

Contractor and Vendor
Safety & Health
Handbook

*No task is so important, no duty so critical,
no job is so vital that it would prevent us
from performing it safely.*

**For emergencies that occur
on campus, activate 5555**

From landline: x5555

Directly: (314) 646-5555

Zoo radio: channel 1



Saint Louis Zoo
Animals Always®

FOREWORD

This handbook has been developed as a general resource tool and is intended to help you work safely in your contracted activities at the Saint Louis Zoo, WildCare Park, and/or Sears Lehmann Jr. Wildlife Reserve campuses. In order to maintain the health and safety of our staff, volunteers, guests, and animals in our care, it's important that our organization's policies, regulations, and best practices are followed. This document does not attempt to answer every individual question or cover every situation but it will provide you with an overview and general information that will assist you as you work. Therefore, any questions not addressed in the booklet can be referred to your Zoo point of contact, or to the Safety & Risk Management Department.

You have the authority and the responsibility to stop any unsafe act or behavior, or any activity that could harm people, animals, or the environment.

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General Information

- We encourage all contractors to park on secured lots, where our Security staff patrol. Parking on street is permitted and at your own risk.
- All unsafe conditions should be immediately reported to the job site supervisor, Zoo point of contact, or Safety & Risk Management Department. No worker will be required, or knowingly permitted, to work in an unsafe area unless the work involved is to correct the hazard, and then, only after all safety precautions are implemented.
- All workers will report fit for duty. Alcohol and drugs, including narcotics, are prohibited on Zoo grounds. Do not come to work under the influence of alcohol or drugs. Should you require assistance with substance use, please contact 866-210-1303, or your company's EAP.
- No personal radios of any kind are allowed on site. This includes boom boxes, CD players, and other similar equipment.
- Firearms, weapons, and explosives are not permitted on Zoo grounds including parking lots.
- Fighting, horseplay, practical jokes or unprofessional behavior, including inappropriate behavior around or towards animals in our care will not be tolerated.
- Anyone found to be willfully damaging or defacing Zoo property will be prosecuted.
- Threatening or abusive language directed at coworkers, supervisors, Zoo representatives and staff, or Zoo guests is prohibited and grounds for removal from property.
- Gambling on Zoo property is prohibited.
- Posting notices, including banners, large signs, and company posters not approved by Zoo officials is prohibited, especially in publically viewable areas.
- Discrimination and/or harassment will not be tolerated, and will be cause for removal from Zoo grounds. All incidents must be reported immediately to your supervisor and Zoo point of contact.
- Theft of any nature or form is cause for immediate removal from Zoo property and will result in prosecution. In some situations, it may result in contract termination.

- All employees will remain in the work area in which the contract work is being carried out. In the event that contractors must leave the jobsite, they will respect barricades, barriers, Zoo employee-only areas, animal areas, and all posted signage.
- Mobile phones will not be used, in any capacity, while operating equipment or performing job tasks.
- While working on any of our campuses, you may encounter Zoo staff, volunteers, and guests. Please be courteous and respectful. If anyone attempts to enter the work area without proper PPE, please escort them to the project site office or out of the project area.
- Do not wear clothing on the project that has explicit pictures or wording. All clothing should be family-friendly. High visibility clothing is required on the job site.
- **Smoking, including vaping, is permitted in designated areas only.** Please ask your Zoo point of contact for the nearest smoking area to your job site.

Saint Louis Zoo Emergency Information

All calls for emergency services will originate from the Saint Louis Zoo Ranger Base. **NEVER CALL 911!**

Emergency Notifications:

314-646-5555 from a cell phone
x5555 from any Zoo phone

When activating the internal emergency network, speak clearly, remain calm, and be prepared with the following information for the operator:

- Your name
- Your company's name
- Your location
- The location and nature of the emergency

Answer questions asked by the operator and stay on the line until they says it's okay to hang up, unless remaining on the line puts you or others in danger.

Zoo Emergency Notification to Contractor:

All emergency notifications shall be made by personal contact by Zoo personnel, or by phone to a job single point of contact, and can be supplemented through notification by the Zoo's ENS (emergency

notification system).

This includes notification of emergencies requiring evacuation, like fires, shelter-in-place emergencies, like severe weather, or animal escape emergencies. Subsequent all-clear notifications will be made by personal contact to the Contractor, or by phone call to a Contractor point of contact, and can be supplemented through notification by the Zoo's ENS, if the contractor is enrolled.

Emergency Evacuation

- Evacuation Gathering Location:
- Shelter Area Location:

Accident Reporting:

All accidents, injuries, and near misses, regardless of severity, must be reported in accordance with the contractor's policy & procedures. Information regarding accidents, injuries and near misses should be sent to Saint Louis Zoo Safety & Risk Management by the contractor's Zoo point of contact/Zoo project manager.

- First Aid – Given on-site by Zoo medical staff
- Medical Treatment – Given off-site by Contractor location of choice.
- Hospital – Serious injuries will be transported to St. Mary's Hospital or Barnes Hospital.

A management representative from the worker's employer must accompany the injured employee to the off-site medical provider. At no time will an injured worker be allowed to drive themselves to a medical facility. A return-to-work authorization must be given to the Contractor's Project Manager before the employee may return to work plus any additional restrictions per their procedures.

Aerial Lift Operations OSHA 1926.453

- Only trained and authorized employees may operate an aerial lift.
- All employees in an aerial lift must wear a full body harness with appropriate SRL or other shock absorbing lanyard tied off to a manufacturer's approved tie-off point.
- No standing on the mid-rail of any elevated platform.
- **DO NOT TIE OFF TO THE UPPER RAIL OF AN ARIEL LIFT OR ELEVATED PLATFORM.**
- Aerial Lifts must pass a daily inspection before use.
- Manufacturer's restrictions shall be strictly followed.

- Areas around and below the lift shall have restricted access and controlled with the use of appropriate barricades.

Confined Space Entry OSHA 1926.21

- Prior to all permit required confined space entry, Zoo Safety & Risk Management should be notified.

ALL CONFINED SPACE ENTRY SHALL FOLLOW OSHA 1926.21

There are two types of confined space.

- A Permit Required Confined Space – i.e. a vessel, pit, duct, manhole or other closed or semi-closed space not intended for continuous human occupancy.
 - A confined space permit will be posted and readily available at the entry location.
- Non-Permit Required Space – Large excavations and trenches that have continuous air exchange without restrictions.

Only trained personnel shall enter a permit-required confined space. Consult your supervisor before performing any work in a confined space.

Electrical OSHA 1926.404

- Only qualified electricians shall be permitted to perform electrical work and repair.
- Ground-Fault Circuit Interrupters (GFCIs) shall be in place and functioning at all times.
- Electrical cords and tools shall be inspected for defects before each use.
- Damaged or defective cords shall be removed from service immediately.
- Temporary electrical boxes shall be installed at least 36 inches from the floor.
- Temporary lighting shall be provided in all working and walking areas to comply with OSHA regulations.
- **Lockout Tag-out procedures shall be followed at all times.**

Environmental Protection - OSHA 1926.59

- All employees and contractors on site shall become familiar and comply with the project specific methods for controlling environmental issues.

Fall Protection OSHA 1926.500

- Employees working at elevations six (6) feet or above and not protected by a guardrail system are required to use 100% fall protection. 100% Personal Fall Protection is a full body harness with appropriate lanyard or SRL.
- Work performed at leading edges above six (6) feet requires 100% fall protection.
- All floor openings and holes shall be securely covered with material designed to support the anticipated load. Floor covers shall be marked with **“HOLE”** or **“COVER”** with orange paint
- Pits, trenches, and floor openings shall be barricaded with approved fencing or covered.
- Fall protection will be required for fall exposures less than six (6)-feet, where employees are exposed to moving equipment, working over equipment, vats or other objects posing a safety hazard.
- **The 100% fall protection requirement also applies to steel erection activities.**

Fire Protection OSHA 1926.24 and 1926.350

- Flammable liquids such as paints, thinners, gasoline, oils, etc., shall be stored outside the building in approved safety containers and in approved storage areas.
- Fire extinguishers are required for all welding, cutting, flame or spark-producing operations.
- Fire extinguishers of an appropriate size and rating must be ABC type, unless other type is approved by Zoo Safety, and inspected to ensure they are in an operable condition prior to commencing work.
- Fire extinguishers should be distributed throughout the project site as necessary to accommodate the fire load exposure.

- All burning and welding operations require a hot work permit and a fire watch, which shall be located no more than twenty-five (25) feet from the work area at any given time. Contact your Zoo point of contact for a Zoo-issued hot work permit, if your organization does not have one.
- Fire watch activities shall be continuously in place and end no less than 60 minutes after all cutting, welding, and spark producing activities. See the FM Global fact sheet for more information on fire watch requirements.
- Both the person conducting the flame or spark-producing activity and the fire watches must have a fire extinguisher at the ready.
- Flagging off the area around and below the flame or spark-producing operation is mandatory.
- Remove all combustibles in the area adjacent to the hot work. Use fire blankets to capture all sparks and slag, when appropriate.
- Curtains and shields shall be around arc welding activities.

Welding/Cutting/Burning/Hot Work Permit OSHA 1926.24 & 1926.350

There is a 60 minute minimum fire watch requirement on all projects.

- Hot work permits are to be obtained daily. Work shall not commence until the hot permit is in place.
- A fire extinguisher is required for all hot work operations.
- Fire extinguishers shall be appropriate to the hazards and be located within twenty-five (25) feet of hot work, and at all applicable locations on floors and areas below.
- Employees must be trained in fire watch requirements.
- Welding at eye level shall be shielded to protect employees from welding arcs.
- Propane or gasoline-powered welding equipment must have a fire extinguisher within twenty-five (25) feet.
- All acetylene and oxygen cylinders must be secured and have an approved flash arrester.
- Tanks shall have gauges removed at the end of each shift, and caps replaced.

Golf Carts

Unless absolutely necessary, golf carts, light utility carts, etc. are not permitted on contractor job sites. In the event golf carts (or other similar vehicles) are necessary for the efficient, effective, and safe completion of a job, additional training is required.

- All golf cart operators shall complete the Zoo vehicle orientation class.
- Golf cart operators shall yield the right of way to all other vehicular and pedestrian traffic.
- All golf carts shall be operated in a safe and courteous manner.
- All individuals operating a golf cart shall adhere to the appropriate speed limit for that campus.
- No more than (2) people are permitted to ride in a golf cart unless an additional seat is installed per manufacturer specifications.
- Golf carts are intended for people and small tools.

Hazard Communication OSHA 1910.1200 (Haz-Com)

- All material requiring as SDS must be approved by Animal Health, Safety & Risk Management, and the Zoo project manager/owner.
- Safety Data Sheets (SDS) are required and must be readily available for all hazardous materials.
- The contractor will train its employees before the material or chemical is used on-site.
- The contractor's Project Management team will maintain a current inventory of all materials. The SDS documents will be maintained in a mutually agreed upon area that is communicated to all contractor staff and subs, and to the Zoo project manager and Safety & Risk Management.
- Subcontractors shall maintain as SDS file for all hazardous materials they bring on site. Copies will be sent to the General Contractor. The same process applies for SDS approval for subcontractors as it does for general contractors.
- All hazardous materials should be in a properly labeled, appropriate primary or secondary container.
- Employees will be trained by their company on the safe use of hazardous materials in their work area.

- Subcontractors must train all employees on hazard communications and document that training was provided.
- PPE must conform to requirements of the SDS.

High Visibility Clothing

The Contractor will provide high visibility reflective vests or other appropriate and approved high visibility clothing as needed. High visibility reflective clothing is widely used to provide increased visibility of personnel in high traffic or heavily congested areas and are required on all projects. The situations listed below require additional PPE, including high visibility reflective vests:

- All employees working around moving equipment
- Any type of earthwork
- Confined space work
- Working around overhead loads
- Flagmen directing traffic or working in a traffic area
- Personnel escorting equipment or materials from point A to point B
- Working in a loading or unloading area

Remember, making employees more visible means they will be less likely to be struck by, caught in between or run over by a piece of equipment.

Housekeeping OSHA 1926.25

- All walking, working surfaces and stairwells shall be maintained clear of debris, mud, grease, trash accumulation, and other hazards that may contribute to unsafe walking-working surfaces.
- Discard all trash and scrap materials in the proper locations.
- Keep tools, equipment, and materials clear of all walkways and work areas to avoid tripping hazards.
- Clean up work area and put all tools away at the end of each shift.
- Storage areas, vaults, and trailers are to be used and well maintained.
- Nails must be removed from lumber or bent down flush with the surface
- Contractors must maintain aisle ways for egress and fire lane.

- Good housekeeping practices are important to reduce the risk of injury and negative impact to the environment. In our setting, good housekeeping practices are also important to maintain the health and safety of the animals in our care. Debris and trash like plastic bags or zip-ties can create unsafe and unhealthy environments for the animals in our care, as well as native wildlife. Please keep the jobsite tidy.

Ladders OSHA - 1926.1050

- Ladders must be properly constructed, kept in good repair, and inspected before each use.
- Extension ladders must extend 36” above the landing and be secured at the top and at the bottom.
- Stepladders must be tall enough to eliminate the need to stand on the two- (2) top steps.
- All ladders shall be equipped with non-skid safety feet.
- Only fiberglass ladders with approved classifications are permitted on the project.
- Ladders that are defective shall be tagged and removed from the project site.
- Stepladders are not to be used as an extension ladder.
- Employee shall not sit on a stepladder or straddle the stepladder.
- Work performed on a ladder within 6 feet of a leading edge requires 100% tie-off.
- Work performed on a ladder over 6’ feet requires 100% tie-off or the use of an alternate method.

Lock-Out/Tag-Out (LOTO) OSHA 1926.400

All Projects shall develop a Project specific LO/TO program.

LO/TO includes electrical, pneumatic, steam, fluid, hydraulic, and stored energy.

The basic lockout procedure below will be followed to protect contractors, zoo employees, guests, and animals in our care from sustaining injuries because of the inadvertent release of energy

1. Identify Power Source(s)
2. Lock-out and tag out and block power source(s)
3. Process to install Lock and Tag
 - Locks and tags should be used when working on equipment to be cleaned, repaired, inspected, and/or physically altered.
 - Locks and tags must be identifiable with employee name, company name, and contact number.
 - Contractors will train their employees in the complete Lockout procedure prior to commencing work.
 - Test the system to ensure it has been de-energized.
4. Remove Lock and tag.

Material Handling - OSHA 1926.25

- All bagged materials, block, brick, bolts etc. shall all be stored on skids, pallets or cribbing. When hoisting this material, encompass it within an approved enclosed container.
- At no time are these materials to be stored leaning against a wall, within 6 feet of an interior opening or 10 feet within an exterior opening.
- Pallets are not to be stacked over 5 feet high at any time

Material Storage - OSHA 1926.250 & 1926.350

- Compressed gas cylinder storage shall be outside the building at a minimum distance of (50) fifty feet from the building.
- Non-compatible compressed gasses (i.e. oxygen and acetylene) shall be segregated in storage by a one hour rated firewall or at a minimum distance of (20) twenty feet apart.
- Mark empty cylinders – EMPTY.
- Cylinders must be upright, secured at all times, and capped when not in use.
- The storage of all materials shall be coordinated and approved by the Project Manager.

Operating Equipment and Vehicles - OSHA 1926.600

- All equipment operators shall read the equipment operations manual and demonstrate a level of competency before operating the equipment.
- Prior to using any equipment (aerial lifts, lift trucks, cranes, etc.) on the project, daily equipment inspections shall be conducted to ensure the equipment meets the manufacturer's and OSHA standards.
- Seat belts must be in place and used by the equipment operator at all times.
- Backup alarms must be in working condition and louder than the surrounding environment.
- Fire extinguishers must be in place on the equipment, charged and suitable for use.
- Employees must be qualified and certified before operating equipment.
- High lift industrial trucks (fork lift trucks) shall be in good working order, equipped with an overhead guard and all necessary safety devices in operating order.

- Your company must supply written training verification for all fork truck operators and aerial lifts.
- Employees shall not ride on lifts, forks, or any part of the equipment that is not the operator's compartment.
- Swing radius barricades will be maintained around equipment at all times.

Overhead Work

- All overhead work is to be coordinated in advance.
- All critical lifts must proceed with a lift meeting to be assured all precautions have been addressed, and all impacted staff are aware of the lift.
- All overhead work areas must be flagged off or a ground person will be stationed in the area of the overhead work.
- No overhead work is permissible with employees working underneath (i.e. hoisting).
- All slings and straps shall be inspected prior to each use, and to assure there are no deficiencies in the integrity of the equipment.
- **All lifts must comply with the Saint Louis Zoo Lifting and Picking Guidelines Handbook.**

Personal Protective Equipment (PPE)

- **Safety Glasses** – ANSI z87.1-approved Safety Glasses with ANSI z87.1-approved side shields are required at all times in the construction area.
- **Face Shield** – A face shield attached to a hard hat and safety glasses is required for all operations with flying debris or splashing chemicals.
- **Welding Hood** – A welding hood attached to a hard hat and safety glasses are required for arc welding operations. Welding lens should be tested periodically for cracks before use. Verify appropriate welding lenses are being used for the specific task.

- **Burning Eye Protection** – Burning, welding and cutting requires double eye protection.
- **Head Protection** – Hard hats are required at all times in the construction area.
- **Foot Protection** – All employees on the construction site are required to wear hard-soled, sturdy leather work boots. Athletic shoes will not be permitted in construction areas. Steel-toed boots are recommended.
- **Clothing** – All employees will wear shirts with at least a 4-inch sleeve and ankle-length trousers.
- **Gloves** – Employees shall use gloves to protect their hands from hazards. Cut-resistant gloves will be worn for handling sharp materials. Special-use gloves, such as rubber coated or nitrile will be worn when working with hazardous chemicals and will be provided by the contractor.
- **Comfort respirator** – This respirator can be requested by the contractor’s employee and is not required by law. All employees receiving a comfort respirator will be trained in its limitations, care, and fit.
- **Required respirator** – All personnel will be trained prior to using a respirator. Employees requiring respirators by the contractor, OSHA, or other regulatory body must fill out a medical questionnaire, and receive training on the testing, limitations, and care of the respirator they will be using. All employees will be fit-tested and trained prior to wearing any required respirator.
- **Training and Fit Testing** - will be the responsibility of the contractor.

Power Tools OSHA 1926.300

- All power tools must be kept in good mechanical condition, including electrical cords.
- All appropriate machine guards must be in place.
- Double eye protection is required for all grinding operations.
- Damaged tools must be taken out of service and tagged immediately.
- Tools and cords must be used with a Ground Fault Circuit Interrupter (GFCI).

- Cords must be routed over or around walkways and work areas or be secured to prevent a tripping hazard.
- Avoid routing cords through doors and across sharp edges.

Rigging – OSHA 1926.750

- A competent person shall inspect the rigging prior to each shift, and periodically during its use.
- No loads shall be moved above employees, guests or animals in our care. A ground spotter must be used to notify employees in the path of the load. **Sounding a horn is not permitted.**
- At no time will the operator leave the controls while the load is suspended.
- Hoists, cranes, cables, slings and other lifting and rigging equipment must be inspected regularly and documented.
- Materials shall be rigged to prevent unintentional displacement
- **All lifts must comply with the Saint Louis Zoo Lifting and Picking Guidelines Handbook.**

Scaffolds - OSHA 1926.450

- Scaffold construction, use, and dismantlement shall be supervised by a competent person.
- Scaffold users must be trained in scaffold safety, and the training must be documented.
- A competent person must inspect scaffolding daily before use.
- Scaffold erection and dismantling over 6-feet requires 100% fall protection.

Signs and Barricades - OSHA 1926.200

- Each crew is responsible for erecting signs and barricades sufficient to warn others of the hazards associated with the construction work.
- Yellow Caution tape may be crossed once you check to ensure the area is safe to enter.
- Red Danger tapes must never be crossed or removed, unless you are part of the work crew in the area.
- Remove the barricades and tape once the hazard has been removed.
- Wooden barricades are to be signed with a *Danger* sign.

Trenching and Excavating - OSHA 1926.650

- Prior to beginning any excavation, digging, trenching or drilling operation, the Contractor shall ensure that all underground utilities have been located and verified by the responsible parties.
- All excavations shall be classified by OSHA standards and appropriate soil conditions.
- No personnel will be allowed entry into an excavation until a competent person has reviewed it. The competent person shall monitor the condition at all times staff are in the excavation.
- All excavations shall be safely shored, sloped, benched and barricaded at depths greater than 5', to the manufacturer's specifications and OSHA requirements.
- Only trained and authorized personnel may enter excavations.

The 8 Contributing Causes of Injuries:

Moving Blind: This means moving without being able to see where you are going, or placing your hands into a blind area.

Assumed Stability: Standing on a ladder that is not sitting on a level surface, or assuming that an electrical source has been de-energized before working on it.

Not Following Procedure: This involves knowing the right way of doing a task, but doing it another way instead.

Not Wearing Proper Personal Protective Equipment: This may mean wearing the wrong type, size or not wearing any at all.

Not Controlling Area Conditions: This allows the conditions to lead to an injury. Poor housekeeping conditions, debris, improper lighting and excess material contribute to this.

Wrestling and Straining: Using poor body mechanics, not obtaining assistance or not using mechanical lifting aids when warranted.

Line of Fire: This involves placing yourself in the path of potential energy or release. This can be electrical, mechanical, pneumatic, hydraulic, or animal.

Horseplay: This is defined as the boisterous play, pranks or practical jokes that can cause embarrassment, humiliation and unintentional but serious injury.

Our Mission

The mission of the Saint Louis Zoo is to conserve animals and their habitats through animal management, research, recreation, and educational programs that encourage the support and enrich the experience of the public.



Saint Louis Zoo
Animals Always®