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L'Université canadienne  
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## **HAZARD REPORTING PROCEDURE**



**Office of Risk Management**  
**Bureau de la gestion du risque**

**FOR THE UNIVERSITY COMMUNITY**

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## PURPOSE

This document sets out steps for reporting potential or actual hazards in the workplace. As such, it provides information on the content of the report itself, helping to streamline the approach for

- advising authorities of hazards and receiving feedback on the action taken,
- investigating accidents, incidents or concerns, and
- determining the best control measures.

## SCOPE

This hazard-reporting procedure should be used by the entire University of Ottawa community, in particular by employees and supervisors.

## RESPONSIBILITY AND ACCOUNTABILITY

**Reporting hazards:** The individual who identifies the hazard must report it clearly and quickly to the appropriate University authority (supervisor, Protection Services, Physical Resources Service or other designated authorities). Individuals detecting a “high-risk hazard” (see *Definitions*) must contact Protection Services at 5411 immediately.

**Controlling reported hazards:** The responsibility for properly controlling and containing reported workplace hazards in a timely fashion belongs to the appropriate University authority, who must also inform the original reporter of the action taken and the results obtained.

## DEFINITIONS

*Accident:* an unexpected event causing injury, illness or even death (see also *critical injury*), or involving exposure to harmful substances.

*Building Management Agent (BMA):* a person to whom sectoral occupational health and safety committees (OHSCs), the University's occupational health and safety committee (UOHSC) and occupants report problems or health and safety matters concerning that building. BMAs are designated by the Administrative Committee for each building in which the University of Ottawa operates. The Administrative Committee will also designate a person to whom SOHSCs or the UOHSC are to submit reports of problems concerning several buildings or campus areas outside of buildings.

*Building-related issues:* situations that involve the maintenance, the structure or the operation of a building (light replacement, asbestos removal, mould growth, air quality concern, comfort level, etc.).

*Critical injury* – an injury of a serious nature that:

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- a) places life in jeopardy;
  - b) produces unconsciousness;
  - c) results in substantial loss of blood;
  - d) involves a fracture of a leg, arm, but not a finger or toe;
  - e) involves the amputation of a leg, an arm, a hand or a foot, but not a finger or toe
  - f) consists of burns to a major part of the body; or
  - g) causes the loss of sight in an eye.
- (*Ontario OH&S Act, Reg. 834, Sec. 1*)

*Hazard:* a substance or situation that can cause injury or illness, damage to property, damage to the workplace environment, or any combination of these.

*High-risk hazard:* a substance or situation whose potential for causing injury or illness, damage to property and damage to the workplace environment is especially acute.

*HRS:* Human Resources Service

*Incident:* an undesired event resulting in damage to property or to the environment (fire, spill, breakage, etc.).

*Near miss:* a situation that could have led to an injury, to illness or to property damage.

*ORM:* Office of Risk Management

*Physical hazard and non-conformance:* any deviations from work standards, practices, procedures, regulations, or from management system requirements that can directly or indirectly lead to injury or illness, to property damage, to environmental damage or to a combination of these (includes near misses—see above).

*PS:* Protection Services

*Risk:* a situation that results in a chance of harm to people, of damage to property or of other loss; or the potential for such a situation occurring.

*Risk Level:* an assessment, usually subjective, which estimates the magnitude of the risk based on the probability of the event occurring and the estimated severity of the impact.

*Supervisor :* a person who has charge of a workplace or have authority over a worker (Ontario OH&S Act, Sec. 1(1)). Supervisor is any person, academic or non-academic who provides guidance and/or instruction regarding the activities of another person or a workplace.

*SOHSC:* Sectoral Occupational Health and Safety Committee

*Worker:* means a person who performs work or supplies services for monetary compensation but does not include an inmate of a correctional institution or like

institution or facility who participate in a work project or rehabilitation program (Ontario OH&S Act, Sec. 1(1))

WSIB: Workplace Safety and Insurance Board.

## REPORTING PROCEDURE

NOTE: ORM can be consulted by all parties at any stage of this procedure.

### If you are a WORKER,

1. Report hazards to your supervisor, unless there is an immediate threat to life, safety, property or the environment, in which case you must call Protection Services at 5411 or 911. Also, for physical hazards that you detect in **public areas of the University**, **you** can contact the Building-Management Agent or the Physical Resources Service directly at 2222, unless your supervisor has instructed you otherwise.
  - 1.1. You can report non-urgent hazards orally or in writing to your supervisor.
  - 1.2. For written reports, use e-mail or the **Hazard Report Form** (see *Appendix 1*).
  - 1.3. For hazards requiring immediate attention, give an immediate oral notice, followed by written report when needed.
  - 1.4 In case of a personal threat or workplace violence, consult and follow the Violence Prevention Policy. You can consult the Appendix 3 for the decision process guideline.
  - 1.5 In case of harassment, consult and follow the Policy on Prevention of Harassment and Discrimination.
  - 1.6 Even if you manage to resolve hazards without your supervisor's involvement, be sure to inform him or her about the hazard and the action taken (especially if the area involved is under the supervisor's direct responsibility).
2. If you are not satisfied with the supervisor's follow-up, raise the matter again or ask your SOHS Committee for help\*. If you approach the SOHSC,
  - 2.1. document your concerns on the **Hazard Report Form**.
  - 2.2. the SOHS Committee investigates and then recommends the best action to the supervisor
  - 2.3. the SOHS Committee and the supervisor must ensure that workers are informed about how the hazard is being—or has been—resolved.

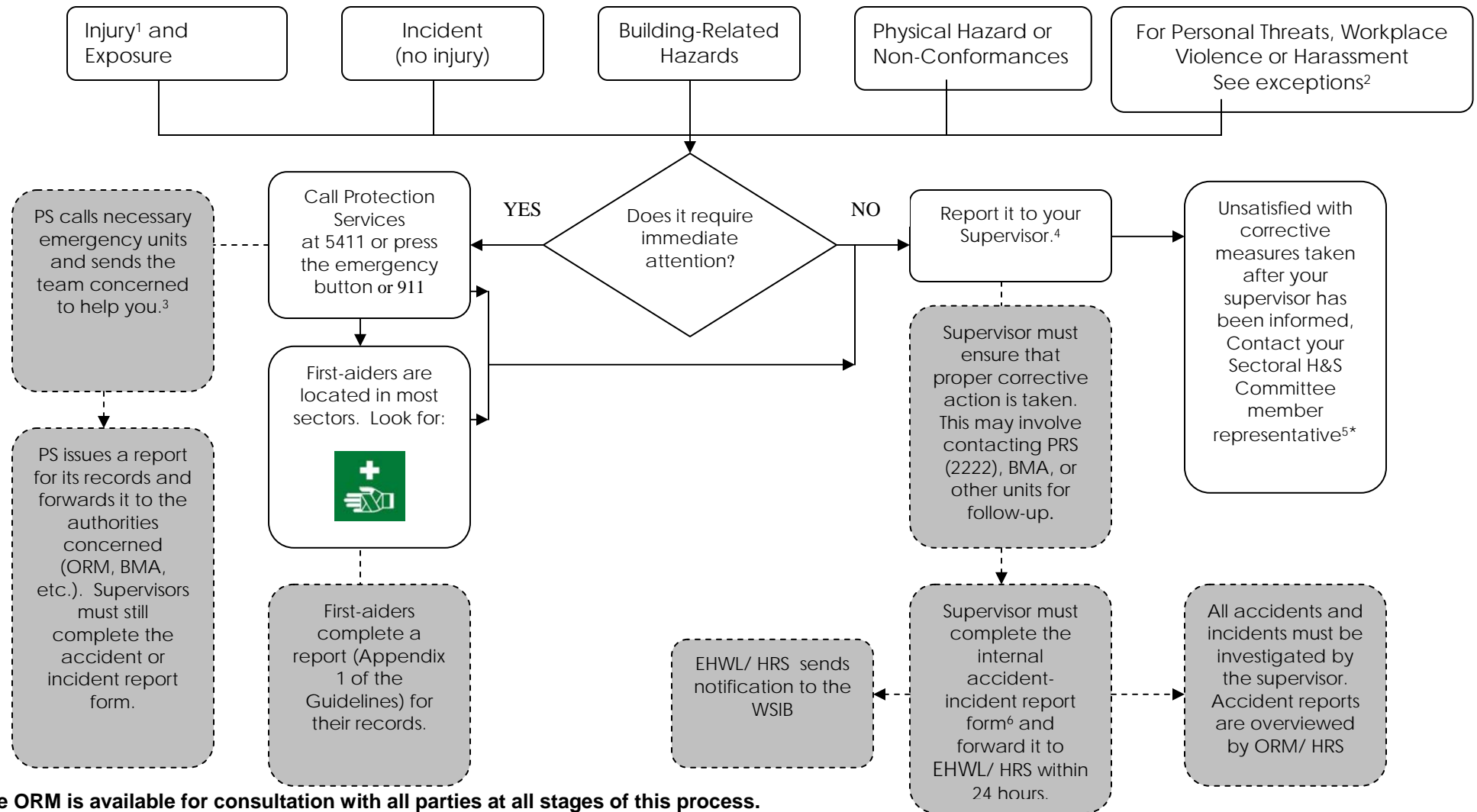
**Note:** This procedure does not prevent you, the worker, from exercising your right to refuse unsafe work\*, as defined by the *Occupational Health and Safety Act (OHS Act)*. Also, under the OHS Act, you cannot be subjected to reprisals for exercising this right.

\*In case of a personal threat, or workplace violence, follow the Violence Prevention Policy

For an illustration of the reporting steps, consult the **Health and Safety Hazard-Reporting Flow Chart** on the next page.

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# HEALTH AND SAFETY HAZARD-REPORTING FLOW CHART FOR THE UNIVERSITY COMMUNITY



The ORM is available for consultation with all parties at all stages of this process.

## Legend

1. Critical Injury, as defined by the OH&S Act must be reported immediately to PS.
2. In case of harassment, follow the *Policy on Prevention of Harassment and Discrimination*. In case of violence or threat of violence, follow the *Violence Prevention Policy*
3. PS calls the ambulance, the fire department, and sends Protection officers to the scene to provide first-aid, direct the ambulance, etc.
4. Workers first report the situation to a supervisor unless directed otherwise; for example, they may have been instructed to call 2222 or the BMA directly to report a slippery floor or entrance. Consult the flow chart for supervisors for further details.
5. For a list of members, visit the ORM Web site at [http://www.uottawa.ca/services/ehss/ohs\\_members.htm](http://www.uottawa.ca/services/ehss/ohs_members.htm)
6. The **Accident-incident report form** can be found at: <https://web30.uottawa.ca/v3/riskmgmtfrm/aioreport.aspx?lang=en>

\*This does not preclude workers from exercising their right to refuse unsafe work, as defined by the OHS Act. See the work-refusal flowchart at <http://www.uottawa.ca/services/ehss/documents/workrefusal2010.pdf>

## Definitions

- BMA – Building-Management Agent
- HRS – Human Resources Service
- EHWL/HRS – Employee Health, Wellness and Leave Sector at Human Resources Service
- ORM – Office of Risk Management
- PRS – Physical Resources Service
- PS – Protection Services
- WSIB – Workplace Safety and Insurance Board



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**If you are a SUPERVISOR, follow these steps:**

1. In case of a non-critical accident or injury, ensure that the worker receives first-aid or advice.

For critical injuries,

- advise Protection Services **immediately or 911**; Protection Services then contacts the Office of Risk Management immediately, because the Office is mandated to report to the Ministry of Labour without delay;
  - **do not** disturb the accident scene until the inspector from the Ministry of Labour instructs us to do so, **except to**:
    - i. save a life or relieve human suffering,
    - ii. maintain an essential public utility or transportation system, or
    - iii. prevent unnecessary damage to equipment or other property.
2. **Report all accidents and incidents** on the internal accident, incident or occupational-disease report form and submit it to the OHLS/HRS within 24 hours. To obtain a copy of the report, contact the HRS or visit:  
[http://www.hr.uottawa.ca/files/forms/leave/accident\\_incident\\_report.pdf](http://www.hr.uottawa.ca/files/forms/leave/accident_incident_report.pdf).
  3. **Properly investigate** all accidents, incidents, concerns, threats, building-related hazards, physical hazards or non-conformances reported to you orally or in writing (See Appendix 1: *Health and Safety Hazard Reporting Form*).

To ensure proper follow-up for the situation in question, consult the *Health and Safety Flow Chart for Supervisors* in this document.

In case of a personal threat or workplace violence, consult and follow the Violence Prevention Policy. See appendix 3 for the decision process guideline.

In case of harassment, consult and follow the Policy on Prevention of Harassment and Discrimination.

4. In case of a **work refusal**, follow the *work-refusal chart* (see Appendix 2: *Work-Refusal Flow Chart*).

The investigation or follow-up is crucial in helping to determine which corrective or preventive actions are put in place to avoid further injury, potential damage or reoccurrence. This can include communication and joint efforts with other units, such as the Physical Resources Service, the Building-Management Agent, the Occupational Health and Leave Sector (HRS), and the Office of Risk Management.

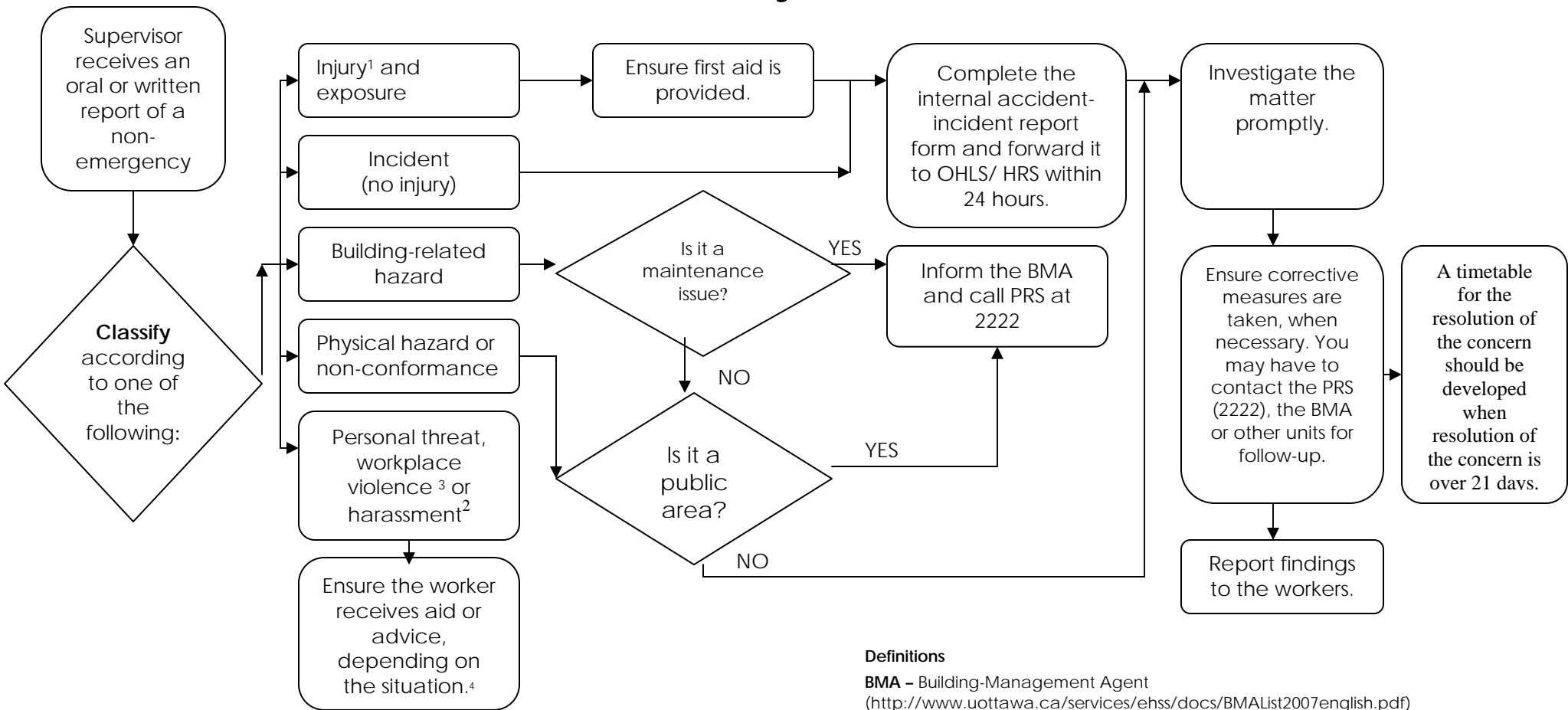
In case of a personal threat or workplace violence, follow the Violence Prevention Policy.

5. Act on the workers' concerns as soon as possible. Your action could be
  - actually resolving the concern
  - setting a timetable for resolving the concern
  - confirming that steps have been taken to resolve the concern (ex. PRS has been called)
  - scheduling time to discuss the concern with workers in more detail.
  
6. Set and follow a schedule for resolving the concern, and assess the risk level of the hazard to decide exactly how tight or flexible that schedule should be. For instance, high-level risks call for immediate resolution. Finally, remember that
  - progress reports or schedules for resolving the concern are required within 21 calendar days if the concern cannot be resolved earlier than that;
  - if you submit a schedule but have to deviate from it, you have to brief workers accordingly;
  - if you don't have a timetable, you have to provide a progress report at least monthly.

For an illustration of these steps and thus how to ensure proper follow-up, consult the ***Health and Safety Hazard-Reporting Flow Chart for Supervisors*** (non-emergencies) on the next page.

# HEALTH AND SAFETY HAZARD-REPORTING FLOWCHART FOR SUPERVISORS

## Non-emergencies



The ORM is available for consultation with all parties throughout this process.

### Legend

1. Critical injuries, as defined by the OH&S Act, must be reported immediately to PS.
2. In case of harassment, follow the Policy on Prevention of Harassment and Discrimination.
3. In case of Workplace Violence or threat of violence, follow the Violence Prevention Policy
3. For emergencies, contact Protection Services (x5411) or 911 immediately.
4. For the accident- incident report form, go to:  
<https://web30.uottawa.ca/v3/riskmgmtfrm/aioreport.aspx?lang=en>

### Definitions

**BMA** – Building-Management Agent

(<http://www.uottawa.ca/services/ehss/docs/BMAList2007english.pdf>)

**Building-related issues** - Situation involving the maintenance, structure or operation of a building (asbestos removal, mould, air quality, comfort level, etc.)

**Critical Injury** – an injury that leads to one or more of the following:

- a) places life in jeopardy;
- b) produces unconsciousness;
- c) results in substantial loss of blood;
- d) involves a fracture of a leg or an arm, but not of a finger or a toe;
- e) involves the amputation of a leg, an arm, a hand or a foot, but not of a finger or a toe;
- f) Consists of burns to a major part of the body; or
- g) causes the lost of sight in an eye (Ontario OH&S Act, Reg. 834, Sec. 1).

**OHLS/HRS** - Occupational Health and Leave Sector (Human Resources Service)

**ORM** - Office of Risk Management

**PRS** - Physical Resources Service

**PS** - Protection Services

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## TYPES OF HAZARDS

Workplace hazards are divided as follows:

- **Physical hazards** – conditions in which objects, materials or structures can cause material or bodily damage. Examples: flammability, explosiveness, noise, electric shock, heat and cold extremes, radiation, slippery surfaces, low ceilings, etc;
- **Chemical hazards** – conditions that can lead to contamination by harmful or potentially harmful substances (toxic gases, noxious fumes, corrosive liquids or powders, etc)
- **Biomechanical hazards** – workplace conditions that give workers biomechanical stress (body and movement). Examples: workbench height, chair design, workstation set-up
- **Psychological hazards** – conditions that can affect the thoughts, behavior and mental well-being of workers. Examples: stress from using equipment without proper training or instruction or from being coerced into using defective tools or materials; burn-out or depression from constant exposure to high-tension situations
- **Biological hazards** – conditions where living organisms can pose a threat to human health. Examples: syringes carrying potentially infected blood, specimen containers with potentially infected materials and viruses from air-conditioning systems

## HAZARD CONTROLS

Safety hazards can be controlled

- at their very source,
- along the path between them and the worker, or
- at the worker.

The first priority is to eliminate the hazard from the work process entirely, or to control it at its source. Controlling the hazard before it reaches the worker is the next best method. Control at the worker is used when the hazard cannot be eliminated or blocked. There are four main types of control:

- **Engineering control** – This can be equipment, materials, designs or processes that reduce the risk **at the source** and thus control employee exposure to the hazard without relying on the employee to take self-protective action. Examples: changing the handle angle of a tool, using a lighter weight part, and providing an adjustable chair, installing a fumehood.
- **Administrative control** – This refers to how work in general or specific operations are organized. Included are arrangements like job rotation and relief procedures to allow workers time away from certain work. These arrangements limit exposure to designated substances and other hazardous agents when other controls are not effective.

- *Practices and procedures* – This refers to workplace processes and activities that have proven to be the safest and most effective; includes good hygiene.
- *Personal protective equipment (PPE)* – This means clothing and personal items or accessories that either provide additional protection, or provide primary protection when engineering controls are being repaired or installed and when other controls aren't feasible. PPE needs to be fitted individually, and employees have to be trained in its use, storage and maintenance. Consult the University of Ottawa's *Personal Protective Equipment Guidelines*, written by the ORM.

## ACCIDENT OR INCIDENT INVESTIGATION

Management intervention can prevent most accidents and incidents. But when they do occur, accidents and incidents provide critical opportunities to learn from mistakes, hence the importance of thorough investigations that establish both what happened and why. Ultimately, investigations are the key to identifying and controlling safety hazards and to preventing the recurrence of accidents or incidents.

### *Steps in the accident or incident investigation*

#### 1. Information gathering

##### *Physical Hazard*

Once the situation is reported, orally or in writing, the supervisor reconstitutes the facts surrounding the accident or incident to determine what really happened. The facts must be palpable, measurable and quantifiable. Witness interviews may be necessary.

##### *Personal Threat, Workplace Violence or Harassment*

Consult and follow the appropriate Policy (Workplace Violence or Prevention of Harassment and Discrimination) for the proper actions to be taken.

#### 2. Investigation analysis

##### 2.1 Determine the contributing factors

Logical ties between the facts reveal the factors that contributed to the accident or incident. To find out whether a piece of information or an event has played a role in the accident, the investigator has to ask three questions:

- Is it truly a fact?
- If yes, is it abnormal?
- If yes, has this abnormal fact contributed to the accident?

During the analysis, the investigator may notice several malfunctions; they are not necessarily linked to the accident/incident. A good investigation should concentrate on the *abnormalities* that contributed to the event. To determine if an abnormality is actually a part of the accident/incident, the investigator has

to ask if the accident/incident would have occurred in the same manner had the abnormality NOT been present. If the answer is no, then the abnormality is indeed a contributing factor.

## 2.2 Classify the factors

Once the contributing factors are determined, it's best to classify them. One way is to break them down as follows:

- Organization and process factors (work practices, instructions issued - clarity and adequacy; supervision; personal protective equipment - selection and use)
- Human factors
- Task factors
- Equipment and material factors (tools, machines, facilities, vehicles, and other hardware used; the condition of equipment)
- Physical and social environment factors (the atmosphere, comfort, stress levels, etc. the workplace)

## 2.3 Establish immediate and underlying causes

By collecting evidence and classifying contributing factors, you can usually identify the immediate causes of the event. After, you need to establish what led to the immediate causes, that is, the *underlying* causes of the accident or incident. To this end, establish the sequence of events leading to the accident or incident; this will also help you formulate recommendations and identify preventive measures.

## 3. Method of investigation or analysis

Many methods of analysis or investigation exist for collecting information and assessing the situation. Below is an example.

First, be sure to start gathering information as soon as possible after the accident or incident, because a lot of evidence will disappear or deteriorate with time. You can get information from witnesses, physical evidence, diagrams and sketches, photos, records, documentation, and medical evidence. Try a series of questions that can reveal detailed facts about the problem, for instance:

- What? -What is the complaint? What equipment, work or task is in question?
- Who? – Who was involved in the accident, incident?
- When? – When did the event occur? At what time?
- Where? – Where exactly on campus (unit, area, department, building, etc.) was the accident or incident?
- How? – How was the equipment affected? How were individuals affected? Describe the injuries or the damage.
- How much/many? – How many individuals or components were affected?

Two key points about information gathering: 1) **Protect the confidentiality** of work-related injuries and illnesses. 2) **Avoid accusatory questions** during investigation interviews; focus instead on the identifying the

facts and causes. Be especially careful about using “Why...” questions, which often come across or are taken as accusatory.

#### **4. Recommendations**

The ultimate objective when formulating recommendations is to eliminate the hazard at its source. If that’s unfeasible, you need to consider measures that block energy release or that prevent contact between energy and individuals. The principal criteria for choosing corrective measures are:

- Stability and durability (measures should be reliable and permanent)
- Practicality (measures should blend readily into work processes and not increase workloads)
- Cost (measures should be cost effective)
- Implications (measures should not have negative repercussions or side effects)
- Scope (measures should apply to the largest possible number of work stations or areas)
- Speed of implementation (measures should take reasonable time to apply)
- Quality control (measures should lend themselves to easy evaluation and control)

#### **5. Writing the investigation report**

This is the last step in the investigation. The report should explain the circumstances surrounding the accident or incident, identify the causes and recommend controls to prevent a recurrence. Usually, you design any corrective measures based the factors that contributed to the accident. The report must be clear, concise and easy to implement. As for specific content, a comprehensive investigation report must include:

- A list of contributing factors,
- A description of both the immediate and underlying causes
- A series of corrective and preventive measures
- A list of people or units in charge of designing the action plan, carrying it out, and following up on it
- Implementation deadlines for permanent corrective measures and, where necessary, the list of temporary measures in effect

The report must be submitted to the worker and to the Sectoral Occupational Health and Safety Committee when dealing with a physical hazard. When required, a copy also goes to the Building Management Agent and to the ORM. In the situation of workplace harassment and/or workplace violence the investigation will not be sent to the Health and Safety Committee. The Health and Safety Committee will be made aware of the relevant information when dealing with workplace violence. The information provided will protect the confidentiality of the issue and the identity of concern parties.



**Formulaire de déclaration d'un danger de SANTÉ et SÉCURITÉ**  
**Health and safety hazard report form**

Bâtiment / Building \_\_\_\_\_ Date du rapport/ Report date \_\_\_\_\_

| Local / Room | Problèmes / Problems | Mesures suggérées / Suggested measures | Priorité**/ Priority** | Intervention effectuée*/ Action taken* | Date | SDI/ PRS      |          |
|--------------|----------------------|--|------------------------|--|------|---------------|----------|
|              |                      |  |                        |  |      | Métier/ Trade | No. B.T. |
|              |                      |  |                        |  |      |               |          |
|              |                      |  |                        |  |      |               |          |

**\* Instructions aux superviseurs et aux agents d'édifice / Instructions to supervisors and building-management agents**  
 Une fois cette section remplie et signée, veuillez faire parvenir le rapport au travailleur ayant déclaré le danger, aux coprésidents du comité sectoriel de santé et de sécurité au travail (et à l'agent responsable d'édifice si vous êtes le superviseur) et au BGR, dans les 21 jours suivant la réception du présent rapport. Votre réponse doit contenir un délai de mise en oeuvre des recommandations acceptées et, au besoin, justifier le rejet de telle ou telle autre mesure.  
**After completing this section and signing this report, please return it to the worker having reported the hazard, to the co-chairs of the Sectoral Health and Safety Committee (and the Building-Management Agent if you are the supervisor) and to ORM within 21 days of the date you received the report. Your response must contain a timetable for implementing the accepted recommendations and, if applicable, explain why other measures were not approved.**

**Signature du superviseur / Supervisor's signature** \_\_\_\_\_ **Date** \_\_\_\_\_  
 Date envoyée à l'ARE (si nécessaire) / Date sent to BMA (if necessary) \_\_\_\_\_  
**Signature de l'agent responsable d'édifice / Building-Management Agent's signature** \_\_\_\_\_ **Date** \_\_\_\_\_

\*\* La priorité à accorder aux mesures correctives / The priority to be given to corrective measures  
**0** - Urgent (immédiatement) / Urgent (immediately)      **1** - Urgent (même journée) / Urgent (same day)      **2** - Dans les 7 jours / Next 7 days  
**3** - Dans les 21 jours / Next 21 days      **4** - Autre (précisez) / Other( specify)

SDI / PRS  
 Espace réservée à l'usage du Service des immeubles / Spaces reserved for the Physical Resources Service

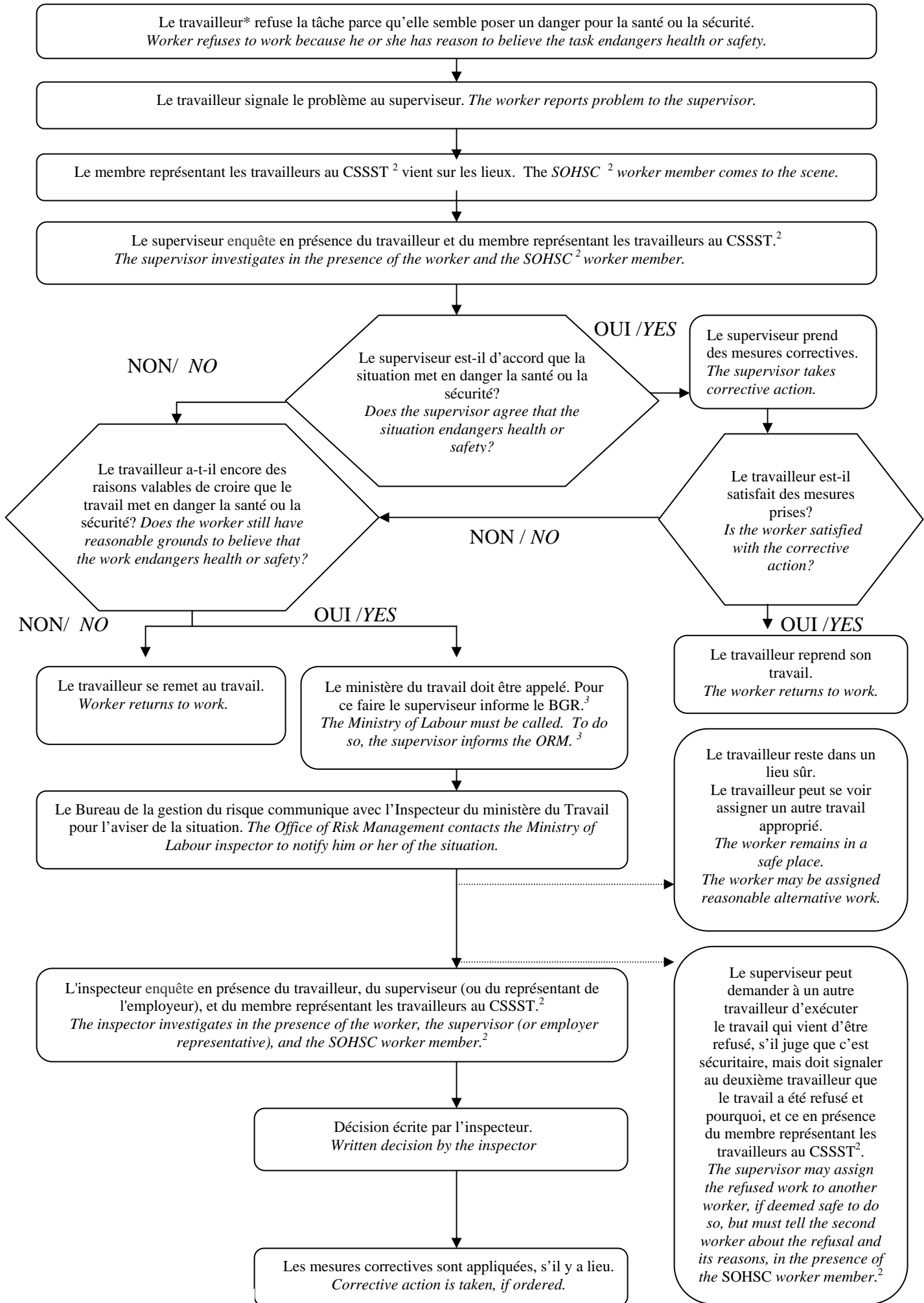
**Déclaré par / Reported by** \_\_\_\_\_ **Date / Date** \_\_\_\_\_

**Envoyez une copie au :**      **1. Comité sectoriel de la santé et de la sécurité au travail (CSSST) / Sectoral Occupational Health and Safety Committee (SOHSC)**  
 Send a copy to:      **2. Bureau de la gestion du risque (BGR) / Office of Risk Management (ORM)**

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**Diagramme – Droit de refuser un travail non sécuritaire<sup>1</sup>**

**FLOW CHART -- RIGHT TO REFUSE UNSAFE WORK<sup>1</sup>**



\*Le genre masculin, employé par souci d'espace, désigne autant les femmes que les hommes.

<sup>1</sup> C'est un droit conféré au travailleur en vertu de l'article 43 de la *Loi sur la santé et sécurité au travail de l'Ontario*. Consultez-le pour de l'information détaillée ou pour les restrictions applicables. / This is a right provided to the worker by the *Ontario Occupational Health and Safety Act, Section 43*. Consult it for more details and applicable restrictions. En cas de violence au travail ou de menace de violence, consulter la politique sur la violence au travail et son guide/In case of personal threat or workplace violence, consult the *Violence Prevention Policy*

<sup>2</sup> CSSST: Comité sectoriel de la santé et de la sécurité au travail. Peut aussi être un des membres agréés représentant les travailleurs de l'Université d'Ottawa / SOHSC : Sectoral Occupational Health and Safety Committee. Can also be a worker-certified member for the University of Ottawa.

<sup>3</sup> BGR: Le Bureau de la gestion du risque (562-5800 poste 3052 ou appelez le Service de la protection à 613-562-5499 et demandez leur de communiquer immédiatement avec le BGR / ORM: The Office of Risk Management.(562-5800 ext. 3052 or call Protection Service at 562-5499 and ask them to reach ORM immediately)

Appendix 3

Threat Assessment Team  
Decision Process Guideline

