Document Title	**QHSE Manual**
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Approved by: Salah El Fandi	Sig/Date:

Revision History

Rev. Date	Rev. no.	Details of Change (note: state the part or sections of the document changes were made)	Originator	Approval
07.02.2016	02	Revised to reflect ISO 9001 2015 requirements	M. Elaherish	

Contents

1.0   Introduction

INDUSTRIAL TECHNOLOGY OIL SERVICES (INTECH) is committed to delivering safe & high quality excellent services, this commitment is consistently achieved through the strict adherence and implementation of Quality, Safety, Health and Environmental policies designed to optimize working conditions at all times and all levels.

At INTECH, the policy "SAFETY IS EVERYONE'S RESPONSIBILITY" and is inherent with the working system. The policy applies from the Top Management down to the workers. As such, each and every member of the team has an integral part to play and assure a safe working environment for our employees, clients, visitors and the public. INTECH complies with all applicable statutory and regulatory requirement, standards and Codes of Practice and provides the necessary training and advice for employees along with the appropriate safety devices and protective clothing.

The Top Management ensures all INTECH's personnel are competent on the basis of their education, experience and trainings. Job related trainings and orientations programs for safety, health and environment are given by recognized experts. Furthermore, comprehensive and strict supervision by competent supervisors are applied and observed at all stages of INTECH operations & project execution to maintain continuously achieved best results.

INTECH's commitment to HSE policies is to strive towards achieving Goal Zero, we believe that all injuries are avoidable, hence, continuous preventive safety measures are constantly sought and applied to keep an excellent safety track record.

2.0   Definitions

HSE-MS - Health, Safety, and Environment Management System

Accident/Incident - An Incident is any unplanned or uncontrolled event or sequence of events which has caused harm to people, contamination and / or damage (loss) to; asset, environment, company reputation, or third parties. The term 'incident' includes any breach of relevant environmental legislation.

Accountable - Means being required or expected to justify actions or decisions. The Accountable person does not necessarily implement the action or decision (implementation is usually carried out by the person who is Responsible) but must organise the implementation and verify that the action has been carried out as required.

ALARP - As Low As Reasonably Practicable (ALARP). Risks are said to be reduced to a level of ALARP, at a point where the time, trouble, complexity, difficulty, and cost of risk reduction measures have been assessed, and where further risk reduction is grossly disproportionate to the Risk reduction achieved.

Barrier - Is a Risk Control or a Recovery Measure. Barriers provide the means of preventing an event or Incident, or of mitigating the Consequences. A Barrier can be an item of equipment or a human intervention, and can also be a Control on an Escalation Factor.

Control- (1) The process of ensuring that activities are carried out as intended. Control involves monitoring aspects of performance, making commendations and taking corrective actions where necessary.   (2) Physical device to regulate a machine, apparatus, or system within prescribed limits or physical standards of safety and operating effectiveness

COSHH - Control of Substances Hazardous to Health

Corrective action - Any activity undertaken to address an incident or non-compliance, and if possible, to prevent its recurrence.

Hazard - An existing condition or situation with the potential to result in an Incident at a later time or in different circumstances that may be reasonably expected to occur at that location.

3.0   Responsibilities

General Manager – responsible to ensure this manual is implemented and maintained

Operation Manager – responsible to ensure that this manual is implemented and followed by all workers, shall also conduct audits to enforced implementations

Manager/Coordinator – shall follow the contents of this manual and oversee the implementations

Workers – shall comply with instructions set in this manual, report all incident and accident to their line managers

4.0   HSE policy

Obligations

The Top management of Industrial Technology Oil Services (INTECH) is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers, contractors and anyone else who may be affected by our operations. The company also recognizes its duties and responsibilities towards protecting the environment. We are committed to comply with the applicable statutory and regulatory requirement.

Responsibilities

Management: Will provide and maintain as far as possible:

- Safe working environment, safe procedures and safe systems of work. Machineries, equipment and materials in safe and environmental friendly condition. Facilities and accommodation for the welfare of workers. Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury. Commitment to consult and co-operate with workers in HSE matters. Minimize impact on the environment.

Workers:

Each worker has an obligation to:

- Comply with company HSE procedures & safe work practices with the intent of avoiding injury to themselves and others and prevent damage to assets. Take reasonable care of the health and safety of themselves and others. Wear personal provided protective equipment and clothing where necessary. Not misuse or interfere with anything safety equipment, devices provided for health, safety and environment. Report and take actions in dealing with spillages, waste handling and disposal. Report all accidents and incidents on the job immediately, no matter how trivial. Report all known or observed hazards to their supervisor or manager.

This policy applies to all business operations and functions, including those situations where workers are required to work off-site or deployed into different fields.

Approved by:

Salah Fandi, General Manager

Date. June 2016

5.0   HSE MANAGEMENT FRAMEWORK

Industrial Technology Oil Services INTECH is fully committed to achieving effective Health, Safety, and Environmental management for all its activities as an integral part of its business. Continuous improvement in HSE is regarded as one of our key drivers for enhanced overall business performance.

Individual Health, Safety, Environmental systems, management tools and techniques have evolved over the years but now need to be integrated into the business in a structured way. As with any other aspect of the business in order to manage HSE effectively, we need a sound management system to provide managers with the assurance that they are discharging their responsibilities effectively and as a basis for continuous HSE performance improvement.

INTECH is developing and implementing HSE Management System with the objective to meet these needs and provides a set of arrangements to ensure that we control our HSE risks in a practical, effective and efficient manner. The aim is to enable INTECH to assure itself, its clients, regulators, partners, licensing authorities and insurers that we are able to comply with HSE policy and Legislation through a process of self-regulation and control. The emphasis is placed on an approach which is both objective setting, establishing what to do and then doing it, and proactively taking action before and not after the event. The focus is on a Plan > Do > Check > Act Feedback systems model approach (see below) as applied in quality and other business management. The self-regulatory approach is risk based, not at any cost, but on the premise that measure should be taken which is necessary and cost effective to reduce risk to a level that is As Low As Reasonably Practicable (ALARP). - A point at which the cost of further risk reduction is grossly disproportionate to the benefit gained.

The adoption of a management system that combines Health, Safety, and Environment is based on:

- The ownership of HSE management system will be by INTECH top management;

- Top management at INTECH will drive the HSE MS;

- Managers setting their own objectives, monitoring their achievement and demonstrating that the organization is self-regulating – thus minimizing the external regulatory burden;

- The need for sustained effort to improve HSE performance;

- Integration of HSE into the business for efficient use of management resources.

- At INTECH we manage HSE equal to other tasks and given same weights and priority.

Our HSE management system is based on the principle of continual improvement model PDCA Cycle as illustrated below derived from ISO 9000 quality management systems
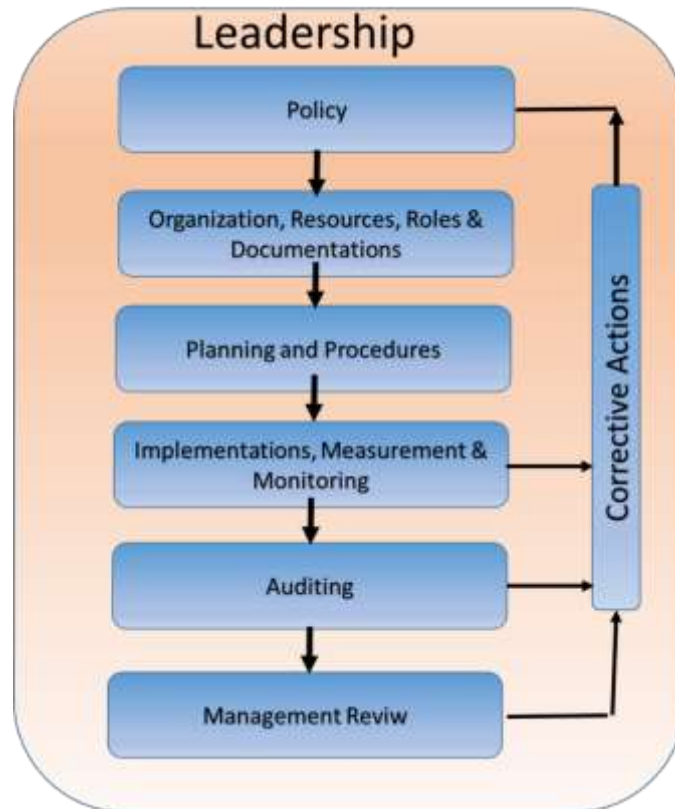

P-D-C-A Model

5.1 THE PDCA MODEL

The concept of achieving continuous improvement through a logical sequence of repeated steps is fundamental to an Management System. Many versions of the continuous improvement process exist, this Framework applies the 'Plan-Do-Check-Act' cycle (PDCA), which has been adopted by ISO. This simple process has developed into a widely applied practical basis for management systems. It starts with careful planning, followed by controlled execution, which is monitored for effectiveness, leading to the inclusion of improvement actions when further planning in a continuous cycle. The table below shows how the four steps can be applied to systematically manage the business or activity and improve performance.

	Description
PLAN	Clarify objectives of the activity and organize appropriate resources. Engage all parties involved or affected. Ensure risks are identified and measures defined to eliminate them. Remaining risks are assessed to define appropriate controls or mitigation
DO	Execute and control the activity based on plans and procedures, including those to manage risk.
CHECK	Monitor to ensure plans and procedures are being followed and to confirm risk controls/ barriers are effective. Measure progress and assess processes for improvement opportunities and/or assurance.
ACT	Review outcomes and performance. Establish improvement actions, incorporate into (future) plans for the activity and embed relevant learning in the Management System.

5.2 HSE MANAGEMENT SYSTEM STRUCTURE

5.3 Essential principles

a) **Strong and active leadership from the top**:
   – Visible, active commitment from the board;
   – Establishing effective 'downward' communication systems and management structures;
   – Integration of good health and safety management with business decisions.

b) **Worker involvement**:
   – engaging the workforce in the promotion and achievement of safe and healthy conditions;
   – effective 'upward' communication;
   – Providing high-quality training.

c) **Assessment and review:**
   – Identifying and managing health and safety risks;
   – Accessing (and following) competent advice;
   – Monitoring, reporting and reviewing performance

5.4 HSE Management System elements

5.4.1 Leadership and commitments

Commitment is essential for the success of the MS, as is everyone's responsibility for their actions. At INTECH Everyone understands their accountability for MS policies, systems, decisions, and outcomes.

INTECH Senior management have the ownership of the system, provide strong, visible leadership & commitment, ensure that this commitment is translated into resources, to help develop, operate and maintain the HSE management system, and to attain the policy and strategic objectives. Management should ensure that full account is taken for HSE policy requirements and should provide support for local actions taken to protect health, safety of the workforce.

5.4.2 Organization, Roles and Responsibility

Organization chart in place, responsibilities are assigned, adequate resources provided, competence assured, HSE performance managed, HSE matters are effectively communicated, documentation is controlled and maintained, workforce participation and consultation process in place.

5.4.3 Planning and Procedures

Plans and procedures are established, documented and maintained in accordance with the risk level defined. and the required risk controls are put in place.

Plans established for achieving the HSE Objectives, targets and risk reduction measures, performance improvement, conduct of work activities, management of change, risk management process in place, Hazards, effects and threats are identified and risks assessed, control and recovery measures and mitigations are developed and implemented.

Contingency, emergency, crisis and continuity management plans, as well as required resources, are in place with regular tests and drills, including incorporation of lessons learned.

5.4.4 Implementation & Performance Management

Suitable and sufficient supervision available to confirm each activity and/ or task is executed in compliance with the plans, procedures and delivers the expected outcome.

HSE culture is maintained whereby everyone understands their responsibility to "stop and Intervene" during an activity when a risk is not adequately controlled.

Activities are conducted against the relevant procedures. Performance is measured against objectives, targets,. Corrective action is taken when necessary.

Feedback on performance and behaviour is sought and acted upon. Good performance and positive behaviours are recognized, reinforced and rewarded. Inadequate performance or unacceptable behaviour is managed.

Process to learn from incidents, events and non-conformances from both internal and external sources

5.4.5 Assurance, Reviews and Audits

A documented, risk-based assurance process, including scheduled independent audits, is established.

Consolidated and interpreted performance information is prepared for management review

Improvements based on assurance findings, lessons learned, and internal and external good practices are planned, communicated and embedded within the MS to drive continuous improvement