





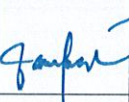
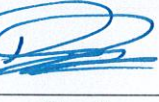

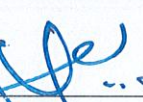

## COMPANY STANDARD INSTRUCTION




### HSE GUIDELINES FOR DOHA HQ

**Procedure Number: IN-250-HSE-06**

**Document Classification: Internal**

Approved by	Name	<b>PAUL VERMEIREN</b>	
	Position	CHSEQO	
	Date	14/07/2020	

Rev	Date	Prepared by	Reviewed by				
0	08-Dec-2019	 Sr. HSSE Officer	 HSESM	 Fire & Emergency Manager	 Safety Manager	 GS & Infra. Manager	 TGM




  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 2 of 33

**Revision / Modification History:**

Rev#	Date	Section No.	Reason of modification
0	8.12.2019	Section 01 Section 08 Section 07	<ul style="list-style-type: none"> <li>• Change document name as HSSE Guidelines for Doha HQ</li> <li>• Change document Number from M- 251-SFF-03 to IN-250-HSE-06</li> <li>• Control of work (safe system of work checklist) is added.</li> <li>• ERP aligned</li> <li>• Medical emergency response Plan (MERP) included</li> <li>• Remove violence at work and bomb threat as these are the part of Security Procedure (IN-254-SCR-01)</li> </ul>




**Distribution:**

Through *SharePoint*.

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>3</b> of <b>33</b>

## Contents

<b>1</b>	<b>OBJECTIVE:</b> .....	<b>4</b>
<b>2</b>	<b>SCOPE:</b> .....	<b>4</b>
<b>3</b>	<b>INSTRUCTION SUMMARY:</b> .....	<b>4</b>
<b>4</b>	<b>DEFINITIONS &amp; ABBREVIATIONS:</b> .....	<b>4</b>
<b>5</b>	<b>DOCUMENT REFERENCES</b> .....	<b>5</b>
<b>6</b>	<b>RESPONSIBILITIES (AS APPLICABLE)</b> .....	<b>5</b>
<b>7</b>	<b>INSTRUCTION METHOD</b> .....	<b>8</b>
	7.1 SAFETY INDUCTION:.....	8
	7.2 CONTROL OF WORK:.....	8
	7.3 HANDLING MEDICAL CASES AT DOHA HQ: .....	12
	7.4 EMERGENCY RESPONSE PLAN:.....	21
	7.5 ENVIRONMENTAL GUIDELINES.....	29
<b>8</b>	<b>RECORDS</b> .....	<b>30</b>
<b>9</b>	<b>APPENDIX</b> .....	<b>31</b>
	9.1 APPENDIX: Estimation Time for MEDEVAC by Ground Ambulance .....	31
	9.2 APPENDIX: Safe system of work check list .....	32
	9.3 APPENDIX - HQ Emergency Team contact numbers: .....	33

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 4 of 33

## 1 OBJECTIVE:

The objective of this document is to provide information and guidance to Doha HQ employees & Al- Reem club contractor and visitors to manage their activities in a safe manner.

This document provides guidelines to protect assets, environment and instruction for occupants to evacuate the building.

## 2 SCOPE:




These guidelines are applicable to Doha HQ. A safe system of work (Section- 8 ) shall be applicable for Doha HQ & Al- Reem club.

## 3 INSTRUCTION SUMMARY:

This document is outlines the HSEQ requirement for QAPCO HQ.

## 4 DEFINITIONS & ABBREVIATIONS:

#	Abbreviation / Key word	Definition summary
1	Area owner	Individual / department representative responsible to manage the facility and requesting for work.
2	Executor	Trained and qualified employee/ contractor responsible to supervise and execute the task.
3	Assessor	Trained and competent individual to assess the job Risk and advise the control measure, normally assessor will be area owner.
4	Method statement (MS)	A work method statement is a document that details the way a work task or process is to be carried out. It gives a step-by-step guide on how to do the job safely.
5	TBT	Tool box talks: The discussion held among all the parties involved in the job, related to the site and job hazards, PPE requirements, work procedures and emergency action plan. These talks are conducted at site prior to performing the job.
	CSE Watch	The person stationed at the entry point of a confined space. He is responsible for maintaining communication with the entrants and also track and monitor the entry and exit of the entrants using the confined space entry log sheet
6	PPE (Personal Protective Equipment)	PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE)

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 5 of 33

7	Fire watch	The person who will continuously monitor the hot work job as defined by hot work permit for the complete duration of the job
8	MSDS/SDS	It is a document that contains information on the potential health effects of exposure to chemicals, or other potentially dangerous substances, and on safe working procedures when handling chemical products.
	MERP	Medical Emergency Plan
9	Building controller	Employee responsible to act and emergency responder
10	ILS	Immediate Life Support
11	IP	Illness Patient
12	MEDEVAC	Medical Evacuation
13	MCI	Mass Casualty Incident
14	START	Simple Triage and Rapid Treatment
15	HQ	Head Quarter

## 5 DOCUMENT REFERENCES




#	Document ID	Document name	Summary of dependency or use
1	M-PSS-250-01	HSE-IMS	Detail HSE management system
2	PR-PSS-110	Incident Reporting and investigation Procedure	Incident Reporting and investigation guidelines
3	PR-PSS-139	Emergency Response Plan	QAPCO Mesaieed emergency categorization
4.	PR-PSS-128	HSE Training process	HSE training requirements for executor, leader executor

## 6 RESPONSIBILITIES (AS APPLICABLE)




Individuals responsible to manage the facility shall understand the requirements of this documents and responsible to ensure the compliances. Hazard & controls identified through the checklist shall be followed and implement before & during commencing of the job.

Area line managers are responsible to ensure that these guidelines are followed by respective area owner/ contractor to prevent injury to personnel, damage to asset and environmental pollution.




Note: Below are Responsibilities related to section 8 of this document:

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 6 of 33

#	Job Title	Responsibilities
1	<b>Area owner (responsible Person to assess the task):</b>	<ul style="list-style-type: none"> <li>a) Assessor should be trained and competent (HSE-Level-1) preferably a QAPCO employee or his delegate (contractor) authorized by QAPCO and a direct responsible for managing a facility.</li> <li>b) Authorized assessor shall be trained on this instruction and understand the requirements.</li> <li>c) Ensure that the updated /required documents are attached &amp; available which is marked up to identify other potential conflicts if any.</li> <li>d) Ensure that service provider (Contractor) is accepted and evaluated as per defined procedure in control procedure (Contractor HSE Management procedure PR-PSS-113).</li> <li>e) Verify, contractor employees are trained and have valid certifications.</li> <li>f) Responsible to complete the safe system checklist (appendix-2) and handover to executor.</li> <li>g) Responsible to ensure all hazards associate with task have been identified &amp; controlled are understand by execution team.</li> <li>h) If any chemical will be used during execution, assessor should refer the MSDS of chemical before identifying the hazards and controls.</li> <li>i) Gather the relevant information in relation to the work, including the intended starting date &amp; time, anticipated job duration, a description of the task &amp; the names of those carrying out the work.</li> <li>j) Ensure that the area and equipment are made safe before hand over. Required isolation done.</li> <li>k) Outline how the work is to be undertaken (e.g. procedures, precautions, equipment, location, start time, duration) if required.</li> <li>l) Review the Method statement (MS) prepared by execution party and agreed on process and risk control measures.</li> <li>m) Communicate &amp; review with QAPCO safety representative safe system checklist (<b>appendix -2</b>) when required, especially for critical task (Confined space, Man-lifting etc.).</li> </ul>

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 7 of 33

2	<p>Executor:</p>	<p>a) Understand the work content, hazards and control measures.</p> <p>b) Ensure the team is competent and trained (Lead executor-Level1) to perform the task.</p> <p>c) Be skilled, qualified trained and competent to perform the work, including the use of any personal protective equipment (PPE).</p> <p>d) Arrange additional PPEs if required.</p> <p>e) Hold a TBT with execution team and discuss the content of job, MS &amp; ensure that all members of the team understand scope and risk control measures.</p> <p>f) Ensure that area owner or other relevant authorities are informed before starting work every day.</p> <p>g) CSE Watch &amp; Fire watch will be 3<sup>rd</sup> trained &amp; certified by third party.</p> <p style="padding-left: 40px;">During the work, executor must:</p> <ul style="list-style-type: none"> <li>• Ensure that the safe checklist appendix 1 display at the worksite whenever work is underway.</li> <li>• always Stay at or in close visual contact with the worksite , to supervise the work party.</li> <li>• Ensure that the worksite and equipment are safe whenever work is suspended.</li> <li>• Ensure that all tags and signs are prominently displayed so that personnel are aware that the equipment is isolated/not to be operated.</li> <li>• Stop work and move all personnel to a safe location if conditions on site become hazardous or the precautions on the Job become inadequate.</li> <li>• Continuously assess the task, any change in conditions, work shall not be continue. Inform the area owner.</li> <li>• If job continue next day, validate the control measures before start of activity.</li> <li>• Ensure that the MS and daily TBT are followed throughout the work period.</li> </ul>
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  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 8 of 33

3	Contractor safety officer:	<ul style="list-style-type: none"> <li>• On completion job, perform the housekeeping of area return back safe system checklist (appendix 1) to area owner.</li> </ul> <p>Contractor safety officer will monitor the activities and responsible to:</p> <ol style="list-style-type: none"> <li>a) Inspect the site and ensure all control measures are implemented.</li> <li>b) Ensure the safety &amp; emergency equipment are available.</li> <li>c) Perform the Gas testing whenever required and maintained a record. (Only AGT).</li> <li>d) Ensure that Fire watch/ CSE watch is standby whenever required.</li> <li>e) Identify the unsafe observation and help/ advise to correct it.</li> <li>f) Guide the workers for safe execution.</li> </ol>
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## 7 INSTRUCTION METHOD

### 7.1 SAFETY INDUCTION:

#### 7.1.1 Visitor Safety Induction:

All visitors entering QAPCO's premises shall attend HSSE induction training. (Refer Training matrix PR-PSS-128 Annex 4). This is to ensure that the visitors are aware of potential hazards in the premises and understand the control measures and emergency response plan in place.


#### 7.1.2 Employee HSSE Induction:

All new employees, interns and apprentices shall undergo HSSE induction as per the training matrix (PR-PSS-128 Annex 4). The HSSE Induction shall be conducted preferably on the first day at work or within three working days from the date of joining.

### 7.2 CONTROL OF WORK:

In order to control on day to day maintenance and building repair activities a "Safe system of work" is develop which will guide to building owner and maintenance contractor to identify the risk associate to task and prevent human injuries and asset damage.



	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 9 of 33

### 7.2.1 Safe system of work Applicability:

This check list applicable to Doha HQ & Al Reem club maintenance and construction activities.

Following but not limited activities are required to perform safe system of work check list.

- a) Civil work: Excavations, Public Road breaking etc.
- b) Working at height: Painting, scaffolding, working on unprotected roofs, Fresh Air / Exhaust system in the roof top, glass cleaning, light replacement etc.
- c) Working in confined spaces, for example, ducts, water tank cleaning, trenches etc.
- d) Hot work. Welding, soldering or cutting, grinding etc.
- e) Maintenance activities: electrical appliances, kitchen equipment, HVAC system Leak testing, elevators, Fire and gas detection system etc.
- f) Lifting (Use of crane, boom truck, forklift)
- g) Any other activity having potential to harm public and workers.
- h) Swimming Pool maintenance activities (Only Al- Reem Club).

*Note: Activities such as masonry, plumbing, carpentry, painting (at ground level), routine maintenance (Not required electrical isolation) and other activities having low risk of injuries can be performed by conducting TBT with workforce. However, workers must understand general hazards and safe practices.*

Activities having high Risk of injuries /damage or incident in a past, must be considered for a detail assessment.

### 7.2.2 Safe system of work checklist Process:

#### 7.2.2.1 Preparation of work area:




The relevant work area shall be prepared to eliminate or minimize the risk of incident such as potential for fire, personnel injury, public problems or exposure of persons to a hazardous substance.

#### 7.2.2.2 Gas testing requirements:

A Gas Test is required whenever:

- a) An Open flame hot Work is to be done in an area where hydrocarbons or other flammable gases/vapors may be present.
- b) Entry is to be made into a Closed space (Sewer, underground pit or any other confined Space having potential of low oxygen level or Toxic gases).

When a Gas Test is required, the assessor shall

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>10</b> of <b>33</b>

- a) Check gas testing/ Gas monitor required
- b) State if continuous monitoring for gas is required during the work.

Gas Monitoring / Recording: contractor safety officer is responsible to perform the gas testing and recording in a separate sheet.

#### **7.2.2.3 Revalidation of safe work checklist:**

This checklist is valid for the job duration however; assessor and executor shall ensure that work conditions are same and control measures are valid.

**Note:** If the work is more than one working day, executor shall inform to area owner before starting the activity regularly and executor will be held TBT with his team regularly and maintained the record. Checklist will be considered as expired if stated job complete date is passed, an assessor shall prepare new checklist and get approval from area owner. Follow Up and Records:

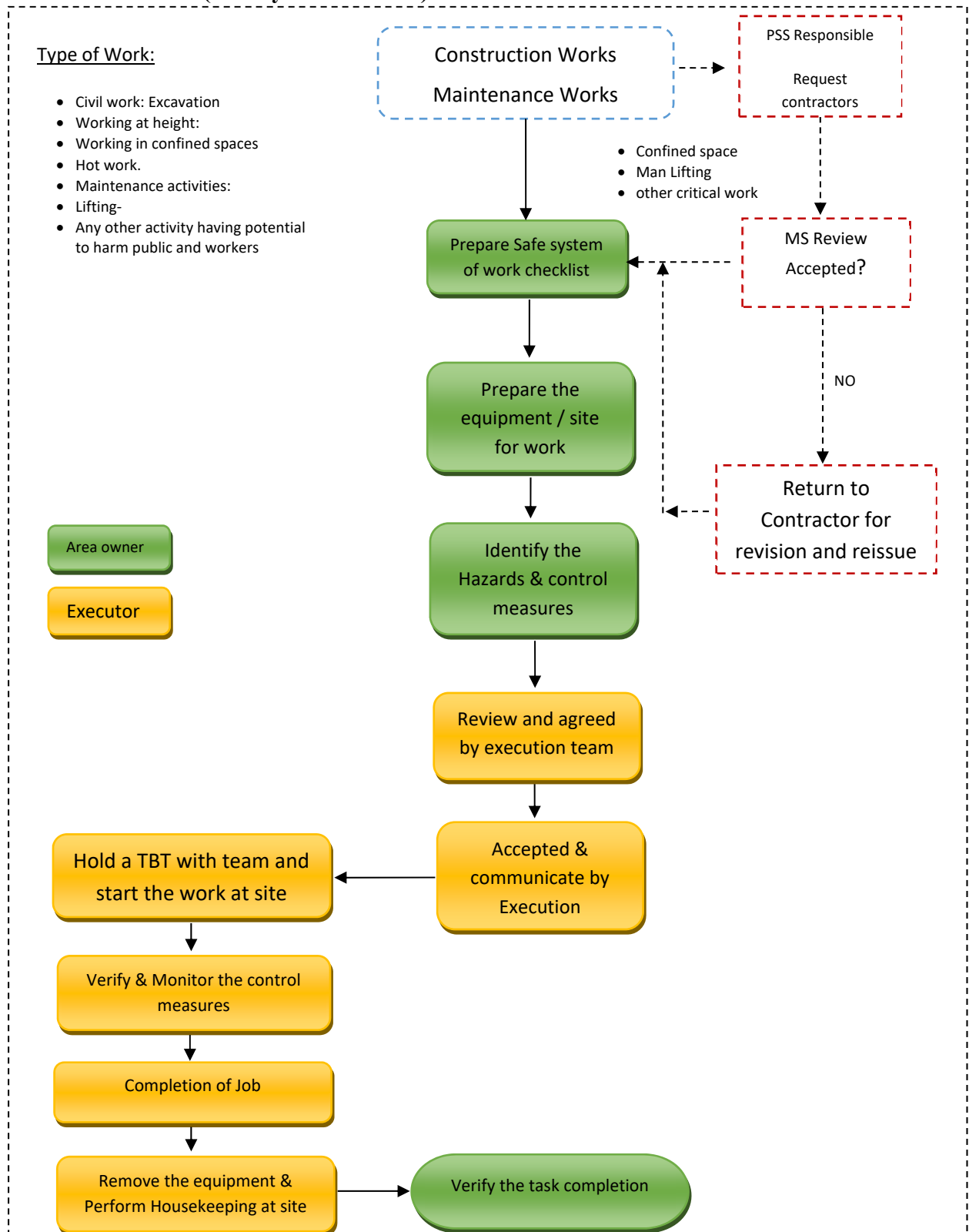
After completion of job area owner is responsible to maintain the record for checklist Appendix 1 and associate documents for one month.


#### **7.2.3 Training:**

Following are mandatory trainings for executors:

- a) Executor- Level-1 (QAPCO HSE Training Process Procedure PR-PSS-128)
- b) Safe system of work checklist for HQ & Club facilities

### 7.2.4 Flow chart (Safe system of work):



	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>12</b> of <b>33</b>

### 7.3 HANDLING MEDICAL CASES AT DOHA HQ:

The following guidelines are issued specifically for QAPCO's Doha HQ employees, to provide the necessary directive to enable everyone to take the appropriate actions towards any illness or occupational illness and medical emergencies. (Ref. HSEQ policy and medical procedures).

#### 7.3.1 Normal Medical Cases:

Employees working at Doha HQ and wish to get medical treatment may go to QAPCO medical Clinic located at the ground floor in the HQ building or to any health provider with insurance card.

In case the treatment is made from outside health provider and the examining Doctor may recommend “unfit for work”; the employee should inform QAPCO Medical Section, and the original certificate should be sent as soon as possible.

The employee, who wishes to get preventive medicine from QAPCO Medical Section, should contact/visit QAPCO Doha medical clinic.

All preventive medicines will be provided for a maximum period of three days treatment.

#### 7.3.2 Emergency Cases:

In case of a serious medical emergency involving an employee or visitor the injured or host employee shall notify their floor Emergency Management Team (BUILDING CONTROLLER).




The emergency focal person shall contact QAPCO Doha HQ medical nurse by dialing 8588 or +974 4033 8588 from mobile phone to request assistance, the caller should provide QAPCO medical nurse with the following information:

- a) Total injured person
- b) The name of the person calling
- c) Floor, section address
- d) Brief description of the injury, i-e Conscious or not, fall down, etc.

QAPCO Doha HQ medical nurse will administer first aid procedure.

QAPCO Doha HQ nurse will call Hamad Medical Corporation (999) & head of medical in case of any medical emergency case.

Under the supervision of Head of Medical section, Medical staff will collaborate with Hamad Medical Corporation to follow up the case.

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>13</b> of <b>33</b>

Work incident report shall be completed by injured superior within 24 hrs. And forward to HSE department as per the Incident Reporting & Investigating Procedure PR-PSS-110.

### 7.3.3 Medical Emergency Response Plan (MERP)

This MERP is developed for QAPCO Doha HQ which is C-Ring Road, Doha, Qatar.

### 7.3.4 Authorities:

Designated first aider shall have basic first aid certification and can deliver basic life support and immediate aid to the victim. He/she shall inform medical emergency condition to floor Building controller.

Nurse is competent medical professional that can assess, provide medical treatment and stabilization of the IP/illness patient, report to Head of Medical for necessary advice and further treatment if required and maintain the IP/illness patient condition in the clinic.

Company first aid unit is health care provider that consist of nurse with ILS (immediate life support) certification that can deliver medical treatment, patient stabilization while waiting referral to complete health facilities nearby. This facility also have observation room and medical emergency equipment's (i.e. AED, etc.) to administer necessary actions required.

Hospital is designated health care provider with complete health facilities (doctors, emergency room, ICU, inpatient services, supportive test – CT scan, MRI, laboratory, etc.)

### 7.3.5 Resources required for the Implementation of the MERP:


Implementation of a MERP is including but not limited to:

1. Effective means of communications (telephone, radio, computer and fax).
2. First responders and trained competent healthcare professionals e.g. (Designated First aider) DFA, doctor, nurse.
3. Adequate means of transportations (ground ambulance, air ambulance).
4. Adequate medical structures (primary, secondary and tertiary health-care unit).

### Medical Emergency Response Resources According to MER (Medical Emergency Response) Stages

Stage	Response Time	Action Party	Location
1	Within 4 minutes	Designated First Aider	Site of the incident
2	Within 1 hour	Medical professional (nurse, doctor)	Company clinic
3	Within 4 hours	Medical doctor/specialist	Hospital
4	As appropriate	Emergency physician/specialist	Tertiary Hospital

Source: Institute of Remote Healthcare, OGP (Oil and Gas Producer)-IPIECA

	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>14</b> of <b>33</b>

### 7.3.6 Description:

1. Stage 1 – first aid treatment and defibrillation provided by designated first aider in ground floor
2. Stage 2 – medical assessment, treatment, stabilization, initial and MEDEVAC (medical evacuation) if required
3. Stage 3 – medical attention or admission to and care at the nearest capable hospital
4. Stage 4 – referral to an appropriate specialist hospital in the country or other countries

All witness shall inform designated first aider pertaining condition of victim with following notes:

1. Name of injured person (IP) and total number of IP
2. The name of the person calling
3. Floor, section address
4. Brief description of the injury (i.e. conscious or not, fall down, etc.)

### 7.3.7 Category injury or illness:


1. Emergency MEDEVAC: medical evacuation of sick or injured person (s) requiring immediate medical attention at a hospital for which disembarkation is done using ground and/or air ambulance.
2. Non-emergency MEDEVAC: medical evacuation of sick or injured person (s) requiring medical attention at a hospital for which disembarkation is done base on availability of ground ambulance
3. Referral cases: referring sick or injured person (s) requiring medical attention at hospital/clinic at the end of working hours.

### 7.3.8 Managing Mass Casualty Incident (MCI):

A mass casualty incident (MCI) is defined as the unexpected or expected arrival of number of casualties above the capacity/resources of the company medical facility or medical team at any one time.

To qualify as a MCI, the number and severity of victims have to overwhelm the present arrangement and capacity/resources of the stage 2 clinic.

The Medical professional of the company clinic shall ascertain its capability of managing MCI and when to obtain external support.

	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>15</b> of <b>33</b>

When MCI is declared by stage 2 competent medical practitioner, the IPs are handled in order of severity of the injury/illness rather than on a first come, first served basis. The process of sorting according to severity of the injury/illness is called TRIAGING which is based on color coding i.e. Triage-Red (Critical), Triage-Yellow (Semi Critical), triage – Green (Non-Critical) and Triage – Black (expectant). Triage-Red (Critical) and Triage-Yellow (Semi Critical) will be the priority for transporting the IPs to primary stage 3 hospital.

MCI activation will also be followed by coordination with nearby Medical Facilities (Public or Private) to provide medical support such as medical personnel, medical equipment, ambulances, etc. to manage IPs at the medical base. Involvement of nearby medical facilities to provide medical support for MCI will be activated by stage 2 MER responders.

### **7.3.9 Triage for Mass Casualties or Multiple Injuries:**

Triage is the sorting or prioritizing of MER action based on need for treatment and the available resources to provide it. In simple terms it aims to ‘do the most for the most gain’. In case of multiple casualty incidents it also refers to sorting of those who should be treated first because their problems require priority attention or which patients need to be transferred to a higher care center first.

Triage shall be applied in:

- a. The communication of all medical emergencies, between DFA and MER professionals.
- b. The prioritizing of incidents involving multiple casualties.




Triage can be performed quickly by assessing:

- a. Ability to walk and talk
- b. airway
- c. Breathing and respiratory rate
- d. circulation (including pulse and blood pressure)

The main actions of Triage are:

- a. Rapidly identify patients with urgent life threatening conditions
- b. Determine the most appropriate treatment area to transfer the patient
- c. Provide ongoing assessment and review triage labels as situation dictate

The priorities of Triage are shown in table below. It should always be kept in mind that this staging may not be static, the three main natural steps of resuscitation should be followed – assess, treat as triaged and re-evaluate.

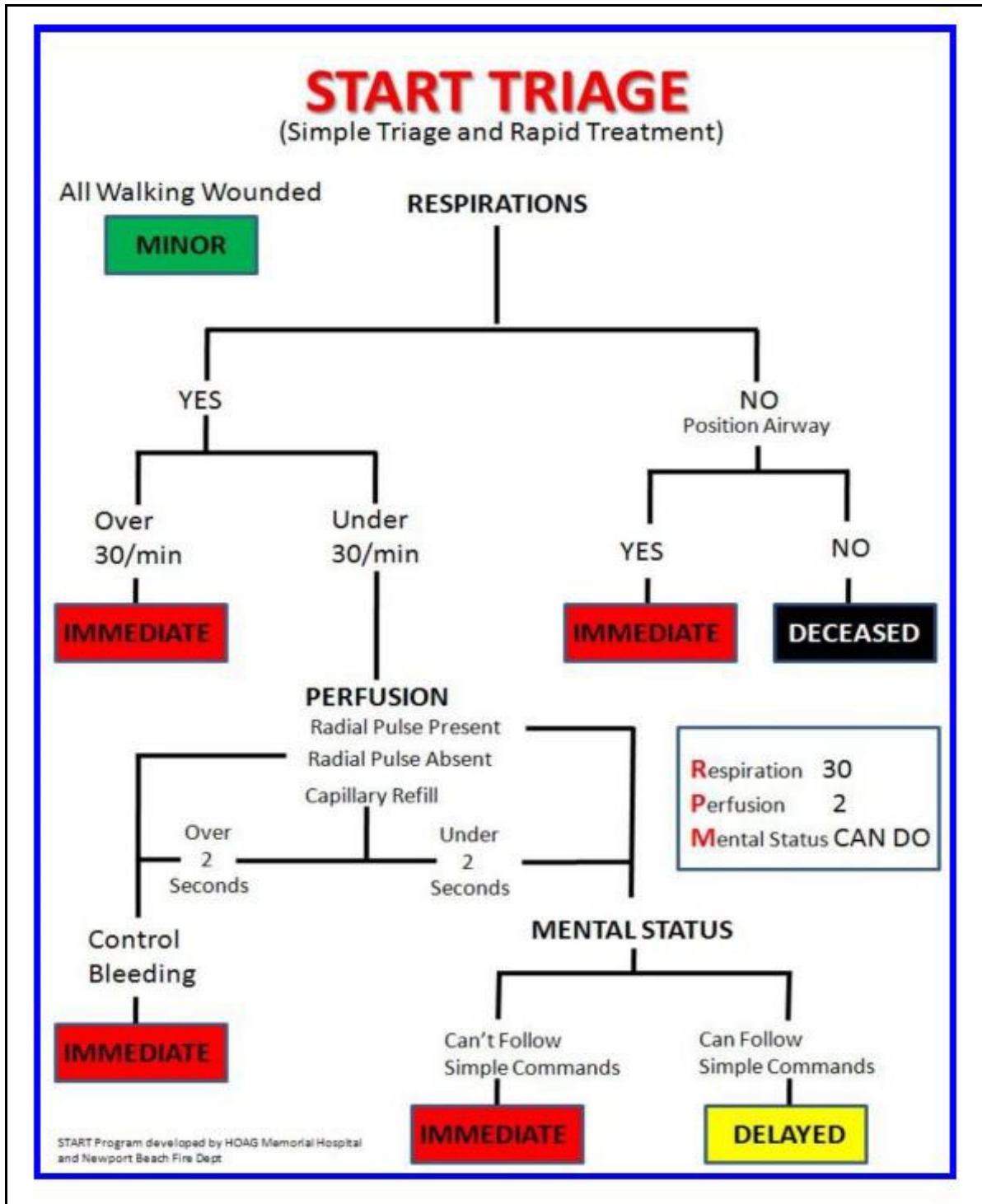
  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 16 of 33

No	Color	Description	Explanation	Examples
1	RED	Critical (Immediate)	Conditions that are a threat to life or limb with imminent risk of deterioration. The casualty is considered priority for aggressive resuscitation, surgical intervention or transport to advanced facilities. Injuries are severe and are likely to survive with immediate treatment. Immediate aggressive resuscitation is required	Tension pneumothorax, severe bleeding
2	YELLOW	Semi-critical (Delayed)	These are conditions that could potentially progress to a serious problem requiring emergency intervention. Observation by trained persons and frequent re triage is required. The casualty will need hospital care (and would receive immediate priority care under "normal" circumstances). Urgent emergency attention required	Clinical suspicion of ectopic pregnancy with stable signs, proximal long bone fractures, compound fractures
3	GREEN	Non critical (Minor)	Conditions where intervention can be delayed. The casualty will require a doctor intervention, but may not deteriorate immediately. Emergency action is delayed or non-urgent till concurrent stages 1-2 above are stable or transferred.	Closed fractures of distal areas, sprained ankle
4	BLACK	Expectant (Deceased)	The casualty is so severely injured that they are either dead or in a terminal state and beyond resuscitation	Lethal large-area body burns




Table.1 Triage Priorities

Refer to Simple Triage and Rapid Treatment (START) Flow Chart and Sample of Triage Tag/Card





Simple Triage And Rapid Treatment (START) Flow Chart

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 18 of 33

**TRIAGE TAG**

NAME

**IMMEDIATE  
LIFE THREATENING**

**TRIAGE TAG**

NAME

**DELAYED  
SERIOUS, NOT LIFE  
THREATENING**

**TRIAGE TAG**

NAME

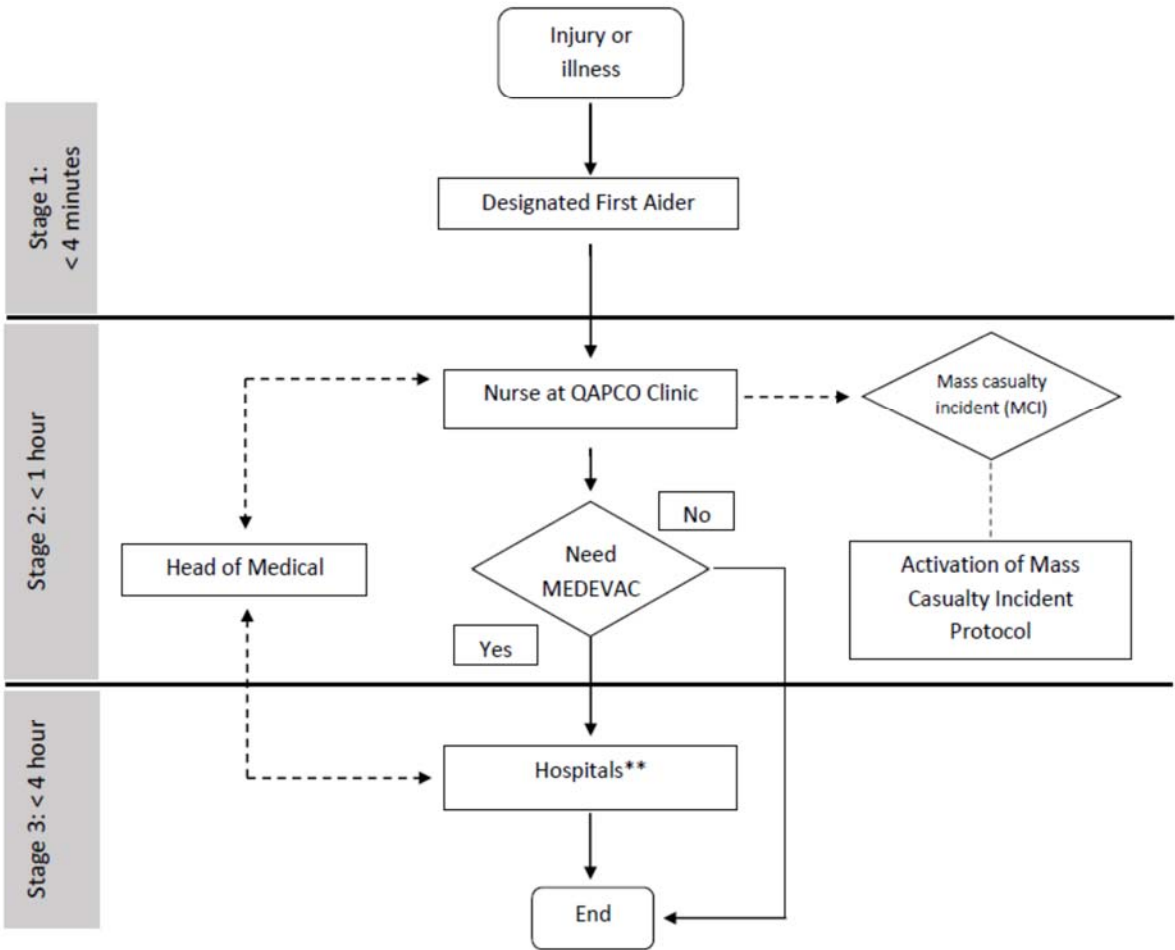
**MINOR  
WALKING WOUNDED**




**TRIAGE TAG**

NAME

**DECEASED  
NO RESPIRATION  
AND PULSE**

**Medical Emergency Response Plan Flow Chart  
At Doha Office**



  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>20</b> of <b>33</b>

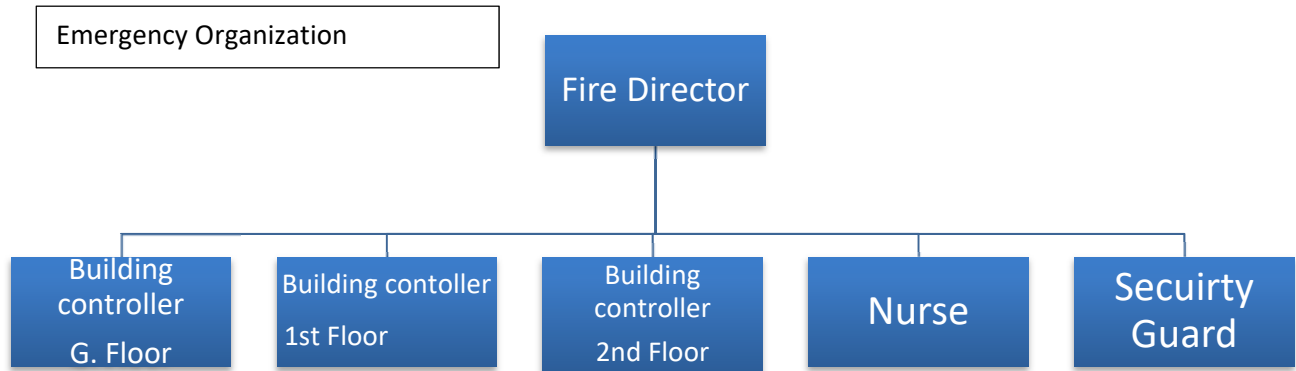
No	Health Care Provider	Evacuation Time	Phone Number	Address
1	Designated First Aider (DFA)	< 4 minutes	TBA	Ground floor 1 <sup>st</sup> floor 2 <sup>nd</sup> floor
2	PSS First Aid Unit	< 1 hours <b>(within 10 minutes)</b>	Phone +974 4033 <b>8588</b>	QAPCO HQ building, Ground floor
3	Al Emadi Hospital*	< 4 hours <b>(± 8 - 10 minutes)</b>	Phone +974 4014 4600	Doha
4	Hammad Hospital*	< 4 hours <b>(± 18 - 20 minutes)</b>	Phone 999	
5	Doha Clinic Hospital	< 4 hours <b>(± 20 - 22 minutes)</b>	Phone +974 4438 4333	
6	Al Ahli Hospital	< 4 hours <b>(± 23 - 25 minutes)</b>	Phone +974 4489 8888	
7	Head of Medical (dr. Muhammad Inoky)	On call	Phone +974 4477 <b>7217</b> Mobile: +974 555 95 128	Mesaieed Clinic

**Legend:**



\* Priority hospital




*Note: This table can be updated without modifying complete document.*

#### 7.4 EMERGENCY RESPONSE PLAN:



FIRE DIRECTOR is overall focal point of emergency, he is focal point for all communication and all building controllers.

Role	Identification	
Fire Director	Orange Color Vest "FIRE DIRECTOR"	
Building controllers	Yellow Color vest " Building controller"	
Nurse	White Apron	
Security Guard	Security man Uniform	

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>22</b> of <b>33</b>

#### 7.4.1 Responsibilities:

Building Emergency Response Plan emphasizes and defines the roles, responsibilities, and procedures required for emergency preparedness within the safety envelope of the Building.

##### I. **Fire Director:**

Lead the team, ensure proper communication done, support evacuation, guide support the public firefighting team.

##### II. **Floor Building controller:**

Required to act as building controller during an emergency, evacuate the building and head count of their department.

##### III. **building Occupants:**

Shall evacuate building in case of an emergency and report to head counter of the building controller.

#### 7.4.2 Potential Hazards and Threats Identification:

##### 7.4.2.1 Fire Hazards:

There is always a possibility that a fire could occur, and the most likely cause of a fire would be materials, chemicals or electrical. (Classes A, B & C)




Fire prevention practices at the building designed to prevent such fires. It is the responsibility of each individual to learn to recognize fire hazards and how they can prevent fires.

- a) “Smoking” is strictly forbidden inside the building, cigarettes being considered the first common ignition source for building fires.
- b) Electrical Systems including electrical wiring, cords to electrical equipment, tools, and extension cords may result in accidental ignition of combustible materials. For fire prevention, all electrical appliances must be grounded and all heat producing equipment shall be regularly maintained.

##### 7.4.2.2 Fire Protection Systems:

Building is equipped with automated smoke and heat sensors, an automated alarm system, and fire sprinkler system. Building owner is responsible to ensure the availability, testing and service of the below equipment's.

- a) “Autronica” smoke & Heat detection system are installed in different areas of the building.
- b) Fixed Extinguishing Systems “Siex-HC227” FM 200 Suppression system is installed at the Ooredoo data centre room.

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>23</b> of <b>33</b>

- c) Nominally 34000 US gallons water tank
- d) Diesel water pump for fire network
- e) Electrical water pumps to maintain fire network pressure on (8 bar.)
- f) Fire alarm system connected with “Autronica” smoke detection system
- g) 6 X 2½" water mains, two in each floor (ground, first & second)
- h) Hose reels are located in strategic areas of the building.

Floor	Number of FHRC's	Locations
Basement	2	Near to Ooredoo Room, Near to the Exit door behind the Fire pump room
Ground floor	3	Near to exit Staircase 1, Near to exit Staircase 2, Near to exit Staircase 3
First Floor	3	Near to exit Staircase 1, Near to exit Staircase 2, Near to exit Staircase 3
Second floor	3	Near to exit Staircase 1, Near to exit Staircase 2, Near to exit Staircase 3
Roof	1	

#### 7.4.2.3 Portable Fire Extinguishers:

Fire extinguishers are placed throughout the buildings and positioned according to the class of fire anticipated in that area. Following are the different types of extinguishers:


**Class A:** Class A fire extinguishers are effective in combating fires involving ordinary combustible materials such as paper, wood, cloth and some rubber and plastic materials.

**Class B:** Class B fire extinguishers are effective in combating fires involving flammable or combustible liquids, flammable gases, greases and some types of rubber and plastic materials.

**Class C:** Class C fire extinguishers are effective in combating fire involving energized electrical equipment where safety of the employee depends upon the use of non-conductive extinguishing media.

- a) Dry Chemical (ABC) powder fire extinguishers 6 KG
- b) Foam Extinguishers 9 liters

**Note:** Building owner is responsible to ensure that all fire detection (Smoke detectors, FM200) & firefighting equipment are inspected and testing as per required frequency.

	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>24</b> of <b>33</b>

### 7.4.3 Respond to Fire:

The first person discovering a fire will immediately take the following steps:

- a) Notify all personnel in the area by shouting "FIRE!"/ fire alarm system.
- b) Stop all activities that may become hazardous and proceed to the nearest exit as quickly as possible.
- c) Notify Building Controller by telephone, you might be requested to do the following;
  - Telephone - Dial **ext. 999**. Give the building number, room number, nature of the fire, your identity (name and file number.)
  - **ONLY** Attempt to extinguish the fire if you are properly trained, and totally familiar with the type of fire and method of extinguishment.
  - All other occupants except building controller whose duties require them to be present to handle the emergency shall stay away from the scene of the fire, evacuate the building and assemble at the determined assembly points, and carry on head counting
  - Never use elevator during emergency
  - Building controller team in common of "FIRE DIRECTOR" will be in charge of incident until the arrival of the **Civil Defense (Public Firefighting Department)**, they will be responsible for.
  - Providing information to **CIVIL Defense Team** pertaining to any unusual or hazard existing in the building.
  - Prepare a detailed narrative report of the incident, including time, place, equipment, and personnel, circumstances causing the fire damage, and proposed corrective actions to prevent a recurrence. And submit a copy of the final report to the HSEQ department.

### 7.4.4 Response in Case of Medical Emergency: Refer to Section 7.3


### 7.4.5 Nature Adversity:

#### 7.4.5.1 Earthquakes:

During an earthquake, remain calm and quickly follow steps outlined below:

- a) Evacuate the building, emergency stairways shall be utilize for the evacuation (Do not use Elevators).
- b) Keep yourself away from buildings, utility poles and other heavy structures.
- c) Move to designated area assembly point. Report to head counter of Building Controller.



	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>25</b> of <b>33</b>

#### 7.4.6 Roles and Responsibilities of emergency team:

Departmental managers are responsible to ensure that emergency protocols and communication guidelines are practically followed.

HQ building owner is responsible to prepare and maintain building controller list for each department and pasted at each floor. Minimum two building controller will be nominated by each department.

HSSE support will organize the Building Controller training.

Building controllers shall report the emergency related communication to the “FIRE DIRECTOR”, who will act as the incident controller and communicate with senior management, firefighting control room, security, HSE management and Qatar Civil Defense.

Upon witnessing or observing an emergency such as fire, Nature adversity, Bomb threat, violent behavior etc. the first respond is to raise the general fire alarm to alert the building occupants, and second is to contact the floor Building Controller and Building Security.

Other Emergencies such as medical emergency cases or personal injury, witnesses shall only inform the floor Building Controller and Building Security, in order to handle the emergency, while other building occupants shall remain at their offices.


When getting an emergency message through the internal telephone or by raising the fire alarm, the floor Building Controller shall contact Building Security office and get / pass the incident details, the security person will contact FIRE DIRECTOR and Fire director shall report the incident accordingly to the following

- a) Building owner
- b) initiate and update all emergency communication to firefighting control room and HSEQ management and security.

Type of information to be transmitted:

- a) Nature of the incident or accident.
- b) Building Location
- c) Involved products (if known).
- d) Time in which the event took place
- e) Estimated number of injured (if possible).

The communication shall be transmitted in English language, it must be made in correct and clear language. All messages must be distinct and precise and shall be repeated.

	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>26</b> of <b>33</b>

Record showing all communication actions related to the event must be logged, with special stress on the following information:

- a) Time of communication.
- b) Name of sender/receiver.
- c) Names of notified persons, stating the ways and time of contact.
- d) Brief description of the event.
- e) Any other related information.

#### **7.4.7 After Hours of Emergencies:**

- a) The Security Guard will immediately call the Qatar Civil Defense Firefighting Department (999) to report the incident.
- b) The Security Guard will call the Incident Controller, Infrastructure, General Services on call duty and Firefighting control room.
- c) Firefighting control room will call HSE on call duty senior Firefighting officer, Firefighting Manager and H.O on call duty.
- d) With full details of the incident. If necessary, the (Incident Controller) will notify the Managers of Facilities and others. (See Emergency Contact List).
- e) Incident details will be reported by the building owner and investigation proceedings (if required) will take place under HSSE Support Manager.

#### **7.4.8 Evacuation and Escape Route Plans:**




Two assembly points have been identified for gathering of the building occupants during emergencies,

- **Assembly Point (1):** is located at the East of the building, at the “C” ring road side car parking area, Employees and their visitors occupied the East wing side of ground floor, and first floor and second floor have to gather at assembly point (1).
- **Assembly Point (2):** is located at the West the building, at the “C” ring road side car parking area, Employees and their visitors occupied the WEST wing side of ground floor, and first floor and second floor have to gather at assembly point (2).

**Note:** Both assembly points are provided by Electronic readers for QAPCOs’ ID’s and visitors passes, to be utilized during emergency evacuation head counting check in.

#### **7.4.9 Head Counting Guidelines:**

- a) Employees / Visitors at QAPCOs' Doha HQ must carry their QAPCOs' personal ID's/ visitors passes during emergency evacuation, to facilitate electronic head counting check in.
- b) All evacuated personnel must punch in upon gathering at the assembly points

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 27 of 33


- c) The report which will create electronically in front of the security guard will identify the missing person, who was left behind inside the building during the evacuation.
- d) Security guard will report the missing person(s) to building incident controller in order to start search and rescue immediately.

#### **7.4.10 Emergency Evacuation Drills:**

- a) QAPCO Firefighting department shall plan drill annually.
- b) Building owner should aware of drill plan (Share by QAPCO Firefighting) and ensure that all necessary communications are made in advance.
- c) All building occupants are required to participate in periodic emergency evacuation drills.
- d) The purpose of these drills is to ensure that all occupants are familiar with the plan, learn how to safely evacuate their areas, and become accustomed with emergency exits and their orderly use.
- e) These drills require that everyone respond to the given instructions and leave their areas immediately, to the muster point in an orderly manner.
- f) Instructions for the evacuation will be provided over the emergency communication system.
- g) Building occupants to proceed to mustering point via the emergency exit staircases and to remain there until the “all clear” announcement is given.
- h) Drills will be conducted annually at a minimum. The time required for each drill will be about 6 minutes, followed by a short discussion on the outcome of the drill.
- i) The Fire and emergency department will be responsible for maintaining the schedule and record log for the evacuation drills.
- j) Building controllers shall support the evacuation drills in accordance.

#### **7.4.11 Return to Normal Operations and Re-entry Guidelines:**

- a) Re-entry is the first entry made after evacuation in order to perform mitigation or determine the area safe for building personnel to return.
- b) This must ONLY be done by FIRE DIRECTOR in the conjunction with the Public Firefighting Department and all information available on building hazards, the incident, and safety considerations.
- c) Return to normal operations is the point in an incident when the facility is turned back over from the Incident controller to Facility Managements. The building owner must participate in a face-to-face briefing with the Incident Controller to determine any recovery tasks that may still need to be accomplished as a result of the incident.




	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>28</b> of <b>33</b>

- d) If there are none, the facility may be reoccupied immediately. Otherwise, the responsible Facility management will direct personnel when to return.

**7.4.12 Important contacts number:**

- a) Floor building controller information will be displayed at each floor.
- b) Building owner is responsible to ensure that floor building controller list is up to date and display at prominent location.

**Building Emergency Contact List: (See appendix-3)**

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>29</b> of <b>33</b>

## **7.5 ENVIRONMENTAL GUIDELINES**

The following guidelines are issued specifically for QAPCO's Doha HQ, to provide the necessary directive to enable everyone to take the appropriate measures to protect the environment in line with QAPCOs' HSEQ Policy.

### **7.5.1 Resource Utilization:**

#### **7.5.1.1 Paper Saving:**

- a) Use both sides of paper wherever possible.
- b) Use suitable font size / shrinkage mode to minimize pages, if possible;
- c) Use electronic media for circulation / communication, to minimize using paper;

#### **7.5.1.2 Water Conservation:**

- a) Report leaking faucet or pipe to the relevant authority.
- b) Turn off the tap when not in use.

#### **7.5.1.3 Electricity Conservation:**

- a) Set energy saving mode where possible; for computers, the idle automatically mode is 20 minutes or less.
- b) Set room temperature range from 20° C to 25.5° C.
- c) Switch off unnecessary lighting; utilize natural light when you can.
- d) Switch off power supply when they are not in use or while leaving.

#### **7.5.1.4 Stationery Conservation:**

- a) Reuse cord binder, envelopes and other materials until worn out.
- b) Reuse stationery as far as possible.

#### **7.5.1.5 Green Pantry:**

Use reusable cutleries, cups and glasses.




### **7.5.2 Handling of Office Waste:**

#### **7.5.2.1 Waste Collection and Disposal:**

Dispose of in appropriate containers for regular collection by collectors to prevent odor.

#### **7.5.2.2 Toner Cartridge Recovery:**

Collect spent toner cartridges and pick up by the appropriate contractor for recycling, if possible.

  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>30</b> of <b>33</b>

### 7.5.2.3 Waste Computers and Accessories:

Collect and reuse waste computer accessories in other computers or systems wherever practicable.

### 7.5.3 Management of Chemical Hazards & MSDS Requirements:

- a) Any Hazardous Chemicals brought to QAPCO Premises by Contractors (where contractors are direct owner of these chemicals), shall be accompanied by latest MSDS in standardized format. Copy of These MSDSs (Register) shall be submitted to Sustainability & Environment Department of HSSE Division for their approvals and record prior to commencement of any field work activity.
- b) Detailed Risk Assessment & Control Plan shall be prepared by contractors, when their employees are directly exposed to these hazardous chemicals. Contractor has to ensure the availability & use of necessary PPEs in-line with MSDS Requirements.
- c) Any chemicals listed under Annexure-6 of ILO- Category of “Banned Chemicals or severely Restricted Chemicals” are prohibited to use at QAPCO Premises. Contractors are legally bound to comply with this requirement. Updated List of chemicals under Annexure-6 can be obtained from following URL:

<http://www.ilo.org/legacy/english/protection/safework/cis/products/safetytm/clasann6.htm>

**Note:** In case, where Contractors are using or working with chemicals provided by QAPCO or under direct ownership of QAPCO- they are excluded from the requirements of section 7.1. QAPCO’s HSSE Procedure of MSDS Management (PR-253-ENV-01) shall be applicable in this case.




### 7.5.4 Indoor Air Quality:

- a) Place large-leafed green plants in appropriate office areas where possible. Encourage staff to keep small green plants.
- b) The entire building is considered as a smoke free, and smoking is allowed only on the open terrace or outside the building.
- c) Arrange pest control, ventilation system and carpet cleaning on a regular basis.

## 8 RECORDS

#	Document / Record ID	Document / Record name	Responsible department or section
1	NA	Checklist for Safe system of work	End user
2	NA	Fire drill report	Fire and emergency

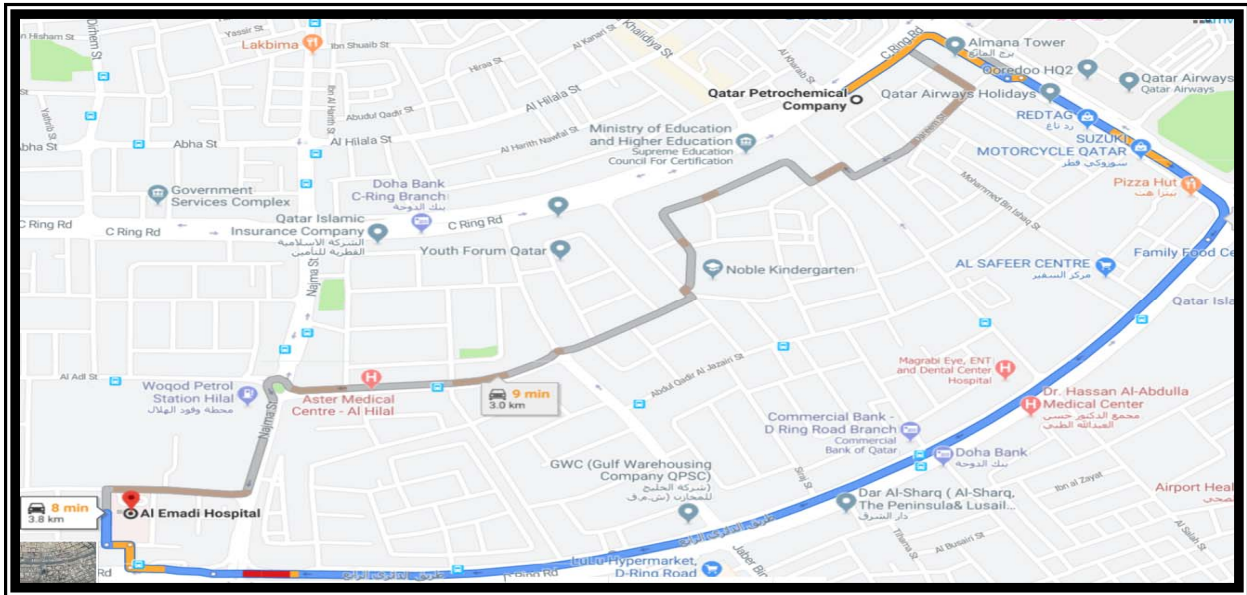


  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page 31 of 33

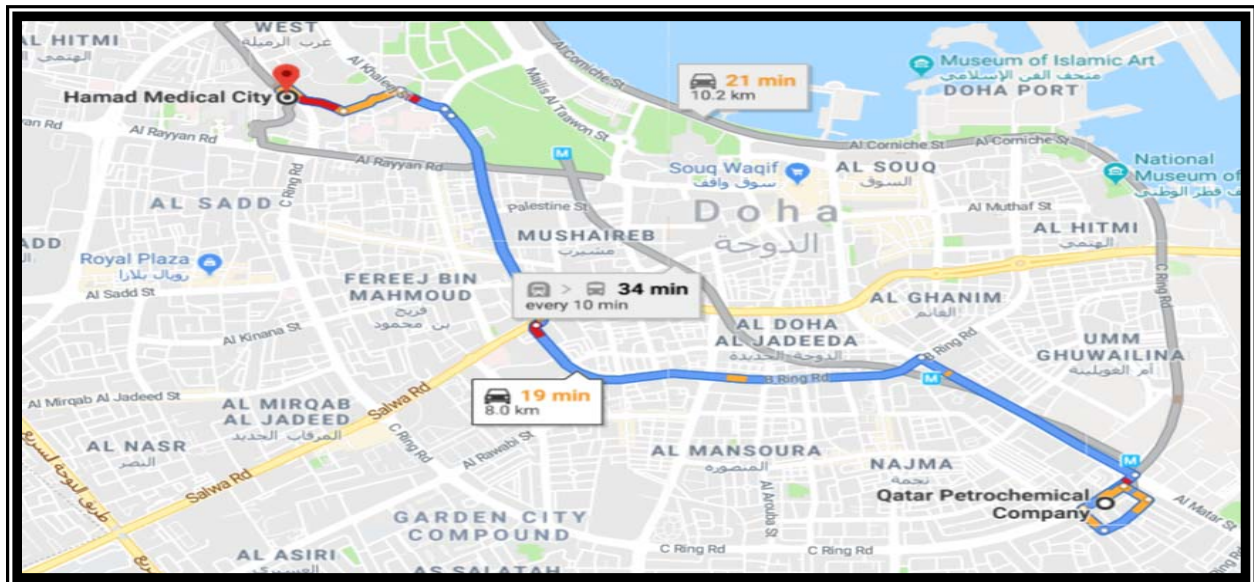
3	NA	Inspection Reports (equipment)	General services
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## 9 APPENDIX


### 9.1 APPENDIX: Estimation Time for MEDEVAC by Ground Ambulance



**Route Map from Doha HQ to Al Emadi Hospital**



**Route Map from Doha Head to Hamad Medical Corporation**




	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>32</b> of <b>33</b>

## 9.2 APPENDIX: Safe system of work check list



Safe Work Checklist  
- R1.pdf



  	<b>HSE Guidelines for Doha HQ</b>	Procedure No.	IN-250-HSE-06
		Revision	00
		Date	8-Dec- 2019
		Page No.	Page <b>33</b> of <b>33</b>

### 9.3 APPENDIX - HQ Emergency Team contact numbers:

S.No	Name	Name	Location	Phone #
1.	<b>Fire Director</b>	Mr.		<b>XXxx</b>
2	<b>Building controller</b>	Xxx	<b>Ground Floor</b>	<b>xxxx</b>
3	<b>Building controller</b>	Xxxx	<b>1<sup>st</sup> Floor</b>	<b>xxxx</b>
4	<b>Building</b>	Xxxx	<b>2<sup>nd</sup> Floor</b>	<b>xxxx</b>
5	<b>Security Guard</b>	<b>On Duty security Guard</b>	<b>Ground Floor</b>	<b>8066</b>
6	<b>Nurse (HQ Clinic)</b>	<b>On Duty Health practitioner</b>	<b>Ground Floor</b>	<b>8588</b>
<b>Other important Numbers</b>				
1	<b>Public emergency Numbers</b> a) QATAR Firefighting Department b) Medical Services c) Police			<b>999</b> <b>999</b> <b>999</b>
2	QAPCO Firefighting Control Room Mesaieed			<b>44777150 /</b> <b>44777151</b>
3	QAPCO Security Office (Mesaieed)			<b>44777180 /</b> <b>44777147</b>