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## Customer Job Site Safety Program

To our valued customers,

In our industry **Safety** is always the number one priority. In order to help all of us keep our job sites, offices and communities safe, Dufferin Concrete (DC) and Ontario Redimix (ORM) have put together a job site safety package for our customers. This safety package is part of our Customer Job Site Safety Program intended to share important safety information, practical tips and best practices, to help build partnerships with our customers and employees to keep everyone safe. This package contains practical information about vehicle operations such as a collision reporting guide, guidelines for back-up signals, safe site delivery, blind spot zones, and much more.

The Job Site Safety Program works like this; after consultation with the contractor, DC or ORM employees visit the customer sites and walk their front-line employees through these safety practices in detail, based on each jobsite's specific requirements. Our Occupational Health & Safety representative is also part of this visit and is available to answer any technical health and safety questions the site employees may have.

CRH Canada has a comprehensive and well-established program to promote health and safety and we see a great opportunity through better communications to align our program with your employees and jobsite needs.

As part of our ongoing commitment to our employees, customers and communities, we thank you for partnering with us, not only for the supply of your concrete needs but also to ensure everyone goes home safe at the end of each day.

Thank you,

A handwritten signature in blue ink, appearing to read 'Karl Rammner', written over a light blue horizontal line.

Karl Rammner  
General Manager  
Dufferin Concrete & Ontario Redimix



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## **Safety Talk – Hands Off My Truck**

### **Dear Valued Customers:**

At Dufferin Concrete and Ontario Redimix, we have a safety policy of “Zero Harm to All.” Over the past couple of years, we have experienced an alarming increase of injuries and incidents around our ready-mix trucks to both our employees and the employees of our customers. These incidents range from mishandling chutes to improper use of truck equipment such as ladders and water hoses. This trend must be changed.

Many of the injuries have been the result of well-intentioned job-site crew members trying to help our ready-mix drivers. However, these individuals are not properly trained, and this has led to unfortunate accidents.

We have implemented a “Hands off my Truck Policy” that all drivers are empowered to enforce. I am certain that you share our goal of “Zero Harm” and thus, I ask that you help us let our drivers do the job that they were trained to do. Going forward, we will communicate at the jobsite level through discussion, truck signage, and pre-pour packages that customers are not to touch our trucks. This includes, but not limited to:

- Accessing the ladder to check the concrete
- Opening flip chute or retrieving extension chutes
- Adding water to the mixing drum to adjust concrete slump

We ask that you support this initiative as I am certain it will make for a safer environment for all.

Thank you,

A handwritten signature in blue ink, appearing to read 'Karl Rammler', written over a light blue horizontal line.

**Karl Rammler**  
General Manager  
Dufferin Concrete & Ontario Redimix