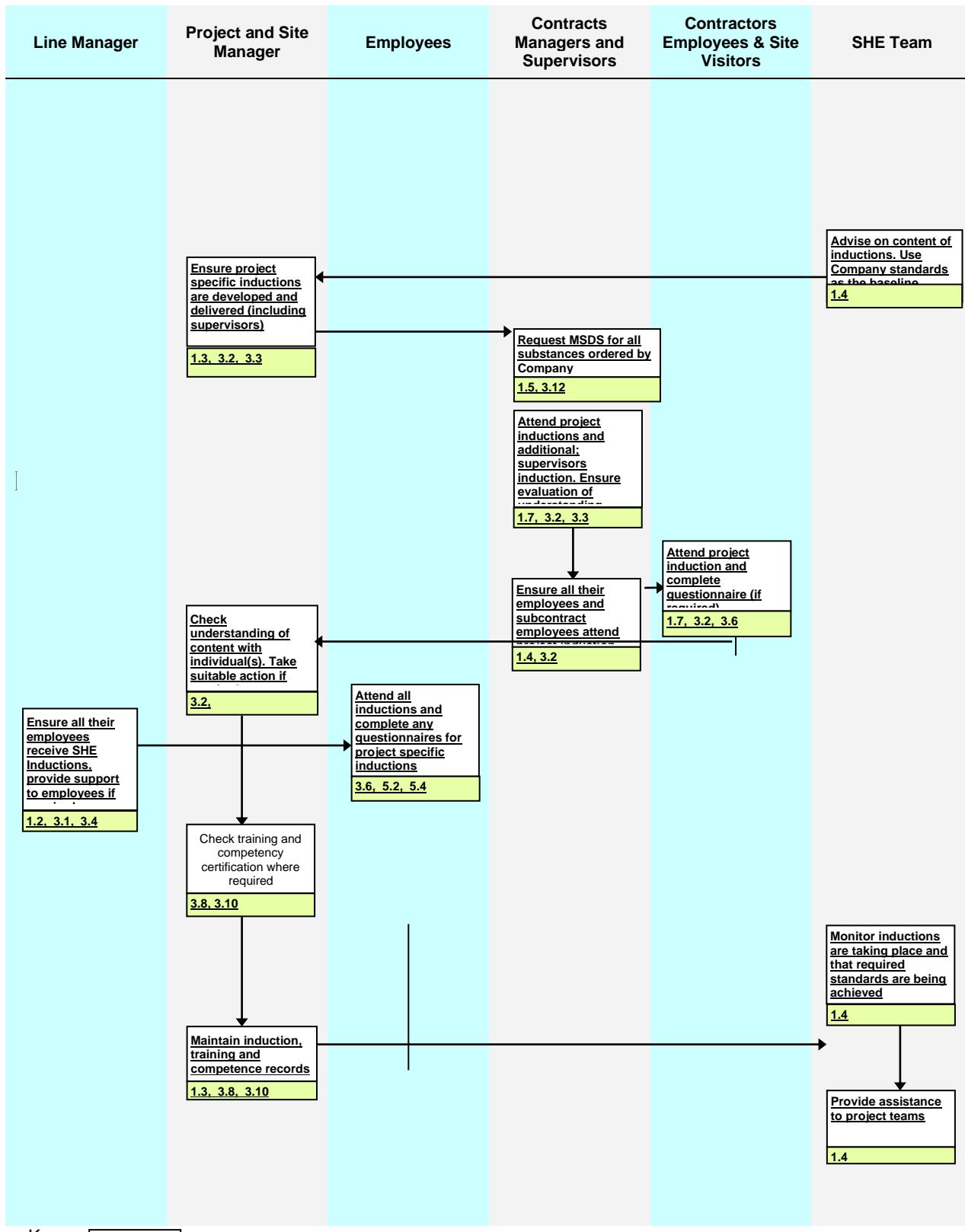


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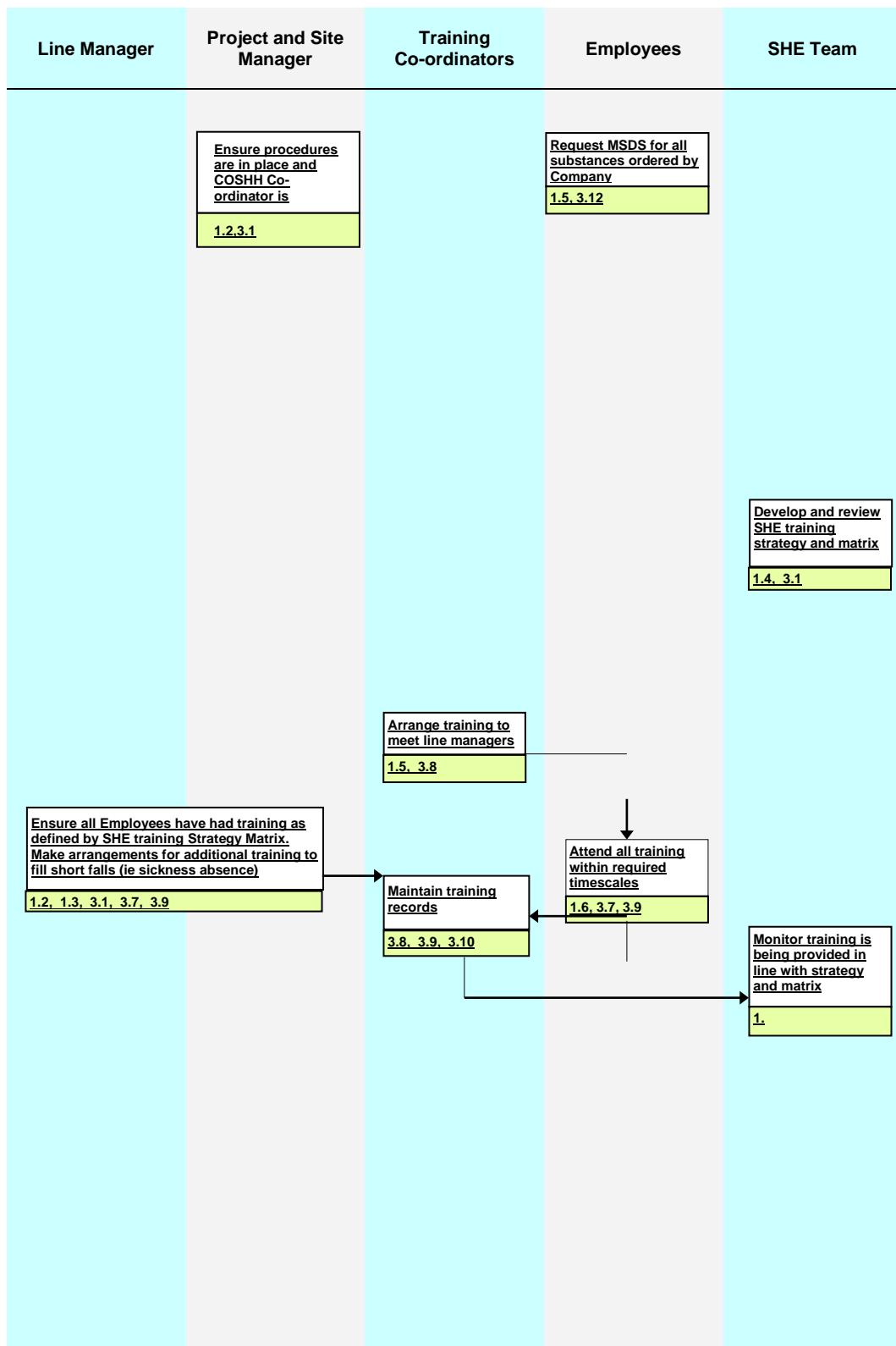
PROCESS MAP - INDUCTION FLOWCHART



Key:

Activity
Guidance

PROCESS MAP - TRAINING FLOWCHART



Key:

Activity
Guidance

PURPOSE

1 The purpose of this procedure is to outline measures to be taken to ensure the provision of consistent levels of Safety, Health and Environmental inductions and training throughout all managerial levels and operations across the business, thereby ensuring that each employee receives appropriate training in safety, health and environmental matters which reflect their operational needs. None of the processes described in this procedure are intended to replace external schemes.

SCOPE

1 This procedure covers all **COMPANY** projects and locations under the control of **COMPANY**. A **COMPANY** is defined as the organization with responsibility for management of safety at a construction site.

REFERENCE DOCUMENTS

FORMS

- 1 Project Introduction to Health & Safety at Work and Induction Evaluation **SHE-FRM-6-02**

DOCUMENTS

- 2 Qatar Regulatory Document (Construction) All Sections
- 3 Safety Health and Environmental Policy Statement & SHE Responsibilities
- 4 Safety Health and Environmental Standards & Guidance
- 5 Safety Health and Environmental Training Strategy and Matrix
- 6 Visitors Induction Format & Guidance
- 7 Site Specific Induction Format & Guidance
- 8 Active Behavioral Change Induction & Guidance
- 9 Supervisors Induction & Guidance
- 10 Office Induction Format

2.3.6.1 Responsibilities

SHE DIRECTOR

- 1 Authorises this procedure

LINE MANAGERS

- 2 Line managers are responsible for ensuring that all staff for whom they are responsible have received the training and inductions, and that necessary standards have been attained. Should any staff for whom they are responsible fail to achieve required standards, line managers must provide appropriate support to assist employees.

PROJECT/SITE MANAGERS

- 3 In addition to the above, Project and Site Managers must ensure that a suitable site specific induction programme is in place, and that necessary records are kept on site.

SAFETY, HEALTH AND ENVIRONMENTAL TEAM

- 4 Safety, Health and Environmental Advisors will provide advice on the content of Safety, Health and Environmental inductions, and they will also monitor that inductions are being provided as necessary, and that standards are being achieved.

TRAINING CO-ORDINATORS

- 5 Training Co-ordinators are responsible for the co-ordination and standards of training required by this procedure.

EMPLOYEES

- 6 Will attend all training (including inductions) they are required to do to ensure compliance with the safety, health and environmental training strategy. Where there is a problem attending courses, this will need to be raised at the earliest opportunity, with appropriate authorisations obtained from their Line Manager and or Director.

CONTRACTORS

- 7 Attend all site inductions, and ensure all sub-contract staff also attend. Only where authorised to do so, deliver **COMPANY** site inductions and ensure records are kept.

2.3.6.2 Definitions

EMPLOYEES

1 For the purposes of this procedure, any person carrying out work activities for or on behalf of COMPANY, this will include agency personnel and labour, but not contractors.

NEWLY ASSIGNED EMPLOYEES

2 Any employee who is new to a site/location, or new to their role.

TRAINING CO-ORDINATORS

3 The person within a business unit given the responsibility of co-ordinating delivery and recording of training provided to employees and, where Contractors appropriate, within the business unit.

VISITOR

4 Any person who is not carrying out work activities for or on behalf of COMPANY but is visiting the project for other reasons, i.e. Client staff, Trade representatives.

COMPETENT OPERATIVES

- 5 Workers with the adequate:
- (a) Knowledge – Mentor or classroom gained.
 - (b) Ability – Competence based assessment.
 - (c) Technical Training – International Certification i.e. NEBOSH, CITB, OSHA.
 - (d) Experience – Site hazard and operations awareness.

2.3.6.3 Action Required To Implement This Procedure

1 Refer to the Induction flowchart to ascertain who is assigned the actions required to implement this procedure.

SAFETY HEALTH AND ENVIRONMENTAL TRAINING STRATEGY

2 The **Safety, Health and Environmental Team** will be responsible for producing and reviewing a safety, health and environmental training strategy for the whole business. The training strategy and associated training matrix will be available on the **COMPANY** intranet*. This will ensure that the latest version is always available. The Safety, Health and Environmental training strategy will identify which training is to be provided to whom, and at which stage of their employment.

THE INDUCTIONS

3 All newly assigned employees will receive a Safety, Health and Environmental induction. The induction format can be found on the **COMPANY** intranet*. In addition, a location specific induction will be required to ensure all necessary safety, health and environmental information is provided.

4 Project inductions will not be given to any person who cannot provide evidence of competency relevant to their role.

5 **Projects** will provide a full Safety, Health and Environmental induction for everyone who will be on site, except accompanied visitors – see below. This induction must be provided before an individual is allowed to go onto the site. A standard format will be used for site inductions. This format is available on the **COMPANY** Intranet. **Project Managers** are responsible for ensuring that a site specific induction is in place and provided as required.

6 Visitors to sites, and other locations such as offices, must receive a tailored Safety, Health and Environmental induction if the full induction is not provided. This will cover important arrangements such as access and egress (including emergencies), muster point, location of first aid, etc. Visitors must be accompanied by a suitable person who has attended a full site induction. This will usually be a member of the site or contractor's management team, but could be other designated persons by agreement with the Project or Site Manager. The induction formats are available on the **COMPANY** Intranet*.

7 All inductions should be interactive, and seen as an opportunity for two-way communication. Where aids such as video/DVD are used these must not be used as the sole means of delivering the induction.

8 Site inductions will include a short evaluation. There are two example formats one on the reverse of the Induction Record sheet (SHE-FRM-6-02) and a separate question set and guidance which may be used is available on the **COMPANY** Intranet*. **Local project management** will need to determine what action to take should any individual fail to demonstrate a good level of understanding of the project requirements, including safety critical items. This should begin with taking reasonable steps to provide some assistance which may include further explanation, assistance with language difficulties, or assistance with reading and/or writing.

SUPERVISORS' INDUCTIONS

9 Any person on a site who will act in a supervisory capacity must undergo a top up induction. This will identify what **COMPANY** will expect of them as a supervisor or manager. In particular, it will cover expected standards of behaviour on site, and dealing with instances of unsafe behaviour. A format for the supervisors' induction is available on the **COMPANY** Intranet*.

NEWLY ASSIGNED COMPANY EMPLOYEES

- 10 **Newly assigned COMPANY staff** shall not commence their duties until they have:
- (a) Received a copy of the Safety Health and Environmental Policy Statement and their Safety, Health and Environmental Responsibilities. If the role involves managing or supervising others they must also receive a copy of the responsibilities of those grades they will be managing or supervising. Responsibilities should be explained to them by their Line Manager.
 - (b) Been informed where they can access a copy of the Safety Health and Environmental procedures, and the name of the person they should contact to explain those procedures (usually their local Safety Health and Environmental Advisor).
 - (c) Received general advice
 - (d) Been informed of any significant findings of risk assessments for the work they will undertake.
 - (e) Received inductions as required by this procedure.

11 If site based, they will also need to be informed of the Safety Health and Environmental Standards and Guidance, requirements for daily briefings and communication of safety, health and environmental matters.

AGENCY STAFF & DIRECT LABOUR

- 12 When requesting staff or labour **COMPANY** is required to specify to an employment agency:
- (a) Any special occupational qualifications or skills required to do the job, including any specific accredited training or evidence of competence.
 - (b) Specific features of the job that may effect health and safety (e.g. work at heights, heavy manual handling operations, etc).

13 Before starting work the **line manager of agency staff or labour** is required to check that they hold the necessary qualifications, and that they have been informed of any features identified to the agency as above.

PROVISION OF INDUCTIONS BY CONTRACTORS' PERSONNEL

14 (To be read in conjunction with guidance in Section 4)

15 Only in exceptional circumstances will contractors be allowed to undertake **COMPANY** site induction training. Agreement of the appropriate Project Manager and Safety, Health and Environmental Team will be required.

16 Where a contractor delivers this training **COMPANY** will provide contractors with sufficient site specific details to enable the training to be properly conducted. The same records will be maintained as would be if **COMPANY** were undertaking the training, including any test results.

17 In addition to the **COMPANY** Induction contractors may undertake their own induction training to their own staff or sub-contractors.

TEMPORARY COVER

18 Whenever temporary cover is provided for a post, particularly posts with key safety, health and environmental responsibilities, the **immediate Line Manager** shall ensure that the person undertaking the temporary cover is fully conversant with, and inducted in, the safety, health and environmental responsibilities of their temporary position. The responsibility to ensure this training has

been delivered to the temporary post holder remains with the **Line Manager**, even if the delivery is delegated to the outgoing post holder or another.

SAFETY, HEALTH AND ENVIRONMENTAL TRAINING ARRANGEMENT

19 Safety, health and environmental training will be arranged by the relevant **Training Co-ordinator**, who will also maintain safety, health and environmental training records. The only exception to this will be project specific site inductions which will be arranged and delivered by site personnel, with records maintained on site.

PLANT AND MACHINERY

20 See **SHE-PRO-005**

RECORDS

21 Records of training, including all inductions, will be maintained to provide proof of inductions and training, also these records will allow accurate planning for future training needs. Records will include evidence such as copies of certificates or tests (where they have been used) and will be maintained on site and where appropriate forwarded to the Training Co-ordinator.

22 Project Introduction to Health & Safety at Work **SHE-FRM-6-02**.

2.3.6.4 Guidance To This Procedure

1 This procedure and the roles and responsibilities highlighted within it aim to ensure that a consistent and relevant level of safety, health and environmental inductions and training is provided across the business.

2 One vital element required to achieve this aim is in the delivery of the inductions, this is often one of the first contacts with personnel working on **COMPANY** projects/sites and as such is the opportunity to engage with people and to set out the culture required to achieve a safe environment.

3 Delivery of inductions may not be an easy task for individuals to perform and to aid with this process the Safety Health and Environmental Team has produced a short training session for personnel who may be required to undertake this operation, it is then envisaged that only these personnel should carry out the inductions as far as possible. This process will then produce a standardised, consistent and comprehensive approach to inductions throughout **COMPANY**

4 Evaluation of understanding of the induction is useful in gauging retention of information and to highlight any areas of confusion or further clarification, an example of a format that may be utilised is form **SHE-FRM-6-02**.

5 Clarification of understanding may also be obtained via the use of questions and answers amongst the participants both during and at the completion of an induction. For further advice and clarification on the type and circumstances of use of evaluation contact the Safety, Health and Environmental Team.

- (a) Following a number of incidents it has become necessary to ascertain if inductees working under the control of **COMPANY** have any health issues that may affect their work, such issues can include for example :
 - (b) Taking medication that makes you feel drowsy
 - (c) Diabetes
 - (d) Epilepsy

- (e) Lone working restrictions
- (f) Issues First Aiders need to know about, etc

6 On the induction record sheet **SHE-FRM-6-02** there is a space for this information. The completed sheet must be kept in a secure, locked location on the project and regularly reviewed so that data that is no longer relevant can be appropriately destroyed.

2.3.6.5 Author

SECTION	NAME	POSITION IN COMPANY	CONTACT DETAILS

2.3.6.6 Approvals

	NAME	POSITION IN COMPANY	SIGNATURE & DATE
Approved by:		SHEQ Director	

Accurate completion of this form will enable us to make the necessary provisions without delay

(PLEASE GIVE SITE/MOBILE CONTACT NUMBER)

Name: **Site/Dept:**

Job Title: **Staff/Hourly Paid:**

Please state why the person requires training.

If a specific course is required give full details below.

Course Title **Fee:**

Course organiser

Location of course

Preferred dates

Signed by Nominating Manager

Signed by Trainee

Send copies of arrangements to:

Authorisation for Booking and Cheque for £ made payable to:

Approved/not approved **Date**

Director

RECORD OF INDUCTION ATTENDANCE

DATE OF INDUCTION:

CARRIED OUT BY(print name).....

NAME of attendee: (capitals) Mr. Mrs. Ms **HOME POSTCODE (First 3 digits)**

EMPLOYED BY (company name); :

OCCUPATION; **NUMBER OF YEARS IN OCCUPATION:**.....

EVIDENCE OF COMPETENCY HELD:.....

NUMBER AND EXPIRY DATE :

Is attendee a SUPERVISOR OR OPERATIVE (state which).....

Please detail below any medical condition(s) that may affect your normal day to day activity or require specialist attention or medication during your working day.

For example;,

Taking prescribed medication may make you feel drowsy; and expose you to potential danger.

If you have Diabetes or Epilepsy this may require us to implement, for example Lone Working Restrictions in case of a potential seizure.

.....
.....
.....

SIGNATURE of attendee

..... **Date**.....

Please be assured that any medical information you provide will be treated as confidential, securely stored and disposed of when no longer required, in accordance Company procedures. It is requested solely for the purpose of assisting **COMPANY** to maintain its duty of care obligations to all individuals working on our sites and will enable us to provide appropriate support as required.

Induction Evaluation (please tick appropriate answer)*

Q1	Who can operate mobile plant on COMPANY sites?	Answer	Q5	What is needed to achieve Perfect Delivery?	Answer
1.	The nearest person to it when it needs to be moved		1.	Four cornerstones completed	
2.	Anyone with a car driving licence		2.	Three out of the four cornerstones completed	
3.	Only suitably trained, certificated and appointed drivers		3.	Two out of Four as long as plan is in place to complete	
4.	Anyone with 30 years experience on a building site		4.	What event the client allows	
Q2	If you have any doubt about your task you should?		Q6	Who could potentially be affected if you had an accident	
1	Use your best guess and carry on.		1.	Yourself	
2	Don't start work, stop and ask.		2.	Yourself and your colleagues	
3	Follow what everyone else is doing.		3.	Yourself, colleagues, family, friends & anyone else connected	
Q3	What mandatory P.P.E must be worn on this site?		Q7	Where should re-fuelling of plant take place	
1.	Hard hat and Safety footwear		1.	Anywhere	
2.	Hard hat, safety boots, hi – viz jacket, eye protection and gloves		2.	Where directed and in designated area	
3.	Hard hat, ear protection and safety boots		3.	In parking area for plant	
4.	Hard hat, eye protection and gloves		Q8	The COMPANY LIFE programme asks for your help by	
Q4	Which of the following should be reported immediately?		1.	Being responsible for you and your workmates	
1.	Accidents		2.	Challenging unsafe behaviours	
2.	Environmental incidents (spills etc)		3.	Believing we can achieve an incident free environment	
3.	Learning events (near misses)		4.	Going home from work in the same condition you arrived in	
4.	All the above		5.	Everything mentioned above	

Additional questions to be completed by supervisors only

Q9.	As a supervisor you must	Answer	Q10.	Communication is vital in helping build a good safety culture and incident free environment, should you?	Answer
1.	Ensure that job is completed at all costs		1.	Select pieces of information that apply only to your work	
2.	Ensure that there are site specific risk assessments and method statements in place before job commences		2.	Communicate with all parties anything that will impact on the operation of the site	
3.	Ensure that only your own personnel are working safely		3.	Not give feedback to people raising issues	

*It is appreciated this type of evaluation by testing will not fit all circumstances and arrangements, ie special works or property services but some form of evaluation must take place via discussions or interactive sessions.