

UPWORK INC. INJURY AND ILLNESS PREVENTION PROGRAM (IIPP)

Updated Dec 2023

RESPONSIBILITY

The Injury and Illness Prevention Program (IIPP) administrator, the Director, Workplace (“Workplace Representative”), and his or her designates, have the authority and responsibility for implementing the provisions of this program for Upwork Inc. (the “Company”).

All managers and supervisors are responsible for implementing and maintaining the IIPP in their work areas and for answering worker questions about the Program.

A copy of this IIPP is available from Workplace and in the Safety Resources section of the Upwork Playbook.

COMPLIANCE

All corporate team members are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe work environment.

The following is our system of ensuring that all employees comply with the rules and maintain a safe work environment:

- Creating and maintaining a Code of Safe Practices as part of this IIPP. The Code of Safe Practices is attached as Appendix A to this IIPP;
- Creating and maintaining emergency evacuation procedures for the Company offices;
- Informing employees of the provisions of our IIPP;
- Evaluating the safety performance of all employees;
- Recognizing employees who perform safe and healthful work practices—this recognition is accomplished by informal recognition of good safety practices;
- Providing training to employees whose safety performance is deficient;
- Disciplining employees for failure to comply with safe and healthful work practices.

COMMUNICATION

All managers and supervisors are responsible for communicating with all workers about occupational safety and health in a form readily understandable by all.

Our communication system encourages all workers to inform their supervisor and/or Workplace about workplace hazards without fear of reprisal. Our communication system includes the following:

- Review of our IIPP with all employees
- Open-door policy through which any employee may speak to their supervisor, HR or to Workplace (anonymously if desired) about any safety suggestion, hazard

or concern without fear of reprisal (see Upwork's Speak Up program & [Vault reporting platform](#));

- Safety information distributed as warranted;
- Workplace-specific safety and health training as warranted; and

HAZARD ASSESSMENT

Periodic inspections to identify and evaluate workplace hazards shall be performed by Workplace and/or its designee according to the following schedule:

- When our Injury and Illness Prevention Program was first established;
- When new substances, processes, procedures or equipment that present potential new hazards are introduced into our workplace;
- When new, previously unidentified hazards are recognized;
- When occupational injuries and illnesses occur;
- When a new office or portion of an office is opened; and
- Whenever workplace conditions warrant an inspection.

ACCIDENT/EXPOSURE INVESTIGATIONS

Investigation of workplace accidents, hazardous substance exposures and near-accidents will be done by Workplace or its designee and will include:

- Visiting the scene as soon as possible;
- Interviewing affected workers and witnesses;
- Examining the workplace for factors associated with the accident/exposure/near-accident;
- Determining the causes of the accident/exposure/near-accident;
- Taking corrective action to prevent the accident/exposure/near-accident from reoccurring; and
- Recording the findings and corrective actions taken
 - OSHA Form 300 Log of work related injuries and illnesses [OSHA Form 300](#)
 - OSHA Form 300A Summary of work related Injuries and Illnesses [OSHA Form 300A](#)
 - OSHA Form 301 Injuries and illnesses Incident report [OSHA Form 301](#)

HAZARD CORRECTION

Unsafe or unhealthy work conditions, practices or procedures at our work facilities shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected:

- When observed or discovered; and
- When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, we will remove all exposed workers from the area except those necessary to correct the existing condition. Workers necessary to correct the hazardous condition shall be provided with the

necessary protection.

TRAINING AND INSTRUCTION

All workers, including management, supervisors, and lead personnel shall have training and instruction on general and job-specific safety and health practices. Training and instruction shall be provided as follows:

- When the IIPP is first established;
- To all employees;
- To all employees given new job assignments for which training was not previously provided;
- Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;
- Whenever we become aware of a new or previously unrecognized hazard;
- To supervisors to familiarize them with the safety and health hazards to which employees under their immediate direction and control may be exposed; and
- To all employees with respect to hazards specific to each employee's job assignment.

General workplace safety and health practices include, but are not limited to, the following:

- Implementation and maintenance of the IIPP Program;
- Emergency action and fire prevention plan;
- Provisions for medical services and first aid, including emergency procedures;
- Prevention of musculoskeletal disorders, including proper lifting techniques;
- Proper housekeeping, such as keeping stairways and aisles clear, work areas neat and orderly, and promptly cleaning up spills;
- Prohibiting horseplay, scuffling, or other acts that tend to adversely influence safety;
- Proper storage to prevent stacking goods in an unstable manner and storing goods against doors, exits, fire extinguishing equipment and electrical panels; and
- Proper reporting of hazards and accidents to supervisors.

EMPLOYEE ACCESS TO THE IIPP

Our employees – or their designated representatives - have the right to examine and receive a copy of our IIPP. This will be accomplished by providing unobstructed access through a company website, which allows an employee to review, print, and email the current version of the Program.

Any copy provided to an employee or their designated representative need not include any of the records of the steps taken to implement and maintain the written IIPP Program.

Where we have distinctly different and separate operations with distinctly separate and different IIPPs, we may limit access to the IIPP applicable to the employee requesting it.

An employee must provide written authorization in order to make someone their “designated representative.” A recognized or certified collective bargaining agent will be treated automatically as a designated representative for the purpose of access to the company IIPP. The written authorization must include the following information:

- The name and signature of the employee authorizing the designated representative.
- The date of the request.
- The name of the designated representative.
- The date upon which the written authorization will expire (if less than 1 year).

RECORDKEEPING

Our organization has ten or more employees and keeps records as follows:

Records of scheduled and periodic inspections including the person(s) conducting the inspection, the workplace hazards (i.e., unsafe conditions and work practices that have been identified) and the action(s) taken to correct the identified unsafe conditions and work practices. These records are maintained for at least one (1) year.

Documentation of safety and health training for each employee, including the employee’s name or other identifier, training dates, type(s) of training, and training providers. This documentation is maintained for at least one (1) year.

APPENDIX A

UPWORK INC. CODE OF SAFE PRACTICES

It is Upwork's policy that everything possible will be done to protect employees, contractors, customers and visitors from accidents. Safety is a cooperative undertaking requiring participation by every employee. Failure by any employee to comply with safety rules will be grounds for corrective discipline. Supervisors shall insist that employees observe all applicable Company, State and Federal Safety Rules and Practices and take action as is necessary to obtain compliance and carry out this policy.

Employees shall comply with the following guidelines:

1. Report all unsafe conditions and equipment to your supervisor or Workplace Immediately.
2. Report all work-related incidents, injuries and illnesses, even if they seem minor, to your supervisor or safety coordinator immediately.
3. Follow safe ergonomic practices in the office and when working at home, if the employee chooses to work from home or is a remote employee.
4. Request assistance with ergonomics if the employee ever experiences discomfort or pain as a result of work-station set up.
5. Follow safe lifting techniques.
6. Only use hands-free devices when operating a vehicle for work purposes.
7. Means of egress shall be kept unblocked, well-lighted and unlocked during work hours.
8. Stairways should be kept clear of items that can be tripped over and all areas under stairways that are egress routes should not be used to store combustibles.
9. Materials and equipment will not be stored against doors or exits, fire ladders or fire extinguisher stations.
10. Aisles must be kept clear at all times.
11. In the event of a fire or other workplace emergency, follow the emergency evacuation plan for the facility, available on Continu.
12. Work areas should be maintained in a neat, orderly manner. Trash and refuse are to be thrown in proper waste containers.
13. All spills shall be wiped up promptly.
14. Files and supplies should be stored in such a manner as to preclude damage to the supplies or injury to personnel when they are moved. Heaviest items should be stored closest to the floor and lightweight items stored above.
15. All cords running into walk areas must be taped down or inserted through rubber protectors to preclude them from becoming tripping hazards.