



Health, Safety and Environmental Requirements for Vendors.



Document Owner

Department: **HSSE**
Division: **Human Resources and Shared Services**

Document Number

du-HSE-PRO-012, Rev. 2.0

Document Version Control

Version	Release Date
1.1	April 2009
2.0	January 2012

Version 1.0 Release

	Name:	Role:	Signature:
Prepared By:	Daxita Rajcoomar	HSE Compliance Manager	
Reviewed By:	Mirzah Shujaat	Manager Quality Control and Supplier Performance Evaluation	
Reviewed By:	Mansoor Anwar	Director - Medical & Occupational Health Services	
Reviewed By:	Luma Jasim	Vice President - Corporate Communications	
Approved By:	Rashid El Sheikh	EVP: Corporate Services	



Contents

1. Purpose	6
2. Scope	7
3. Roles and Responsibilities	7
4. du HSE Policy	8
5. HSE Pre-selection and Assessment	9
6. Code of Ethical Conduct	9
6.1. Labour Practices.....	9
6.2. Discrimination	10
7. Legal Compliance Requirements.....	10
7.1. UAE laws and International Best Practices	10
7.2. Violations	10
7.3. General Rules and Regulations	11
8. Work Authorization Forms (Permit to Work)	11
9. Contractors HSE Plan.....	12
10. Security Requirements	13
11. Competence and Training:	14
11.1. Competence of Resources	14
11.2. Training Requirements.....	14
12. Risk Assessment	15
13. Personal Protective Equipment (PPE)	15
14. Hazardous Substances	16
15. Emergency Planning and Preparedness.....	17
15.1. Fire Safety	17
15.2. Emergency Procedure.....	18
15.2.1. Evacuation Procedure	18
15.2.2. Medical Emergency Procedure	19
16. Incident Reporting.....	20
17. Spill Response.....	20



18. Generators	20
19. Hot Work	21
19.1. Welding	21
20. Certification of Equipment	22
21. Working at Heights.....	22
21.1. Use of Safety Harnesses:.....	23
21.2. Scaffolding.....	23
21.3. Ladder Safety	24
22. Electrical Installation	24
22.1. General Electrical Safety Requirements	24
22.2. Lock-Out / Tag-Out Clearance Procedure.....	25
23. Lighting	26
24. Use of Gas Contained Equipment	26
25. Confined Spaces	27
26. Housekeeping.....	28
26.1. Cleaning	28
26.2. Pest Control	29
27. General Behaviour on Site	29
27.1. Violence and Disruption.....	29
27.2. Alcohol and Non-prescription Drugs	30
27.3. Smoking Policy	30
27.4. HSE Signage and Rules	30
28. Occupational Health and Hygiene.....	30
28.1. Occupational Health Monitoring	30
28.2. Occupational Hygiene Monitoring.....	31
29. Environmental Requirements	31
29.1. Environmental Protection and Waste Disposal	31
30. Energy Saving Initiatives.....	32
31. Sustainable Product, Equipment or Material.....	32
32. Public Protection	33



33.	Reviewing the Document	33
34.	Definitions, Abbreviation and Acronyms	33
35.	References.....	35



Health, Safety and Environmental (HSE) requirements for Suppliers and Contractors.

1. Purpose

This procedure aims to define the requirements in terms of health, safety and environment for any potential or current suppliers and contractors.

As a telecommunications provider we strive to ensure compliance to all UAE Laws and ensure that our suppliers and contractors abide by the same.

It's essential to ensure the health and safety of people, protection of the environment and that our HSE policy and objectives are achieved.

This document provides the rules and regulations of HSE which need to be abided by your employees, while providing a service to du.

Applicable to suppliers and contractors which:

1. Provide a direct service to us, or
2. Work as a third party

Our principle objectives:

1. To ensure the protection of our people and the environment during service delivery.
2. To ensure that all applicable legal compliances within the UAE and other International Best Practices are maintained at all times during service delivery.

By supporting a Health, Safety and Environment Management System, we are engaged in a continuous performance improvement process.

In order to measure this performance, regular checks, audits and inspections will be carried out with regular reporting on conformity and performance.



2. Scope

This document applies to all vendors that provide a service to and for us.

Applicable to suppliers and contractors which:

1. Provide a direct service to us, or
2. Work as a third party

It will also apply to our partners who provide an extension to our services or as a sponsor. The full context of the document may not apply. However, based on the scope of services the responsible party should ensure that HSE requirements are maintained wherever applicable.

These requirements don't exempt the vendor from his statutory duties regarding HSE, but are intended to assist him in attaining a high level of compliance.

Therefore the relevant requirements stipulated within this document may vary in terms of its application and compliance based on the scope of services by the applicable vendors.

3. Roles and Responsibilities

Supply Chain: It'll be the responsibility of our Supply Chain departments to ensure this document is communicated to our vendors.

Vendors: Each vendor should request additional copies of this document so as to communicate to third parties providing a service to us. Such requests need to be made in writing to our Supply Chain departments respectively.

The vendor and the vendor's employees or third parties should be conversant with the requirements highlighted within this document and ensure that these are maintained during service delivery.

Where the vendor requires further assistance in the contents of this document and its application then he/she will request via Supply Chain. These requests will be directed to our HSSE department who'll assist vendors in the implementation and understanding of this document.

a) Suppliers

- I. Will fulfill the HSE requirements as necessary and defined within this document.



- II. Provide products and services which meet all relevant statutory requirements, without any risks to the health and safety of any party or negative impact to the environment.

b) Contractors

- I. Will undertake the work in a manner that is safe and without any risks to the health of any party or the environment.
- II. Implement the requirements as stated within this document.

HSSE department: The HSSE department will conduct the following roles in ensuring implementation of this document:

- Provide assistance on implementation.
- Enforce the application of this document on site. (That is, where unsafe practices are observed during service delivery, then our HSE Representatives and/or g will stop all works, until corrective actions are taken).
- Conduct random audits on vendors to ensure evaluation of HSE compliance.

Our Business Owners/Departments: It'll be the responsibility of each du user or requestor, to ensure that all suppliers and contractors adopt the required HSE practices when providing a service. He/she will have the mandate to stop all unsafe work practices and report it directly to the HSSE and/or Supply Chain departments.

4. du HSE Policy

The intention of our HSE policy is to ensure protection of our employees and prevent environmental impacts where reasonably practical. We'll aim, and continually strive, to improve our HSE practices, so as to ensure employee wellbeing and environmental awareness.

Our policy can be accessed on our website.



Contractor and Supplier Requirements

5. HSE Pre-selection and Assessment

As part of our continual HSE implementation specific pre-selection criteria have been developed to ensure a maximum HSE compliance by our vendors.

Such criteria will assist us in evaluating our vendors with respect to the following areas:

- **The HSE Contractor Assessment form** should be completed by all vendors. This will provide us with an understanding of the HSE compliance level which the vendor demonstrates as an organization and during service delivery. Refer to contractor Health Safety and Environment pre-assessment. (*Contractor Assessment du- HSE-FOR-012*)
- **Supply of Products** – During the supply of any product, an evaluation in terms of its environmental compliance will be measured to ensure product sustainability. Such assessments ensure that relevant products are neither detrimental to the health and safety of people nor have any major environmental impacts. The product category should define the content of products and how environmental friendly the item is. Refer to green product matrix to help define the most appropriate environmental choice for us (*Green product check list du- HSSE-FOR-007*). This can be obtained via Supply Chain.

All required forms can be accessed via our Supply Chain departments.

6. Code of Ethical Conduct

6.1. Labour Practices

As part of our Corporate Social Responsibility policies, we adhere to the UAE Federal Laws, International Labour Organization Conventions and the United Nations Global Compact principles. Therefore we request our vendors to follow the same principles governing the following but not limited to:

1. No person is to be employed below the minimum legal age for employment and effective abolition of child labour
2. Forced or compulsory labour is not used and employees are free to leave their employment after a reasonable notice period.
3. Any form of unfair labour practices will not be accepted.
4. Fighting all forms of corruption such as bribery.



6.2. Discrimination

1. Under all manifestations of discrimination, humiliation or unfair treatment of employees, contractors must be reported. This will result in serious consequences for the contracted company.
2. Workers with disabilities should be provided with reasonable job accommodations required to perform their job function.

7. Legal Compliance Requirements

7.1. UAE laws and International Best Practices

The applicable UAE legislations will apply to all vendors that work with us. This will be applicable to their scope of services wherein he/she should ensure that these are conversant with the respective requirements.

International Best Practices will apply where there is an absence of local laws and where vendors have included such practices within their scope of services.

International Laws will become specifically apparent when there are trans boundary movements of services and/or products. It's the duty of the vendor to ensure its minimum compliance is obtained and make conversant the required documentation which demonstrates the level of compliance. (Certifications/permits, letters of approval etc.)

Such vendors need to ensure that third parties or sub-contractors are fully aware of such regulations and the compliance thereof.

7.2. Violations

These are as follows:

1. Legal violations imposed by authorities having jurisdiction and/or,
2. du Violations – This will be a result of non-adherence to our HSE requirements and will be issued as:



- I. A non-conformance form
- II. A written legal letter
- III. A written email addressing HSE issues

Violations should be rectified accordingly within specified durations.

Violations will be issued as a result of one or all of the following requirements which are not being addressed.

1. Any non-observance (incident) of the HSE requirements, which will be investigated by the HSSE department and/or the requestor themselves and violations will be issued accordingly.
2. Negligence being observed by vendor's employees or third parties that endanger or create a potential hazard to people or the environment.
3. Depending on the severity of the incident, we'll take the appropriate legal action and also alert the relevant authorities, if appropriate.
4. In case we suffer any damages or losses because of non-observance of these requirements, we reserve the right to claim full compensation for such damages or losses. This right to claim full compensation can only be restricted by Statutory Law.

The HSSE department holds the right to suspend any work being performed by the contractor at any time, if the HSSE Representatives deem that the contractor has or is about to violate statutory or UAE health, safety or environmental rules and regulations.

7.3. General Rules and Regulations

In the interest of ensuring a safe working environment, all contractors and/or visitors need to abide by the policies and procedures applied to the relevant site or operation. Such procedures will be made known to the respective entities, based on visiting or rendering a service on any du premises.

8. Work Authorization Forms (Permit to Work)

Work authorization forms need to be completed based on the following requirements:

- I. Where temporary work is carried out on du facilities.
- II. The scope of service or request is less than 6 months of duration.
- III. Where the scope of service falls outside a contract or an agreement with us.



The work authorization form must be completed between du Representative and the contractor providing the service. The form can be accessed on the du intranet and can be obtained by your respective du Representative:

1. The form du-HSE-FOR-014 has to be completed before starting any work and be communicated to the Site Manager in two working days before the commencement of work.
2. All required documents as indicated on the form must be provided to the du Representative as supporting information.
3. The approved form, must be communicated to the onsite security (if present) as a record of work being carried out.
4. Where security access or security supervision is required, then the approved form must be sent to AMC@du.ae to grant access. This can be coordinated with the du Representative and du Security departments.

Further to du's work authorization form, required work permits may be imposed by various UAE authorities (for example, TECOM), these must also be completed and form part of the project file.

9. Contractors HSE Plan

When a contractor is selected, he/she must develop a site specific HSE plan based on the scope of services. This should be in accordance to the requirements specified by the HSSE department through document du-HSE-PRO-012 and address all the project related risks.

It's a requirement for all contractors working on one or more of the following entities to provide a HSE plan to us:

1. All contracts and/or agreements signed by vendors that entail a provision of services which will affect du's systems and/or facilities.
2. Work carried out longer than 6 months of duration.
3. Work that will affect a facility of du.
4. Work that will affect the safety of the people or environment in the name of du.

An HSE plan may not be submitted on any of the following instances:

1. Where a vendor supplies manpower only.
2. Where there are agreements that have no direct impact on du (for example, sponsorships).
3. Where the work is a one off occurrence (adhoc service). However, the work authorization form still applies and other requirements stipulated within this document.



This HSE plan should address one or more of the following requirements based on the scope of services and isn't limited to the below:

1. Scope of the project.
2. A detail risk assessment with appropriate controls covering the scope of project.
3. Defined roles and responsibilities within the vendor organization that forms part of the scope of project.
4. Applicable approvals/authorizations, permits and compliance to legal requirements.
5. Applicable drawings illustrating extent of work (wherever applicable).
6. Addressing incidents and emergency situations:
 - Designate trained First Aiders and trained Fire Fighters for the project.
 - What to do in the event of an emergency on site. (Emergency contact information details)
 - How will incidents be addressed?
7. Level of knowledge and expertise of resources to deliver scope of services (for example, only trained and competent individuals can provide the required services).
8. Environmental compliance, which will specifically address the supply of products or items that are sustainable. It shall also address other environmental impacts and its appropriate control measures.

The respective HSE plan will be kept on site and managed by the onsite contractors Project Manager and/or Site Safety Officer. This must be kept up to date during the course of the project timeframe.

The contractors HSE plan will be audited by the HSSE department of du, as and when required during the duration of the project/service.

10. Security Requirements

1. The vendor shall comply with all security requirements that may be present for the various du sites.
2. The required permits or access approvals shall be obtained prior to entry and commencement of any works or services.
3. Security personnel on site will have the authority to stop any work as deemed necessary for the safety of people, environment and property.
4. Security personnel will have the right as deemed necessary to search any individual, vehicle or equipment that may leave the premises.
5. The vendor shall report any deviations that may arise to security immediately.



11.Competence and Training:

11.1. Competence of Resources

1. Contractors have the responsibility to appoint a Health, Safety and Environmental Representative per site where required and based on the scope of project.
2. Where the scope of project/service entails several contractors and sub-contractors on site must ensure the appointment of a representative to monitor and inspect the requirements of other sub-contractors.
3. The respective HSE Representative should be competent enough to address all emergency situations that may arise and ensure that the minimum level of HSE compliance is maintained on site or during the service of delivery.
4. Only competent, qualified resources must be used to deliver the scope of project. Where skill levels are inadequate then it's the vendor's responsibility to train and equip the relevant resources with the required knowledge. Appropriate copies of qualifications for specialized tasks must be kept on record and be made available for audit/inspection purposes.

11.2. Training Requirements

The relevant training needs are to be identified according to risk assessment done for specialized tasks and/or the project/service delivery.

1. General awareness regarding the project activities risks and other health, safety and environmental aspects must be communicated to all employees within the project or task, prior to the commencement of work.
2. As part of each project, the below training requirements have to be provided as a minimum.

This may include the following:

- I. General HSE induction
 - II. Specialized training for risks identified
 - III. First aider
 - IV. Fire fighter
3. Where services or activities, warrants the need for training, then certificates of competence must be issued (for example, first aid and firefighting). This is to be done by competent



- authorities or accredited companies. Trained persons must be available on site at all times during the project service.
4. Copies of these certificates have to be available on site along with a valid date.
 5. Only competent persons should be allowed to enter or work within such areas.
 6. Where there are resources working alone to deliver a service, then such individuals need to be knowledgeable in the following HSE trainings:
 - I. Risks assessment
 - II. First aid
 - III. Fire fighting

12. Risk Assessment

A Hazard Identification Risk Assessment and/or Aspect Impact Assessment are a vital requirement in ensuring basic HSE compliance. Upon completion of a HSE Risk Assessment, appropriate control measures must be implemented as part of the project delivery. These risk assessments are vital information which must be provided to a du Representative based on the project scope of the HSE plan or through the work authorization forms.

The HSE Risk Assessment must:

1. Record the hazards and aspects which are identified. The various risk/impact controls must be provided to reduce the severity and consequences.
2. A copy of the risk assessment will be kept on site during project scope or service delivery.
3. Regular inspections will be done by du Representatives to ensure the effectiveness of the control measures instituted.
4. Risks assessment must be constantly updated based on changes that may arise or extension of scope of services.
5. Hazards and risks or aspects and impacts which haven't been described within this document will form a part of the vendors HSE plan. Details in terms of the safety procedures should also be provided to minimize or eliminate the risk or impact.

13. Personal Protective Equipment (PPE)

The contractor needs to ensure that his employees or sub-contractors are provided with the necessary PPE for required projects or services. Such equipment must be appropriate to the risks identified as part of the project.

1. PPE may include but not limited to the following:



- I. Safety footwear
 - II. Safety helmets
 - III. Eye protection
 - IV. Other PPE such as uniform, respirators, gloves, etc.
2. All PPE have to be maintained in good order. Any defective PPE should be replaced.
 3. Employees are to be trained on how to use equipment effectively.
 4. All PPE issued must be recorded. This record should be kept as a part of the project file onsite.

14. Hazardous Substances

The use of hazardous substances requires a risk assessment which must be completed, to address how such substances will be stored, used, transported and disposed off. At all times alternative substitutes which are less hazardous must be given preference. Where this is not applicable or cannot be used then the following must be addressed and followed by the respective vendor:

1. The contractor is responsible for effective control of all hazardous substances within the site.
2. No substance can be brought onto site without our official approval from the Project Manager and/or HSSE departments.
3. Contractors must ensure that procedures are in place to achieve all the following requirements:
 - I. Description including product name, use, quantity, etc.
 - II. A copy of risk assessment relating to its specific use.
 - III. Required permits of use, storage and disposal by the local municipality.
 - IV. Procedures/instructions for the control of hazardous substances are available and implemented.
 - V. Material Safety Data Sheets (MSDS) are available prior to the acquisition or use of hazardous substances, or the information supplied on the substance packaging is adequate to enable suitable procedures for the control of the substance to be developed.
 - VI. All substances to be used within the site are correctly packaged and labeled.
 - VII. Suitable personal protective equipment is identified, provided and appropriately used.
 - VIII. Personnel working with hazardous substances receive adequate information, instruction, training and supervision.



- IX. The method of safe handling, so that any emissions to atmosphere or discharge to land or water are avoided.
 - X. All spills are promptly dealt with in accordance to the instructions on MSDS or the substance container.
 - XI. Waste materials are disposed of in accordance to the instructions on the MSDS.
 - XII. Making all personnel aware of the hazards associated with substances being used and ensuring the use of the correct procedures and appropriate personal protective equipment, where required.
 - XIII. Reporting of spills and defective equipment.
- 4. Storage facilities for hazardous substances must be approved by du Representatives (Project Manager and HSSE Department).
 - 5. Substances have to be held in a secure place with clear identification.
 - 6. A drip tray must be placed for all hazardous liquid storage in order to prevent ground pollution by spillage.
 - 7. All containers holding hazardous substances should be replaced as soon as they are not in use. It's responsibility of the contractor to ensure that his/her employees are properly informed and trained on how to use and control hazardous substances.

15. Emergency Planning and Preparedness

15.1. Fire Safety

Contractors must ensure that adequate fire precautions are taken whilst carrying out their activities.

- 1. Adequate fire safety precautions must address all or some of the below mentioned requirements:
 - a) Provision of the correct type of fire extinguishers for specified operations or work activity.
 - b) The ability of contractor's employees to use fire extinguishers i.e. to be adequately trained.
 - c) Where there is maintenance or repair done on the fire systems then prior approval needs to be obtained by du Project Managers. During any routine works, the fire systems must be commissioned and tested to ensure efficiency and operability. Required testing and commissioning reports will be re-issued where required.
 - d) Any routine maintenance or repair works can be conducted after hours within manned facilities which must ensure minimal disruptions.



- e) Fire Safety Systems will not be shut down for any given period of time, unless temporarily approved measures are instituted.
- f) All fire related works should be in accordance to Civil Defence requirements and NFPA requirements.
- g) Contractors must ensure that their employees are aware of the correct procedure to be followed in the event of emergency.
- h) They should know the location and the correct use of:
 - I. Fire extinguishing equipment
 - II. Alarm points
 - III. Emergency numbers
 - IV. Escape routes and fire exits
 - V. Assembly points

15.2. Emergency Procedure

1. It's the responsibility of the contractor to become familiar with the emergency procedures on site and/or premises where work is being conducted.
2. Where appropriate it will be the responsibility of either du Project Manager or du HSE Representative to ensure that contractors on site are informed about the existing emergency procedures.

15.2.1. Evacuation Procedure

1. It's important that all work operations are ceased when fire alarms are activated. All hazardous operations should be stopped immediately and switched off safely before the need to evacuate.
2. Where contractors are working alone on du premises, then it's his responsibility to verify and check the emergency access routes to ensure a safe evacuation. He/she are responsible for notifying the du Representative immediately. The respective contractors should be trained in firefighting measures to address any fire related emergencies.
3. Contractors working in manned premises must accompany du employees to the nearest evacuation routes.
4. It'll be the contractor's responsibility to verify and account for his staff at the designated assembly points. In the event of an individual missing or injured during an evacuation he/she must report to security or authorized personnel onsite immediately.



15.2.2. Medical Emergency Procedure

1. In case of a medical emergency involving one or more of the vendors employees, then the following will apply:

Working alone:

- In case of first aid emergency, the respective contractor must address his/her own medical emergency. Vendors must ensure that fully equipped first aid boxes are made available to contractors on du sites.
- We recommend that working alone is not a preferred option as emergency situations may arise.
- All contract workers working alone need to be trained in first aid so that, when required, relevant emergency procedures can be applied.

Manned du Premises:

- In case of a medical emergency an immediate notification must be sent to onsite personnel.
 - Medical assistance will be provided where trained staff is available.
2. Our staff will not drive any injured person to the hospital. We'll contact the ambulance immediately and notify the vendor in charge of the incident area.
 3. The contractor's worker will only return to duty unless he is fit to do so and this must be verified by the vendor, through a certificate of medical fitness.
 4. The contractor's workers shall have valid medical insurances prior to working on sites. Such requirements will be made known during contractual terms.
 5. The specific emergency procedures will be supplied as a part of the HSE plan submitted by the contractor during proposal or contractual stages.
 6. In cases of special tasks or hazards which require specific medical evaluations, records must be made available to du Medical Practitioner prior to commencement of work.
 7. The medical surveillances shall be based on the hazard monitoring requirement. This will be made available by the contractor's employer during the service delivery, wherever applicable, and appropriate records should be audited as requested by the du Medical Practitioner.
 8. du reserves the right to compensation claims arising out of or in connection to the service delivery and refers to the UAE's compensation requirements set forth within the Federal Law.



16. Incident Reporting

Contractors need to ensure that their employees report all injuries, illnesses and incidents involving health, safety and environment issues immediately to Contractor Supervisors, du Representatives on site, Project Managers or HSSE department.

1. All incidents must be recorded, either on the du incident report form, or under the contractors own guidelines. Copies must be sent to du.
2. Detailed investigation must be conducted to identify the root cause of major incidents by the vendor and a complete report should be submitted within 24 hours of the incident.
3. All major incidents will be investigated by the vendor and du respectively. This may be done jointly or separately.
4. du HSSE department will investigate incidents when required. It'll also require full co-operation by the contractors to identify root causes.
5. The vendor should allow any authorized third party to conduct investigations if required by du.
6. Fatalities, major injuries, lost time incidents, serious damage of property must be reported immediately to du HSE department and the appropriate local authorities.

17. Spill Response

1. For liquid spillage, whether hazardous or non-hazardous, an emergency procedure should be followed. An immediate measure will be taken to ensure the safety of people as a priority and the environment. Applicable control measures should be adopted immediately using the appropriate absorbent materials.
2. All hazardous spillages or its potential must be communicated to the du Representative and the HSSE team immediately.
3. All spillages must be cleaned up immediately.
4. Equipments which have been installed with or consist of hazardous substances must have the mechanisms to prevent any spillages (for example, generators/diesel tanks).
5. Where spillages arise out of du premises and within the public domain, then immediate notification must be made to the local authority and du Representative.

18. Generators

1. Contractors using generators must refer to the operation and maintenance manual of the equipment prior to its operation or repair.



2. The manual must be clearly applied for installation, operations, maintenance intervals, general hazardous information, safety signs and labels.
3. Newly installed generators need to comply with the local environmental requirements for stationary sources and the following requirements as a minimum:
 - A permit for the equipment installation.
 - Air testing to be conducted prior and during its operations.
 - Appropriate containment mechanisms to be installed below generators to control any minor spillages.
 - Diesel tank supplies need to have the appropriate spillage control measures.
 - Their respective exhaust systems should be directed to an open area such that exhaust fumes are not enclosed to a confined space.

19. Hot Work

These include welding, thermal or oxygen cutting, heating and other heat or spark producing operations which may cause smoke or fire, or which may trigger fire detection systems.

1. Hot works for any maintenance or construction cannot take place in the building area of du without a hot work permit. This permit must be approved by the Project Manager and HSE department.
2. Only trained, competent staff can conduct hot works.
3. An adequate amount of dry powder fire extinguishers must be located within the hot work area.
4. Slag and sparks should be contained immediately.
5. Temporary fabrication protection can be made available to restrict and contain such hot works. This fabrication needs to be of fire resistance material.
6. Any plant or pipeline that contains of explosive or flammable substance shouldn't be subject to:
 - Any welding operations
 - Any cutting operations involving application of heat
7. Contractors must contact du Representative before commencing any hot works.

19.1. Welding

Welding processes must be considered as a hot work procedure and will comply with the above requirements mentioned under hot work.



1. All welding sets should be in a good condition and properly maintained.
2. Isolation switches on the welding sets should be readily accessible.
3. Terminals and live components need to be adequately protected.
4. Cables will be frequently inspected to ensure isolation is intact.
5. Damaged cabled or electrical holders must be replaced.
6. Proper connection has to be used when connecting runs of cables.
7. Welders must wear:
 - (a) Face and eye protection with correct grade
 - (b) Welding gauntlets
 - (c) Long sleeved overalls
 - (d) Leather welding aprons
 - (e) Boots or suitable footwear which prevent welding spatter from entering the boot
 - (f) Portable dry powder fire extinguishers and fire blankets must be kept within the area.

20. Certification of Equipment

1. All equipment used by contractors on du premises must be in a good state of repair and must be recognized systems.
2. For specialized equipments appropriate inspection certificates will be made available prior to use and during its usages. Specific operating safety procedures will form part of the HSE plan and implementation during service delivery.
3. All the electrical and electronic equipments used at the site need to be tested and certified for safety. Prior to their use, the contractor should provide copies of test certificates and records to the du Project Manager.

21. Working at Heights

This will be addressed with appropriate control measures to prevent fall injuries:

1. There must be a fall protection plan for any work conducted at heights.
2. Any work which results in openings being created where one can fall through, or removal of side walling or barriers at heights must be effectively protected to prevent injury.
3. Materials, equipment or facilities need to be properly secured to prevent anyone from falling. In case of danger of falling material, effective steps i.e. putting solid barriers and warning notices, must be taken to prevent danger and to warn people about the hazard.



4. Where contractors provide their own means of access then these should be in accordance to all the legal requirements and relevant site safety standards. Such equipment will be inspected by competent persons after installation and prior to use. (For example, scaffolds, ladders, etc.)

21.1. Use of Safety Harnesses:

1. If the working height exceeds 2 meters, safety harnesses must be worn.
2. Safety harnesses must meet the approved EN 361 or equivalent standard.
3. Safety harnesses must be properly maintained and regularly inspected at monthly intervals. The contractor must keep a record of such inspection.
4. Full body harness (i.e. with chest and leg straps) only will be permitted. Safety belts will not be accepted.
5. Where a safety harness is not adequate, the contractor should supply an inertia reel.
6. In addition to the normal monthly checks carried out by the contractor, six monthly examinations of inertia reels must be carried out by an approved independent certification examiner.

21.2. Scaffolding

1. Appropriate safety measures must be adopted when working on any type or form of scaffolding.
2. It must only be erected or dismantled by suitably trained, qualified and competent approved scaffolders.
3. A certificate must be issued for safe erection of any equipment and installed on the scaffold itself.
4. Contractors and supervisors must ensure that the scaffolding is not overloaded.
5. No one should stand or climb over scaffolding guardrails.
6. No scaffolding must be erected to obstruct normal access.
7. Contractors aren't allowed to erect or carry scaffolding near live overhead electrical cables.
8. All scaffolds must be provided with suitable access. Ladders used here should be of an adequate length and properly secured.
9. Actions must be taken to warn personnel against using partly erected or dismantled scaffolds. The 'DO NOT USE' sign should be clearly displayed.
10. All scaffolding working platforms must be closed boarded fitted with toe-boards, including stop ends and have double guardrails (top guardrails plus intermediate).



21.3. Ladder Safety

The use of ladders must comply with the following requirements:

1. All ladders should be in a proper working condition.
2. Only suitable ladders to be used for the type of work. For example, aluminum ladders cannot be used in areas where there are electrical hazards.
3. Inspection tags have to be placed on all external ladders brought to the facility.
4. Appropriate safety procedures apply to individuals when climbing and conducting work on ladders.
5. All ladders should be placed on solid surfaces. Where not possible then appropriate measures must be taken to secure the base of the ladder.
6. Only one person can be permitted at a time on the ladder.
7. Work which needs to be carried out on a ladder needs to use appropriate tools and equipment, such as tool pouches or bags, while individual ascend or descend from the ladder.
8. Ladders must be stored in designated areas after use.
9. Both hands and feet must be used when ascending and descending a ladder.

22. Electrical Installation

22.1. General Electrical Safety Requirements

Contractors need not interfere with or work on any of du electrical installations unless prior approval from a du Electrical Engineer Representative is obtained.

1. Only a competent qualified electrician may carry out repair or installation of any electrical equipment.
2. No temporary electrical supply should be installed without the approval from du Electrical Engineer. All approved temporary installations must be secured.
3. Suitable lock out and tag out procedures need to be followed.
4. All cables should be in a good condition.
5. All electrical work completed must be subjected to an earth leakage test to ensure its safety.
6. All electrical work installations and wire capacities should be in accordance to the UAE Code and International Best Practice guidelines.
7. All switches are to be enclosed and grounded. Panel boards should have provisions for closing and locking the main switch and fuse box compartment.
8. Cables or cords passing through work areas have to be covered or elevated to protect them from damage and to eliminate tripping hazards.



9. Cables or cords crossing roadways must be covered to prevent damage from vehicles and they should be protected from water. Approvals need to be obtained from local authority having jurisdictions.
10. Extension cords used with portable electric tools and appliances have to be in accordance to the type and configuration required by the applicable government standard.
11. Suitable means will be provided for identifying all electrical equipment and circuits, especially when two or more voltages are used on the same job. All circuits need to be marked for the voltage and the area of service they provide.

22.2. Lock-Out / Tag-Out Clearance Procedure

1. The following procedure is intended to provide a controlled method for rendering electrical equipment or inactive operating systems (including mechanical or piped). In case when equipment is down for any reason, such as repair, removal or replacement of equipment and any installation of new equipment.
2. This procedure includes the three basic phases of work on any system:
 - I. Shutting down equipment.
 - II. Repairing or installing equipment.
 - III. Start-up of equipment.

In any of the above, the 'lock-out' clearance procedure must be observed to ensure the safety of the operation.

2.1 Shutdown of Equipment or System

- I. The equipment must be shut down in a manner consistent to the good operating practice.
- II. After assurance that the equipment has been properly shut down in accordance to the prescribed procedures, the competent supervisor needs to positively determine that the equipment or system has been locked and tagged as follows.
- III. A padlock, to which only the competent supervisor should hold the keys for, must be placed on the equipment in such a manner in order to render operation of the equipment or system impossible.

2.2 Repair or Installation



- I. Each competent individual assigned to the job must attach to the equipment or system a separate standard danger tag. The tag needs to be dated, signed, and a short explanation for the reason of the tag should appear in the provided spaces.
- II. The competent individual must ensure that the equipment has been deactivated and properly tagged before permitting his/her personnel to perform any work.
- III. Maintenance or repair will be conducted as per electrical safety standards.

2.3 Starting Up Equipment or System

- I. As soon as the work is completed, the tags have to be removed only by the individuals installing them.
- II. In case if the shift ends before the work is completed, the status of the work needs to be reported in detail to the oncoming shift personnel and the names on the tags to be changed.
- III. Upon completion of the work, the supervisor will ensure that all workers' tags have been removed and that everyone is clear of the equipment or system. The supervisor will return the equipment to normal operating conditions.

23. Lighting

1. Where necessary, the contractor must provide adequate lighting to enable safe access and a spot light to enable him to conduct his job safely.
2. It's advised that all lighting systems in unoccupied rooms must be switched off as part of energy saving initiatives.
3. Any damaged lighting that has a potential to create a risk must be reported immediately to the du Representative.

24. Use of Gas Contained Equipment

Gas cylinders of any kind should comply with the below standards:

1. Be in a good condition and not be affected by corrosion.
2. Be of a proper colour code.
3. Be individually identified, labeled and stored in designated areas. Cylinders must be stored in suitable places wherein they are not left under direct sunlight.
4. Have a valid test certificate.



5. Hoses have to be properly colour coded to the internationally recognized standards for gas, in good condition and fitted with hose connectors by permanent clips.
6. Check valves and flashback arrestors must be on both fuel and oxygen hoses at all times. Damaged hoses or regulators must be reported to the supervisor.
7. There should be regular inspections conducted on gas cylinders to verify repair and condition.
8. The equipment needs to be properly maintained. If a leak cannot be repaired, then equipment must be withdrawn.
9. Oxygen and fuel gas cylinders have to be kept separately.
10. Cylinders must never be used in a horizontal position and must be secured in an upright position.
11. All gas cylinders should be handled with care and not be misused.
12. They must be properly shut off when not in use.
13. Care must be taken to ensure that gas equipment doesn't cause obstruction to walkways, manholes, ladders or other means of access.
14. Where operation involves the use of gas and oxygen equipment in enclosed or semi-enclosed spaces, contractors must carry out frequent checks to ensure these procedures are complied with.
15. Oxygen or gas cylinders must not be taken in to confined spaces for use or storage. Air testing has to be done as a part of the confined space safety procedures before the use of gas cylinders.
16. No modification to tanks or drums can be undertaken.
17. Copper pipes needn't be used to join or extend any hose.

25. Confined Spaces

Confined spaces are considered hazardous. Appropriate monitoring and testing should be conducted to ensure safety prior to any entry.

A permit to work system is applied to all confined space entry requirements and must be approved by all competent individuals that understand the hazards associated with a confined space.

No vendor or the vendor's employees can enter a confined space unless a predefined safety procedures and permits has been developed and communicated to the relevant employees. Such trainings on the safety procedure must be recorded.



26. Housekeeping

Contractor or suppliers need to ensure that each and every piece of equipment, tool, material, or any items will have be stored, stacked, located, and placed in designated areas. Such items shouldn't be left lying in passageways/walkways or left within the facility.

1. All the material used by contractors must be removed after work completion or neatly stored in designated areas. If not, du can proceed after warning for the immediate removal of such material.
2. In case of housekeeping non-compliances, du reserves the right to stop the project and/or contractor from carrying on with his/her duties, in the interest of the HSE.
3. Cleaning should be planned, and supervised before contractor leaves his area and/or the site before the end of each day.
4. Open storage areas: All materials have to be maintained in neat stockpiles with well laid aisles and walkways for easy access with no projections.
5. Work areas: Loose materials, scrap tools should be cleared off from working areas.
6. The respective shelving used for storage need to prevent the following issues:
 - Over stocking/storage on shelves.
 - Place items that are compatible with each other.
 - The storage shelves should withstand the weight of the items.
 - The shelves need to be securely fastened to solid structures.
7. Waste and or extra materials should not accumulate on site which will obstruct emergency equipment and or access routes.
8. All waste must be removed accordingly and placed in designated bins.
9. Where temporary storage is required, the contractor can approach du Representatives to approve appropriate areas for such purposes.
10. Equipments or part of equipments that have been removed to conduct work will have to be replaced upon completion of service/task (raised floors/equipment doors).

26.1. Cleaning

1. The use of different cleaning tools, equipment and materials must be used for various activities. For example, cloths used in the toilet area must not be used anywhere else on the premises. Items used for the toilet facilities must be cleansed separately from other cleaning items due to health and safety concerns.



2. Specific equipment may require cleaning schedules to ensure the safety and hygienic conditions. These need to be predefined and maintained. Records must be available for inspection.
3. Persons designated for a cleaning task must remain within that area of responsibility during work shift as this prevents cross contamination of bacteria.
4. The storage areas allocated within the premises must adopt housekeeping principles. Items need to be stored neatly.
5. MSDS must be kept with chemicals.
6. It's important that cleaning chemicals used are compatible to the type of material or equipment.
7. All cleaning chemicals have to be environmentally friendly to promote environmental sustainability. Such chemicals have to be accepted by the du HSSE department prior to use.
8. All chemical containers need to be disposed off as per municipality requirements and or reused/recycled as a preferred option.

26.2. Pest Control

1. All pest control chemicals must be accompanied by Material Safety Data Sheets.
2. All pest control must be done after hours or during shifts that have less occupancy within the buildings.
3. The chemicals to be used must be of low toxicity and/or environmentally friendly.
4. Such chemicals have to be approved by the local municipality and certificates of compliance must be issued for record purposes.
5. All staff conducting pest control services must be equipped with safety equipment.
6. Adherence to the guidelines for hazardous substances and cleaning requirements must be adopted.
7. Chemicals are to be diluted prior to use, unless otherwise stipulated based on manufactures specification and guidance requirements.
8. All methods and processes for conducting pest control must be made known to the client so that adequate measures can be taken by the client to ensure the safety of employees.

27. General Behaviour on Site

All vendors visiting or working on du premises should conduct themselves in a proper manner.

27.1. Violence and Disruption



As part of our HR policies such behaviour will not be accepted on site. In event of any disagreements or altercations, individuals should report immediately to the security present on site.

27.2. Alcohol and Non-prescription Drugs

1. Alcohol and non-prescription drugs will not be permitted on du working premises.
2. Contractors should ensure that persons affected by alcohol or other drugs are not permitted on to du premises. Persons suspected to be under the influence of alcohol or drugs shouldn't be permitted onto du premises.

27.3. Smoking Policy

1. It's prohibited for any person (employees, contractors and visitors) to smoke inside du working premises.
2. Appropriate signage located within the premises must be adhered to and the du HSE smoking policy will apply to all persons.

27.4. HSE Signage and Rules

All signage allocated on du premises must be followed. All safety rules and regulations are applied in the interest of protecting individual and the environment.

28. Occupational Health and Hygiene

28.1. Occupational Health Monitoring

The contractor need to ensure that all necessary arrangements have been made to identify any hazardous exposures to the health of his employees and that precautionary measures have been taken to protect personnel and the workplace from the release of hazardous substances.

1. The contractor must make arrangements of medical facilities and services for all of his personnel including, but not limited to, physical examination for fitness and specific hazard monitoring based on the exposure to applicable hazards. (For example, noise testing's, lung function testing, psychological analysis, etc.)



2. Medical examinations for employees will be provided by the contractor at the periods specified in accordance to the 'UAE Ministry of Health Regulations' and based on the exposure to specific hazards. This will be specifically highlighted in the vendors HSE plan.

28.2. Occupational Hygiene Monitoring

Depending on the scope of project or delivery of service, monitoring will be required prior to and after completion of works. This will be based on various types of hazards which need to be controlled. (For example, noise testing, air quality testing, water/soil testing, etc.)

Results of all monitoring must be made available to du for record keeping. Where monitoring results are negative or high, then immediate notification must be made to the du Representative and the HSSE departments so that appropriate control measures can be applied.

29. Environmental Requirements

The environmental requirements stipulated below address specific environmental criteria. These shouldn't be considered as the only environmental compliance requirements.

The entire document reviews all the applicable HSE elements under each section and must be implemented fully to ensure all levels of compliance.

The contractor will pay due regard to the environment by preserving air, water, soil, animal and plant life from adverse effects of his/her activities and has to provide detailed procedures for protecting and monitoring the environment (for example, oil and chemical spill contingency measures, site restoration, etc.) and waste disposal prior to starting work on site.

29.1. Environmental Protection and Waste Disposal

It's the contractor's responsibility to ensure that waste produced by the contractor is disposed of as required by the local Emirate requirements. It's advised that such waste is recycled or reused. This way the burden on the landfill sites reduces.

Following are the ways to ensure compliance with the environmental laws:

1. To obtain a permit from the local municipality for disposal of any hazardous waste.



2. To allocate appropriate bins for disposal of waste generated from day-to-day work. All waste containers have to be clearly marked for their identification.
3. To ensure that waste are not burnt on site at any given time.
4. Where possible waste must be recycled or reused.
5. Reduce air contamination by maintaining effective mufflers and exhaust on equipment and reducing combustion particulate matter and dusts.
6. Where there are potential liquid pollutants, then precautions need to be taken to avoid unnecessary spillage and wastage. Hazardous chemicals shouldn't be thrown down any drains or other water sources. The chemical containers have to be appropriately re-used/recycled or disposed of accordingly.
7. On completion of the work all materials remaining at the site must be removed.
8. The contractor has to maintain a register on site detailing the movements of environmentally hazardous materials including waste.
9. Waste which has been reused or recycled will be quantified in terms of their quantities and location of recyclability. Appropriate certificates must be issued to du for record purposes which will define the quantity of waste.

30. Energy Saving Initiatives

As part of our environmental sustainability initiatives we'd like to ensure that the sourced products and equipments have energy saving features.

1. Contractors must respect rules concerning energy consumption and optimization. (For example, lights, air conditioning and any electrical equipment must be switched off when work is completed)
2. No equipment must be maintained on standby if not required.
3. Water consumption must be conserved wherever possible.
4. Equipments designed with energy saving devices will be given priority.
5. The contractor must supply/source materials which promote environmental sustainability. The supply of such equipment will be brought to the attention of the du Representative indicating the energy saving consumption figures.

31. Sustainable Product, Equipment or Material

As part of our environmental responsibility we'd like to ensure that sustainability practices are adopted where reasonably practical. Therefore we encourage our suppliers and contractors to source out and use products or items from sustainable sources.



Our hierarchy of environmental sustainability is referenced as follows:

1. Products or items that become obsolete should be returned back to the manufacturers for re-use or refurbishment.
2. Procured items, should be considered for the following requirements:
 - Demonstrate a percentage of recycled content.
 - Demonstrate sourcing from sustainable or certified environmental organizations, like the FSC, EPA Certified, Green Guard, Energy Star, etc.
 - Display energy saving features that were used in packaging or manufacturing of the item.
 - Reconditioned or remanufactured items (equipment must meet all technical specifications as well).
 - Alternative products that is less hazardous or dangerous.
 - Refer to du's Sustainable Environmental Procurement Policy regarding specific criteria – du-HSE-PO-002

32. Public Protection

Public protection is an utmost requirement when work is conducted in any public area.

Further on, work conducted on du premises has to ensure that no impact affects the public domain. For potential situations the vendor must highlight this in his HSE plan.

All levels of control measures need to be adopted to ensure the safety of people at work and the surrounding community.

33. Reviewing the Document

This policy will be reviewed regularly based on its effective implementation. It'll be updated as and when business needs change. It'll be reviewed as per the document control procedures within the HSE management System.

34. Definitions, Abbreviation and Acronyms

Definition, Abbreviation and	Explanation
------------------------------	-------------



Acronym	
HSE	Health, Safety and Environmental
OHSAS	Occupational Health Safety Assessment Series
ISO	International Standards Organization
UAE	United Arab Emirates
LEED	Leadership in Energy and Environmental Design
MSDS	Material Safety Data Sheet
CSR	Corporate Social Responsibility
WEEE	Waste Electronic and Electrical Equipment
Energy Efficient	Products or facilities which use less energy than typical products and facilities to provide a given energy service (heating, lighting etc.) or level of activity.
Hazardous Waste	<p>An inorganic/organic element or compound due to it's toxicological, physical, and chemical or persistency properties, may exercise detrimental, acute or chronic impacts on human health and the environment. This can be generated from a variety of activities and may take the form of liquid, sludge, gas or solid. Hazardous material can also be defined to be any substance that directly or indirectly represents a threat to human health or to the environment by introducing one or more of the following risks:</p> <ul style="list-style-type: none"> • Explosion or fire. • Infections, pathogens, parasites or their vectors. • Chemical instability, reactions or corrosion. • Acute or chronic toxicity. • Cancer, mutations or birth defects. • Damage to the ecosystem or natural resources, accumulation in biological food chains, persistence in the environment or multiple adverse effects.
Reuse	Extends the useful life of an asset, maximising it's overall value and delaying the consumption of raw materials and energy to produce new assets



Recycle	Processing used materials (waste) into new products to prevent waste of potentially useful materials, reduce the consumption of fresh raw materials, reduce energy usage, reduce air pollution (from incineration) and water pollution (from land filling), and lower greenhouse gas emissions as compared to virgin production.
Waste Disposal	Waste disposal includes the collection, transport, storage, sorting and treatment needed to recover the reusable components and materials or energy. The filing or release into the environment of all other products in conditions that prevent nuisances mentioned in the preceding paragraph.
Recycled Materials	These are items which have been reprocessed from recovered (reclaimed) material by manufacturing processes and made into a final product or into a component for incorporation into a product.
Contractors	All persons or companies contracted by du itself or subcontracted to provide different services useful to du.
Suppliers	All persons or companies chosen by du to provide material.

35. References

1. du HSE Management System (policies and procedures).
2. UAE Federal Laws and Local orders.