

QHP105

QHSE & BUSINESS CONTINUITY GLOSSARY OF TERMS, DEFINITIONS & ABBREVIATIONS

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1. POLICY INTRODUCTION

The Glossary of Terms and Definitions is applicable to all dealings of National Ambulance related to the Quality, Health, Safety, and Environment Management System. This document defines specific references, definitions, abbreviations, and terminologies.

2. SCOPE

This Policy defines all terminologies, definitions and abbreviations used in the Quality Health Safety and Environment daily operations of National Ambulance. Clinical terminologies, definitions, and abbreviations are documented in CGP212 Glossary of Clinical Terms, Definitions and Abbreviations.

3. ROLES AND RESPONSIBILITIES

1. QHSE Department

1. Communication of identified Glossary of Terms to relevant parts of the organization
2. Monitoring and review of the implementation of and compliance with this policy
3. Identification of new relevant terminologies
4. Complying with all relevant legal and regulatory requirements
5. Identifying key trends in the use of terminologies to inform the need for future development and improvement

2. ALL Staff

1. Implement and comply with all requirements relevant to their duty, unless doing so would cause or would be likely to cause injury, death, sickness, significant environmental harm, or significant property loss or cost to the business. Such a situation must be immediately reported to the staff line manager in line with QHP201 Risk Management Policy and Procedure;
2. Avoid using terminologies that are not included in the QHSE Glossary of Terms
3. Report missing terminologies that are relevant to the QHSE Glossary of Terms
4. Adhere to this policy and procedure

4. TERMS AND DEFINITIONS

Action Item

Any document, event, task, activity, or action that needs to take place

As Low As Reasonably Practicable (ALARP)

Means to reduce a risk to a level which is as low as reasonably practicable and involve balancing reduction of risk against the time, trouble, difficulty, and cost of achieving it.

This level represents the point, objectively assessed, at which the time, trouble, difficulty, and cost of further reduction measures becomes unreasonably disproportionate to the additional risk reduction obtained.

Aspect

Element of an organization's activities, products, or services that interact or can interact with the environment

Audit

A systematic, independent, and documented process for obtaining "audit evidence" and evaluating it objectively to determine the extent to which "audit criteria" are fulfilled.

An organized, autonomous and documented form of activity of an organization conducted by an independent body in order to comply to the BCM Standard.

Audit Criteria

A set of policies, procedures, or requirements (used as a reference)

Auditor

A person with the competence to conduct an audit or act as a part of an audit team

BCM Awareness

Development of understanding of primary Business Continuity Management risks and issues. Awareness enables the workforce to identify threats and responding promptly and appropriately. Awareness is created among employees in the organization and it is less formalized as compare to training

BCM Objectives

The targets or goals that an organization wants to achieve throughout the BCM

Business Continuity (BC)

The ability of the organization to continue its prioritized activities at predetermined level after the occurrence of disruptive incident

Business Continuity Management (BCM)

A comprehensive management process, which highlights possible threats and impact of such threats on business operations of the organization. The identification of the threats assists to develop organizational resilience, toward these threats, and an effective and suitable response that will protect the stakeholders' interest, brand name, and reputation

Business Continuity Management Program (BCM Program)

It is a component of overall organizational management system, which establishes, implements, operates, reviews, monitors, maintains, and improves business continuity capability

Business Continuity Plan

It is the major document that identifies the governance and scope of business continuity plan along with BCM objectives and highlights the cause of its implementation

Business Continuity Policy

It is the major document that identifies the governance and scope of business Continuity plan along with BCM objectives and highlights the cause of its implementation

Business Continuity Strategy

The method of an organization to plan in order to recover and continue after a disruptive event

Business Impact Analysis (BIA)

It is the process for analyzing business activities and the impacts of disruptive incidents that may happen over time

Capability

Ability of capacity to perform a specific activity effectively

Competence

Capacity to apply skills, resources, and knowledge to accomplish desired goals

Competent

Having adequate and sufficient training, qualifications and/or experience (or a combination) to be capable of carrying out a task safely and efficiently

Complaint

A complaint is an expression of dissatisfaction made to the organization, related to its services, where a response or resolution is explicitly or implicitly expected

Compliance

Extent to which requirements are fulfilled

Conformity

Extent to which mandatory requirements are fulfilled

Consequences

Adverse effects or the severity which causes the quality of service, health and safety or the environment to be impaired

Consultation

Seeking views of employees in health and safety related matters before making a decision

Continual Improvement

Consistent activities to increase the performance level

Contractor

External organization providing services to the client in accordance with agreed specifications, terms, and conditions

Control Measure

Actions and activities taken to prevent or eliminate a hazard and/or risk or reduce it to as low as reasonably practicable

Controlled Document

Controlled documents are documents tracked by the organization to ensure that all staff have access to the most current and unaltered versions of policies, procedures, forms, diagrams, flow charts, and registers

Correction

Action to eliminate a detected nonconformity or undesirable situation.

Corrective Action

Steps taken to remove the cause of an existing non-conformity or undesirable situation in order to prevent the recurrence of nonconformities or undesirable situations

Steps or measures that remove discrepancies

Disruption

An incident which disturbs routine operation, process, or function of the business. These events could be anticipated or unanticipated.

Exercise

Activity in which the business continuity plans is rehearsed in a part or in whole to ensure that the plans contain the appropriate information and produce the desired results when putting into effect

External and Internal Issues

External or internal variables that can have impact over the business continuity capability and Quality, Health, Safety, and Environmental Management System of the organization

Executive Team

The Executive Team consists of the Chief Executive Officer (CEO), Chief Financial Officer (CFO), Chief Administrative Officer (CAO), and the Chief Operating Officer (COO)

Fit-For-Purpose

Appropriate for its intended use

Flow Chart

Are sequence of steps taken to complete a regularly undertaken task documented in a diagram for easiness of understanding

Hazard

Any source, situation, or act with a potential for human injury or ill health

Ill Health

Identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation

Impact

Any change to the environment or workplace, whether adverse or beneficial, wholly or partially resulting from an entity's activities, products, or services

Immediate Cause

Obvious cause, including unsafe acts and unsafe conditions, that gave rise to the event itself

Incident

A single event which has caused a fatality, injury, illness, damage and/or harm.

Initial Risk

Potential risk for harm to persons, property, or the environment before applying control measures

Injury

Physical harm or damage to a person resulting from traumatic contact between the body of the person and an outside agency, or from exposure to environmental factors

Incident Response Plan

Set of procedure for immediate response after an accident, and it is focused upon the safety of personal

Interested Party

Individual, group, or an organization which can affect or be affected or is considered to be influenced by an activity

Inspection

Physical on-site verification that work is performed and equipment is maintained in accordance with existing EHS standards and procedures

Investigation

A detailed, defined, and recorded review of an occurrence, done to uncover and record the factors and root causes and their relationships which led up to and caused an incident

Internal Audit

Systematic, critical, independent, and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the QHSE management systems audit criteria set by the entity are fulfilled

A compliance review against BCM standard requirements. Therefore take corrective actions and suitable decisions accordingly

Investigator

A person competent to perform an investigation or act as part of an investigation team

Key Performance Indicator (KPI)

Quantifiable measure for indicating progress of goals and objectives

Key Process

Processes that have maximum impact on the success of an organization. It delivers results that are directed towards specific and measurable business objectives and goals

Lead Auditor/Inspector

The competent individual responsible for leading the audit or inspection team. The lead auditor/inspector prepares the audit/inspection plan, conducts the meetings, and submits the formal audit/inspection report

Lead Investigator

The competent individual responsible for leading the investigation team. The lead investigator prepares the investigation plan, conducts the meetings, and submits the formal investigation report

Legal Requirement

UAE and/or Abu Dhabi Laws, Regulations, Decrees, and any Requirements adopted by an entity because of these Laws, Regulations or Decrees. It also refers to any international standards or treaties to which the UAE / Abu Dhabi is a signatory, or which they have agreed in principle to implement

Maximum Acceptable Outage (MAO)

Time it would take for adverse impacts, which might arise as a result of not providing a product/services or performing an activity to become unacceptable.

Media Response Plan

Set of procedure that will enable organization to communicate with media and interested parties thought roles and responsibilities and use of available media channels to communicate and deliver necessary information and instruction effectively during a disruption.

Minimum Business Continuity Objective (MBCO)

Minimal level for product or service, which is considered as appropriate for the organization to accomplish organizational goals after disruption.

Near Miss

An unplanned event, event series, or condition that has occurred which, although not resulting in any injury, illness, loss, or damage, under slightly different circumstances would have

Non-Conformance (Non-conformity)

A non-fulfillment of a requirement. Specifically, a nonconformance is any deviation from work standards, practices, procedures, regulations, management system performance etc. that could either directly or indirectly lead to injury or illness, property damage, damage to the workplace environment, or a combination of these

Mandatory requirements in the BCM standard not fulfilled

Non-Routine

Activities or work not generally performed on a regular basis

Objective

Is the overall environmental, quality, and/or health & safety goal, that an organization sets itself to achieve. Objectives should be quantifiable wherever practicable

Opportunity

Circumstance or set of circumstances that can lead to improvement of QHSE Management System performance

Participation

Involvement of employees in health and safety related decision-making

Personal Protective Equipment (PPE)

Any device, appliance, or equipment (including clothing affording protection against the weather) designed to be worn or held by an individual for protection against one or more health and safety hazards, or minimize their exposure to, workplace risks. It includes but is not limited to items, such as facemasks and respirators, eye protection, high visibility clothing, coveralls, goggles, helmets, safety harnesses, gloves, and footwear

Policy

A plan or course of action intended to influence and determine decision, actions and other matters, or a statement of an organization's strategy (or intent) for achieving EHS performance and the responsibility, organization, and arrangements for pursuing and implementing the strategy

Prioritized Activities

Activities that are critical and must be given priority when recovering from disruptive incident in order to reduce the impacts

Procedure

Description, directions, or checklist of the steps to follow when we perform tasks to support policies

Process

It is a set of interdependent actions that convert inputs into outputs.

Quality, Health, Safety, and Environment Management System (QHSEMS)

An integrated system developed and implemented to include all factors related to the Quality, Health, Safety, and Environment for the purpose of protecting the environment and human health, meet customer expectation, and ensuring safety of employees in the workplace.

Quality, Health, Safety, and Environment (QHSE) Policy

A public statement of the intentions and principles of action of the company regarding its Quality, Health, Safety and Environmental effects, giving rise to its strategic and detailed objectives

Record

Document stating results achieved or providing evidence of activities performed

Recovery

Retrieval or recapturing of normal or prior state

Recovery Strategies

A strategy that is used by an organization to make sure its regaining or continuing after an incident

Recovery Time Objective (RTO)

Time span after the occurrence of an incident in which an activity or product should be restarted or resources and assets should be gained

Residual Risk

Remaining potential for harm to persons, property, or the environment following all reasonable efforts to reduce identified and predictable hazards

Resources

Resources include information, skill, people, technology, assets and premises, which obtain and used by an organization to achieve its organizational goals and objective

Responsible Person

A person designated by the company who, through the appropriate training and experience in health and safety, is competent to implement, oversee and manage the employer's health and safety program

Risk

Risk is the product of the measure of the likelihood of occurrence of an undesired event and the potential adverse consequences which this event may have upon:

- Service – reputation, customer experience, and feedback
- People – injury or harm to physical or psychological health
- Environment – water, air, soil, animals, plants and social
- Risk = Frequency X Consequences

The impact of uncertainties on organizational goals

Risk Appetite

The extent to which an organization can afford and bear the risks and neutralize these risk to eliminate the treats.

Risk Assessment

The process of determination of risk, in a quantitative or semi quantitative manner. It is an evaluation of the likelihood of undesired events and the likelihood of harm or damage being caused together with the value judgments made concerning the significance of the results.

The process in which risks are identified, analyzed, and evaluated

Risk Management

The process of implementing decisions about accepting or altering risks

Risk Matrix

The matrix portraying risk as the product of probability and consequence, used as the basis for qualitative risk determination. Considerations for the assessment of probability are shown on the horizontal axis. Considerations for the assessment of consequence are shown on the vertical axis. Plotting the intersection of the two considerations on the matrix provides an estimate of the risk

Root Cause

A process for identifying the basic or causal factors that underlie variation in performance and that may have caused or contributed to an adverse event. It focuses primarily on systems and processes, not on individual performance. It progresses from special causes in clinical processes to common causes in organizational processes and systems and identified potential improvements that would decrease the likelihood of recurrence.

Routine

Activities or work generally performed on a regular basis

Safe Working Procedures/Methods

Procedures that documents the safest way to perform work/task with minimal risk to people, equipment, materials, environment, and processes

Senior Managers

The Senior Managers composes the management team between the Employee Managers and the Executive Team, focusing on the long-term health and success of the organization rather than the short-term goals and projects.

SMART Objectives

Specific, Measurable, Achievable, Relevant and Time bound objectives

Stand Down

An official declaration, which communicates that emergency situation is controlled and no further invocation of plans is required.

Test

This is an activity or action that's is undertaken to gauge the capabilities or effectiveness of a strategy or plan against a predetermined criterion or benchmark.

Training

Organized activity aimed at imparting information and/or instructions to improve the recipient's performance or to help him or her attain a required level of knowledge or skill.

This activity is more formalized as compare to awareness. It purports to build skills and knowledge to increase the performance of staff regarding a specific function.

Top Management

Group of individuals sitting at the top of the organization and plays the role to guide and control the organization.

Unsafe Act

Something a person does that can cause an incident.

Unsafe Condition

A situation, which, if it continues, can lead to an incident.

Employees' Representative

An elected employee by other employees in the organization to represent the workforce in health and safety related matters.

5. RELEVANT LEGISLATION / STANDARDS

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
ISO14001; ISO45001; ISO9001	
NCMA 7000:2015	UAE

6. RELATED POLICIES AND FORMS

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

Policy & Procedure /Form
CGP212 Glossary of Clinical Terms, Definitions and Abbreviations
QHP201 Risk Management Policy and Procedure
QHP103 QHSE and BC Manual

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
2	09-Januray -2014	Addition of Terms for sentinel events & root cause analysis for JCI Alignment and addition of medical abbreviations
3	09-February-2015	Comprehensive revision of clinical terms
4	13-February-2019	Additional of table of content, addition of roles and responsibility, removal of the clinical governance and corporate Glossary of Terms, addition of Routine definition, using the new template of the Policy and procedure template, change of ownership from Director of Performance Evaluation and QHSE to QHSE Department Manager
5	02-February -2021	-Change in the introduction -Referring to CGP212 Glossary of Clinical Terms, Definitions and Abbreviations for clinical terminologies -Change in roles and responsibilities -Adding the definition of: Accident, Aspect, Contractor, Controlled Document, Correction, Flow Chart, Immediate Cause, Initial Risk, Key Performance Indicator, Key Process, Opportunity, safe working procedures/methods, consultation, participation, workers' representative, -Amend the definition of: Hazard, Minimum Business Continuity Objective (MBCO), risk, fit for purpose -Delete the definition of: Sentinel Event, Preventive Action

CEO Approval

Board Member Verification