



EMPLOYEE HANDBOOK

479 Aquaduct Drive
P.O. Box 1210
Brooks, AB T1R 1C1
Office: (403) 794 – 0034
Dispatch: (403) 793 – 0033

www.swabmaster.com

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Welcome to Swab Master Ltd.

Swab Master Ltd. has been proudly serving the Western Canadian oil and gas industry for over 25 years. Based in Brooks, Alberta provide professional swabbing and well servicing support throughout Alberta and surrounding regions. Our company is committed to maintaining safe operations, reliable equipment, and high-quality service for our clients.

We take pride in:

- Professional & Experienced Personnel
- Strong Health & Safety Standards
- Reliable Equipment
- Comprehensive Safety Program
- Continuous Training & Operational Improvements
- Quality Customer Service

This handbook is designed to help employees understand company policies, workplace expectations, and Health & Safety responsibilities. All employees are expected to follow the Occupational Health & Safety requirements, company procedures, and safe work practices at all times.

Swab Master Ltd. complies with applicable Alberta Employment Standards and Occupational Health & Safety legislation and is committed to maintaining a safe, respectful, and professional workplace for all employees and contractors.

For additional information, employees may contact the office directly. 479 Aquaduct Drive, Brooks, AB, 403-794-0034 or by email at safety@swabmaster.ca

Expectations

Responsibilities

Every level of employee at Swab Master Ltd. (The Company) is bound by the Occupational Health & Safety Act, Regulation and Code to take responsibility for the health and safety of themselves, co-workers, contractors, and visitors at the place of work.

The Company has a responsibility to provide all its employees with appropriate training, a safe workplace, equipment and to ensure that they are aware of all hazards present in the workplace.

Supervisors are responsible for protecting the Health & Safety of their workers and themselves, cooperating with the Health & Safety Program, training their workers adequately, and completing paperwork among other things.

Workers are responsible for protecting their Health & Safety, following rules and regulations, reporting any hazards, and ensuring they are comfortable with the amount of training received for any task.

Contractors and Visitors are also responsible for protecting their Health & Safety while on any Swab Master Ltd. site. They are to be aware of the hazards and know the Emergency Response Plan.

A full list of responsibilities for each position can be found in Element 1 of the Health & Safety Manual. In addition, you can find a list of duties and requirements for your position in Element 2.

Expectations

Working Requirements

You are to show up to work whenever you are required. If you are assigned to work in the shop, then you should be there at 8am and ready for work. If you are working in the field, you will be given a time by your supervisor. You should be ready 15 minutes prior to the time given.

You are to keep your training current and complete any orientations necessary for our clients. The Safety Coordinator can schedule you in for any necessary outsourced training such as First Aid or H2S. The Safety Coordinator keeps a current record of all your tickets and orientations and will be diligent in reminding you of any expiry dates, however, at the end of the day – the tickets are yours to keep up to date.

You should always arrive fit for work with your tickets and appropriate PPE for the job.

Your time sheet should be filled out daily. (With an exception for working out of town. If you are out of town when cut off happens, you need to call in your hours)

You are to always follow the instructions given to you by your supervisor or manager.

You are to complete your assigned paperwork promptly and correctly and submit it to the office as soon as reasonably possible.

You should report all hazards and deficiencies immediately.

You are to fill out a Leave Request Form for any scheduled days off.

You must adhere to all rules and regulations.

Company Organization Chart



COMPANY ORGANIZATIONAL CHART



Medical / Dental / AD&D Insurance Benefits

You may qualify for health benefits after three months of full-time work.

Swab Master will pay ½ of the premiums for Medical, Dental, Life and AD&D. We can provide you with a booklet describing what is available. It takes approximately a month to process your application – your forms **MUST BE COMPLETED ASAP TO AVOID ANY PENALTIES**

***Note:** Life, AD&D are mandatory, Medical and Dental can be waived if you have another coverage.

Occupational Health & Safety Policy

Swab Master Ltd. and its divisions are committed to providing their clients with the highest quality of service. To accomplish this goal, the safety of our employees, contractors, and the public is of utmost importance. This includes the protection and maintenance of the health and safety of employees (physical, psychological, and social well-being). On-going hazard analysis, communication and training will provide our workers with the skills and knowledge to perform their jobs efficiently and with reduced risk.

It is the duty and responsibility of every employee to actively participate in making the work environment safe and productive. All employees must comply with the safety standards set by the company as well as all relevant government regulations. All employees have the Right to Know, Right to Participate, and Right to Refuse. If any employee feels they are in danger or their job is too dangerous, then it is their responsibility to stop what they are doing at once and report this to management.

Management and supervisors are responsible for always protecting the health and safety of themselves and others, and to ensure that all employees are properly trained, and all appropriate safety procedures are followed. "Safety First" is to be promoted in all our operations.

Workers are responsible for ensuring they are always protecting the health and safety of themselves and others, and to adhere to all safety protocols implemented. They are our best resource to help continually evolve the health and safety program.

Contractors and visitors are responsible for their own health and safety and that of others in the workplace. Contractors and visitors are to follow our health and safety policies as well as all applicable health and safety legislation.

Our goal is a healthy, injury free, productive working environment for our employees and for others around us. Our commitment is to the safety of our employees. Working together we will achieve this goal.

Health & Safety Rules

Health and Safety rules and regulations shall be available to all employees. A record of receipt of these rules and regulations by all employees shall be maintained on file.

Health and Safety rules and regulations shall be reviewed annually through the Management; remain current and enforced consistently by supervision daily.

In circumstances where employees fail to observe known Health and Safety rules and regulations, the supervisor and/or management shall apply discipline as per management's discretion.

Health and Safety Rules and Regulations Apply to:

- All employees
- Visitors
- Contractors
- Others having business with Swab Master Ltd.

The company encourages the correction of unsafe acts and supports employee's efforts to correct them without exposing themselves to the threat of injury.

The employee must:

Try to personally correct the unsafe condition without exposing themselves to the threat of personal injury. If this cannot be accomplished, the employee must notify their supervisor or manager to control the hazard(s).

Management shall:

Review the forms periodically to ensure employees are completing the forms correctly and initiate corrective action and follow up to final resolution on any concern.

You can access the entire Rules & Regulations Policy in Element 3: Policies & Procedures in the Health & Safety Manual. The next four pages will outline all Rules & Regulations for your reference.

Health & Safety Rules

1. All necessary precautions must be taken to ensure the safety of all personnel at or around the work site.
2. Special attention must be paid to the young worker between the ages of 15 and 24. The new and young worker must be recognized as such by placing a green hand sticker on his hard hat and will remain there for at least 3 to 6 months, or until the employer determines the new and young worker has passed orientation and is able to perform all job tasks with an understanding of the rules and regulations.
3. Property and equipment on or adjacent to the work site must be properly protected from possible damage. Workers are required to perform a Daily Rig and Tank Truck Inspection and record it on the Rig and Tank Truck Inspection forms. During daily operations employees are required to perform a visual inspection every time the Derrick is raised in the air as per the guidelines provided by Kodiak Engineering.
4. Workers are to ensure all deficiencies are identified and if possible corrected by the employee.
5. Workers are to ensure the equipment and PPE is in proper state prior to use.
6. Any safety concerns expressed by the client must be immediately adhered to, with appropriate action taken.
7. Near misses: are events, which did not cause injury or damage but still provide a useful lesson. These events must be reported using the "Incident / Near Miss" reporting form. Forms may be found on-line @ www.swabmaster.com or from the office.
8. ALL accidents no matter how small must be reported immediately to your supervisor or manager. These include vehicle accidents, lost tools, personal injury accidents, illnesses, etc. These events should be reported on the "Incident/Near Miss" form.
9. Swab Master Ltd. will conduct general safety meetings monthly with their employees. Employees must be in attendance if they are available. A yearly company meeting will take place during Spring break up.

10. Pre-job/Tailgate Safety Meeting /JSA: Before any job is started, a pre-job/tailgate safety meeting will take place to discuss the job and any hazards with all persons involved. If the scope of work changes another pre job / assessment will be done before continuing work. All related procedures are to be discussed, understood, and documented by all persons.

11. Records of employee safety training are kept in the office of Swab Master Ltd. Workers will be notified of any updates required, but it is also the responsibility of the employee to keep track of their expiry dates. Our program must ensure workers are competent to operate equipment and perform job tasks.

12. Employees taking any medication that may impair their ability to perform the duties of their position must report this to Management. Management may then place restrictions on the employee's activities appropriately.

13. Any handicaps such as hearing loss, poor vision, color blindness, phobias, or otherwise, should be reported.

14. Right to Refuse Dangerous Work: If an employee is of the opinion that performing a job will endanger person(s) on the work site that employee shall:

- (a) Shut down operations.
- (b) Notify the customer site representative to resolve the problem.
- (c) Notify the office of Swab Master Ltd. if the problem is not dealt with in an effective manner.
- (d) Continue only after authorization by the employee's supervisor.

15. Safety Devices: Employees shall not operate equipment where safeguards have been removed except for maintenance. Caution must be exercised, in this case, to minimize potential hazards. Hazard assessments must be done on equipment that may pose a hazard, such as the use of the welder. Employees shall adhere to our lockout/tag out policy.

16. Equipment: All Swab Master Ltd. equipment (rigs, tanks, pickups, tools, etc.) will be maintained and kept in safe, operational, effective & efficient condition. Regular inspections and maintenance of vehicles and tools will be documented

17. Safeguards: An employer must provide safeguards if a worker may accidentally, or through the work process, encounter:

- (a) moving parts of machinery,
- (b) points of machinery at which material is cut, shaped or bored,
- (c) surfaces with temperatures that may cause skin to freeze, burn or blister,
- (d) energized electrical cables,
- (e) debris, material, or objects thrown from equipment,
- (f) material being fed into or removed from process equipment, or
- (g) Machinery or equipment that may be hazardous.

An employer must ensure that the design, installation, operation, and maintenance of safeguards meet the requirements of CSA Standard Z432-04, Safeguarding of Machinery (OH&S)

18. Substance Abuse: Any person employed by Swab Master Ltd reporting for work suspected of being under the influence of alcohol or drugs / substances shall be sent home and is subject to, at management's discretion, disciplinary action. Swab Master Ltd. Has a ZERO TOLERANCE POLICY with regards to substance abuse.

19. Smoking:

- a) Smoking is only permitted in designated areas.
- b) Only safety matches or safety lighters (double action) may be carried within classified hazardous areas.
- c) Customer rules and regulations regarding the carrying of cigarettes and matches or lighters on work sites will prevail.

20. Housekeeping: Is the responsibility of all employees. Unsightly or hazardous conditions due to poor housekeeping will not be tolerated. If you see a hazard, eliminate it. If this is not possible, report it to your supervisor or manager. In addition, you are required to fill out an Opportunity Report and submit it as soon as possible.

21. Driving – see Driving and Travel Procedure or Transportation (Element 9)

22. Headlights should always be on. The drivers of vehicles must comply with the speed limits as posted. Safety belts are compulsory. Flammable materials shall not be carried within the cab of the vehicle.

23. Vehicle Traffic Control: Workers must be protected from dangerous traffic at a work site by controlling the traffic. If a worker is on foot and is exposed to traffic a highly visible piece of clothing must be worn. If a worker is designated as a traffic controller the employer must ensure they wear a highly visible piece of clothing that clearly identifies the worker as such and is retro reflective if it is dark or poor visibility. If it is dark and or poor visibility the worker must use a handheld signal light

24. Highway Traffic: If public traffic on a highway is dangerous to workers an employer must ensure that workers are protected by using:

- a) Warning Signs
- b) Barriers
- c) Flares
- d) Flashing Lights
- e) Lane Control Devices
- f) Conspicuously identified pilot vehicles
- g) Designated persons controlling traffic.

25. Conveyance or use of firearms on the work site is prohibited.

26. Fighting or horseplay will not be tolerated.

27. Ensure all loads and equipment are well secured during transport

28. No burning or littering of garbage or rubbish. It must be cleaned up and disposed of properly. Oil rags must be left at the work location and disposed of in clients approved bins. They are not to be brought back to the shop as per the Fire and Explosion Hazard Management Program.

29. Emergency procedures to be on worksites and readily available

30. WHMIS and Transportation and Handling of Dangerous Goods regulations must be strictly adhered to.

31. Safety belts and lifelines must be worn when required.

32. When using a stepladder, one must never use the top two rungs.

33. Comply with the Personal Electronic Device (PED) Policy.

Discipline Policy

To treat our employees fairly, we use a “Positive Discipline” approach. Positive Discipline means training, correcting and coaching employees in the following reasonable rules and achieving standards of performance through recognition, rewards, and performance reviews. Employee driven performance evaluations will be completed annually.

When Positive Discipline fails, we implement Progressive Discipline. This means increasing in severity. Depending on the severity and/or frequency of an offence, disciplinary action will constitute one of the following actions - Verbal Warning- Written Warning- Equipment Suspension- Suspension Without Pay – Discharge/Dismissal.

Below is a short list of items that may be subject to disciplinary action.

- Preventable accidents
- Theft of any type, including unauthorized use of a fuel card. (i.e.: personal purchases)
- Deliberate damage to Swab Master Ltd. property or customer property.
- Negligence or careless behaviour causing major damage or injury.
- Carrying or consuming intoxicants or illegal substances in Swab Master Ltd. vehicles while on duty or on company property.
- Being under the influence of any legal drug that impairs the driver’s abilities to drive during working hours.
- Taking, possessing or being under the influence of any illegal substance or alcohol during working hours
- Refusal to carry out instructions or not complying with direct orders of your supervisor or manager.
- Dishonesty or falsification of any Company records (including timesheets; kilometer and fuel reports; or Hours of Service logs)
- Gambling on company property
- Causing or failure to report environmentally hazardous incidents
- Failure to use safety equipment and personal protective equipment as and where directed.
- Potentially serious preventable accident, injury, or shop incident.

Be sure to review the ENTIRE discipline policy in Element 3 of the Health & Safety Manual.

Accident Prevention Policy

Management is committed to the principle that all undertakings at Swab Master Ltd. strive for prevention of accidents, incidents, occupational illnesses and the health and safety of our employees.

Management accepts responsibility for the development of effective health and safety programs. Management will fulfill their obligations in accordance with Company policy and applicable regulations.

Every employee of Swab Master Ltd. is expected to be committed to the development of a positive attitude toward accident and incident prevention, perform in a safe work manner, and follow safe work practices.

All employees are required to be observant of their work area and report at least one hazard identification or near miss opportunity per month. They are required to do a pre-job hazard assessment daily before commencing work.

Near misses, hazard identifications and opportunity reports are tracked and patterned so that management can have a better understanding of where the likeliest problems may occur. It will be the responsibility of all employees to review this data in developing controls for known hazards and decreasing the number of accidents and incidents.

Environmental Policy

Swab Master Ltd. is committed to providing high standards of environmental protection. Managements' objective is to ensure that these standards are an integral part of our day-to-day operations.

Management shall ensure that through courses and training our employees shall understand and fulfill expectations for our Environmental Management System.

Workers, contractors, and visitors will share in the responsibility of following appropriate practices and to adhere to all regulations which govern the work they are performing. They also have the responsibility to report any infractions, and to report any unsafe conditions as well as protecting the environment at all times.

Spill Prevention

All chemical substances, such as methanol, propane, diesel, etc. will be kept in approved containers and clearly and properly labeled. These containers should be closed at all times if not in use, inspected for damage regularly and stored properly to avoid damage and exposure to rainwater.

There is a spill kit located in the shop for small oil spills. There are also spill kits provided in each tank truck to quickly and efficiently clean up small spills. Our crude spec tank trucks are equipped with air actuated valves to prevent spill from the tank.

Spill kits will be inspected monthly to ensure the contents are adequate. If supplies are missing, the inspector is responsible for submitting an Opportunity Report to have the necessary supplies restocked. The shop inspection is performed monthly by a worker and tank trucks are inspected weekly by managers.

Fatigue Management Policy

It is the duty of the employee to report to management if they feel fatigued or if another worker is showing signs of fatigue and to take corrective action.

It is the duty of the employer to be aware of signs of fatigue, train employees on recognizing, controlling, and reporting fatigue and to listen to employees if they state they feel fatigued and take corrective action.

“Fatigue” is a state of reduced mental and physical alertness of functioning caused by sleep related disruption or deprivation because of extended work hours, insufficient sleep, or the effects of sleep disorders, medical conditions or pharmaceuticals which reduce sleep or increase drowsiness.

A person suffering from fatigue has slowed reflexes and reduced function in daily life. Excessive tiredness is also a known risk factor in motor vehicle and workplace accidents.

Fatigue management is a shared responsibility between management and workers and involves factors both inside and outside of work.

Employers and persons conducting a business or undertaking are responsible for using a risk management approach to manage fatigue.

Step 1.	Sleep in prior 24 hours					
	Sleep	<2Hrs	3Hrs	4Hrs	5+Hrs	
	Points	12	8	4	0	
Step 2.	Sleep in prior 48 hours;					
	Sleep	<8Hrs	9Hrs	10Hrs	11Hrs	12+Hrs
	Points	8	6	4	2	0
Step 3.	Hours of wake since last sleep					
	Add one point per Hour awake greater than sleep in Step 2.					

Harassment Policy

Swab Master Ltd believes that all our employees have the right to work in an environment free from all forms of harassment. “Harassment” is defined as any objectionable conduct, comment or display by a person that:

is directed at an employee;

is made based on race, creed, religion, color, sex, sexual orientation, marital status, family status, disability, physical size or weight, age, nationality, ancestry, or place of origin; and

constitutes a threat to the health or safety of the employee.

Employees are encouraged to address alleged incidents of harassment internally. An employee who believes that he/she has been subjected to harassment is encouraged to make clearly and firmly known to the alleged harasser that the harassment is objectionable and must stop.

Where circumstances prevent an employee from acting, or the action taken is unsuccessful, the employee would report the alleged harassment to one of the following persons designated by our company to receive complaints of harassment:

Hong Zhong Guo	Owner/Operations Manager	403-409-9577
Shawn Gleisner	Asst. Operations Manager	403-376-4074
Andre St. Germain	HS Representative	403-376-3272

The company will notify the alleged harasser of the complaint, provide the alleged harasser with information concerning the circumstances of the complaint, and undertake a confidential investigation.

Following the conclusion of the investigation, the company will inform the employee and the alleged harasser of the results of the investigation.

DEALING WITH IRATE CUSTOMERS

- Focus on the emotions first, try to remain calm, and try to calm the other person.
- Try to avoid escalating the situation. Find ways to help the irate customer save face.
- Listen carefully and try to put yourself in the customer’s shoes, so you can better understand how to solve the problem
- If you cannot calm the person, ask for help.

Investigation Policy

It is the policy of Swab Master Ltd. that all accidents, incidents (near misses), environmental and occupational illness be reported and investigated in a timely manner.

The purpose of such investigations shall be to determine the root cause of the incident so appropriate action can be taken to prevent recurrence. It is important to remember the focus of the investigation is not to lay or assess blame.

Supervisors are responsible to conduct and submit reports and then share the outcome of the investigation with their workers at a safety meeting to ensure everyone understands what occurred and what corrective action has been or will be implemented.

A general review of incident reports and investigations will be included on the agenda at the monthly safety meetings.

Refer to Element 7: Accident/Incident Investigation for the Investigation Procedures.

Lockout / Tag Out Policy

Also known as: Managing the Control of Hazardous Energy

Lockout means to physically neutralize all energies in a piece of equipment before beginning any maintenance or repair work.

Our policy is to train our employees in the lockout/tag out procedure and to provide necessary supplies for the purpose of lockout/tag out.

Management is responsible to train the employees and assign employees to be responsible for carrying out the procedure.

Rig operators are responsible to oversee the lockout/tag out procedures, making sure they have the necessary locks and know how to use them.

Employees are responsible to perform tasks and understand the procedures.

Machine Guarding Policy

Swab Master Ltd. management will make every effort to ensure machine guarding is added to all applicable machinery and equipment. Under circumstances where machine guarding is not possible, signage and proper training in safe work procedures will be provided. If you are unsure of safeguarding methods, exercise your “right to refuse” unsafe work and ask your supervisor or manager.

All workers are responsible for working safe and ensuring that safeguards and machine guarding are NOT removed or tampered with on any vehicle, tool, or other equipment.

Maintenance Policy

All tools and equipment shall be properly maintained to reduce risk of injuries to employees or damage to property. Preventative maintenance is a very important part of the maintenance program.

To ensure this is done, the following items shall be inspected and documented:

- Commercial Vehicle Pre-Trip Inspection
- Tank Truck Inspection Report
- Rig Inspection must be completed daily, and deficiencies reported.
- Visual inspection every time the Derrick is in the raised position as per Kodiak Engineering guidelines.
- Pick-up Trucks

If a defect is sighted, a report must be filled out and brought to the attention of the immediate supervisor. Minor repairs can be made by a supervisor or upon his instructions. All other repairs such as changing tires, belts and lights must be done by a qualified person.

If you find that on a site, you have defects or breakdowns you are required to report to your immediate supervisor of your situation. If it is deemed necessary to call for emergency towing, service, or repairs your supervisors will instruct you to do so.

Modified Work Policy

Modified work assists in the rehabilitation and early return to work of ill or injured employees.

Swab Master Ltd. will make every reasonable effort to provide suitable (temporary) employment to any employee unable to perform their duties. This may include a modification of the employee's original position or providing an alternate position, depending on the employee's medical restrictions.

Only work that is meaningful and productive shall be considered for use in the modified work program. These jobs must comply with current W.C.B. adjudicative guidelines.

Participants placed on modified work will be expected to provide feedback to improve the program.

All employees, regardless of injury or illness, will be considered for placement in modified work.

Musculoskeletal Injury Policy

If a worker reports to the employer what the worker believes to be work related symptoms of a musculoskeletal injury, the employer must promptly:

- (a) review the activities of that worker, and of other workers doing similar tasks, to identify work-related causes of the symptoms, if any, and
- (b) take corrective measures to avoid further injuries if the causes of the symptoms are work related.

Recognizing the three stages of musculoskeletal injury:

- Discomfort of the affected area for a period of time – sharp pains, dull aches, tingling or numbness due to compressed nerves, burning sensations, swelling, redness, tenderness to the touch and pain when affected body parts are moved.
- Begins to affect work tasks – increasing discomfort
- Discomfort is present all the time and affects way of life and work – possible disability.

Workers and employers should recognize these signs before stage 3 is reached.

Pandemic Influenza Policy

Our policy is to educate and provide information to our employees on such outbreaks and to keep them informed of the severity and risks to their health and wellbeing.

Web sites that provide information on how to protect yourself from having the flu or passing it on:

www.health.alberta.ca

www.albertahealthservices.ca

www.phac-aspc.gc.ca

Prevention – this is important to follow at work and at home:

- Wash hands often
- Keep common surfaces disinfected
- Cough and sneeze into your arm, instead of your hand or towards other people
- If you are sick, stay home until your symptoms are gone and you feel well enough to participate in all activities
- If your symptoms become severe seek medical attention,
- If you get flu-like symptoms and are pregnant, have underlying health problems or if your symptoms get worse, contact your health care provider.
- During an outbreak avoid large gatherings
- Vaccination

If you are ill or exposed to the influenza you must report to your Rig Supervisor, Lead Operator, or General Manager. Please seek medical treatment if you are ill.

Personal Electronic Device (PED) Policy

The purpose of this policy limiting the use of any Personal Electronic Device (PED) at work is to protect Swab Master Ltd employees. Inappropriate use of PED's at work can cause injuries because it is distracting and may interfere with the proper and safe use of equipment and machinery. Any PED's with headphones or earpieces may also become tangled in machinery or interfere with the proper use of and personal protective equipment (PPE).

For field purposes, this policy will not supersede any Clients policy. If the Client has a PED policy in place, it will be strictly followed. This policy will be secondary to the Clients rules and regulations regarding personal electronic devices.

This policy applies to all employees with reference to using a PED during work hours. Any PED must be left in your vehicle or in your locker. You are permitted to check your PED during scheduled or spontaneous downtime (coffee break, lunch break, standby, etc.).

- *Management / Office Staff / Supervisors* – are permitted to use a PED during work hours, providing the purpose is work-related. For example, a supervisor checking in with a client or with Swab Master Ltd. management.
- *Rig Assistants / Shop Hands / Helpers* – are NOT permitted to use any PED during work hours. This includes working in the shop or in the field at a well location.
- *Visitors / Contractors* – Are permitted to use their own PED provided they are in a safe environment as deemed by their Swab Master Ltd. convoy.

PROHIBITIONS

General: While in the workplace during work hours, all workers are expected to focus on work and may not inappropriately use and PED in the workplace for any inappropriate or unnecessary purposes, including but not limited to:

Engaging in personal conversations	Playing games
Use of any social media platform	E-reading
Surfing the internet	Checking email
Sending SMS/MMS text or video messages	

Personal Protective Equipment Policies

Swab Master Ltd.'s policy is that:

- All PPE used by Swab Master Ltd. will be within the requirements of OH&S regulations and CSA standards.
- All PPE used by Swab Master Ltd. will be maintained in accordance with manufacturer's instructions and requirements. The employee using the PPE will inspect company issued PPE at time of issue and before each use.
- All workers are trained in the correct use, care, limitations and assigned maintenance of the personal protective equipment.

To ensure that PPE does not pose a danger to the worker, the following must be done:

- All PPE that is of questionable reliability, damaged or in need of service or repair will be removed from service immediately.
- No piece of PPE will be modified or changed contrary to manufacturer's instructions or specifications or OH&S Regulations.

The safety information in this policy does not take precedence over OH&S regulations. All employees should be familiar with the OH&S Act and Regulations.

Eye & Face Protection Policy

Eye and face protection is designed to protect the worker from such hazards as:

- Flying objects and particles
- Molten metals
- Splashing liquids
- Ultraviolet, infrared, and visible radiation (welding)

This PPE is of two types:

Basic eye protection includes:

- CSA approved safety glasses
- Mono-frame goggles and spectacles with or without side shields

Face protection includes:

- Metal mesh face shields for radiant heat or hot and humid conditions
- Chemical and impact resistant (plastic) face shields
- Welders and shields or helmets with specified cover
- Filter plates and lenses

Hardened glass, prescription lenses, and sport glasses are not acceptable substitutes for proper required industrial safety eye protection. In compliance with Part 18, Section 229(1-3) only approved CSA Standard eye and face protection will be used.

As written in section 230 of Part 18 of the Occupational Health and Safety Code, employees who wear contact lenses will be advised of any hazards that are associated with wearing contact lenses and advised of alternatives to wearing lenses.

Proper care and maintenance of eye and face protection is a mandatory requirement. Any defect of the eye or face protection must be reported immediately to a supervisor or manager by using an Opportunity Report. The faulty equipment will be replaced as soon as possible.

Fire Retardant Clothing Policy

In compliance with Part 18 of the Occupational Health and Safety Code, Swab Master Ltd. will provide its employees with flame resistant coveralls as outlined in section 232(1-2).

As a worker, you are responsible to ensure that clothing worn beneath flame resistant outerwear and against the skin is made of flame-resistant fabrics or natural fibres that will not melt when exposed to heat.

Foot Protection Policy

- Safety footwear is designed to protect against foot hazards in the workplace. Safety footwear protects against compression, puncture injuries, and impact.
- Safety footwear is divided into three grades, which are indicated by colored tags and symbols. The tag color tells the amount of resistance the toe will supply to different weights dropped from different heights. The symbol indicates the strength of the sole. For example, a triangle means puncture-resistant sole able to withstand 135kg (300-ft. lbs.) of pressure without being punctured by a 5cm (2-inch) nail.
- Footwear should be chosen according to the job hazard and CSA standards. Boots must be laced and tied properly for their safety features to be effective.
- Protective boot dressings should be used to help boots last longer and to provide greater water resistance.
- High cut boots should be used to provide ankle support and help prevent ankle injuries.
- Defective safety footwear should not be worn (e.g., exposed steel toe caps).
- Safety footwear should not be modified (unless it is in compliance with section 233(4) of the OH&S Code)
- Feet should never be under-protected.

Head Protection Policy

You must complete a JSA prior to engaging in work to determine controls for identified hazards. While CSA Standard hard hats are considered basic PPE for most procedures or tasks, it is only necessary if there is a foreseeable danger of injury to the worker's head.

Safety head wear is designed to protect the head from impact from falling objects, bumps, splashes from chemicals or harmful substances, and contact with energized objects and equipment.

Most head protection is made up of two parts:

- The shell (light and rigid to deflect blows)
- The suspension (to absorb and distribute the energy of the blow)

Both parts of the headwear must be compatible and maintained according to manufacturer's instructions. If attachments are used with headwear, they must be designed specifically for use with specific headwear used. Bump caps are not considered to be helmets. In Alberta, they can be used only when the sole hazard is the possibility that a worker will strike his head against a stationary object.

As outlined in section 239(1-2), if it is impractical to don protective headwear during a particular work process, you must inform Swab Master Ltd. at once that more efficient head protection is needed. Stop work until the hazard can be effectively controlled.

Limb & Body Protection Policy

If there is a danger that a worker's hand, arm, leg, or torso may be injured, Swab Master Ltd. will ensure that the workers wear properly fitting hand, arm, leg, or body protective equipment that is appropriate to the work, the work site and the hazards identified.

Glove Protection Policy

PPE for the hands include finger guards, thimbles and cots, hand pads, mitts, gloves, and barrier creams. Choose hand PPE that will protect against the job hazard. Gloves should fit well and be comfortable. This type of PPE must protect against chemicals, scrapes, abrasions, heat and cold, punctures and electrical shocks.

TYPES:

- PPE for the hands comes in many forms, each designed to protect against certain hazards. Gloves most used in the construction industry are made from leather, cotton, rubber, synthetic rubbers and other man-made materials, or combinations of materials.
- Vinyl coated or leather gloves are good for providing protection while handling wood or metal objects.

REQUIREMENTS

- Hand PPE must be inspected for defects before use.
- All chemicals and fluids must be washed off gloves before their removal.
- Gloves must fit properly to be effective protection.
- Proper hand PPE must be used for each job.
- Manufacturers' instructions must be followed when using any hand PPE.
- Exposed skin must be covered; there must be no gap between the hand PPE and the sleeve.
- Gloves must not be worn when working with moving machinery
- Hand PPE with metal parts should not be worn near electrical equipment.

Respiratory Protection Policy

Swab Master Ltd will supply and maintain Respiratory Protective Equipment as required for the job as outlined in Part 18, sections 244 through 254. The Rig Supervisor is responsible for selecting the appropriate respiratory protective equipment for his/her site.

To facilitate the use of Respiratory Protective Equipment, our employees must be clean-shaven. Moustaches are permissible provided they do not interfere with the seals of breathing apparatus. Mask fit test must be performed on each employee that requires the use of a mask and documented.

The use of respiratory protection is mandatory where workers will be exposed to hazardous vapours, gases, or dust exceeding OH&S or client exposure standards.

Respiratory protection must be available for use during any situation where potential for exposure to hazardous vapours, gases, or dust exists.

SCBA or SABA must be available for any situation where oxygen levels may drop below 19.5%. Its use will be considered standard for rescues under these conditions.

Skin Protection Policy

Swab Master Ltd. will ensure that workers skin is protected from a harmful substance that may injure the skin on contact or may adversely affect a worker's health if it is absorbed through the skin. All controlled products shall be labelled and MSDS provided for that product. Gloves and splash gear will be provided for such tasks that require protection from these hazards.

Fall Protection Policy

In compliance with Part 9 of the Occupational Health and Safety Code, because of the high potential for serious injuries due to falls, there will be strict enforcement of the Swab Master Ltd. fall protection program.

1. Workers will be provided with the proper fall arrest and fall protection.
2. 100% fall protection must be maintained at all times.
3. Workers will be trained in the proper use and inspection of their fall arrest equipment.
4. Workers must use the fall arrest equipment when required
5. Fall arrest must be worn at all times when working at a height of 3 meters or more above the ground. Fall protection may be required at heights of less than 3 meters if hazards are present below the work area that may cause injury as the result of a fall.
6. Fall arrest systems must be engineered systems.
7. Safety harnesses, lanyards, lifelines, and fall arresting devices must be approved under CSA standards as referenced in Part 9 of the Occupational Health & Safety Code.

PERSONAL PROTECTIVE EQUIPMENT

A lifeline and safety harness must be worn at any time a worker could fall:

- A vertical distance of 3 meters or more,
- A vertical distance of less than 3 meters if there is an unusual possibility of injury,
- Climbing tanks or Derricks
- Into or onto a hazardous substance or object, or through an opening in a work surface,
- Entry into confined spaces or restricted spaces.

Fall protection devices such as lifelines, safety harnesses/lanyards, etc. shall be inspected for damage and/or deterioration prior to use. Defective equipment shall be removed from service and destroyed or returned to the shop or office and an Opportunity Report filled out.

Fall protection devices subjected to shock loading imposed during fall arresting shall be removed from service and returned to the shop or office with an incident or near miss form filled out.

Hearing Protection Policy

In compliance with Part 16 of the Occupational Health and Safety Code, Swab Master Ltd. will provide hearing protection to its employee(s) as well as assess noise hazards, train the employees in hearing conservation, and reduce or eliminate as much noise as possible. Employees will also be subject to audiometric testing.

Hearing protection will be made available to all workers exposed at or above the action level. The use of hearing protection is mandatory for those exposed at or above the Permissible Exposure Limit (PEL), and for those exposed at or above the action level. Hearing protection is designed to reduce the level of sound energy reaching the inner ear.

ACCUTE HEALTH EFFECTS		CHRONIC HEALTH EFFECTS	
Effect	Description	Effect	Description
Tinnitus	A ringing or other noise you may hear even when it is quiet	Noise-Induced Hearing Loss (NIHL)	Gradually losing the ability to hear parts of conversations or treble lines in music for example
Temporary Threshold Shift	The feeling that everything is muffled or that you have water in your ears	Persistent Tinnitus	Ringing or buzzing that does not go away
Anxiety / Irritability	Noise increases stress levels	Other	Increased blood pressure, stomach disorders, mood effects, muscle tension

Personal Protective Equipment (PPE)

Choices: earmuffs and/or earplugs

*Only use hearing protection approved and classified or graded by the Canadian Standards Association (CSA). This will be marked on the outside of the package.

Severe Weather Policy

Cold Weather

More than half of the year here in Canada has below zero temperatures. Working outside during these cold times can have hazardous effects such as hypothermia or frostbite. Use the following guidelines when working outside in cold temperatures.

- Wear layered clothing; keep all skin protected; make sure the outer layer is waterproof.
- Cover your mouth to protect your lungs in extreme cold; avoid talking if possible; avoid taking deep breaths
- Watch for signs of frostbite and hypothermia from your First Aid Training
- Keep as dry as possible & avoid overexertion

Sunny Sky Temps		No Noticeable Wind		Wind 8Km/h (5mph)	
C Below 0*	F Below 0*	Max. Work Period	# Of Breaks **	Max. Work Period	# Of Breaks **
26-28	15-19	120 mins	1	120 mins	1
29-31	20-24	120 mins	1	75 mins	2
32-34	25-29	75 mins	2	55 mins	3
35-37	30-34	55 mins	3	40 mins	4
38-39	35-39	40 mins	4	30 mins	5
40-42	40-44	30 mins	5	Non-Emergency Work Should Stop	
43 & below	45 & below	Non-Emergency Work Should Stop			
Wind 16Km/h (10mph)		Wind 24Km/h (15mph)		Wind 32Km/h (20mph)	
Max. Work Period	# Of Breaks **	Max. Work Period	# Of Breaks **	Max. Work Period	# Of Breaks **
75 mins	2	55 mins	3	40 mins	4
55 mins	3	40 mins	4	30 mins	5
40 mins	4	30 mins	5	Non-Emergency Work Should Stop	
30 mins	5	Non-Emergency Work Should Stop			
Non-Emergency Work Should Stop					

*All temps are approximate

** Number of breaks: this includes a normal break after 2 hours and the number of additional warm-up breaks needed.

If reliable weather reports are not available, use the following as a guide to estimate wind velocity:

- An 8km/h (5mph) wind will move a light flag
- A 16km/h (10mph) wind will fully extend the flag
- A 24km/h (15mph) wind will raise a newspaper sheet
- A 32km/h (20mph) wind will produce blowing and drifting snow

Severe Weather Policy

Hot Weather

Just like extreme cold, extreme heat can put your health at risk, causing illnesses like heat stroke and even death. It is important to take steps to protect yourself and those around you.

Your body produces heat, especially during physical activity. Hot air, sun rays, and hot surfaces also heat your body. This heat is lost by contact with cool air and by sweat production, which cools your body as it evaporates. Weather conditions play a big role in how your body regulates its temperature. For example, if it's windy, sweat evaporates faster, which helps to cool you. But high humidity slows down this process, contributing to increased body temperature.

Heat illnesses can affect you quickly and can lead to long-term health problems and even death. They are mainly caused by being over-exposed to extreme heat especially if you are doing too much for your age and physical condition. Heat illnesses include:

- heat edema (swelling of hands, feet, and ankles)
- heat rash
- heat cramps (muscle cramps)
- heat fainting
- heat exhaustion
- heat stroke

Prevention Tips

- Drink plenty of cool fluids (avoid extremely cold drinks). You should also avoid alcohol, sugar, and caffeine during extreme heat as they can cause dehydration, which stops the body from controlling its temperature.
- Slow down your physical activity if possible as it gets hotter and take frequent breaks in a cool or shaded area to let your body cool off.
- Dress for the heat and your activity level. Always keep your head covered and try to wear light coloured cotton clothing that will allow for air circulation.

Substance Abuse Prevention Policy

As a responsible employer, Swab Master Ltd. has a compelling interest in establishing programs to promote and enhance health and safety in the workplace. Swab Master Ltd. Substance Abuse Prevention Policy is a ***ZERO TOLERANCE*** policy and is directed at protecting the health and safety of employees, co-workers, the public and the environment. The Substance Abuse Prevention Policy combines drug and alcohol testing with education, training, and access to assistance.

This policy applies to all employees and management of Swab Master Ltd. Testing provisions of this policy only apply to individuals in identified safety sensitive positions. While this policy refers specifically to alcohol and drugs, it is intended to apply to all other forms of substance abuse.

The guiding principles of the Canadian Model for Providing a Safe Workplace of the Construction Owners Association of Alberta and the Enform Alcohol and Drug Policy Model for the Canadian Upstream Petroleum Industry are incorporated into this policy.

Swab Master Ltd. shall comply with all applicable Federal and Provincial related drug and alcohol laws and or regulations.

Testing may include:

1. Pre-Employment
2. Post-Accident
3. Reasonable Cause Testing
4. Pre-Access
5. Return to Duty
6. Follow up

Please ensure you review the Substance Abuse Policy in its entirety in the Health & Safety Manual.

Confined Space / Caisson Entry Policy

It is Swab Master Ltd.'s policy that no one will be required to enter a confined or restricted space without proper training. An external Confined Space course is available to all employees.

Any employee who is properly trained must be aware of all the hazards before entry into the confined or restricted area. Some of these hazards may include:

Limited Egress	Rotating Equipment	Combustible Gas
Toxic Gas	Oxygen Deficiency	Slip, Trip & Fall
Heat	Noise	High Pressure
Snakes / Wildlife	Chemicals	

A specialized form called the "*Confined Space Pre-Entry Hazard Assessment*" form must be completed prior to entering any confined or restricted space.

All employees must be properly equipped with PPE (including basic PPE, plus a 4-head gas monitor and safety harness).

The scope of work and hazards should be determined before beginning work.

No confined or restricted space entry is permitted while working alone.

Continuous monitoring must be done while inside a confined or restricted space.

Right to Refuse Policy

It is clearly in Swab Master Ltd.'s and our workers' best interests to provide safe work sites and proper training and to make sure that our workers follow safe practices.

If an employee is of the opinion that performing a job will endanger persons on the work site that employee shall:

- (1) Shut down operations.
- (2) Notify the customer site representative to resolve the problem.
- (3) Notify the office of Swab Master Ltd. if the problem is not dealt with in an effective manner.
- (4) Continue only after authorization by the employee supervisor.

"Imminent danger" refers to any danger that is not normally present in a job, or to any dangerous conditions that a worker would not normally perform his or her work in. Workers must refuse to perform any job they believe would put them or their fellow workers in imminent danger.

When a worker refuses to do a job, Swab master Ltd. is required to take immediate action and get rid of the danger. We may temporarily send the worker to another job, but at no loss of pay. We cannot discipline workers for refusing to do unsafe work. Asking a worker to work in a situation of imminent danger is against the law.

If the job is dangerous only because the worker is not qualified to perform it, Swab Master Ltd. may get the job done by finding a qualified worker to do the work. The new worker should be told that another worker would not do the job. The new worker also has a right to refuse to do the work if it is unsafe.

Tool Retrieval Policy

The following policy will be observed and practiced by Swab Master Ltd. employees when undertaking any job or contract.

The policy to follow if your tools are stuck in a well is as follows:

- Contact the General Manager of Swab Master Ltd. (Garth Smith 403-793-0033) – He will make the decision as to what approach and procedure will be taken to retrieve the tools.
- All communication will be between the Swab Master Ltd. General Manager unless permission is given to you to do so by the General Manager.
- Our tank trucks are not to be used for any coil tubing air clean outs and are not to be used by any other company for any purpose unless it is expressly permitted by management.

Violence Prevention Policy

Swab Master Ltd. is committed to the prevention of workplace violence and the belief that our employees, contractors, customers, and visitors have the right to a safe, violence free workplace.

The Company is committed to eliminating the potential for violence and about the workplace through education of our employees in workplace violence and conflict resolution. Violence must be considered a hazard in the workplace and therefore must be included in the day-to-day ratings of hazards.

The purpose of this policy is to address conduct in the workplace that is threatening or violent, from an external or internal source. It is to ensure that all employees, contractors, customers, and visitors are aware of the seriousness of an act of violence and the procedures that the Company has in place for prevention of such occurrences.

It is company policy to follow up on reports of violence or harassment and appropriate actions taken to correct the situation. It is important for employees to know that information they provide will be held in the strictest of confidence unless the report is deemed to be detrimental to a persons' health and wellbeing. Information will be provided to the employee if further action is required.

Visitor Policy

To ensure that outside visitors to Swab Master Ltd. are received in a cordial manner and an accurate record of each visit is maintained at the Main Office. This policy applies to all Swab Master Ltd. employees, staff employees, hourly employees, all managers, outside visitors/guests and contractors.

Workers

All Swab Master Employees are to understand and adhere to this policy. Employees are to challenge strangers on the worksite and shop areas to determine their authority for access.

Main Office

Office employees, and management, are expected to assist in the administration of this policy, by requesting all visitors to arrive via the Main Reception.

Well Sites

If visitors arrive at a well site, it is the responsibility of the crew to ensure the visitor has received emergency response training and is equipped with the proper PPE prior to entering the site. The Rig Manager is also responsible for documenting who was on site and when the visitor was on site. This can be documented on the Pre-Job Safety Meeting Forms.

Rules for Visitors at the Well Site or Shops

Visits by non-employees are not allowed unless authorized by the main office.

Any visitors to the well site or shop (non-employees) will be guided by an employee until purpose of the visit is complete. (I.e., delivery)

No visitor will remain at the well site or shop when task is complete

No visitor will assist any employee at the well site or shop with any type of task the employee is involved in unless requested by management to do so.

Visitors must be safely escorted from the well site or shop.

Former employees are considered visitors and must adhere to the visitor policies.

Working Alone Policy

Swab Master Ltd.'s employees are NOT required to work alone; however, if you should find yourself in such a situation, the following should be adhered to:

- Communication
- All employees working after the crew has left the lease or shop MUST phone their Rig Manager or the person responsible every hour with their location they are at or the destination they are traveling to.
- Time and distance workers are from help in an emergency.
- Length of time a worker is out of contact with other persons.
- Degree that access to communication is restricted.
- Presence of hazards associated with the work being done.
- Presence of hazards associated with the environment in which the work is being performed.

All employees that are finished their tasks and have returned to the base will contact their Rig Manager or the person responsible and inform them that they are finished and have returned.

Employees working alone are required to carry first aid supplies as required by the province and all employees working alone must have a Swab Master Ltd. issued iPhone with location services turned on and accept the hourly call from management.

In general, the activities of lone workers are limited to low hazard activities. Potentially high hazard activities that should be avoided or undertaken only after taking additional precautions include:

Traveling or leaving shelter at night or during inclement weather.

If there is a job in a location that has no means of electronic communication (i.e.: no cellular service at a remote lease):

- a) No employees will be asked to work alone in this circumstance.
- b) If there is no other way than alone, the General Manager or his designate shall visit the employee at regular intervals, or the employee may exercise their right to refuse unsafe work & the particular job will be rescheduled.

Emergency Response

In accordance with Workplace Safety and Occupational Health and Safety regulations, Swab Master Ltd. is required to develop Emergency Response procedures to ensure that all personnel on site can be assisted and cared for in time of need or be evacuated to a safe area when life threatening situations arise.

Emergency Response procedures are put in place to assist personnel in time of life-threatening situations. Such emergency response procedures in place for Swab Master Ltd are considered conditions of employment and must be followed at all times while on site.

There are copies of the Emergency Response plan posted at each exit at our Main Branch. Emergency Response Drills are performed monthly, and if you are present at the time, participation is mandatory. In addition, you may view Element 6: Emergency Response of the Safety Manual for more information regarding all types of emergencies. The Safety Manual is available at the office, the shop, on each Rig Unit or always online @ www.swabmaster.com.

ALBERTA EMERGENCY NUMBERS

911 – Ambulance, Fire, RCMP

Swab Master 24-Hour Emergency Contacts:

Hong Zhong Guo – Owner/Operations Manager (403-409-9577)

Shawn Gleisner – Assistant Operations Manager (403) 376-4074

Poison Control – 1-800-332-1414

CANUTEC (WHMIS Emergency) – (613) 996-6666

Alberta “0” Zero (Suffield Emergency) - (403) 544-4485

Environment Canada Spill Reporting – 1-800-222-6514

Transportation Safety Board – 1-819-997-7887

Transportation of Dangerous Goods – 1-800-272-9600

Workplace OH&S – 1-866-415-8690

Hydro (Fortis) – 310-9473

Gas (Atco) – 1-800-511-3447

STARS – 1-888-888-4567 or *4567 on your cell phone

When contacting Emergency Services, they need to know:

- | | |
|--------------------------|----------------------------|
| a) Name/Company | b) Call back number |
| c) Type of work | d) Location |
| e) Number of people | f) Medical Training Onsite |
| g) Landing Zone Hazards* | h) Landing Zone Markers* |

* For Stars Air Ambulance

Inspections

Purpose: Inspections are not done to find mistakes and point fingers, but to prevent incidents or accidents and are used as a learning tool for everyone.

Identify potential hazards	Identify Existing hazards	Promote safe work practices
Identify Health & Safety Violations	Identify policy and procedure violations	Monitor control mechanisms
Ensure corrective actions were applied	Confirm training is effective	Identify possible training initiatives

Informal inspections are an observation done daily to show us Unsafe Acts:

Fail to warn	Unsafe Speeds	Horseplay
Fail to use PPE	Position or Posture	Moving equipment
Loading or unloading	Unsafe use of equipment	Making safety devices inoperative

And Unsafe Conditions:

Improper Guarding	Defective Material	Improper Lighting
Improper Ventilation	Unsafe Apparel	Unguarded
Unsafe design or construction	Hazardous Storage	

Workers have the responsibility to ensure all deficiencies are identified, documented, brought to the attention of the supervisor, and corrected by the employee if possible. In case of imminent danger, a worker may shut down the job until such time as the supervisor can resolve the situation.

If a worker does not understand his/her role or responsibility in conducting an inspection, that employee is to ask for assistance.

For more information on inspections, be sure to review Element 4: Ongoing Inspections in the Health & Safety Manual and complete the inspections training online @ www.swabmaster.com.

Investigations

We investigate accidents/incidents/illnesses to identify as many causes as possible so that corrective actions can be taken to improve the health and safety program and prevent similar occurrences in the future.

Types of Investigations include:

- Any accident and/or injury with the potential for loss, including events that happen over an extended period.
- Serious/major events causing injury and (or) damage to equipment or property.
- Minor and near misses which could indicate a condition or practice which if it continues could cause injury or equipment damage.

An accident investigation should focus on the proactive aspect of preventing future accidents/incidents/illnesses by addressing basic causes rather than reacting to specific actions by individuals.

Accident investigation must be part of the preventive strategy of the organization that is serious about reducing accidents and injuries.

Statistics can be developed by Swab Master Ltd. to do an analysis on cause and effect.

All investigations must be properly documented and required forms filled out.

To investigate – Management, Safety Coordinator and Safety Committee members who have formal training in Accident Investigations are responsible for investigations of accidents / incidents / illnesses.

Training Requirements

We need to have copies of your current certifications on hand. Please provide the following to your trainer.

- Drivers Licence
- First Aid Certificate
- H2S Alive Certificate
- CSO Certificate
- Any other relevant tickets you hold to the Oil & Gas industry (i.e.: fall protection, confined space, etc.)
- Any Company Orientations you have. (i.e.: CNRL, Cardinal.....,etc.)

You will be required to complete the following in-house training:

- Swab Master Ltd. General Orientation
- Hazard Identification, Assessment & Controls
- Inspections Training
- Fire & Explosion Hazard Management
- TDG & WHMIS
- PPE (Personal Protective Equipment)
- *Weights/Dimensions, Cargo Securement, Trip Inspections (written)
- Documentation & Reporting Process

You will be required to complete the following testing prior to going in the field.

- Audiometric Testing
- Drug Testing
- Mask Fit Testing
- Driver Evaluation



We look forward to working with you!