safety expenditures.
- Appoint Division or Bureau Workers' Compensation Monitor who is responsible for Cal/OSHA recordkeeping tasks.

2.3 Managers, Superintendents, and Supervisors

Managers, superintendents, and supervisors are responsible for the health and safety of their staff and operations and shall implement and maintain safe working conditions and practices.

Responsibilities include the following:

- Know, follow, and enforce all SFPUC and Division/Bureau health and safety policies and programs.
- Ensure that health and safety requirements are clearly communicated and enforced in a fair and uniform manner and establish and maintain systems to ensure a safe work environment.
- Provide for job instruction and a review of health and safety rules and procedures for new employees and employees transferring to new job assignments.
- Ensure that job-specific health and safety training is provided and that Codes of Safe Practice (CSPs) or similar hazard assessment and mitigation documents are developed as appropriate.
- Ensure that regular documented worksite, work practice and equipment-specific inspections related to assigned operations and/or equipment to verify that safe work practices are being followed and that unsafe conditions or procedures are corrected in a timely manner.
- Ensure that employee reports of health and safety concerns are addressed in a timely manner.
- Investigate and determine the root cause(s) of incidents involving employees, equipment, or the public; complete and submit the appropriate paperwork as required.
- Provide employees with appropriate safety-related tools, equipment, and personal protective equipment; require appropriate use and ensure that inspection and maintenance is performed as required.
- Ensure that health and safety hazards are mitigated prior to worker exposure.

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- Ensure that medical care is provided for an injured employee and that all injuries are accurately and promptly reported as required or appropriate.
- Correct health and safety hazards within the scope of authority and resources.
- Notify the Health & Safety Program of significant incidents including near misses.

2.4 Employees

Employees are required to comply with Cal/OSHA regulations, follow health and safety rules and procedures adopted by their Division/Bureau and the SFPUC, and to help identify health and safety issues. Employee responsibilities include the following:

- Know and follow all health and safety policies and procedures that apply to their assignments.
- Do not perform tasks, use tools, or operate equipment unless authorized to do so.
- Participate on safety committees, inspection teams, and special projects as assigned.
- Ensure proper safeguards are in place when working under hazardous conditions and follow applicable health and safety policies, procedures, and rules.
- Report all workplace injuries and illnesses, no matter how minor to their supervisor; report near-misses and other types of incidents before the end of the shift (or as soon as possible).
- Ask for assistance when it is not understood how to perform a job safely. Ask questions if there are concerns with a job or task.
- Encourage other employees to work safely.
- Report, and when possible, mitigate unsafe conditions and practices.
- Attend health and safety training, and scheduled medical surveillance examinations, as required.

2.5 Division/Bureau Safety Representative

The Division/Bureau Safety Representative is a safety and/or health professional hired directly by the Division/Bureau to provide support at the operational level. Note: Not all Divisions or Bureaus have a Division/Bureau Safety Representative. Responsibilities include the following:

- Know and follow all SFPUC Health and Safety policies, programs, and procedures.
- Develop Division/Bureau specific health and safety programs and procedures that are consistent with SFPUC-level policies, programs, and procedures.
- Assist Division/Bureau Managers in developing effective health and safety goals and metrics for their areas of responsibility.
- Oversee that job-specific health and safety training is provided and that CSPs (or similar hazard assessment and mitigation documents) are developed as appropriate.
- Periodically assess health and safety related job-specific instruction, rules, and procedures for new employees and employees transferring to new job assignments.
- Conduct periodic health and safety assessments of assigned operations to ensure that health and safety policies and safe work practices are followed, and that unsafe conditions or procedures are identified, assessed, and corrected prior to worker exposure.
- Oversee that supervisors (or designee) perform regular and documented worksite, work practice and equipment-specific inspections as required.

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- Ensure that employees use and maintain personal protective equipment required for their job duties.
- Respond to employee reports of health and safety concerns in a timely manner.
- Support supervisors' incident investigation activities as warranted.
- Notify the SFPUC Health & Safety Program of significant incidents, including near misses.
- Notify the SFPUC Health & Safety Program of all Cal/OSHA interactions as soon as possible.

2.6 Health and Safety Program

The Health and Safety Program is responsible for providing technical guidance and assistance to the Divisions and Bureaus to enable them to implement a comprehensive health and safety program.

Responsibilities include the following:

- Develop SFPUC-wide health and safety policies, programs, and standards to ensure compliance with state, federal and local health and safety regulations and with industry best practices.
- Assist Divisions and Bureaus with developing their specific health and safety programs and procedures.
- Establish SFPUC-level health and safety goals and effective metrics.
- Periodically assess employee worksites for adherence to regulatory and internal health and safety requirements.
- Periodically report out to management and employees on occupational incidents that have occurred within the organization; identify trends and problem areas as appropriate.
- Provide technical assistance to Divisions and Bureaus on compliance requirements related to health and safety regulations and best practices.
- Provide SFPUC-wide health and safety training programs and assist Divisions and Bureaus in developing job-specific health and safety training profiles.
- Conduct baseline health and safety inspections of new or substantially renovated facilities and make recommendations for corrective actions as warranted.
- Assist Divisions and Bureaus with incident investigations for serious injuries, illnesses, near misses, etc., and periodically review Division/Bureau Incident Reports.
- Lead compliance related interactions with health and safety regulatory agencies such as Cal/OSHA and act as a liaison between the SFPUC and regulatory agencies.
- Review new federal, state, and local health and safety legislation and aid the SFPUC with regulatory compliance.
- Provide mechanism(s) for employees to report health and safety concerns anonymously and respond to employee-reported health and safety concerns.
- Develop and provide SFPUC-wide safety communications.

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2.7 Human Resource Services (HRS)

- Assist Divisions and Bureaus in management of Workers' Compensation related matters.
- Assist Divisions and Bureaus in developing modified duty work assignments for those individuals who have experienced an occupational injury or illness leading to restrictions of their normal work tasks.
- Provide guidance to Divisions and Bureaus in enforcing health and safety policies through corrective action.
- Promote a strong health and safety culture by encouraging the development of organizational metrics that provide for accountability and transparency, and by encouraging organizational two-way communication with external and internal partners.

3.0 Compliance

- 3.1 Managers, supervisors, and employees are required to comply with all relevant health and safety regulations, policies, programs, and procedures.
- 3.2 Managers and supervisors are responsible for ensuring that health and safety requirements are clearly communicated and enforced in a fair and uniform manner and for establishing and maintaining systems to ensure a safe work environment.
- 3.3 All employees are responsible for assisting in maintaining a safe work environment.
- 3.4 Health and safety systems help ensure that employees comply with requirements and maintain a safe work environment. The SFPUC implements and maintains systems such as the following:
 - Holding regularly scheduled safety meetings at the SFPUC and Division/Bureau levels.
 - Regularly distributing health and safety related employee communications.
 - Developing and maintaining SFPUC health and safety policies, programs, and procedures.
 - Developing and maintaining comprehensive Health and Safety Intranet sites at the SFPUC and Division/Bureau specific levels.
 - Requiring periodic job site evaluations by persons in positions of responsibility or authority.
 - Including health and safety criteria in Performance Appraisal Reports.
 - Providing employee health and safety training (baseline and specialty) and routine tailgates.
 - Providing on-the-job acknowledgement for a job safely done or in-the-moment instruction on how to correct deficient behavior.
 - Implementing employee recognition programs that celebrate employees who perform and follow safe and healthful work practices.
- 3.5 The goal of the SFPUC is to achieve a safe and healthy workplace through training and positive reinforcement. However, individuals may be injured when health and safety regulations, policies, programs, and procedures are not adhered to, and therefore, noncompliance will not be tolerated. In the event of non-compliance, employees shall be disciplined following the progressive discipline procedures as specified in SFPUC and/or City and County of San Francisco (CCSF) policies and/or guidelines.

4.0 Training and Instruction

4.1 Injury Illness and Prevention

Introduction and/or review of the SFPUC IIPP is provided during various health and safety trainings including: New Employee Orientation training, supervisor safety training for front-line supervisors and managers, and annual IIPP tailgates.

- New Employee Orientation training shall be provided to new employees and include information on topics such as the following: employee health and safety rights, the SFPUC IIPP and Hazard Communication Program, awareness of key occupational hazards potentially present across the organization, available health and safety resources, and more.
- New and transfer employees shall be trained on job-specific hazards using a combination of formal training (e.g., respiratory protection) and on-the-job instruction provided by their immediate supervisors.
- Supervisor safety training for front-line supervisors shall be provided to new supervisors in conjunction with HRS Learning and Development (L&D) or as requested by Division/Bureau management.
- Regularly scheduled Safety "Tailgate" Meetings with employees shall be held at least every ten working days for field employees, at least weekly for tunnel construction work, and quarterly for office employees.

4.2 Job-Specific Hazard Training

Specific instructions shall be provided to all employees on hazards related to their job assignment(s) to the extent that such information is not already covered in other training. Workers shall be trained on subjects related to the hazards they may face in their environment and when performing their jobs. Job instruction shall be provided using a combination of formal training and on-the-job instruction by front-line supervisors (or designee), as appropriate.

Workplace specific health and safety training shall include topics such as, but not limited to, the following:

- Plans: Explanation of the IIPP, Emergency Action Plan, Fire Prevention Plan.
- Hazard Reporting: Procedures for reporting unsafe conditions, work practices, and injuries.
- IIPP Access: How to access an electronic copy or request a printed copy of the IIPP.
- PPE: Use of personal safety-related items including gloves, footwear, hardhats, harnesses, respiratory protection, and other personal protective equipment.
- Job Specific Tools and Equipment: Safe handling, usage, maintenance, and proper application of safety features such as interlocks and manual guards for each tool, piece of equipment, and piece of heavy equipment/motorized vehicle the employee uses.
- Chemicals: Information about chemical hazards to which employees may be exposed and other relevant hazard communication information such as Safety Data Sheet locations.
- Sanitation: Availability of toilet, handwashing, and drinking water facilities.
- Medical Support: Provisions for medical services and first aid including emergency procedures.

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4.3 Health and Safety Training Frequency

All employees, including managers and supervisors, shall receive training and instruction on general and job-specific health and safety practices. Training and instruction shall be provided as follows:

- Upon initial establishment of the SFPUC IIPP.
- To all new employees, including those that have transferred from another City department.
- To employees on hazards specific to their specific job assignment(s).
- To employees given new job assignments or for which training has not been previously provided.
- To supervisors to familiarize them with the safety and health hazards to which workers under their immediate direction and control may be exposed.
- Whenever new substances, processes, procedures, or equipment are introduced in the workplace and represent a new hazard.
- Whenever the SFPUC is made aware of a previously unrecognized hazard.

5.0 Communication

SFPUC recognizes that open, two-way communication between management, supervisors and employees on health and safety issues is essential to help prevent injuries, illnesses and other incidents in order to maintain a productive workplace. The SFPUC system of communication encourages all employees to inform their managers and supervisors about workplace hazards without fear of reprisal. The following methods of communication are designed to facilitate a continuous flow of health and safety information between management, supervisors and employees in a form that is readily understandable:

5.1 Employee Access to the IIPP

SFPUC employees or their designated representatives have the right to examine and receive a copy of the IIPP. Employees shall be shown how to access health and safety information on the SFPUC intranet site and shall be permitted to review, print, and/or email the current version of the SFPUC IIPP to themselves. Employees or their designated representatives who may not have ready access to a computer may request a printed copy of the SFPUC IIPP from their supervisor or manager. A copy of the IIPP will be provided within five (5) business days after receiving the request.

5.2 Health and Safety Bulletin Boards

Health and Safety Boards shall be posted and maintained at all Divisions and Bureaus. The Division or Bureau Manager is responsible for ensuring that the following information is posted on Health and Safety Bulletin Boards at their worksite(s):

- Cal/OSHA poster "Safety and Health Protection on the Job"
- "Access to Medical and Exposure Records" poster
- Information regarding the location(s) of Safety Data Sheets (SDSs)
- Cal/OSHA citations shall be posted for three days or the abatement period whichever is longer
- Previous year summary — Cal/OSHA Form 300A Summary of Occupational Injuries and Illnesses (February 1 through April 30)

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- Forms for employees to anonymously report unsafe/unhealthy work conditions
- A copy of Cal/OSHA's article 105 (CCR, Title 8, GISO), Control of Noise Exposure, where employees participate in the Hearing Conservation Program
- Generic Codes of Safe Practices for construction related activities, where applicable
- Other health and safety information such as Safety Notes for Supervisors, results of environmental monitoring, emergency phone numbers, evacuation plans, etc.

5.3 The Health and Safety Program Intranet

The Health and Safety Program develops and maintains intranet-based information available to all SFPUC employees such as identified below:

- Health and safety policies, programs, and guides
- Incident investigation and safety concern reporting forms
- Cal/OSHA notification requirements
- New or emerging health and safety issues (e.g., air quality and COVID-19)
- Training resources
- Codes of Safe Practices (CSPs) and similar hazard assessment/hazard mitigation documents
- SFPUC and Division/Bureau safety committee meeting agendas and minutes
- Safety Data Sheets (SDSs) — online access
- Employee Health and Safety Manual
- Safety Notes for Supervisors (newsletter)
- Supervisor Safety Handbook

5.4 Hazard Reporting

- Employees are encouraged to report to their supervisors, either verbally or in writing, any conditions, or practices that they consider a hazard to their health or safety without fear of reprisal.
- Employees may request assistance from other management personnel and Health and Safety Program staff to address health or safety concerns either verbally or by filling out the "Report of Unsafe/Unhealthy Working Conditions" form.
- The SFPUC maintains a system for employees to anonymously inform the Health and Safety Program about workplace hazards. Names will be kept confidential as requested, however, employees are encouraged to provide their name, so follow-up is possible. Several worksites have "Suggestion" boxes where employees can also submit health and safety concerns.

5.5 Safety Committee Meetings

- The SFPUC holds a regular department-wide safety committee meeting whose members include senior level representatives of the Divisions and Bureaus. In addition, Divisions/Bureaus shall hold their own regular health and safety committee meeting(s).
- Safety committee meetings are typically held monthly but shall be held at least quarterly.

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- Committee members shall review pertinent health and safety issues for each month including, but limited to, the following: regulatory updates; policies, programs, and procedures; incident investigation reports and mitigation measures; hazardous materials incidents; worksite inspection hazards and corrective action timelines; employee training; trends in incidents/near-misses and motor vehicle incidents; and other noteworthy items.
- Meeting minutes are posted on the Health and Safety Program's intranet site and are retained for at least one year.

6.0 Hazard Assessment

Regular worksite, work practice, and equipment-specific inspections/assessments shall be performed to identify existing or potential hazards, and/or work practice deficiencies, by an individual that is qualified by experience, training, and/or Cal/OSHA certification, or as otherwise appropriate.

6.1 Baseline Facility Inspections

Baseline Inspections at new or substantially renovated SFPUC facilities shall be performed by SFPUC Health and Safety Program staff in collaboration with a site representative.

6.2 Worksite Inspections

Regular and documented worksite inspections shall be performed as determined by each Division and Bureau; however, they shall be performed at least bi-monthly. Inspection frequency depends on factors such as the following: type of operation(s); magnitude of the hazards; changes in equipment or work processes; and the history of workplace injuries, illnesses, and other incidents.

Inspections shall be performed and documented, at minimum, as follows:

- As indicated in the IIPP
- Whenever substances, processes, procedures, or equipment which present potential new hazards are introduced into the workplace, or for tasks in which a hazard evaluation has not been previously performed.
- Whenever new or previously unidentified hazards are recognized.
- Whenever occupational injuries, illnesses, near misses and other incidents occur.
- Whenever workplace conditions warrant an inspection.
- Example inspection types include:

General (required in all locations)

- ✓ Automatic External Defibrillator (AED)
- ✓ Eye Washes/Emergency Showers
- ✓ Fire Extinguishers
- ✓ First Aid Kits
- ✓ Office Safety (storage, kitchens, desk areas, walkways)
- ✓ Work Area Inspections

Industrial (as appropriate)

- ✓ Equipment Specific
- ✓ Fall Protection Equipment
- ✓ Forklift
- ✓ Hazardous/Flammable Material Labeling and Storage

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Industrial (as appropriate), continued

- ✓ Hazardous Waste Labeling and Storage
- ✓ Ladders
- ✓ Local Exhaust Ventilation
- ✓ Machinery and Machine Guarding e.g., Abrasive Wheel/Grinder
- ✓ Personal Protective Equipment
- ✓ Rigging/Slings
- ✓ Spill Kits

6.3 Work Practice Assessments

Regular and documented work practice assessments shall be conducted by Division or Bureau Representatives to ensure that established safe work practices are being followed and that unsafe conditions or procedures are identified, corrected, and tracked.

6.4 Equipment-Specific Inspections

Regular and documented equipment-specific inspections shall be performed as indicated in the “Equipment-Specific Safety Inspection Frequency” table developed and maintained by the Health and Safety Program, or as otherwise required by the manufacturer or other recognized authority.

6.5 Hazard Documentation and Tracking

All formal inspections (facility, worksite, and equipment), work practice assessments and other identified hazards shall be documented (e.g., checklist, email, report, spreadsheet, Maximo, or equivalent) for the item, area or practice inspected.

A summary spreadsheet (or equivalent) shall be developed to display key information such as hazard findings and planned and completed corrective actions for each hazard as a means to provide effective tracking and oversight. This document shall be regularly updated, distributed, and reviewed at the appropriate safety committee meeting (per Section 7.4 - Review of Hazard Findings and Corrective Actions), and provided to any employee upon request.

All inspection records shall be retained following the requirements in Section 10.1.

7.0 Hazard Correction

7.1 Hierarchy of Controls

The “hierarchy of controls” shall be used in the order below (as effective, feasible and/or appropriate) when implementing hazard controls. These controls can be combined for maximum impact.

- a. Elimination or substitution of the hazard is the preferred method of hazard control
- b. Engineering controls are typically very effective
- c. Work practice and administrative controls are often required
- d. Personal protective equipment, the least preferred method of hazard control, can be used in combination with engineering controls, safe work practices and/or administrative controls (as appropriate) or when other methods of control are not available, feasible or effective.

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7.2 General Hazard Correction Procedures

- Unsafe or unhealthy work conditions, practices or procedures shall be corrected when observed or discovered by halting the activity, mitigating the hazard and/or altering the activity, followed by resuming the activity as appropriate.
- When immediate correction is not possible, the activity shall be suspended until interim controls can be applied that reduce the probably and severity of an injury, illness, or other type of incident that may result from the hazard.
- When unsafe or unhealthy work conditions cannot be immediately mitigated, the final correction timeline should consider issues such as the following: probability and severity of an injury, illness or incident resulting from the hazard; the availability of needed equipment, materials and/or personnel; time for delivery, installation, modification, or construction; and employee training requirements.

7.3 Imminent Hazards and Right to Refuse Work

Imminent hazards are those which threaten to cause immediate death or serious harm to life, property, or the environment:

- It is SFPUC policy not to place any employee into a situation where they are exposed to an imminent hazard.
- Employees have the right to refuse work involving an imminent hazard and cannot be disciplined for doing so.
- When an imminent hazard is identified that cannot be immediately controlled without endangering employees, the supervisor will immediately remove personnel, shut down the job, and advise senior management. The exposed workers shall be removed from the hazard area except those employees required to correct the existing condition.
- Workers necessary to correct the hazardous condition shall be provided with effective protection prior to implementing corrective actions. If adequate safeguards cannot be implemented, personnel shall not be allowed to re-enter the hazard area to mitigate the hazard(s), and the SFPUC Health and Safety Program should be contacted for further guidance.

7.4 SFPUC Safe Work Environment Procedure

In accordance with the *SFPUC Safe Work Environment Procedure*, when an employee identifies an imminent hazard, the employee should report the concern to their supervisor and attempt to resolve or implement interim corrective measure(s), as possible. When an employee, in good faith, believes that a hazardous or unsafe condition exists that they and their supervisor cannot effectively resolve, and that continuing to work under such conditions poses risk beyond those normally associated with the nature of the job, contact the SFPUC Health and Safety Program for guidance.

Upon notification of an imminent hazard from an employee or supervisor, an H&S Representative will promptly investigate the concern. Until the H&S Representative makes a hazard determination, employees will be assigned other work.

If the H&S Representative determines that the concern is valid, the determination, and recommendations regarding hazard mitigation and employee work practices, will immediately be submitted to Division/Bureau management for resolution. Management will notify staff when the hazard(s) have been corrected and work may resume.

If there is disagreement between the employee's good faith belief that a hazardous or unsafe condition exists and the H&S Representative's determination of the condition, the employee

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may appeal that determination consistent with the relevant Memorandum of Understanding's safety related appeal/grievance process. The SFPUC will not retaliate against any employee for making a good faith complaint(s) regarding workplace health and safety issues.

7.5 Review of Hazard Findings and Corrective Actions

Division/Bureau Management and the appropriate Health and Safety Committee(s) shall routinely review inspection/assessment hazard findings and planned and completed corrective actions for each documented hazard. A summary spreadsheet (or equivalent) prepared according to Section 6.5 - Hazard Documentation and Tracking, shall be regularly updated and provided to members at the appropriate safety committee meeting, and to any employee upon request.

8.0 Reporting Occupational Injuries and Illnesses to Cal/OSHA

8.1 Reporting a Serious Occupational Injury or Illness to Cal/OSHA

The Division/Bureau Manager or designee shall ensure that the nearest Cal/OSHA District Office is notified (via Telephone or email) within 8 hours of a Serious Occupational Injury or Illness incident.

Exception: Making a report to Cal/OSHA is not required when the injury, illness or fatality is caused by an incident on a public street or highway unless the incident occurred in a construction zone.

"Serious injury or illness" is defined in Title 8, CCR Section 330(h), and includes:

- Death
- Amputation
- Loss of eye
- An injury that can be expected to result in a serious degree of permanent disfigurement
- Inpatient hospitalization (except for medical observation or diagnostic testing)
- An exposure to a hazardous substance in a degree or amount sufficient to create the realistic possibility of death or serious physical harm in the future

Note: Cal/OSHA must be notified as soon as possible when ambulance transport occurs from a worksite, or relating to work outside of a site, due to the length of time that can occur between ambulance transport and an employee injury/illness status update.

Making a report to Cal/OSHA:

When making a report to Cal/OSHA, the individual shall provide the following information (as available):

1. Time and date of incident
2. Employer's name, address, and telephone number
3. Name and job title of person reporting the accident
4. Address of where the incident occurred
5. Name of contact person regarding the incident
6. Name, contact number, age, and address of injured employee(s)
7. Nature of injury
8. Location where injured employee(s) was (were) moved
9. List and identity of any law enforcement agencies present at the incident site
10. Description of incident and whether the scene has been instrumentally altered

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8.2 Employee and Supervisor Reporting Requirements to Cal/OSHA

All serious occupational injuries and illnesses as indicated in the previous section shall be reported to the nearest Cal/OSHA office immediately (no later than the end of the work shift), and to the employee's direct supervisor or designated representative.

The direct supervisor or designated representative shall notify the Division/Bureau Workers' Compensation Recordkeeper and HRS Workers' Compensation Coordinator of all occupational injuries and illnesses in a timely manner.

9.0 Incident Investigations

9.1 Definition and Investigation of an Incident

Incidents include, but are not limited to, the following: injuries, illnesses, vehicle crashes, property damage, near misses, serious exposures to harmful agents, and situations involving imminent hazards.

All occupationally related incidents shall be investigated for the following purposes:

- To determine the root cause(s) of the incident.
- To develop an action plan to mitigate the root cause(s) of the incident(s) to help prevent future similar events from reoccurring.

9.2 Required Actions Following the Occurrence of an Incident:

The supervisor whose employees are involved in an incident shall initiate a timely investigation following knowledge of the incident in order to determine the root cause(s) of the event and to develop an action plan to correct the causal factors.

Division/Bureau Managers are responsible for allocating resources and time to correct the hazards and behaviors that led to the incident.

9.3 Incident Investigation Procedures

Procedures for investigating workplace incidents and hazardous substance exposures at minimum include:

- Visiting the incident scene as soon as possible
- Interviewing injured worker(s) and witnesses
- Examining the workplace for factors associated with the incident and/or exposure
- Determining the causal factors of the incident/exposure
- Taking corrective actions to prevent the incident and/or exposure from recurring
- Recording the findings and corrective actions taken
- The current SFPUC incident investigation template report (or equivalent) shall be utilized to develop and document a thorough investigation. The template report requires that causal factors and corrective actions be identified.
 - ✓ Causal factors are those items or events that contributed to the occurrence of the incident. Factors can include environmental conditions, inadequate training or job planning, defective equipment, lack of or ineffective PPE, etc.
 - ✓ Corrective actions include immediate and long-term or permanent mitigation measures that are implemented to ensure that a similar incident does not reoccur.

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9.4 Roles and Responsibilities Related to Incidents

Depending on the severity of an incident, supervisors, Division/Bureau Managers/Safety Representatives and SFPUC Health and Safety Program staff may have different levels of involvement in an investigation. Recommended roles and responsibilities are identified in the following Table 1:

Table 1. Recommended Roles and Responsibilities Related to Occupational Incidents

	Incidents Without Occupational Injuries or Illnesses e.g., near miss	Incidents Involving Occupational Injuries or Illnesses	Incidents Involving Serious Occupational Injuries, Illnesses, or Fatalities
Supervisor	<p>Conducts Investigations</p> <p>Completes Incident Report and submits it according to established protocol.</p>	<p>Conducts Investigations</p> <p>Completes Incident Report and 5020¹ and provides DWC Form 1 to employee(s)</p> <p>Submits incident related documentation according to established protocol.</p>	<p>Conducts Investigations</p> <p>Completes Incident Report and 5020¹ and provides DWC Form 1 to employee(s)</p> <p>Submits incident related documentation according to established protocol.</p>
Division/Bureau Safety Representative	<p>Conducts periodic audits of the supervisors' investigations.</p> <p>Assists with performing the investigation as needed.</p>	<p>Conducts periodic audits of the supervisors' investigations.</p> <p>Assists with performing the investigation as needed.</p>	<p>Works in combination with the SFPUC Health and Safety Program staff to gather relevant information.</p> <p>Participates in or performs a thorough investigation as requested by the Health and Safety Program.</p>
Superintendent-Level Manager	<p>Reviews and maintains Incident Report according to the SFPUC Records Retention Policy.</p>	<p>Assists with investigations as needed.</p> <p>Reviews and maintains Incident Report according to the SFPUC Records Retention Policy.</p>	<p>Assists with investigations as needed.</p> <p>Reviews and maintains Incident Report according to the SFPUC Records Retention Policy.</p>
Division/Bureau Manager	<p>Reviews Incident Report to consider/ensure implementation of corrective actions and other recommendations.</p>	<p>Reviews Incident Report to consider/ensure implementation of corrective actions and other recommendations.</p>	<p>Reviews Incident Report to consider/ensure implementation of corrective actions and other recommendations.</p>
Division/Bureau Health and Safety Committee	<p>Reviews hazard tracking document and tracks completion status of hazard mitigation activities.</p>	<p>Reviews hazard tracking document and tracks completion status of hazard mitigation activities.</p>	<p>Reviews hazard tracking document and tracks completion status of hazard mitigation activities.</p>
SFPUC Health and Safety Program	<p>Conducts periodic audits of incident investigations.</p>	<p>Conducts periodic audits of incident investigations.</p> <p>Performs or assists with investigations of incidents that result in lost time or are deemed significant.</p>	<p>Works in combination with the Division/Bureau to gather relevant information.</p> <p>Participates in or performs an incident investigation as requested by the City Attorney or SFPUC management.</p>

10.0 Documentation and Record Retention

Division/Bureau Managers shall ensure that comprehensive documentation is developed and retained for the following items within their areas of responsibility:

10.1 Inspections and Work Practice Assessments

All formal inspections (facility, worksite, and equipment) and work practice assessments shall be documented. Documentation shall at minimum include the following: date and location of the inspection or work practice assessment; person(s) conducting the evaluation; hazards and deficiencies identified; corrective action(s) taken to mitigate the unsafe conditions and the date each hazard was mitigated.

All inspection records shall be retained by the Division/Bureau for three (3) years unless otherwise required, e.g., certified crane inspections have a five (5) year retention requirement per Cal/OSHA.

10.2 Training

Divisions and Bureaus shall ensure that employee Health and Safety training data is recorded in the online SFPUC or CCSF Learning Management System (LMS). At minimum, the following information shall be recorded: the employee's first and last name, training type, training dates, training provider, and employee completion status.

All employees shall have the right and opportunity to examine and receive a copy of their training records by either logging on to the LMS system and viewing and/or downloading them, or by requesting a training report through their supervisor.

Training records shall be retained for a minimum of ten (10) years in the SFPUC LMS.

10.3 Committee Meetings

Health and Safety committee meeting records shall be maintained for at least one (1) year.

10.4 Other Health and Safety Records

Other Health and Safety Records shall be maintained per the SFPUC Records Retention Schedule.