

QHP213

QHSE WORK LOCATION MANAGEMENT POLICY AND PROCEDURES

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1. POLICY INTRODUCTION

National Ambulance has a lot of facilities under its premises including Head Office, Warehouse, and stations. All of these facilities have health, safety and environmental hazards associated with its operations and information security requirements to protect secure working areas and confidential information. This document outlines the basic QHSE and information security requirements in place to address these requirements.

This policy is relevant to the Implementation Monitoring and Reporting, and Risk Evaluation and Management System Components.

The aim of the QHSE Work Location Management Policy and Procedure is to enable staff and visitors to work safely, and avoid workplace related sickness and environmental harm when working in any NA facility and to ensure that information assets are protected to protect information and reduce physical and environmental security compromises, through:

- Ensuring new staff and visitors have a minimum level of knowledge about site specific QHSE risks;
- Providing information on environmental, health and safety risks related to its operations, and the relevant control measures;
- Minimize property damage or other losses arising from incidents, such as fire, security compromises;
- Address workplace health, safety and environmental regulatory compliance requirements
- Implement information security control measures to secure working areas

2. SCOPE

The QHSE Work Location Management Policy and Procedure applies to all National Ambulance staff who visit or work in any NA facility, and any visitor including contractors, consultants, and suppliers. It also covers all types of information and information processing facilities.

3. ROLES AND RESPONSIBILITIES

Define who is responsible for implementation of the policy and procedures.

1. All National Ambulance Staff should:

- Read, understand, and apply this policy should:
- Work in a safe and environmentally responsible manner
- Follow QHSE instructions and requirements, as per policies, training, safety signage or direct instructions from Line Managers
- Report information security incidents and compromises to IT
- Report any hazards, incidents, near misses, and incidents to your Manager and to QHSE

2. Managers/Directors should:

- Ensure compliance with this policy in their department and functions
- Take prompt and meaningful action to resolve QHSE hazards, incidents and near-misses and information security compromises
- Report QHSE risks not identified or sufficiently controlled through existing policies and risk assessments, where further help or resources are required
- Ensure QHSE inspections are carried out by team where required and according to the schedule, and that inspection reports are maintained, and corrective actions completed
- Report non-conformances or improvement opportunities, such as new or changed risks which may arise from changes to procedures, consumables or equipment, to QHSE by submitting a QHF202 QHSE Reporting Form
- Ensure staff adhere to PPE, work area security, and visitors management procedures

- Observe, influence or report conduct of NA neighbors or building co-tenants whose activities may increase fire risks to NA staff or facilities

3. QHSE & BC Manager should:

- Development and maintenance of this policy
- Provide technical QHSE support to facilities to ensure QHSE hazards are identified and eliminated, or that control measures are properly implemented
- Monitor completion of evacuation drills, and organize or facilitate where appropriate
- Ensure completion of/ review of risk assessments, assisting or carrying out where necessary
- Monitor completion of QHSE inspections by teams, and completion of corrective actions
- Review fire safety performance, including incidents, near misses, QHSE inspections, risk assessment records, maintenance programs, training, drills, on an annual basis or after a significant incident or change in facilities or activities

4. IT Manager should:

- Support facilities in implementing information security controls
- Ensure controls are in place to protect information assets
- Review information security performance on regular basis
- Take part in investigating information security reports

5. Chief Administrative Officer should:

- Ensure budget allocation for information security controls, fire safety equipment, training, maintenance, and other QHSE requirements
- Ensure provision of resources to meet QHSE and information security control requirements
- Oversee the QHSE and security performance
- At least annually, review QHSE performance and adequacy of actions

4. QHSE WORK LOCATION MANAGEMENT POLICY

4.1. ABOUT NATIONAL AMBULANCE FACILITIES

National Ambulance's facilities are mainly divided to Head Office, Warehouse, and Stations. The Head Office is where most of the administrative supporting activities occur and includes IT data center, archive room and training room. The Warehouse is used for bulk storage of consumables and equipment, additional MCI medicines and drug packs, training room, ambulances, and equipment needed for events. Stations include medicines and drug packs, medical equipment and consumables, and hazardous materials including compressed gas.

Activity/Area	Head Office	Warehouse	Stations
Loading Bay – receiving and dispatch of goods		X	
Main Supply area – climate controlled storage of goods and equipment		X	X
Bulk Warehouse – bulk storage of consumables		X	
Garage – Ambulance Parking		X	X
Office & Training Rooms	X	X	X Ajman CD
IT Store		X	
Data Center	X	X	X Ajman CD
ACC	X		X Ajman CD
Gas Storage Room		X	X
Archive Room	X	X	

4.2. QHSE INDUCTION

All National Ambulances employees are provided with a face to face QHSE induction upon their joining and should complete a yearly QHSE Management System training that addresses fire safety, risk management, reporting hazards, incidents, and near misses.

A specific QHSE Induction exists for the warehouse due to the high risk areas and activities occurring in the warehouse. Any person, staff or contractor, who works unsupervised at the Warehouse must complete the Warehouse QHSE Induction ('Full QHSE Warehouse Induction') prior to working or visiting the Warehouse. The Full QHSE Warehouse Induction must address all information under "QHSE General Requirements" (Section 6). The induction may be delivered face-to-face, or online via the E-Learning platform.

Staff or visitors to the Warehouse who are not inducted must remain with an inducted staff member at all times. They must still receive a shortened version of the QHSE Warehouse Induction ('Short QHSE Warehouse Induction'), which can be delivered verbally. The only exception to this is for delivery drivers who only enter the Loading Bay but no other area at all (strictly).

The short QHSE induction must advise participants of:

- Warehouse operations and equipment;
- Mandatory PPE;
- No smoking policy;
- Location of toilets, drinking water, emergency escape routes and exits, and assembly point;
- Evacuation and fire response procedure.

4.3. PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Staff are responsible for wearing mandatory PPE when required, keeping PPE issued to them in good condition and safe when not in use, and reporting damage or loss to their Manager
- Visitor specifically to the Warehouse should be informed in advance of mandatory PPE requirements (indicated on the Safety Notice at the entrance to the Warehouse) to allow them an opportunity to arrange their own PPE.

4.3.1. PROTECTIVE FOOTWEAR – MANDATORY IN WAREHOUSE AND STATIONS

- Protective footwear is mandatory in all areas of the warehouse, stations, and when working in the field;
- NA issued tactical boots are protective footwear. Shoes other than tactical boots must be:
 - Enclosed - shoes covers the toes, sides and top of feet,
 - Strong - made from sturdy material such as leather to give protection from impact or items dropping on the feet,
 - Flat - no high heels,
 - Grip soles - to reduce slip risk,
 - In good condition – no holes, clean.

4.3.2. NITRILE/ RUBBER GLOVES – MANDATORY IN ALL FACILITIES, CLEANING

- Nitrile or rubber gloves must be worn when:
 - Pouring or mixing chemicals;
 - Cleaning washrooms and chemical storage areas;
- The gloves may have a cotton flock lining

4.3.3. NITRILE GLOVES (EXAMINATION)/ RUBBER GLOVES – MANDATORY IN ALL FACILITIES, CLINICAL WASTE HANDLING

- Examination gloves must be worn when handling medical waste, including transferring to bulk storage bins;
- Gloves used for clinical waste handling are subsequently classified as clinical waste;

4.3.4. GAS ROOM - MANDATORY IN ALL FACILITIES

- Minor amounts of hydrocarbons will ignite more easily in an enclosed space where there is an increased oxygen concentration, for example from leaking oxygen regulators;
- When entering the Gas Room, it is mandatory that all clothing and footwear is completely clean, and free of oil, grease, petrol, diesel or other spillages or other hydrocarbon residue (paints, thinners, solvents, glues);

4.3.5. HIGH VISIBILITY VEST – MANDATORY IN WAREHOUSE

- High visibility vest must be worn by fire wardens when evacuating
- A high visibility vest is used in the Loading Bay and Garage areas, and also in the Warehouse Bulk to help drivers or people carrying loads see pedestrians

4.4. LOGBOOK SIGN-IN/OUT AND VISITORS MANAGEMENT

- Visitors to the Head Office or Warehouse have to go through the reception before entering the facility. The reception will provide the visitor with a visitor's card and contact the relevant person/department.
- All Staff who do not normally work at the facility being visited (e.g. a head office employee visiting the warehouse) and all visitors must sign in to the Visitors' Logbook upon arrival, and sign-out when leaving the facility;
- Use of biometric scanners or Kronos does not replace the requirement for signing in and out of the logbook.

4.5. BIOMETRICS ACCESS

- Access to various areas within NA Facilities is controlled by the biometric scanners. Depending on an individual staff member's role, you may not be able to operate all internal doors.
- Once a fire alarm is activated, the biometric doors automatically "unlock".
- However, if a fire or other emergency happens and the fire alarms have not been activated (such as in the early stage of fire, or a fault in alarm system), the biometric doors will remain locked as normal, and cannot be used for escape by staff who do not have access permission; check if the warehouse has the manual door opening button
- Therefore, it is critical that each person individually:
 - Familiarizes themselves with the internal doors they have been given biometric access permission to;
 - Identifies the emergency evacuation route from each area of the facility, based on the biometric doors they can operate.

4.6. SAFETY SIGNS AND NOTICES

- Many safety signs are provided in order to comply with legal requirements in addition to guiding staff and visitors, for example, the site safety notice, fire exit signs, fire extinguisher signs and the evacuation plan (map).
- Staff must not remove or obscure safety signs.

- The QHSE noticeboard is located in Reception / entrance / Staff Resting area. Staff should check the noticeboard periodically for QHSE updates.
- There are numerous evacuation plans (maps) located around NA facilities. Staff should review and identify the nearest escape routes from all areas you will work in.

4.7. RISK MANAGEMENT

- Risk assessment is located on the QHSE Noticeboard.
- Staff must continuously update QHSE for changes in hazards and risks in order for these changes to reflect on the risk assessment
- Staff are expected to read and understand the risk assessment as it relates to their tasks and work location.
- NA staff who are supervising visitors or contractors must inform them of existing QHSE hazards, risks and control measures in the area that they will be working in.
- Refer to QHP201 Risk Management Policy and Procedures

4.7.1. FIRE

- Fire safety risks may arise from within the facility (for example, electrical faults or oxygen handling), or from neighboring structures / buildings, such as factories;
- A fire in a nearby structures / buildings can very quickly spread to NA's facilities.
- Report electrical sparking, trips, any small (or large) electrical shocks, or other electrical faults or equipment to your Manager.
- Do not place objects in a way that would obstruct the range of ceiling fire sprinklers.
- Do not store items in corridors, fire escape stairs or in fire exits.
- Do not bring new chemicals or flammable goods to NA facilities without approval.
- Report fire hazards within or near the facility to your Manager and QHSE.
- Refer to QHP209 Fire Safety Management Policy and Procedure.

4.7.2. EVACUATION

Refer to QHP209 Fire Safety Management Policy and Procedure and QHF222 Emergency Evacuation Plan for evacuation procedures.

4.7.3. NO SMOKING POLICY

Smoking inside NA facilities is strictly prohibited. Refer to COP112 Drug, Alcohol and Smoking Policy.

4.8. SAFETY HAZARDS

4.8.1. VEHICLES

- Be aware when near vehicles in garages, parking or in the warehouse's loading bay, particularly when vehicles are reversing. Drivers must (where practicable) request a crew member or other responsible person to safely stand where they can view the intended rear direction of the vehicle and provide visible guidance to the driver whilst reversing.
- Below should be considered when charging the ambulance:

- Make sure that the cables are laid out properly to avoid trip hazard
- Plug the charger in the main power supply
- Frequently monitor the ambulance while it charges

4.8.2. GOODS TRANSFER & STORAGE

- Stock is regularly moved throughout the Warehouse and stations, and on a smaller scale in the head office.
- Watch for staff moving goods on trolleys, carrying them or lifting them up/down from storage positions, to avoid collisions or impact.
- Good manual handling practices must be followed. Complete the Manual Handling Training on LMS
- Do not attempt to lift items into/from high positions without assistance. Use step ladders, carrying machine or forklift if available.
- Do not lift objects more than your capacity. Ask for assistance or use a trolley.
- Forklifts should only be operated by a licensed holder and following the manufacturers recommendation. It should be used at an appropriate speed that will ensure safe stopping. All forklift passageways should be clear of obstructions and tripping hazards, and safe distance should be maintained between the forklift and persons.

4.8.3. COMPRESSED GAS CYLINDER STORAGE AND HANDLING

- Oxygen and Entonox cylinders are stored in bulk in the Gas Room in the Warehouse and individually in the stations.
- Small increases in oxygen concentration, such as from regulator leak, increase the fire risk in situations that would normally be considered to have a low fire risk.
- If an oxygen cylinder catches fire it will explode violently, will likely cause fire or further explosion of any other oxygen cylinders nearby, and can blast through walls.
- Clothing or hair with high levels of oxygen trapped inside the fabric or between layers of clothes can ignite “spontaneously”.
- Staff must work in accordance with OPP120 Hazardous Materials Policy when handling or using oxygen.
- If oxygen discharges onto your clothing, body or hair, immediately go outside to an open area away from any heat or ignition source (no high powered lighting, engines or smoking) for at least 3 minutes to allow the oxygen concentration to normalise.
- When loading cylinders or handling oxygen cylinders with leaking regulators, ensure your hands, clothes and shoes are clean and free of any grease, oil, petrol or other hydrocarbon (wash your hands if you have used hand crème recently).
- All compressed gas cylinders must be stored properly. If stored in an upright position, the compressed gas cylinders must be chained.
- Empty and full gas cylinders storage area must be clearly labeled. Full and empty compressed gas cylinders must be separated.
- Use the gas cylinder trolley with chain to transfer bulk gas cylinders. Take extra caution when carrying individual gas cylinders.
- Do not use or create or use any heat sources in or within 5 metres of the gas cylinders. Heat sources include: high powered event lighting, engines, drills or cutting tools

4.8.4. CLINICAL WASTE

- Clinical waste is stored in bulk waste bins. It is classified as “hazardous” and must be handled, stored and managed as per OPP120 Hazardous Materials Policy.
- Clinical waste bins are to be locked at all times
- Waste must be kept in the color-coded bags as per OPP120 Hazardous Materials Policy

- Nitrile (examination) gloves must be worn when handling clinical waste bags
- All NA staff, including waste handlers, should be immunized for Hepatitis B in accordance with the CGP102 Occupational Health Program.

4.8.5. WASTE, RECYCLING, AND PEST CONTROL

- General waste bins are emptied regularly to avoid waste from overflowing
- Clean cardboard packaging is stored in the warehouse for reusing/recycling and are used when delivering to station;
- If you see a lot of ants or cockroaches, or mice, rats or other pests in the NA facility or immediately outside, report the situation to your Manager to enable further assessment and action if necessary.

4.9. INFORMATION ASSETS CONTROL

4.9.1. PHYSICAL PROTECTION OF SECURE AREAS

Secure areas are high risk areas in which security measures are implemented for access control. NA's secure areas include:

- ACC
- IT Data Center
- Archive Room
- IT Storage Room
- Assets storage Room

Physical access to secure area is controlled and only allowed for authorized individuals. Secure areas can only be accessed through biometrics or keys. These keys are stored with the relevant department manager or his/her delegate. Visitors to secure areas are only allowed in if approved by the relevant department manager or his/her delegate. Visitors are not allowed to bring electronic devices such as mobile phones to secure areas except if it's a work requirement.

Maintaining a list of authorized individuals, authenticating individuals accessing secure areas and maintaining access records is done by IT or the relevant department Manager. The authorized personnel list is determined by the relative department manager according to the employee's role and department and this list is reviewed on an annual basis. The authorized staff list is updated regularly by adding or removing individuals according to COP401 Information Management Policy.

Employees working in secure work areas during weekends or out of working hours are still required to punch in and out to log. Contractors and third parties accessing secure areas should be accompanied at all times. Secure areas are monitored by CCTV and records are maintained according to COP403 General Confidentiality Policy. Although bringing devices to the secure working areas is not prohibited, employees and contractors should take due care and shouldn't take pictures or transfer information unnecessarily.

Contractors undertaking non-emergency work in IT secure areas need to submit a statement of work to the IT Manager beforehand to ensure there are no issues. Any work which may impact the services, including testing and adjustments to the fire suppression, power, and cooling, will need to be approved by the IT Manager and the CAO and will have to go through the change management process in accordance with COP414 Organizational Change Management Policy and Procedure.

4.9.2. PHYSICAL PROTECTION OF GENERAL WORK AREAS

General work areas require security controls but at a smaller scale when compared to secure work areas. General work areas include Head Office, Warehouse, Stations, and Ambulances. Contractors and visitors to general work areas have to be monitored frequently.

- HR and Finance office has to be locked at all times out of working hours.
- Station and ambulance has to be locked at all times when crew is not present.

4.9.3. PHYSICAL SECURITY CONTROLS

Simple door signs are posted on secure areas entrances to indicate the room type. However, these signs shouldn't signal the type of confidential information contained inside these areas. Public work areas and key work areas are demarcated with walls to restrict non employees access to these areas.

Visitors to the Head Office or Warehouse has to go through the reception before entering the facility. The reception will provide the visitor with a visitor's ID card and contact the relevant person/department. The visitor should log his details in the guest log book. Employees and visitors should keep their identification card visible at all times when inside National Ambulance facilities.

4.9.4. MOVEMENT OF PHYSICAL INFORMATION ASSETS

National Ambulance's physical information assets are tracked at all times by:

- Keeping record of assigned assets to employees upon their joining or transfer of departments according to HRP104 On- Boarding and Induction Policy and Procedure
- Keeping record of assigned assets to vehicles on OPIQ
- Keeping records of assets sent to maintenance
- Tracking fixed equipment in the IT change management process

4.9.5. INFORMATION ASSETS PROTECTION

- Documents and data are protected according to their security classification level in accordance with COP403 General Confidentiality Policy
- Patient Care records are protected according to CGP119 Patient Care Documentation and Patient Care Record Policy
- Medical equipment and devices are protected in accordance with PUP203 Asset Management Policy and COP403 General Confidentiality Policy
- Handover of information assets should be in accordance with HRP643 Handover Policy

4.9.6. CABLING SECURITY

IT should ensure that the below cabling requirements are done:

- Follow CAT6A and Electricity Authorities cabling requirements
- Carry out planning before installing new or updating existing network connectivity
- Insulate all electrical insulations and communication and network cabling
- Ensure proper earthing is done
- Install communication and network equipment and cabling in places with minimum Electromagnetic Interference and should be properly insulated
- Cover cables laid under the ground with proper enclosures
- Keep network equipment away from easy reach and its cabling to systems should be concealed
- Install network termination points in permanent fixtures

Power, telecommunication and cables carrying data are protected and power and telecommunication/data cables are segregated to avoid interference.

Cables should be placed to be contained within the constraints of the physical environment used by National Ambulance.

4.9.7. FIRE AND ENVIRONMENTAL CONTROLS

Temperature and humidity is monitored in secure areas as they include medical devices and equipment and data center. Fire protection systems used in National Ambulance is detailed in QHP209 Fire Safety Management Policy and Procedure.

4.9.8. INFORMATION SECURITY INCIDENT REPORTING

- Information security incidents investigation and related actions are handled by IT
- Any information security incident report received by QHSE must be forwarded to IT helpdesk
- Any outcome from the investigation must be shared with QHSE for quality assurance and proper closure

5. 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
ADHICS Standard 2019, Department of Health	Abu Dhabi

6. RELATED POLICIES AND FORMS

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

Policy & Procedure /Form
PUP302 Warehouse Management Policy,
OPP120 Hazardous Materials Policy.
COP112 Drug, Alcohol and Smoking Policy
QHP209 Fire Safety Management Policy and Procedure
QHF202 QHSE Reporting Form
ITP115 IT Incident Management Policy
QHF222 Emergency Evacuation Plan
QHP201 Risk Management Policy and Procedures
Housekeeping policy
COP414 Organizational Change Management Policy and Procedure
COP401 Information Management Policy

7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

8. 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	January 2017	- New Document
2	October 2020	- Change code from PUP303 to QHP213 - Change of ownership From Supply chain to QHSE - Change of Document title - Change of roles and responsibility - Addition of Forklift safety requirements

		- Removal of Director of Performance and Evaluation - Addition of Information Assets Control clause and Information Security requirements (ADHICS)

CEO Approval

Board Member Verification