Safety Procedures & Work Instructions

ITG RESOURCES FZCO

Employee safety procedures and training

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1. Office Work - Safety Controls

P04 F01 - Risk Assessment | Activity 6: Office Work

Hazards

Visual Display Unit (VDU)/ Display Screen Equipment (DSE)-Work Related Upper Limb Disorders (WRULD's), Repetitive strain injury (RSI), Eye Damage, Stress, Headaches Electricity - Death, Serious injury, burns Slips Trips and Falls - Sprains, strains, fractures Passive smoking, Fire - Death, serious injury, burns, cancer.

Required controls

Ensure Job safety analysis (JSA) is completed

All computer workstations must have DSE Assessment carried out.

Regular breaks per hour from screen.

No overloading of power circuits, with testing carried out on all mobile equipment.

Never use equipment unless given instruction to do so.

Firefighting equipment, evacuation plan and regular inspection of both carried out.

Hazard Identification /Risk assessment required for office area relating to fire.

Audible alarms suitably located in office

Fire wardens and suitable assembly points nominated and signs erected to inform.

Emergency lighting required and checked monthly.

All staff and appointed persons must receive regular training and this must be recorded

Fire drills must be carried out and recorded

All trailing cables must be protected by trip mat.

Good housekeeping required not to block exits.

No smoking or naked flames allowed in office, smoking only permitted in designated areas.

Any subcontractor working in offices must be controlled and monitored.

All office staff and visitors must sign in and out of the building.

COSHH assessment for materials used in office must be carried out and maintain the register.

2. Training & Competency Procedure

P10 - Training & Competency

1 PURPOSE

The purpose of this procedure is to establish, implement and maintain a process for identifying QHSE training needs of individual employees of ITG RESOURCES FZCO and ensuring that QHSE trainings are planned, implemented, monitored and evaluated to determine the effectiveness.

2 SCOPE

This procedure is applicable to all QHSE-related trainings of ITG RESOURCES FZCO in conformance to its Integration Management System based on the requirements of the International Standards.

3 DEFINITIONS

QHSE Legal Requirements – decrees and regulations (local government, emirate level & national), standards, codes, industry standards and other guidance material related to environmental management and/or occupational health & safety.

QHSE Management Representative – a person officially appointed by the Top Management to handle the Integrated Management System.

4 PROCEDURES

4.1 Provision of Training

The QHSE Management Representative shall ensure that appropriate trainings, orientations, demonstrations and workshops related to these international standards are made available and provided to employees of the organization. Trainers who are suitably qualified to perform trainings on environmental, health and safety shall be entrusted to perform this training.

QHSE-related trainings programs shall be continually evaluated, modified and improved to include evaluations from previous courses, future organizational requirements and statutory/compliance obligations.

4.2 Employment of New Staff

All newly hired employees shall be required to undergo company orientation and QHSE induction training in order to ensure that each one possesses sufficient knowledge and awareness of the safety, operational and administrative requirements prior to starting work.

It shall be the joint task of the QHSE Management Representative and HR Department to provide these orientations and trainings to new staffs, especially those whose responsibilities may affect the environment, health and safety.

All new staffs/employees shall be sufficiently oriented of their specific job responsibilities that may affect the QHSE until Departmental In charge is satisfied that the employee has fully understood the job, particularly the aspects which may be new or special to the site.

The topics covered shall be recorded on the employee’s training record which shall be signed by the Departmental In charge/QHSE MR.

4.3 Mandatory QHSE Training

The QHSE Management Representative, in coordination with the Training Section of the HR Department, shall include the following trainings in its annual training plan:

QHSE/OHS Awareness Training (for all employees during induction);

QHSE Compliance Briefing (for managers & senior officers);

QHSE Management System Training,

QHSE Roles & Responsibilities,

First Aid Training (every 3 years);

QHSE emergency response and management

QHSE inductions (generic and site specific)

QHSE Consequences of non-conformance to specified procedure

QHSE relevant subject specific Training

QHSE Risk Assessments;

Chemical Handling & Disposal;

Fire Fighting & Evacuation;

Waste Management;

Others (as deemed necessary by the QHSE Management Committee)

4.4 Identification of Training

The Training Section of the HR Department, in consultation with the QHSE Management Representative, Safety Officer(s) and/or the QHSE Management Committee, shall identify training and awareness needs suitable and/or relevant to each of the employees' job description requirements and record the same in Training Needs Analysis.

The identification of training needs to be performed by the Training Section on an annual basis shall be recorded and files maintained for references.

Trainings identified by the Training Section shall be included in each of the employees Personal Development Plans. This will include consideration of any applicable changes in duties; legislation and risk assessments related to the activities of the employees whose work may create a significant impact to the environment.

All identified trainings shall be specified using the "QHSE Training Program" which shall be kept and maintained by the Training Section of the HR Department.

4.5 Induction of Suppliers and Service Providers

All key suppliers and service providers of organization shall be required to undergo the company's QHSE induction and/or training program that are comparable with their roles, duties and level of exposure to QHSE hazards, which might be present in factory, offices and other workplaces controlled by the company.

The QHSE Management Representative, in coordination with the HR Department and Procurement Department shall develop an annual training plan for all of the company's suppliers and service providers.

4.6 Testing of Competency

All employees with QHSE functions and responsibility shall undergo competency assessment and revalidation to be facilitated by the Head of the Training Section and HSE Engineer.

The competency assessment shall include an assessment on the following:

Previous experience & training;

Observation of skills & techniques;

Questioning of process & understanding;

Verification of use of relevant procedures;

Meeting Minutes.

Those employees who passed the assessment shall be automatically re-qualified. But for those who would not make it, they shall be subjected to re-training and/or review.

It shall be the responsibility of the QHSE Management Representative to ensure that those employees with QHSE functions and responsibilities are competent and trained in their areas of responsibility.

4.7 Training Records

Records of trainings, awareness and competencies shall be kept by the HR Department and on personnel files/folders of employees.

The QHSE Management Representative shall also retain a database of employees that have undergone mandatory QHSE related training.

4.8 Specific Environmental Training

In addition to the QHSE mandatory training required by employees, suppliers, contractors and service providers, other specific environmental training shall be provided to ensure that everyone is responsible for minimizing the environmental impact of their activities and processes. To fulfil this responsibility, the employees, suppliers, contractors and service providers of the organization shall be provided with sufficient awareness and training to identify their ongoing and potential environmental impacts.

Training programs shall be provided to all employees, suppliers, contractors and service providers of the following:

The importance of complying with QHSE policy and procedures; and their roles and responsibilities in achieving compliance;

Significant environmental impacts (actual or potential) of their work activities and environmental benefits of improved personal performance;

Their roles and responsibilities in achieving compliance with the QHSE MS, including emergency preparedness and response requirements;

The potential consequences of departure from specified operating procedures in both personal safety and environmental consequences.

Planning of training:

Planning the implementation of the training:

Level of responsibility and competence.

Frequency and types of training

Literacy, numeracy, language and other learning requirements.

Course selection / material development

Trainer competency

Assessment activities

Training records

Refresher training requirements

4.10 Key QHSE Knowledge and Skills – Competence

The following QHSE knowledge and skills are required at the levels shown to ensure effective functioning of the system.

All staff and workers will –

Know and understand the safe working procedures for their work

Recognize QHSE hazards

Know how to use the incident reporting system

Know how to initiate emergency plans by raising appropriate alarms and know what actions are required to undertake in emergencies.

QHSE MR will:

Know and understand the safe working procedures,

Recognize and manage QHSE hazards. Identify methodologies of mitigating the risks to ITG RESOURCES FZCO

Be able to successfully audit and undertake corrective and preventive actions for the non-conformances shown in the audits,

Be able to organize QHSE meetings,

Know and understand the QHSE MS and be able to implement and monitor it throughout all phases of a project,

Be able to manage crisis situations.

To enable ITG RESOURCES FZCO to establish a proper training needs analysis, the competence matrix shows the inputs that are required.

4.11 On Job Training

In addition to the induction training, every employee is provided with his own responsibilities and authorities. He is inducted on-the-job training by his immediate Supervisor who provides feedback to the Functional Head / MR.

4.12 Training Effectiveness/Review

In all cases of training, feedback is obtained from immediate Supervisors of the Participants within 2 months of completion of the program. All feedback forms for training effectiveness shall be recorded in Training Record, summarized and analysis shall be carried out. Based on the above evaluation, suitable corrective action shall be decided and implemented. Planned training v/s achieved training is reviewed in Management Review Meeting.

5 RESPONSIBILITIES

Top Management - responsible for determining and providing adequate resources for the provision of the minimum QHSE-related trainings to employees and relevant suppliers, contractors & service providers.

QHSE Management Representative & QHSE Management Committee – responsible for ensuring that all QHSE mandatory and specific training are provided to employees, suppliers, contractors & service providers, in coordination with the HR and Procurement Department. In addition, the QHSE Management Representative is responsible for identifying the need and engaging of external consultants/trainers; delivery of basic QHSE awareness training; and updating/reviewing QHSE training procedure and records.

HR Department (Training Section) – responsible for planning and facilitating the QHSE-related training, in coordination with the QHSE Management Representatives and QHSE Management Committee

Procurement Department – responsible for coordinating with suppliers, contractors and service providers of their involvement and participation to the company's QHSE training and awareness activities.

Suppliers and Service Providers – responsible for actively participating in the company's entire QHSE training & awareness program specific for their functions and responsibilities.

3. Consultation, Communication & Participation Procedure

P14 - Consultation, Communications and Participation

1. PURPOSE

The purpose of the procedure is to ensure that the related Quality, Occupational Health, Safety and Environmental information is communicated within the ITG RESOURCES FZCO and to its interested parties.

2. SCOPE

This process is applicable to all organization staff for effectively communicating their requirements and concerns to the management.

3. DEFINITIONS:

Occupational Health and Safety (OH&S): Conditions and factors that affect or could affect the health and safety of employees, temporary workers, contractor personnel, visitors and any other person in the workplace.

Safety: Freedom from unacceptable risk of harm.

Interested Parties: Individual or group concerned with or affected by the OH&S and Environmental performance of an organization.

Environment: Surroundings in which an organization operates including air, water, land, natural resources, flora and fauna, humans and their interrelation.

4. RESPONSIBILITIES

Operations Manager, QHSE Management Representative, Project Manager and Site Supervisor are responsible for implementation of this procedure.

5. PROCEDURE:

5.1 Consultation and Communication:

The Method of Internal Communication of the safety and environmental issues shall be through, Notice Board, Announcements, E■mails, Toolbox Talks, Trainings and other effective method. The Communications related to the IMS from interested parties shall be recorded in the Customer Complaints/ Health & Safety/Environmental concerns register.

The Communication to interested parties shall be through letters, faxes and company profiles, annual reports, newspapers, websites and community meetings. Projects Manager shall decide whether to respond to a relevant external communication or not.

The Department Head shall review the Customer Complaints/Environmental/ Safety concerns register on regular basis and ensure that all the actions are duly taken. The records of the action will be available on the register.

Based on the concerns and findings the MR shall decide whether to raise an NCR or not. The Corrective Actions for complaints regarding IMS are planned through NCR by the Management Representative and root cause is addressed by the respective department head.

5.2 Participation and Consultation:

Workers shall appropriately participate in hazard identification, risk assessment and incident investigation. They shall be consulted through safety meetings; toolbox talks and interviews. They will communicate their concerns/suggestions through HSE Memo Flyer.

The QHSE MR shall ensure that all safety and environmental aspects within the employees' area of work are communicated effectively and recorded in Environmental & safety Checklist.

The QHSE representative shall bring to the attention of the Projects Manager any incidents, accidents and potential risks within his area of work. QHSE Rep. records the same in Incident / Accident report.

The environmental aspect, its impact and management system programs will only be communicated to the interested parties by QHSE MR if requested for.

External interested parties shall be consulted regarding significant OH&S matters and issues.

4. Emergency Response

P06 - Emergency Response | Selected operational clauses

Raising The Alarm and Plan Activation

Activate the alarm in case of emergency and inform the team leader.

Provide the following details:

Location of the Incident

Natures of incident e.g., fire, number of injuries, etc.

Identify yourself giving your name and telephone number.

Emergency Communication

Communication is a critical factor in handling an emergency. To control the situation by the earliest possible action, any employee must be authorized to raise an emergency alarm.

Ambulance, medical staff, Fire team, Fire service, other emergency services shall be called if needed.

Action During Emergency

On hearing an alarm all personnel shall vacate the workplace. Before leaving, each person shall ensure that the area is as safe as possible by switching off welding machines, gas cylinders, running machines etc. Responsible persons shall take the lead to handle emergency before external help arrives. Site will be handed over to emergency team on their arrival on site.

All personnel shall muster at the declared assembly point. The designated members of the HSE team shall provide guidance and assistance to reach the assembly point.

Every supervisor shall ensure the following:

All work is stopped at once.

All equipment is shut down and put in a safe place.

All men are evacuated to a pre-determined assembly point in an orderly manner.

Advise security to open the main gate for emergency vehicles.

A roll call is taken and every man is accounted for, awaiting further instructions

keep the zone, affected by the emergency, clear and remove any vehicles that could cause a restriction to the emergency team.

No one is permitted to return to work until notification has been received from operations or from the company representative that it is safe to do so.

5. Safe Handling, Storage and Preservation

P15 - Storage & Handling | Sections 5.2 and 5.3

5.2 Handling of materials

5.2.1 Materials delivered to the warehouse/site stores shall be handled carefully with due care, especially during loading and unloading stages, in order to avoid any possible damage or personnel injury. Handling of materials will be performed carefully according to type.

5.3 Identification, Storage and Preservation

5.3.1 Stores In charge shall arrange all items in store in the specified locations. Similar material shall be arranged in adjacent locations identified by Size / Batch number etc. Materials purchased for a job are kept together and identified with the job name.

5.3.2 Material not affected by atmospheric conditions may be stored at normal room temperature. Whereas materials liable to deterioration (such as welding rods/paints/ chemicals/etc.) must be stored in suitable environmental conditions and proper room temperature as specified by the suppliers/manufacturers.

5.3.3 The arrangement of material storage shall allow easy access for checking and issue of materials. The Stores In charge shall have adequate control of stock conditions by continuous monitoring particularly for those materials with limited shelf life. Store in-charge ensures that stored materials are rotated frequently so that materials are issued on a first in first out basis.

6. Safety Production Digital Management Platform

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Section (11), printed page 61

The safety production digital management platform enables standardized and efficient work safety management. It addresses challenges at remote warehouses, including delays in safety education and training, insufficiently thorough and comprehensive hazard identification and rectification, incomplete risk control measures, inadequate safety investment, improper equipment and facility maintenance, and weaknesses in emergency management. The visual platform enables all management levels to monitor work safety conditions in real time, reducing the frequency of on-site inspections and supervision by the Group's dedicated safety management personnel, saving operating costs and improving efficiency.

Chinese source text

（十一）安全生产数字化管理平台

安全生产数字化管理平台实现规范、高效的安全生产管理，有效解决异地库点安全生产培训教育不够及时，隐患排查治理不够深入、不够全面，风险管控措施不够完善，安全生产投入不足，设备设施维护不当，应急管理松散等难点问题；通过系统可视化平台让公司各层级实时监控安全生产状况，减少集团专职安全管理人员深入现场检查、督导的频率，节约生产成本，提高工作效率。