

Chapter 22: Dealing with BCTS Visitors, the Public, BCTS Service Providers and BCTS Suppliers

Introduction

BCTS has formal operations in over 30 office locations across the province. In addition, BCTS is the planning and administrative arm of government which is either directly the owner of workplaces on the forest land base or is the key organisation responsible for forest land planning on larger operating areas on Crown land across the province. Often in this regard, BCTS works collaboratively with the Ministry of Forests and Range, other government agencies or in some cases private sector forest management companies who maintain overlapping operations on some operating areas.

The general public frequently use maps, aerial photos and the non highway forest access roads and trails and other infrastructure to access recreational and other points of interest to them. BCTS staff most often do not know specifically where or when a member of the general public might show up at an operating area or near a workplace.

BCTS staff and management often formally invite or sponsor tours for visitors into offices and out into the forest on field trips to view forestry operations or discuss and provide input in plans and practices. Visitors may be familiar with local buildings and forest areas but in many cases they are not familiar with local facilities or rules or emergency response safe procedures. BCTS has the capability to plan and provide procedures and provide emergency response and first aid for visitors.

When conducting its work at facilities or at times in the field, BCTS engages service providers who are not under formal contract to provide services to BCTS such as;

- Aircraft, vehicle, or boat charters to transfer staff or goods from one location to another.
- Delivery of fuel, water, or mechanical services for field operations.
- Delivery of culverts, bridge components, fertiliser, grass seed or other products for work BCTS will do or contract in the field.

Suppliers are defined in safety legislation as a person who manufactures, supplies, sells, leases, distributes, erects or installs a) any tool, equipment, machine or device, or b) any biological, chemical, or physical agent to be used by a worker. It is important that suppliers and service providers understand the safety rules and procedures and know the hazards when working on BCTS operating areas or work places.

Dealing with the Public

The public is defined as persons who may appear on BCTS facilities, roads or other infrastructure uninvited and unknown to BCTS staff.

- BCTS will maintain general information including adequate general precautions for the public in regard to using BCTS offices, other office or warehouse facilities, forest roads, other infrastructure such as log dumps or log sorts.
- BCTS will encourage the public to check with BCTS, MOFR or other forest industry representatives prior to travelling on industrial forest roads or into industrial forest management areas to determine levels of activity and other hazards which they may encounter. BCTS may handout general safety information for travelling on forest roads and field areas.
- BCTS may erect appropriate general signage on BCTS roads and infrastructure to communicate hazards to the public.

Dealing with BCTS Visitors

Visitors are defined as persons who are invited by BCTS to attend events in BCTS field or office workplaces. Visitors may also be government agency or other official staff or consultants conducting inspections on BCTS operations as part of their official duties.

- BCTS staff at each office location will maintain procedures for dealing with visitors which outline both BCTS and visitor responsibilities for safety and emergency response. These procedures will include a record of visitor names and contact numbers with the sign in and sign out times to allow for ensuring all visitors are accounted for in an emergency. This sign in will frequently be done by MOFR reception staff through the services agreement between BCTS and MOFR.
- BCTS staff will orient visitors with procedures prior to commencing the meeting or field trip including emergency exits, procedures in case of natural disasters or emergencies, marshalling points for check in, location of washrooms and smoking rules.
- Visitors to BCTS workplaces must follow the BCTS safety program and a BCTS staff member or competent person authorized by BCTS must: communicate applicable safety hazards and requirements; oversee the visit, and ensure compliance with safety programs.
- BCTS staff and/or visitors entering the worksite of another employer also must follow the safety rules that employer in addition to requirements of BCTS.

Dealing with Service Providers and Suppliers

BCTS will deal with service providers and suppliers as follows:

- Service providers working directly for BCTS will be provided with a briefing by BCTS on known hazards and levels of activity which can be encountered while attending BCTS operations.
- Service providers will be expected to have safe work procedures, an emergency response plan and emergency first aid suitable for their own needs as part of their own programs. BCTS staff will check to see such procedures are in place before work commences.

Service providers to timber sale licence holders or contractor operations are required to be guided by those owners/employers in an adequate fashion.

Local Procedures

None

Checklists

Appendix 22-1 Visitor Service Provider Orientation Checklist 22-1