



Janitorial Services

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*An independent business  
licensed to serve you by  
ServiceMaster Clean*

# HAZARD COMMUNICATION PROGRAM

## ServiceMaster Twin Cities

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## **1. Company Policy**

To ensure that information about the dangers of all hazardous chemicals used by ServiceMaster Twin Cities is known by all affected workers, the following hazard communication program has been implemented. Under this program, workers will be informed of the requirements of the OSHA Hazard Communication Standard, the operations where exposure to hazardous chemicals may occur, and how workers can access this program, as well as labels and SDSs.

This program applies to any chemical which is known to be present in the workplace in such a manner that workers may be exposed under normal conditions of use or in a foreseeable emergency. All work areas that involve potential exposure to chemicals are part of the hazard communication program. Copies of the hazard communication program and safety data sheets are available online at <http://www.servicemastertc.com/sds> to any ServiceMaster Twin Cities employee, customer, or OSHA representative. Additionally, copies of the hazard communication program and SDSs can be provided by ServiceMaster Twin Cities Management or answering service (after hours) by calling ServiceMaster Twin Cities Main Office at 501-568-5000. The Hazard Communication Program and SDSs are available to ServiceMaster Twin Cities Managers and Supervisors through a Google Drive folder.

Bernard Wait is the program coordinator, with overall responsibility for the program, including reviewing, and updating this plan as necessary as well as designating and directing other staff to implement the program.

## **2. Container Labeling**

Bernard Wait will verify that all containers received for use will be clearly labeled in accordance with the requirements of HazCom 2012, including a product identifier, pictogram, hazard statement, signal word, and precautionary statements, as well as the supplier's contact information (name and address).



The supervisor in each work area will ensure that all secondary containers are labeled with the original supplier's label or with an alternative workplace label. For help with labeling, see your supervisor or contact the main office.

### **3. Safety Data Sheets (SDSs)**

Bernard Wait is responsible for establishing and monitoring the company SDS program. Copies of SDSs for all hazardous chemicals to which workers are exposed or are potentially exposed will be readily available online at <http://www.servicemastertc.com/sds> and in a Google Drive folder shared with Managers and Supervisors. Additionally, SDSs are available by calling ServiceMaster Twin Cities main office at 501-568-500 and speaking with ServiceMaster Twin Cities management or answering service personnel. If an SDS is not available, contact Bernard Wait.

When new or revised SDSs are received, the following three procedures will be followed to replace old SDSs: 1. Management will update the Google Drive folder by moving the old SDS to the SDS archive folder on Google Drive and replacing it with the revised SDS. 2. Management will update chemical list on Google Drive 3. Management will contact website maintenance company to add/update SDS and chemical list on website. The answering service will reference the Google Drive folder containing current SDSs in the event a request for a SDS is made to them.

Bernard Wait is responsible for reviewing the SDSs received for safety and health implications, and initiating any needed changes in workplace practices.

### **4. Employee Information and Training**

Bernard Wait is responsible for employee information and training. Every worker who will be potentially exposed to hazardous chemicals will receive initial training on the Hazard Communication standard and this program before starting work.



The training program for new workers is as follows:

The Hazard Communication Standard will be explained to each employee who is (or may be) exposed to hazardous or potentially hazardous chemicals and will be provided with information regarding:

- The requirement of the OSHA Hazard Communication Standard (enacted to limit employee exposures to potentially hazardous chemicals and materials in the workplace).
- Operations or locations in their work areas where hazardous chemicals are used or stored.
- That employees have the right to refuse to work in a situation that they feel is hazardous. Management is obligated to explain to employees proper and safe procedures to use to protect themselves from exposure.
- The location and availability of the Written Hazard Communication Program, including:
  - Hazardous materials lists and their location.
  - SDSs and their location.
  - How the SDS file is maintained and kept current.
  - What to do if an SDS is not present for a chemical found in the workplace.
  - Watch a video explaining SDS.
  - How to read and understand an SDS.
  - Proper procedures to follow in case of an emergency involving potentially hazardous materials, who to notify, and where to obtain emergency information.
  - How to recognize potentially hazardous chemicals, based on the odor and other physical characteristics of a product, including information available on the SDS and container labels.
- The types of Personal Protective Equipment available to the employee, where it is stored, as well as how to use the equipment, how to care for and replace it when necessary.
- The hazards of specific chemicals to which the employee is exposed (this will be done either by individual chemical or by class of chemical. The principal source of this information will be the product's SDS and the container label, as supplied by the manufacturer.)
- How to respond to situations such as leaks or spills involving potentially hazardous chemicals.
- Recordkeeping procedures to document training sessions.



## **Non-Routine Tasks**

- In addition to the above training, any employee who may be exposed to hazardous or potentially hazardous chemicals when conducting a non-routine task will be informed of the risk associated with that task.
- When training employees for non-routine tasks, special attention is to be given to safety equipment and safe work practices (such as emergency procedures) to be followed in the event of a hazardous chemical spill.

The training program outlined above is to be given to employees:

- At the time that an individual begins their term of employment with ServiceMaster Twin Cities.
- Any time thereafter when a new hazard is introduced in to the work place.
- When the employee is given a new task or assignment involving chemicals or procedures they are unfamiliar with.
- Whenever the employee demonstrates that they require retraining in order to perform to ServiceMaster standards.

## **5. Informing Other Employers/Contractors**

It is the responsibility of Bernard Wait to provide other employers and contractors with information about hazardous chemicals that their workers may be exposed to on this work site, and suggested precautions for workers. It is the responsibility of Bernard Wait to obtain information about hazardous chemicals used by other employers to which our workers may be exposed. Other employers and contractors will be provided with SDSs, product labels, and other information, as needed. In addition to providing a copy of an SDS to other employers, other employers will be informed of necessary precautionary measures to protect workers exposed to operations performed by this company. Also, other employers will be informed of the hazard labels used by the company.



## **6. Program Availability**

A copy of this program will be made available, upon request, to workers, their designated representatives, and OSHA.