

# Inspections

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## Overview

ServiceMaster Clean Vancouver is committed to performing regular inspections of our workplace, work practices, and equipment to identify unsafe conditions, acts, and procedures to determine necessary corrective measures, and prevent unsafe work conditions from evolving. Special inspections of workplace, practices and/or equipment will occur occasionally, in response to an incident that causes injury or damaged equipment.

Facility, equipment and vehicle Inspections will be set up as the inspection job type in Skedulo and a permanent record will be stored in SalesForce. Janitorial sites will be inspected by a janitorial supervisor and JHSC member and the results will be stored in Swept.

Identified corrective actions that need attention (immediate, moderate, or long-term) will be addressed by the department manager and OH&S Manager. Inspection findings and corrective actions will be reviewed periodically at management meetings to track completion.

The responsibility and frequency of performing inspections will differ depending on the various inspections needed throughout our operation. More details can be found below.



Legal Reference:  
[OHS Regulation 3.3\(b\)](#)

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## Scope

This procedure applies to any employee involved in the inspection process.

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## Roles & Responsibilities

### Senior Management

- Conduct a quarterly formal inspection
- Review Health & Safety Committee/ Representative inspection report after each inspection
- Ensure that all inspections include:
  - Health and safety hazards



- Equipment maintenance issues
- Completion of previous issues noted on past inspection forms
- Hazard control effectiveness
- Training needs and housekeeping issues

### **Managers/Supervisors**

Supervisors will complete a daily visual inspection and a formal inspection of assigned areas monthly

#### *Daily Visual Inspection:*

- Identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems.
- Record any issues found and remedial action taken in a Job notes.

#### *Monthly Inspection:*

- Identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems.
- Document the monthly inspection including deficiencies and corrective action taken in Skedulo

### **Exterior Supervisors/Crew Leaders**

Exterior crew leaders will complete a daily visual inspection of their worksite and equipment and record any deficiencies or hazards on their FLHA form in Skedulo. This will include an inspection of their worksite, any fall protection/rope access equipment or PPE, any elevated work platforms, and their vehicle. Exterior supervisors must immediately report any hazards or defective equipment that may present a hazard to the Exterior Operations Manager and Health and Safety Manager.

Exterior crew leaders must complete a more detailed monthly inspection of their assigned vehicle and its contents including all equipment, PPE, safety equipment and first aid supplies. This formal inspection will be set up as an inspection job in Skedulo and the results of this inspection will be included in the completion notes and/or on the appropriate digital form. Crew leaders may use inspections forms located in the employee section of the company website to assist with this inspection.

***Daily Visual Inspection:***

- Identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems.
- Record any issues found and remedial action taken in the FLHA form and Job notes.

***Monthly Inspection:***

- Identify health and safety hazards, equipment maintenance issues, hazard control effectiveness and housekeeping problems.
- Document the monthly inspection including deficiencies and corrective action taken in Skedulo

**Health & Safety Committee/Representative**

- Office Inspections will be completed monthly by a worker representative and a management representative (if available).
- Record all observations on Inspection Record
- Please see the Health & Safety Committee or Health & Safety Representative Policy for more detailed information on inspections.

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**Procedure**

Prepare for the inspection by reviewing previous reports. Be familiar with the work processes and work areas.

- Wear required Personal Protective Equipment (PPE)
- Refer to Inspection Checklists to ensure a thorough inspection.
- Document all substandard or unsatisfactory conditions. Include the following information in the Job record:
  - Description of hazard, including location
  - Rating for identified hazards as major, moderate, or minor
  - Identify corrective actions for observed problems or hazards
  - Assign responsibility for corrective actions.
  - Set target dates for completion of the corrective actions.
- Document suggestions for resolving issues on Inspection Job Record
- Check to see if previous actions are complete.

- Walk around the area under inspection. Check the working environment and equipment using the applicable department Inspection Checklist.
- Inspect areas subject to repeated injuries or health/illness complaints.
- Make sure all required *Provincial Health & Safety Act(s)* and Workers Compensation Board materials are posted.
- Ensure employee contact/observation is made with at least one worker during each inspection. Ask if there are any hazards in their work area to report. Record their input as applicable. Ensure they are operating and maintaining equipment according to their safety training.
- Recognize good practices and note when procedures are followed.
- Use your senses to detect hazards. Watch for wet floors, listen for unusual sounds coming from equipment, smell any chemical odours, be aware of extreme temperature changes, etc.
- Note any new hazards, including undesirable housekeeping, poor job practices, or any other unsatisfactory or substandard conditions.
- Take corrective action immediately when possible/necessary.
- Submit report to Senior Management.
- Senior management will review report and initiate/plan appropriate corrective action where necessary within one week.
- Senior management will post a copy of the completed report identifying action taken to resolve hazards noted during inspection.

#### Follow Up

After taking action to correct problems or hazards identified, the person responsible for the inspection should:

- Inform employees who will be affected and instruct them on any necessary changes to operating procedures or other controls they should be aware of.
- Ensure person assigned to control the identified hazard has done so by the agreed upon timeframe. If not, a report will be provided to senior management stating the safety concern has not been controlled and the reason why. Senior management will follow up.
- Provide a copy of the inspection report to the Manager.

- Check that the corrective action is effective and has not resulted in a new hazard or problem. If a new hazard has resulted, it must be rated and then a corrective action recommended.
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## Inspections

### **Workplace and Work Practices**

Once monthly, the OH&S Manager and a trained JHSC Member will conduct an inspection of the facility (front of office and back storage space) using the online inspection checklist on the employee website as reference. The inspection will evaluate the overall condition of the workspace including work practices, fire suppression, storage area conditions, power sources, and other and deficiencies or suggestions will be recorded in the inspection job completion notes.

The Health and Safety Manager will conduct a random safety inspection with each exterior crew leader on a minimum of a quarterly basis, inspecting their vehicle, equipment, work practices, worksite, documentation, and processes. In practice these inspections will vary in frequency by time of year and based on previous observations, but will usually occur at a higher frequency than quarterly (weekly or bi-monthly most of the year with less frequent visits during the winter months)

Janitorial sites will be inspected for safety by the assigned janitorial supervisor on at least a quarterly basis and the results will be documented in Swept.

It is important to note that these inspections are safety-focused and not intended to only highlight maintenance requests.

### **Vehicle and Equipment Inspections**

Equipment inspections will be conducted daily by the equipment's user and any defective equipment will be reported to the inspector's manager/supervisor. Where the equipment inspector believes the piece of equipment has the potential to represent a safety hazard, this will be immediately reported to the inspector's supervisor and the Health and Safety Manager. Damaged or defective equipment that may represent a danger to workers must not be used, must be secured against accidental use and or rendered inoperative.

Exterior crew leaders will conduct a FLHA hazard assessment and inspection of their worksite daily. This will include an inspection their vehicle, all access and safety related equipment to be used on the site and the site itself. Any deficiencies in equipment will be reported on the FLHA form. Exterior supervisors will also complete a more formal scheduled inspection of their vehicle and its contents once per month (including any first aid or life safety/PPE equipment) and any deficiencies will be documented in the Inspection Job completion notes. Damaged equipment should also be photographed. Damaged

or defective life safety equipment and PPE must be reported to the OH&S manager immediately and it must not be used and must be secured against accidental use and or rendered inoperative.

A detailed inspection of Fall protection and Rope Access related equipment will occur at the main office on an annual basis, prior to the start of the spring-cleaning season. A level 3 rope access supervisor and the Health and Safety manager will be involved in this inspection. Level 3 rope access training will be deemed sufficient for the inspection of all fall protection related PPE.

Janitorial supervisors will inspect each of their assigned facilities at a minimum of once per quarter, where possible inspections will be done monthly. A record of the inspection results will be kept in Swept.

It is important to note that these inspections are safety-focused and not intended to only highlight maintenance requests.

### **Special Inspections**

In any situation that causes injury or equipment damage, additional inspections of the applicable workplace, work practices, and equipment are completed as part of the incident investigation. The findings of these inspections are required to be documented with the incident investigation and submitted to the manager and/or employer upon completion of the investigation. In major incidents, these special inspections must be completed before work can safely resume.

The incident investigator is responsible for the special inspections during incident investigations and has the authority to suspend work if needed when conducting the investigation.

### **Communication**



The results of inspections will be reported in the Job Completion notes and Swept inspection reports and will be available to all relevant parties. This report will be:

- Completed within one week, including recommended corrective actions
- Accessible to all Health & Safety Committee members, Health & Safety Coordinator, all managers, and senior management

This procedure will be communicated to all employees at new worker orientation, training sessions, and/or meetings. Any changes to the inspection procedure will be communicated to employees at training sessions and/or meetings.

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## Training



The Health & Safety Manger or designate will also arrange training on how to conduct a proper workplace inspection for Supervisors and members of the Health & Safety Committee. JHSC members and Janitorial supervisors will be trained in inspection as part of taking inhouse, online JHSC training on the company website.

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## Evaluation



Senior management will review compliance and effectiveness of this inspection procedure bi-annually by examining inspection records to look for trends, asking employees for feedback and walking around to see that inspection procedures are being followed. All workers will be evaluated on their understanding of the workplace inspection procedure.

- Health & Safety Committee/Representative will check to ensure that the following items were completed from the previous month's inspection:
  - Senior management sign-off indicating they have reviewed the inspection report
  - Management's response to the recommended actions within 21 days
  - Assign responsibility for corrective actions
  - Set target dates for completion of the corrective actions
  - Follow-up by the Health & Safety Manger or designate to ensure corrective actions have been completed in a reasonable amount of time
  - Resolution process for unresolved issues
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## Make Improvements/ Acknowledge Success

The Health & Safety Manger or designate, in consultation with the Health & Safety Committee or Representative, will determine the success of this procedure. Any gaps will be identified and corrected as appropriate. Notification of the success of this procedure will be circulated to all locations.

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## Resources



Inspection forms can be found on the employee section of the company website under inspections

<https://smcleanlowermainland.ca/inspection-form/>