

## **Visitor Guidelines**

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### **1.0 Purpose**

To provide the key requirements for visitors attending Cenovus work sites, and those receiving visitors at Cenovus work sites, so that the safety of personnel and property is maintained. The key requirements are communication, orientation, personal protective equipment, hazard assessment, emergency preparedness and documentation.

### **1.1 Roles and Responsibilities**

Roles and responsibilities for safety documents are described in the link below.

Cenovus CEN-EHS234, Roles and Responsibilities Standard

The person in charge of the day-to-day activities of a work site, or their designate, is responsible to ensure the safety of all visitors attending at a work site.

Visitors attending at a work sites must recognize that these requirements are established to enable the execution of work site responsibilities and provision of a safe environment.

### **2.0 Scope/ Application**

This policy applies to visitors, and those receiving visitors, at Cenovus work sites.

### **3.0 Definitions**

Definitions and acronyms for safety documents are described in the link below:

Cenovus CEN-EHS243, Definitions & Acronyms

The following definitions and acronyms are specific to Visitor Guidelines Practice.

**BU** means business unit

**EH&SMS** means Environment, Health & Safety Management System

### **3.1 Visitor**

Visitor is defined as any person attending a Cenovus work site that is not normally assigned to that work site, or does not have the training and experience to carry out unsupervised activities, at that work site.

Visitors typically do not engage in any of the direct activities at a work site and require supervision while in attendance.

### **3.2 Work Site**

Worksite is defined as Cenovus property including:

- Active or suspended operating facilities/ leases,
- Surveying and seismic activities, well drilling and completions,
- Construction and maintenance activities on roads, leases, pipelines, operations facilities, office, shop and warehouse areas.

## **4.0 Key Requirements**

### **4.1 Communication**

The visitor must contact the work site representative in advance of the visit to establish appropriate access, supervision, and any site-specific requirements.

During the initial contact the work site representative must query the visitor about the nature of the visit and advise the visitor of any site-specific requirements.

The visitor must contact the work site representative immediately prior to the visit to confirm that the arrangements remain as planned.

### **4.2 Orientation**

Orientation by those receiving visitors may be formal, or informal, and must cover as a minimum:

- the nature of the business at the work site
- the hazards at the work site
- personal protective equipment requirements
- emergency preparedness

### **4.3 Personal Protective Equipment**

**4.3.1 Head and Eye Protection** – Visitors attending Cenovus work sites must wear approved hardhats and safety glasses. This equipment is available as loaners from Cenovus Central Safety or may be obtained at the work site, if available. (Note Cenovus requirement for prescription safety glasses to be equipped with permanent side shields.)

**4.3.2 Foot Protection** – Protective footwear (safety toed boots) that completely encloses the foot and provides good ankle support is required. Consult the site representative to determine the specific safety footwear that is appropriate to the nature and conditions of the worksite. Exemption (waiver) from protective footwear can be granted at the expressed permission of Cenovus representative in charge of the worksite and in these cases should be documented and factored into the hazard assessment.

**4.3.3 Hearing Protection** – The nature of the visit will determine the need for hearing protection. Work sites with noise hazards maintain a supply of hearing protection devices.

Visitors must comply with all posted hearing protection requirements.

**4.3.4 Body and Limb Protection** – Outer garments must be long-sleeved, full length, and made of 100 % cotton, other non-synthetic material or fire retardant material. Synthetic material such as nylon or polyester is not allowed. Selection of outer garments should be appropriate to the nature and conditions of the work site.

### **4.4 Hazard Assessment**

Cenovus work sites are designed and managed to minimize and control hazards. The nature of our business requires that we are always aware of the existing hazards and vigilant in our attention to identifying potential hazards at our work sites.

It is the objective of the site representative to not expose visitors to any hazard associated with the work site visit.

## **4.5 Emergency Preparedness**

In the event of unforeseen changes in the worksite conditions during a visit it is important that the site emergency preparedness plans are implemented efficiently. The site representative must make the visitor aware of the site emergency indicators such as light and sound alarms, evacuation routes and meeting points. All emergency instructions by the site representative must be followed.

## **4.6 Documentation**

Execution of work site safety and security responsibilities require that documentation processes are in place to manage the personnel traffic through a work site. Documentation may be achieved through the use of sign-in sheets, work site or personal logbooks, orientation checklists, tailgate safety meeting sheets or safe work permits. Documentation must include, as a minimum: the date, the visitor's names and key points covered in the orientation.

## **4.7 Change Management**

Proposed changes to this practice can be directed to EH&S Document Management