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Contractor Handbook

The Contractor Handbook provides information and guidance for contractors who perform work or provide services on NAV CANADA premises and helps ensure operational and workplace safety and compliance to current applicable legislation.

Resources:

NAV CANADA Contractor Handbook Checklist: Complete the checklist after reviewing the handbook and return it to the NAV CANADA project manager.

NAV CANADA Contractor Site Specific Safety Plan: Complete the safety plan at the work site before starting any work and return it to the NAV CANADA project manager.

**In the event of an emergency, please call
1-866-242-0124 immediately.**

An emergency (OSH, environmental, first aid, security, operational, etc.) is a sudden and unforeseen situation that puts NAV CANADA interests at immediate risk.

Introduction

NAV CANADA overview

NAV CANADA is a private sector, non-share capital corporation with operations from coast to coast to coast. NAV CANADA provides air traffic control, flight information, weather briefings, aeronautical information services, airport advisory services and electronic aids to navigation.

An operational safety message

While working at any of the NAV CANADA facilities and sites, it is critical to keep in mind that NAV CANADA provides essential air navigation services (including air traffic control) to our customers, which include, but are not limited to, major commercial airlines. Any disruption to these services could result in life-threatening consequences to the flying public.

We provide service 24 hours a day, 7 days a week, 365 days a year. We expect our contractors to understand the importance of what we do, respect and comply with the information and requirements outlined in this handbook, and abide by our policies and procedures.

Our commitment is to work co-operatively with contractors in an effort to improve aviation and workplace safety. We want to ensure that all contractors understand and adhere to NAV CANADA's policies and procedures in order to ensure operational and workplace safety and compliance to current legislation.

Roles and responsibilities

There are three parties described in this handbook who have distinct roles and responsibilities directly related to the work which you are contracted to perform as described in the Statement of Work (SOW) of your contract with NAV CANADA.

NAV CANADA's project manager

The NAV CANADA representative in charge of the planning and delegation and overall execution of a particular project. The project manager will be the main point of contact for the contractor throughout the work of the project.

The "notice" section of your contract lists the designated project manager's name and contact information.

NAV CANADA's contracting authority

The NAV CANADA representative involved in the paperwork of the contract administration. The contracting authority will primarily be involved at the beginning of the process in areas such as the negotiation, support and awards process of the given contract.

The "notice" section of your contract lists the designated contracting authority's name and contact information.

The contractor

This is yourself or the person engaged by NAV CANADA to perform the work specified in the contract. The contractor is responsible for ensuring the work obligations in the SOW are carried out in accordance with the contract safely and according to the designated timeline.

To adequately address all operational safety, security, Occupational Safety and Health (OSH) and environmental concerns, the contractor is expected to provide the completed Contractor Handbook Safety Checklist (Appendix A) and the Site Specific Safety Plan (Appendix B) to their project manager.

If you have any questions related to this handbook, or your role, please do not hesitate to contact your NAV CANADA project manager. Thank you for participating in this effort to increase the overall safety of our workplaces for you and your employees.

Code of business conduct

NAV CANADA's Supplier Code of Conduct (the Code) highlights key policies and practices that the company has in place to maintain a high standard of ethical behaviour. Your decision-making and conduct should be guided by our values.

NAV CANADA Values:

- We proudly care
- We work together
- We build trust
- We set the standard

The Code covers key aspects of our work environment, including our commitment to safety, diversity, equity, inclusion and belonging, respect in the workplace, official languages, labour relations, occupational health and safety, harassment and violence prevention, substance abuse, the environment, and privacy.

Our Code of Business Conduct applies to all employees, officers and directors of the company, as well as contractors and students. NAV CANADA also expects bargaining agents, suppliers, vendors, contractors, customers and partners to respect our policies and provisions on discrimination, harassment and violence and abusive behaviour.

Please be aware of and follow NAV CANADA's Supplier Code of Conduct.

For further information about the Code of Business Conduct, contact your NAV CANADA project manager or contracting authority.

“For a company entrusted with public safety, our reputation and success depend upon the personal commitment that each of us makes to uphold our core values and practice ethical workplace behaviour.”

—Raymond G. Bohn, President and CEO

Operational safety and the safety management system (SMS)

Overview

At NAV CANADA, the safety of the Air Navigation System (ANS) is afforded the highest priority. All NAV CANADA employees are responsible for safety. It is our expectation that all contractors will afford the safety of the ANS the same respect and attention as our employees.

Operational safety management system

NAV CANADA's Operational Safety Management System (SMS) is our way of managing risks that could affect the safe operation of the ANS.

NAV CANADA has established safety policies and safety standards for its SMS, including the *Corporate Safety Policy* and a *Just Culture Policy*. As a NAV CANADA contractor, you are required by regulation to read and understand these two policies as well as the SMS responsibilities that pertain to your role. Talk to your project manager to get a copy of these documents:

- Corporate Safety Policy
- Corporate Just Culture Policy
- Summary of SMS responsibilities document

Operational safety management responsibility of contractors

Contracted work at NAV CANADA shall include:

- A statement of work (SOW) outlining the work required to be completed;
- The development of Site Specific Safety Plans (See Appendix B);
- The communication by the project manager to the contractor of operational safety responsibilities and the potential impact of the work on the safe operations of all NAV CANADA services;
- The adherence by the contractor to any and all operating and safety requirements in the contract;
- The reporting by the contractor of all relevant operational safety information to the NAV CANADA project manager (see Reporting Operational Safety Concerns in this section);
- The assurance by the project manager that contractors are aware of any operational safety responsibilities and the potential impact of their work on the safe operations of NAV CANADA services;
- A commitment from contractors to educate themselves and their staff on the risk associated with the execution of the contracted work and employ competent supervision to ensure work is completed in accordance with applicable codes, regulations, and NAV CANADA policies, standards and procedures; and
- Provision and completion of site specific plans to address operational safety, security, occupational safety and health (OSH), and environmental concerns.

Contractor requirements

Contractors are required to:

- Adhere to the operating and safety requirements that apply to their duties; and
- Report all relevant operational safety information to their project manager.

Reporting operational safety concerns

NAV CANADA encourages contractors to report safety concerns to their project manager. If a person wants to report a safety concern confidentially they can do so using the NAV CANADA confidential safety reporting program, known as ARGUS.

Operational safety concerns can be reported by emailing ARGUS@navcanada.ca. The ARGUS program does not replace other established reporting processes and should not be used to report illegal activity, environmental concerns or OSH concerns as there are existing processes for these types of issues.

Corporate security and emergency planning**Overview**

Contractors must adhere to NAV CANADA's Corporate Security policies at all times. The following guidelines, procedures and practices are in place to safeguard employees and company assets, ensuring the continued delivery of our services.

Background checks

All persons entering into a business relationship with NAV CANADA must be cleared prior to entering the contractual relationship or assignment to NAV CANADA. This is regardless of whether physical access to facilities is required.

Admission without clearance is only permitted in emergency situations. In addition, NAV CANADA retains the right to require individuals to undergo a background check reassessment at any time.

Identification (ID) cards

Following a successful background check, on-site contractors are eligible to apply for an ID card. This card may provide access to specific NAV CANADA facilities depending on the contractor's job requirement. ID cards must be worn in a prominent manner at all times while on company property and/or within NAV CANADA facilities. They are only to be used by the person they have been assigned to.

Visitors

The contractor is to notify the NAV CANADA project manager prior to the arrival of any visitor who has not entered directly into a business relationship with NAV CANADA. Guests are not allowed onto company property without an identified host or escort whose onsite presence and availability has been positively confirmed upon their arrival. When hosting a visitor, the contractor host must ensure:

- the safety of visitors, and conduct thereof; and
- that visitors are physically escorted by personnel with a working knowledge of the areas they will be accessing for the duration of their stay

Sensitive information

Contractors may have access to areas within NAV CANADA facilities that contain sensitive information. Any sensitive information, particularly that which is operational, technical, financial or personal in nature must be handled as per NAV CANADA's Supplier Code of Conduct and kept confidential.

Computer Systems

Unless otherwise stated in the contract or statement of work, access to NAV CANADA computer systems is **not** permitted. These systems include:

- Business Information Management systems
- Facility building systems
- Technical or Operational systems

Cameras (video or still shot) in company facilities

The use of cameras is not permitted on company property unless stipulated in the contract. Taking pictures of operational details and sensitive company information is strictly prohibited. Should there be a business requirement to take pictures or video, permission must be obtained in advance.

Contract completion / Company assets

NAV CANADA may provide contractors with company assets, including ID badges or keys, to facilitate the execution of the contracted work. Upon completion of the contracted work, individual contractors must return all issued assets to the NAV CANADA project manager. Final payment will NOT be released until all assets have been returned to NAV CANADA.

Insurance and risk management

Imposing specific and related insurance requirements protects both the contractor and NAV CANADA. For the contractor, insurance also protects against claims.

Where NAV CANADA becomes involved, the contractors' insurance serves as the first line of defence for NAV CANADA.

For many contractors, the work that is being undertaken at NAV CANADA may not be covered by their Commercial General Liability (CGL) insurance, which generally includes exclusion for work undertaken at an airport or at other aviation facilities.

Contractors are urged to seek clarification from their insurance provider on which of their activities with NAV CANADA are covered and seek answers from NAV CANADA should they not be covered for their activities.

In the event of any of the following, please contact your project manager.

- Damage to NAV CANADA'S property (including fire, flood, explosion, etc.)

- Damage to third party property (including fire, flood, explosion)
- Any injuries (including death) to third parties, contractors, sub-contractors
- Vehicle accidents (including trucks, tractors, loaders, etc.) involving contractors and/or sub-contractors while performing duties of the Contract

For the purpose of this handbook, third party refers to any person or group other than the Contractor or NAV CANADA.

For more information, please contact your project manager.

Occupational safety and health (OSH) program

In the event of an OSH emergency

- Call 911 or Emergency Medical Services, if required;
- call the NAV CANADA National Security Monitoring Centre (NSMC): 1-866-242-0124;
- identify the OSH emergency;
- provide your name, location and phone number (+ area code);
- describe the situation; and
- inform your project manager of the situation.

Overview

The company is committed to providing a safe and healthy workplace. This commitment is implemented through the identification of OSH hazards, communication of policies and procedures, and enforcement of OSH practices by all persons of responsibility.

Canadian OSH legislation

NAV CANADA is a federal undertaking subject to the Canada Labour Code and to the Canada Occupational Health and Safety Regulations.

NAV CANADA is obliged to inform contractors of every known or foreseeable health and safety hazard to which they could be exposed when conducting business on our behalf.

Contractor responsibilities

Provincial and territorial Occupation Safety and Health legislation applies to our contractors. NAV CANADA expects contractors to know their rights and obligations according to the legislation of the jurisdiction in which they are working.

All contractors should be familiar with site-specific emergency plans, be aware of their surroundings and be alert to potential hazards at all times.

Compliance

Non-compliance with safety, security, OSH or environmental requirements will be treated the same as non-compliance with any contract provision and may result in work interruptions or contractor(s) being removed from NAV CANADA premises. Wilful or repeated non-compliance may result in contract termination.

To ensure compliance, NAV CANADA personnel may conduct formal audits to assess compliance with these requirements. Audit results will be discussed between NAV CANADA and the contractor.

OSH Emergency

An occupational and health (OSH) emergency is any occurrence or event which requires an immediate response due to the potential for loss of life or limb, serious injury, or property loss that requires police, fire, and/or medical services (e.g., dismemberment, unconsciousness, death, explosions, free fall of an elevating device, disturbed asbestos, mould, or indoor air quality hazard).

First Aid Policy

Report any injury or illness sustained while working on behalf of NAV CANADA to a first aid attendant for treatment and/or to the project manager or immediate supervisor.

Environmental program

Overview

NAV CANADA recognizes the importance of environmental management of its activities through a commitment to comply with all relevant environmental laws, regulations, by-laws, guidelines and standards.

Hazardous Materials and Waste

Contractors will be responsible for the proper disposal of any waste related to their job.

- Procure only the required quantity for the job. Obtain permission from the project manager for product quantity and acceptable storage locations.
- Ensure that all stored products are labelled and that an SDS (Safety Data Sheet) is available.
- Store hazardous materials properly to reduce risks (leaks/fire).
- Set up designated storage areas to provide spill containment measures, away from drains and showers.
- Use fire resistant, sealed receptacles for combustible or flammable materials such as greasy or oily rags.

- Use protective cabinets for combustible materials subject to spontaneous heating.
- Do not store chemically incompatible products beside each other.
- Obtain a facility permit, if required. Depending on what material is stored and for how long, a permit may be required.

Spills and releases

Sites and buildings are equipped with appropriate spill kits for products stored and used by NAV CANADA. Spill kits can be found in close proximity to all fuel storage tanks and work areas where batteries are stored or used.

In the event of a spill or release of hazardous material:

A spill or release of hazardous material is any occurrence or event that requires immediate response from NAV CANADA or a government agency.

See the Emergency Contact Information section for more details. Contractors are responsible for ensuring that appropriate spill kits are available on site for products used in association with contracted work.

1. Spill or Release Discovery

- Upon discovery of a spill or release, assess the situation and determine whether it is safe for you to remain in the area. If it is safe to remain on site, locate the source of the spill and stop the flow. Any and all spills are to be reported.
- If it is not safe, physically take this procedure with you, close all doors but do not lock on your way out.
- At all times keep safe, do not place yourself at risk.

2. Secure the Site

- Warn people in the immediate vicinity.
- Enforce no smoking and evacuate the area, if necessary.
- Shut off all ignition sources (motors, electrical circuits, lights) and extinguish any flames, if safe to do so.
- Prevent the spill from spreading using the Spill Kit and personal protective equipment, as necessary. Block off drains, culverts and ditches; surround the spill with absorbents to prevent spreading, if safe to do so.

3. Notification and Assessment

NAV CANADA contractor shall call 1-866-242-0124.