Health and Safety Management System
(HS-MS)

Heath and Safety
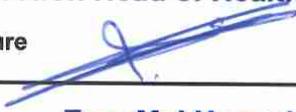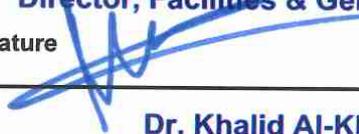
Manual

Version 1.0 (2021)

HS-HSM-001

Produced by

Health & Safety Section – Facilities & GS Department

HS-HSM-001: Health and Safety Manual

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Process Description	Effective Date:	15-Nov-2021
Who Should Know This Policy	**Mr. Abdulhadi Saif Al-Hajri** **Section Head of Health and Safety (Act)** Signature　　　Date 16-11-2021	
Process Sections	**Eng. Mai Hamad M A Fetais** **"Director, Facilities & General Services"** Signature　　　Date 17-11-2021	
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	Dr. Hassan Al-Derham **"QU President"** Signature　　　Date 21-11-21	

Process Description

The purpose of this Health and Safety Processes Manual is to describes the approach taken by QU to protect its students, employees, contractors, visitors and other relevant stakeholders from health and safety risks associated with QU's operations.
it summarized the main health and safety processes developed to ensure Qatar University's (**QU**) internal and public commitment to the management of Health and Safety issues.

Who Should Know This Process

President

VPs

Office of the Legal Counsel

Deans

Directors/Managers/ Departmental Heads

Faculty Members

Security & Safety Committees

Students

All Employess

Contractors

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Part 1 Context of the organization

1.1   HSMS Scope and Framework

- This Manual describes the approach taken by QU to protect its students, employees, contractors, visitors and other relevant stakeholders from health and safety risks associated with QU's operations Considering best utilizations of related Opportunities.
- This Manual also provides guidance and direction for the implementation and operation of the Health and Safety Management System (**HSMS**) at QU. It describes the core elements of the HSMS and provides direction to the related documentation, which are in accordance with **ISO 45001**.
- The scope of the HSMS covers all operations and services undertaken by QU.

There are seven (7) components in the HSMS that define a systematic approach for identifying and managing HS hazards and risks related to QU:

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1.2   Needs and Expectations of Interested Parties

- This Manual describes the approach taken by QU to Determine the External and Internal issues, relevant to its purpose and that affect the ability to achieve the intended outcomes of University Health and safety management system through the proper identification of all expected interested parties that relevant and can affect or be effected by health and safety issues.
- This Manual also determine relevant needs and expectations of all interested parties with consideration of which can become applicable a legal requirements and then reflect it on the Health and Safety Management System (**HSMS**).

For Details Refer to [*Needs and Expectations of interested parties*] : **HS-NEXP-001**

Part 2 Leadership and Workers Participation

2.1 Health & Safety Policy

- The **HS** Policy process outlines QU's internal and public commitment on matters relating to the management of Health and Safety issues with respect to QU's operations, activities, and overall **HS** performance.
- The QU **HS** Policy Statement is displayed in prominent places and will be available on the QU intranet. The **HS** Policy shall be communicated to all relevant stakeholders within QU.
- The QU **HS** Policy Statement is endorsed by QU Top Management and is reviewed periodically as needed to ensure that it remains relevant and appropriate to QU's health and safety risks.
  For details refer to [*Health and Safety Policy Process*]: **HS-HSP-001**

2.2 Roles and Responsibilities

The Roles and Responsibilities Process has been developed where QU has committed to ensuring appropriate, competent **HS** resources are provided to implement & maintain the HSMS.

The process establishes clearly defined and documented **HS** roles, responsibilities and delegate's authorities for each role within QU.

The Roles and Responsibilities process ensures Top Management is ultimately responsible for the overall development, implementation and monitoring of HSMS at QU. QU has defined the **HS** related roles and responsibilities to be communicated to all concerned employees and relevant stakeholders to ensure the effective implementation of the HSMS.

The process ensures commitment and accountability to **HS** through measuring employee conformance against their defined roles and responsibilities.

The Health and Safety Section (HSS) is under the Facilities & GS Department. The HSS Head reports directly to the Director of Facilities and General Services Department.

*For details refer to [HS Roles & Responsibilities Process]: **HS-RAR-001***

2.3 Consultation and Worker Participation

Consultation:
Wherever necessary and practicable, interested parties, internally and externally shall be consulted in **HS** matters. Consultation in **HS** matters shall be undertaken internally as well as with other external stakeholders.

Participation:
Wherever necessary and practicable, interested parties, internally and externally shall be given the opportunities to participate in **HS** matters. Participation in **HS** matters shall be undertaken internally as well as with external stakeholders.

For details Refer to *Consultation and Workers Participation*: **HS-CWP-001**

Part 3 Planning

3.1 Risks & Opportunities Management

QU's aim is to establish a safe and hazard-free workplace for its students, employees, contractors and visitors by ensuring that the appropriate Risks & Opportunities management procedures are in place for managing all identified hazards in an efficient and timely manner.

Risks & Opportunities management forms the cornerstone of QU's HSMS and is embedded in QU's culture and practices. It employs a systematic approach for identifying **HS** hazards applicable to QU, assessing the risks and implementing control measures to control and mitigate them. It is the process of:

- **Identifying** any foreseeable hazard -anything in the workplace that has potential to harm anyone at the workplace;

- **Assessing** the Risks & Opportunities from the hazard -finding out how significant.

- **Eliminating** the hazard or if not possible, controlling the Risks & Opportunities by implementing strategies to eliminate or control the hazard;

- **Reviewing** Risks & Opportunities assessment – to monitor and improve control measures.

- **Incorporating** a management of change process within the workplace.
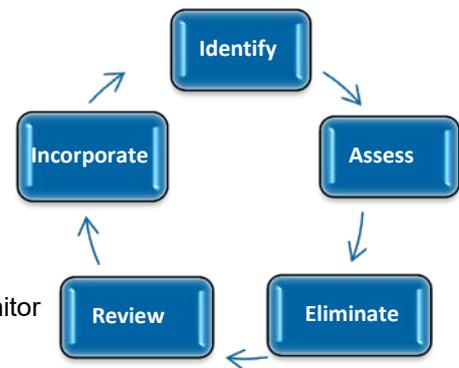
A Risks & Opportunities register is used to help manage the Risks & Opportunities of identified hazards.

The Risks & Opportunities register records all hazards ensuring that their associated risks Opportunities are reported through the system, and allows users to see control measures and Actions for dealing with a specific Risks & Opportunities.

For details refer to [*Risk & Opportunity Management Process*]: **HS-ROM-001**

3.2 Legal Compliance

- QU has identified the legal, legislative and other requirements applicable to its operations. These are outlined in the Legal Compliance procedure and have been incorporated into the appropriate Process and procedures.
- The procedure ensures compliance to the relevant local/international **HS** legislation/standards when QU develops **HS** policies, procedures and programs.
- The procedure ensures communication to all relevant stakeholders of legal and other requirements and is reviewed periodically to ensure it remains relevant and appropriate.

For details refer to [*Legal Compliance Process*]: **HS-LGC-001**

3.3 Health & Safety Objectives Planning

- **Setting of Targets and Objectives:**
  QU sets **HS** targets and objectives based on the HS Process, **HS** Risks and hazards, legal and other requirements, financial/operational/corporate requirements, and the view of interested parties.
  HS targets and objectives are designed to facilitate the management and implementation of the HSMS at QU. They are measurable, documented, communicated and reviewed periodically.

- **Monitoring of Progress Towards Targets and Objectives:**
  Progress towards objectives and targets is monitored by:
    - Measurement of HS performance indicators across QU;
    - Quarterly meetings of the HS Committees; and
    - An annual meeting for the management review.

  The targets and objectives provide the means to achieve the system requirements and are designed to improve HS performance across QU.

  For details refer to [*HS Objective Planning Process*]: **HS-OBJ-001**

3.4 Standard Operating Processes & Technical Guidelines

- The QU HSMS aims to identify operations and activities associated with significant high Risks or health and safety hazards, ensuring that there are sufficient controls, either through engineering design, procedures or work practices.
- Documented proceess define the mechanisms for the establishment, implementation and maintenance of the QU (SOPs) and (TGs), and ensure that the system is maintained in accordance with the HS Process, objectives and targets.
- QU aims to establish SOPs and TGs for particularly hazardous and critical tasks to minimize the Risks of injury, illness, and property damage.
- **Standard Operating Processes List** (**SOPs**):
  - **HS-SOP-01** (Lock Out Tag Out)
  - **HS-SOP-02** (Electrical Safety)
  - **HS-SOP-03** (Compressed Gas Cylinders)
  - **HS-SOP-04** (Hazardous Waste Disposal)
  - **HS-SOP-05** (Working In, Over and Around Water)
  - **HS-SOP-06** (Working at Height)

- **Technical Guidelines List (TGs**):
  - **HS-TG-01** (Chemical Safety)
  - **HS-TG-02** (Biological Safety)
  - **HS-TG-03/1** (Ionized Radiation Safety)
  - **HS-TG-03/2** (Non Ionized Radiation and Laser Safety)
  - **HS-TG-04** (Machines Safety)
  - **HS-TG-05** (Office and Classroom Safety)
  - **HS-TG-06** (Parking, Driving and Pedestrian Safety)
  - **HS-TG-07** (Construction, Operations and Maintenance Safety)
  - **HS-TG-08** (Noise Safety Management)
  - **HS-TG-09** (Warehousing Safety)
  - **HS-TG-10** (Swimming Pool Safety)

  *For details refer to [HS SOPs & TGs Process]: **HS-SOPTG-001***

Part 4 Support

4.1   Training, Awareness and Competency

- QU identifies, plans, monitors and records training needs for employees whose work may create a significant risk for the health & safety at Qatar University campuses.
- The Training and Competency process has been developed to train employees at each relevant function and level so that they are aware of operating policies, workplace hazards, their roles and responsibilities in achieving conformance with the Process and procedures, and with the requirements of the HSMS.
- QU shall ensure that employees at each relevant function are competent.
  For details refer to [*Training, Awareness & Competency Process*]: **HS-TAC-001**

4.2   Communication & Control of Documented Information

This Process is a controlled document. The controlled version of this Procedure is located on the QU - HSS Documentation Management.

Any printed copies of this controlled document are reference copies only. It is the responsibility of all of those with printed copies to ensure their copy is kept up to date. Refer to [*Communication & Control of Documented Information Process*]: **HS-CDI-001**

Part 5 Operation

5.1 Management of Change

- A change to an organisation's operations and activities may have an adverse effect on its employees, stakeholders and the environment if it has not been adequately managed.
- QU developed a Management of Change process to identify the risks associated with changes. The process has been developed to:
  - Ensure that changes in QU's organizational structure, personnel, documentation, processes and procedures do not introduce new hazards/risks;
  - Analyze changes in the operational procedure of processes to identify any necessary changes in training, documentation or equipment; and
  - Analyze changes to the location, Spaces, equipment or operating conditions for hazards.
    For details refer to [*Management of Change Process*]: **HS-MOC-001**

5.2 Procurement Management

- The Contractor Management process aims to provide effective management of occupational health and safety issues during the selection and engagement of a contractor and to outline the process for control and supervision on site.
- The Contractor Management process ensures the incorporation of the **HS** considerations and requirements throughout the contract life cycle as follows:
  - Establishment of Project **HS** Requirements;
  - Contractor Evaluation / Selection;
  - Contractual Agreement;
  - Co-ordination and Communication;
  - Mobilization / Work in Progress;
  - Monitoring Performance;
  - Commissioning;
  - Demobilization / Decommissioning; and
  - Contract Close-out.
- A Permit to Work procedure developed to control high Risks & Opportunities activities. For details refer to [*Procurement Management Process*]: **HS-PRC-001**

5.3 Permit To Work System

The purpose of this process is to establish a safe system of work for ensuring proper consideration is given to the risks of a particular high-risk potential tasks by documenting the scope of work authorized to be commenced, control measures and place, and the specific times and dates when the work can be carried out through an Online automated forms.
The Permit to Work shall be applied to the following planned works that are undertaken at QU facilities or premises by either contractors or QU employees:

- Working at Heights (i.e. above 2 meters);
- Confined Space Entry (e.g.. excavations deeper than 1.5 meters / pits deeper than 1.0 mtr);
- Electrical Works;
- Hazardous materials transport;
- Isolation of Services;
- Excavations/ground disturbance (i.e. excavations deeper than 0.5 meters);
- Hot works (e.g. welding, cutting, grinding);
- Mobile crane lifting (loads greater than 1,000 Kg);
- Scaffolding (above 2 meters)
- Any other non-routine work activities that may potentially affect health and safety conditions.

For details refer to [*Permit to Work System Process*]: **HS-PTWS-001**

5.4 Emergency Management

QU's Emergency Management processes aims to ensure that potential incidents and emergency situations are identified and response plans prepared against them, and aim to prevent and mitigate the environmental impacts and health and safety risks that may be associated with such emergency situations.

QU aims to have all of its workplaces achieve a level of emergency preparedness so that immediate and effective response shall be taken in the event of an emergency. To ensure QU's readiness to tackle emergencies in an efficient and effective manner, the following **Emergency Response Plans** have been developed:

- **HS-ERP-01** (First Aid and Medical Emergency Response Plan)
- **HS-ERP-02** (Fire Safety Response Plan)
- **HS-ERP-04** (Earthquake Response Plan)
- **HS-ERP-05** (Spill Response Plan)
- **HS-ERP-06** (Power Outage Response Plan)
- **HS-ERP-07** (Swimming Pool Emergency Response Plan)

- **Emergency preparedness shall:**
  - Prevent, or at least minimize, harm to any student, employee, contractor and visitor from a foreseeable emergency;
  - Minimize damage to equipment, facilities and the environment;
  - Minimize the time required to restore full services after the disruption caused by an emergency; and
  - The Emergency Management procedure defines specific emergency response and management roles, responsibilities and resources. It shall be monitored periodically.

For details refer to [*Emegency Management Process*]: **HS-ERM-001**

Part 6 Performance Evaluation

6.1   Inspection and Audit

The Inspection and Audit processes has been developed to ensure the compliance with all elements of the HSMS across all QU facilities and to evaluate the effectiveness.

The process includes planning, document review, on-site audit/inspection, issuing of audit findings, formulation of action plans and follow up of the action, where:

- **Inspection:** is a physical on-site verification that ensures work is performed and equipment and Facilities maintained in accordance with existing **HS** standards.
- **Audit:** is a systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

The audit program includes:

- Internal audits, which shall be conducted by QU employees who have knowledge and skill in HSMS auditing or a second party auditor; and
- External Audits, which are conducted by an external auditor.

For details refer to [***Inspection & Audit Process***]: **HS-IAP-001**

6.2   Performance Monitoring, Measurement and Evaluation

Regular monitoring of **HS** performance is an important component of the HSMS. The overall aim for monitoring is to quantify and demonstrate progress towards set objectives and targets.

The **HS** Performance Monitoring procedure has been developed to ensure that QU objectively monitors **HS** performance and implements action to rectify adverse health and safety issues and HSMS non-conformances (NCs).

QU operations and activities that have effect on health, safety are monitored by various means. Information to track performance, relevant operational controls, and conformance with QU's objectives and targets are recorded and documented as part of our HSMS.

Refer to [***Performance, Monitoring, Measurement & Evaluation Process***]: **HS-PRF-001**

6.3 Management Review

Management reviews of the QU HSMS shall be undertaken at annual intervals to ensure the suitability, adequacy and effectiveness of the QU HSMS.

The members of the Management Review Committee shall consist of senior management from various QU Departments to ensure that concerns of stakeholders are considered in reviews.

Review of QU HSMS shall include, at minimum:

HS Performance; HS Processes; Incident Reports; Results of HS Audits; **HS** Management Programs; Changes in Operations (activities and structure or legal requirements; **HS** Targets and Objectives; and Recommendations for continual improvement.

For details refer to [***Management Review Audit Process***]: **HS-MNGR-001**

Part 7 Continual Improvement

7.1   Incident,   Nonconformity and Corrective Actions

QU has developed a process for reporting and investigating all incidents, near misses and hazards occurring on its premises as well as their activities undertaken away from their premises to ensure they are recorded, investigated and analyzed to determine deficiencies related to **HS** practice in the organization and prevent their re-occurrence.

QU aims to thoroughly investigate all incidents where an employee is seriously injured and/or where there was significant damage to property. Similarly, incidents which did not result in serious injury and/or significant property damage but had reasonable potential to do so shall be investigated.

For details refer to [***Incident, Nonconformity & Corrective Action Process***]: **HS-INCA-001**