

## **Welcome to Shakti by TELUS' Safe Operating Procedures (SOP), Blocking and Tag Out Procedures (TO) for Vehicle and Trailer Equipment Operation.**

**Purpose:** SOP's are vital tools designed to ensure safety, consistency, and efficiency in our operations. This document outlines step-by-step instructions for performing tasks related to driving and using equipment related to driving, towing and safe storage while in transit. This document is designed to manage situations in accordance with industry standards, regulatory requirements, and our organization's policies.

Blocking and Tag Out Procedures (TO) are to prevent accidental startup or release of stored energy in machinery or equipment, which could pose serious risks to workers' safety. Lock out procedures involve the physical isolation of energy sources by using locks, tags, or other devices to ensure that equipment cannot be energized or operated while maintenance work is being performed or the equipment is not being used. Lock out procedures typically include steps such as identifying energy sources, shutting down equipment, applying lock out devices, verifying zero energy state, and testing equipment before work begins.

**Objective:** By following these established procedures, we aim to minimize risks, enhance quality, and promote a culture of safety and excellence. This document serves as a comprehensive guide to help employees understand and execute their responsibilities effectively.

**Review:** This is a living document that will be regularly reviewed and updated to reflect changes in technology, regulations, and best practices. Reviews will be performed within three years or sooner if an incident suggests a review is necessary. This document is reviewed by The Leadership Team, Trees Team and Joint Health and Safety Committee (JHSC).

**Compliance:** All Shakti by TELUS employees are expected to adhere to this document. It is critical to our success and the well-being of our team and stakeholders. Thank you for your commitment to safety and operational excellence. Those found to be in violation of this document will be subject to progressive disciplinary action up to and including termination.

- 1. Alcohol and Drugs:** In accordance with the TELUS Corporate Alcohol & Drug Policy, all team members are required to report Fit for Work and to remain Fit for Work/Duty for the duration of their work shift.
  - No person shall operate a company vehicle, within eight hours after consuming an alcoholic beverage; or while under the influence of Alcohol or Drugs (including cannabis).
  - All employees are also required to use medications responsibly, be aware of potential side effects and notify their Supervisors and Human Resources Lead of any use of Alcohol or Drugs that may affect their being Fit for Work/Duty.
  - See the TELUS Alcohol and Drug Policy for further information.

2. **The Defensive Driver:** Drives to prevent collisions in spite of the actions of others and the conditions around you.
  - Ensures the vehicle is in good operating condition prior to starting the trip.
  - Pre-plans the trip.
  - Reduces speed at night to prevent overdriving their headlights.
  - Reduces speed in heavy traffic or when road conditions are not optimal. Aware of potential hazards around the vehicle by scanning traffic ahead and using your mirrors.
  - Avoid backing the vehicle whenever possible.
  - Recognizes when fatigue may be an issue; stop driving or rest for a period.
  - Maintains their focus on driving and limits in-cab distractions.
  - Recognizes that driving is a privilege - not a right.
3. **The Courteous Driver:** Always yield to pedestrians and cyclists.
  - Be prepared to yield to the other driver to avoid potential collisions.
  - Reduce your speed when being passed to allow the passing vehicle a smooth transition back into the driving lane.
  - Reduce your speed to allow vehicles to merge into traffic smoothly
4. **Dealing with Aggressive or Combative Drivers:** If you encounter an aggressive or combative driver, reduce speed and allow the aggressive driver to move away.
  - If safely possible, note licence plate number, colour and make of vehicle.
  - If the other driver continues to be aggressive, pull into a public location.
  - Gas stations usually have security cameras monitoring the gas pumps or go to a police station.
  - If the aggressive driver is ahead of you, turn onto another high traffic route.
  - Do not go into isolated areas or dead-end streets.
  - If an aggressive driver or pedestrian approaches the stopped vehicle (e.g. at traffic lights or congested traffic), stay in the vehicle, lock the doors and keep the windows rolled up.
  - If the aggressive person tries to get into or get you out of the vehicle, sound the horn to draw attention to the situation.
  - Do not get out of the vehicle—call 911
5. **Animal Collision Avoidance:** Where do animal collisions occur? They occur (1) forested areas, (2) rural areas, (3) rural areas that border urban areas, and (4) residential areas.
  - Animal collisions include wild animals, farm stock and pets.
  - When do animal collisions occur? They occur almost anytime, but the incidence of collision rises (1) just prior to sunrise, (2) at dusk, and (3) during mating season.
  - When animals are observed on or near the road, slow down and be prepared to stop until you are safely past them.
  - As you approach the animal, sound the horn intermittently. This may alert the animal to your presence.
  - After passing the first animal, scan both sides of the road for a second animal.
  - At night, animals will be blinded by your headlights and those of other vehicles approaching from the other direction.

- Be aware of the potential of a collision with the animal and/or the other vehicle as it tries to avoid the animal.
- An animal's reaction to the presence of a vehicle will nearly always be unpredictable.
- If you encounter a herd of animals on the road or crossing the road, slow to a stop, turn on the 4 way hazard warning lights and slowly proceed past the herd.
- Be prepared to stop suddenly as animals will run in front of the vehicle if they feel they are separated from the group.
- Do not get out of your vehicle.

**6. Backing:** Back only when it cannot be avoided

- **With a guide:** (if you have a passenger, ask him or her to guide you):
  - Must understand signals.
  - Must not lose sight of the guide if so, stop immediately - The driver is ultimately responsible for stopping if the guide is making poor choices to stand in the incorrect place for safety.
- **Without a guide:**
  - Always circle check before entering the vehicle.
  - If delayed, circle check again before moving.
  - Use all mirrors.
  - Turn your head.
  - Tap horn to warn of backing maneuver. Note, the location and time of day should dictate if this procedure is followed.
  - Back in short stages.
  - Stop part way look around
  - Watch for changing conditions in the area around you.
  - Parallel parking is safer than diagonal parking.
  - Avoid backing whenever possible.

**7. Distracted Driving & Mobile Phone Use:** *All authorized TELUS drivers must remain focused on the task at hand while driving and must adhere to the Distracted Driving law. Activities that are not permitted while operating a vehicle are:*

- Using a handheld cell phone;
- Texting or emailing
- Using electronic devices such as laptops, video games, cameras, video entertainment displays and programmable audio players;
- Entering a location in a GPS device;
- Writing, printing or sketching;
- Reading printed materials; and
- Any personal grooming such as brushing teeth, putting on makeup, clipping nails, shaving, etc.

**8. Emergency Stopping:** In the event that you must make an unplanned stop on a highway,

- Signal that you intend to pull your vehicle to the right shoulder of the road.
- Without applying the brakes, begin to decelerate at a steady and controlled speed.
- Turn on the emergency 4-way hazard warning lights (also beacons and light bar if equipped).

- Gently apply the brakes as you pull the vehicle as far onto the right shoulder as it is safe to do.
- Do not exit the vehicle until you are sure it is safe to do so.
- If you are equipped with PPE for traffic visibility, wear it.
- After exiting the vehicle, the driver and any passengers should stay as far away from the vehicle as possible in the event of a collision.
- If the vehicle is equipped with safety cones, place them behind the vehicle to warn approaching vehicles.
- If the vehicle is disabled, call for emergency assistance and stay with the vehicle. Notify your manager of the location and problem.

**9. Emotional Stress:** Personal and family issues can cause emotional stress.

- Driving a vehicle is not the place to sort out personal problems.
- If you cannot give your full attention to driving, do not drive.
- Notify your supporting manager.

**10. Fatigue:** On long trips, stop and rest.

- Get some fresh air and exercise every 2 hours (e.g. 15 minutes are recommended)
- When fatigue and drowsiness are apparent to the driver, the situation has reached an acute stage.
- ***Trying to drive through the stage of fatigue only reduces your ability to drive safely. Remember, fatigue is classed as impairment, and it is the driver's responsibility to ensure they are fit to drive.***

**11. Following Distance (or Interval Time):** Under normal conditions, allow 3 seconds between vehicles.

- If pulling a trailer, add 1 second for every extra 10 feet of vehicle length.
- If following a motorcycle, allow an additional 1-2 second spacing, motorcycles have a much shorter stopping distance than cars.
- In adverse weather or reduced visibility, add extra seconds and reduce your speed.
- In congested traffic, if possible, maintain a steady speed which (1) does not exceed the posted speed limit, (2) maintains a safe interval between the vehicles, and (3) allows you to react to changes in traffic flow.
- In stop-and-go congested traffic, do not enter a traffic light controlled intersection unless there is sufficient space for your vehicle to clear the intersection and any crosswalk on the opposite side of the intersection.
- Maintaining a safe interval in stopped traffic is important.
- Under normal conditions, you should be able to see the point where the rear tires meet the pavement on the vehicle ahead of you.

**12. Parking:** Whenever possible, plan where you will park.

- Try to avoid situations that would require you to back up to exit the parking spot.
- If possible, always back into a parking stall and drive out.
- When parking in the field, always turn the vehicle around to face out toward the main road.
- Be sure to circle check the vehicle prior to driving away from the parked location.

- Park in a visible and secure location.
- Place the vehicle transmission in Park and set the parking brake.
- For personal safety, be aware of anyone that may be waiting near your vehicle.
- Chocking Wheels

**13. Passing or Being Passed: Only overtake and pass another vehicle if it is safe to do so.**

- Ensure there is sufficient open road ahead to safely pass and re-enter the traffic lane.
- When overtaking and passing, you must not exceed the speed limit.
- If the vehicle being passed speeds up or paced you, reduce your speed and pull back into the traffic lane behind the vehicle.
- Do not tailgate.
- Always maintain a safe interval space.
- When another vehicle overtakes you, be prepared to take defensive action.
- Reduce your speed slightly to allow the other vehicle to make a safe transition back into the traffic lane.
- At night, be sure to dim the headlights as other vehicles pass.

**14. Security (Vehicle and Contents): Always lock the vehicle when not attended**

- Remove or securely stow all corporate assets, such as laptop computers, cell phones, cameras, credit cards, parking passes, keys, TELUS personal ID card, other electronic passcards, test equipment and tools.
- Remove or securely store personal items, such as coins, personal electronic devices, sunglasses, shopping bags, and wallets or purses.
- If possible, park in a well-illuminated and secure location.
- If possible, avoid parking beside or between larger vehicles that could conceal someone attempting to gain access to your vehicle.

**15. Specific Requirement for Emergency Services:** All drivers have a legal obligation for motorists to reduce speed when passing emergency services and tow vehicles with flashing lights.

- In 2005, it became law under Bill 39 that motorists must slow to 60 km/hr when passing stopped emergency services and tow vehicles when their lights are flashing.

**16. Securing Cargo (Non Flammable): All drivers are required to adhere to strict guidelines for the secure transport of non-flammable cargo. Properly securing cargo is essential for the safety of the driver, other road users, and the protection of company assets.**

**Non-flammable cargo, although not inherently combustible, poses risks if not appropriately restrained during transit. To ensure safe vehicle operation, the following procedures must be followed:**

- Utilize appropriate restraints and tie-down mechanisms suitable for the nature and size of the cargo.
- Ensure that cargo is evenly distributed and adequately secured to prevent shifting during transit.
- Follow proper loading procedures to distribute weight evenly within the cargo area.
- Secure loose items within the cargo space to prevent movement during transit.

- Regularly inspect and maintain cargo restraint equipment, such as straps, tie-downs, and anchors.
- Replace or repair any damaged or worn restraints promptly.
- It is the responsibility of each driver to inspect and secure their cargo before initiating travel.

Report any issues with cargo restraint equipment or concerns about the securement of non-flammable cargo to the supporting manager promptly.

**17. Securing cargo (Flammable): The transportation of flammable cargo requires the utmost diligence to ensure the safety of drivers, the public, and company assets. Adherence to stringent guidelines for securing flammable cargo is paramount in preventing accidents and minimizing the risk of incidents. To maintain the highest standards of safety during the transportation of flammable materials, all drivers must adhere to the following procedures:**

- Utilize specialized restraints and tie-down mechanisms designed for securing flammable cargo.
- Ensure that all restraints are in good condition, free from defects, and capable of withstanding the unique challenges associated with flammable materials.
- Stow flammable cargo in designated areas within the vehicle, adhering to any specific requirements outlined in safety documentation.
- Avoid co-loading flammable materials with incompatible substances and follow guidelines for proper segregation.
- Conduct thorough inspections of cargo restraint equipment before each trip, addressing any wear, tear, or damage promptly.
- Regularly maintain and replace restraint systems to guarantee their effectiveness in securing flammable cargo.
- Ensure that the vehicle is equipped with appropriate emergency response equipment, such as fire extinguishers, in compliance with safety regulations.
- Familiarize yourself with the location and operation of emergency equipment to facilitate a swift and effective response in case of an incident.

**18. Attaching and Detaching A Trailer:** Safely attaching and detaching a trailer from a hitch is a critical procedure that requires attention to detail and adherence to established safety protocols. Individuals involved in this process must follow the guidelines outlined below to ensure the safety of themselves, others, and the equipment involved.

**Pre Coupling:**

- Before pulling up to a parked trailer, ALWAYS ensure that trailer wheels are chocked.
- Ensure that the trailer is in good condition (tires are full, etc) before attaching.
- Ensure that the hitch is in good condition.

**Attaching the Trailer to Hitch:**

- Before attaching the trailer, inspect both the trailer and the hitch for any visible damage, wear, or defects.
- Ensure that the trailer's coupler and the hitch ball are clean and free from any obstructions.

- Verify that the size and weight capacity of the trailer hitch match those specified for the trailer being towed.
- Ensure compatibility between the hitch ball and the trailer's coupler.
- Utilize a trailer jack or other appropriate equipment to raise the trailer tongue and align it with the hitch ball.
- Confirm that the coupler is directly over the hitch ball.
- Lower the trailer tongue onto the hitch ball, ensuring a secure fit.
- Securely latch and lock the coupler onto the hitch ball according to the manufacturer's instructions.
- Attach safety chains from the trailer to the towing vehicle, crossing them under the hitch.
- Ensure that the chains are of sufficient strength and length to prevent the trailer from completely separating in the event of a hitch failure.
- Connect the trailer's electrical plug to the corresponding outlet on the towing vehicle.
- Verify that all lights, including brake lights and turn signals, are functioning correctly.
- If applicable, connect the trailer brake system to the towing vehicle and test its functionality.
- **Final Check:** Double-check all connections, ensuring they are secure and properly engaged.
- Confirm that the trailer is level and that the load is evenly distributed.

#### **Post Trip Inspection before Uncoupling:**

- Ensure that all electrical systems are still working.
- Ensure tires and other physical components are in good condition.
- Chock Tires for safe storage.

#### **Detaching the Trailer from Hitch:**

- Park the towing vehicle and trailer on a level surface.
- Apply the towing vehicle's parking brake and, if applicable, engage wheel chocks.
- Unlock and release the coupler from the hitch ball according to the manufacturer's instructions.
- Use a trailer jack or appropriate equipment to slightly raise the trailer tongue, relieving pressure on the hitch.
- Disconnect the safety chains from the towing vehicle, ensuring a controlled release.
- Disconnect the trailer's electrical plug from the towing vehicle.
- Carefully lift the trailer tongue and disengage it from the hitch ball.
- Secure the trailer on a stable surface, ensuring it is properly supported.
- Safely stow the trailer jack, safety chains, and any other equipment used during the attachment process.

**Post-Detachment Inspection:** Inspect the hitch, coupler, and safety components for any damage or wear.

- Document any issues and report them for repair or replacement.

**19. Loading and Unloading Trailer: Efficient and safe loading and unloading procedures are essential to prevent injuries, protect company assets, and ensure the secure transport of goods. All individuals involved in the loading and unloading process must adhere to the following guidelines:**

**Pre-Loading Inspection:** Conduct a thorough inspection of the trailer before loading to ensure it is in good condition, free from defects, and suitable for the intended cargo.

- Verify that the trailer floor, walls, and roof are structurally sound and capable of supporting the anticipated load.  
Distribute the weight of the cargo evenly to maintain proper balance during transit.
- Adhere to weight limits and guidelines specified by regulatory authorities and the manufacturer.
- Use appropriate restraints, such as straps, chains, and load bars, to secure the cargo inside the trailer.
- Ensure that all cargo is adequately secured to prevent shifting during transit.
- Stack cargo in a stable manner, avoiding overloading and maintaining a low center of gravity.
- Place heavier items on the bottom and lighter items on top to prevent top-heavy conditions.
- Utilize proper loading equipment, such as forklifts or pallet jacks, to load and unload cargo safely.
- Train personnel in the correct operation of loading equipment to minimize the risk of accidents.
- Establish clear communication protocols between the driver, loaders, and unloaders.
- Use hand signals, radios, or other communication devices to coordinate movements and ensure everyone's safety.
- Keep emergency equipment, such as fire extinguishers and first aid kits, accessible and in good working condition.
- Provide training on the location and proper use of emergency equipment to all personnel involved.
- When loading or unloading at a dock, ensure that the trailer is securely docked and that wheel chocks are in place.
- Be cautious of uneven surfaces, and use caution when moving between the dock and the trailer.

**Prohibited Practices:**

- Prohibit individuals from riding on the exterior of the trailer during loading or unloading.
- Prohibit individuals from riding in the trailer during transit.
- Avoid standing or walking under suspended loads.
- Clearly label hazardous materials and communicate specific requirements to all personnel involved.

**Post-Loading Inspection:**

- After loading, conduct a final inspection to ensure that the cargo is secure, the trailer is properly closed and sealed, and all safety measures are in place.



**20. Towing Trailer: Towing a trailer requires careful attention to safety measures to ensure the well-being of individuals involved, as well as the protection of equipment. The following guidelines outline the procedures and precautions to be followed during the process of towing a trailer:**

**Pre-Trip Inspection:**

- Verify that the towing vehicle is rated and equipped for the weight and type of trailer being towed.
- Ensure that the vehicle's towing capacity meets or exceeds the combined weight of the trailer and its load.
- Conduct a thorough inspection of the trailer, checking for any signs of damage, wear, or defects.
- Ensure that trailer lights, brakes, and tires are in good working condition.
- Hitch Compatibility: Confirm that the hitch on the towing vehicle is compatible with the trailer's coupler.
- Check for proper hitch height alignment with the trailer.
- Ensure a secure connection between the hitch ball and the trailer's coupler.
- Confirm that safety chains are properly attached and crossed under the hitch.
- Connect the trailer's electrical plug to the corresponding outlet on the towing vehicle.
- Test all lights, including brake lights and turn signals, to ensure proper functionality.
- Distribute the load evenly within the trailer to maintain stability during transit.
- Secure the load with appropriate tie-downs to prevent shifting.

**Safe Towing Practices:**

- Abide by posted speed limits and adjust speed according to road, weather, and traffic conditions.
- Avoid excessive speed, especially when towing a heavy or loaded trailer.
- Keep a safe distance between the towing vehicle and other vehicles, allowing for increased braking distance.
- Consider the longer stopping distance required when towing.
- Be aware of the increased braking distance when towing a trailer.
- Utilize the trailer's braking system if equipped and adjust braking force accordingly.
- Make wider turns to accommodate the extended length of the towing vehicle and trailer.
- Be cautious when changing lanes, ensuring there is sufficient space for the entire combination.

**Uphill and Downhill Driving:** Exercise caution when driving uphill or downhill, adjusting speed to maintain control.

- Use lower gears when descending steep grades to assist with braking.
- Emergency Preparedness: Carry essential emergency equipment, including a spare tire, jack, lug wrench, and roadside safety kit.
- Know the location of emergency services along the route.

**Post-Trip Procedures:**

**Safe Parking:**

- Park on a level surface.
- Engage the parking brake on both the towing vehicle and the trailer.

**Secure Unattended Trailer:**

- If leaving the trailer unattended, secure it in a safe and designated parking area.
- Use wheel chocks to prevent unintentional movement.

**Unload Safely:**

- Follow proper procedures for unloading cargo, ensuring a controlled and safe process.
- Disconnect the trailer from the towing vehicle when unloading is complete.

**Post-Trip Inspection:**

- Inspect the trailer, hitch, and towing components for any damage or wear.
- Document any issues and report them for repair or replacement.

**21. Truck Tag Out and Blocking (TO) Procedure:**

- **In the event of an Issue:** If there is an issue on the truck that requires maintenance, or there is potential to have an incident by continuing operation, the truck must be blocked, and tagged. Remove Key from affected truck. Secure the vehicle in a safe location and add wheel chocks to block any possible unwanted motion of the vehicle. Make sure all personnel are clear of the vehicle and the person placing the chocks is trained on how to install chocks safely. Lock out any other parts that contain energy and could move causing injuries. Effectiveness of the blocking must be “tested” to ensure no energy is present prior to starting work. Do a check to make sure the wheel chocks and any other lock outs are capable of preventing the movement of the vehicle before proceeding with maintenance. Notify all affected personnel immediately so they are aware of the lock out. Once the issue is resolved remove the tag out, sign off and make all affected personnel aware.
- **All vehicles must be choked when elevated from the ground.**
- **When Parking on an Incline:** All truck tires must be choked when parking on an incline to prevent the possible movement of the truck. Follow proper protocol for choking tires.

**22. Trailer TO and Blocking:**

- **In the event of an Issue:** If there is an issue with the trailer that requires maintenance, or there is potential to have an incident by continuing operation, the trailer must be tagged to indicate the issue. Secure the trailer in a safe location, lower the leg jack, and add wheel chocks to block any possible unwanted motion of the trailer. Make sure all personnel are clear of the trailer and the person lowering the leg jack and placing the chocks is trained on how to lower the leg jack safely and install chocks safely. Lock out any other parts that contain energy and could move causing injuries, like ramps and doors. Effectiveness of the blocking must be “tested” to ensure no energy is present prior to starting work. Do a check to make sure the wheel chocks and any other lock outs are capable of preventing the movement of the vehicle before proceeding with maintenance. Notify all affected personnel immediately so they are aware of the lock out. Once the issue is resolved remove the tag out, sign off and make all affected personnel aware.
- **When Parking on an Incline (avoid unless necessary):** All trailer tires must be choked when parking on an incline to prevent the possible movement of the trailer. Follow proper protocol for choking tires.

**Review:** This SOP will be reviewed every three years or earlier if an incident or procedural change occurs. Oversight is provided by the Leadership Team and Joint Health and Safety Committee (JHSC).

**Reviewed: 2025/04/21**

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