

National Joint Health & Safety Committee Meeting Minutes

May 30, 2017

In attendance:

CPC

Nina Mankovitz
Ian Kerr
Natalie Bolton

CUPW

Marc Roussel
Carl Girouard
Chris Pleasants

Advisor

Pascale DeRycke

Guests

Ron Thibert
Todd MacGillivray
Eric Goulet
Carmen Suchorab (teleconference)
David Soltis
Virginie Tremblay
Kim Gould (teleconference)
Michel Lacasse
Martin Toulouse
Genevieve Benoit

Standing Items

1. ESDC Assignments

Overview:

This is a standing item providing both parties an opportunity to discuss Employment and Social Development Canada (ESDC) assignments.

Discussion:

CUPW raised several concerns with respect to CPC's response to recent Assurances of Voluntary Compliance (AVC).

- With respect to CPC's response to the May 10, 2017 Bridgewater, NS AVC, CUPW took exception to the comment that vehicle maintenance records would be shared at the next LJHSC meeting but would not be left behind nor would copies be provided. CUPW also noted that the response indicated that CPC "is now reviewing" the Job Hazards Assessment with the NJHSC when, to date, no such arrangements have been made. Lastly, CUPW noted that a seat-belt safety talk had been issued to employees without the safety talk having first been vetted at the NJHSC. CUPW requested a copy of the safety talk.
- With respect to CPC's response to the July 22, 2016 Georgetown PEI AVC, CUPW noted that the wrong section of the CMS was referenced. CUPW also noted that references were made to Information Bulletins that had not been shared with NJHSC.

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- With respect to CPC's response to the March 30, 2016 Halifax, NS AVC, CUPW reminded the Committee that it had lodged a complaint with ESDC regarding the company's Workplace Violence Prevention Policy that, in their opinion was still unresolved.

CPC noted that the documents referenced in the Bridgewater and Georgetown responses should have been provided to the Committee for their review. With respect to the Halifax response, CPC reminded the Committee that ESDC had closed their investigation into the CUPW complaint based on ESDC's review of the Policy and training materials and their assessment of the ongoing discussions between the parties to resolve differences of opinion.

The parties agreed to meet on June 16, 2017 to review the Job Hazards Assessment referenced in the Bridgewater, NS response.

Recommendations / Action Items:

1. CPC will provide CUPW with copies of the vehicle maintenance records and seat-belt safety talk referenced in the response to the Bridgewater, NS AVC.
2. CPC will provide CUPW with a copy of the Info Bulletin and training refresher bulletin referenced in the response to the Georgetown PEI AVC.

2. Health and Safety Statistics including Workplace Violence Statistics

Overview:

This is a standing item providing both parties an opportunity to discuss health and safety statistics.

Discussion:

CPC reminded the Committee that corporate injury reporting has moved away from a focus on lost-time injury frequency (LTIF) to total injury frequency (TIF). With respect to injury performance in 2017 year-to-date, the TIF is going down, which means that fewer employees are being injured, but the LTIF is going up indicating that more employees are incurring lost-time when injured. CPC also reviewed a presentation of the latest workplace violence statistics.

CUPW stated that despite efforts to reduce key theft in Montreal, key thefts are still occurring although the number of reported incidents is down. CUPW will remind its members to ensure that they are reporting all key thefts. CUPW also asked what happens in instances where police are called for incidents of third-party violence.

CPC stated that police speak with the third party and then, depending on their assessment of the situation, take action ranging from issuing a verbal warning to banning the third party from our facilities.

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3. Safety Training

Guests: David Soltis

Overview:

This is a standing item providing both parties an opportunity to discuss Appendix DD and other safety training activities.

Discussion:

CPC reviewed its Appendix DD training presentation. CPC stated that the Appendix DD Train the Trainer (TTT) session that was delivered to 20 participants from across the country in Toronto at the beginning of May went well. CPC stated that they continue to struggle to deliver modules 3 and 5 and are working towards a solution. CPC noted that the Dangerous Goods training has entered its next 2-year refresher cycle.

CUPW noted that, in some cases, an extra day of travel was required for participants to attend the TTT session. This caused inconsistencies in regional travel rules to be on display. CUPW proposed that TTT events be held locally in future to avoid this problem. CUPW noted that they are still waiting for a French TTT session in Montreal and indicated that they have 10 participants ready to attend.

CUPW stated that in Toronto there are issues regarding trainers being asked to leave out certain portions of the training due to the lack of time. CUPW disagrees, and believes that all sections need to be given to the participants.

CUPW asked if this version of the Dangerous Goods training had been modified from the previous version and requested that progress in delivering the training be tracked in the CPC presentation at the next NJHSC. CUPW requested the breakdown of how many members received e-learning vs the paper version. CUPW asked how this training is being delivered and is hopeful that this deployment will be better organized than last time the course was offered.

CUPW also reminded the Committee that the PDT training for RSMCs needs to be presented to this committee for review.

CPC noted that the Dangerous Goods training will be delivered via e-learning where possible with paper training provided where employees don't have computer access.

Recommendation / Action Item:

1. CPC will include the Dangerous Goods training statistics in the next NJHSC report.
2. CPC will follow up regarding the timing issue as reported in Toronto.

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4. Fleet Updates

Guests: Ron Thibert, Todd MacGillivray

Overview:

This is a standing item providing both parties an opportunity discuss fleet vehicle updates.

Discussion:

Ford Transit Connect (FTC) Shelving

In 2015, CPC piloted a shelving solution for the FTC cargo area to address the numerous concerns raised regarding cargo placement. Since then, CPC has piloted several different models. At this meeting, CPC stated that they will be acquiring 2000 new shelving units for the 2017 peak season. These units are based on the 2016 prototype but without the front shelf. A presentation showing the evolution of the shelving was provided. A unit with the actual shelving installed will be brought to Head Office for the Committee to view.

New Cargo Van

CPC informed the Committee that the Request for Proposals (RFP) for the cargo van has been issued and will be closing soon. This RFP is for the same type of vehicle as the ProMaster (Dodge) and full size Transit Connect (Ford).

Other

CPC reported that cause of the LLV fire in North Vancouver on May 26th is still under investigation. CPC explained that the LLV fire in Vankleek Hill ON was caused by a faulty ignition coil. The coil, which is located on the side of the engine, was arcing and has since been replaced.

CUPW inquired if any of the fleet was affected by the recent flooding in Ontario and Quebec and also raised the following concerns:

- CUPW requested confirmation on what action will be taken to prevent ignition coil failures on all other RHD.
- CUPW stated that Vancouver employees are concerned about the new 5-ton trucks. They have reported that the vehicles do not have air brakes and rely on the hand brake to secure them. There is no “park” gear so employees are concerned that if the hand brake fails, the vehicle could roll down a hill.
- The vehicle service garage at Glen Drive in Vancouver does not have an indoor vehicle washing station. This means that employees wash vehicles outside and there is no shade in the summer. CUPW suggests that a shelter be provided.
- With respect to the Vankleek Hill fire, it has been reported that the driver of the vehicle is being harassed at home to return to work from leave to complete the investigation. CUPW disagrees with this process.
- CUPW noted that the Right-Hand Drive (RHD) vehicles are no longer equipped with stickers on the rear of the vehicle identifying them as RHD. CUPW would like an explanation about why they are no longer being provided.

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- CUPW supports the ESDC suggestion that CPC to look into having fire extinguishers in all vehicles not just the 5 tons and heavier as mandated by law.

CPC noted that, with respect to the flooding in Quebec, some vehicles were moved from our Pierrefonds depot to avoid permanent damage. CPC explained that any brake issue is considered a major defect and that the vehicle should be pulled over into a safe area and not driven any further until repairs are made.

CUPW asked for confirmation that the training on handling a brake failure is still covered when air brake training is not required.

Recommendations / Action items:

1. CPC will provide CUPW with its prevention plan for other ignition coil failures.
2. CPC will make a decision regarding fire extinguishers in all vehicles.
3. CPC will confirm whether the 5-ton training addresses brake failure when vehicles do not have air brakes.
4. CPC will follow-up with the management at Vankleek Hill.
5. CPC will confirm what happened with the RHD vehicle stickers.

5. Snow and Ice Clearing

Guest: Carmen Suchorab

Overview:

This is a standing item providing both parties an opportunity to discuss snow and ice clearing both at CPC facilities (managed by Real Estate) and at street furniture (managed by Addressing and Delivery).

Discussion:

Facilities:

CPC provided a close out report, which included a lessons learned section stating that:

- Communication and coordination among JLL, snow removal contractors and CPC operations is critical to success
- In extreme storm conditions, daily site reviews with pictures aid in assessing needs and local conditions
- Review of snow plans prior to the start of the season works well. It is important to ensure that:
 - Attention is given to all entrance ways on the site
 - There is a clear understanding of responsibility for sidewalks in front of facilities
 - There is a clear understanding of responsibility for alleys and side driveways
- The process set up in Ontario to move corporate vehicles in parking lots after storm events worked well. This will be implemented in other regions next year

CUPW stated that they would like snow clearance at taxi stands to be included in next year's plan. CUPW also asked whether any CPC facilities were damaged by the recent flooding in Ontario and Quebec.

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CPC explained that there was one site in Pierrefond QC with flood damage. CPC is in the process of remediating the site. When remediation is complete, Pinchin will test for mold and the LJHSC will be involved as per normal procedures and Pinchin will share the results with the LJHSC.

Street Furniture:

CPC stated that during the 2016/2017 winter 3,125 snow complaints were investigated. This represents fewer than 2.0% of all sites. CPC did encounter some delays in parts of Québec and in the Maritimes mainly caused by heavy snowfall. This resulted in CPC working with municipalities and snow contractors to authorize the removal of accumulated snow. Applying a mixture of salt (8%-12%) and sand has proven to be beneficial in preventing ice buildup at street furniture sites. The number of frozen lock issues reduced drastically compared to the previous winter mainly due to the proactive program that replaced customer locks at many sites in Eastern Canada.

Agenda Items

6. Retail Line Breaker (2016-09-27)

Guests: Eric Goulet

Overview:

At the September 2016 meeting, CPC explained parcel volumes continue to grow which is good for business but causes congestion and other issues in some retail outlets. CPC reviewed a presentation describing a new portable tablet for use by Retail staff that links to the Retail Point of Sale (RPS) through Wi-Fi. Since parcels don't have to be brought to the counter to be scanned, the tablet will help eliminate double handling of parcels and free up retail front counter space and floor area. The device was tested in six locations starting in October 2016.

Discussion:

At this meeting, CPC reviewed a summary presentation of the results of the pilot and explained that the company will not be moving forward with the tablet at this time. The design team will continue to explore the feasibility of leveraging RLB functionality on a smaller device and will report to the Committee when they have a new tablet to test. The tablets are currently still available for employees to use at the Richmond Hill and Edmonton concept stores.

CUPW requested that the tablets be removed given the unfavourable survey results.

Recommendation / Action Item:

1. CPC will find out how the tablets are being used in the concept stores prior to making a decision about taking them out of circulation.

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7. New A65 Sort Case (2017-05-30)

Guest: Todd MacGillivray

Overview:

As part of its equipment continuous improvement program, Canada Post makes changes to equipment from time to time.

Discussion:

CPC reviewed a presentation explaining that a new A-65 case has been designed to allow two Letter FlatTainers (LFT) side by side on each shelf. This makes each compartment slightly wider but allows better shelf use. The new case will be manufactured in Montreal by ArtItalia Group and will replace the A-34 case through a program of obsolescence.

Recommendation / Action Items:

1. CPC will show the Committee the new case once it becomes available.

8. Winter Boot Study (2017-05-30)

Guest: Kim Gould

Overview:

Slips trips and falls continue to be the primary cause of employee injuries. Footwear technology is rapidly changing and CPC would like to take advantage of improved footwear to enhance employee safety.

Discussion:

CPC reviewed a presentation that showed results of a joint study between CPC and the Toronto Rehabilitation Institute. The objective of the study was to evaluate the slip resistance of winter boots with new tread technology. Two tread types were tested by 200 CPC supervisory participants. A control group of another 100 participants used footwear of their own choice. The study found that employee slips-trips-falls were significantly reduced when wearing either of the two boot types. CPC understands that a test with supervisory staff doesn't replace a test with employees and is asking CUPW to consider having their members test these boots in the upcoming winter season.

CUPW believes that footwear for Delivery Agents is a very personal decision and that finding one boot for everyone is not practical. CUPW did show interest in the results and will consider CPC's offer.

Recommendations / Action Items:

1. CPC will provide CUPW with a copy of the surveys used.
2. CPC will provide CUPW with a copy of the video included in the presentation.
3. CUPW will consider whether to conduct a boot study in 2017-2018.

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9. C52 Delivery Cart Survey Results (2015-09-17)

Guests: Kim Gould

Overview:

At the September 17, 2015 meeting, CPC presented a proposal for a new cart to help assist the delivery agents with movement of mail from the vehicle to CMBs. Since that time, several prototype carts have been fabricated and tested by employees during the past two winter seasons.

Discussion:

CPC reviewed a presentation outlining the results of the latest pilot that ran from December 2016 to January 2017. CPC will be redesigning the cart based on feedback from the surveys and will present a new design to the NJHSC at a later date.

10. Fentanyl Safety (2017-03-02)

Guests: Michel Lacasse, Martin Toulouse, Genevieve Benoit

Overview:

There is always a potential for hazardous substances to travel through the mail. While the likelihood is low, employees have become concerned due to the prevalence of fentanyl in the public domain and the knowledge that fentanyl is being shipped from China to customers in Canada via Canada Post. At the March 2017 meeting, the Committee discussed the situation in detail with an expert from Health Canada. At the end of the discussion, the Committee agreed to visit two specific areas in more detail at this meeting: MLOCR cleaning and the S&IS process for handling suspicious mail.

Discussion:

MLOCR Cleaning

CPC reviewed a presentation describing the MLOCR vacuum-assisted feeder. The feeder section of the MLOCR operates under vacuum. There are three vacuum pumps at the feeder section of the MLOCR. Each pump is equipped with filters that capture particles as small as 2µm in size at 99% efficiency. This vacuum system was installed to address anthrax concerns. The filters are cleaned as per the preventive maintenance scheduled: the small filters (first point of mail contact) are vacuumed daily and the others based on hours of MLOCR operation. The filters are cleaned using a special vacuum cleaner, also equipped with efficient filters (Hepa filters). The remainder of the MLOCR is neither under positive or negative pressure. When a jam occurs, the machine is delay-interlocked meaning that it can't be open for several seconds after the jam alarm sounds. This allows any dust to settle in the machine before it is opened.

CUPW remains concerned that not enough preventative maintenance is being performed and stated that Operational employees (PO4) are being asked to open the MLOCR to clean sensors and clear jams. CUPW believes that more air testing for dust should be done. CUPW also

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mentioned that the MLOCR filters used to be cleaned within a cabinet and asked why those cabinets are no longer used.

CPC explained that the cabinets have been replaced by the high-efficiency vacuums described above.

S&IS Suspicious Mail Handling

CPC explained that the S&IS team has been participating with CBSA and the RCMP on a Joint Operations Committee (JOC) on fentanyl. The JOC is using its combined intelligence to track and remove illegal opioids from the mail system. The S&IS team have the authority to inspect the mail but do not open any mail suspected of containing fentanyl. Should they suspect opioids in a mail item, S&IS would signal that to either law enforcement or our hazmat contractors who will secure the item for testing. Suspected opioids are not shipped to the lab via Canada Post. CPC also explained that, to date, there have been no confirmed cases of opioids being shipped via lettermail. The people shipping this material are looking for traceability and rely on pre-paid bubble-wrap envelopes. Nevertheless, legislation is being sought to allow the inspection of lettermail (mail < 30g). CPC further noted that China has recently passed legislation that has decreased the volume of drugs being shipped from them.

CUPW asked what happens when a suspected fentanyl parcel is found by CBSA. CUPW would like confirmation that that other parcels from the same shipper are all pulled from the mail stream.

CPC stated that a formal process is in place to ensure that all other parcels are found and retrieved from the mail stream. Those parcels are all turned-over to law enforcement.

Other

CUPW noted that the naloxone kits shown in a recent news report showed the injectable form of the drug as the type provided to the CPC Exchange Office sites. CUPW asked for confirmation of the type of naloxone provided. CUPW suggested that all facilities be equipped with naloxone kits so that it can be quickly administered to people in need if required.

CPC explained that the naloxone kits purchased are the nasal spray kits, not the injectable kits. CPC suggested that it would like management and employees to keep their focus on preventing opioid exposure. This is best done by following our existing suspicious powders process and maintaining good hand hygiene at work. However, given that more international mail is bypassing the Exchange Office sites, and there is the potential for mail to be damaged during mechanised processing, it seems reasonable to provide the mechanized plants with the naloxone kits out of an abundance of caution.

Recommendations / Action Items:

1. CPC will follow up with communications regarding the type of Naloxone kits are provided.
2. CPC will bring CUPW's recommendation regarding naloxone kits at all facilities to the attention of Senior Executive.
3. The S&IS team will be invited to attend the next NJHSC meeting.

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11. Standard LJHSC Meeting Template (2012-12-11)

Overview:

At the December 11, 2012 meeting, CPC had proposed adopting a standard national meeting minute template for Local Joint Health & Safety Committees (LJHSCs). The idea was rejected at the time but at the February 23, 2016 meeting CUPW had proposed to revisit this topic.

Discussion:

CPC reviewed a template proposal that it is hopeful the Committee can support.

Recommendations / Action Items:

1. CPC will provide an English and French electronic version of the proposed template to the committee.
2. CUPW will circulate the proposal to the Regions and then provide feedback to the Committee.

12. LJHSC Effectiveness Checklist (2017-05-30)

Overview:

CPC recently noticed that the LJHSC effectiveness checklist had some spelling errors and other minor mistakes.

Discussion:

CPC has revised the checklist to clean up the errors and make it easier to read.

Recommendation / Action Item:

1. CUPW will study the document and provide their feedback.

13. Radon Testing (2016-09-27)

Guest: Virginie Tremblay, Carmen Suchorab

Overview:

In September 2016, CPC informed the Committee that, as part of the company's due-diligence process, CPC would begin testing corporate facilities for the presence of radon gas. Testing began in November 2016 at 100 CPC buildings and concluded in March 2017.

Discussion:

CPC provided the results of the testing that showed the average radon levels at all buildings measured below the Canada Occupational Health and Safety Regulation's (COHSR) maximum average annual radon exposure level, with the exception of two sites (Slocan BC, Debert NS). Short term measures have been taken at these two sites and a certified mitigation professional is designing a long term mitigation plan.

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Diagnostic testing is planned for four additional buildings with average radon levels below the COHSR limit but above 200 Bq/m³. Short term diagnostic testing will be done to confirm average radon levels during working hours and inform the detailed design of mitigation measures.

Based on the priority list provided by Pinchin last year, CPC plans to test an additional 200 to 300 sites over the next winter season. CPC will provide the committee with the list once it has been finalized.

CUPW asked that CPC ensure that the LJHSC or H&S Reps are involved in the process. CUPW and recommended that CPC conduct ongoing monitoring of this issue.

Recommendation / Action Item:

1. CPC will provide CUPW with the list of sites to be tested in the upcoming winter.

14. Electrical Safety Functional Policy and Job Aid (2017-05-30)

Guest: Virginie Tremblay

Overview:

Canada Post would like to better align its policy and practices with the Canadian Standards Association Workplace Electrical Safety standard (CSA462). In order to do this, CPC is introducing an electrical safety functional policy and safe practices document.

Discussion:

The electrical safety functional policy and safe practices document are still in draft form and will be shared with the Committee once they have been finalized. In the meantime, CPC has created a job aid for performing live electrical troubleshooting to help maintenance technicians better understand the hazards and the safety requirements. The job aid is aligned with the CSA standard and with the existing training program for maintenance staff. The focus of the job aid is to ensure that the definition of troubleshooting is clear. The job aid was presented to the Committee. It will be provided to maintenance staff (Group 3 & 4) as a poster to display on site.

15. Human Resources Business Partner (2017-05-30)

Overview:

In order to provide a more consistent and effective service to the corporation, CPC Human Resources will be restructuring in June.

Discussion:

CPC explained that Human Resources department is restructuring its field support team. The main contact for the Operations personnel in the field will now be the Human Resources Business Partner (HRBP). This role will provide on-site support to Operations for all aspects of Human Resources including Health & Safety, Labour Relations, Human Rights, Disability Management and other HR processes. Specialists will be available to assist the HRBP but will not be the primary

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Operations contacts in the future. Many of the Health & Safety team members will be moving to the HRBP role and a smaller, corporate Health & Safety team will be available to support them.

CUPW requested a copy of the organizational structure.

Recommendation / Action Item:

1. CPC will provide CUPW with the new HR organizational structure.

16. Workplace Violence Prevention and Protection Policy (2017-05-30)

Overview:

As per the Canada Occupational Health and Safety Regulations (COHSR), the Workplace Violence Prevention and Protection policy must be reviewed every three years. The current version of the Workplace Violence Prevention and Protection Policy took many months of discussion between CPC and each of its bargaining agents before being implemented on October 25, 2013 but is now overdue for revision.

Discussion:

CPC provided the committee with the existing policy for review. CPC indicated that they have completed the Policy review with the other bargaining agents without making any changes to it. CPC stated that they have recently noticed that shop stewards are encouraging employees to refuse the appointment of Competent Investigators from the CPC list of names for the sole reason that they are CPC employees. CPC would like to work with CUPW to encourage employees to work with the Competent Investigators as per the Policy.

CUPW noted that none of the current people on the list of Competent Investigators are from their bargaining group and reminded CPC that they had offered in the past to provide their members as Competent Investigators.

CPC stated they are willing to entertain the idea of CUPW members as Competent Investigators providing that those people receive the same training, follow the same process and abide by the same code of conduct as all other Competent Investigators. CPC also suggested that they share investigation reports with the Committee to reassure them of the impartiality of the process.

Recommendation / Action Item:

1. CUPW will consider CPC's proposal and provide the Committee with their comments and suggestions regarding revisions to the Policy.

17. Christmas Parcel Delivery Optimization Tool (2015-11-24)

Overview:

Delivering during the holiday season is important to our business. With more and more Canadians shopping on-line this has taken on a completely new meaning. For the 2015 holiday season, CPC tested a parcel delivery optimization tool over seven Sundays at the Brossard QC and Oakville ON

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depots. The parcel delivery optimization tool builds sequenced routes, creates a manifest for the route and provides line of travel information that can be downloaded to a “smart phone” android device. During the 2016 holiday season, CPC conducted a pilot at four Montreal depots: Marseille, Laval Ouest, Brossard and Pierrefonds.

Discussion:

Prior to this meeting CPC provided the Committee with the results of the employee surveys completed during the 2016 pilot. A summary of the survey results was presented at the meeting. CPC will provide the 2017 plan at the next NJHSC meeting.

18. National Day of Mourning (2017-05-30)

Overview:

Every year on April 28, to honour the National Day of Mourning, CUPW requests, and CPC agrees to hold one minute of silence and lower the flags to half-mast in corporate facilities in memory of employees killed or injured on the job.

Discussion:

CUPW stated that they were very disappointed to see that CPC held a Canada 150 celebration the same day as the National Day of Mourning. CUPW asked the corporation to refrain from scheduling other activities on the same day moving forward.

19. Miscellaneous Items

Guest: Virginie Tremblay

Discussion:

CUPW drew the committee’s attention to the issue of MMHE battery changing. CUPW has canvassed their community and learned that there are several facilities where PO4 are changing batteries. CUPW is not comfortable having PO4 employees performing this task and would like to review the content of the peer training being provided to those employees.

CPC stated that, to their knowledge, Dieppe is the only location where P04s are changing batteries and that the company is looking for ways to eliminate this task in Dieppe.

Closed Items

MLOCR Maintenance
Shunt Mobility Review
MMHE Safety Refresher
Sun Screen
WHMIS for C&D Employees
Hazard Prevention Program

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Hot Work Permit for Maintenance
 Harness Inspection
 MLOCR Updates
 LJHSC Team Meetings
 OHSTC Decision

Other Business

The next NJHSC is scheduled for August 23, 2017

Meetings Held in 2016:

March 2 & 7	May 30	August 23	October 12	December 5
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