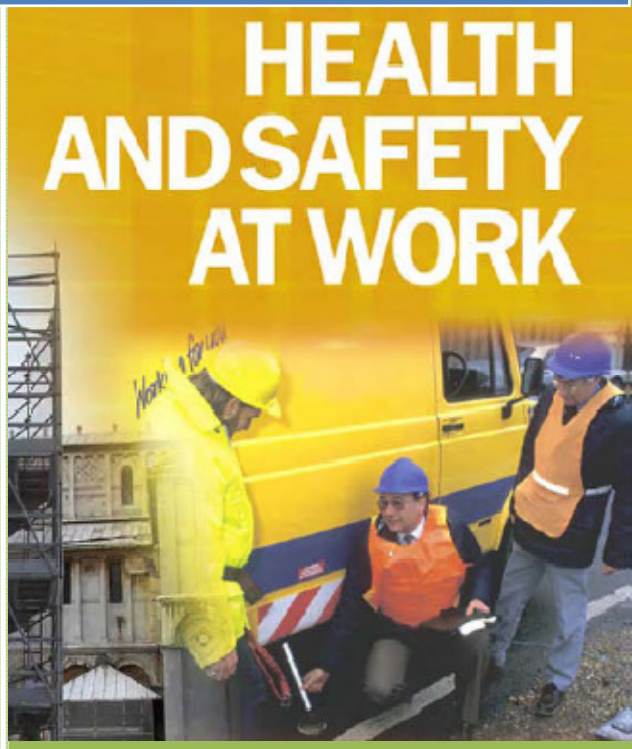
ENVIRONMENT, HEALTH & SAFETY TRAINING MANUAL



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ENVIRONMENT, HEALTH AND SAFETY

Training Content and Evaluation of Training

5.7 Environmental and Occupational Health & Safety training will be provided to make persons working for, or on behalf of SMSA Express aware of *(Training Objectives)*

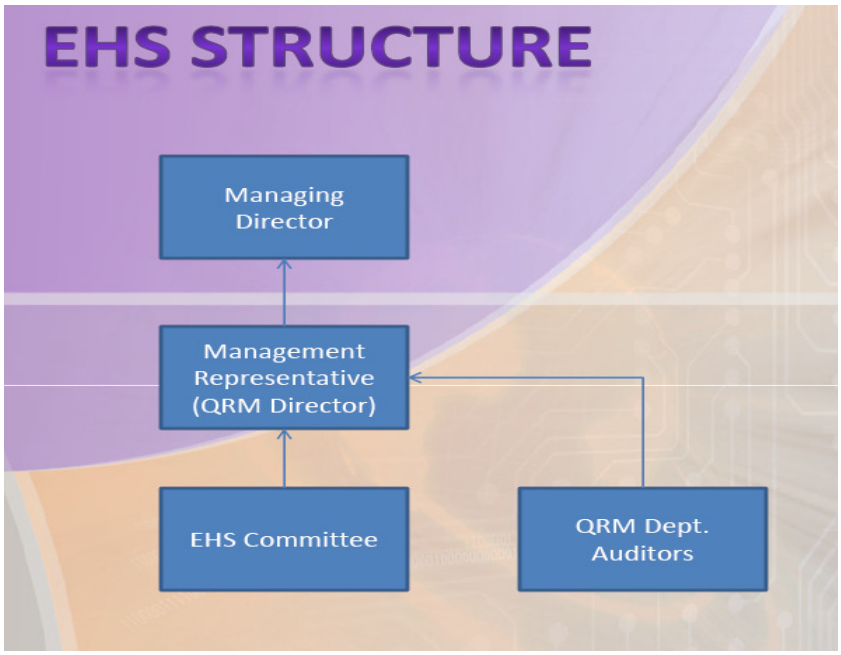
- The importance of conformance with the EHS policy and procedures, regulatory and other requirements, and with the requirements of the EHS management system;
- The significant environmental impacts, actual or potential, of their work activities and the environmental benefits of improved personal performance;
- The significant Occupational Health & Safety risks, actual or potential, of their work activities and the OHS benefits of improved personal performance;
- Their roles and responsibilities in achieving conformance with the EHS policy and procedures and with the requirements of the EHS Management System, including emergency preparedness and response requirements;
- The potential consequences of departure from specified operation procedures.

Introduction & SMSA EHS Policy

EHS Committee

Committee consisting of staff who are in charge of ensuring and promoting the upkeep of SMSA EHS Policy at all times and in all spheres. EHS Committee members with direct involvement in the attainment of objectives and targets will be made aware of their responsibilities through the distribution of the Management Program.

EHS Structure



1. Health & Safety Foundations

Introduction

Occupational health and safety is relevant to all branches of industry, business and commerce
The purpose is to introduce the foundations on which appropriate health and safety systems may be built. Occupational health and safety affects all aspects of work
In terms of corporate responsibility, they are working to encourage organizations to:

- Improve management systems to reduce injuries and ill health
- Demonstrate the importance of health and safety issues at board level
- Report publicly on health and safety issues within their organization, including their performance against targets.

The HSE believe that effective management of health and safety:

- is vital to employee well-being
- has a role to play in enhancing the reputation of businesses and helping them achieve high-performance teams
- is financially beneficial to business.

Basic definitions

Before a detailed discussion of health and safety issues can take place, some basic occupational health and safety definitions are required:

Health – the protection of the bodies and minds of people from illness resulting from the materials, processes or procedures used in the workplace

Safety – the protection of people from physical injury. The borderline between health and safety is ill-defined and the two words are normally used together to indicate concern for the physical and mental well-being of the individual at the place of work.

Welfare – the provision of facilities to maintain the health and well-being of individuals at the workplace. Welfare facilities include washing and sanitation arrangements, the provision of drinking water, heating, lighting, accommodation for clothing, seating (when required by the work activity), eating and rest rooms. First aid arrangements are also considered as welfare facilities.

Occupational or work-related ill-health – is concerned with those illnesses or physical and mental disorders that are either caused or triggered by workplace activities. Such conditions may be induced by the particular work activity of the individual or by activities of others in the workplace. The time interval between exposure and the onset of the illness may be short (e.g. asthma attacks) or long (e.g. deafness or cancer).

Environmental protection – arrangements to cover those activities in the workplace which affect the environment (in the form of .ora, fauna, water, air and soil) and, possibly, the health and safety of employees and others. Such activities include waste and effluent disposal and atmospheric pollution.

Accident – defined by the Health and Safety Executive as ‘any unplanned event that results in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of a

business opportunity'. Other authorities de.ne an accident more narrowly by excluding events that do not involve injury or ill-health.

Near miss – is any incident that could have resulted in an accident. Knowledge of near misses is very important since research has shown that, approximately, for every 10 'near miss' events at a particular location in the workplace, a minor accident will occur.

Dangerous occurrence – is a 'near miss' which could have led to serious injury or loss of life. Dangerous

Moral, Legal & Financial arguments for health and safety Management

The legal framework for health and safety
Sub-divisions of law

There are two sub-divisions of the law that apply to health and safety issues: criminal law and civil law.

Criminal law
Criminal law consists of rules of behaviour laid down by the Government or the State and, normally, enacted by Parliament through Acts of Parliament. These rules or Acts are imposed on the people for the protection of the people. Criminal law is enforced by several different Government Agencies who may prosecute individuals for contravening criminal laws. It is important to note that, except for very rare cases, only these Agencies are able to decide whether to prosecute an individual or not.

Civil law
Civil law concerns disputes between individuals or individuals and companies. An individual sues another individual or company to address a civil wrong. The individual who brings the complaint to court is known as the plaintiff and the individual or company who is being sued is known as the defendant
The civil court is concerned with liability and the extent of that liability rather than guilt or non-guilt. For cases involving health and safety, civil disputes usually follow accidents or illnesses and concern negligence or a breach of statutory duty.

2. Organizing for Health and Safety

Introduction

The policy sets the direction for health and safety within the enterprise and forms the written intentions of the principals or directors of the business. The organization needs to be clearly communicated and people need to know what they are responsible for in the day-to-day operations.
Like all management functions, establishing control and maintaining it day in day out is crucial to effective health and safety management. Managers, particularly at senior levels, must take proactive responsibility for control-ling issues that could lead to ill-health, injury or loss

Employer's responsibilities

Employers have duties under both criminal and civil law.

The general duties of employers under HSW Act relate to:

➢ the health, safety and welfare at work of employees and other workers, whether part-time, casual, temporary, home-workers, on work experience, Government Training Schemes or on site as contractors – i.e. any-one working under their control or direction

➢ the health and safety of anyone who visits or uses the workplace

➢ the health and safety of anyone who is allowed to use the organization's equipment

➢ the health and safety of those affected by the work activity, for example neighbors, and the general public

Employees responsibilities

Employees have specific responsibilities under the HSW Act, which are:

➢ to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. This involves the same wide group that the employer has to cover, not just the people on the next desk or bench

➢ to cooperate with employers in assisting them to fulfill their statutory duties

➢ not to interfere with deliberately or misuse anything provided, in accordance with health and safety legislation, to further health and safety at work.

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➢ to cooperate with employers in assisting them to fulfill their statutory duties

➢ not to interfere with deliberately or misuse anything provided, in accordance with health and safety legislation, to further health and safety at work.

Organizational health and safety responsibilities

The responsibilities cover directors, senior managers, site man-agers, department managers, supervisors and employees. Many organizations will not fit this exact structure but most will have those who direct, those who manage or supervise and those who have no line responsibility but have responsibilities to themselves and fellow workers.

3. Promoting a Positive Health and Safety Culture

Introduction

In 1972, the Robens report recognized that the introduction of health and safety management systems was essential if the ideal of self-regulation of health and safety by industry was to be realized.

Definition of a health and safety culture.

The health and safety culture of an organization may be described as the development stage of the organization in health and safety management at a particular time.

The safety culture of an organization is the product of individual and group values, attitudes, perceptions, competencies and patterns of behavior that determine the commitment to, and the style and proficiency of, an organization's health and safety management.

Organizations with a positive safety culture are characterized by communications founded on mutual trust, by shared perceptions of the importance of safety and by confidence in the efficacy of preventive measures.

Safety Culture & Safety performance

The following elements are the important components of a positive health and safety culture:

- leadership and commitment to health and safety throughout and at all levels of the organization
- acceptance that high standards of health and safety are achievable as part of a long-term strategy formulated by the organization
- a detailed assessment of health and safety risks in the organization and the development of appropriate control and monitoring systems
- a health and safety policy statement outlining short-and long-term health and safety objectives. Such a policy should also include codes of practice and required health and safety standards
- relevant employee training programs and communication and consultation procedures
- systems for monitoring equipment, processes and procedures and the prompt rectification of any defects
- the prompt investigation of all incidents and acci-dents and reports made detailing any necessary remedial actions.

The simplest measure of accident rate is called the incident rate and is defined as:

Total number of accidents / Number of persons employed X 1000

Human Factors and their influence on safety performance

This study indicated that for every 10 near misses, there will be an accident.

it is clear that if near misses are continually ignored, an accident will result. Further, the HSE Accident Prevention Unit has suggested that 90% of all accidents are due to human error and 70% of all accidents could have been avoided by earlier (proactive) action by management. It is clear from many research projects that the major factors in most accidents are human factors.

The HSE has defined human factors as, 'environmental, organizational and job factors, and human and individual characteristics which influence behavior at work in a way which can affect health and safety'. Method study helps to design the job in the most cost effective way and ergonomics helps to design the job with health and safety in mind. Ergonomics is the science of matching equipment and machines to man rather than the other way round. An ergonomically designed machine will ensure that control levers, dials, meters and switches are sited in a convenient and comfortable position for the machine operator. Similarly, an ergonomically designed workstation will be designed for the comfort and health of the operator. Chairs, for example, will be designed to support the back properly throughout the working day.

Physically matching the job and any associated equipment to the person will ensure that the possibility of human error is minimized

The major considerations in the design of the job, which would be undertaken by a specialist, have been listed by the HSE as follows:

➢ the identification and detailed analysis of the critical tasks expected of individuals and the appraisal of any likely errors associated with those tasks

➢ evaluation of the required operator decision making and the optimum (best) balance between the human and automatic contributions to safety actions (with the emphasis on automatic whenever possible)

➢ application of ergonomic principles to the design of man–machine interfaces, including displays of plant and process information, control devices and panel layout

➢ design and presentation of procedures and operating instructions in the simplest terms possible

➢ organization and control of the working environment, including the workspace, access for maintenance, lighting, noise and heating conditions

➢provision of the correct tools and equipment

➢ scheduling of work patterns, including shift organization, control of fatigue and stress and arrangements for emergency operations

➢ efficient communications, both immediate and over a period of time.

Human Errors and violations

Human errors fall into three groups – slips, lapses and mistakes, which can be further sub-divided into rule-based and knowledge-based mistakes.

The development of a positive health and safety culture

Commitment of management
The promotion of health and safety standards
Competence
Effective communication

Health and safety training

Induction training
Job-specific training
Supervisory and management training

4. Risk Assessment

Introduction

Risk assessment is an essential part of the planning stage of any health and safety management system the aim of the planning process is to minimize risks.

Risk assessment methods are used to decide on priorities and to set objectives for eliminating hazards and reducing risks. Wherever possible, risks are eliminated through selection and design of facilities, equipment and processes. If risks cannot be eliminated, they are minimized by the use of physical controls or, as a last resort, through systems of work and personal protective equipment

There are two basic forms of risk assessment.

1. Quantitative risk assessment attempts to measure the risk by relating the probability of the risk occurring to the possible severity of the outcome and then giving the risk a numerical value

2. Qualitative assessment, which is based purely on personal judgment and is normally defined as high, medium or low

The objectives of risk assessment

The main objective of risk assessment is to determine the measures required by the organization to comply with relevant health and safety legislation and, thereby, reduce the level of occupational injuries and ill-health

Accident Categories

- contact with moving machinery or material being machined
- struck by moving, flying or falling object
- hit by a moving vehicle
- struck against something fixed or stationary
- injured while handling, lifting or carrying
- slips, trips and falls on the same level
- falls from a height
- trapped by something collapsing
- drowned or asphyxiated
- exposed to, or in contact, with a harmful substance
- exposed to fire
- exposed to an explosion
- contact with electricity or an electrical discharge
- injured by an animal
- physically assaulted by a person
- other kind of accident.

Health Risks

Health risks fall into the following four categories:

1) chemical (e.g. paint solvents, exhaust fumes)
2) biological (e.g. bacteria, pathogens)
3) physical (e.g. noise, vibrations)
4) psychological (e.g. occupational stress).

5. Principles of Control

Introduction

The control of risks is essential to secure and maintain a healthy and safe workplace which complies with the relevant legal requirements

Principles of prevention

1. Elimination
2. Substitution
3. Changing work methods/patterns
4. Reduced or limited time exposure
5. Engineering controls (e.g. isolation, insulation and ventilation)
6. Good housekeeping
7. Safe systems of work
8. Training and information
9. Personal protective equipment
10. Welfare
11. Monitoring and supervision
12. Review.

Safe systems of work

1. Checking shipment procedures

2. Checking uniform & ID, Access control

3. General permit

The general permit should be used for work such as:

Alterations to or overhaul of plant or machinery where mechanical, toxic or electrical hazards may arise

- ✓ work on or near overhead crane tracks
- ✓ work on pipelines with hazardous contents
- ✓ repairs to railway tracks, tippers, conveyors
- ✓ work with asbestos-based materials
- ✓ work involving ionizing radiation
- ✓ roof work
- ✓ excavations to avoid underground services.

Permits to work

Safe systems of work are crucial in work such as the maintenance of plant where the potential risks are high and the careful coordination of activities and pre-cautions is essential to safe working. In this situation and others of similar risk potential, the safe system of work is likely to take the form of a permit to work procedure.

The permit to work procedure is a specialized type of safe system of work for ensuring that potentially very dangerous work (e.g. entry into process plant and other confined spaces) is done safely.

Its fundamental principle is that certain defined operations are prohibited without the specific permission of a responsible manager, this permission being only granted once stringent checks have been made to ensure that all necessary precautions have been taken and that it is safe for work to go ahead.

The people doing the work take on responsibility for following and maintaining the safeguards set out in the permit, which will define the work to be done (no other work being permitted) and the timescale in which it must be carried out.

To be effective, the permit system requires the training needs of those involved to be identified and met, and monitoring procedures to ensure that the system is operating as intended.

Emergency procedures

Emergency procedures, however, are about control procedures and equipment to limit the damage to people and property caused by an incident

- ***Fire routines and fire notices***
- ***Supervisory duties***
- ***Assembly and roll call***
- ***Fire notices***
- ***Testing***
- ***Fire drills***

First Aid at work

People at work can suffer injuries or fall ill. It does not matter whether the injury or the illness is caused by the work they do. What is important is that they receive immediate attention and that an ambulance is called in serious cases. First aid at work covers the arrangements employers must make to ensure this happens. It can save lives and prevent minor injuries becoming major ones.

Trained personnel in each department.

6. Movement of People and Vehicles – Hazards & Control

Introduction.

People are most often involved in accidents as they walk around the workplace or when they come into contact with vehicles in or around the workplace

Hazards to pedestrians.

People are most often involved in accidents as they walk around the workplace or when they come into contact with vehicles in or around the workplace

Trip hazards are caused by:

- loose floorboards or carpets
- obstructions, low walls, low fixtures on the floor
- cables or trailing leads across walkways or uneven surfaces. Leads to portable electrical hand tools and other electrical appliances (vacuum cleaners and overhead projectors). Raised telephone and electrical sockets are also a serious trip hazard (this can be a significant problem when the display screen workstations are re-orientated in an office)
- rugs and mats – particularly when worn or placed on a polished surface
- poor housekeeping – obstacles left on walkways, rubbish not removed regularly
- poor lighting levels – particularly near steps or other changes in level
- sloping or uneven floors – particularly where there is poor lighting or no handrails
- unsuitable footwear – shoes with a slippery sole or lack of ankle support.

Slip hazards are caused by:

- wet or dusty floors
- the spillage of wet or dry substances – oil, water, flour dust and plastic pellets used in plastic manufacture
- loose mats on slippery floors
- wet and/or icy weather conditions
- unsuitable footwear or floor coverings or sloping floors.

Hazards to vehicle operations

For fork lift truck, approximately 70 persons are killed annually following vehicle accidents in the workplace. There are also over 1000 major accidents (involving serious fractures, head injuries and amputations) caused by:

➢collisions between pedestrians and vehicles ➢people falling from vehicles

➢people being struck by objects falling from vehicles ➢people being struck by an overturning vehicle

➢communication problems between vehicle drivers and employees or members of the public.

Risks of injuries to employees and members of the public involving vehicles could arise due to the following occurrences:

- collision with pedestrians
- collision with other vehicles
- overloading of vehicles
- overturning of vehicles
- general vehicle movements and parking
- dangerous occurrences or other emergency incidents (including fire)
- access and egress from the buildings and the site.

There are several other more general hazardous situations involving pedestrians and vehicles. These include the following:

- reversing of vehicles, especially inside buildings
- poor road surfaces and/or poorly drained road surfaces
- roadways too narrow with insufficient safe parking areas
- roadways poorly marked out and inappropriate or unfamiliar signs used
- too few pedestrian crossing points
- the non-separation of pedestrians and vehicles
- lack of barriers along roadways
- lack of directional and other signs
- poor environmental factors, such as lighting, dust and noise
- ill-defined speed limits and/or speed limits which are not enforced
- poor or no regular maintenance checks

- vehicles used by untrained and/or unauthorized personnel
- poor training or lack of refresher training.

Control strategies for safe vehicle operations

The following needs to be addressed:

- Traffic routes, loading and storage areas need to be well designed with enforced speed limits, good visibility and the separation of vehicles and pedestrians whenever reasonably practicable
- Environmental considerations, such as visibility, road surface conditions, road gradients and changes in road level, must also be taken into account
- The use of one-way systems and separate site access gates for vehicles and pedestrians may be required
- The safety of members of the public must be con-sidered, particularly where vehicles cross public footpaths
- All external roadways must be appropriately marked, particularly where there could be doubt on right of way, and suitable direction and speed limit signs erected along the roadways. While there may well be a difference between internal and external speed limits, it is important that all speed limits are observed
- Induction training for all new employees must include the location and designation of pedestrian walkways and crossings and the location of areas in the factory

The Management of vehicle movements.

The movement of vehicles must be properly managed, as must vehicle maintenance and driver training. All vehicles should be subject to appropriate regular preventative maintenance programs with appropriate records kept and all vehicle maintenance procedures properly documented.

Managing Occupational road safety

Health and safety law applies to on-the-road work activities as it does to all work activities, and the risks should be managed effectively within a health and safety management system.

The driver

Competency

Training

Are drivers properly trained?

Do drivers need to know how to carry out routine safety checks such as those on lights, tires and wheel fixings

Fitness and health

- The driver's level of health and fitness should be sufficient for safe driving?
- Drivers of HGV's must have the appropriate medical certificate.
- Drivers who are most at risk, should also undergo regular medicals. Staff should not drive, or under-take other duties, while taking a course of medicine that might impair their judgment.
- All drivers should have regular (every 2 years) eye sight tests. Recent research has shown many drivers have poor eye sight which affects the standard of their driving.

The vehicle

Suitability

All vehicles should be fit for the purpose for which they are used. When purchasing new or replacement vehicles, the management should look for vehicles that are most suitable for driving and public health and safety. The fleet should be suitable for the job in hand.

Condition and Safety Equipment

Are vehicles maintained in a safe and fit condition?

There will need to be:

Maintenance arrangements to acceptable standards
basic safety checks for drivers
A method of ensuring that the vehicle does not exceed its maximum load weight
Reliable methods to secure goods and equipment in transit
Checks to make sure that safety equipment is in good working order
Checks on seatbelts and head restraints. Are they fitted correctly and functioning properly?
Drivers need to know what action to take if they consider their vehicle is unsafe.

Ergonomic considerations

The health of the drivers, and possibly also their safety, may be put at risk from through an inappropriate seating position or driving posture. Ergonomic considerations should therefore be considered before purchasing or leasing new vehicles. Information may need to be provided to drivers about good posture and, where appropriate, on how to set their seat correctly?

The load

The load being carried is an additional issue. If the load is hazardous, emergency procedures (and possibly equipment) must be in place and the driver trained in those procedures. The load should be stacked safely in the lorry so that it cannot move during the journey. There must also be satisfactory arrangements for handling the load at either end of the journey.

The journey

Routes

Route planning is crucial. Safe routes should be chosen which are appropriate for the type of vehicle undertaking the journey wherever practicable. Motorways are the safest roads. Minor roads are suitable for cars, but they are less safe and could present difficulties for larger vehicles. Overhead restrictions for example bridges, tunnels and other hazards such as level crossings, may present dangers for long and/or high vehicles so route planning should take particular account of these.

Scheduling

There are danger periods during the day and night when people are most likely, on average, to feel sleepy. These are between 2 am and 6 am and between 2 pm and 4 pm. Schedules need to take sufficient account of these periods. Where tachographs are carried, they should be checked regularly to make sure that drivers are not putting themselves and others at risk by driving for long periods without a break. Periods of peak traffic flow should be avoided if possible and new drivers should be given extra support while training.

Time

Has enough time been allowed to complete the driving job safely? A realistic schedule would take into account the type and condition of the road and allow the driver rest breaks. A non-vocational driver should not be expected to drive and work for longer than a professional driver. The recommendation of the Highway Code is for a 15 minute break every two hours.

Are drivers put under pressure by the policy of the company? Are they encouraged to take unnecessary risks, for example exceeding safe speeds because of agreed arrival times?
Is it possible for the driver to make an overnight stay? This may be preferable to having to complete a long road journey at the end of the working day?
Are staff aware that working irregular hours can add to the dangers of driving? They need to be advised of the dangers of driving home from work when they are excessively tired. In such circumstances they may wish to consider an alternative, such as a taxi.

Distance

Managers need to satisfy themselves that drivers will not be put at risk from fatigue caused by driving excessive distances without appropriate breaks. Combining driving with other methods of transport may make it possible for long road journeys to be eliminated or reduced. Employees should not be asked to work an exceptionally long day.

Weather conditions

When planning journeys, sufficient consideration will need to be given to adverse weather conditions, such as snow, ice, heavy rain and high winds. Routes should be rescheduled and journey times adapted to take adverse weather conditions into consideration. Where poor weather conditions are likely to be encountered, vehicles should be properly equipped to operate, with, for example, anti-lock brakes.

7. Manual & Mechanical handling hazards and Control

Introduction

Until a few years ago, accidents caused by the manual handling of loads were the largest single cause of over three-day accidents reported to the HSE. The Manual Handling Operations Regulations recognized this fact and helped to reduce the number of these accidents. However, accidents due to poor manual handling technique still accounts for over 25% of all reported accidents and in some occupational sectors, such as the health service, the figure rises above 50%. An under-standing of the factors causing some of these accidents is essential if they are to be further reduced. Mechanical handling methods should always be used whenever possible, but they are not without their hazards.

Manual Handling hazards & injuries

Typical hazards of manual handling include:

- lifting a load which is too heavy or too cumbersome resulting in back injury
- poor posture during lifting or poor lifting technique resulting in back injury
- dropping a load, resulting in foot injury
- lifting sharp-edged or hot loads resulting in hand injuries.

The most common injuries associated with poor manual handling techniques are all musculoskeletal in nature and are:

- Muscular sprains and strains – caused when a muscular tissue (or ligament or tendon) is stretched beyond its normal capability leading to a weakening, bruising and painful inflammation of the area affected. Such injuries normally occur in the back or in the arms and wrists
- Back injuries – include injuries to the discs situated between the spinal vertebrae (i.e. bones) and can lead to a very painful prolapsed disc lesion (commonly known as a slipped disc). This type of injury can lead to other conditions known as lumbago and sciatica (where pain travels down the leg)
- Trapped nerve – usually occurring in the back as a result of another injury but aggravated by manual handling
- Hernia – this is a rupture of the body cavity wall in the lower abdomen causing a protrusion of part of the intestine. This condition eventually requires surgery to repair the damage
- Cuts, bruising and abrasions – caused by handling loads with unprotected sharp corners or edges
- Fractures – normally of the feet due to the dropping of a load. Fractures of the hand also occur but are less common
- Work-related upper limb disorders (WRULDs) – cover a wide range of musculoskeletal disorders
- Rheumatism – this is a chronic disorder involving severe pain in the joints. It has many causes, one of which is believed to be the muscular strains induced by poor manual handling lifting technique.

Manual handling Risk assessments

Avoid manual handling operations so far as is reasonably practicable by either redesigning the task to avoid moving the load or by automating or mechanizing the operations
If manual handling cannot be avoided, then a suit-able and sufficient risk assessment should be made

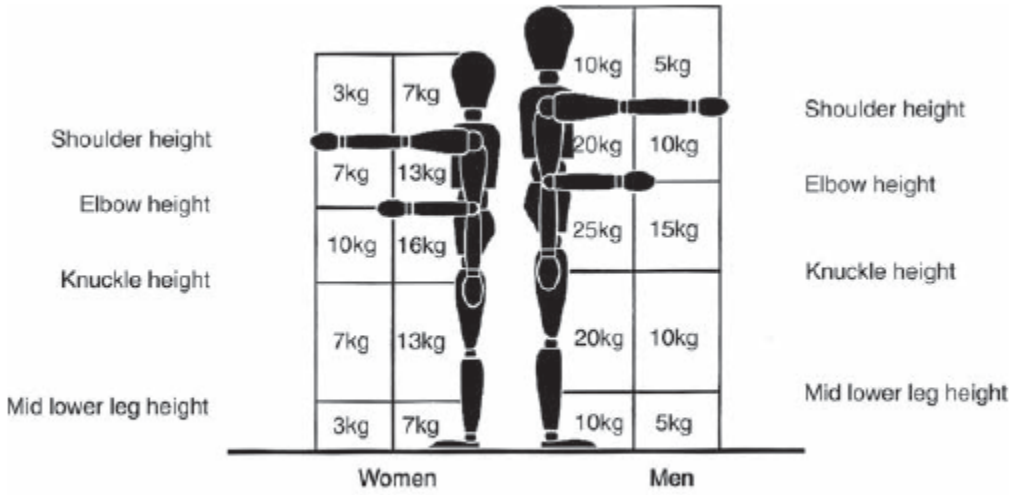
- ✓ reduce the risk of injury from those operations so far as is reasonably practicable, either by the use of mechanical handling or making improvements to the task, the load and the working environment.

- ✓ is the load held or manipulated at a distance from the trunk? The further from the trunk, the more difficult it is to control the load and the stress imposed on the back is greater
- ✓ is a satisfactory body posture being adopted? Feet should be firmly on the ground and slightly apart and there should be no stooping or twisting of the trunk. It should not be necessary to reach upwards since this will place additional stresses on the arms, back and shoulders. The effect of these risk factors is significantly increased if several are present while the task is being performed
- ✓ are there excessive distances to carry or lift the load? Over distances greater than 10 m, the physical demands of carrying the load will dominate the operation. The frequency of lifting, and the vertical and horizontal distances the load needs to be carried (particularly if it has to be lifted from the ground
- ✓ and/or placed on a high shelf) are very important considerations
- ✓ is there excessive pulling and pushing of the load? The state of floor surfaces and the footwear of the individual should be noted so that slips and trips may be avoided
- ✓ is there a risk of a sudden movement of the load? The load may be restricted or jammed in some way

- ✓ is frequent or prolonged physical effort required? Frequent and prolonged tasks can lead to fatigue and a greater risk of injury
- ✓ are there sufficient rest or recovery periods? Breaks and/or the changing of tasks enables the body to recover more easily from strenuous activity
- ✓ is there an imposed rate of work on the task? This is a particular problem with some automated production lines and can be addressed by spells on other operations away from the line
- ✓ are the loads being handled while the individual is seated? In these cases, the legs are not used during the lifting processes and stress is placed on the arms and back
- ✓ does the handling involve two or more people? The handling capability of an individual reduces when he becomes a member of a team (e.g. for a three person team, the capability is half the sum of the individual capabilities). Visibility, obstructions and the roughness of the ground must all be considered when team handling takes place.

The **load** must be carefully considered during the assessment and the following questions asked:

- ✓ is the load too heavy? The maximum load that an individual can lift will depend on the capability of the individual and the position of the load relative to the body. There is therefore no safe load, but the Figure below is reproduced from the HSE guidance, which does give some advice on loading levels. It does not recommend that loads in excess of 25 kg should be lifted or carried by a man (and this is only permissible when the load is at the level of and adjacent to the thighs). For women, the guideline figures should be reduced by about one third.



Lifting and lowering

- ✓ is the load too bulky or unwieldy? In general, if any dimension of the load exceeds 0.75 m (2 ft), its handling is likely to pose a risk of injury. Visibility around the load is important. It may hit obstructions or become unstable in windy conditions. The position of the centre of gravity is very important for stable lifting – it should be as close to the body as possible
- ✓ is the load difficult to grasp? Grip difficulties will be caused by slippery surfaces, rounded corners or a lack of foot room
- ✓ are the contents of the load likely to shift? This is a particular problem when the load is a container full of smaller items, such as a sack full of nuts and bolts. The movement of people (in a nursing home) or animals (in a veterinary surgery) are loads which fall into this category
- ✓ is the load sharp, hot or cold? Personal protective equipment may be required.

The **working environment** in which the manual hand-ling operation is to take place, must be considered during the assessment. The following areas will need to be assessed:

➢any space constraints which might inhibit good posture. Such constraints include lack of headroom, narrow walkways and items of furniture

- slippery, uneven or unstable floors
- variations in levels of floors or work surfaces, possibly requiring the use of ladders
- extremes of temperature and humidity.
- ventilation problems or gusts of wind
- poor lighting conditions.

Finally, the capability of the **individual** to lift or carry the load must be assessed. The following questions will need to be asked:

- does the task require unusual characteristics of the individual (e.g. strength or height)? It is important to remember that the strength and general manual handling ability depends on age, gender, state of health and fitness
- are employees who might reasonably be considered to be pregnant or to have a health problem, put a risk by the task?. Allowance should also be given to any employee who has a health problem, which could be exacerbated by manual handling.

Manual Handling Training

The following topics should be addressed in a manual handling training session:

- types of injuries associated with manual handling activities
- the findings of the manual handling assessment
- the recognition of potentially hazardous manual hand-ling operations
- the correct use of mechanical handling aids
- the correct use of personal protective equipment
- features of the working environment which aid safety in manual handling operations
- good housekeeping issues
- factors which affect the capability of the individual
- good lifting or manual handling technique as shown in Figure below

Types of mechanical handling and lifting equipment

Conveyors and elevators

The most common hazards and preventative measures are:

- the in-running nip, where a hand is trapped between the rotating rollers and the belt. Protection from this hazard can be provided by nip guards and trip devices

- entanglement with the power drive requiring the fitting of fixed guards and the restriction of loose clothing which could become caught in the drive

- loads falling from the conveyor. This can be avoided by edge guards and barriers

- impact against overhead systems. Protection against this hazard may be given by the use of bump caps, warning signs and restricted access

- contact hazards prevented by the removal of sharp edges, conveyor edge protection and restricted access

- manual handling hazards

- noise and vibration hazards.

Elevators

Fork lift trucks

overturning – maneuvering at too high a speed (particularly cornering), wheels hitting an obstruction such as a kerb, sudden braking, poor tire condition leading to skidding, driving forwards down a ramp, movement of the load, insecure, excessive or uneven loading, incorrect tilt or driving along a ramp

- overloading – exceeding the rated capacity of the machine

collisions – particularly with warehouse racking which can lead to a collapse of the whole racking system

- silent operation of the electrically powered fork lift truck – can make pedestrians unaware of its presence
- uneven road surface – can cause the vehicle to overturn and/or cause musculoskeletal problems for the driver
- overhead obstructions – a particular problem for inexperienced drivers
- loss of load – shrink wrapping or sheeting will reduce this hazard
- inadequate maintenance leading to mechanical failure
- use as a work platform
- speeding – strict enforcement of speed limits is essential
- poor vision around the load
- pedestrians – particularly when pedestrians and vehicles use the same roadways. Warning signs, indicating the presence of fork lift trucks, should be posted at regular intervals
- dangerous stacking or de-stacking technique – this can destabilize a complete racking column
- carrying passengers – this should be a disciplinary offence
- battery charging – presents an explosion and fire risk
- fire – often caused by poor maintenance resulting in fuel leakages or engine/motor burn-out, or through using a fork lift truck in areas where flammable liquids or gases are used and stored
- lack of driver training.

➢noise – caused by poor silencing of the power unit
➢exhaust fumes – should only be a problem when the maintenance regime is poor
➢vibrations – often caused by a rough road surface or wide expansion joints. Badly inflated tires will exacerbate this problem
➢manual handling – resulting from maneuvering the load by hand or lifting batteries or gas cylinders
➢ergonomic – musculoskeletal injuries caused by soft tires and/or undulating road surface or holes or cracks in the road surface (e.g. expansion joints).

➢condition of tires and correct tire pressures
➢effectiveness of all brakes
➢audible reversing horn and light working properly
➢lights, if fitted, working correctly
➢mirrors, if fitted, in good working order and properly set
➢secure and properly adjusted seat
➢correct fluid levels, when appropriate
➢fully charged batteries, when appropriate
➢correct working of all lifting and tilting systems.

Drivers must:

- drive at a suitable speed to suit road conditions and visibility
- use the horn when necessary (at blind corners and doorways)
- always be aware of pedestrians and other vehicles
- take special care when reversing (do not rely on mirrors)
- take special care when handling loads which restrict visibility
- travel with the forks (or other equipment fitted to the mast) lowered
- use the prescribed lanes
- obey the speed limits
- take special care on wet and uneven surfaces
- use the handbrake, tilt and other controls correctly
- take special care on ramps
- always leave the truck in a state which is safe and discourages unauthorized use (brake on, motor off, forks down, key out)

Drivers must not:

- operate in conditions in which it is not possible to drive and handle loads safely (e.g. partially blocked aisles)
- travel with the forks raised
- use the forks to raise or lower persons unless a purpose-built working cage is used
- carry passengers
- park in an unsafe place (e.g. obstructing emergency exits)
- turn round on ramps
- drive into areas where the truck would cause a hazard (flammable substance store)
- allow unauthorized use.

The basic principles for the safe operation of cranes are as follows. **For all cranes**, the driver must:

- undertake a brief inspection of the crane and associated lifting tackle each time before it is used
- ensure that loads are not left suspended when the crane is not in use
- before a lift is made, ensure that nobody can be struck by the crane or the load
- ensure that loads are never carried over people
- ensure good visibility and communications
- lift loads vertically – cranes must not be used to drag a load
- travel with the load as close to the ground as possible
- switch off power to the crane when it is left unattended.

8. Work Equipment Hazards and Control

Introduction

This covers the scope and main requirements for work equipment . The safe use of hand tools, hand-held power tools and the proper safe-guarding of a small range of machinery used in industry and commerce is included.

Any equipment used by an employee at work is generally covered by the term 'Work Equipment'. The scope is extremely wide and includes, hand tools, power tools, ladders, photocopiers, laboratory apparatus, lifting equipment, fork lift trucks, and motor vehicles (which are not privately owned). Virtually anything used to do a job of work, including employees' own equipment, is covered. The uses covered include starting or stopping the equipment, repairing, modifying, maintaining, servicing, cleaning and transporting.

1.

Employers and the self-employed must ensure that work equipment is suitable; maintained; inspected if necessary; provided with adequate information and instruction; and only used by people who have received sufficient training.

Suitability of work equipment and CE marking

- Its initial integrity
- The place where it will be used
- The purpose for which it will be used.

Use and Maintenance of equipment with Specific Risks

Eliminating the risks or, if this is not possible;

- taking physical measures to control the risks such as guards, but if the risks cannot be adequately controlled
- taking appropriate software measures, such as a safe system of work.

The extent of the information and instructions will depend on the complexity of the equipment and the specific risks associated with its use. They should cover:

Information, instruction and training

The extent of the information and instructions will depend on the complexity of the equipment and the specific risks associated with its use. They should cover:

- All safety and health aspects
- Any limitations on the use of the equipment
- Any foreseeable problems that could occur
- Safe methods to deal with the problems
- Any relevant experience with the equipment that would reduce the risks or help others to work more safely, should be recorded and circulated to everyone concerned.

Everyone who uses and maintains work equipment needs to be adequately trained. The amount of training required will depend on:

- The complexity and level of risk involved in using or maintaining the equipment
- The experience and skills of the person doing the work, whether it is normal use or maintenance.

Training needs will be greatest when a person is first recruited but will also need to be considered:

- When working tasks are changed, particularly if the level of risk changes
- If new technology or new equipment is introduced
- Where a system of work changes
- When legal requirements change
- Periodically to update and refresh peoples' knowledge and skills.

Maintenance and Inspection

- **preventative planned maintenance** – which involves replacing parts and consumables or making necessary adjustments at preset intervals, normally set by the manufacturer, so that there are no hazards created by component deterioration or failure. Vehicles are normally maintained on this basis
- **condition based maintenance** – this involves monitoring the condition of critical parts and carrying out maintenance whenever necessary to avoid hazards which could otherwise occur
- **breakdown based maintenance** – here maintenance is only carried out when faults or failures have occurred. This is only acceptable if the failure does not present an immediate hazard and can be corrected before the risk is increased. If, for example, a bearing overheating can be detected by a monitoring device, it is acceptable to wait for the overheating to occur as long as the equipment can be stopped and repairs carried out before the fault becomes dangerous to persons employed.

Operation and working environment

User responsibilities

Safe driving

Drivers have an important role to play in the safe use of mobile equipment. They should include the following in their safe working practice checklist:

- Make sure they understand fully the operating procedures and controls on the equipment being used
- Only operate equipment for which they are trained and authorized
- Never drive if abilities are impaired by, for example alcohol, poor vision or hearing, ill health or drugs whether prescribed or not
- Use the seat restraints where provided
- Know the site rules and signals
- Know the safe operating limits relating to the terrain and loads being carried
- Keep vehicles in a suitably clean and tidy condition with particular attention to mirrors and windows or loose items which could interfere with the controls
- Drive at suitable speeds and following site rules and routes at all times
- Only allow passengers when there are safe seats provided on the equipment
- Park vehicles on suitable flat ground with the engine switched off and the parking brakes applied, use wheel chokes if necessary
- Make use of visibility aids or a signaller when vision is restricted
- Get off the vehicle during loading operations unless adequate protection is provided
- Ensure that the load is safe to move
- Do not get off vehicle until it is stationary, with the engine stopped and parking brake applied
- Where practicable remove the operating key when getting off the vehicle
- Take the correct precautions such as not smoking and switching off the engine when refuelling.

Hand-held tools

Mechanical machinery hazards

Mobile work equipment

Non-mechanical machinery hazards

Examples of machinery hazards

The following examples are given to demonstrate a small range of machines found in industry and commerce, which are included in the Certificate syllabus.

Office – photocopier

The hazards are:

- contact with moving parts when clearing a jam
- electrical – when clearing a jam, maintaining the machine or through poorly maintained plug and wiring
- heat through contact with hot parts when clearing a jam
- health hazard from ozone or lack of ventilation in the area.

Office – document shredder

The hazards are:

- drawing in between the rotating cutters when feed-ing paper into the shredder
- contact with the rotating cutters when emptying the waste container or clearing a jam
- electrical through faulty plug and wiring or during maintenance
- noise from the cutting action of the machine
- possible dust from the cutting action.

9. Electrical Hazards and Control

Introduction

Electricity is a widely used, efficient and convenient, but potentially hazardous method of transmitting and using energy. It is in use in every factory, workshop, laboratory and office in the country. Any use of electricity has the potential to be very hazardous with possible fatal results. Legislation has been in place for many years to control and regulate the use of electrical energy and the activities associated with its use. Such legislation provides a framework for the standards required in the design, installation, maintenance and use of electrical equipment and systems and the supervision of these activities to minimize the risk of injury. Electrical work from the largest to the smallest installation must be carried out by people known to be competent to undertake such work. New installations always require expert advice at all appropriate levels to cover both design aspects of the system and its associated equipment. Electrical systems and equipment must be properly selected, installed, used and maintained.

Approximately 8% of all fatalities at work are caused by electric shock.
Over the last few years, there have been between 12 and 16 employee deaths due to electricity, between 210 and 258 major accidents.

Principles of electricity and some definitions

Earthing

Isolation where there is a risk of direct contact with live electricity.

Electrical Hazards and Injuries

The principal hazards associated with electricity are:

- electric shock
- electric burns
- electrical fires and explosions
- arcing
- portable electrical equipment
- secondary hazards.

Electric shock and burns
Treatment of electric shock and burns

There are many excellent posters available which illus-trate a first-aid procedure for treating electric shock and such posters should be positioned close to electrical junction boxes or isolation switches. The recommended procedure for treating an unconscious person who has received a **low voltage** electric shock is as follows:

1. On finding a person suffering from electric shock, raise the alarm by calling for help from colleagues (including a trained first aider)
2. Switch off the power if it is possible and/or the position of the emergency isolation switch is known
3. Call for an ambulance

4. If it is not possible to switch off the power, then push or pull the person away from the conductor using an object made from a good insulator, such as a wooden chair or broom. Remember to stand on dry insulating material, for example, a wooden pallet, rubber mat or wooden box. If these precautions are not taken, then the rescuer will also be electrocuted

5. If the person is breathing, place them in the recovery position so that an open airway is maintained and the mouth can drain if necessary

6. If the person is not breathing apply mouth-to-mouth resuscitation and, in the absence of a pulse, chest compressions. When the person is breathing normally place them in the recovery position

7. Treat any burns by placing a sterile dressing over the burn and secure with a bandage. Any loose skin or blisters should not be touched nor any lotions or ointments applied to the burn wound

8. If the person regains consciousness, treat for nor-mal shock

9. Remain with the person until they are taken to a hospital or local surgery.

Electrical fires and explosions

The most common causes of fire in electrical installations are short circuits, overheating of cables and equipment, the ignition of flammable gases and vapors, and the ignition of combustible substances by static electrical discharges.

General control measures for electrical hazards

Fuse
A **circuit breaker** throws a switch off when excess current passes and is similar in action to a fuse.

Insulation
Insulation is used to protect both people from electric shock, the short circuiting of live conductors and the dangers associated with fire and explosions. Insulation is achieved by covering the conductor with an insulating material

Isolation

Reduced low voltage systems

Inspection and maintenance strategies

The particular areas of interest for inspection and maintenance are:

- The cleanliness of insulator and conductor surfaces
- The mechanical and electrical integrity of all joints and connections
- The integrity of mechanical mechanisms, such as switches and relays
- The calibration, condition and operation of all protection equipment, such as circuit breakers, RCDs and switches

Formal visual inspections and tests
Frequency of inspection and testing
Records of inspection and testing

10. Fire Hazards and Control

Introduction

This covers fire prevention in the workplace and how to ensure that people are properly protected if fire does occur

The financial costs associated with serious fires are very high including, in many cases (believed to be over 40%), the failure to start up business again. Never underestimate the potential of any fire. What may appear to be a small fire in a waste bin, if not dealt with can quickly spread through a building or structure. The Bradford City Football ground in 1985 or King's Cross Underground station in 1987 are examples of where small fires quickly became raging infernos, resulting in many deaths and serious injuries

The meaning of general fire precautions is set out, which covers:

- Reduction of fire risks and fire spread
- Means of escape
- Keeping means of escape available for use
- Fire fighting
- Fire detection and fire warning
- Action to be taken in the event of fire
- Instruction and training of employees.

Risk assessment and arrangements
Fire-fighting and fire detection

- fire-fighting equipment
- fire detectors and alarms
- measures for fire-fighting which are adapted to the size and type of undertaking
- trained and equipped competent persons to implement fire-fighting measures
- contacts with external emergency services, particularly as regards fire-fighting, rescue work, first-aid and emergency medical care.

Basic principles of fire

Fire triangle

Fire cannot take place unless three things are present.

1. **Fuel** – Flammable gases, liquids, solids
2. **Ignition source** – Hot Surfaces, Electrical equipment, static electricity smoking materials, naked flame.
3. **Oxygen** – From air, oxidizing substances

The absence of any one of these elements will prevent a fire from starting. Prevention depends on avoiding these three coming together. Fire extinguishing depends on removing one of the elements from an existing fire, and is particularly difficult if an oxidizing substance is present.

Once a fire starts it can spread very quickly from fuel to fuel as the heat increases.

The following are potential sources of ignition in the typical workplace:

Sources of ignition

- **naked flames** – from smoking materials, cook-ing appliances, heating appliances and process equipment
- **external sparks** – from grinding metals, welding, impact tools, electrical switch gear
- **internal sparking** – from electrical equipment (faulty and normal), machinery, lighting
- **hot surfaces** – from lighting, cooking, heating appliances, process equipment, poorly ventilated equipment, faulty and/or badly lubricated equipment, hot bearings and drive belts
- **static electricity** – causing significant high volt-age sparks from the separation of materials such as unwinding plastic, pouring highly flammable liquids, walking across insulated floors, or removing synthetic overalls.

Sources of fuel

Solids – these include, wood, paper, cardboard, wrap-ping materials, plastics, rubber, foam (e.g. polystyrene tiles and furniture upholstery), textiles (e.g. furnishings and clothing), wall paper, hardboard and chipboard used as building materials, waste materials (e.g. wood shavings, dust, paper, etc.), hair

Liquids – these include, paint, varnish, thinners, adhesives, petrol, white spirit, methylated spirits, paraffin, toluene, acetone and other chemicals. Most flammable liquids give off vapors which are heavier than air so they will fall to the lowest levels. A flash flame or an explosion can occur if the vapor catches fire in the correct concentrations of vapor and air.

Gases – flammable gases include LPG (liquefied petroleum gas in cylinders, usually butane or propane), acetylene (used for welding) and hydrogen. An explosion can occur if the air/gas mixture is within the explosive range.

Oxygen

Oxygen is of course provided by the air all around but this can be enhanced by wind, or by natural or powered ventilation systems which will provide additional oxygen to continue burning.

Cylinders providing oxygen for medical purposes or welding can also provide an additional very rich source of oxygen.

Methods of extinction

There are four main methods of extinguishing fires, which are explained as follows:

- **cooling** – reducing the ignition temperature by taking the heat out of the fire – using water to limit or reduce the temperature
- **smothering** – limiting the oxygen available by smothering and preventing the mixture of oxygen and flammable vapour – by the use of foam or a fire blanket
- **starving** – limiting the fuel supply – by removing the source of fuel by switching off electrical power, isolating the flow of flammable liquids or removing wood and textiles, etc.

➢**chemical reaction** – by interrupting the chain of combustion and combining the hydrogen atoms with chlorine atoms in the hydrocarbon chain for example with Halon extinguishers. (Halons have generally been withdrawn because of their detrimental effect on the environment, as ozone depleting agents).

Classification of fire

Class A – fires which involve solid materials such as wood, paper, cardboard, textiles, furniture and plastics where there are normally glowing embers during combustion. Such fires are extinguished by cooling which is achieved using water

2. **Class B** – fires which involve liquids or liquefied solids such as paints, oils or fats. These can be further subdivided into:

3. **Class B1** – fires which involve liquids that are soluble in water such as methanol. They can be extinguished by carbon dioxide, dry powder, water spray, light water and vaporizing liquids

4. **Class B2** – fires which involve liquids not soluble in water, such as petrol and oil. They can be extinguished by using foam, carbon dioxide, dry powder, light water and vaporizing liquid

5. **Class C** – fires which involve gases such as natural Methods of extinction gas or liquefied gases such as butane or propane. They can be extinguished using foam or dry powder in conjunction with water to cool any containers involved or nearby

6. **Class D** – fires which involve metals such as aluminium or magnesium. Special dry powder extinguishers are required to extinguish these fires, which may contain powdered graphite or talc

7. **Class F** – fires which involve high temperature cooking oils or fats in large catering establishments or restaurants **Electrical fires** – fires involving electrical equipment or circuitry do not constitute a fire class on their own, as electricity is a source of ignition that will feed a fire until switched off or isolated. But there are some pieces of equipment that can store, within capacitors, lethal volt-ages even when isolated. Extinguishers specifically designed for electrical use like carbon dioxide or dry pow-der should always be used for this type of fire hazard.

8. Fire extinguishers are usually designed to tackle one or more class of fire. This is discussed later.

Common causes of fire and consequences

Malicious
Faulty fuel supplies
Faulty appliances and leads
Misuse of equipment
Chip/fat pans
Playing with fire
Careless handling of hot substances
Placing articles too close to heat
Other accidental
Unspecified

Dangerous substances

Dangerous Goods – Flammables – Liquids, Gases solids etc.

Types of fire extinguishers and labels.

Blue		Standard dry powder or multi-purpose dry powder	For liquid and electrical fires. DO NOT USE on metal fires
Cream		AFFF (Aqueous Film Forming Foam)	A multipurpose extinguisher to be used on Class B fires.
Cream		Foam	For use on liquid fires. DO NOT USE on electrical or metal fires
Red		Water	For wood, paper, textile and solid material fires. DO NOT USE on liquid, electrical or metal fires
Black		Carbon dioxide CO^{2}	For liquid and electrical fires. DO NOT USE metal
Canary Yellow		Wet Chemical	Cooking oils [Specially designed for high temperature cooking oils used in large industrial catering kitchens, restaurants and takeaway establishments etc.]

11. Chemical and Biological Health Hazards and Control.

Introduction

Every year twice as many people suffer ill-health caused or exacerbated by the workplace than suffer workplace injury. Although these illnesses do not usually kill people, they can lead to many years of discomfort and pain. Such illnesses include respiratory disease, hearing problems, asthmatic conditions and back pain.

Forms of chemical agent

Chemicals can be transported by a variety of agents and in a variety of forms. They are normally defined in the following ways.

Dusts
Respirable dust
Vapours
Fumes is a collection of very small metallic particles (less than 1 µm) which have condensed from the gaseous state. They are most commonly generated by the welding process

Forms of biological agent

Fungi
Moulds
Bacteria
Viruses

Classification of hazardous substances and their associated health risks

Irritant is a non-corrosive substance which can cause skin (dermatitis) or lung (bronchial) inflammation after repeated contact.

Corrosive: substances are ones which will attack, normally by burning, living tissue.
Mutagenic : substances are those which damage genetic material within cells causing abnormal changes that can be passed from one generation to another

Acute: effects are of short duration and appear fairly rapidly, usually during or after a single or short-term exposure to a hazardous substance

Chronic effects develop over a period of time which may extend to many years

Routes of entry to the human body

Inhalation
absorption through the skin
ingestion

Health hazards of specific agents

Cancer
Occupational asthma
Ammonia
Chlorine
Organic solvents
Carbon dioxide

Maintenance and emergency controls

The principles of good practice for the control of exposure to substances hazardous to health

The objective of the COSHH Regulations is to prevent ill-health due to the exposure to hazardous substances. Employers are expected to develop suitable and sufficient control measures by:

1. identifying hazards and potentially significant risks
2. taking action to reduce and control risks
3. keeping control measures under regular review.

Types of personal protective equipment

- Respiratory protection
- Hand and skin protection
- Eye protection
- Protective clothing.

Personal protective equipment at work.

Emergencies can range from fairly trivial spillages to major fires involving serious air pollution incidents. The following points should be considered when emergency procedures are being developed:

- the possible results of a loss of control (e.g. lack of ventilation)
- dealing with spillages and leakages (availability of effective absorbent materials)
- raising the alarm for more serious emergencies
- evacuation procedures, including the alerting of neighbors
- fire-fighting procedures and organization
- availability of respiratory protection equipment
- information and training.

The transport of hazardous substances by road

main precautions required to safeguard the health and safety of those directly involved in the transport of hazardous substances
Data sheets from the manufacturer of the hazardous substance should indicate the safest method of handling it and will give information on emergency procedures (e.g. for spillages and fire). These sheets should be available to all concerned with the transportation of the substance; in particular those responsible for loading/unloading, as well as the driver. The hazardous substance should be loaded correctly on the vehicle in suitable containers and segregated from incompatible materials.

12. Physical and Psychological Health Hazards and Control

Introduction

Physical hazards include topics such as electricity and manual handling and noise, display screen equipment and radiation

- Workplace (Health, Safety and Welfare) Regulations
- Health and Safety (Display Screen Equipment) Regulations
- Manual Handling Operations Regulations
- Noise at Work Regulations
- Ionizing Radiations Regulations

Task and workstation design – Ergonomics.

Ergonomics is the study of the interaction between workers and their work in the broadest sense, in that it encompasses the whole system surrounding the work process. It is, therefore, as concerned with the work organization, process and design of the workplace and work methods as it is with work equipment

The scope of ergonomics and an ergonomic assess-ment is very wide incorporating the following areas of study:

- Personal factors of the worker, in particular physical, mental and intellectual abilities, body dimensions and competence in the task required
- The machine and associated equipment under examination
- The interface between the worker and the machine – controls, instrument panel or gauges and any aids including seating arrangements and hand tools
- Environmental issues affecting the work process such as lighting, temperature, humidity, noise and atmospheric pollutants
- The interaction between the worker and the task, such as the production rate, posture and system of working
- The task or job itself – the design of a safe system of work, checking that the job is not too strenuous or repetitive and the development of suitable training packages
- The organization of the work, such as shift work, breaks and supervision.

Workstation ergonomic design improvements

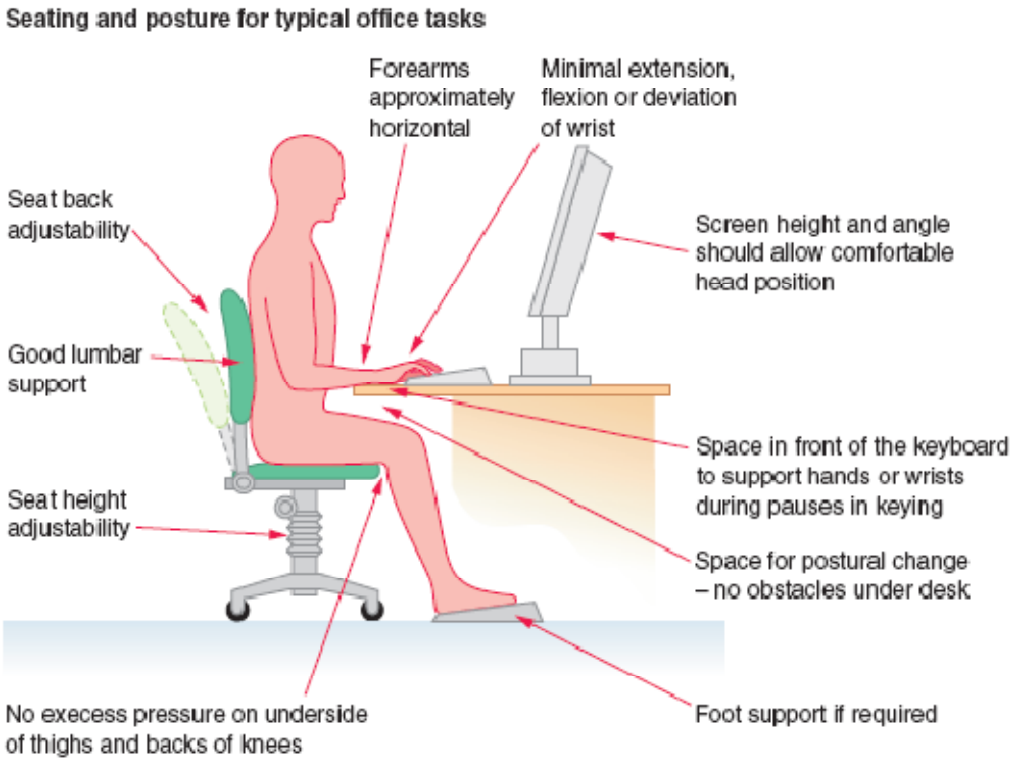
The common measures used to control ergonomic ill-health effects are:

➢results of task analysis and identification of repetitive actions
➢the elimination of vibrating or hazardous tasks by performing the job in a different way
➢ensure that the correct equipment (properly adjusted) is always used
➢introduce job rotation so that workers have a reduced time exposure to the hazard
➢during the design of the job ensure that poor posture is avoided
➢undertake a risk assessment
➢reports from employees and safety representatives ➢ill-health reports and absence records
➢introduce a program of health surveillance
➢ensure that employees are given adequate information on the hazards and develop a suitable training program
➢ensure that a program of preventative maintenance is introduced and include the regular inspection of items such as vibration isolation mountings, and
➢keep up-to-date with advice from equipment manufacturers, trade associations and health and safety sources (more and more low vibration equipment is becoming available).

Display screen equipment (DSE)

Display screen equipment, which includes visual dis-play units, is a good example of a common work activity which relies on an understanding of ergonomics and the ill-health conditions which can be associated with poor ergonomic design.

Workstation design.



There are three basic ill-health hazards associated with DSE. These are:

- musculoskeletal problems
- visual problems
- psychological (stress related) problems.

Welfare and work environment issues

Welfare

- **Sanitary conveniences and washing facilities**
- **Drinking water**
- **Facilities for rest and eating meals**

Workplace environment

Ventilation

Heating and temperature

Lighting

Workstations and seating Workstations should be arranged so that work may be done safely and comfortably.

Noise

The main purpose of the Noise Regulations is to control noise levels rather than measuring them. This involves the better design of machines, equipment and work processes, ensuring that personal protective equipment is correctly worn and employees are given adequate training and health surveillance.

Heat and radiation hazards

HIGH TEMPERATURE + HIGH HUMIDITY + PHYSICAL WORK = HEAT ILLNESS

When the body is unable to cool itself through sweating, **serious** heat illnesses may occur.

The most severe heat induced illnesses are heat exhaustion and heat stroke. If left untreated, **heat exhaustion** could progress to **heat stroke** and possible **death**

The causes and prevention of workplace stress

The basic workplace stressors are:

- the job itself – boring or repetitive, unrealistic performance targets or insufficient training, job insecurity or fear of redundancy
- individual responsibility – ill-defined roles and too much responsibility with too little power to influence the job outputs
- working conditions – cramped, dirty and untidy workplace; unsafe practices; lack of privacy or security; inadequate welfare facilities; threat of violence; excessive noise, vibration or heat; poor lighting; lack of flexibility in working hours to meet domes-tic requirements and adverse weather conditions for those working outside
- management attitudes – poor communication, consultation or supervision, negative health and safety culture, lack of support in a crisis
- relationships – unhappy relationship between workers, bullying, sexual and racial harassment.

Prevention

- identify the problem
- identify the background to the problem and how it was discovered identify the remedial action required and give reasons for that action
- identify targets and reasonable target dates, and
- agree a review date with employees to check that the remedial action is working.
- take a positive attitude to stress issues by becoming familiar with its causes and controls
- take employees' concerns seriously and develop a counseling system which will allow a frank, honest and confidential discussion of stress-related problems
- develop an effective system of communication and consultation and ensure that periods of uncertainty are kept to a minimum
- set out a simple policy on work-related stress and include stressors in risk assessments
- ensure that employees are given adequate and rele-vant training and realistic performance targets
- develop an effective employee appraisal system which includes mutually agreed objectives
- discourage employees from working excessive hours and/or missing break periods (this may involve a detailed job evaluation)
- introduce job rotation and increase job variety
- develop clear job descriptions and ensure that the individual is matched to them
- encourage employees to improve their lifestyle (e.g. many local health authorities provide smoking cessation advice sessions)
- monitor incidents of bullying, sexual and racial harass-ment and, where necessary, take disciplinary action

- train supervisors to recognize stress symptoms among the workforce
- avoid a blame culture over accidents and incidents of ill-health.

The individual can also take action if he feels that he is becoming over-stressed. Regular exercise, change of job, review of diet and talking to somebody, preferably a trained counsellor, are all possibilities.

Causes and prevention of workplace violence

Violence at work, particularly from dissatisfied custom-ers, clients, claimants or patients, causes a lot of stress and in some cases injury. This is not only physical vio-lence as people may face verbal and mental abuse, discrimination, harassment and bullying. Fortunately, physical violence is still rare, but violence of all types has risen significantly in recent years. Violence at work is known to cause pain, suffering, anxiety and stress, leading to financial costs due to absenteeism and higher insurance premiums to cover increased civil claims. It can be very costly to ignore the problem

Those people at risk could include those working in:

- reception or customer service points

Type of security equipment used

There is a large amount of equipment available and expert advice is necessary to ensure that it is suitable and sufficient for the task. Some measures that could be considered include the following:

- **Access control** to protect people and property. There are many variations from staffed and friendly receptions, barriers with swipe-cards and simple coded security locks. The building layout and design may well partly dictate what is chosen. People inside the premises need access passes so they can be identified easily.
- **Closed circuit television** is one of the most effect-ive security arrangements to deter crime and violence. Because of the high cost of the equipment, it is essential to ensure that proper independent advice is obtained on the type and the extent of the system required.

- **Alarms** – there are three main types:
    1. Intruder alarms fitted in buildings to protect against unlawful entry, particularly after hours
    2. Panic alarms used in areas such as receptions and interview rooms covertly located so that they can be operated by the staff member threatened
    3. Personal alarms carried by an individual to attract attention and to temporarily distract the attacker
- **Radios and pagers** can be a great asset to lone workers in particular, but special training is necessary as good radio discipline with a special language and codes are required
- **Mobile phones** are an effective means of communicating and keeping colleagues informed of people's movements and problems such as travel delays. Key numbers should be inserted for rapid use in an emergency.

The effects of alcohol and drugs

13. Incident Investigation, recording and reporting

Introduction

This is concerned with the recording of incidents and accidents at work; their investigation; the legal reporting requirements; and simple analysis of incidents to help managers benefit from the Incidents and accidents rarely result from a single cause and many turn out to be complex. Most incidents involve multiple, interrelated causal factors. They can occur whenever significant deficiencies, oversights, errors, omissions or unexpected changes occur. Any one of these can be the precursor of an accident or incident. There is a value on collecting data on all incidents and potential losses as it helps to prevent more serious events

Incidents and accidents, whether they cause damage to property or more seriously injury and/or ill-health to people, should be properly and thoroughly investigated to allow an organization to take the appropriate action to prevent a recurrence. Good investigation is a key element to making improvements in health and safety performance.

Investigation and recording process.

Reasons for incident/accident investigation

Incident/accident investigation is based on the logic that:

- all incidents/accidents have causes … eliminate the cause and eliminate future incidents
- the direct and indirect causes of an incident/accident can be discovered through investigation
- corrective action indicated by the causation can be taken to eliminate future incidents/accidents

Investigations and causes of incidents

8.4.3 Investigation method

There are four basic elements to a sound investigation:

1. Collect facts about what has occurred
2. Assemble, and analyze the information obtained
3. Compare the information with acceptable industry and company standards and legal requirements to draw conclusions

4. Implement the findings and monitor progress.

Investigations have three facets, which are particularly valuable and can be used to check against each other:

➢direct observation of the scene, premises, work-place, relationship of components, materials and substances being used, possible reconstruction of events, and injuries or condition of the person concerned

➢documents including written instructions, training records, procedures, safe operating systems, risk assessments, policies, records of inspections or test and examinations carried out
➢interviews (including written statements) with persons injured, witnesses, people who have carried out similar functions or examinations and tests on the equipment involved and people with specialist knowledge.

Immediate causes

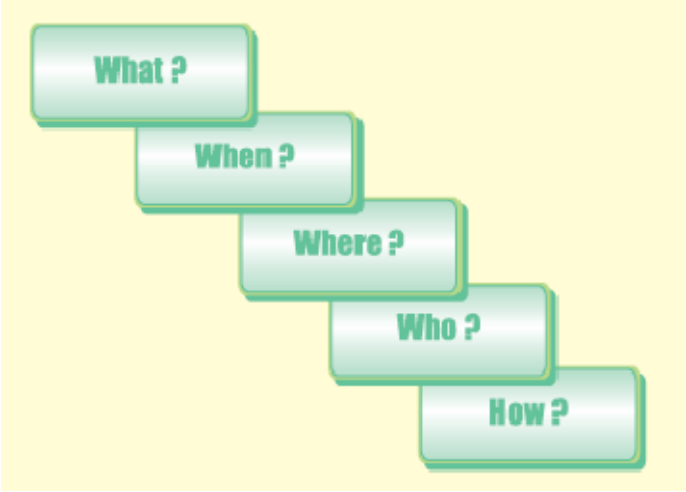
A detailed investigation should look at the following factors as they can provide useful information about **immediate causes** that have been manifested in the incident/accident.

Personal factors:
➢behavior of the people involved
➢suitability of people doing the work
➢training and competence

Task factors:
➢workplace conditions and precautions or controls
➢actual method of work adopted at the time

Ergonomic factors:
➢normal working practice either written or customary.

Questions to be asked in an investigation



Incident reporting procedures

Whom to report to

SMSA Incident Reporting Procedure & Form

Legal recording and reporting requirements

i. Work statements
ii. Risk documents

The data should seek to answer the following questions:

- are failure incidents occurring, including injuries, ill-health and other loss incidents?
- where are they occurring?
- what is the nature of the failures?
- how serious are they?
- what were the potential consequences?
- what are the reasons for the failures?
- how much has it cost?
- what improvements in controls and the management system are required?
- how do these issues vary with time?
- is the organization getting better or worse?

Type of incident

Most organizations will want to collect:

- all injury accidents
- cases of ill-health
- sickness absence
- damage to property, personal effects and work in progress
- incidents with the potential to cause serious injury, ill-health or damage.

Internal systems for collecting and analyzing incident data

QRM records.

14. Monitoring, Review and Audit

Introduction

Monitoring, Review and Audit, concerns the monitoring of health and safety performance, including both positive measures like inspections and negative measures like injury statistics. It is about reviewing progress to see if something better can be done and auditing to ensure that what has been planned is being implemented.

Measurement is a key step in any management process and forms the basis of continuous improvement. If measurement is not carried out correctly, the effectiveness of the health and safety

management system is undermined and there is no reliable information to show managers how well the health and safety risks are controlled.
Proactive monitoring, by taking the initiative before things go wrong, involves routine inspections and checks to make sure that standards and policies are being implemented and that controls are working.
Reactive monitoring, after things go wrong, involves looking at historical events to learn from mistakes and see what can be put right to prevent a recurrence.

Why measure performance?

Health and safety management system

What to measure

Appendix : Risk Inspection Sheet

Active monitoring – how to measure performance

Risk Audits - **Inspections**

General

This may be achieved by developing a checklist or inspection form that covers the key issues to be monitored in a particular department or area of the organization within a particular period. It might be useful to structure this checklist using the 'four Ps' (note that the examples are not a definitive list):

- **premises**, including:
- access/escape
- housekeeping
- services like gas and electricity
- working environment
- fire precautions

- **plant and substances**, including:
- machinery guarding
- tools and equipment
- local exhaust ventilation
- use/storage/separation of materials/chemicals

- **procedures**, including:
- safe systems of work
- permits to work
- use of personal protective equipment
- procedures followed

- **people**, including:
- health surveillance
- people's behavior
- training and supervision
- appropriate authorized person.

Review and audit

Audits – purpose

The final steps in the health and safety management control cycle are auditing and performance review. Organizations need to be able to reinforce, maintain and develop the ability to reduce risks. The 'feedback loop' produced by this final stage in the process enables them to do this and to ensure continuing effectiveness of the health and safety management system.

Appendix

1) EHS Checklist
2) EHS Committee Members
3) EHS Incident Accident and CAPA Form
4) EHS Monitoring and Measurement Procedure
5) EHS Non Conformance, Corrective _ Preventive Action Procedure
6) EHS Objectives and Targets Procedure
7) EHS Training Procedure
8) Health Safety Risk Assessment Form
9) Identification _ Compliance assessment of Legal _ other requirements Procedure
10) Incident Report
11) Incident Reporting Policy
12) Incident, Emergency Preparedness _ Response Procedure
13) OHS Risk Assessment Log Form
14) OHS Risk Assessment
15) Risk Inspection Sheet
16) SMSA EHS Policy

EHS Weekly Checklist

قائمة المراجعة الأسبوعية لنظام البيئة والصحة والسلامة

Owner/Director:QRM

EHS Rep. اسم ممثل البيئة والصحة والسلامة		**Date** التاريخ		**Day** اليوم	
Premises/Facility المبنى / المرفق	**HQ** المكتب الرئيسي	**Department** اسم الإدارة	**All** الكل	**Floor Levels/Storey** الطابق/المستوى	**Single Level**

مستوى واحد
متعدد المستويات

SR #	Genral Requirments المتطلبات العامة	Yes نعم	No لا	If No Incident reported إذا لم يتم الإبلاغ عن أي حادث	Remarks ملاحظات
1	Are all members of staff aware of the EHS procedures? هل جميع الموظفين على دراية بإجراءات البيئة والصحة والسلامة؟				
2	Is access controlled to authorized staff/ staff working in authorized areas? هل يتم التحكم في دخول الموظفين المصرح لهم ويحملون شفرات دخول فضلا عن التحكم في الموظفين الذين لا يحملون شفرات دخول ومصرح لهم بالعمل داخل المناطق ذات الخصوصية؟				
3	Is Visitors Log being used? هل يتم استخدام سجل الزوار؟				
4	Are premises keys controlled & Key register in use? هل مفاتيح المباني خاضعة للرقابة وسجل المفاتيح قيد الاستخدام؟				
5	Is there a First Aid Kit - is it available and properly stocked? هل هناك حقيبة إسعافات أولية -هل هي متوفرة ومجهزة بشكل صحيح؟				
	Restrooms **دورات المياه**				
6	Are Water Conservation signages available? هل لافتات ترشيد المياه متوفرة؟				
7	Is water flow in tolilets controlled/ any faucet fitting require change? هل يتم التحكم في تدفق المياه في المراحيض / هل الصنابير بحاجة إلى تغيير؟				
8	Are the rest rooms emits bad smell? هل دورات المياة تنبعث منها رائحة كريهة؟				
9	Is the ventlation fan working? هل مروحة التهوية تعمل؟				
10	Are Hand Dryers working and tissue available ? هل مجففات الأيدي تعمل والمحارم الورقية متوفرة؟				
11	Are Yellow warning signage/ Wet floor/slipping for the cleaners inuse? هل لافتات التحذير الصفراء /أرضية مبللة /انزلاق للمنظفات قيد الاستخدام؟				
12	Are the cleaning materials stacked properly in one area, soap available? هل مواد التنظيف مكدسة بشكل صحيح في مكان واحد ، والصابون متوفر؟				
13	Are all emergency exits next to restrooms kept clear including emergency stairs? هل مخارج الطوارئ بجوار الحمامات نظيفة بما في ذلك سلالم الطوارئ؟				
14	Fire Action Signage available at the emergency exits? هل لافتات إجراءات الحريق متوفرة في مخارج الطوارئ؟				
15	Cleaners wearing EHS equipment (gloves,shoes,uniforms) ? هل عمال النظافة يرتدون معدات البيئة والصحة والسلامة(قفازات ، أحذية ، أزياء رسمية)؟				
16	Are No smoking signages available on Fire Exits? هل توجد لافتات ممنوع التدخين في مخارج الحريق؟				
	Kitchen/ Canteen **المطبخ / المقصف**				
17	Is the kitchen and kitchen floor, sink and counters clean? هل أرضية المطبخ و أحواض الغسيل فضلا عن الطاولات/الكونترات نظيفة؟				
18	Are cleaning materials seprate from food items? هل مواد التنظيف موضوعة بشكل منفصل عن المواد الغذائية؟				
19	Are the kitchen tools used clean and properly placed? هل الأواني والمعدات المستخدمة نظيفة وموضوعة بشكل صحيح؟				
20	Are the electrical appliances used in the kitchen properly working? هل الأجهزة الكهربائية المستخدمة تعمل بشكل صحيح؟				
21	kitchen staff had health check,kitchen staff in uniforms? هل موظفي المطبخ خضعوا لفحص طبي وهل يرتدون الزي الرسمي؟				
22	Are the electrical connections for appliances used in the kitcken safe? هل التوصيلات الكهربائية للأجهزة المستخدمة في المطبخ آمنة؟				
	Work stations, Stairs and Lift **محطات العمل والسلالم والمصاعد**				
23	Is the lift working? هل المصعد يعمل؟				
24	Are stairs safe and undamaged? هل الدرج آمن وخال من التلف؟				
25	Is signage of "Not to use the lift in case of fire" available? هل توجد لافتات "عدم استخدام المصعد في حالة نشوب حريق"؟				
26	Is First Aiders' list available in each Staff Notice Board at each floor,notice board up to date informtion ? هل قائمة الإسعافات الأولية متوفرة في كل لوحة إشعارات للموظفين في كل طابق ، ولوحة إعلانات محدثة؟				
27	Visitors controlled? هل يتم التحكم في دخول الزوار				
28	Are electrical wires organized under the work stations and well tieded? هل الأسلاك الكهربائية موضوعة بشكل آمن ومرتب تحت محطات العمل؟				
29	Are electrical sockets checked to ensure no overload? هل يتم فحص المقابس الكهربائية لضمان عدم وجود أحمال زائدة؟				
30	Are photocopiers, computers, scanner etc...clean and no dust signs available? هل آلات التصوير وأجهزة الكمبيوتر والماسح الضوئي وما إلى ذلك ..نظيفة ولا يوجد بها تراكم للغبار؟				
	Corridors/Passages **الممرات**				
31	Is there Electricity/ Power Conservation signage? هل توجد لافتات ترشيد استهلاك الكهرباء / الطاقة؟				
32	Are Emergency Lights working and tested on a regular bases? هل أضواء الطوارئ تعمل ويتم اختبارها بصورة منتظمة؟				
33	Are all Fire extinguishers mounted on the wall? هل جميع طفايات الحريق مثبتة على الحائط؟				
34	Are Employees smoking in to designated smoking area ? هل يقوم الموظفون بالتدخين في منطقة مخصصة للتدخين؟				
35	All Fire extinguishers up to date? كل طفايات الحريق محدثة؟				
36	Is there a First Aid Kit - is it available and properly stocked? هل هناك مجموعة إسعافات أولية -هل هي متوفرة ومجهزة بشكل صحيح؟				

EHS Weekly Checklist

قائمة المراجعة الأسبوعية لنظام البيئة والصحة والسلامة

Owner/Director:QRM

EHS Rep. اسم ممثل البيئة والصحة والسلامة		Date التاريخ		Day اليوم	
Premises/Facility المبنى / المرفق	HQ المكتب الرئيسي	Department اسم الإدارة	All الكل	Floor Levels/Storey الطابق/المستوى	Single Level

37	Is the sprinkler system tested and clear of obstruction/pressure gauge checked هل تم اختبار نظام الرش وخلوه من العوائق / مقياس الضغط				
38	Have the Smoke Detectors been tested,Are we going to have a test? هل تم اختبار أجهزة كشف الدخان ، هل سيتم إجراء اختبار؟				
39	Is Waste Segregation bins available with signage? هل صناديق فرز النفايات متوفرة مع لافتات؟				
40	Are glass doors obvious when closed? هل الأبواب الزجاجية واضحة عند إغلاقها؟				
41	Is the inside lightning working and in order? هل الإضاءة الداخلية تعمل ومنظمة؟				
42	Are clear bags used for rubbish?				
43	Are emergency number available i.e. QRM, Fire, Police هل رقم الطوارئ متاح ، مثل أرقام الجودة والمخاطر، المطافي والسرطة				
44	Are the windows, doors and building secure? هل النوافذ والأبواب والمبانى آمنة؟				
45	Are Alarms maintained and used? هل الإنذارات يتم صيانتها واستخدامها؟				
46	In Office, are Carpets/wood/tiles... etc safe? في المكتب ، هل السجاد / الخشب / البلاط ... إلخ آمن؟				
47	Is the yellow tape available on door steps in each floor entrance? هل السريط الأصفر متوفر على خطوات الباب في كل مدخل بالطابق؟				
48	Is signage available on the floor showing (Assembly Area) in case of fire? هل توجد لافتات على الأرض توضح (منطقة التجمع) في حالة نشوب حريق؟				
49	Are Fire extinguishers in the right locations? هل طفايات الحريق في المواقع الصحيحة؟				
50	Is the Fire extinguishers inspection up to date? هل تم فحص طفايات الحريق مؤخرا؟				
51	Is the Emergency lightning in use and on charge? هل لمبات الطوارئ قيد الاستخدام وجار شحنها؟				
52	Has the lighting levels been measured "LUX"? هل تم قياس مستويات الإضاءة بـ "LUX"؟				
53	Are there any materials blocking smoke detectors or exit points? هل توجد مواد تسد أجهزة كشف الدخان أو نقاط الخروج؟				
	Environmental Conditions **الأوضاع البيئية**				
54	Is there Electricity/ Power Conservation signage? هل توجد لافتات ترشيد استهلاك الكهرباء / الطاقة؟				
55	Is the “Keep doors close” signage to conserve electricity on air-conditioners available and practiced. Are there any holes/cracks in the walls/ceiling/roof? هل تتوفر لافتة "أبق الأبواب مغلقة"لتوفير الكهرباء على مكيفات الهواء. هل يوجد أي ثقوب /شقوق في الجدران / السقف السقف؟ /				
56	Is Waste Segregation bins available with signage? Recycling signage in each floor?(General waste/paper recylcing/plastic recycling and cardboard recycling) هل صناديق فرز النفايات متوفرة مع لافتات؟ إعادة تدوير لافتات في كل طابق؟ (النفايات العامة /إعادة تدوير الورق / إعادة تدوير البلاستيك وإعادة تدوير الكرتون				
57	Is the waste management and pollution control procedure followed/practiced? هل يتم اتباع /ممارسة إدارة النفايات وإجراءات التحكم في التلوث؟				
58	Is the Air Conditioning/General working Environment in order,AC duct cleaned? هل تكييف الهواء /بيئة العمل العامة بالترتيب ، وأنبوب مكيف الهواء نظيف؟				
59	Are health and safety signages (Social distancing, wear mask properly, use sanitizers, wear gloves, not shake hands) available? هل تتوفر لافتات الصحة والسلامة(الباعد الاجتماعي ، وارتداء القناع بشكل صحيح ، واستخدام المطهرات ، وارتداء القفازات ، وعدم المصافحة)؟				
60	Are staff wearing masks properly in the work area? هل يرتدي الموظفون أقنعة بشكل صحيح في منطقة العمل؟				
61	Are sanitizers available in the work area? هل المطهرات متوفرة في منطقة العمل؟				
62	Are gloves available in the work area? هل القفازات متوفرة في منطقة العمل				
63	Are maintain safety distance markers available? هل الحفاظ على علامات مسافة الأمان متاحة؟				
64	Is temperature being monitored for all incomming personnel at the facility / building? هل يتم مراقبة درجة الحرارة لجميع الموظفين العاملين في المنشأة / المبنى؟				
	Front elevation and Assembly Area **الواجهة الأمامية ومنطقة التجمع**				
65	Is the outside area/ Front Parking clean and tidy? هل المنطقة الخارجية /موقف السيارات الأمامي نظيفة ومرتبة؟				
66	Is the outside area/ Assemblyarea clean and tidy? هل المنطقة الخارجية /منطقة التجمع نظيفة ومرتبة؟				
67	Is the disabled ramp visible,clean and unblocked? هل منحدر المعاقين مرئي ونظيف وغير مقفل؟				
68	Cartridge disposal policy followed in all Dept? سياسة التخلص من أحبار الطابعات متبعة في جميع الأقسام؟				
69	Is there any maintenance wihle being carried out in the bullding and the EHS policy followed? هل هناك أي صيانة جارية في المبنى يتم بها إتباع لسياسة البيئة والصحة والسلامة؟				

EHS Committee Members List

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EHS Committee Members List

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3	Muhammad Masood	3669	Project Coordinator	Logistics	Riyadh	8371	0596996114	mmasood@smsaexpress.com
4	Kuldeep Kumar	6846	Utility executive	Logistics	Riyadh	8963	0596996906	kkumar@smsaexpress.com
5	Mohammed Abdul Muqeeth	7978	Logistic Clerk	Logistics	Riyadh	8380	0557527313	rkuhnnappalli@smsaexpress.com
6	Moideen Kutty.K	6495	Logistic Clerk	Logistics	Riyadh	8380	0565361328	mkutty@smsaexpress.com
7	Mohammed Irfan	8287	Inventory Clerk	Logistics	Riyadh	8380	0500427198	mabdulkalam@smsaexpress.com
8	Owais Saleem	7701	Logistic Clerk	Logistics	Riyadh	8377	0592060318	osaleem@smsaexpress.com
9	Naveed Hussain	9545	Logistic Clerk	Logistics	Riyadh	8377	0580611037	HCInbound@smsaexpress.com
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11								
12								
13								
14								

EHS Committee Members List

KFIA, Dammam, KSA

No.	Name	Emp. No.	Title	Department	Location	On-Duty	Off-Duty	Email Address
						Contact Numbers		
1	Ahmed Baramy	5665	Regional Manager GTWs	OPS	KFIA, Dammam	8811	966 550571771	abaramy@smsaexpress.com
2	Hattan Mahfouz	10530	GW Supvsr	OPS	KFIA Dammam	8867	966 505905366	mahfouz@smsaexpress.com
3	Bandar Hamad Al Shakili	1691	Admin Supervisor	ADM	Rgnl Off Dammam	8842	966 556677743	bshakili@smsaexpress.com
4	Mohammed Said	3747	Clearance Coordinator	SFD	KFIA Dammam	8850	966 594940573	msaidsalim@smsaexpress.com
5	Faisal Othman	3934	Supervisor Operations	OPS	KFIA Dammam	8744	966 594692871	fothman@smsaexpress.com
6	Shammy Joseph	501	Operations Agent	OPS	KFIA Dammam	8706	966 550608909	sjoseph@smsaexpress.com
7	Sajjad Ali Yousef	9234	Handler	OPS	KFIA Dammam	--	966 538021115	---
8	Hyder Al Bodress	4457	Clr Supvsr	OPS	KFIA Dammam		966 594692840	hbadrees@smsaexpress.com
9								
10								

EHS Committee Members List

Sulay Warehouse, Riyadh, KSA

updated as of 01 December 2020

No.	Name	Emp. No.	Title	Department	Location	On-Duty Contact Numbers	Off-Duty Contact Numbers	Email Address
1	Edwin Ramos	3018	Lead Auditor	QRM	2nd Floor, HQ	8905	0538256619	eramos@smsaexpress.com
2								
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EHS Monitoring & Measurement Procedure

1. Purpose (Objectives)

1.1 This procedure covers monitoring, measurement and analysis of sensitive EHS parameters that will need to be monitored and measured to assess and ensure:

- Meeting regulatory and other requirements
- Progress toward continual improvement and towards meeting the organization's objectives and targets
- That all related significant OHS risks and environmental aspects are under appropriate operation control, as required by ISO 14001 and by ISO45001;2018.

2. Scope

2.1 This procedure covers all SMSA Express Functions, activities, and services

3. Definitions

3.1 None

4. Responsibilities

4.1 The EHS Manager / MR working and coordinating with EHS Committee members and department Managers, are responsible for the identification of OHS and environmental monitoring and analysis requirements and needs across SMSA Express offices and operations.

4.2 Data collected via this procedure will be a component of the Management Review function of this EHS Management System (EMS).

5. Procedure

Determination of Monitoring Requirements

5.1 The EHS Manager / MR will coordinate with the EHS committee members and responsible Managers, along with representative staff from these applicable functions, in order to determine what parameter(s) are to be measured and recorded.

5.2 The OHS and environmental parameters to be monitored will cover elements relevant to the system performance as well as parameters to be monitored. The selection of monitoring elements will be decided by the department managers. Examples may include number of audits, safety / environmental trainings, spill control equipment, noise levels, safety alarms, smoke detectors, and other parameters as necessary, and will be determined through reviewing the following:

- List of significant OHS risks
- List of significant Environmental Aspects
- EHS Management Programs and Operational Control List and effectiveness of developed controls
- Objectives monitoring
- Calibration of Safety and environmental monitoring equipment
- Regulatory Compliance Review Process
- Statistics of number of incidents and accidents

5.3 The monitoring and measurement associated with those functions and activities identified as mentioned above will include specific details (attached with the recorded data) on:

a. What parameter to monitor and measure
b. Frequency of such measurement is to occur (Quarterly if not otherwise stated)
c. Recordkeeping (By department head, if not otherwise stated)
d. Reporting of measurements, including deviations from normal operations
e. Reference to appropriate calibration of equipment, as necessary. Calibration is to be covered under the Quality Management System calibration procedure and relevant list of calibration associated with the mentioned procedure.

5.4 The EHS Manager / MR will establish a register of the OHS and environmental monitoring activities showing the associated information listed above

Establishing Monitoring System and Resources

5.5 The Top Management will review the EHS monitoring activities and results in EHS management review meeting, and will ensure appropriate resources (financial, human, technological) are available to monitor and measure the selected parameters.

5.6 Department Heads were EHS monitoring activities take place will ensure training is provided on monitoring and measurement methods All persons working on behalf of the company. Those persons will receive necessary environmental training, as appropriate to their role and responsibilities.

Reporting and Reviewing of Monitoring Data

5.7 Department Heads were EHS monitoring activities take place will be responsible for collecting the Monitoring and Measurement data from the identified activities, products, and services, and for reporting these results. This could include using initial data to establish baseline conditions for future comparison.

5.8 The EHS Manager / MR, through the mechanisms listed in the Legal Requirements Procedure, will ensure that collected data will be used as a tool to assess compliance with regulations, laws and other requirements. This will be accomplished through the EHS Audit conducted as described in the EHS Internal Auditing procedure.

5.9 As necessary, the collected data will be reported to regulatory and other bodies (e.g., Ministry of labor, PME, or SMSA Corporate) after review when this is a requirement identified by the Legal Requirements Procedure

5.10 The Data arising from environmental monitoring activities will be compiled by the EHS Manager / MR and will be communicated to top management and to the EHS committee for review and necessary actions needed to improve effectiveness. This data will be used as a tool for reviewing and development in :

- EHS Management programs
- EHS Operational Control Efficiency
- Management Review Process

5.11 Monitoring activities shall be recorded using lists or other form to indicate the type of activity, equipment, frequency, report, etc. to be monitored, as necessary. The form to be used may be developed as per the requirement of the specific activity being monitored.

6. Related Documents

6.1 The following documents are defined as a environmental records for the purpose of ISO 14001:2015 & ISO 45001:2018 standards.

OHS and Environmental Monitoring Activities Register

EHS Accident / Incident and CAPA Form

Reference:	**Date Occurred:** **Date received:**
Site details	
Name:	
Address:	
Details of Accident / Incident	
Form completed by:	
Name:	**Job title:**
Department:	
Form Received and Action to be Followed up by:	
Name:	
Position:	
Department:	
Date:	
Completed Corrective & Preventive Action form to be sent on: **(Form to be initiated immediately and closed / sent within 28 days)**	

Accident / Incident Corrective & Preventive Action

Type of Occurrence: Accident ☐	Near Miss ☐

Corrective & Preventive Actions Required / Proposed	
Corrective / Preventive Action Proposed By:	
Corrective / Preventive Action Proposed From:	
Target date for completion of Actions:	

Actual Corrective & Preventive Actions Taken	

Completed by	
Name:	**Position:**
Department:	**Date:**

Action Review / Check	
Name:	**Date:**
Comments:	

EHS Non-Conformance, Complaints, and Corrective / Preventive Action Procedure

1. Purpose (Objectives)

1.1 This procedure sets out the requirements for dealing with actual and potential EHS nonconformities and complaints, and for taking corrective action and preventive action.

2. Scope

2.1 This procedure covers non-conformance with:

- SMSA Express EHS procedures
- The ISO 14001 and ISO 45001 specifications
- Regulatory & other requirements

2.2 Reports of non-conformances may result from external audits or may occur as part of routine operations, where an individual or department may identify a non-conformance, and may also result from external or internal complaints relevant to SMSA Express EHS

2.3 Non-Conformance resulting in incidents / accidents is considered a special type of non-conformance and is dealt with in accordance with both this procedure and the emergency preparedness, response, and incident investigation procedure.

2.4 Non-Conformance identified through Internal or External EHS audits are considered a special type of non-conformance and are dealt with in accordance with this procedure and the EHS Audit Procedure.

3. Definitions

3.1 Nonconformity – non-fulfillment of a requirement, whether this is one of SMSA Express EHS procedures, or the ISO 14001/ ISO 45001 standards.

3.2 Corrective Action - action taken to eliminate the cause of a detected non-conformance.

3.3 Preventive Action - action taken to eliminate the cause of a potential nonconformity or avoid repetition of the same non-conformance

3.4 Non-conformance Report (NCR) - a report issued by an auditor when the objective evidence of an auditor reveals that activities are either not in compliance with the relevant components of the EHS, the EHS is not being implemented effectively, or, the EHS as implemented does not comply with the requirements of the standard. NCRs are categorized into three distinct categories:-

Category 1 - a major non-conformance with the requirements of the standard and therefore requiring urgent/immediate remedial action

Category 2 - a minor non-conformance with the requirements of the standard and where remedial action is required.

Category 3 - an observation, where improvement can be made or attention is warranted.

4. Responsibilities

4.1 It is the responsibility of the EHS Manager / MR, or nominated representative, to prepare and issue an EHS non-conformance report (NCR) on detection of a non-conformance. This includes where appropriate Non conformance identified as a consequence of an OHS or environmental complaint.

4.2 It is the responsibility of all employees to bring suspected non-conformances to the attention of the EHS MR, or nominated representative.

4.3 Managers will comply with all corrective and preventive actions prescribed. In exceptional cases, they should inform the EHS MR, or nominated representative, of reasons why actions cannot or will not be taken, for further consideration and decision.

4.4 The EHS Manager / MR will establish and maintain the reporting and record keeping system for non-conformances, corrective and preventive actions.

4.5 Non-conformances, corrective and preventive actions will be reviewed through the Management Review process.

5. Procedure

5.1 By whichever means an EHS non-conformance is identified, a formal report will be prepared. The report will be prepared using Non-conformance Report Form, with the exception of the case of an accident / incident, where EHS Incident/Accident & CAPA Form will be used as per Incident, Emergency Preparedness & Response Procedure. The NCR will be given a number and will be listed in the EHS NCR Register.

5.2 The NCR will be registered in the NCR Register with the agreed upon closing date listed in the register.

5.3 In all identified EHS NCR's, the underlying cause(s) of the non-conformance must be investigated. Appropriate and timely corrective action must be taken according to the nature of the non-conformance.

5.4 Preventive action, such as implementing modifying or enforcing procedures or controls, will be taken to avoid repetition of the non-conformance, or prevent a potential nonconformity from occurring.

5.5 Any corrective or preventive action taken to address the causes of actual or potential non-conformance must be appropriate to the magnitude of problem and commensurate with the OHS risks or environmental impacts encountered.

5.6 Corrective / Preventive actions may involve introducing new EHS objectives and management programs or operational control.

5.7 The EHS MR will implement and maintain the system of reporting and record keeping for non-conformances, corrective and preventive action.

5.8 Any changes to the EHS management procedures as a result of corrective or preventive action will be recorded.

5.9 The Non-conformance Report form will detail the nature and scale of the non-conformance, propose corrective and preventive actions, as appropriate, include references to procedure number, date and include timescales, where relevant.

5.10 Repeated non-conformances of the same nature or repeated major NCR's and deviations from procedures (for example, disregard of the procedures, or total absence of required documentation) will be reported to the top management for action and resolution.

5.11 The NCR's summery and closing status, and particularly the major NCR's, will be discussed in the next Management Review Meeting.

5.12 A report will be submitted to the SMSA Express Management Review meeting, reviewing all non-conformances and their respective corrective and preventative actions. The report will include the following:

- Review of non-conformance reports
- Review of corrective actions
- Review of preventive actions
- Review of OHS and environmental complaints
- Review of internal EHS audits
- Review of external EHS audits

5.13 Where preventive actions involve long term programming, these will be considered in the setting of objectives or targets

6. Related Documents

6.1 The following documents are defined as EHS records for the purpose of ISO 14001:2015 and ISO 45001:2018 standards

Non-conformance Report Form

6.2 Other Relevant Documents:

NCR Register

EHS Objectives & Targets Procedure

1. Purpose (Objectives)

1.1 To establish, implement and maintain environmental objectives and targets that are consistent with SMSA Express EHS policy. Achievement and evaluation of effectiveness of these objectives will demonstrate continual improvement.

2. Scope

2.1 This procedure applies to the Environmental and Occupational Health & Safety Management Systems of SMSA Express

3. Definitions

3.1 Objective - an overall environmental goal arising from the environmental, Health & safety policy, that an organization sets itself to achieve, and which is measurable where practicable.

3.2 Target - detailed performance requirement, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives. The target should be measurable where practicable.

3.3 EHS - Environmental, Health & Safety Management System

3.4 Hazard: A source or situation with a potential for harm in terms of injury or ill health, damaged to property, damage to the workplace environment or a combination of these

3.5 Risk: Risk is the combination of the likelihood and consequences of a specified event occurring

3.6 Significant Risk: is one which exceeds some threshold for significance (use screening criteria)

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4. Responsibilities

4.1 The EHS Manager / MR, or nominated representative, is responsible for drafting an annual program of objectives and targets for the whole organization.

4.2 Members of the EHS Committee / EHS Management Team are responsible for participating in the development and reviewing objectives and targets relating to activities under their management control.

4.3 The SMSA Express MD has ultimate responsibility for approving and endorsing objectives and targets for the organization.

4.4 office and other Managers are responsible for managing the achievement of site-based objectives and targets, and reporting on progress to the EHS Manager / MR.

4.5 office and other Managers are responsible for managing the achievement of objectives and targets relating to their activities, and reporting on progress to the EHS Manager / MR.

4.6 All employees are responsible for contributing to the achievement of organizational objectives and targets.

4.7 The EHS Manager / MR, in coordination with the EHS committee members, are responsible for monitoring progress and evaluating effectiveness against the environmental, health and safety targets and objectives and reporting periodically to the MD. The top management will consider actions and resources required to improve effectiveness of the EHS system as per the set plans.

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5. Procedure

5.1 The setting of environmental and Occupational Health & Safety objectives will involve the review and appraisal of:

- Legislative and other requirements, e.g., government policy such as PME, Ministry of Labour, RC, etc.
- SMSA Express significant environmental aspects and impacts
- The views of interested parties
- SMSA Express significant OHS Risks
- technological options
- Financial, operational and business requirements.
- SMSA Express Corporate EHS Objectives
- Effectiveness of developed and potential objectives

5.2 Each objective will be linked to one or more targets which detail the actual process of achieving the individual objectives. In the case of long-term objectives, interim targets may be required to monitor progress.

5.3 The objectives and targets provide a detailed account of SMSA Express commitment to environmental issues as outlined in the EHS policy. These objectives and targets will be used to form the Management Program which details responsibility and a timescale of achievement for each objective and target.

5.4 EHS Committee members with direct involvement in the attainment of objectives and targets will be made aware of their responsibilities through the distribution of the Management Program.

5.5 The objectives and targets achievement and effectiveness will be revised as follows:

- on an annual basis as part of the management review, which will be the platform for top management to improve the system effectiveness.
- on relevant changes to the register of applicable legislation
- when failure to meet targets is highlighted through audits
- as a consequence of documented and reported stakeholder concerns

5.6 The list of EHS objectives are recorded in the Objectives & Targets Log showing the date of its review and signed by the EHS Manager / MR and the MD. The List of EHS objectives and targets are considered and have to be dealt with as EHS records

6. Related Documents

6.1 The following documents are defined as EHS records for the purpose of ISO 14001:2015 and ISO 45001:2018 standards.

EHS Objectives & Targets Log

6.2 Other Relevant Documents:

Register of Environmental Aspects and Impacts
Register of Applicable Legislation and Other Requirements
Register of OHS Risks
EHS Management Programs Procedure

EHS Training & Awareness Procedure

1. Purpose (Objectives)

1.1 This procedure covers the identification of EHS training needs, the provision of training and maintenance of records for person(s) working for, or on behalf of SMSA Express.

2. Scope

2.1 This procedure covers the requirement to provide appropriate EHS training for all SMSA Express employees, as well as those persons working on behalf of SMSA Express

2.2 It covers the provision of two types of training - 'competency' and 'awareness'

3.3 This procedure is only intended to complement the General Training Procedure under the Quality Management system.

3. Definitions

3.1 Training needs – a gap in the skill, knowledge or behaviour required to reach a given standard.

3.2 Training plan – the programme of activities designed to satisfy the training needs.

3.3 Training record – the means by which completed training needs are recorded

3.4 Competency training – the training of employees to enable them to fulfil their duties in a competent manner and consistent with the aims of the EHS policy and management system

3.5 Awareness training – raising the EHS awareness of employees to increase their understanding of environmental and OHS issues and the relevance of those issues to SMSA Express activities, and services

4. Responsibilities

4.1 The EHS Manager / MR working with other Managers, is responsible for the identification of training needs across SMSA Express departments.

4.2 All Managers are responsible for reporting any highlighted training needs and ensuring that personnel (including external contractors) under their control are appropriately trained to complete their tasks.

4.3 The SMSA Express Training / Human Resources Manager, in conjunction with the EHS MR, are responsible for the development and implementation of an EHS training plan, as appropriate.

4.4 It is the responsibility of all employees to notify the EHS Manager / MR, if they need specific environmental and Occupational Health & Safety training that has not been provided as part of a corporate programme, or been previously identified by the EHS Manager.

4.5 It is the responsibility of all employees to ensure that they comply with the provisions of this policy in so far as they relate to matters within their control

5. Procedure

Awareness – General: Employees and contractors are made aware of the EHS components and requirements through various channels including the meetings, notice boards, Job descriptions and other elements described in the EHS communication procedure.

Provision of EHS Training and Assessment of Training Requirements

5.1 The training requirements of all employees will be assessed periodically in accordance with wider organizational policy, the results of internal audits and the management review process. One of the venues for this purpose shall be the usage of the Employee Performance Appraisal Form

5.2 All members of SMSA Express will receive EHS Management System awareness training, in an appropriate format according to their role and department.

5.3 Key personnel, such as office and Facility Management staff, will receive additional competency training to enable them to fulfill their specific duties in a competent manner

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5.4 New SMSA Express members will receive Induction EHS Management System awareness training. All new recruits will receive appropriate information about SMSA Express EHS policy and management system and their duties as employees

5.5 Refresher courses, particularly for Site Managers or their nominated representatives with responsibility for facilities management and record keeping in accordance with the EHS, will be provided as appropriate

5.6 All persons working on behalf of the company, even those who are not direct employees of SMSA, will receive EHS awareness and competency training, as appropriate to their role and responsibilities.

Training Content and Evaluation of Training

5.7 Environmental and Occupational Health & Safety training will be provided to make persons working for, or on behalf of SMSA Express aware of

- The importance of conformance with the EHS policy and procedures, regulatory and other requirements, and with the requirements of the EHS management system;
- The significant environmental impacts, actual or potential, of their work activities and the environmental benefits of improved personal performance;
- The significant Occupational Health & Safety risks, actual or potential, of their work activities and the OHS benefits of improved personal performance;
- Their roles and responsibilities in achieving conformance with the EHS policy and procedures and with the requirements of the EHS Management System, including emergency preparedness and response requirements;
- The potential consequences of departure from specified operation procedures.

5.8 At the conclusion of all training, a Training Attendance List should be completed, signed and sent to the Human Resources Department. Training Attendance Lists will be completed for all in-house courses and are available on request from the Human Resources Department.

5.9 The information from the completed Training Attendance Records is added by the Human Resources Department to the training history of the individual employee on the training database.

6. Related Documents

6.1 The following documents are defined as a EHS records for the purpose of ISO 14001:2015 and ISO 45001:2018 standards

Employee Performance Appraisal Form
Training Plan / Program
Training Feedback and Evaluation Report
Trainee Performance & Appraisal Sheet

Auditor		**Date**		**Day**	
Premises/Facility		**No. of Occupants**		**Floor Levels/Storey**	
Address		**Department**		**Operating Times**	
Auditee		**Auditee Contact#**		**Operating Hours**	

Legend	N / A	NO RISK	LOW RISK	MEDIUM RISK	HIGH RISK

Staff Awareness	Risk	Remarks
Are all members of staff aware of the fire procedures		
Are all members of staff wearing uniforms and ID badges/high visibility jackets		
Have all members of staff received the Safety & Security Manual/Handbook		
Are all members of staff aware of SMSA product and services		
Are all members of staff aware of the Civil Aviation requirements		
Are all members of staff aware of the QMS and SMSA policy & procedure on the GUIDE		
Section Average Score/Rating		
Cash	**Risk**	**Remarks**
Cash in POS balance (SMSA Service Center)		
Petty Cash balance		
Are all cash disputes resolved/ followed through		
Is there evidence of management spot checks on cash/cash handover procedures being followed		
Section Average Score/Rating		
Controls	**Risk**	**Remarks**
Unauthorized persons challenged, access controlled to authorized staff/ staff working in authorized areas		
Visitors log being used		
Premises keys controlled & Key register in use		need to be record and staff sign.
Telephone, Fax, Copiers in good working order		
Is high value shipment secure		
Are correct forms accompanying the shipments		
Shipment arrangements / right locations		
Are HAL shipments properly stored/ recorded/ secured		
Are damaged shipments properly stored/ recorded/ secured.		
Is Housekeeping/Hygiene up to standard		
Are POS secured/cleaned		
Is the outside area clean and tidy		
Is the Company Disciplinary Violation Document (DVD) policy displayed and the staff notice board maintained		
Are shipments scanned in/out(random sampling checked on the computer)		
Do SMSA Service Center Standards meet Requirements (neat, tidy, correct signage etc.)		
SMSA Service Center Asset List available		
Is the current Month's Service Reference Guide (SRG) being used & old ones destroyed		
Are all manifest correctly completed and handover signed in the correct sections.		

Auditor		**Date**		**Day**	
Premises/Facility		**No. of Occupants**		**Floor Levels/Storey**	
Address		**Department**		**Operating Times**	
Auditee		**Auditee Contact#**		**Operating Hours**	

Legend	N / A	NO RISK	LOW RISK	MEDIUM RISK	HIGH RISK

Are full destination address details shown on the AWB		
Is the staff notice board up to date/old forms, notices removed		
Are POD filed daily - (SMSA Service Center)		
Are all AWB accounted for and captured daily (SMSA Service Center)		
Do all staff sign the daily attendance register (SMSA Service Center)		
Are mass and dimensions on packaging recorded on all AWB and dimension measurements used where applicable		
Are weights recorded on the AWB correct		
Are all unclaimed shipments after 15 days returned to Warehouse with report and reason (SMSA Service Center/Station)		
(SMSA Service Center) Are cash manifest done at the time of each transaction		
(SMSA Service Center) Randomly select 5 cash x AWB and call shipper regarding service/cost		
Section Average Score/Rating		
Health & Safety	**Risk**	**Remarks**
Are all incidents, accidents and 'Near Misses' reported.		
Are cables, power sockets to standards not overloaded		
Has emplyee receuied DG Awareness training where DG facelty available		
DG Specialist available on duty where DG facelty exist		
Vehicle accident manegment (HQ)		
Other vehicle driver in premises - speed / rversing/ redestrian collision		
Vehicles secured correctly over night /day time		
Fark lift Drivers have had training Licence		
Is there a First Aid Kit - is it available and properly stocked		
Mariced area where fuel is kept /secure/bollerds/sigange		
Battry operated fark lift charging area maintaines / mariced sigange		
Check speed of fork lift / collision with pedestrian / over loading		
Are stairs safe and undamaged		
In Office (Carpets/wood etc safe)		
Are glass doors obvious when closed		
Are shipments stored/stacked safely		
Is the Air Conditioning/General working Environment in order		
Are all hazardous substances stored correctly (Control of substances Hazardous to Health)		
Are Staff facilities in a good condition		
Section Average Score/Rating		
General Safety & Security	**Risk**	**Remarks**

Auditor		**Date**		**Day**	
Premises/Facility		**No. of Occupants**		**Floor Levels/Storey**	
Address		**Department**		**Operating Times**	
Auditee		**Auditee Contact#**		**Operating Hours**	

Legend	N / A	NO RISK	LOW RISK	MEDIUM RISK	HIGH RISK

Is the exterior lighting/Signage working and in order		
Is the inside lightning working and in order		
Drive slowiy siganges available		
Safe stacking of shipments/ pallets		
Are clear bags used for rubbish		
Is polythene, cardboard cleared and disposed off.		
Electrical equipment leads tidy/no damage		
contractors working at the site following H+s+s Policies		
H/S/S Policies available where applicable		
Working Envronment (Noise levels,lighting,humidity,ventalation,temperatnre) (etc)		
H/S/S policies reviewed once a year (HQ)		
Number of assaults/ threats occurrence at the location /courier routes if applicable curfew premises		
water leaks feom roofs / repined		
Emercency exit signs		
Temporary workers/out source arethey awake of H/S procednres has the procedures been explained to them by the line manager /super visors		
Eating facility clear / adequate		
Floor vehicle markings		
Sinage for electrical show emergency available		
Parking area for fork lift (designated area)		
Does the SMSA Service Center (SSC) have enough SMSA/ supplies		
Are emergency number available i.e. QRM, Fire, Police		
Are the required Integrity posters in place in staff areas		
Is the Lost and Found property controlled as per company requirements		
Are the windows, doors and building secure		
Are Alarms maintained and used.		
Are pallets, boxes other items stored away from the main building		
What is the general condition of premises i.e. condition of walls, tiles, equipment, furniture etc - what needs improvement		
Section Average Score/Rating		

Fire	**Risk**	**Remarks**
Are Fire extinguishers in the right locations		
Fire drills carried out once a year (if allawed by civil defence)		
Assembly point identified (signage)		
Fire notice / Fire plan avalable		

Auditor		**Date**		**Day**	
Premises/Facility		**No. of Occupants**		**Floor Levels/Storey**	
Address		**Department**		**Operating Times**	
Auditee		**Auditee Contact#**		**Operating Hours**	

Legend	N / A	NO RISK	LOW RISK	MEDIUM RISK	HIGH RISK

List of Fire marshalls / current		
List of first aiders available / current 1-50 stuff		
Have fire marshalls receuied training		
Is the Fire extinguishers inspection up to date		
Is the Emergency lightning in use and on charge		
Are Shipments/materials blocking smoke detectors or exit points		
Is there a Civil Defense License on file and is it current/valid.		
Is the sprinkler system tested and clear of obstruction/pressure gauge checked		
Have the Smoke Detectors been tested		
Section Average Score/Rating		
Security Offices/CCTV	**Risk**	**Remarks**
Is the CCTV in good working order		
Are there proper CCTV history recordings kept - 90 days required		
Is the CCTV time accurate		
Does the CCTV cover high value, X-Ray, venerable areas		
Security Office file formats in place		
Security Office notice board up to date		
Security Officers in full uniform		
Are there proper CCTV history recordings kept - 90 days required		
Is the CCTV time accurate		
Does the CCTV cover high value, POS, venerable areas, entrance and exit		
Section Average Score/Rating		
Over-all Score/Rating		

Identification & Compliance Monitoring of Legal & Other Requirements Procedure

1. Purpose (Objectives)

1.1 To identify, maintain and anticipate all legal and other requirements relevant to the environmental aspects of SMSA activities, products and services, and make certain that all such requirements are periodically evaluated to ensure compliance.

2. Scope

2.1 This procedure relates to all the activities, products and services of SMSA, at each of it's locations, that give rise to environmental and health / safety impacts governed by legal, corporate, or other requirements

3. Definitions

3.1 Register of Applicable Legislation and Other Requirements – all relevant legislation and other requirements applicable to SMSA environmental and safety aspects and hazards.

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4. Responsibilities

4.1 The Managing Director is ultimately responsible for ensuring appropriate mechanisms are in place to ensure legal compliance in all activities, products and services.

4.2 It is the responsibility of the EHS Manager / MR, or nominated representative, to maintain records of correspondence pertaining to environmental and safety matters relevant to government or municipal regulations. Similarly, its his responsibility to maintain EHS correspondence records relevant to SMSA corporate or other stakeholders.

4.3 The EHS Manager / MR, or nominated representative is responsible for establishing and maintaining the Register of Applicable Legislation and Other Requirements (which is pertinent to environmental aspects and safety / health risks).

4.4 The EHS Manager / MR, or nominated representative, is responsible for evaluating compliance with legal and other requirements.

4.5 It is the responsibility of office and other Managers to appraise themselves of the Register of Applicable Legislation and Other Requirements and to ensure day to day compliance.

4.6 All employees have a responsibility to advise the management of current or future relevant legislation or other guidelines that should be included on the Register.

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5. Procedure

5.1 All relevant legislation and other requirements applicable to SMSA environmental and safety issues will be compiled into a Register of Applicable Legislation and Other Requirements.

5.2 The introduction of new legislation and changes to current legislation will principally be monitored through regular review of the applicable published regulations / requirements, and as needed, through communication with PME (Presidency of Metrology & Environmental Protection), or Ministry of Labor. Additional sources of information may include:

- Relevant publications
- Professional bodies, Institutions, Associations, etc., (Ministry of Industry, etc.)
- Liaison with other regulators (municipality, Industrial city, Royal Commission, etc.)
- Sister companies
- Other networking (e.g. seminars, conferences, workshops, etc).
- Assigned EMS consultant

5.3 At least one updated copy of latest Saudi and Municipal Environmental Regulations, and Saudi Labour Law, will be maintained on an on-going basis. Regular updates will be inserted into the Legal and Other Requirements folder within one calendar week of receipt.

5.4 Each update received will be screened for its relevance to SMSA and a record of the screening retained electronically (review of applicable legislation form). The Register of Applicable Legislation and Other Requirements will be amended, where necessary, within one calendar month.

5.5 The introduction of new legislation, changes to existing legislation, or new government agendas, charters or policies considered by the EHS Manager / MR, or nominated representative, to be of particular relevance and importance to SMSA will be cascaded to relevant employees as quickly as practicable. Communication may be in the form of an e-mail, link or article provided on the intranet, dissemination through working groups, or articles in SMSA internal publications.

5.6 Awareness of and compliance with legislation and other requirements will be evaluated by one or more of the following:

- Audits
- Document and/or records review
- Facility inspections/tours
- Staff interviews
- Management Review

5.7 Compliance will be evaluated during each internal audit, and at the time of the Management Review

5.8 Records, in the form of audit reports or Management Review documents, detailing the outcome of these compliance evaluations will be retained by the EHS Manager / MR

6. Related Documents

6.1 The following documents are defined as environmental records for the purpose of ISO 14001:2015 and ISO 45001:2018 standards.

Register of Applicable Legislation and Other Requirements
Review of applicable legislation form

6.2 Other Relevant Documents:

PME Regulations
Municipal Regulations
Industrial City Regulations
Saudi Labour Law Regulations

Incident Report

Owner/Department: QRM

Location Details		Incident		Loss		Vehicle Details	
Region		Type of Incident		Type of Loss		Make	
Location		Time of Incident		Department		Model & Type	
Date		Police Attended		Value Loss		Registration No.	
Person Reporting		Police Case No.		Value recovered		Color	
Contact No.		Police Station		Net Loss		Dist. Marks	

Persons Informed	1	2	3
Position			

PERSONS REPORTED/STAFF DISCIPLINED			
Name	1	2	3
Age			
Nationality			
Employee No.			
Position			
Disciplinary			
Detained Yes/No			

SHIPMENT LOSS			
AWB		Sender Name	
Shipment Date		Address & Contact No.	
Declared Value			
Total Packages			
Total Weight		Recipient Name	
Service Type		Address & Contact No.	
Packaging Type			
Shipment Insured			
Commodity			

Documents Attached - List:

Brief Details	Action Taken

Brief	To provide clear guidelines on incident reporting.
Purpose	To ensure accurate records are kept for all incidents that affect the business and to gather information for taking necessary remedial action. To use the information received to improve business processes and procedures.
Scope	This assessment applies to all operating departments.
Responsibilities	Line Managers are responsible to ensure all incidents are recorded with QRM Investigation System. Security Analyst is responsible for reviewing and allocating to the investigators and analyzing trends and producing reports. Director QRM will evaluate and make assessment of the incidents reported and make recommendations and produce monthly statistical reports to the MD.
Guidelines	Incident Reporting: The following incidents need to be reported to QRM: Internal Theft, External Theft, Criminal Damage, Damage Shipment, Accidents, Accident (Near misses), System Failures, Loss Shipment, Kidnapping, Bomb Threats, Cash related Incidents (Cash Sales, COD's, Customs Duties & Taxes), Key related Incidents, Door Shutter Incidents, Power Failure, Fire, Security Equipment Issues, Burglary, Robbery, Ministry Incidents, Police Incidents, Civil Aviation Incident, Late Opening/Closing, Forgery, Drug/Alcohol Related Incidents, Assaults (Physical/Verbal), Company Vehicle Accidents, Misuse of Company E-mail, Immoral Acts, Disclosing of Company Information, Accepting Gifts from Suppliers, Others Following an incident or discovering an incident the employee will inform his Line Manager (If the incident involves the Line Manager – inform his Manager). The Line Manager/Senior Manager will telephone QRM Hotline/ Director QRM if the matter is of an urgent nature. A report must be submitted to QRM via the Investigation System within 24 hours of the incident. The Director QRM will access the incident and recommend the following course of actions: 1. Further Investigation by QRM and remedial action and recommendations 2. Interview of witnesses/suspect by QRM and recommend appropriate action 3. Further Investigation by the Department involved with QRM advising.

	4. No Further Action for information and filing Once the Incidents reports have been completed, the reports will be extracted from the system database. Monthly statistical reports will be produced and analyzed by QRM.

Incident / Accident, Emergency Preparedness & Response Procedure

1. Purpose (Objectives)

1.1 The purpose of this procedure is to provide for a system and instructions, and to assign responsibilities for identifying potential OHS & environmental incidents and emergency situations, and for developing appropriate response plans

1.2 To set out roles and responsibilities in connection with implementation of the SMSA Express response to OHS and environmental incidents or near misses.

1.3 To provide guidance on actions to be taken in response to an OHS or environmental incidents and near misses

2. Scope

2.1 This procedure applies to all activities of SMSA Express conducted at its offices and other locations, that have the potential, may cause, or be exposed to, uncontrolled releases of hazardous substances, fires, explosions, contamination, medical situations, and other such emergencies caused by accidents or natural disasters.

3. Definitions

3.1 Harmful substance – a substance either prohibited from being emitted / discharged to a receiving medium (atmosphere, ground or water) or a substance released in sufficient quantities to cause environmental pollution or damage

3.2 Environmental incident – the release, either accidental or malicious, of a harmful substance, for example:

- chemical spillage
- accidental release of a harmful chemical to atmosphere or to the sewerage system

3.3 An accident is an unplanned event where:

A person has been injured, or
Damage occurred to property, material, products, or
Damage / Pollution occurred to environment.

3.4 An incident is an unplanned event where no one has been injured and no damage occurred

3.5 Major incident – an incident resulting in a significant pollution to the environment, a fatal incident, an incident resulting in a serious injury or multiple injuries, an incident causing

major damage to property or financial losses, or an incident requiring the involvement of a regulatory authority due to the volume or toxicity of the harmful substance released

4. Responsibilities

4.1 It is the ultimate responsibility of the SMSA Express MD to ensure sufficient and appropriate measures are adopted and employed throughout the organisation to prevent the occurrence, and/or mitigate the effects, of environmental incidents

4.2 MR, Managers, and EHS committee members, and other nominated representatives, are responsible for co-ordinating the response to an EHS incident.

4.3 It is the responsibility of all persons to ensure that they comply with the provisions of this procedure so far as they relate to matters within their control.

4.4 It is the responsibility of all Managers to ensure that their nominated representatives who may be called upon to respond to an environmental or OHS incident have had appropriate training and instruction.

4.5 It is the responsibility of all Managers to ensure that any necessary communication equipment, fire fighting equipment, first aid kits, spill kits, and other necessary tools and materials are available on site

5. Procedure

Introduction

5.1 All potential accidents and emergencies are identified and evaluated, irrespective of legal definitions, threshold exposure, pollution, injury, damage, or quantities of hazardous substances. Thus, our process for evaluating the need for emergency response planning goes beyond legal and regulatory requirements. However, our actual emergency response programs may not necessarily exceed legal and regulatory requirements, unless we identify a significant potential emergency which is not covered by the law

Identification of Potential Hazards

5.2 The process of identifying potential accidents and emergencies starts with the following:

- Reviewing OHS Risks Log and Environmental Aspects Log
- Inventorying materials, wastes, substances, processes, and activities that create a potential hazard and can cause an emergency.
- Reviewing accident and incidents logs and history

5.3 For materials and substances, the required information includes, as appropriate: name of the substance, type of hazard, concentration, quantity, type and size of containers, storage location, and handling methods

5.4 In addition, the Management Representative identifies and evaluates hazards that may be caused by natural disasters and by outside forces, for example, earthquake, flood, fire on the neighboring property, or an accident originating outside fence line

Developing Emergency Response Plans

5.5 For each potential EHS emergency or hazard, the EHS Manager / MR, in association with the EHS committee members, determines whether emergency response plans are relevant and warranted. The following types of issues are considered in the evaluation:

- Classification, type, concentration, and other characteristics of the potential hazard;
- Maximum quantity and toxicity of the substance that could potentially be released;
- Requirements of laws and regulations for emergency preparedness and response planning;
- Types of events that could cause accidental or uncontrolled OHS or environmental occurrences (fire, flood, earthquake, equipment failure, impact, operator error, other abnormal operating conditions, etc.);
- The nature and severity of environmental impacts; Size of injury, amount of financial losses that could be caused by an accident or uncontrolled release;
- Availability of methods and measures to prevent or reduce EHS impacts that would result from the accident

5.6 In cases where laws or regulations apply, the EHS Manager / MR, in association with the EHS committee members, verifies if currently implemented emergency response programs comply with the requirements. If not, the programs are updated to achieve full compliance.

5.7 In areas where laws and regulations do not apply, the EHS Manager / MR evaluates the severity of potential OHS or environmental impacts that would result from an accident and, if the impacts are significant, determines whether there are known practical emergency response measures and methods that would reduce the impacts. If, based on this analysis, emergency response program is warranted; an appropriate program is developed and implemented.

5.8 Depending on the nature and extent of the potential emergency, development of

emergency preparedness and response programs may require preparatory studies and gathering of information about such issues as:

- Affected parties (employees, contractors, visitors, neighbors) ; Property (Equipment, inventory, buildings, etc.); media (ground, water, air);
- Dispersion pattern and rate (prevailing direction of wind, drainage pattern, underground water, etc.);
- Environmentally sensitive features in the neighborhood;

5.9 As appropriate, emergency response plans may include such elements:

- Designation of authority to implement the response plans and coordinate response actions;
- Training of personnel designated for coordinating and carrying out emergency
- response actions;
- Personal protection equipment;
- Communication systems and equipment;
- Evacuation plans and procedures;
- Identification and communication with outside assistance and other resources
- (Police, fire department, hospitals, special emergency response services, etc.);
- Notification of appropriate authorities and organizations; and so forth.

5.10 Emergency response plans and procedures are documented. As applicable, they consist of lists, instructions, schedules, etc., defining relevant equipment, training requirements, equipment maintenance and testing schedules, designation of authority and responsibilities, contact information, instructions for application of specific techniques and methods, evacuation procedures, and so forth.

Maintenance and Implementation of Emergency Response Program elements

5.11 The EHS Manager / MR is responsible for the implementation and maintenance of emergency preparedness and response programs.

5.12 As appropriate, this includes such activities as training; maintaining relevant equipment; testing alarms, communications and other systems and equipment; maintaining contact with appropriate authorities and organizations; and so forth.

Emergency Response

5.13 Details of the emergency response plans (ERP) are covered under the ERP document. The following summarizes the actions under the plan. A suspected or detected EHS incident will be immediately reported to the EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators.

5.14 The EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators will take all reasonable measures to ensure that OHS hazard or environmental release is contained and that harm to human health and the environment is minimized, both within and beyond the site boundary.

5.15 In the event of an incident occurring, the EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators, will take all reasonable measures to ensure that any damage is appropriately remedied. Wherever any materials have become contaminated due to their use in an incident, they will be disposed of in accordance with relevant waste regulations.

5.16 The following Emergency Situations have been currently identified as potential scenarios covering the SMSA Express operations:

a- Spills of hazardous materials (example: those which may be contained in a shipment, etc.)
b- Fire / Explosion
c- Medical emergency

Corresponding emergency response plans / operational controls have been developed to deal with these situations and they have been communicated to all staff. Future drills are planned to ensure effectiveness in the implementation of these plans in emergency situations.

Incident / Accident Reporting and Investigation

5.17 Following an EHS incident, weather major, minor, violation or a near miss, an EHS Accident / Incident Report Sheet will be completed by the EHS Manager / MR, EHS committee member, Site Manager, or nominated representative, and returned to the EHS Manager, within one working day. The EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators, will, with appropriate advice where necessary, will investigate each and every accident and incident, despite of its size.

5.18 The EHS Manager / MR, other responsible Managers or nominated EHS committee coordinators will determine whether the incident is 'major' or 'minor'. All incidents resulting in a significant pollution to the environment, a fatal incident, an incident resulting in a serious injury or multiple injuries, an incident causing major damage to property or financial losses, or an incident requiring the involvement of a regulatory authority due to the volume or toxicity of the harmful substance released will be classified as 'major'.

5.19 All 'major' incidents will be immediately reported to the MD of SMSA Express and corporate Public Relations / Communications Officer and the EHS Manager / MR.

5.20 All major incidents will be reported to the relevant regulatory authorities (Fire department / PME / Port authority, Ministry of Labour, Police, SMSA Express corporate, as relevant) in compliance with the appropriate procedure, as soon as reasonably practicable.

5.21 Following an EHS incident, weather major, minor, near miss or violation, and using the EHS Accident / Incident Report Sheet, the relevant OHS risks and/or environmental aspects, will be assessed for significance/degree using methodology described in Identification of Significant Environmental Aspect and Hazard Identification and Risk Assessment. Consequently, the OHS Risks Log, and Environmental Aspects Log, shall be updated to reflect any potential changes resulting from the assessment following the incident/accident. This action is the responsibility the EHS Manager / MR, EHS committee member, Site Manager, or nominated representative. Following the update, other EHS committee members will be informed of changes.

5.22 The EHS Manager / MR will ensure an EHS Accident/Incident Corrective & Preventive Action Form is completed (by him or delegated EHS committee member), and by the party assigned and responsible for completing necessary corrective and preventive action. The agreed upon action should be followed up and closed within 90 days. The form will be treated in accordance with the Corrective & Preventive action procedure and relevant forms

Updating and Review of Emergency Response Programs

5.23 Departmental managers are responsible for notifying the EHS Manager / MR of any changes in their departments that would create new potential hazards.

5.24 Following the guidelines provided in this procedure, EHS Manager / MR reviews the new information, and determines whether the changes require modification of currently implemented emergency response programs, or development of new programs.

5.25 Emergency procedures are reviewed and revised as necessary after each occurrence of accidents and emergencies.

5.26 Emergency response programs are audited during internal EHS audits and are periodically reviewed by management review

General

5.27 All contractors working on the SMSA Express sites will be made aware of the contents of this procedure and be required to comply with its provisions (see communication procedure)

5.28 For details, refer to emergency response plan, which includes details on response, investigation and reporting

5.29 Operational procedures: Chemical Spills, Fire and Medical Situations detail specific actions to be followed on relevant emergency situations

5.30 Emergency Drills are to be practised periodically following the operational procedure.

6. Related Documents

6.1 The following documents are defined as a environmental records for the purpose of section 7.5, 7.5.1 and 7.5.2 of ISO 14001:2015.

EHS Accident/Incident Report & Corrective / Preventive Action Form

6.2 The following documents are related to this procedure:

Emergency Drills
Chemical Spills
Fire
Medical Situations

Occupational Health & Safety Risks Assessment and Evaluation Form

Department:

NO	Activity	Potential Hazard	Impact	Severity 0-3	Base Prob. 0-3	Base Risk rating 0-9	Control	Residual Prob. 0-3	Residual Risk Rating 0-9	Action Resp.	Records
1											
2											
3											
4											
5											

Date:

Prepared by:
Reviewed by:

Severity / Probability	Zero	1	2	3
Zero	0	0	0	0
1	0	1	2	3
2	0	2	4	6
3	0	3	6	9

Determination, Evaluation and Control of Risks Procedure

1. Purpose (Objectives)

1.1 The objective of this procedure is to lay down a system and determine the responsibilities necessary for continuous Identification of the hazards and evaluation of the risks and implementation of the control measures necessary for prevention, control or minimization thereof. The objective also includes identification of relevant opportunities; and taking measures to realize identified opportunities in the course of the above process.

2. Scope

2.1 This procedure applies to all activities, products and services at SMSA. This covers:

- Routine and non-routine activities.
- Activities for which all personnel are present in the work place (inclusive of the visitors and contractors).
- Facilities existing at the work environment – whether they are provided by the Establishment or by other parties
- SMSA Personnel working at sites not controlled by SMSA
- Hazardous situations that may arise at adjacent non-SMSA facilities but may affect SMSA; or which may arise at SMSA facilities and may have impacts on adjacent / neighboring facilities

2.2 The scope includes Maintenance, offices, and other operations and activities in the headquarters.

3. Definitions

3.1 Hazard: A source or situation with a potential for harm in terms of injury or ill health, damaged to property, damage to the workplace environment or a combination of these

3.2 Base risk assessment evaluates the inherent risk associated with an activity or situation ignoring existing controls and is used to identify whether an activity or situation has a sufficient level of associated risk to merit its management through the OH&S MS

3.3 Residual risk assessment takes into account the level of risk whilst the activity or situation is under the control of the organization and is used to measure how well an activity or situation is managed

3.4 HAZOP: Hazard and Operability Study

4. Responsibilities

4.1 The overall responsibility for the operation of this procedure lies with the top management, besides OHS/EHS Management Representative (MR) who may be delegated to conduct specific responsibilities.

4.2 Every department manager shall determine the activities / products / services which are being performed in his department and specify the hazards accompanied thereby and also evaluate the OHS risks and determine the controlling measures necessary for their minimization or prevention as per this procedure. Besides the risk identification, potential OHS opportunities have to be identified and evaluated. Findings have to be documented it in the Occupational Health & Safety Risks and Opportunities Assessment and Evaluation Form

4.3 Department managers shall send this form after filling it to the MR / EHS Manager for review

4.4 The MR / EHS Manager, with participation of the concerned managers – shall review the lists and shall assess its conformity with the obligatory legislative and legal requirements or any other requirements of the Company. He shall also update this list in the following cases:

A-Change in Operations.

B-Change/amendment in the laws of Occupational Health and Safety.

C-Purchase of new equipment / devices.

D-Up-normalitys noted through the course of monitoring accidents and incidents, auditing, measuring, or environmental impacts assessment & evaluation.

E-Periodically – every six (6) months

5. Procedure

Determination of Hazards & Evaluation of Risks / Opportunities; and application of control actions

5.1 The MR, with the assistance of a consultant or an assigned team in concert with the departmental coordinators and appropriate personnel, using site plan(s), facility drawing and process flow diagrams shall divided the organization in to manageable functional areas. Functional area will typically cover departmental or common operation that employees can relate to.

5.2 The MR shall also develop a plan to cover activities, products and services affecting the company as a whole

5.3 The MR shall assign a name (Coordinator) to the area / functional activity to assist in the risk identification and organization. The coordinator should ideally be the same assigned as a coordinator for identification of environmental aspects.

5.4 The MR, in coordination with the assigned coordinators, shall coordinate and assign responsibility to department heads / Managers as required to identify hazards relevant to the various Activities, products and services from each functional area. Similarly, OHS opportunities shall be also identified and considered.

5.5 Coordinators / departmental Mangers are responsible for the identification of all the activities, products and services included in their functional areas. The assessment shall include past and present activities, products and services, and consider normal, abnormal and emergency conditions. The identification and assessment shall involve workers from the prespective areas and activities.

5.6 The identified activities, products and services will be added to the activities, products and services column of the OHS Hazards Register

5.7 Methods used for determination of hazards & evaluation of risks.

- Consultation with employees
- Review incidents / Accidents history
- Inspection
- Review of all activities and processes
- Review of the hazard analysis (e.g., HAZOP) reports
- Individual Job and site hazard analysis
- Review of material and equipment inventories
- Review of legal requirements
- Review of similar facilities

5.8 Control Actions include the following; and have to take into consideration, the following hierarchy, when technically, financially and practically possible:

- Risk Elimination (Through suspension of this activity or its replacement by another activity / use of new material)
- Risk substitution (via replacement of hazardous equipment / actions / activities by less hazardous ones)

- Risk Reduction via engineering controls (Application of methods leading to possible minimization of occurrence / severity of impact)
- Risk Reduction via administrative controls (Application of procedures, WIs, or other administrative controls leading to possible minimization of occurrence / severity of impact)
- Usage of personal protective equipment (PPEs), leading to loss Minimization (minimization of losses or injury in case of occurrence of hazard)

5.9 Control Actions should take into account the following:

- Legal and others requirements
- Selections of Technology
- Financial and administrative requirements (Costs)
- Operating requirements
- Severity of Risk (Severity of impact and possibility of occurrence)

Risk Assessment Methodology

5.10 The Severity of the potential risk resulting from every hazard should be assessed as per the following schedule

Severity Class	Grade	Definition
None	Zero	Doesn't cause any injury or sickness or loss of property or interruption of production. Doesn't involve violation of the legal requirements.
Slight	1	Minor injury or simple sickness occurs (does not cause loss of time) / Causes loss to the properties or production less than SR 10000. Doesn't violate any regulations or legal requirements.
Medium	2	Causing Injury or sickness involving time- loss in production and properties exceeding SR 10000. May involve violation of the regulations and legal requirements
Severe	3	Death / Loss of property and loss of production exceeding more than SR 15000 May involve violation of the legal requirements

5.11 The probability of occurrence for every hazard should be estimated as per the following schedule:

Probability Class	Grade	Definition

Impossible	Zero	Impossible to happen (Never occurred in the Industry field)
Very Unlikely	1	Happens very rarely in extreme cases (May happen once or twice in the life time of the facility)
Unlikely	2	Weak probability (may occur in our facilities once or twice a year for example).
Likely	3	Occurrence probable (happens more than once in a year)

5.12 The probability will be estimated before controls application (to assess Base Risk), and after controls (Residual Risk).using the form

Risk Classification

5.12 The risk is calculated as per the following equation:

Risk Level = Severity X Probability

5.13 The resulting risk levels can also be determined using the following table below:

Severity / Probability	Zero	1	2	3
Zero	**0**	**0**	**0**	**0**
1	**0**	**1**	**2**	**3**
2	**0**	**2**	**4**	**6**
3	**0**	**3**	**6**	**9**

5.14 The risks will be classified using the following matrix:

Risk Level	Risk Classification	Evaluation
Zero	**Non or Trivial risks**	Neglected risks – activities may continue regularly ignoring the potential of such risks.
1	**Tolerable**	Risks can are minimum and within the limits bearable to the Company
2	**Moderate**	Risks require some planned improvements – activities can continue under supervisory measures
3 - 4	**Substantial**	Risks require short term controlling actions. Activities can be executed under special supervisory measures and operational control

5 – 6	**Intolerable**	The risks are inconsistent with the safety policy. Immediate actions must be taken or the activities must be stopped.
7 - 9	**Extreme**	Accident leading to major losses or non-continuity of the Company existence (Serious Accident). Immediate major action to halt the activity / process is needed

Control Planning & Development

5.14 The department heads / Managers, in consultation with employees of the department / activity or area, shall develop a plan and actions outlining proposed control measures for the identified risks. Similarly, they will develop plans to realize identified opportunities leading to OHS performance improvements. The MR / EHS Manager shall review, further develop, and approve the proposed controls in association with departmental managers, consultant, and other parties as necessary.

5.15 On application and development of the risks control and opportunities realization measures, the following should be taken into account:

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- Legal requirements and other requirements
- Financial and administrative costs.
- Effectiveness of the measures
- Risk Levels assessment results

5.16 The following matrix may be used as guidelines for risk control planning development:

Risk Level	Actions/Measures required to be taken
Trivial Risk	Development of risk control measures is not required.
Tolerable Risk	Specific additional measures not required. However, Improvements and control measures to ensure the up keeping and stability of the activity / operation should be considered.
Moderate Risk	Measures are required for minimization of the risks. Close observation to monitor and evaluate the risk is needed. A control / improvements program must be laid down for execution and should involve management actions.
Substantial Risk	Continuity of activities / processes involving the risk shall be authorized only after taking actions to minimize the

	risks. Short term controlling programs should be developed and should involve minimizing these risks. Immediate close supervision, including operational control should be exerted to deal with the risks.
Intolerable Risk	The process, operation, or activity involving the potential risk should not be allowed to continue without immediate alteration / modification that will result in risk reduction.
Extreme Risk	The process, operation, or activity should be absolutely stopped. Even after control measures have been taken, the risks should be thoroughly analyzed to make sure of effectiveness of the control actions / measures.

Opportunity	The term [Opportunity] will be marked to identify opportunities vs. risks

Record Updating and Keeping

5.21 MR Maintains records pertaining to the determination process of the hazards and hazard assessments / Opportunity identification and risk calculation in accordance with this procedure. Departmental coordinators keep copies of those records, and use them for the annual reviews of the OHS risks.

5.22 This OHS risks / opportunities list shall be reviewed and updated periodically using the procedure listed above. The review process shall involve the development of comprehensive listing of the facility's risks using the form

5.23 This list is also updated for new process or equipment additions and modifications utilizing the preceding procedure based on information provided by the EHS members

6. Related Documents

6.1 The following documents are defined as records for the purpose of the ISO 45001:2018 standard:

OHS Assessment and Evaluation Form

SMSA Express Transportation Co., Ltd.
P.O. Box 63529 Riyadh 11526, K.S.A.

RATING

Trivial Risk

Risk Inspection Sheet
Owner: Director, QRM
Department: QRM

Auditor		**Date**		**Day**	
Premises/Facility		**No. of Occupants**		**Floor Levels/Storey**	
Address		**Department**		**Operating Times**	
Auditee		**Auditee Contact#**		**Operating Hours**	

Legend	NO RISK	TRIVIAL RISK	TOLERABLE RISK	MODERATE RISK	SUBSTANTIAL RISK	INTOLERABLE RISK

I. SECURITY — Staff Awareness	Risk	Finding	Remarks
Are all members of staff aware of the fire procedures?	Substantial Risk		
Are all members of staff wearing appropriate uniforms and ID badges/high visibility jackets/safety shoes (including outsourced)?	Tolerable Risk		
Is the approved access list updated & available to ensure that employees who left the company have been removed from the system?	Moderate Risk		
Are all member of staff aware of the SMSA world?	Trivial Risk		
Are all members of staff aware of SMSA product and services?(including outsourced staff)	Trivial Risk		
Are all members of staff aware of the Civil Aviation requirements?	Substantial Risk		
Are all members of staff aware of the QMS and SMSA policy & procedure on the Guide? (including outsourced staff)	Trivial Risk		
All staff received- TAPA training on security awareness/threat awareness?	Moderate Risk		
Cash	**Risk**	**Finding**	**Remarks**
Cash handover procedures being followed?	Substantial Risk		
Are all cash disputes resolved/followed through?	Substantial Risk		
Is there evidence of management spot checks /Visit?	Substantial Risk		
Controls	**Risk**	**Finding**	**Remarks**
Is access controlled to authorized staff? are staff working in authorized areas? are unauthorized persons challenged?	Moderate Risk		
Is Visitors log being used?	Moderate Risk		
Are premises keys controlled & Key register in use?	Moderate Risk		
Are the Telephone, Fax, Copiers in good working order?	Tolerable Risk		
Is high value shipment secure (manifested, scanned) alert sent?	Substantial Risk		
Are correct forms accompanying the shipments?	Tolerable Risk		
Shipment arrangements / right locations?	Trivial Risk		
Are HAL shipments procedure properly (stored, handed, & scanned)?	Moderate Risk		
Are damaged shipments procedure followed?	Moderate Risk		
Is Housekeeping/Hygiene inside the facility up to standard?	Tolerable Risk		
Is Housing/Hygiene outside the facility up to standard?	Tolerable Risk		
Is the Company Disciplinary Violation Document (DVD) policy displayed and the staff notice board maintained?	Trivial Risk		
Are shipments scanned in/out? (random sampling checked on the computer)	Moderate Risk		
Is retail/Operation standard met?	Trivial Risk		
is the Retail Asset List available?	Tolerable Risk		
Are staff aware of where to get the SRG and it's usage?	Tolerable Risk		
Are all manifest correctly completed and handover signed in the correct sections?	Moderate Risk		
Is the staff notice board up to date/old forms, notices removed?	Trivial Risk		
Are POD filed and correctly completed?	Moderate Risk		

SMSA Express Transportation Co., Ltd.
P.O. Box 63529 Riyadh 11526, K.S.A.

RATING

Trivial Risk

Risk Inspection Sheet
Owner: Director, QRM
Department: QRM

Auditor		**Date**		**Day**	
Premises/Facility		**No. of Occupants**		**Floor Levels/Storey**	
Address		**Department**		**Operating Times**	
Auditee		**Auditee Contact#**		**Operating Hours**	

Legend	NO RISK	TRIVIAL RISK	TOLERABLE RISK	MODERATE RISK	SUBSTANTIAL RISK	INTOLERABLE RISK

Are all AWB accounted for and captured daily (Retail)?	Moderate Risk		
Do all staff sign the daily attendance register (Retail)?	Moderate Risk		
Are mass and dimensions on packaging recorded on all AWB and dimension measurements used where applicable?	Substantial Risk		
Are weights recorded on the AWB correct?	Substantial Risk		
Are all unclaimed shipments after 15 days returned to Warehouse with report and reason (Retail/Station)?	Moderate Risk		
(Retail) Are cash manifest done at the time of each transaction?	Substantial Risk		
(Retail) Randomly select 5 cash x AWB and call shipper regarding service/cost	Trivial Risk		
General Safety & Security	**Risk**	**Finding**	**Remarks**
Is the exterior lighting/Signage working and in order?	Substantial Risk		
HV cage alarm where applicable/access controlled/covered by (locked)CCTV/area not damaged/access logged/hand over controlled?	Substantial Risk		
Is the inside light working and in order?	Substantial Risk		
Are all S&S signage available and in the correct locations?	Trivial Risk		
Are external access to roof locked?	Tolerable Risk		
Posters available - posters integrity?	Trivial Risk		
Are transparent (Clear) trash liners used for garbage?	Substantial Risk		
Electrical equipment leads tidy/no damage	Substantial Risk		
Are contractors working at the site following HSE policy (work permit) where applicable?	Tolerable Risk		
Working Environment (Noise levels, lighting, humidity, ventilation, temperature) etc. satisfactory and to standard?	Moderate Risk		
Back up power failure in place main hub/stations for alarm /access control /CCTV control (UPS)?	Moderate Risk		
Emergency doors alarmed where applicable electronic alarm logs reviewed?	Moderate Risk		
Work force access points controlled 24 hours (where applicable)?	Moderate Risk		
Are panic alarm installed (visitors entry points) and alarm working (where applicable)?	Moderate Risk		
Alarm monitoring reports available (fire/intruder)-alarm records filed?	Moderate Risk		
Alarm activation procedure in place, action taken within three minutes where to contact/what to do?	Moderate Risk		
Number of assaults/ threats occurrence at the location /courier routes if applicable?	Moderate Risk		
Are roof checked for leaks?	Tolerable Risk		
Parking area for fork lift (designated area)?	Moderate Risk		
Does the RSC have enough SMSA/ supplies?	Moderate Risk		
Are emergency number available i.e. QRM, Fire, Police?	Substantial Risk		
Quality Policy/HSE policy/Vision/Mission/Core value frames available?	Trivial Risk		
Is the Lost and Found property controlled as per company requirements?	Tolerable Risk		
Are the windows, doors and building secure?	Tolerable Risk		
Are pallets, boxes other items stored away from the main building?	Substantial Risk		

SMSA Express Transportation Co., Ltd.
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RATING

Trivial Risk

Risk Inspection Sheet
Owner: Director, QRM
Department: QRM

Auditor		**Date**		**Day**	
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Address		**Department**		**Operating Times**	
Auditee		**Auditee Contact#**		**Operating Hours**	

Legend	NO RISK	TRIVIAL RISK	TOLERABLE RISK	MODERATE RISK	SUBSTANTIAL RISK	INTOLERABLE RISK

What is the general condition of premises i.e. condition of walls, tiles, equipment, furniture etc - what needs improvement	Moderate Risk		
Fire	**Risk**	**Finding**	**Remarks**
Are Fire extinguishers in the right locations?	Substantial Risk		
Fire drills carried out once a year if allowed by civil defense?	Substantial Risk		
Assembly point identified signage available?	Substantial Risk		
Fire notice / Fire plan available?	Substantial Risk		
List of current fire Marshalls available with telephone numbers?	Substantial Risk		
List of certified first aiders available, (1 First aider every shift available for 50 staff)?	Trivial Risk		
Do fire marshals have training in fire safety?	Substantial Risk		
Is the Fire extinguishers inspection up to date?	Moderate Risk		
Is the Emergency lightning in use and on charge?	Tolerable Risk		
Are Shipments/materials blocking smoke detectors or exit points?	Moderate Risk		
Is there a Civil Defense License on file and is it current/valid?	Substantial Risk		
Is the sprinkler system tested and clear of obstruction/pressure gauge checked?	Moderate Risk		
Where applicable the map of the location available identifying the location of the fire safety equipment?	Substantial Risk		
Have the Smoke Detectors been tested?	Moderate Risk		
Security Offices/CCTV	**Risk**	**Finding**	**Remarks**
Is the CCTV in good working order? (ticket needs opening for repair)	Tolerable Risk		
Are there proper CCTV history recordings kept - 90 days GACA policy/all others 30 days?	Substantial Risk		
Are daily checks on CCTV recording logged by security?	Moderate Risk		
Is the quality of recording have 3 frames per second and up to standard?	Moderate Risk		
CCTV Day/Night cameras in use and sufficient lightning?	Substantial Risk		
Is the CCTV time accurate?	Moderate Risk		
Does the CCTV cover high value, X-Ray, CCTV should cover loading / unloading docking vulnerable areas?	Substantial Risk		
Is security shift hand over being carried out where applicable?	Moderate Risk		
Security Office file formats in place?	Trivial Risk		
Security Office notice board up to date with all communication?	Tolerable Risk		
X-Ray	**Risk**	**Finding**	**Remarks**
Ensure X-ray room is dust free / clean?	Tolerable Risk		
Civil defense license available/displayed?	Substantial Risk		
X-ray maintenance contract up to date -copy available?	Moderate Risk		
All security 'X' ray tapes/undertaking forms available and secured inside the safe?	Substantial Risk		
Lighting in the 'X' ray room working and in order?	Moderate Risk		

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Legend	NO RISK	TRIVIAL RISK	TOLERABLE RISK	MODERATE RISK	SUBSTANTIAL RISK	INTOLERABLE RISK

preventive maintenance for machines applied regularly?	Intolerable Risk		
Back up generator on automatic power shift once electricity goes off	Moderate Risk		
Is there sufficient lightning in work areas (No worn - out light)?	Trivial Risk		
Main Entrance Doors & Gates are closed non operational hours?	Substantial Risk		
All Escape route is accessible (Exit door)?	Trivial Risk		
Emergency doors working in order/signage in place	Trivial Risk		
Add & Maintain Reflecting tape at elevated door steps?	Moderate Risk		
Are stairs safe and undamaged?	Intolerable Risk		
Is the Air Conditioning/General working Environment in order?	Intolerable Risk		
Routine duct cleaning?	Substantial Risk		
Segregated food items, from cleaning materials?	Trivial Risk		
Clean shelves routinely?	No Risk		
Cleaning of windows using harness system/man lift cranes?	Moderate Risk		
Warning sign for slippery floor are available as needed?	Substantial Risk		
waste disposal, empty bins routinely?	Moderate Risk		
waste disposal away from the main building?	Tolerable Risk		
Is polythene, cardboard cleared and disposed off and recycled as per EHS requirements?	Trivial Risk		
Flooring (Carpet, Tiles) in work area are flat (no bulge, no broken & protruding piece that can bad to tripping, slippery & Stumbling)?	Tolerable Risk		
Floor markings in place and visible	Tolerable Risk		
Are glass doors obvious when closed?	Moderate Risk		
observe the proper stocking guidelines? (Loading & Uploading Shipments from vehicle)	Intolerable Risk		
Are shipments stored/stacked safely empty pallets stacked correctly/safely?	Substantial Risk		
Check integrity of shelves?	Trivial Risk		
All Staff are aware of Emergency Response procedure?	Intolerable Risk		
Are all hazardous substances stored correctly (Control of substances Hazardous to Health)?	No Risk		
Are Staff facilities in a good condition (toilets, kitchen areas , pray areas, smoking areas)?	Trivial Risk		

RESULTS

Color Coding	Escalation Criteria	No of "X"
INTOLERABLE RISK	Any	
SUBSTATNIAL RISK	3 Plus	
MODERATE RISK	4 Plus	
TOLERABLE RISK	6 Plus	
TRIVIAL RISK	6 Plus	

Intolerable Risk

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Legend	NO RISK	TRIVIAL RISK	TOLERABLE RISK	MODERATE RISK	SUBSTANTIAL RISK	INTOLERABLE RISK

A/C in working order in 'X' ray room?	Moderate Risk		
X' ray room alarmed (separate from main alarm)?	Substantial Risk		
Ensure 'X' ray recording is available?	Substantial Risk		
Do X' ray operator (both internal/GACA) have training?	Substantial Risk		
Check the 'X' ray operator's knowledge on the following -	Tolerable Risk		
(1) suspect package what should be done?	Substantial Risk		
(2) 'X' ray machine failure what to do	Substantial Risk		
(3) what to do if any explosive device relating to terrorism is found?	Intolerable Risk		
Are all finger print of 'X' ray operator available?	Moderate Risk		
Are all 'X' ray operator GACA license copy available?	Substantial Risk		
Are all 'X' ray files as per the file register is up to standard	Tolerable Risk		
Are GACA checks list completed and filed by security executive?	Moderate Risk		
II. Health & Safety	**Risk**	**Finding**	**Remarks**
Are all incidents, accidents and 'Near Misses' reported?	Moderate Risk		
Are cables, power sockets to standards not overloaded?	Substantial Risk		
Has employee received DG Awareness training where DG facility available?	Substantial Risk		
DG Specialist available on duty where DG facilities exist?	Substantial Risk		
Vehicle accident reported on time policy followed?	Moderate Risk		
The vehicle have a regular maintenance as required (i.e. change oil, tire rotation & change tire)?	No Risk		
The pre departure checks are being followed (i.e. Tire, water, fuel & brake)?	Trivial Risk		
No Smoking Policy are being followed in any SMSA Express vehicles, operational as well as other leased company vehicles?	Tolerable Risk		
How is vehicle driver inside premises/vehicle driver in a safe manner/required speed/safe reversing	Moderate Risk		
Vehicles secured correctly over night /day time?	Moderate Risk		
Fork lift Drivers have training License/required training and records available (Including outsourced)?	Moderate Risk		
Operation and Safety Manual for Forklift is available?	No Risk		
Preventive Maintenance for forklift conducted regularly?	Trivial Risk		
Specific lane for Forklift & Pedestrian are in order?	Tolerable Risk		
Speed Limit for Forklift in Warehouse are controlled?	Moderate Risk		
Battery operated fork lift charging area maintained & marked area/signage?	Substantial Risk		
Marked area where fuel is kept. Secure/bollards signage?	Intolerable Risk		
Is there a First Aid Kit - is it available and properly stocked?	Trivial Risk		
PPE's (i.e. Helmet, gloves, safety shoes) worn as appropriate during working hours?	Moderate Risk		
Machinery operations have emergency stop?	Substantial Risk		

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NO RISK	-	

Environment, Health & Safety Policy

SMSA Express Transportation Company Ltd., who is in the business of providing the services of Express Transportation, Logistics, Health Care Services, Freight and Mail Room Management Services, is committed to take adequate arrangements related to Environment, Health & Safety in all business aspects including receiving, storing, handling, storage and distribution. It is our policy to provide a workplace free from accidents, injuries and exposure to hazardous chemicals; protect the environment, conserve natural resources and prevent pollution taking into consideration our services end-of-life impacts on the environment.

Towards this, we have set our objectives and are committed to

- Comply with applicable Environmental, Health & Safety (EHS) legislation and statutory, regulatory, contractual and other requirements.
- Respond to community concerns regarding EHS and address them proactively in our operations.
- Integrate EHS considerations into business planning, business processes, and decision making.
- Maintain the effectiveness, and continually improve our EHS management system in accordance with the requirements of the ISO 14001 and ISO 45001 standards.
- Use management techniques including planning, monitoring, audits, analysis, and documentation of Environment & Safety related information to minimize EHS incidents / non conformance associated with our operations.
- Equip ourselves to address EHS emergencies.
- Champion EHS responsibility among all our employees and impart the requisite training, and encourage our employees and contractors to make suggestions on improving the EMS.
- Communicate our EHS policy and other concerns to our contractors and vendors and seek their compliance, and make this Policy available to our customers and other stakeholder.
- Continually review objectives and set targets to improve our EHS performance.
- Provide organizational structure, needed resources, support and directive to achieve these objectives.
- Take accountability for the EHS' effectiveness through various tools including management review meetings, data analysis and reviews, corrective and preventive actions, and inspections.

This Policy is reviewed periodically for its continuing suitability to the organization's current business.

Naif Sultan Al-Athel
Chairman of the Board