

# QHP211

## CONTRACTOR QHSE MANAGEMENT POLICY AND PROCEDURE

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## 1. POLICY INTRODUCTION

Contractors working at National Ambulance can affect quality, health and safety, and environmental performance of National Ambulance's operations. Likewise, National Ambulance's operations and facilities can cause harm to contractors, and negatively impact the quality of their work. Providing contractors with a process for working safely, in a way that promotes wise usage of natural resources, avoids pollution and delivers high quality services is therefore important for National Ambulance (NA).

'Contractor QHSE Management Policy and Procedure' sets out requirements for both NA and its contractors working at premises owned, operated or controlled by NA, in accordance with the requirements of 'OSHAD – SF: Management System Elements, V3.1' - Element 3.

This policy is relevant to the Organizational Roles and Responsibilities, Risk Evaluation and Management, Implementation Monitoring and Reporting, and Continuous Improvement Management System Components.

## 2. OBJECTIVES

The objectives of the Contractor QHSE Management Policy and Procedure are to:

- Protect the health, safety and wellbeing of contractors, and others, who may be affected by their work;
- Ensure contractors do not cause environmental harm;
- Ensure a high standard of work is carried out at NA premises by its contractors, and
- Fulfill requirements of the OSHAD – SF: Management System Elements, V3.1.

## 3. SCOPE

The 'Contractor QHSE Management Policy and Procedure' applies to contractors carrying out physical work at National Ambulance premises or events, including workplaces, and clinics. This includes installation, maintenance, cleaning and construction work, and testing and commissioning of equipment and facilities.

The QHSE requirements on contractors under this policy and procedure apply to contractors to the extent they have control at NA's workplace or event.

It does not apply to consultants engaged to carry out advisory services to the company, where these services do not involve physical activities.

## 4. ROLES AND RESPONSIBILITIES

### 1. ALL NATIONAL AMBULANCE STAFF

- Report contractor activities or working conditions that are unsafe, causing environmental nuisance or harm, or that deviate from NA's accepted standard of work;
- Instruct contractors to stop work where their work presents an unacceptable risk, including where control measures are not implemented adequately, pending further evaluation of QHSE matters prior to continuation

### 2. MANAGERS

- Ensure any contractors working under their direction have completed the relevant QHSE induction, and QHSE site procedures such as risk assessment and visitor sign-in/out (logbook);
- Assign supervision or directly supervise contractors to ensure they complete their work safely, without environmental harm, and to acceptable quality standards;
- Consult and communicate with contractors and staff before and during work regarding QHSE issues, and provide a communication channel should any QHSE issues arise during their work.

### 3. QHSE & BC MANAGER

- Provide QHSE advice and direction to the of scope of work, contractor selection criteria and assessment, contract terms and conditions, and post-work evaluation as required;
- Provide technical support to assess QHSE hazards and controls presented by proposed work;
- Monitor completion of QHSE documentation, such as QHSE induction records, QHSE meetings held with contractors, activity risk assessments, permits-to-work, waste tracking and contractor QHSE review;

- Carry out QHSE inspections of contractor activities from time to time or as required;
- Report overall QHSE performance of contractors to the Supply Chain Manager and CAO, as a part of QHSE management review;
- Review QHSE performance of contractors with Supply Chain Manager;
- Report deficient contractors' performance to Supply Chain Manager;
- Ensure adequate resources for NA supervision of contractors QHSE performance are available.

#### 4. SUPPLY CHAIN MANAGER

- Review QHSE performance of contractors with QHSE & BC Manager / Delegate
- Ensure QHSE performance and QHSE competence requirements are included in prequalification, contract/tender selection criteria, and contract conditions;
- Take steps to avoid reappointment of contractors with deficient QHSE performance on future contracts.

#### 5. CHIEF ADMINISTRATION OFFICER

- Provide budget allocation for specialist QHSE support for very large/ complex construction or maintenance projects to be undertaken by contractors;
- Cancel contracts prior to completion, in case of grossly unsatisfactory QHSE performance of a contractor, where continuation is likely to result in a significant loss, serious injury or death.
- Review QHSE performance of contractors across the organization, based on advice from the QHSE & BC Manager/ Delegate , and report to the CEO

## 5. PROCEDURE

### 5.1 Minimum QHSE Requirements for all Contractors

All contractors engaged by National Ambulance must:

- (a) Comply with all UAE, emirate or municipal health, safety and environmental protection legal requirements, including laws, regulations, decrees, and executive orders;
- (b) Comply with National Ambulance QHSE requirements including policies, procedures and permits advised during quote/tender process;
- (c) Nominate the QHSE Representative (provide name, position, mobile phone number) who is accountable for the contractor's overall QHSE performance, if this person is not the contractor's General Manager / CEO;
- (d) Hold the relevant permits and licenses to work in their field, for example, license to work as an electrical contractor in Abu Dhabi; license to transport a specific type of waste;
- (e) Obtain the necessary permits, no objection certificates or approvals for their activities from local authorities, prior to carrying out work, for example, approval from Abu Dhabi Municipality for civil works;
- (f) Provide a method statement for the work, which provides a step-by-step description of how the work will be completed, including actions, tools, equipment and materials used;
- (g) Carry out a contract-specific risk assessment of QHSE hazards arising from the work, and suitable control measures to reduce risks to an acceptable level, for contracts identified by NA as 'non-minor' for QHSE purposes.
- (h) The risk assessment method and rating system must align in principle with NA's 'QHP201 Risk Management Policy and Procedure', or otherwise to NA's satisfaction.
- (i) Communicate QHSE requirements to their staff and subcontractors, including those who do not speak English as a first language;
- (j) Provide protective equipment required to complete the work. Examples of this include personal protective equipment, earth insulating mats, and tested and tagged electrically insulated tools;
- (k) Accept QHSE responsibility and liability for subcontractors engaged by them to complete some or all of the work on their behalf;
- (l) Agree not to claim any financial losses from NA, which may arise from suspension or cancellation of work by NA due to poor QHSE performance against QHSE requirements.

### 5.2 Contract-Specific QHSE Requirements

NA must establish the specific contract information and QHSE requirements, and provide this information in requests for quotation, tenders and specification documents to prospective contractors. This information must include:

- (a) Scope of work –
  - Description and purpose of the work,

- NA location, building and normal activities carried out at that site,
- NA equipment, plant or physical operating systems involved.
- (b) Known QHSE hazards and risks associated with the work;
- (c) Relevant National Ambulance QHSE policies, procedures, forms and permits that contractors are expected to comply with.
- (d) Requirement for contractors to complete a site inspection prior to submitting a quote or tender, for work involving high-risk activities or work on critical systems, non-routine maintenance, contract duration greater than 1 day, or work requiring 3 or more people to complete.

### 5.3 Evaluation and Selection of Contracts

National Ambulance must include QHSE criteria for evaluating and selecting contractors. The extent of QHSE requirements should reflect the size and complexity of the contract.

Favourable consideration must be given to contractors that supply documented evidence of:

- (a) Current accreditation to any of the following standards: ISO 14001: 2015; ISO 9000: 2015; or ISO 45001: 2018;
- (b) An existing OSH Management System approved under OSHAD – SF (V3.1 or later);
- (c) Staff currently registered under Qudorat, who are assigned to work on the NA contract;
- (d) Water, energy or materials conservation (waste minimization, reuse and recycling) plans for their work.

Contractors who have a record of poor QHSE performance on previous NA contracts, evidenced by contract cancellation, QHSE incident or inspection records, or failure to achieve agreed practical completion, must not be engaged for a period of two years from the date of their last work with NA.

### 5.4 Work Pre-Start and Mobilization

- (a) Contractors must meet with NA prior to commencement of work, to discuss the matters set out in Appendix A (site mobilization meeting). This minute of this meetings must be documented and issued to NA and the contractor.
- (b) NA must provide any QHSE training or induction required for contractors to access a site;
- (c) Regulatory requirements for summer midday breaks (midday work ban) must be observed by all parties.
- (d) NA must provide drinking water, air-conditioned or shaded rest areas, and access to toilets for all contractors.
- (e) Contractors are responsible for providing sufficient food for its staff and allocating break times in liaison with NA operations.

### 5.5 Site Supervision, Monitoring, and Communication

- (a) Contractors must ensure their staff have the necessary training, experience and competence to carry out the work safely and to the required standards;
- (b) NA must nominate a site representative for daily liaison and supervision of contractors. The name, staff position, email address and mobile number must be provided to the contractor. In case the contractor's activities are conducted in high risk areas e.g. IT Data Center, Ambulance Communications Center, gas storage room.etc, a NA representative must be present all the time with the contractor
- (c) Contractors must nominate a competent staff member who will be physically present at all times during the work, and who will be the point-of-contact and responsible for QHSE matters on site (daily site supervisor). The name, staff position, email address and mobile number must be provided to NA.
- (d) Contractor daily site supervisors must be able to communicate in English (speak, read, write), and in a language understood by each member of their team on site.
- (e) Twice daily meetings must be conducted between the NA and the contractor, prior to commencement of work and at the completion of activities for the day, to discuss and communicate QHSE issues relating to the work.
- (f) Contractors must report QHSE incidents, accidents, non-conformances, and near-misses to NA immediately and follow-up with a written report within 24 hours, and an incident investigation within 3 days.
- (g) Periodic QHSE inspections must be carried out and documented for contract work with duration greater than 5 days.

### 5.6 Testing, Commissioning and Hand-Over

The practical completion date for construction and maintenance of civil, electrical, mechanical, plumbing, fire safety, IT and communications facilities or infrastructure must be agreed and documented by both parties, and where no agreement is reached, deemed by National Ambulance.

Practical completion shall not be agreed until:

- (a) Commissioning is complete - equipment, plant, buildings, infrastructure and operational systems must be tested and commissioned by the contractor according to a test plan, prior to completion of contract work. The commissioning report must be signed and submitted to NA.
- (b) QHSE incident and non-conformance incident investigations have been submitted to NA;
- (c) Operations and maintenance instructions or manuals have been supplied to National Ambulance, including any supplied by equipment or goods manufacturers.
- (d) Warranty certificates have been supplied, duly stamped, signed and dated as required to give them effect;
- (e) Engineering drawings have been professionally complied and submitted to NA. This includes approved and as-built drawings, bearing stamps of approval authorities. Drawings must be submitted electronically (pdf for approved, CAD files for design), and as large format color hard-copy prints.
- (f) Authority approval certificates, including ADCD, ADM and ADDC, are provided to National Ambulance;
- (g) Copies of waste tracking documentation for any hazardous waste generated by the contract is provided to NA.

## 5.7 Decommissioning/ Demobilization

- (a) National Ambulance at its discretion may request contractors to submit a demolition / decommissioning plan that is approved by the Building and Construction Sector Regulatory Authority.
- (b) All equipment and materials involved in the decommissioning must be disposed of in accordance with laws and regulations.
- (c) All access areas must be restored to the same condition prior to the start of work.

## 5.8 Construction HSE Plans

National Ambulance at its discretion may direct contractors to prepare a Construction or Maintenance HSE Plan.

The scope and content will be in alignment with OSHAD 'Code of Practice 53.1 – OSH Construction Management Plan (V3.1)', Environment Agency – Abu Dhabi requirements, and as advised by NA at such time. Contractor HSE Plans are subject to review and approval by NA prior to commencement of physical works.

## 5.9 Non-Compliance with QHSE requirements

Non-compliances may be observed through direct supervision of work against QHSE requirements, or through incidents and non-conformances, QHSE inspections, failure to complete QHSE incident investigations, violation of a permit-to-work, or failure to implement corrective actions.

Non-compliance with NA QHSE requirements may result in temporary suspension of work pending further review by NA management. All NA staff have the authority to stop contractor work temporarily based on imminent significant QHSE risks or danger. Financial losses incurred by contractors for suspension or cancellation of work based on QHSE performance will not be borne by NA.

Contracts may be cancelled due to significant deviations from QHSE requirements, which cause or threaten major injury, disability, death, significant environmental impacts, operational or asset losses, or significant legal non-compliances. Contract cancellation must be authorised in writing by the Chief Administration Officer based on review of QHSE issues and advice from staff.

## 5.10 Permit to Work

A permit-to-work is required for the designated high-risk listed below:

- Live work on an electricity supply system

- Confined space work
- Use of scaffolding
- Hot work (welding, cutting, use of open flame)
- Work on fire alarm control panels, fire alarm or firefighting systems
- Gas Room - maintenance, installation or construction within the Gas Room at the Warehouse
- Other miscellaneous hazardous activity.

In absence of other specific guidance, the OSHAD-SF Codes of Practice will apply for each of these designated activities. Based on the scope of work or proposed method statement, a permit-to-work may be required for other hazardous activities.

The permit-to-work must address the following elements:

1. Job identification
2. Work description
3. Hazards and controls
4. Issue
5. Acceptance and communication
6. Extension
7. Return
8. Cancellation.

Permit-to-work forms are available from QHSE department. Completed permit-to-work forms become company records that must be retained.

## 6 RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
'OSHAD – SF: Management System Elements, V3.1' - Element 3 2017	Abu Dhabi

## 7 RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
CONTRACT WORK - QHSE KICK-OFF MEETING AGENDA

## 8 FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [qhse@nationalambulance.ae](mailto:qhse@nationalambulance.ae)

## 9 DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- QHSE & BC Manager

### Change Brief

Version No.	Date	Change
1	August 2017	New Document
2	September 2020	Removal of DSC and DPE; Update OSHAD Management System version; add point 5.7 Decommissioning/ Demobilization; add point 24 to Appendix A; add high risk areas consideration to point 5.5

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CEO Approval

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Board Member Verification



## APPENDIX A - CONTRACT WORK - QHSE KICK-OFF MEETING AGENDA

### Contract Work - QHSE Kick-off Meeting (Site Mobilization) AGENDA

<b>Project/ Contract Title:</b>	
<b>Date:</b>	<b>Location:</b>
<b>Attendees:</b>	

ISSUE	Discussed? Yes / No	COMMENTS
1. Duration of work – number of days		
2. Start & Finish date		
3. Daily work timings: start/ finish time		
4. Authority permits, NOCs and approvals		
5. Review of work method statement		
6. Review of QHSE risk assessment		
7. Other QHSE hazards, risks and controls		
8. Permit-to-Work requirements		
9. Site access arrangements, including after hours and weekends		
10. Daily sign-in / out procedures		
11. Welfare facilities		
(a) Toilets		
(b) Drinking water		
(c) Rest areas		
(d) Summer midday break rule applies?		
12. Identification requirements		

ISSUE	Discussed? Yes / No	COMMENTS
13. Use of subcontractors		
(a) Subcontractor company name		
(b) Tasks/ assigned role		
(c) Number of subcontractor personnel		
14. PPE requirements		
15. Safety equipment		
16. Contractor daily site supervisor		
(a) Name		
(b) Position title		
(c) Email address		
(d) Mobile phone number		
17. NA site representative		
(e) Name		
(f) Position title		
(g) Email address		
(h) Mobile phone number		
18. Onsite materials and equipment storage area		
19. Waste recycling and storage		
20. Waste disposal and tracking documentation		
21. QHSE inspection schedule		
22. QHSE incidents and investigations		
23. HSE Plan		
24. Special considerations		
a) Confidentiality (e.g. taking pictures)		
b) Noise		
25. Other		