

Cross Country Infrastructure Services, Inc.

Health & Safety Employee Handbook

2.15.2024

Prepared by CCIS MGMT with the advisement of CSC

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A. Drug Free Workplace

Cross Country strives to provide a drug-free, healthy, and safe workplace for Employees and customers. Use of illegal or controlled substances, whether on or off the job, can detract from an Employee's work performance, efficiency, safety, and health, and therefore seriously impair the Employee's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Company to the risks of property loss or damage, or injury to other persons. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

The following rules and standards of conduct apply to all Employees either on Company property or during the workday (including meals and rest periods). Behavior that violates Company policy includes:

- Possession or use of an illegal or controlled substance or being under the influence of an illegal or controlled substance while on the job.
- Employees shall not consume alcoholic beverages at any time during working hours or at any function in association with work unless approved by the HR Department for a pre-planned event. The employee understands that consuming alcoholic at a company event must strictly be done in a safe and responsible matter.
- Any individual taking prescribed medication should consult with his/her physician(s) to determine whether the medication may have an adverse effect on job performance or workplace safety. Employees should report the use of physician-prescribed or over-the-counter medications which are likely to adversely affect job performance or workplace safety to Entrata Human Resources and their Manager.
- Driving a Company vehicle or on company business while under the influence of alcohol or other substances which may impair function or judgment; and
- Distribution, sale, or purchase of illegal or controlled substance while on the job.

Violations of this policy may lead to disciplinary action, up to and including required participation in a substance abuse rehabilitation or treatment program, and/or immediate termination of employment. Such violations may also have legal consequences.

In order to enforce this policy, Cross Country reserves the right to:

- Conduct searches of Company property, Employees, and/or an Employee's personal property being used on Company property or in the performance of your duties, and to implement other measures necessary to deter and detect abuse of this policy.
- Test any Employee for any reason at any time, including pre-employment drug testing, post-accident or injury drug testing, and random drug testing.
- Test any employee based on reasonable suspicion that the employee may be under the influence, following workplace accidents or unsafe practices, or as a follow-up procedure where the employee previously has tested positive or has completed a drug rehabilitation or counseling program.
- Reasonable suspicion for testing includes, but is not limited to, observable changes in behavior, appearance, or performance, and credible reports of drug or alcohol use. Employees using prescribed or over-the-counter medications that may impair their ability to perform their duties must report this confidentially to Human Resources to ensure workplace safety and proper accommodations, if necessary.

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Any Employee who is using prescription or over-the-counter drugs that may impair the Employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a Supervisor of such use immediately before starting or resuming work.

B. Safety Guidelines

To help Cross Country maintain a safe workplace, we expect everyone to be safety-conscious at all times. All Employees should devote their full time, skill, and attention to the performance of their job responsibilities utilizing the highest standard of care and good judgment.

Cross Country will conduct regular Job Hazard Analysis (JHA) to proactively identify and mitigate potential hazards. Employees are required to participate in JHA reviews to ensure understanding of risks associated with their tasks.

Employees should also follow ergonomic practices, especially when performing repetitive motions or lifting heavy objects. Proper lifting techniques, frequent breaks, and the use of assistive devices or help from co-workers are encouraged to prevent strain-related injuries.

In addition to following Cross Country's safety guidelines, rules, and regulations at all times, Team Members are responsible for:

- Immediately reporting any work-related injury or illness to their Supervisor and Human Resources.
- The proper use of protective clothing, devices, or equipment.
- Attending all training sessions related to their job and participating in a safety committee when requested.
- Following the directions of warning signs or signals or the commands or directions of supervisory personnel.
- Reporting and containing unsafe conditions and taking appropriate steps to eliminate and reduce hazards; and
- Their own safety, as well as that of others in the workplace.

Failure to comply with Cross Country's rules or safety guidelines will be considered serious infractions and will result in disciplinary actions up to and including termination of employment.

C. Reporting Accidents & Safety Issues

Keeping work-related injuries or illnesses from occurring is our primary concern. However, in the event of a work-related injury, our goal is to help you recover and return to employment as soon as medically possible.

Federal law (Occupational Safety and Health Administration) and state Workers' Compensation Acts require that we keep records of all illnesses and accidents which occur during the workday. All job-related injuries or illnesses should be reported to your Supervisor immediately, regardless of severity. If you fail to report an injury, you may delay or jeopardize your right to certain benefits.

To report an accident or injury:

- Immediately notify your Supervisor.
- Complete the Workers' Compensation Incident Report with your Supervisor.
- For near-miss incidents (potential hazards that did not result in an injury), report the details to your Supervisor for proactive corrective action to prevent future incidents.

If you or another Team Member is injured or incur a job-related illness, you should notify your Supervisor immediately. If medical treatment is needed, your Supervisor may refer you to a local medical clinic or emergency center, depending upon the severity of the injury or illness. The Workers' Compensation Incident

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Report must be completed in all cases in which an injury requiring medical attention has occurred. If an injury does not require medical attention, a Refusal to Seek Medical Attention form and a Workers' Compensation Incident Report must still be completed in case medical treatment is later needed and to ensure that any existing safety hazards are corrected.

In addition to reporting accidents and injuries, all potential safety hazards, safety suggestions, and health and safety related issues should be reported to your Supervisor.

D. Stop Work Authority

Cross Country's Stop Work Authority (abbreviated as SWA) Program is to provide employees and contract workers with the responsibility and obligation to stop work when a perceived unsafe condition or behavior may result in an unwanted event. CCIS considers no activity to be so urgent or important that its standards for environmental protection, safety, or health may be compromised. Employees have the right and responsibility not to perform tasks or activities they feel pose undue risk to themselves, co-workers, or the environment. Stop work actions take precedence over all other priorities and procedures.

It is CCIS's policy that:

1. Employees have the authority and obligation to stop any task or operation where concerns or questions regarding the control of health and safety risk exist.
2. No work will resume until all Stop Work issues and concerns have been adequately addressed.
3. Any form of retribution or intimidation directed at any employee for exercising their authority to stop work will not be tolerated.

The Safety Manager will also provide specific SWA training during employee orientation and conduct annual refresher training. All Stop Work Authority incidents will be tracked and analyzed to identify trends or areas of concern, and lessons learned will be communicated to the workforce.

E. Working Alone

Working alone in certain circumstances, situations, or environments can increase the risk to the health and safety of the worker. Special arrangements must be made to minimize this risk, especially after normal working hours, as these circumstances pose an additional risk to life and property. Where a worker is working alone, Cross Country will develop and implement written procedures to ensure, as far as is reasonably practicable, the health and safety of the worker from risks arising out of, or in connection with, the work assigned.

Working Alone applies to a worker who is the only worker of the employer at that workplace, or work site, in circumstances where assistance is not readily available to the worker in the event of injury, ill health or emergency.

Cross Country shall be responsible for ensuring a procedure for assessing working alone situations and site-specific working alone plans are developed, implemented, communicated, and enforced. Employing authorities shall review each worksite under their supervision to identify employees who work alone.

Employees working alone must adhere to the established communication protocol, including regular check-ins via phone or radio with a designated Supervisor. In addition, employees will receive personal safety training to ensure they are prepared to handle potential risks when working alone.

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F. Preventing Violence in the Workplace

Any person who makes substantial threats, exhibits threatening behavior, engages in violent acts, or brings an illegal weapon onto job site property shall be removed from the premises as quickly as safety permits and shall remain off premises pending the outcome of an investigation. The company will initiate an appropriate response, including but not limited to suspension, reassignment of duties, termination of employment and/or business relationship, and/or criminal prosecution of the person(s) involved.

No existing policy, practice, or procedure shall be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing.

Employees will also be trained in de-escalation techniques and how to recognize early warning signs of potentially violent behavior, such as aggressive body language, verbal threats, or excessive stress in co-workers. Employees are encouraged to report any concerns to management immediately.

G. Inclement Weather & Natural Disasters

In the event of severe weather or a natural disaster that prevents Employees from safely traveling to and from work, the following leave policies will apply:

- **Inclement weather:** If weather conditions prevent you from safely traveling to work, you must notify your Supervisor by phone if telephone service is functional, or by any other available means.
- **Natural disasters:** In the event of a natural disaster contact your Supervisor for instructions. For instructions on reporting to another location, contact the office immediately, if possible.

Employees will be notified of office closures or alternative work arrangements via text, phone, or email. Employees should ensure their contact information is up to date with Human Resources to receive these alerts in a timely manner.

Non-exempt employees will not be paid if they do not report to work. Employees may be permitted to use accrued, unused PTO due to inclement weather.

H. Smoking

Smoking is strictly prohibited inside the Company's premises at all Company locations and in all company owned assets (Trucks and Equipment).

I. Pandemic Preparedness (COVID-19)

If an employee is confirmed positive for COVID-19, the employee must be sent home immediately, and their workstation or office must be isolated for 24 hours prior to cleaning and disinfection. A product known to eliminate the COVID-19 virus must be used on hard surfaces and an aerosol disinfectant must be used to decontaminate the air. Personnel cleaning the workstation must wear at a minimum a face mask and gloves.

In addition to maintaining good regular personal hygiene, employees are expected to wash their hands before and after meal breaks, after using the restroom, and after interacting with a third party. All employees must wear a mask while away from their desk or workstation. If two or more employees must be in a work area (ie: office, shop bay, etc.), all personnel must wear a mask. Social distancing of a minimum of six feet is required at all times. When feasible, only one individual should be in the restroom at a time. Disinfectant and wipes will be

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made available in the break room to disinfect break areas before and after use.

It is CCIS policy that and is subject to local, state and federal law:

- 1.) Masks are required to enter the building and must be worn at all times by any customers and third-party vendors. Hand sanitizer will be available and must be used upon entry into the building.
- 2.) All personnel must undergo a pre-work screening prior to their shift to ensure they do not have an elevated temperature and are not experiencing any COVID-19 symptoms.
- 3.) To report immediately to my supervisor and safety department by phone if anyone in my household has tested positive for COVID-19 or if I have had direct contact with anyone testing positive for COVID-19 in the past 14 days.
- 4.) To follow all current Covid 19 policies and procedures currently in place and as they are set forth.

The company will regularly update pandemic protocols based on the latest local, state, and federal guidelines to ensure employee health and safety. In addition, Cross Country will provide access to mental health resources to support employees during pandemics, offering guidance on stress management and coping strategies.

J. Stop Work Authority

Construction and industrial sites present many hazards to employees when they are performing work-related activities. The purpose of Cross-Country Infrastructure Services Inc., herein referred to as CCIS, Stop Work Authority (abbreviated as SWA) Program is to provide employees and contract workers with the responsibility and obligation to stop work when a perceived unsafe condition or behavior may result in an unwanted event. CCIS considers no activity to be so urgent or important that its standards for environmental protection, safety, or health may be compromised. Employees have the right and responsibility not to perform tasks or activities they feel pose undue risk to themselves, co-workers, or the environment. Stop work actions take precedence over all other priorities and procedures.

It is CCIS's policy that:

1. Employees have the authority and obligation to stop any task or operation where concerns or questions regarding the control of health and safety risk exist.
2. No work will resume until all Stop Work issues and concerns have been adequately addressed.
3. Any form of retribution or intimidation directed at any employee for exercising their authority to stop work will not be tolerated.

Situations That May Require a Stop Work Action:

SWA should be initiated for conditions or behaviors that threaten danger or imminent danger to person(s), equipment or the environment. Situations that warrant a SWA may include, but are not limited to the following:

1. **Change-** A modification or alteration that deviates from the way the job task is normally performed may cause unsafe work actions or conditions. For example, using a different tool, altering a standard procedure to meet new job task requirements, making a change to the work plan, or observing parameters that are outside the standard procedures.
2. **Unscheduled event-** An unplanned event that distracts employees from the job task being performed may cause unsafe work actions or conditions. For example, inclement weather, simultaneous work occurring nearby, or a community or property owner activity following an accident or spill.
3. **Observation with safety impact-** Whenever an employee observes a condition or situation that has an impact on safety. For example, a hose lying across a walkway, a spill that has not been cleaned up, a loose handrail or a damaged tool.
4. **Incomplete understanding-** Whenever an employee or coworker does not completely understand instructions, procedures or ongoing activities. For example, making assumptions about job task steps, uncertainty over the

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order that job steps are performed, or differing opinions about how a job task is performed.

5. **Relay information-** Whenever a situation requires critical information to be relayed, an unsafe work action or condition may occur. For example, shift change or employee reassignment.
6. **Observing new hazards-** Whenever an employee encounters risks that have not been addressed during previous job safety analysis or risk assessments. For example, new PPE requirements based on job task demands previously unidentified.
7. **Need to ask for help-** Whenever a job requires additional people, or the experience level of the person performing the job task requires support, an unsafe work action or condition may occur. For example, working to meet production demands and performing a two-person procedure alone, an inexperienced employee who does not ask for help, not asking for help with a heavy lift, or needing help with reading a drawing or sketch.

If an imminent danger stop work is necessary, worker(s) must safely stop their work and notify their supervisor(s). For non-imminent danger stop work, normal supervisory procedures, staff communication, as appropriate, should be used. The condition that caused a stop work to be initiated must be evaluated to determine if the controls that are in place will adequately protect people and the environment. If it is unclear as to whether the controls are adequate or if the scope changes, workers must contact their supervisor to discuss the situation and have their work re-authorized as appropriate. It may also be necessary to secure another release.

Stop Work Authority Roles & Responsibilities:

1. **Senior Management-** Creates a culture that promotes SWA, allows it to be exercised freely, establishes clear expectations and responsibilities, resolves SWA conflicts when they arise and hold accountable anyone who chooses not to comply with established SWA policies. Demonstrates support for using SWA without the potential for retribution. Holds employees and contractors accountable for full compliance with the SWA program. All Stop Work reports will be reviewed by Senior Management.
2. **Supervisors and Managers-** Promotes a culture where SWA is freely exercised, SWA requests are honored and resolved before resuming operations, works to resolve issues before operations resume, and recognizes proactive participation. Ensures necessary stop work follow-up is completed. All Stop Work reports will be reviewed by a supervisor/manager.
3. **Safety Manager-** Provides training and training materials, support, maintain associated documentation and monitors compliance of the SWA program. All SWA's will be documented by the Safety Manager to assess trends and to share lessons learned.
4. **Company employees and contractors-** Initiate stop work (in good faith) and support stop work initiated by others. All employees have the authority to stop work when the control of the HSE risk is not clearly established or understood. Employees will not be reprimanded for issuing a SWA. Employees must support the intervention of others and properly report all SWA.

Training:

Training regarding this SWA Program shall be conducted as part of all new employee and contractor orientations.

At a minimum, employees will be trained in:

1. The importance of Stop Work Authority.
2. The benefits of Stop Work Authority.
3. The contents of this program and are expected to adhere to the provisions contained within

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K. Preventing Violence in the Workplace

Policy:

Any person who makes substantial threats, exhibits threatening behavior, engages in violent acts, or brings an illegal weapon onto job site property shall be removed from the premises as quickly as safety permits and shall remain off premises pending the outcome of an investigation. The company will initiate an appropriate response, including but not limited to suspension, reassignment of duties, termination of employment and/or business relationship, and/or criminal prosecution of the person(s) involved. No existing policy, practice, or procedure shall be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing.

Management Commitment:

Provides the motivation and resources to deal effectively with workplace violence and shall include a policy that violence, threats, harassment, intimidations, and other disruptive behavior in our workplace will not be tolerated; that is all reports of incidents will be taken seriously and will be dealt with appropriately.

Management shall be committed to:

- A. Emotional as well as physical health of the employee.
- B. Appropriate allocation of authority and resources to responsible parties.
- C. Equal commitment to worker safety and health and patient/customer safety.
- D. A system of accountability for involved managers and employees.
- E. A comprehensive program of medical and psychological counseling for employees experiencing or witnessing violent incidents.
- F. No employee reprisals for reporting incidents

Employee Involvement:

All personnel are responsible for notifying their superintendent of any threats that they have witnessed, received, or have been told that another person has witnessed or received. Even without an actual threat, personnel shall also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job related or might be carried out on at a project site. Employees are responsible for making this report regardless of the relationship between the individual initiating the threat or threatening behavior and the person(s) receiving the threat, including domestic problems which they fear may result in violent acts against them or a co-worker.

Employees shall:

- Understand, support, and comply with the established workplace violence program.
- Participate in employee complaint or suggestions sessions.
- Provide prompt and accurate reporting of all workplace violence incidents.

Employees shall understand that:

- Reporting violence will benefit them, and enable management to identify, address, and solve problems.
- No reprisals will be taken by management or employer.

Employees often do not report violent incidents because:

- Of lack of administrative reporting policies, or procedures.
- They are afraid employer will think they can't handle the job effectively.

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- Of misperception that violence is part of the job.
- Of fear of employer reprisals.

All individuals who apply for or obtain a protective or restraining order which lists the company locations as protected areas must provide a copy of the petition used to obtain the order, as well as a copy of the protective or restraining order which was granted, to their immediate supervisor or the designated representative(s).

Worksite Analysis & Hazard Assessment:

It is recommended that a worksite analysis be completed by an appointed Threat Assessment Team or similar task force, or coordinator. This "team" analyzes records, trends, workplace security, and gives screening surveys to staff to help identify hazards.

Periodic inspections are performed according to the following schedule:

- CHS or a appointed safety officer will conduct inspections quarterly of all CCIS locations
- When we initially established our Workplace Violence Prevention Program.
- When new, previously unidentified security hazards are recognized;
- When occupational injuries or threats of injury occur; and
- Whenever workplace security conditions warrant an inspection.

Hazard assessment involves a step-by-step, common sense look at the workplace to find existing or potential hazards for workplace violence.

This can include:

- a. Analyzing and tracking records of violence at work.
- b. Examining specific violence incidents carefully.
- c. Surveying employees to gather their ideas and input.

The hazard assessment shall examine vulnerability to four categories of violence— violence by strangers, violence by customers, violence by co-workers, and violence by personal relations.

Violence Hazard Prevention & Control:

Once existing or potential hazards are identified through the hazard assessment, then hazard prevention and control measures can be identified and implemented.

These measures may include (in order of general preference):

- Engineering controls, such as locks and alarms.
- Administrative/work practice controls, such as sign-in procedures for visitors and employee assistance programs.
- Personal protective equipment, such as bullet-proof vests for police and security personnel.
- Posting applicable laws, such as those prohibiting assaults and stalking, in visible locations may serve as a prevention measure.

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Training & Instruction:

1. All CCIS employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided when the Workplace Violence Prevention Program is first established and periodically thereafter.
2. Training shall be provided to all new employees and to other employees for whom training has not previously been provided. It shall also be provided to all employees, supervisors, and managers given new job assignments for which specific workplace security training for the job assignment has not previously been provided.
3. Additional training and instruction will be provided to all personnel whenever the employer is made aware of new or previously unrecognized security hazards.

General workplace violence and security training and instruction includes, but is not limited to, the following:

- Explanation of the Workplace Violence Prevention Program including measures for reporting any violent acts or threats of violence.
- Recognition of workplace security hazards including the risk factors associated with the four types of violence.
- Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors.
- Ways to defuse hostile or threatening situations.
- Measures to summon others for assistance.
- Employee routes of escape.
- Notification of law enforcement authorities when a criminal act may have occurred.
- Emergency medical care provided in the event of any violent act upon an employee.
- Post-event trauma counseling for those employees desiring such assistance.

In addition, we provide specific instructions to all employees regarding workplace security hazards unique to their job assignment, to the extent that such information was not already covered in other training.

Incident Investigation:

CCIS procedures for investigating incidents of workplace violence threats and physical injury include:

1. Reviewing all previous incidents.
2. Visiting the scene of an incident as soon as possible.
3. Interviewing threatened or injured employees and witnesses.
4. Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
5. Determining the cause of the incident.
6. Taking corrective action to prevent the incident from recurring.
7. Recording the findings and corrective actions taken.

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**ACKNOWLEDGMENT AND RECEIPT OF SAFETY
HANDBOOK**

I hereby certify that I have received the attached Safety Handbook and an overview of the contents of the handbook. I understand that reading this handbook is a condition of employment and I hereby agree to do so within the next 24 hours. I further agree that if after reading this handbook I am confused or unclear about any of the matters discussed herein, I will immediately review those matters with my supervisor.

This abridged information is provided as a quick explanation of the safety procedures and may not include all rules or regulations applicable to my job assignment. I also understand that my continued employment is entirely dependent on my willingness to cooperate and comply with the full intent and purpose of this handbook. I also understand that I may be asked to comply with additional safety written rules, regulations, policies, procedures and verbal instructions that are not covered in my handbook.

I understand that safety is important aspect of my job and that I will do my best to comply with all safety rules and I will always work in a safe manner for the protection of my co-workers and myself.

Employee Signature

Date

Employee Printed Name