



**VALUES:** Respect for People, Search for Excellence and Integrity

## Vision

To be a leader in setting standards for employees, patients, and visitors' health and safety and quality control of processes

## Mission

To comply with all applicable QHSE regulations to continuously improve our KPIs and provide the best QHSE training suitable for National Ambulance

Theme	QHSE Objective	Objective Statement	Proposed KPI
Customer	Simple and powerful QHSE framework	The company's internal customers are provided with a system that protects their safety in an easy to use format. External clients benefit from the increased efficiency and available performance data of the system.	<b>Metric #1</b> Staff Satisfaction with Safety in the Workplace
Customer	QHSE is embedded in service delivery	Service delivery is underpinned by the principles of quality and continual improvement where protecting the health and safety of our staff, the community and the environment is paramount. Risk management across all levels of the corporation is embedded within this objective	<b>Metric #1</b> Patient Satisfaction Rating <b>Metric #2</b> Staff Satisfaction Rating
Customer	Stakeholders are QHSE informed	The Executive Team, the Board, Clients, and staff are kept aware of the company's overall QHSE performance and where appropriate areas of weakness.	<b>Metric #1</b> % Reported Performance Snapshots
Customer	Decreased exposure through standardized framework	Consistent processes utilizing a framework all staff are familiar with reduces the chances of an event that would negatively impact the organization.	<b>Metric #1</b> Number of processes documented  <b>Metric #2</b> Number of high risk reports
Finance	Increase efficiency through Quality Processes	We shall use the QHSE System to identify, develop, and implement the most efficient methods of safely conducting business thus streamlining process to reduce operation costs	<b>Metric #1</b> Percentage of key processes monitored
Finance	Increase revenue through QHSE Reputation	QHSE performance, as well as ISO certification, is often scrutinized by potential clients. This positive record is highlighted in the marketing tools as well as contract tenders.	<b>Metric #1</b> Stakeholder Satisfaction Rating
Finance	Minimize Environmental, Health, & Safety losses	THE QHSE Management System acts to protect the company's assets, personnel, and reputation thus decreasing the financial burden created to incident response and repercussions associated with untoward events.	<b>Metric #1</b> Lost Time Injury Severity Rate (LTISR) Total Lost Time Injury Frequency Rate (LTIFR) Number of environmental incidents Environmental Program Awareness Rate

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Internal	Provide effective and focused QHSE training	All staff require training on aspects of the QHSE Management System. The QHSE Department will identify, develop, and implement training using the most appropriate methods over necessary topics.	<b>Metric #1</b> QHSE training completion rate
Internal	Ensure validity of QHSE Management system	The QHSE Department continually evaluates the QHSE Management System against ISO standards, company needs, and best practices to ensure it meets the company's requirements.	<b>Metric #1</b> Legal register compliance  <b>Metric #2</b> Number of monthly site audits and inspections
Internal	Develop 'No Blame' safety culture	National Ambulance is striving to create an environment where all staff are comfortable reporting any potential hazards, incidents, near-misses, or non-conformances. The QHSE Department encourages and supports this wherever it can.	<b>Metric #1</b> Staff confidence in Hazard identification
Internal	Evaluate and communicate QHSE trends	Effective QHSE Communications builds a strong relation with staff and ensures that it has resulted to a positive change in either behavior or culture. Monthly communications, e-mails, Newsletters, RIB, Quizzes, Hazard alerts,	<b>Metric #1</b> Number of QHSE Communications <b>Metric #2</b> Proportion of Root Causes completed
Internal	Make sure QHSE is understandable	QHSE is the responsibility of everyone. Policies and procedures are made accessible and easy to read.  Visual and human voices are incorporated into QHSE e-learning, Quizzes, Audit and inspection guide to make QHSE enjoyable and in the same time simple and effective	<b>Metric #1</b> Staff satisfaction with QHSE ease of use
Internal	Actively promote continual improvement	Continual Improvements is the core of the any organization development. Making sure that everyone's voice is heard and the organization is moving forward and learning from mistakes and transforming them opportunities to improve	<b>Metric #1</b> Number of received suggestions for improvement
Enablers	Utilize recognized QHSE Framework	Effective QHSE system within National Ambulance is a core requirement to engage staff to build realistic KPIs that will drive change.  Standardization of systems will support organizational functions and will achieve clear trends and analysis of the organization	<b>Metric #1</b> JCI & ISO Non Conformances Outstanding
Enablers	Receive visible management commitment	Executives commitment proves to the organization in a daily basis how disciplines are enforced, achieving resilience and affecting directly the success of the organization	<b>Metric #1</b> Number of QHSE Management Reviews
Enablers	Utilize trained and experienced staff	National Ambulance is recognizes internal strong skills and capabilities, keeps track of all trainings up to date through an intelligent system  National Ambulance supports the development of Emirati staff following the UAE Human Resources laws  National Ambulance also ensures that Qualified staff are resourced to each department to achieve the right outcomes	<b>Metric #1</b> HSE Staff Ratio