



# Contractor's Safety

## **Contractor Safety**

### **Policies and procedures for Emirates Group Management**

#### **Introduction**

When serious accidents occur in our workplace / operations, these are often due to particular problems associated with the activities of Contractor personnel. Identified problems are mostly; inadequate training, insufficient instruction, unfamiliar work environment, unauthorized operation of equipment, working in hazardous/ high risk areas without following safety instructions / procedures, high turnover rates and poor communication.

The requirements of Emirates Group Document – Integrated Safety Management System (ISMS) include that Emirates Group Companies conduct their activities in such a way as to take account of the health and safety of their employees and of other persons. In compliance with the operation of Core elements of safety policy – Item 12 of ISMS document Page 30, the concerned department and the contract custodian of the company must ensure that contractors working for the Emirates Group Company apply health, safety and environmental standards and best practices.

The contractors are required to comply with all relevant standards and legislations in force in the country. If there are no state regulations for safety, health and environment in the country of operation, then the contractors must adopt the best practices established in the industry.

Emirates Group companies must consider the consequences of their contractor's acts and omissions in terms of both legal liability and social responsibility in the fields of health, safety and environment protection. Being in the airline industry, the Emirates Group is seen as a responsible professional organization and the reputation of Emirates Group can suffer when associated with non-standard operations by Contractors.

It is very well established that the benefit from improved contractor safety performance is improved overall effectiveness and efficiency in the execution of the contractor's work.

In general, the contractor has an independent responsibility for his own safety performance.

The objective of this guideline is to assist Emirates Group Companies / Departments by highlighting factors and suggesting standards and best practices, while selecting contractors, awarding contracts and during execution of work.

Although the contractual obligation for the safety of contractor's work activity rests with the contractor himself, the Emirates Group Company Department – custodian of contract must ensure the contractor's compliance with the standards and best practices.

This guideline does not cover the technical aspects of safety required for the job.

## **Types of Contractor**

A contractor is any party, or company, or individual to whom the performance of certain work is contracted. The wide diversity of types of Contractors and contract arrangements implies that judgment will need to be used to assess the relevance and applicability of the factors highlighted in this guideline.

While considering the relevance and applicability, the following criteria should be considered.

1. The agreements to be entered into with the contractor.

The agreements fall into main groups such as

- Project agreements, where the result of the Contractor's work is a "finished product" E.g., Construction work, refurbishing work, Electrical work, Fire Alarm system installation work, Installation of Company signage etc.,
- Operational agreements whereby services are provided to any of the Emirates Group companies on an ongoing basis or one off, such as maintenance of facility or equipment e.g. elevators, escalators or other machinery, equipment / machinery leasing, cleaning, including exterior window - cleaning, transport – bussing services, manpower supply for baggage handling, cargo handling, loading and unloading services, driving, security services, transportation of personnel and material, outsourcing man-power supply for any activity etc.,

The principles of this guideline extend to sub-contractors, in the sense that the Emirates Group Contract custodian department monitors the contractor's performance.

2. The size of the Contractor's organization.

In some cases certain points in this guideline may not be applicable.

## **Selection of Contractors**

When selecting a Contractor and awarding a contract three stages can be distinguished:

- Pre-selection
- Pre-qualification
- Tendering and Contract award

## **Pre-selection**

During Pre-selection, a contractors' suitability for a specific type of work is assessed in a preliminary way. Safety should be one of the prime considerations in such assessment.

Pre-selection involves establishing a list of approved contractors. The contractors who are placed on this list can be invited to tender for a Contract, should meet a number of requirements, which can be checked by obtaining information on general, organizational and financial matters. The questions relating to safety must be included in any request for information.

## **Pre-qualification**

Once the project is defined, the pre-qualification process takes place as part of initial tender process.

The safety requirements to be verified as part of this pre-qualification are detailed in a generic format in **Appendix 1**.

The information on safety requirements specific to the project should be requested.

## **Tendering and Contract award**

The tenders submitted by the Contractor will have to include in the cost estimate of all items necessary for it to comply with safety, health and environment aspects. When one contractor specifies costs relating to safety and another does not, the Emirates Group Company custodian department can estimate additional cost to achieve the same standard and arrive at a comparable basis for both bids. Emirates Group companies should be cautious while awarding work to a bidder without regard to its safety performance and occupational health and environmental protection records. Short term apparent benefits of having the job done cheaply are liable to be offset by long term adverse effects.

## **The Contract**

The contract should have a separate clause dealing with the Contractor's compliance with health, safety and environment requirements. A specimen of safety requirements applicable to work is given in the **Appendix 2**. This would apply to work on Emirates Group Company premises as well as to other places where the Emirates Group company interests are there. For example, a transport contractor will need to comply with appropriate guides and best practices on road safety including driver training, defensive driving and emergency situation procedures.

## **Contractor Training**

The degree of training and supervision will depend on the type of work the contractor personnel will be involved in, type of work agreement, the location and duration of the job.

Where a new contractor is brought onto a work site / operational area, induction training should be held for its personnel, including supervisors, before starting work. They should be conversant with the activities being carried out in the vicinity and given a clear indication of the potential hazards.

It is essential that the training is given in the language of the Contractor personnel.

In the case of a transport contractor, drivers should be qualified to drive the vehicle prescribed and must have undergone defensive driver training by a suitable agency before they are placed on the job.

To emphasize the commitment of the Emirates Group Company management, it is recommended that the management team of the new contractor be given an oversight of safety requirements by Emirates Group Company line management. This briefing should include the Emirates Group Company's policy on health, safety and environmental protection. Emirates Group Safety Department can assist in this regard.

## **On the Job Control**

The contract should place the responsibility for supervision of safety of Contractor personnel on the contractor. Continuity of the Contractor's supervision is essential in order to maintain the required safety standards.

Where contractors are engaged on a short term basis, or for a specific job, or for man-power supply, the requisite amount of department supervision / checking should be determined by local circumstances and the nature of the work.

Inspection and auditing are important means for monitoring Contractor safety.

## **Reporting and Performance Evaluation**

For Emirates Group Company to assess its overall performance and to monitor the full effect of accident prevention measures, it is essential that the Contractor safety performance statistics are included.

It should be made clear to the Contractor that his safety record in terms of injuries and damage, as well as the efficiency of his reporting system, will be factors taken into account when new contracts are under consideration.

## Appendix 1

### Contractor HSE Pre-qualification

#### Guidelines

1. The questionnaire should provide the information required to assess the extent to which HSE and its management is organized by the contractor.
2. The Contractor should cover all relevant activities not only of the EK Group Company works / site but also all other support activities.
3. The questionnaire should be revalidated by a responsible Contractor Project Manager prior to submission.
4. Complete answers must be provided and substantiated by supporting documents.
5. Submissions should be assessed by Group Safety with representatives of Custodian of contract work.
6. If necessary, discussion with the Contractors may be required.
7. The Contractor should identify where he exceeds company requirements or Local laws and this should be recognised.
8. The Contractor HSE Pre-qualification is required for all types of contract whether it is a project agreement or operational service agreement.
9. Use additional sheets wherever required.

#### Questionnaire for Contractor HSE pre-qualification

Section	Title	
<b>Section 1</b>	<b>Leadership and Commitments</b>	
<b>1.1</b>	<b>Commitment to HSE through leadership</b>	
1.1.1	Describe the personal involvement of Senior Management in HSE management.	
1.1.2	Provide evidence of commitment by all levels of the organization.	

1.1.3	Demonstrate promotion of positive culture towards HSE matters.	
<b>Section 2</b>	<b><i>Policy and Objectives</i></b>	
<b>2.1</b>	<b>HSE Policy Documents</b>	
2.1.1	Does your company have a HSE policy Document? If yes, Please provide a copy?	
2.1.2	Who has the overall and final responsibility for HSE in your organization?	
2.1.3.	Who is the senior most responsible person for the policy being carried out at the premises and on site or any other premises, where the employees are working / or supplied to EK Group Company?	
<b>2.2</b>	<b>Availability of HS&amp;E policy statements to employees</b>	
2.2.1	Describe how policy statements are brought to the attention of all employees?	
2.2.2	Describe arrangements made to advise employees of changes in the policy?	
<b>Section 3</b>	<b><i>Organisation, Responsibilities, Resources, Standards and Documentation</i></b>	
<b>3.1</b>	<b>Organisation – commitment and communication</b>	
3.1.1	How are management and supervisor involved in HSE	

3.1.2	<p>activities?</p> <p>Describe how they manage and communicate HSE issues effectively?</p>	
3.1.3	<p>Are HSE communication meetings held, if yes, how often?</p>	
3.1.4	<p>Are there nominated HSE Advisers or representatives?</p>	
<b>3.2</b>	<p><b>Competence and HSE Training – Managers / Supervisors; HSE Advisers</b></p>	
3.2.1	<p>Do the HSE Managers and Supervisors possess HSE qualification?</p> <p>Have the HSE Managers and Supervisors received formal training?</p>	
3.2.2	<p>Have the managers, supervisors received formal HSE training?</p>	
3.2.3	<p>If yes, is the training is in-house or outside - Provide course content and duration</p>	
<b>3.3</b>	<p><b>Competence and HSE Training – Employees</b></p>	
3.3.1	<p>What arrangements does your company have to ensure that new employees have knowledge of basic industrial HSE and up to date?</p>	
3.3.2	<p>What arrangements does your company have to ensure that new employees have knowledge of your HSE Policies and Practices?</p>	
3.3.3	<p>What arrangements does your company have to</p>	



	<p>ensure that new employees have been instructed and have received information on specific hazards arising out of nature of activities? What training do you provide to ensure that the employees are aware of company requirements?</p>	
<b>3.4</b>	<b>Specialised Training</b>	
3.4.1	How have you identified areas of operations requiring specialized training to deal with potential hazards? List the areas / operations and training provided	
3.4.2	If the specialised work involves Radioactive, Asbestos, Chemical, and Scaffolding, Working at height, long hours of driving or other occupational Health hazards to employees/passengers/ public, how are the hazards identified, assessed and controlled?	
3.4.3	Does your company have established Hazard identification and Risk assessment procedure? If so, furnish details.	
<b>3.5</b>	<b>Assessment of suitability of sub-contractors / other companies</b>	
3.5.1	How do you assess HSE competence of sub-contractors?	
3.5.2	How do you assess HSE record of the sub-contractor / companies with whom you place contracts?	

3.5.3	Where do you specify your HSE standards to be met by your sub-contractors?	
3.5.4	Describe how these standards are met and verified?	
<b>3.6</b>	<b>Standards and Procedures</b>	
3.6.1	Where does your company spell out HSE performance standards that are required?	
3.6.2	How do you ensure that the standards are met and verified?	
3.6.3	How do you identify the regulatory standards or the best practices applicable to your activities?	
3.6.5	Describe the organisational structure for producing, updating and disseminating standards and procedures?	
<b>Section 4</b>	<b><i>Hazards and Effects Management</i></b>	
<b>4.1</b>	<b>Hazard and Effects Management</b>	
4.1.1	What are the techniques used within your company for the identification, assessment, control and mitigation of	

	hazards and effects?	
<b>4.2</b>	<b>Exposure of workforce to chemical and physical agents</b>	
4.2.1	What systems are in place to monitor the exposure of your workforce to chemical or physical agents?	
<b>4.3</b>	<b>Storage, Handling, Transportation and Use of Chemicals, Noise, Vibration, Radiation etc.</b>	
4.3.1	Describe the arrangements made to advise workforce on potential hazards from sources encountered during the work?	
<b>4.4</b>	<b>Personal Protection Equipment</b>	
4.4.1	What arrangements does your company have for provision and issue of Personal Protective Equipment for regular activity and specialised work activity?	
<b>4.5</b>	<b>Drugs and Alcohol</b>	
4.5.1	Does your company have drugs and alcohol policy?	
4.5.2	If so, does it include testing procedures?	
<b>4.6</b>	<b>Environment and waste pollution</b>	
4.6.1	Does your company have an environment and waste policy?	

4.6.2	What are the arrangements for identification, classification, minimization and management of waste?	
<p><b>Section 5</b></p> <p><b>5.1</b></p> <p>5.1.1</p> <p>5.1.2</p> <p><b>5.2</b></p> <p>5.2.1</p> <p>5.2.1.1</p> <p>5.2.1.2</p> <p>5.2.1.3</p> <p>5.2.1.4</p> <p><b>5.3.</b></p> <p>5.3.1</p>	<p><b><i>Planning and Procedures</i></b></p> <p><b>Manuals – HSE or Operation Manuals</b></p> <p>Does your company have HSE Manual or Operations Manual covering HSE working practices relating to work activities?</p> <p>How do you ensure compliance with HSE Manual or Operations Manual?</p> <p><b>Equipment Control and Maintenance</b></p> <p>Describe the arrangements made for:</p> <p>Control on use of equipment</p> <p>Equipment Safety</p> <p>Maintenance of Equipment in safe working condition</p> <p>Defect reporting</p> <p><b>Road Safety</b></p>	

5.3.2	<p>What arrangements does your company have for control of road and vehicle accidents?</p>	
5.3.2	<p>Does your company have a Driver Training program that includes defensive driving?</p>	
5.3.3	<p>If so, do they have pre-placement and refresher training?</p>	
<b>Section 6</b>		
<b>6.1</b>	<p><b><i>Implementation and Performance monitoring</i></b></p>	
<b>6.1</b>	<p><b>Management and Performance Monitoring</b></p>	
6.1.1	<p>What arrangements does your company have for supervision and monitoring of performance?</p>	
6.1.2	<p>What are the types of performance criteria used in your company?</p>	
6.1.3	<p>What are the arrangements made for communication to management and other employees?</p>	
<b>6.2</b>	<p><b>HSE Performance Awards</b></p>	

6.2.1	Has your company received any awards for HSE performance?	
6.2.2	Has any of your employee received award for HSE issues?	
<b>6.3</b>	<b>Notifiable accidents/ incidents / dangerous occurrences</b>	
6.3.1	Has your company had statutory notifiable accidents/incidents/ dangerous occurrences in the last Five years?	
6.3.2	What are the follow-up preventive measures taken?	
<b>6.4</b>	<b>Records of incidents</b>	
6.4.1	Does your company maintain records of accidents with details of lost time	
6.4.2	Does your company identify any occupational disease among your workforce? If so, please furnish details	
6.4.3	How are environmental issues / performance recorded?	
<b>6.5</b>		

6.5.1	<p><b>HSE Legislation Compliance</b></p> <p>Has your company been issued with notices by regulatory authorities or been prosecuted under any Safety, Health and Environmental issues?</p>	
<b>6.6</b>	<p><b>Incident investigation and reporting</b></p>	
6.6.1	<p>Who conducts incident investigations?</p>	
6.6.2	<p>How are findings of investigation communicated to Department and employees?</p>	
6.6.3	<p>Are Near-miss incidents reported?</p>	
<b>Section 7</b>		
	<p><b><i>Auditing and Review</i></b></p>	
<b>7.1</b>	<p><b>Auditing</b></p>	
7.1.1	<p>Does your company have HSE Auditing in practice?</p>	
7.1.2	<p>What are the criteria adopted for auditing and competence / qualifications of auditors?</p>	

7.1.3	Does your company have audit schedule?	
7.1.4	How is the effectiveness of audit verified?	
7.1.5	Who does management reporting and follow-up audits?	
<b>Section 8</b>	<b><i>Describe your Company's participation on HSE matters in industry level or government agencies?</i></b>	
<b>Section 9</b>	<b><i>Additional information of your HSE management</i></b>	



## **Appendix 2**

### **Safety Requirements Applicable to the Work**

#### **Responsibility**

1. The Contractor shall in the execution of the work be fully responsible for compliance with:
  - i. relevant local, national and international laws and regulations;
  - ii. local, national and international standards or codes of practices and best practices on relevant subjects
  - iii. Emirates Group's safety requirements.
2. The Contractor shall be fully responsible of its personnel to ensure that they strictly adhere to all applicable safety requirements.

#### **Recruitment, Training**

1. The Emirates Group Company Department may, if it so wishes, advise and monitor specific contractor personnel, such as forklift or any other equipment or machinery operator, driver for cabin crew / passenger bus etc. under manpower supply contract. The Contractor personnel shall demonstrate their ability and skills relative to their qualifications, experience and training in the field.
2. The Contractor and its Sub-contractor shall at his own expense ensure that all his personnel have been given the necessary safety and job related training required by law, as well as Emirates Group company requirements.

#### **Sub-contractors**

The Contractor shall inform the Emirates Group Company custodian department, of the names of Sub-contractors and their acknowledgement to comply with the safety requirements.

The Contractor shall ensure that Sub-contractors be informed of, and have opportunity to participate in, the safety activities required by the Emirates Group company department.

The Contractor shall regularly check Sub-contractor's compliance with safety requirements.

#### **Safety Awareness / Safety Meetings**

1. The Contractor shall be responsible for maintaining and enhancing the safety awareness of his personnel and sub-contractor's personnel, including arranging safety meetings.

## **Reporting and investigation of Accidents**

1. The Contractor shall have an accident reporting system acceptable to Emirates Group.
2. The Contractor shall investigate all accidents and dangerous occurrences and advise the measures taken to prevent reoccurrence of similar accidents in the Emirates Group company work site or operational area.

## **Occupational Health and Hygiene**

1. The Contractor shall be responsible for the work-related medical welfare of his own and Sub-contractor personnel and shall provide for:
  - first aid facilities in work sites
  - periodical medical examination where required
  - arrangements for professional medical treatment
  - hospitalization

## **Personal Protective Equipment**

The Contractor shall ensure his personnel and Sub-contractor's personnel are equipped with adequate clothing and equipment, as required in connection with the safe performance of the work. The personal protective clothing and equipment shall be maintained in good condition, and shall be worn as indicated in instructions, notices, safety regulations and best practices.

## **Environment**

The Contractor shall pay due regard to the environment to protect it from adverse effects of the contractor's activities. The waste disposal procedures prescribed by local laws shall be followed.

## **Alcohol and Drugs**

When required, the contractor shall establish an Alcohol and Drug Policy and implement the same.

## **Technical / Safety Audit by Emirates Group Company**

The Contractor shall allow the Emirates Group Company's representative or any other person nominated by the company access at any time to premises, plant, and equipment, personnel records when requested, to enable Emirates Group Company to inspect or audit any aspect of contractor's / sub-contractor's operations relevant to safety, health and environment.

The contractor shall conduct Risk Assessment of all operations including sub-contractor's work and establish the control measures required to manage the risks. The Contractor shall establish a system of checks and audits to ensure that the work is being performed in accordance with the safety requirements applicable to the work.



## **Safety Requirements**

**For**

**Contractors**

# Contents

<b>Section</b>	<b>Description</b>
<b>1.</b>	<b>Introduction</b>
<b>2.</b>	<b>Emirates Group – Group Safety Department</b>
<b>3.</b>	<b>Contractor’s Responsibilities</b>
<b>4.</b>	<b>Access</b>
<b>5.</b>	<b>Alcohol and Non – Prescription Drugs</b>
<b>6.</b>	<b>Cranes and Lifting Equipment</b>
<b>7.</b>	<b>Electricity</b>
<b>8.</b>	<b>Excavation</b>
<b>9.</b>	<b>Fire Prevention</b>
<b>10.</b>	<b>Floor Openings</b>
<b>11.</b>	<b>Food Consumption</b>
<b>12.</b>	<b>Gas Cylinders</b>
<b>13.</b>	<b>General Safety Requirements</b>
<b>14.</b>	<b>General Site Safety Rules</b>
<b>15.</b>	<b>Incidents</b>
<b>16.</b>	<b>Ladders</b>
<b>17.</b>	<b>Lighting</b>
<b>18.</b>	<b>Method Statements</b>
<b>19.</b>	<b>Personal Protective Equipment</b>
<b>20.</b>	<b>Portable Electric Tools</b>
<b>21.</b>	<b>Scaffolding</b>
<b>22.</b>	<b>Scaffold Inspections</b>
<b>23.</b>	<b>Site Accommodation and Storage</b>
<b>24.</b>	<b>Vehicles and Plant</b>
<b>25.</b>	<b>Working at Height – Prevention of Falls</b>
<b>26.</b>	<b>Site Certificate - General Requirements</b>
<b>27.</b>	<b>Site Certificate Form</b>

## **Safety Requirements for Contractors**

### **1. INTRODUCTION**

- 1.1 The prevention of accidents is considered to be of paramount importance to the Emirates Group. The Emirates Group has an accepted Safety Policy and contractors working within any Emirates Group facility SHALL be required to comply with that policy and all relevant standards or codes or Regulations issued by UAE Federal Law or Local Laws in the Emirate of Dubai.
- 1.2 These requirements are to ensure that all contractors can complete their works within the Emirates Group facilities, with the minimum loss due to injuries to persons, damage to either their plant or to the Emirates Groups, and with the minimum of interruptions.
- 1.3 The Emirates Group SHALL withdraw permission for contractors to work in situations where there are, in the opinion of the Emirates Group, any unacceptable risks to injury to persons or damage to plant or equipment.
- 1.4 The contractors attention is drawn to the Emirates Group Safety and Fire Protection Manual held by the Group Safety Department. Requests to view this document shall be made to Emirates Group representative.
- 1.5 This booklet is a brief guide to the contractor and does not supersede the requirements of the above document or the Contract / Agreement or absolve the contractor from following any required procedures, not detailed herein, as laid down in those documents.
- 1.6 Notwithstanding anything contained within these safety requirements, compliance with UAE Federal Law No.8, Ministerial Order No.32 of 1982, The Environment Protection Regulations – Occupational Safety and Health Regulations Local Order 61/1991 and the Code of Construction Safety Practice and technical guidelines issued under Local Order 61/1991 in the Emirate of Dubai SHALL be considered to be the minimum requirement. Occupational Safety and Health Regulations and other regulatory requirements in the country of operation shall be complied with.
- 1.7 Further information can be obtained through the Emirates Group representative.
- 1.8 Contractors are required to comply with all relevant standards and legislations in force. If there is no legislation on safety, or health and environment in the country of operation, then the contractors must adopt the best practices established in the industry.

## **2. EMIRATES GROUP SAFETY DEPARTMENT**

- 2.1 The Emirates Group Safety Department shall assist contractors to comply with these requirements by providing specialist advice on request, through the Company Representative. Any advice given shall not reduce the contractors responsibility to comply with any contractual agreement, either with the company or its sub-contractors, nor shall it negate its obligations or liabilities under Criminal or Civil Law.
- 2.2 The Emirates Group Safety Department shall monitor the works to ensure compliance with the safety requirements and have the authority to halt any work, which in its opinion, creates a risk of accident, injury or damage to plant / equipment.
- 2.3 Contact numbers for the Group Safety Department are listed below. In all cases the Duty Safety Co-ordinator is to be contacted in the first instance. The Duty Group Safety Co-ordinator will then notify the appropriate person.

<b>Duty Ground Safety Co-ordinators ( 24 hours )</b>	<b>Mobile 050 456 3341 04 - 2244325</b>
<b>Group Safety Office Fax Number</b>	<b>04 - 286 4086</b>
<b>Group HSE Manager</b>	<b>Mobile 050 450 1185</b>
<b>Fire Safety Officer</b>	<b>Mobile 050 450 1189</b>
<b>Fire Safety Office Fax Number</b>	<b>04 - 286 4086</b>
<b>Fire Safety Manager</b>	<b>Mobile 050 450 3168</b>

**Contact numbers detailed above are applicable only for Dubai based activities. In other areas, the contract custodian / Emirates Group Representative for the contract may be contacted.**

### **3. Contractor's Responsibilities**

- 3.1 Contractor / sub-contractor shall comply with the safety requirements and relevant standards or codes or regulations and rules in force. It shall be the responsibility of the contractor to initiate and maintain accident prevention programs which will include Safety Policy, organisation and responsibilities, systems, development of checklist of various activities, site inspection and implementation.
- 3.2 Every contractor who undertakes operations or works and who employs more than 150 persons, shall specifically appoint a full time Safety Officer qualified and experienced in the activities.

Where the contractor employs less than 150 persons, Engineer / supervisor with experience shall be appointed as part-time Safety officer in addition to his normal duties.

### **4. ACCESS**

- 4.1 Roadways, walkways, electrical switchgear, machinery and fire fighting equipment SHALL be kept clear of all obstructions at all times.
- 4.2 There SHALL be a safe means of access and egress to and from every work area. In addition, access ways around work areas SHALL be kept clear at all times.
- 4.3 Any alteration to the general access in walkways or roadways SHALL only be carried out with the prior approval of the Company Representative.
- 4.4 All road closures SHALL be co-ordinated with the Company Representative and SHALL be clearly indicated with barriers and warning lights clearly displayed during hours of darkness and poor visibility. Diversion signs SHALL be clearly displayed. Requests for any such road closures SHALL be made at least 72 hours ( seventy-two ) hours before the closure is required, unless the works are required for emergency situations.

### **5. ALCOHOL & NON – PRESCRIPTION DRUGS**

- 5.1 Contractor's staff shall not be permitted to bring or consume alcohol and non-prescription drugs onto any Emirates Group facilities, including plant, or equipment, or vehicles.
- 5.2 Persons suspected to be under the influence of alcohol or drugs SHALL NOT be permitted onto, or in any Emirates Group Facilities, including plant, or

equipment, or vehicles.

## **6. CRANES & LIFTING EQUIPMENT**

- 6.1 All cranes, hoists, lifts, lifting appliances and gear, forklifts or any other lifting machine and lifting gear SHALL have a valid test certificate. All lifting machines shall be examined, tested and certified every 12 ( twelve ) months; Lifting Gear / Tackle SHALL have a certificate issued by the manufacturers and examined every 6 ( six ) months, from a testing organisation recognised by the Emirates Group and approved by Dubai Municipality, or by the authority having jurisdiction, and SHALL be clearly marked with their identification and safe working load.
- 6.2 All cranes hoists or any other lifting machine SHALL have a valid insurance coverage, if machine or equipment is not covered under other machineries.
- 6.3 All operators SHALL be in possession of a current valid licence to operate the class of crane, hoist or any other lifting machine, he is required to operate.
- 6.4 No contractor is permitted to operate any crane, hoist or other such lifting equipment owned by the Emirates Group, other than a certified and trained operator, who has been given written permission by the Emirates Group representative to do so.
- 6.5 All lifting gear SHALL be in good condition, adequate for the task and shall be subject of examination by an Emirates Group representative.
- 6.6 Lifting gear SHALL include all chains, wires or fibre ropes used for lifting, slings, shackles, chain blocks, hooks, rings, lifting beams, gin wheels and any other piece of equipment used to support a suspended load.

## **7. ELECTRICITY**

- 7.1 All temporary cables SHALL be, wherever possible, raised above the ground.
- 7.2 Portable lighting SHALL have the lamps protected by cages.
- 7.3 All cables SHALL be in good condition and any joints in the cable SHALL be made with an approved joining system. Taped or spliced joints **shall not** be permitted.
- 7.4 Drawings SHALL be provided to the Company Representative of all temporary electrical systems.



## **8. EXCAVATIONS**

- 8.1 Before excavation, prior approval to excavate SHALL be obtained through the Company Representative.
- 8.2 The principal conditions of approval to excavate require that :
  - 8.2.1 All existing buried services in the area SHALL be identified and exposed by hand digging before permission shall be given to machine dig ;
  - 8.2.2 No machine digging SHALL be permitted within 3 ( three ) metres of ANY buried services.
- 8.3 All excavations deeper than 1 ( one ) metre SHALL be :
  - 8.3.1 Adequately supported by timber, sheet piles or other suitable material of the correct dimensions ; **OR**
  - 8.3.2 Battered back to a safe angle to prevent collapse ;
  - 8.3.3 Fitted with substantial edge protection to prevent persons falling into the excavation.
  - 8.3.4 Provided with sufficient ladders to ensure that persons can evacuate the excavation without delay in the event of an emergency ;
  - 8.3.5 Where there is the possibility of vehicles driving into the excavation, the area of excavation shall be provided with concrete blocks to act as stops. In addition, the provision of flashing warning beacons shall be provided around the entire area of excavation.

## **9. FIRE PREVENTION**

- 9.1 The contractor and sub-contractors SHALL ensure that its employees comply with the Emirates Group fire protection requirements.
- 9.2 The contractor and sub-contractors SHALL ensure that adequate fire extinguishers of the correct type and, where necessary, and fire blankets are provided. All fire equipment must be in good condition and be fully serviceable with the date of the last service clearly visible. All fire equipment must have been tested within the last 6 ( six ) months.
- 9.3 The use of fire mains and fire hydrants including fire hose reels for the supply of water other than for fire fighting use, is strictly prohibited.
- 9.4 Any discharged fire extinguisher SHALL be recharged and replaced immediately.
- 9.5 The burning of waste, debris or any other such material on any Emirates Group property is strictly prohibited.

- 9.6 In the event of any flammable materials, chemicals, paints etc., requiring storage on or in any Emirates Group property, such storage SHALL comply with all Federal and Local Laws pertaining to the storage of such items and the requirements of the Emirates Group - Group Safety Department.
- 9.7 The unauthorised operation of any fire protection equipment is strictly prohibited. Where necessary, authorisation may be obtained from the Emirates Group Safety Department, or the Company Representative.
- 9.8 Any fire occurring on any Emirates Group property SHALL be reported to the Company Representative and the Emirates Group Safety Department immediately, and a written report SHALL be provided within 48 ( forty eight ) hours to the Company Representative and the Emirates Group Safety Department.
- 9.9 All fire exits and escape routes including Fire Assembly Points are to be kept clear at all times.
- 9.10 **In the event of a fire ;**
- 9.10.1 Call Dubai Civil Defence - phone 997 and state clearly the location of the fire. Call the respective country Fire Brigade.**
- 9.10.2 Call the Emirates Group Safety Department on 04 - 2244325 OR mobile 050 456 3341 for Dubai based activities and state clearly the location of the fire.**
- 9.1.3 Contact Emirates Group representative / Contract custodian in the country of operation.**

## **10. FLOOR OPENINGS**

- 10.1 All floor openings SHALL be covered or otherwise adequately protected to prevent persons falling.
- 10.2 Timber for covers SHALL be strong enough to support the weight likely to be placed on it and covers SHALL be secured to prevent movement.

## **11. FOOD CONSUMPTION**

- 11.1 Food SHALL only be consumed in designated areas agreed with the Company Representative. No food shall be consumed within the work area.
- 11.2 All food waste SHALL be removed immediately, in a hygienic manner, and shall not be allowed to accumulate.

## **12. GAS CYLINDERS**

- 12.1 All gas cylinders SHALL be colour coded in accordance with the recognised standards.
- 12.2 Gas cylinders SHALL be stored and transported in an upright position and be securely chained to prevent them from falling over.
- 12.3 Gas cylinders SHALL be stored in a designated compound, which will segregate different types of gasses. The area where they are stored SHALL be shaded and a Dry Powder fire extinguisher shall be provided. The location of the storage area SHALL be agreed with the Company Representative and the numbers of cylinders SHALL be kept to a minimum.
- 12.4 Gas cylinders SHALL never be left in direct sunlight and nor SHALL they be left free – standing on or in any Emirates Group Facility or equipment or vehicle.
- 12.5 All gas welding, cutting or burning sets SHALL be fitted with the correct regulators, pressure gauges, flash back arresters and the correct hoses ( red for combustible gasses, black, blue or green for oxygen ). Check valves shall not be an acceptable replacement for flash back arresters.
- 12.6 The use of copper pipe for joining or extending purposes is strictly prohibited.
- 12.7 Suitable fire suppression equipment ( extinguishers and fire blankets ) SHALL be readily available prior to the commencement of any operation. The contractors employees SHALL be trained in the use of the fire equipment provided.
- 12.8 Adequate precautions SHALL be taken to cover floor or other openings, through which hot metals, sparks or slag may fall.
- 12.9 All combustible materials SHALL be cleared from the area before any welding, cutting, grinding or burning operations are carried out.
- 12.10 All welding, cutting, grinding or burning equipment SHALL be kept in good order and be free of any defects.
- 12.11 No plant, tank, vessel or pipeline that contains or may have contained any explosive or flammable substance SHALL be subject to :
  - 12.11.1 Any welding, brazing or soldering operations.
  - 12.11.2 Any cutting operation, involving the application of heat.
  - 12.11.3 Any operation involving the application of heat for the purpose of taking apart or removing the equipment or part of it, until all practicable steps have been to remove the substance and any fumes arising from it, or to render the contents non-flammable or non-explosive.
- 12.12 Further information is available from the Company Representative or the

### **13. GENERAL SAFETY REQUIREMENTS**

- 13.1 The contractor SHALL appoint an English speaking Representative, who SHALL be available to liaise with the Emirates Group Company Representative at all times.
- 13.2 The contractors Representative SHALL discuss the safety requirements of the works before the works commence and at regular intervals during the project. The Emirates Group Company Representative and / or the Emirates Group Group Safety Department must be kept informed of all aspects of the works and any changes.
- 13.3 For any works that are in close proximity of any aircraft operational areas, prior permission SHALL be obtained through the Company Representative and / or the authority having jurisdiction.
- 13.4 The contractor SHALL, at all times, maintain a level of housekeeping and site tidiness that is acceptable to the Emirates Group.
- 13.5 The contractor SHALL inform the Emirates Group Company Representative of any sub-contractors to be employed and SHALL be responsible for ensuring that all the sub-contractors are aware of the Emirates Group Safety requirements, and that they in receipt of copies of this document. This SHALL be done prior to the arrival of the sub-contractors on site.

### **14. GENERAL SITE SAFETY RULES**

- 14.1 The contractor SHALL ensure that all its employees, the employees of sub-contractors and any visitors to their areas :
  - 14.1.1 Obey all warning signs and notices.
  - 14.1.2 Take care during the performance of their jobs and that they do not endanger themselves or others who may be affected by their actions.
  - 14.1.3 Use the correct tools for the task and do not improvise.
  - 14.1.4 Keep their work areas clean and tidy and free from any obstructions.
  - 14.1.5 Do not engage in practical jokes or horseplay.
  - 14.1.6 Do not encourage others to take risks.
  - 14.1.7 Do not use compressed air for cleaning clothes or equipment and do not point compressed air hoses at any person.
  - 14.1.8 Do not remove the guarding from any machine unless prior permission has been obtained in writing from the Emirates Group Company Representative.

- 14.1.9 Do not enter any area of plant unless specifically instructed to do so.
- 14.1.10 Do not touch or use any Emirates Group services or equipment unless prior written permission has been obtained from the Company Representative.

## **15. INCIDENTS**

15.1 The following definition applies to any incident, and all incidents SHALL be reported to the Company Representative and the Emirates Group Safety Department :

“ An unplanned event due to an unsafe act or an unsafe condition or both, while at work or on duty, which resulted in or could have resulted in personal injury, property damage, work interruption or loss of production. ”

15.2 Incident Report Forms SHALL be completed within 24 ( twenty four ) hours and be forwarded to the Emirates Group Ground Safety Department. Copies of these forms can be obtained from the Emirates Group Company Representative.

15.3 First Aid facilities SHALL be provided by the contractor.

## **16. LADDERS**

16.1 All ladders SHALL be of a material that is not electrically conductive, unless approved by the Emirates Group Company Representative or the Group Safety Department.

16.2 Ladders SHALL be in good condition and free from any defect that is likely to affect their strength.

16.3 Ladders SHALL not be painted or otherwise treated such as to hide any defects. Clear varnish must only be used.

16.4 Only proprietary ladders constructed to British Standards or an equivalent standard acceptable to the Emirates Group, and rated for light trade or heavy industrial SHALL be used.

16.5 All ladders SHALL :

16.5.1 Be secured at the top to prevent movement or, where this not possible, be secured at the bottom.

16.5.2 Project at least 1 ( one ) metre above the working platform or landing to which they are providing access.

16.5.3 Be erected at an angle equivalent to the ladder base 1 ( one ) metre from the vertical for every 4 ( four ) metres it rises.

## **17. LIGHTING**

- 17.1 Where necessary, the contractor SHALL provide adequate lighting, both general background lighting to enable safe access and spot lighting to enable work to be carried out.
- 17.2 Where there is a risk of explosion, intrinsically safe lighting SHALL be used.

## **18. METHOD STATEMENTS**

- 18.1 Where requested by the Emirates Group Company Representative or the Group Safety Department, method statements SHALL be provided.
- 18.2 Method statements SHALL clearly and logically describe the activities that are to be undertaken and to ensure the safety of the operation.
- 18.3 All method statements SHALL receive prior written approval from the Emirates Group Company Representative.
- 18.4 Method statements SHALL be complied with by the contractor and any variation in the method to be followed SHALL be referred to the Emirates Group Company Representative.

## **19. PERSONAL PROTECTIVE EQUIPMENT ( PPE )**

- 19.1 The contractor SHALL ensure that all its employees, and the employees of its sub-contractors, are issued with and wear the following protective equipment whilst on or in any Emirates Group property:

- Safety Shoes: in all areas identified by the contractor, satisfying EN Standard 345-1, or equivalent, acceptable to the Emirates Group.
- Safety Helmets: in all areas identified by the contractor, satisfying EN Standard, or equivalent, acceptable to the Emirates Group.
- Eye Protection: in all areas identified by the contractor, satisfying EN Standard, or equivalent, acceptable to the Emirates Group.
- Face Masks: in areas identified by the contractor satisfying EN Standard 129, or equivalent, acceptable to the Emirates Group.
- Other Items: gloves, Safety belt / Harness etc., in areas identified by the contractor satisfying EN Standard, or equivalent, acceptable to the Emirates Group.

The Safety Officer or Safety Representative of the Contractor SHALL identify the hazards and provide appropriate personal protective equipment required.

- 19.2 The Contractor shall provide at contractor's expense, protective clothing including overall and all other personal protective equipment required for different operations.

## **20. PORTABLE ELECTRIC TOOLS**

- 20.1 All electrical connections SHALL be with the correct plug and socket. Taped joints are not acceptable.
- 20.2 All portable electric tools, including leads and plugs, SHALL be in good condition.
- 20.3 Electric power operated tools shall either be of the approved double insulated type or grounded.
- 20.4 Protective devices such as earth leakage circuit breakers shall be provided in the circuit to avoid risk of shock, fire or burns.
- 20.5 All portable electric tools SHALL be adequately guarded to prevent accidental contact with moving parts.

## **21. SCAFFOLDING**

- 21.1 Only tubular scaffolding with the correct scaffolding fittings, or system scaffolding, SHALL be used.
- 21.2 All materials SHALL be in good condition and SHALL be suitable for the task required.
- 21.3 All scaffolding tubing SHALL be straight and free from corrosion that is likely to affect its strength.
- 21.4 Boards SHALL be to a minimum of 38mm in thickness, and 225mm in width. Warped, split or otherwise damaged boards, or boards contaminated with oil, chemicals or cement are not to be used.
- 21.5 When erecting scaffolding, the following basic rules SHALL be complied with :
- 21.5.1 All standards SHALL be vertical.
- 21.5.2 Load bearing couplers SHALL be used to secure ledgers to standards.
- 21.5.3 Base plates SHALL be used under all standards.
- 21.5.4 Sole boards SHALL be used where necessary, and SHALL span at least two standards.

- 21.5.5 Adequate bracing SHALL be installed to prevent movement.
- 21.5.6 Ties SHALL be installed every 6 ( six ) metres horizontally and every 3 ( three ) metres vertically and SHALL be of the positive type.
- 21.5.7 The height of the scaffold shall not be extended by the use of ladders / trestles etc.
- 21.5.8 Mobile scaffolds shall not exceed the following base to height ratios unless they are adequately tied. The minimum base dimension shall not be less than 1.2 metres
- Interior : 3.5 times minimum base dimensions
- Exterior : 3 times minimum base dimensions.
- 21.5.9 A safe means of access SHALL be maintained to the scaffolding at all times, including during construction and dismantling.
- 21.6 Scaffolding design SHALL be carried out by a competent and qualified engineer.

## **22. SCAFFOLD INSPECTIONS**

- 22.1 The " Scafftag " system of recording inspections SHALL be used.
- 22.2 The contractor SHALL ensure that the scaffold is inspected before being used and that the " Scafftag " is completed, signed and prominently displayed.
- 22.3 Thereafter the scaffold SHALL be inspected every 7 ( seven ) days, after any alteration and when the weather conditions are likely to have affected the scaffolds strength and the " Scafftag " is signed.
- 22.4 All inspections SHALL be carried out by a holder of a CITB Advanced Scaffolders Certificate of Training Achievement, or an equivalent acceptable to the Emirates Group, and their signature SHALL be on the " Scafftag ".
- 22.5 A report on inspection of scaffolds shall be kept in the site of operations or works and shall be made available to Emirates Group Representative or Group Safety Department or any other government inspection authority. Scaffold inspection report must contain location and description of scaffold, date of inspection, result of inspection, name and signature of the person who made the inspection.
- 22.6 All scaffold users SHALL be responsible for ensuring that the " Scafftag " is in position and in date before using the scaffold.
- 22.7 When the RED and WHITE side of the " Scafftag " is showing, the scaffold is **NOT** safe to use in any circumstances. Further information can be obtained from the Emirates Group Company Representative.



## **23. SITE ACCOMMODATION & STORAGE**

- 23.1 The contractor SHALL only be permitted to locate any form of office accommodation or storage areas after consultation and agreement with the Emirates Group Company Representative. The Emirates Group Safety Department must also be informed.
- 23.2 Where permanent facilities are not available, toilet facilities SHALL be provided before the commencement of work and SHALL be maintained by the contractor, to a standard acceptable to the Emirates Group.

## **24. VEHICLES & PLANT**

- 24.1 All contractors vehicles SHALL only be permitted to enter the operational area to deliver or transport materials to, from and within the work site.
- 24.2 The contractor SHALL ensure the following :
  - 24.2.1 All vehicles and mobile plant or equipment belonging, or on hire, to them or used by their employees on any Emirates Group property, have the necessary licences and that they are fully insured against third party liability, if machine or equipment is not covered under other machineries.
  - 24.2.2 Drivers of all vehicles hold a current valid driving licence for the class of vehicle or plant that is being driven. They comply with the laid down speed limit within the premises or site.
  - 24.2.3 Vehicles and plant are not being used for the carrying of passengers, unless designed to do so.
  - 24.2.4 All cranes and heavy plant have audible reversing alarms fitted and in working order.
  - 24.2.5 The contractor's employees must comply with any traffic rules in force within any Emirates Group property. Any person not complying with these instructions may be banned from the property or premises.
  - 24.2.6 All vehicles and mobile plant are roadworthy and comply with Dubai Police requirements at all times whilst on Emirates Group property.
  - 24.2.7 Vehicles parked in operational areas must be left unlocked with the keys in the ignition, in case they need to be moved in an emergency.
  - 24.2.9 Drivers of all vehicles " airside " must possess a current Airport Driving Permit and valid for the class of vehicle being driven.

## **25. WORKING AT HEIGHT - PREVENTION OF FALLS**

- 25.1 Where persons are required to work at heights and there is a risk that they may fall from a height of 2 ( two ) metres or more, those persons or employees SHALL be provided with a " safe place of work ". This SHALL consist of a working platform which must meet the requirements of a working platform as described in Section 21 - Scaffolding.
- 25.2 Where the requirements of 25.1 ( above ) are not reasonably practicable, the following alternatives SHALL be considered :
- 25.2.1 Work from a basket or power operated platform.
- 25.2.2 The use of a harness or safety belt attached to a secure anchorage.
- Other alternatives may be allowed but they SHALL be discussed and agreed with the Emirates Group Company Representative and the Group Safety Department, prior to any use.
- 25.3 A safe means of access SHALL be provided to the working place by means of a ladder or other such safe means. Ladders must comply with requirements as described in Section 16 - Ladders.

## **26. SITE CERTIFICATE**

- 26.1 The contractor or his representative SHALL receive a copy of this document from the Emirates Group Company Representative. The contractor or his representative SHALL be required to sign and return a copy of the Site Certificate, to the Emirates Group Company Representative.
- 26.2 The site certificate is considered to be a component of any contract between Emirates Group and its contractors.
- 26.3 The contractor or his representative must be made aware that by signing the Site Certificate, that they have read and understood the Safety Requirements for Contractors, and that they SHALL comply with those requirements contained within it.
- 26.4 The Site Certificate is valid for one year and a new Site Certificate SHALL be applied for once every year, or if there is a change of contractor during the contract period.
- 26.5 The Emirates Group Safety Department SHALL also receive a copy of the Site Certificate.
- 26.6 The Site Certificate is located at the back of this document.

## **SITE CERTIFICATE**

This Site Certificate is to be signed for, or on behalf of the Contractor before work commences. A copy of this Site Certificate SHALL be kept in the site office and be available for inspection.

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Contract or Agreement Number :  
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-----  
Name of Contractor :  
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Name of Contractors Representative :  
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-----  
Title or Designation of Contractors Representative :  
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-----  
Name of Emirates Group Building / Facility :  
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-----  
Exact Location where works are to be undertaken :  
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Floor or numbers of floors involved :  
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I, the Contractor / Contractors Representative, acknowledge that I have received copies of the following documents that relate to the above Contract / Agreement Number.

- A. The Emirates Group Fire and Safety Requirements for Contractors.
- B. The Emirates Group Insurance Requirements.
- C. All other relevant documents from the Procurement, Contracts and Property Departments of the Emirates Group.

I, also acknowledge that I have had the opportunity to discuss the above listed documents with the Emirates Group Company Representative, and that I / WE SHALL communicate all the requirements of those documents to all employees and sub-contractors employed by the named Contractor.

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I, the Contractor / Contractors Representative, agree to abide with the Safety Requirements during the whole period of the Contract / Agreement, and SHALL ensure that all employees and the employees of sub-contractors comply with those requirements at all times.

**Signature of Contractor / Contractors Representative:**

**Date:**

Name of Emirates Group Company Representative:

Staff Number of Emirates Group Company Representative:

**Signature of Emirates Group Company Representative:**

**Date:**