


HSSE POLICY MANUAL				
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FAMS GROUP OF COMPANIES

HSSE POLICY MANUAL

Date Of Presentation	
Draft by	Mr. Patrick Matira
Reviewed by	Mr. Steve Harley Mr. Peter Kazingizi Mrs. Silvia Sharratt

1. GENERAL

- 1.1 This policy describes FAMS Group of Companies intention to manage Health, Safety, Security and Environmental issues (therein referred to as HSSE) arising from its products and services.
- 1.2 This policy is designed to ensure that all HSSE requirements for FAMS Group of Companies are recognized.

1.1 Scope

- 1.1.1 The HSSE policy for FAMS Group of Companies shall cover all its employees, customers, contractors, visitors, and other stakeholders in all divisions.
- 1.1.2 The HSSE policy shall be applicable to all FAMS Group of Companies divisions.
- 1.1.3 Arrangements of the HSSE policy will cover FAMS Group of Companies premises of operation, warehouses, vehicle fleet and other FAMS Group of Companies assets.

2. REFERENCES

- a) ISO 45001: 2018
- b) ISO 14001: 2015
- c) ISO 9001: 2015

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3. POLICY STATEMENTS

3.1 HSS MANAGEMENT POLICY STATEMENT

3.1.1 This is a written policy statement for FAMS Group of Companies to demonstrate its intention in the management of Health, Safety and Security.

3.1.2 FAMS Group of Companies is aware of the health and safety risks posed by its work operations and services to its employees, visitors, customers and all its stakeholders. It fully recognizes its obligation to provide security to its workers, products, equipment, material, and organization’s assets.

3.1.3 FAMS Group of Companies is fully aware that every reasonably practicable measure should be taken to control and manage HSS. Therefore, it pledges its commitment to;

- a) Preventing work-related injuries, fatalities, and ill-health.
- b) Identify all hazards and risks associated with its operations and instigate adequate and practical controls.
- c) Identify all emergencies likely to disrupt business continuity and instigate practical solutions to ensure business sustainability
- d) Comply with all current and applicable HSSE legislation and other requirements to which it subscribes to. It is committed to continual review of such legislation.
- e) Continual improvement of the HSS system and the policy. In this regard the policy shall be reviewed after every twelve (12) months and making changes wherever necessary.
- f) Ensuring health and safety training is provided for all FAMS Group of Companies employees and promote health and safety awareness to all FAMS stakeholders.

An appointee appointed by FAMS Group of Companies Management shall be responsible for the management of HSS at the company. HSS Consultant will be responsible for giving guidance and direction towards the overall management of HSS at FAMS Group of Companies. All HSS concerns at FAMS Group of Companies shall be reported to the appointed personnel.

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3.2 ENVIRONMENTAL MANAGEMENT POLICY STATEMENT

3.2.1 FAMS Group of Companies is fully aware of its responsibility to protect the environment from its work operations. It is the company’s duty to ensure that all its stakeholders and staff contribute to environmental sustainability.

3.2.2 To ensure environmental sustainability FAMS Group of Companies pledge its commitment to,

- a) Reduction of Carbon Dioxide (CO2) Emissions.
- b) Continuously improve energy conservation initiatives.
- c) Solid waste management practices
- d) Comply with all current and applicable environmental legislation and other requirements to which it subscribes to. It is committed to continual review of such legislation.

3.2.3 To ensure FAMS Group of Companies meet its environmental pledge, it has set various policies which support the following;

- i. Progressive replacement of the transport fleet with more fuel efficient and environmentally friendly vehicles
- ii. Use of alternative energy sourcing for powering offices and warehouse
- iii. Considering recycling options in the sourcing of materials and equipment
- iv. Educating and promoting environmentally responsible behavior

An appointee appointed by FAMS Group of Companies Management shall be responsible for environmental management at the company. The HSSE Consultant will be responsible for giving guidance and direction towards environmental management.

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3.3 QUALITY ASSURANCE POLICY STATEMENT

3.3.1 FAMS Group of Companies has a mission to provide high quality and tailored international and domestic supply chain services to Southern Africa entities. This mission is driven by a dedicated team that value customers and all stakeholders.

3.3.2 FAMS Group of Companies value its customers the most. It strives to produce quality products and services always. To achieve best performance and quality service, FAMS Group of Companies has a policy of respecting and valuing the contribution of all its employees.

3.3.3 FAMS Group of Companies, vision is to provide innovative cargo logistics solutions ensuring customers operate efficiently and cost effectively.

3.3.4 FAMS Group of Companies is committed to continuous improvement and will continuously strive to maintain a high standard of quality in pursuing its mission, and ensuring its vision is realised.

3.3.5 To that effect, FAMS Group of Companies shall;

- a) Leverage on digitalisation and technology for quality products and services. The company aims to use the most modern and suitable IT systems, applications, and processes to support its business.
- b) Ensure regularly monitoring of customer feedbacks and ensure all customer complaints are investigated and corrective action instigated.
- c) Maintain consistency in work method throughout in accordance with set policies, procedures, regulations, and codes of practice, and without significant deviation.
- d) Continuously train and develop all its employees
- e) Regularly carryout quality audits of the company’s internal processes.


An appointee appointed by FAMS Group of Companies management shall be responsible for quality assurance. All employees of FAMS Group of Companies shall commit to offering quality service in every line of business operation.

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4. LEADERSHIP, ROLES, AND RESPONSIBILITY

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4.1 Duties of FAMS Group of Companies towards HSSE Management

4.1.1 FAMS Group of Companies, as an employer is fully aware of its duties and responsibilities regarding employee health and safety, organizational security, and environmental management. Amongst the company's responsibility to its employees are;

- a) Providing safe working environment and/ or conditions through creating health and safety measures and procedures for its employees
- b) Training and competency building
- c) Ensuring the provision of personal protective clothing and equipment
- d) Ensuring that the issued personal protective clothing and equipment is maintained in safe working condition
- e) Complying with all health and safety legislation and standards
- f) Keeping records and reporting to relevant authorities, workplace accidents and exposures.

4.1.2 FAMS Group of Companies is also committed to ensuring environmental safety. It shall put measures in place to avoid environmental pollution and manage its waste resulting from its products and services.


4.1.3 FAMS Group of Companies is committed to continuously improve its energy conservation initiatives and will always accommodate initiatives to continuously improve in such.

4.2 Duties of FAMS Group of Companies employee

4.2.1 It shall be the duty of every FAMS Group of Companies employee to;

- a) Report to the HSSE supervisor or Safety Reps the absence of or defect in an equipment or protective device of which the worker is aware, which may endanger himself or another employee.
- b) Carry out monthly vehicle safety inspection. Employees driving FAMS Group of Companies trucks and pool vehicles shall carryout mandatory monthly vehicle inspection using a provided **FAMS monthly vehicle safety inspection checklist**. The filled FAMS monthly vehicle safety inspection checklist shall be given to the HSSE supervisor for documentation.

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- c) Report to the HSSE supervisor or Safety Reps the existence of hazards and risks in the workplace.
- d) Work in compliance with all requirements provided for the protection of health and safety of others.
- e) Not use or operate any machine, device, equipment or otherwise work in a manner that may endanger himself or another.
- f) Not remove or take away from the workplace protective devices or clothing for purposes not connected with the protection of the worker at work
- g) Not to remove or take home any FAMS equipment, products and goods not authorized to do so or without requisite permission from the responsible personnel.

4.3 Duties of the HSSE Supervisor

4.3.1 FAMS Group of Companies recognizes the need for an HSSE caretaker to ensure the overall management of the HSSE portfolio. In this regard, FAMS Group of Companies shall appoint one of its line managers as the HSSE supervisor.


4.3.2 The appointed HSSE supervisor shall be fully responsible to the General Manager.

4.3.3 The appointed HSSE supervisor will work with FAMS Group of Companies HSSE Consultant and will seek guidance whenever required in the implementation of the HSSE policy.

4.3.4 The appointed HSSE supervisor shall;

- a) Ensure implementation and maintenance of the HSSE policy
- b) Work with the selected and trained HSSE representatives referred to in this manual as Safety Reps to identify hazards and risks associated with work activities
- c) Ensure implementation of a safety incentive program where rewards will be given periodically for safe behavior, meeting and exceeding set safety goals.
- d) Update hazard and risk register
- e) Ensure First Aiders update the accident record book. Accident reporting to relevant authorities to be done by the HSSE supervisor.
- f) Update provided dashboard on work related accident statistics
- g) Ensure that work-related accidents are investigated (Consultant will provide guidance)

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- h) With the help of the Safety Reps identify HSSE training needs and ensure appropriate training is done to ensure competency.
- i) Come up with overall HSSE goal/s that support or are supported by departmental HSSE goals from various departments
- j) HSSE training and any requirement for specialist training is thoroughly undertaken at all levels of the structure including that induction training is done on every FAMS Group of Companies employee and contractor.
- k) Ensure that any visitors, contractors, or members of the public attending the sites for whatever reason fully observe FAMS Group of Companies safety rules and instructions.

4.3.5 All employees of FAMS Group of Companies may at any time call the HSSE Supervisor for any advice or assistance regarding all aspects of health and safety that are operational within FAMS Group of Companies.

4.4 Duties of the HSSE Consultant


4.4.1 HSSE Consultant is a hired and contracted professional appointed by FAMS Group of Companies to assist in HSSE policy formulation, implementation and provide guidance in the overall management of HSSE issues.

4.4.2 HSSE Consultant shall be responsible for;

- a) The development of both HSSE policy statement and the HSSE policy manual for FAMS Group of Companies
- b) Design all required documentation that will support implementation of HSSE arrangements at FAMS Group of Companies
- c) Develop and assist in the maintenance of an accident statistics dashboard for FAMS Group of Companies
- d) Work with the appointed HSSE Supervisor and Safety Reps to ensure FAMS Group of Companies overall HSSE goals are realized
- e) Train and build capacity on FAMS Group of Companies workers on the requirements of the HSSE policy. Carry out any other HSSE training identified as need arise.

4.4.3 The HSSE Consultant will assume the role of HSSE advisor and will offer advises whenever requested of him by the company.

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4.4.4 HSSE supervisor may at any time call the HSSE consultant for advice or assistance regarding all aspects of health and safety that are operational within FAMS Group of Companies.

4.5 Duties of the Division/ Branch Managers

4.5.1 FAMS Group of Companies Branch managers shall ensure their departments/ divisions/ sections adopt and effectively implement all arrangements of the HSSE policy.

4.5.2 All Branch managers at FAMS Group of Companies shall be expected to provide visible demonstration of their commitment to HSSE management. Means of demonstration shall include attendance and active involvement of quarterly HSSE meetings, visiting warehouse, being present on toolbox talks and other sites for HSSE related inspections, participating in incident investigation and acknowledging good HSSE performance.


4.5.2 HSSE management at FAMS Group of Companies shall be a collective effort and not just the responsibility of those with defined HSSE management duties

4.5.3 Division/ Branch Managers shall be responsible for;

- a) Coming up with periodic/ quarterly HSSE goals and objectives for their respective divisions/ sections.
- b) Setting up a safety incentive program to reward good safety performance among the workers. The safety incentive program shall be implemented by the HSSE supervisor. **[REF:4.3.4. (c)]**
- c) Meeting quarterly to discuss HSSE concerns affecting the company. Minutes of the meetings shall be documented and used for continuous improvement of HSSE.
- d) FAMS Group of Companies branches with one manager heading operations shall conduct HSSE quarterly meetings with the branch selected Safety Reps. Minutes shall be documented and used for continuous improvement of HSSE at FAMS Group of Companies.
- e) Ensure implementation of HSSE arrangements in their respective sections.

4.6 Duties of the Safety Reps


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- 4.6.1 FAMS Group of Companies shall select HSSE Representatives therein referred to as Safety Reps. The Safety Reps shall be selected in such a way that every department will be represented.
- 4.6.2 Safety Reps shall work closely with the HSSE Supervisor and the HSSE Consultant in HSSE management of FAMS Group of Companies
- 4.6.3 It will be the duty of the Safety Reps to ensure that workers;
- f) Work in the manner and with the protective devices, clothing, measures, procedures which ensure the protection of the worker's health and safety
 - g) Use or wear the equipment, protective devices or clothing that FAMS Group of Companies has provided to be used or worn.
 - h) Reports workplace accidents to HSSE Supervisor. Together with the HSSE supervisor, Safety Reps shall investigate accidents
 - i) Identifies potential hazards which may affect the health and safety of workers
 - j) Is advised of the existence of any potential or actual danger at the workplace. The Safety Rep may provide solutions to exorcise the danger or may take the matter up to HSSE supervisor.
 - k) Takes every precaution necessary in the circumstance for his protection as a worker
 - l) Correctly dispose of waste and litter.


5. HAZARD IDENTIFICATION AND RISK ASSESSMENT (HIRA)

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- 5.1 FAMS Group of Companies shall establish, implement, and maintain a risk assessment procedure for the ongoing identification of hazardous activities, the assessment of risks and the implementation of necessary control measures.
- 5.2 The aim of HIRA process is to understand the hazards that might arise in FAMS Group of Companies operations and ensure that the associated risks to people, company property and materials are adequately assessed, prioritized, and controlled to an acceptable level
- 5.3 FAMS Group of Companies employees shall on a continuous basis identify hazards associated with their work activities and report them to the Safety Reps and /or the HSSE Supervisor.
- 5.4 All hazards identified to the HSSE supervisor or Safety Reps shall be documented in the company's Hazard/Risk Register designed by the HSSE consultant.
- 5.5 The register shall be reviewed every time a hazard identification and risk assessment process is done. Hazard/ Risk Register shall be maintained electronically and easily retrieved when required. **[REF: Attachment 2]**
- 5.6 FAMS Group of Companies shall carry out detailed hazard identification and risk assessment whenever;
- a) New equipment is introduced to the working environment
 - b) The working environment has been altered or changed
 - c) Work process has changed
- 5.7 Having identified all foreseeable risks, FAMS Group of Companies personnel tasked with the risk assessment process shall ensure that adequate and practical controls have been instigated.
- 5.8 The hierarchy of control shall act as the base to controls. Wherever it is reasonably practicable hazards shall be eliminated or bring into practice reasonably practicable control measures to partially eliminate the apparent hazard.
- 5.9 No FAMS Group of Companies worker shall be coerced to work in an unsafe environment or continue work in an unsafe environment or use an unsafe equipment before adequate controls have been instigated to make the work/ activity safe.
- 5.10 In carrying out its hazard identification and risk assessment, FAMS Group of Companies shall take into consideration its routine activities and no-routine activities, activities of all personnel visiting the company premises, changes in working environment, equipment, machinery or process materials.

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5.11 Contractors carrying out work within FAMS Group of Companies premises shall carry out a detailed risk assessment for their operations and present it to the HSSE Supervisor. The risk assessment shall identify all the hazards associated with their contractual work, the risks and the controls put to avoid workplace accidents.

5.12 It is one of FAMS Group of Companies objectives with regard to hazard identification and risk assessment to ensure that all employees, contractors and visitors who will be exposed to such risks have received the following;

- a) Adequate information with regard to the nature of the identified hazards and risks, their effects and possible consequences
- b) Received clear precise instructions with regard to how the identified hazards and risks are to be approached and how to deal with them
- c) Received demonstrational instructions through training and ensuring that the trained employees are fully capable of undertaking required tasks safely, without imposing danger on themselves and others.

5.13 After every 12 months the company shall undertake a mandatory, fully detailed specific site risk assessment, carried out by a competent company representative or a contracted HSSE consultant. Initial assessment shall be done in the first 6 months of policy adoption.

5.14 FAMS Group of Companies shall adopt the qualitative risk matrix method as its generic technique of assessing risks associated with projects to be done at the company.

5.15 No project shall be carried out without a risk assessment done.


5.16 A risk assessment team shall be selected that will assist the company in determining risk rating.

Table 1.1: Risk Assessment Team Sheet

Risk Assessment Team			
Name and Surname	Designation	Signature	Date

5.17 Risk is the combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or

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exposure(s). Therefore, the probability of occurrence for FAMS Group of Companies risks shall be grouped in the following;

- a) **A** – It is **CERTAIN** the harm will occur (*FAMS Group of Companies will proclaim this as intolerable*)
- b) **B** – It is **POSSIBLE** that the harm will occur (*FAMS Group of Companies will proclaim this as undesirable*)
- c) **C** – It is **IMPROBABLE** or unlikely that the harm will occur (*FAMS Group of Companies will proclaim this as tolerable*)
- d) **D** – Harm will **NEVER HAPPEN** (*FAMS Group of Companies will proclaim this as acceptable*)

5.18 Below is a severity index to be adopted by FAMS Group of Companies

Table 2.1: Key to FAMS Group of Companies Severity Index

Probability/ Likelihood		Impact/ Severity	
A	Certain / Harm will occur	3	INTOLERABLE
B	Possible / Harm will likely occur	2	UNDESIRABLE
C	Improbable/ Unlikely to occur	1	TOLERABLE
D	Harm will never happen	0	ACCEPTABLE

Table 2.2: FAMS Group of Companies Severity Index Matrix

SI Index		Probability			
		A certain	B possible	C unlikely	D acceptable
IMPACT	3				
	2				
	1				
	0				

Table 2.3: FAMS Group of Companies Rating Key

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FAMS GROUP OF COMPANIES RISK RATING KEY	LOW	MEDIUM	HIGH	EXTREME
	0	1	2	3
	ACCEPTABLE	ALARP (<i>As low as reasonably practicable</i>)	GENERALLY UNACCEPTABLE	INTOLERABLE
<ul style="list-style-type: none"> ✓ FAMS Group of Companies shall proceed with intended project ✓ Training shall be required to continuously ensure safety 	<ul style="list-style-type: none"> ✓ FAMS Group of Companies shall proceed with intended project ✓ Ensure procedures are established and followed ✓ Training required to continuously ensure safety ✓ Should consider engineering controls in risk reduction. 	<ul style="list-style-type: none"> ✓ FAMS Group of Companies shall not proceed with intended project until adequate controls have been instigated to reduce risk ✓ Engineering, Procedures, and Training required to control/mitigate risk. 	<ul style="list-style-type: none"> ✓ FAMS Group of Companies shall stop activity and make immediate improvements ✓ Hierarchy of controls shall be used to instigate controls 	

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6. BUSINESS CONTINUITY POLICY

6.1 Business Continuity Policy Statement

6.1.1 FAMS Group of Companies clearly understands the importance of identifying business emergencies likely going to impact the company and ensuring business continuity strategies are in place to reduce the impacts and minimize severity of business disruptions.

6.1.2 The overall aim of FAMS Group of Companies business continuity policy is to ensure that all business functions do not go on halt because of an emergency experienced by the company. The policy is applicable to all FAMS Group of Companies divisions and sections.

6.1.3 FAMS Group of Companies shall establish measures and strategies to counter business disruptions and promote business continuity. These measures shall be incorporated in the business continuity policy manual.

6.1.4 To identify likely business disruptions FAMS Group of Companies shall identify all emergency situations likely to impact upon business progression. The identified emergencies shall be electronically documented in an emergency register.

6.1.5 Emergency identification shall include but not limited to;

- a) Emergencies resulting from work related accidents
- b) Emergencies resulting from utility disruption
- c) Natural emergencies
- d) Emergencies resulting from civil unrest such as protests, strikes, workplace violence and harassment


6.1.6 FAMS Group of Companies shall identify hazards emanating from work activities that may likely cause business closure and disruption

6.2 FAMS Group of Companies Emergency/ Incident Response

6.2.1 FAMS Group of Companies shall establish a clear step by step plan to emergency response.

6.2.2 The procedures shall be implemented in emergency situations that may require evacuation of people such as *collapse of building, fire*

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- 6.2.3 Every employee of FAMS Group of Companies shall comply with the plan and act accordingly in response to emergency.
- 6.2.4 FAMS Group of Companies shall establish a chain of command to enable smooth communication and response to emergency likely to cause disruption to business progression.
- 6.2.5 The Director of operations shall be responsible to declare company's state of emergency, order the shutdown of company premises and activate emergency response procedures. In the event that the Director of operations is not available or cannot be reached, the General Manager shall be expected to declare the state of emergency.
- 6.2.6 A team headed by the General Manager and comprising of HSSE supervisor, Safety Reps and First aiders shall be formed. The team shall be responsible for all the technical aspects of emergency response. This team shall be known as FAMS Group of Companies Emergency Management Team (FIEMT) and their responsibility shall be to;
- a) Ensure smooth execution of the emergency response procedures
 - b) Ensure the overall safety and health of workers, visitors, customers and other stakeholders
 - c) Initiate evacuation of workers, visitors and customers
 - d) Communicate with external parties such as the media, emergency service providers etc.
- 6.2.7 The following illustrations show FAMS Group of Companies emergency management chain of command

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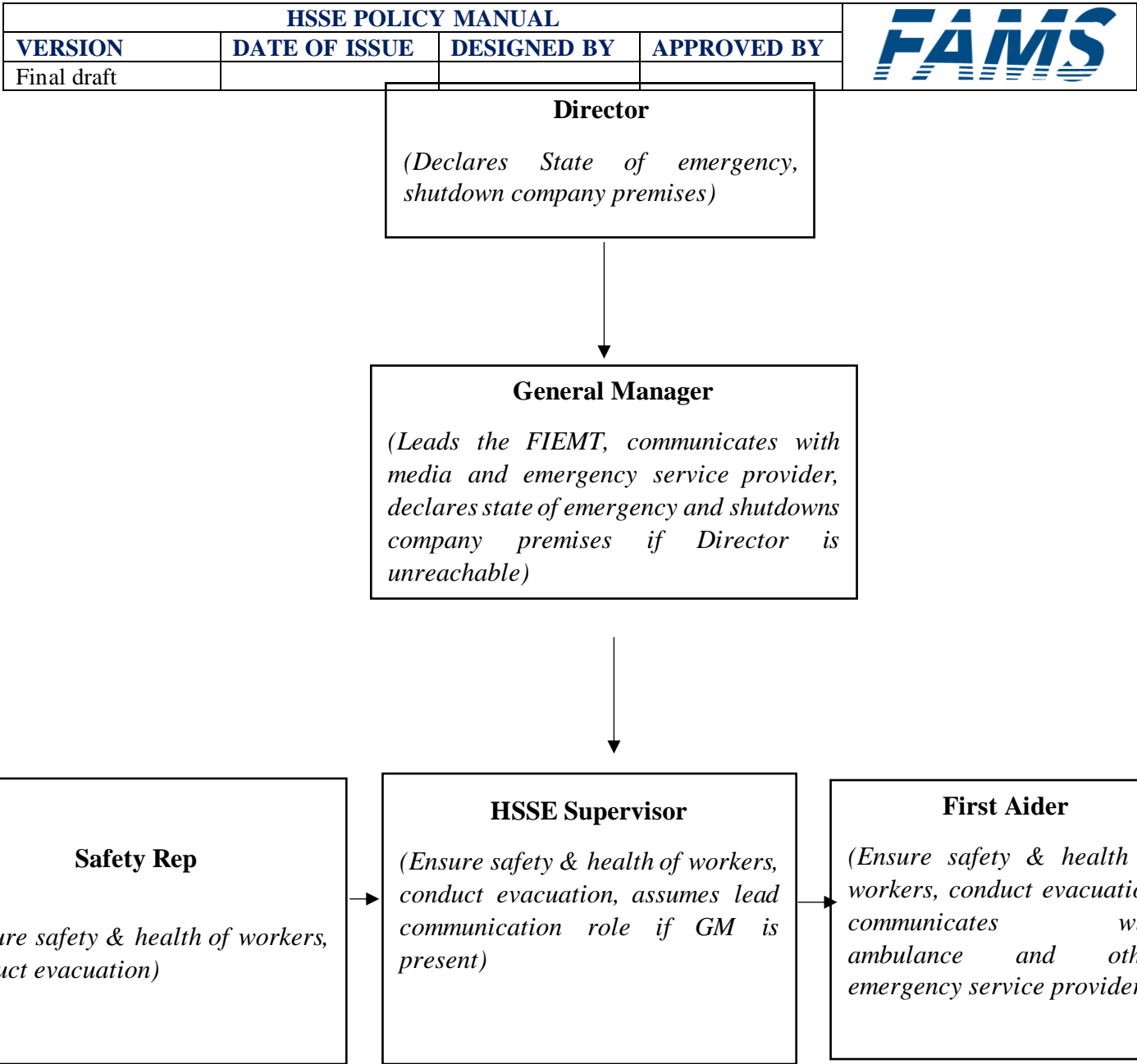


Fig 1: FAMS Group of Companies Emergency Management Chain of Command

6.2.8 The HSSE Consultant shall be made aware of the state of emergency and shall be expected to provide input and assist wherever possible to reduce severity and impact of the situation on the company’s business progression.

6.3 Procedures to Resume Work Activities

6.3.1 After an emergency that warrants people to evacuate FAMS Group of Companies facility, the emergency management team shall ensure people have gathered at a nearby assembly point where roll call shall be done by the members of the team.

6.3.2 The HSSE supervisor and/ or the General Manager shall conduct employee briefing.

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- 6.3.3 If anyone is discovered to be missing, members of FAMS Group of Companies emergency management team shall initiate an emergency search.
- 6.3.4 An account for all injured workers, damaged equipment, goods and materials shall be done. Assess value of any damaged property and assess the financial implication to FAMS Group of Companies.
- 6.3.5 Through the General manager and HSSE Supervisor notifications according to social and legal obligation shall be made. *(Notifications to insurance carriers, government agencies, members of family)*
- 6.3.6 In the aftermath of an emergency FAMS Group of Companies shall establish communication with its customers and operations resumed.
- 6.3.7 For emergencies that involve destruction of warehouse and storing facility, a temporary structure or temporary arrangement shall be made by the General Manager to ensure work continues.

6.4 How to Manage Internal Complains That Disrupt Business Continuity

6.4.1 To prevent loss of business because of a mechanical breakdown, FAMS Group of Companies shall adopt the following chain of communication;

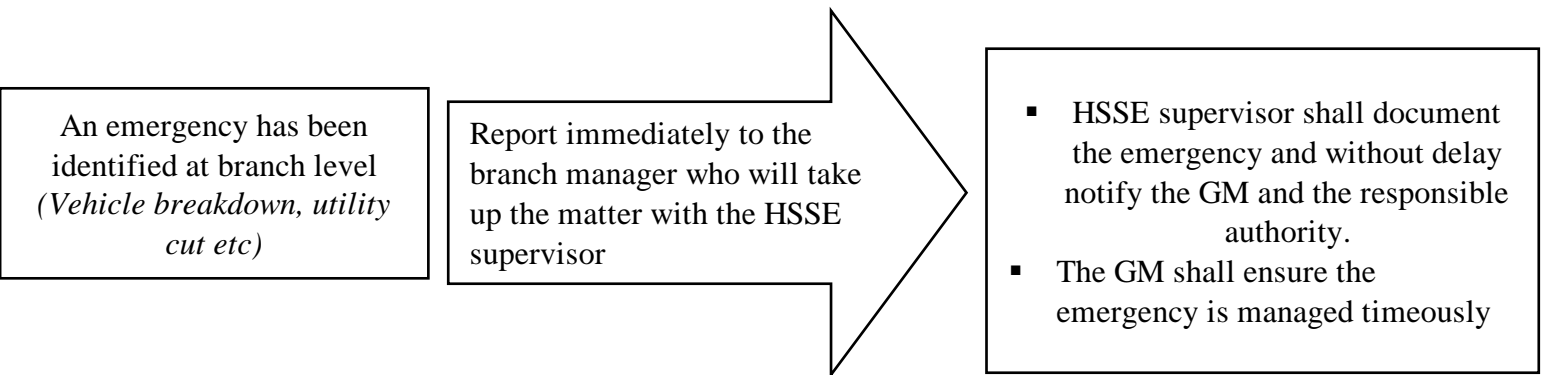


Fig 2: FAMS Group of Companies Emergency Management Communication Flow

6.4.2 Once an emergency that disrupt business continuity has been lodged, the complaint shall be resolved within 48 hours.

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- 6.4.3 The procurement department shall have readily available supplier list whose competency and experience has been verified. In choosing the suppliers of products and services FAMS Group of Companies shall ensure suppliers ability to meet FAMS needs in 48 hours after a formal request has been made.

- 6.4.4 The 48-hour procurement rule shall apply to all purchases with an exception of heavy equipment, vehicles and import purchases.


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7. HSSE OBJECTIVES & PLANNING TO ACHIEVE THEM

- 7.1 FAMS Group of Companies shall establish HSSE objectives at departmental level in order to maintain and continually improve the HSSE management system and HSSE performance
- 7.2 The HSSE objectives shall be;
- Consistent with the HSSE policy
 - Measurable or capable of performance evaluation
 - Monitored (through quarterly HSSE meetings)
 - Communicated
 - Updated as appropriate
- 7.3 When establishing objectives FAMS Management shall consider;
- Results of consultation with workers
 - Results of interactions with Safety Reps
 - Results of various workplace assessments
- 7.4 FAMS Group of Companies shall leverage on quarterly HSSE meetings attended by the management. It is in these meetings that managers will present their departmental HSSE goals/ objectives. Minutes shall be taken of all meetings and the documents maintained.
- 7.5 When planning to achieve the objectives FAMS Group of Companies shall determine;
- What will be done
 - What resources will be required
 - Who will be responsible?
 - When shall it be completed?
 - How the results will be evaluated, including indicators for monitoring


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8. LEGAL AND OTHER REQUIREMENTS

- 8.1 FAMS Group of Companies understands the importance of complying with HSSE legal and other requirements that governs its operation
- 8.2 In this regard, FAMS Group of Companies shall establish and maintain a procedure to identify all applicable occupational health, safety, security and environmental management legislation.
- 8.3 As a duty to fulfill this commitment to comply with all HSSE legal and other requirements FAMS Group of Companies shall establish and maintain legal and other requirements register constituting of a list of current health and safety Acts, Environmental Management Acts, regulations, code of practice, international conventions, and other important information relevant to the company.
- 8.4 The register should be updated whenever there is a change to any legal instrument or other applicable legal requirements relevant to FAMS Group of Companies.
- 8.5 FAMS Group of Companies shall communicate its Legal and Other Requirements to its employees through
- a) Training process (induction training)
 - b) HSSE awareness programme

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9. FAMS GROUP OF COMPANIES HSSE POLICY SUPPORT SYSTEMS


9.1 Resources

- 9.1.1 FAMS Group of Companies Top Management shall demonstrate its commitment by ensuring availability of resources essential to establish, implement, maintain, and improve the HSSE management system. Top management's engagement shall be visible to all FAMS staff.
- 9.1.2 FAMS Group of Companies shall leverage on its human capital, financial resources, infrastructure and technological resources to successfully implement HSSE arrangements and ensure positive performance of the HSSE management system.
- 9.1.3 Resources and their allocation should be reviewed periodically, via quarterly HSSE management meetings to ensure they are sufficient to carry out FAMS Group of Companies HSSE programmes and activities.
- 9.1.4 In evaluating adequacy of resources, FAMS Group of Companies shall consider planned changes and/or new projects or operations.

9.2 Training and Competence

- 9.2.1 FAMS Group of Companies shall ensure that anyone under its control performing tasks that can impact on HSSE are competent on the basis of appropriate education, training or experience and shall retain associated records.
- 9.2.2 The HSSE supervisor through the help of FAMS Group of Companies workers, managers and Safety Reps shall identify training needs associated with HSSE management system.
- 9.2.3 FAMS Group of Companies shall provide training, evaluate the effectiveness of the training and retain associated training records.
- 9.2.4 FAMS Group of Companies shall ensure (*through training*) that all its workers are competent in identifying hazards, assessing risks and measures to reduce the risks to as low as reasonably practicable, to ensure their safety and that of others.

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9.2.5 Warehouse workers shall have monthly safety toolbox talks where any representative of the management will lead the session [REF: 4.5.2]. Records of the toolbox shall be retained and maintained by the HSSE supervisor.

9.3 Awareness

9.3.1 FAMS Group of Companies workers, clients and visitors shall be made aware of;

- a) FAMS Group of Companies HSSE Policy
- b) FAMS Group of Companies HSSE objectives
- c) Their contribution to the effectiveness of the HSSE management system, including the benefits of improved HSSE performance
- d) The implications and consequences of not conforming to the HSSE policy requirements
- e) Hazards, risks and controls that are relevant to them
- f) The ability to remove themselves from work situations that they consider hazardous to their life or health

9.4. Communication

9.4.1 FAMS Group of Companies understands the importance of effective communication within all levels of the company to ensure achievement of positive HSSE performance.

9.4.2 In order to achieve effective communication, FAMS Group of Companies established, implemented, and maintained the following HSSE reporting structure.

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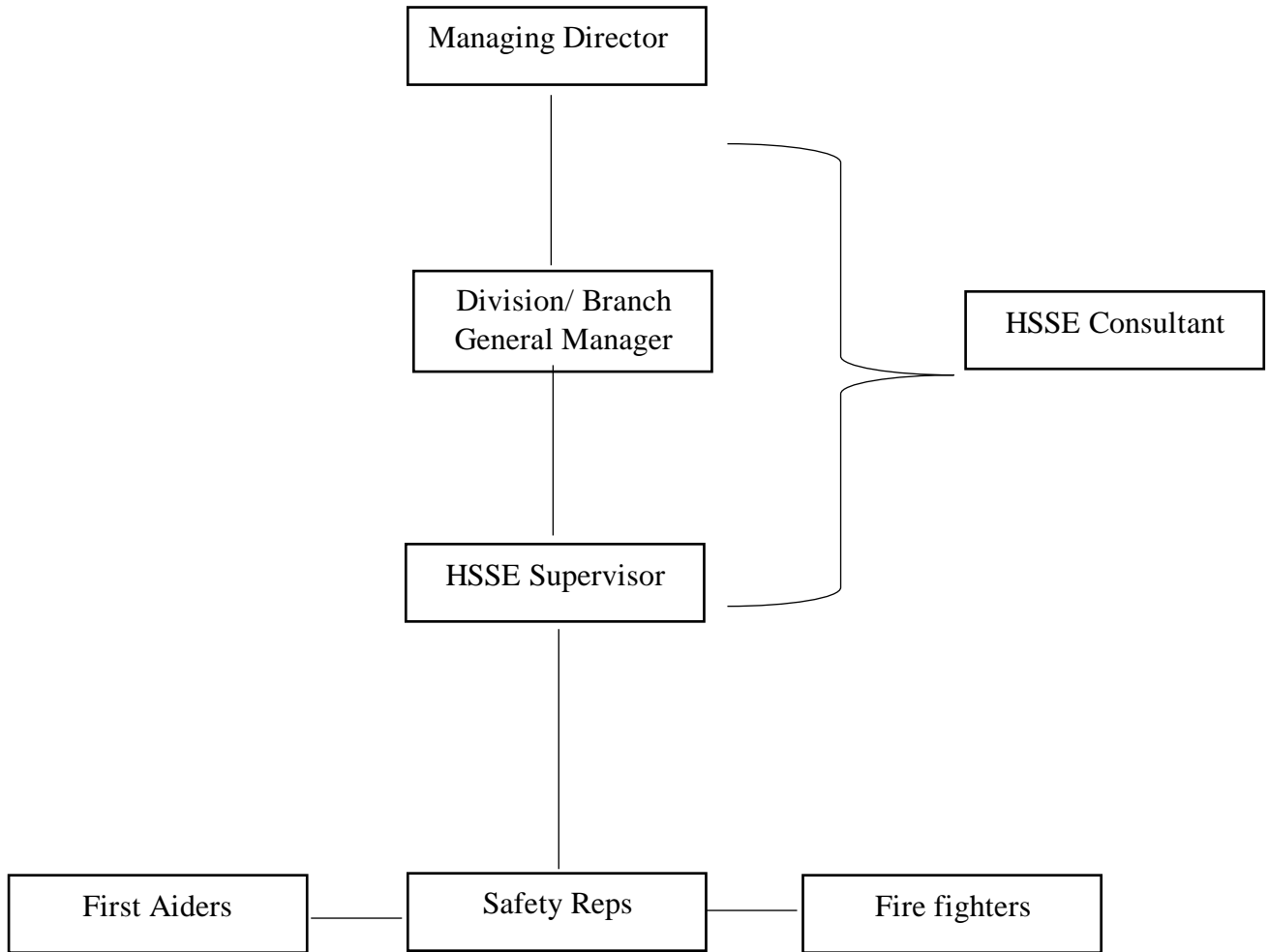



Fig 3: HSSE Reporting Structure

9.4.3 If a problem involving HSSE is identified at FAMS Group of Companies a worker can take it up with safety Reps, First Aiders and/ or Fire Fighters. If the problem affects the overall conduct of duty and operation, the head of department shall be concurrently informed.

9.4.4 After receiving an HSSE concern, Safety Reps, First Aiders and/ or Fire Fighters shall immediately notify the HSSE Supervisor. The Safety Reps may immediately provide controls or solutions to the problem if required.

9.4.5 The HSSE supervisor shall ensure that adequate controls and solutions to presented HSSE concern/ problem are resolved. The HSSE supervisor may seek guidance from the HSSE consultant.

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9.4.6 For the first 3 years of the HSSE policy implementation the HSSE consultant shall be included in FAMS Group of Companies HSSE internal communication.

9.4.7 HSSE supervisor shall make a report to the General Manager of the HSSE situation, solutions instigated if any and the initiatives that can be implemented to reduce risk or solve the HSSE problem.

9.4.8 The Managing Director, General Manager and HSSE consultant shall receive quarterly HSSE performance reports from the HSSE Supervisor. The report shall include all positive initiatives taken by FAMS Group of Companies in HSSE management, all HSSE activities that took place during the quarter of the year, work related incidences recorded during the month and recommendations

9.4.9 FAMS Group of Companies shall communicate all HSSE related issues to;

- i. Its workers, internally among the various levels and functions of the company
- ii. Among contractors and visitors to the workplace
- iii. Among interested parties

9.4.10 Communication shall be done through;

- a) Training
- b) Toolbox talks
- c) Notice boards
- d) Emails
- e) Telephones


9.4.11 In occasions where the visitors report first to the admin front desk, communication shall be done through;

- a) HSSE fliers
- b) HSSE newsletter
- c) HSSE pamphlets

9.4.12 Communication to be made to visitors shall include but not limited to;

- a) Evacuation procedures
- b) Traffic controls
- c) Personal Protective Clothing/Equipment (PPC/E) that needs to be worn

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9.4.13 Communication shall be made to all contractors performing work at FAMS Group of Companies. The communication shall include information about any operational controls related to the specific tasks to be performed or the area where the work is to be done.

9.4.14 This information should be communicated before the contractor comes on site and then supplemented with additional or other information (e.g., a site tour) as appropriate, when the work starts.

9.4.15 FAMS Group of Companies shall consult with contractors when it is necessary regarding HSSE management.

9.4.16 ALL incident/ accident statistics shall be communicated to workers, visitors and stakeholders through accident statistics board which will be housed in both the company warehouse and the office. The accident statistics board shall be updated on each working day.

9.5 Document control

9.5.1 FAMS Group of Companies shall control all HSSE documents.

9.5.2 All HSSE documents to be used by the company shall;

- a) Be approved for adequacy prior issue
- b) Reviewed and updated as necessary
- c) Ensure that changes and the current revision status of documents is identified
- d) Ensure that documents remain legible and easily identifiable


9.6 Management Of Changes

9.6.1 All changes done at FAMS Group of Companies shall be documented in a change register and documents retained.

9.6.2 Changes that shall go through change management process include;

- a) New products, services and processes, or changes to existing products, services and processes including;
 - i. Workplace locations and surroundings
 - ii. Working conditions

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- iii. Equipment
 - b) Changes in knowledge or information about hazards and risks
 - c) Developments in knowledge and technology

7. PROCUREMENT

- 7.1 Procurement of all HSSE related clothing and equipment shall be made after consultation and participation of workers. The Safety Reps shall mediate between the employer and general workers on the procurement of personal protective equipment.
- 7.2 FAMS Group of Companies shall establish and maintain a database of all its HSSE suppliers. This shall be done by country.
- 7.3 Contractors to carry out work for FAMS Group of Companies shall provide a detailed assessment of the hazards associated with their work activities together with the controls they have put in place to prevent harm.
- 7.4 FAMS Group of Companies shall ensure that the requirements of its HSSE management system are met by contractors and their workers. FAMS Group of Companies shall require all its contractors to show evidence of their demonstration to Health and Safety management. The demonstration can be in the form of a policy statement, policy manual, certificates of acknowledgement of their workers in HSE management, training records to show HSSE training (this should be verifiable).
- 7.5 ALL contractors contracted by FAMS Group of Companies shall be expected to produce a policy, plan or any document that explicitly address COVID-19 Safety Measures and management.
- 7.6 The HSSE supervisor shall be responsible of communicating FAMS Group of Companies HSSE management system to contractors. **[REF: 4.3.4 (j)]**

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8. EMERGENCY PREPAREDNESS AND RESPONSE (*shall be used in sync with the business continuity plan*)

8.1 Emergency Preparedness

8.1.1 The following emergency preparedness and response policy shall work in sync with the Business Continuity Plan [**REF: 6.1**]

8.1.2 FAMS Group of Companies shall identify potential emergency situations and maintain all the identified emergency situations in an emergency register. The register shall be maintained and reviewed periodically.

8.1.3 FAMS Group of Companies shall have a plan to respond to such emergencies.

8.1.4 FAMS Group of Companies shall periodically test its procedure(s) to respond to emergency situations, where practicable, involving relevant interested parties as appropriate. The procedures shall be tested once a year.

8.1.5 After periodically testing its emergency response FAMS Group of Companies can review its emergency procedures and plans to ensure continuous improvement.

8.1.6 FAMS Group of Companies shall identify all external service providers that shall be required for emergency response.


8.1.7 Communication structures during an emergency are clearly spelt in the business management plan (See REF)

8.2 Fire Precautions

8.2.1 It is the policy of FAMS Group of Companies to ensure that every effort is made to reduce both the likelihood of fire outbreak and control the severity of any outbreak of fire that does occur. The HSSE Supervisor shall ensure that fire risks assessment is in place.

8.2.2 Every FAMS Group of Companies employee should be very vigilant and report anything or any activity that could cause possibly a fire hazard.

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8.2.3 No FAMS Group of Companies employee, customer or visitor shall be permitted to smoke anywhere within the company premises unless the area is established as a smoking zone.

8.2.4 Employees shall not under any circumstances whatsoever attempt to attack any outbreak of fire, unless they have received full and comprehensive training in the correct use of firefighting equipment, then only if it safe to do so without endangering themselves and others.

8.2.5 Records of the inspection and maintenance of fire equipment shall be kept by the HSSE supervisor in a fire logbook for inspections and reviews.

8.3 Emergency Response Training


8.3.1 FAMS Group of Companies shall ensure that every division has a trained First Aider, and the first aid equipment is provided for every site.

8.3.2 The First Aiders shall be responsible for;

- a) Ensuring safety of the casualty, assessing the scene and the situation
- b) Protecting themselves in the face of any danger
- c) Preventing infection between the treated patient and them
- d) Comforting and reassuring the injured
- e) Assessing the casualty and giving first aid treatment
- f) Whenever required, arrange for help by calling for an ambulance

8.3.3 ALL workers at the company shall be made aware of the trained First Aiders and their duties at the company


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9. INCIDENT INVESTIGATION AND REPORTING PROCEDURES

- 9.1 FAMS Group of Companies understands and acknowledges the importance of establishing, implementing, and maintaining procedures to record, investigate and analyse all incidents that happen on and off the company premises, as long as the accident is work related.
- 9.2 The main purpose for carrying out incident investigation is to help FAMS Group of Companies;
- Determine underlying HSSE deficiencies and other factors that might be causing or contributing to the occurrence of incidents.
 - Identify the need for corrective action.
 - Identify opportunities for corrective action.
 - Identify opportunities for continual improvement.
 - Communicate the results of such investigations.
- 9.3 A complete record of all accidents that take place at FAMS Group of Companies regardless of severity of harm shall be recorded in FAMS Group of Companies accident record book. This book shall be available and maintained by First Aiders.
- 9.4 All accidents recorded in FAMS Group of Companies accident record book shall be thoroughly investigated, root causes be identified, and adequate controls instigated. The HSSE supervisor and Safety Reps shall be responsible of investigating accidents at FAMS Group of Companies. The company shall, from the approval of this policy, investigate all Lost Time Accidents until the policy is reviewed.
- 9.5 All FAMS Group of Companies employee shall be expected to report every accident regardless of trivial they deemed to be, on an immediate basis, thus as soon as the accidents happen for investigations, remedial action, and controls to be instigated.
- 9.6 In the event of an accident occurring, the person involved must report it immediately to ensure that correct first aid will be administered if injured.
- 9.7 FAMS Group of Companies trained First Aider shall be responsible for attending to the injured person, correctly recording into the accident book all relevant details of the accident.

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9.8 ALL incident/ accident statistics shall be communicated to workers, visitors and stakeholders through accident statistics board which will be housed in the company warehouse. The accident statistics board shall be updated on each working day.

10. PERFORMANCE MEASUREMENT AND KEY PERFORMANCE INDICATORS

10.1 FAMS Group of Companies recognises the importance of establishing, implementing, and maintaining a process for monitoring, measuring, analysing and evaluating performance.

10.2 FAMS Group of Companies shall evaluate its HSSE performance and determine the effectiveness of the HSSE management system.


10.3 FAMS Group of Companies shall ensure that quarterly HSSE objectives are set by the Head of Departments/ Divisions. These objectives shall be a basis to performance measurement. [REF: 7.1]

10.4 FAMS Group of Companies shall make use of both **active** and **reactive assessment** methods to evaluate its HSSE performance. The active methods shall be represented by the leading indicators and the reactive assessment shall be represented by the lagging indicators.

Table 3: Examples of HSSE KPI

HSSE KEY Performance Indicators	
Active / leading indicators	Lagging indicators
i. HSSE management system	i. Number of accidents recorded
ii. Number of HSSE training conducted	ii. Number of work-related sicknesses recorded
iii. Number of HSSE audits done	iii. Lost Time Injury Frequency Rate (LTIFR)
iv. Number of workplace inspections done	iv. Fatality Rate
v. Number of risk assessments done	v. Disabling Injury Rate (DIR)
vi. Job Safety Analysis (JSA)	vi. Number of products damaged or destroyed in warehouse
vii. Number of Safety Toolbox done	
viii. SOP's and permits	

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ix. Safety signage and barricades	
x. Number of emergency management drills done	
xi. PPE issued	

10.5 In assessing its HSSE performance, FAMS Group of Companies shall consider the following;

- a) Financial Perspective – *For FAMS Group of Companies to succeed financially the HSSE department shall establish, implement, and maintain **active** strategies that supports the overall FAMS Group of Companies financial goal*
- b) Customer Perspective – *For FAMS Group of Companies to meet its customer expectations the HSSE management system shall establish, implement, and maintain **active** strategies that will promote a good brand with positive HSSE culture*
- c) Internal process – *For internal processes to be carried out without recording Lost Time Injuries (LTI), fatalities and recording work related ill-health FAMS Group of Companies shall establish, implement, and maintain active strategies for accident reduction*
- d) Learning and growth perspective – *For FAMS Group of Companies to effectively perform in HSSE management it shall ensure that the training needs of its workers are met, and workers are competent in carrying out their work*

10.6 FAMS Group of Companies shall make use of the HSSE performance tracking template below. The fillers in the template are to provide guidance to FAMS Group of Companies on HSSE performance measurement.

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Table 4: FAMS Group of Companies Balanced Scorecard Template for tracking HSSE performance (see ATTACHMENT 4)

SYSTEM OF MEASUREMENT (METRIC)	OBJECTIVES	MEASURES	TARGETS	Key Performance Indicator (KPI)
Financial Metrics	Set any objective to INCREASE or DECREASE <ul style="list-style-type: none"> ▪ Increase cash flows ▪ Increase profit margins 	Set a measure <ul style="list-style-type: none"> ▪ Operating Profit ▪ Financial Statements 	Set a target <ul style="list-style-type: none"> ▪ Increase net revenue by 10% 	Identify active strategies <ul style="list-style-type: none"> ▪ Reduce work related accidents ▪ Ensure no SHE litigations against the company
Customer Metrics	<ul style="list-style-type: none"> ▪ Increase customer value ▪ Growth in market share 	<ul style="list-style-type: none"> ▪ Number of retainer customers 	<ul style="list-style-type: none"> ▪ Increase in the annual number of retainer customers by 25% 	<ul style="list-style-type: none"> ▪ Brand creation through positive HSSE culture ▪ Reduction of LTI's ▪ Establishing HSSE management system
Internal Process	<ul style="list-style-type: none"> ▪ Be able to complete projects with 0 LTI 	<ul style="list-style-type: none"> ▪ LTIFR 	<ul style="list-style-type: none"> ▪ 0 LTI in operations 	<ul style="list-style-type: none"> ▪ Workplace inspections ▪ Risk Assessments ▪ Job Safety analysis ▪ Safety Toolbox ▪ SOP's and permits
Learning and Growth	<ul style="list-style-type: none"> ▪ Competency of workers 	<ul style="list-style-type: none"> ▪ Number of HSSE trainings 	<ul style="list-style-type: none"> ▪ Train 100% of the workforce 	<ul style="list-style-type: none"> ▪ Train forklift drivers ▪ Train First aiders ▪ Train fire fighters

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11. PERSONAL PROTECTIVE EQUIPMENT (PPE) AND CLOTHING (PPC)


- 11.1 FAMS Group of Companies shall provide its workers, free of charge, the correct required Personal Protective Clothing and Equipment and the relevant training on its use and maintenance.
- 11.2 The HSSE Supervisor will ascertain the provision of the correct required clothing and equipment, prior to the commencement of each working process. Company branch where HSSE supervisor may not be available the appointed Safety Rep and/ or the Branch Manager shall be responsible for the provisions of correct PPC/E for workers.
- 11.3 The personal protective clothing and equipment available for FAMS Group of Companies workers is as follows;

Table 4: PPC/E requirements for FAMS Group of Companies Operations

NO.	PPC/E	WHERE TO BE WORN
i.	Safety shoe (Foot protection)	Safety shoes shall be worn by every worker working in the warehouse and should be worn at all times
ii.	Safety gloves	Safety gloves shall be worn were necessary when offloading or offloading and when cleaning the warehouse
iii.	Overalls	Shall be worn to protect workers from heat, chemical, or metal splash, contaminated dust, impact or penetration, excessive wear or entanglement of own clothing
iv.	Industrial safety helmets	Where there is likelihood of impact from falling or flying objects, risk of head bumping
v.	High visibility Reflector	To be worn by forklift drivers and warehouse checkers

- 11.4 All FAMS Group of Companies workers shall be required to sign for all items of personal protective clothing and equipment issued to them.
- 11.5 Personal protective clothing such as overalls and safety shoes shall be issued twice a year. Personal protective clothing shall be renewed free of charge on report of any defect, providing the defect is due to accident, normal tear. For defects related to worker negligence a levy maybe charged for reissue.

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11.6 Workers performing contract work shall be issued with overalls, safety gloves and any other PPC/E necessary for their safety whilst carrying out work. Contract workers shall be expected to retain all given PPC/E after completion of assigned tasks.

12. HEALTH RELATED PROCEDURES

12.1 HIV/ AIDS

12.1.1 FAMS Group of Companies recognises the seriousness of the HIV/ AIDS epidemic and its impact on the workplace. HIV and AIDS threaten productivity, profitability and the welfare of employees and their families and as such the company has established structures in place to ensure prevention and care of employees living with HIV/AIDS

12.1.2 Where appropriate and necessary FAMS Group of Companies will provide counselling and psychosocial support to employees affected and infected with HIV/AIDS.

12.1.3 No person shall be required to undergo HIV testing or any other form of screening for HIV as a precondition to the employment at FAMS Group of Companies.

12.1.4 No person employed by FAMS Group of Companies shall be required in any circumstance to disclose any information relating to HIV status, except with written consent from the person or unless the information is required to be disclosed in terms of any other law.

12.1.5 Promotion, termination of employment, transfer, training, or other employee development programmes at FAMS Group of Companies shall not at any given moment be based on employee's HIV status.


12.1.6 HIV Status of any employee at FAMS Group of Companies shall not affect his or her eligibility for any work related or other benefit schemes provided for employees.

12.1.7 Every FAMS Group of Companies employee living with HIV/ AIDS shall be subject to the same conditions relating to sick leave as those applicable to any other employee.

12.1.8 FAMS Group of Companies shall provide relevant and timely information relating to;

- a) The promotion of safe sex and risk reduction


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- b) The importance of reducing all modes of HIV transmission by changing risk behaviours related to infection.
- c) The acquisition, transmission and prevention of HIV related communicable disease.
- d) The dangers of HIV and TB co-infection.
- e) Measures to encourage workers to know their HIV status through voluntary testing and counselling.
- f) Rights of employees affected and infected with HIV.

12.1.9 FAMS Group of Companies shall not any given time, unless required in terms of law, publish or make known the HIV status of its employees with or without consent

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13. COVID-19 PANDEMIC WORKPLACE PROCEDURES – *Adopted from WHO Covid-19 workplace Guidelines*

13.1 Planning and Assessment of Covid-19 Risks

13.1.1 FAMS Group of Companies remain committed to protecting the lives and ensuring safety of its employees, customers, and stakeholders through taking effective necessary actions to protect them from the risks related to COVID-19.

13.1.2 FAMS Group of Companies established the COVID-19 pandemic Health and Safety procedures as guidelines in safe working during the COVID-19 pandemic era.

13.2 COVID-19 Risk Assessment

13.2.1 FAMS Group of Companies shall on continuous basis perform detailed risk assessment to ascertain what can affect the ability of individuals to work safely during the COVID-19 pandemic and how the company operations should change to address the increased risk to work-related health, safety, and well-being.

13.2.2 The risk assessment shall be done by the Risk Assessment Team in consultation with the workers and other relevant stakeholders **[REF: 5.16]**


13.2.3 Risk assessments shall value the following but not limited to;

A. External issues

- i. The prevalence of COVID-19 within the local community
- ii. How workers travel to and from work (public transport, car, walking)
- iii. The availability of health and safety supplies (PPE, masks, hand sanitizer, thermometers, cleaning, and disinfection materials)
- iv. Workers domestic situations (living with someone considered to be at higher risk of contracting COVID-19)
- v. Changes or problems in the supply chain
- vi. The continuity of essential services (e.g., food provision, domestic infrastructure, utilities)
- vii. Local culture and cultural behaviours such as hugging, shaking hands, kissing)

B. Internal issues

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- i. The prevalence of COVID-19 in the company.
- ii. The number and types of workplaces (offices, factories, workshops etc.)
- iii. Cultural values within the company that can affect risk control measures
- iv. The ability of the company to gain up to date knowledge about COVID-19
- v. The type of workers in the company (employed, contractors, volunteers)
- vi. The extent to which it is possible to implement physical distancing
- vii. Resources availability, including adequate provision of toilet and hand washing facilities

13.3 Worker Engagement

13.3.1 FAMS Group of Companies As an ongoing process engage with workers through HSSE representatives on managing the risks related to COVID-19. The company shall;

13.3.2 Communicate to its workers how it is managing COVID-19 risks.

13.3.3 Take timely and appropriate action to address COVID-19 concerns raised by workers and other interested parties.

13.4 Workplace Safety


13.4.1 FAMS Group of Companies shall ensure that the workplace (including office premises, warehouse and other locations are clean and safe to use).

13.4.2 To prepare for safe operations, FAMS Group of Companies shall;

- i. Assess offices, warehouse and other locations
- ii. Screening people with COVID-19 symptoms. This shall be done through temperature checks. Temperature checks will be done on every entry point into FAMS Group of Companies premises
- iii. Establish enhanced and more frequent cleaning and disinfection schedules. Disinfection of premises to be done whenever the company records a COVID-19 case.
- iv. Provide enhanced personal hygiene facilities, including additional hand washing stations where possible and hand sanitizer points where this is not possible

13.4.3 In battling COVID-19 pandemic, FAMS Group of Companies shall establish fixed small teams of workers to limit the number of people in close contact, team shall be

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treated as a unit. If any worker develops COVID-19 symptoms all members of the unit shall self-isolate or quarantine according to official guidance

13.5 Suspected or Confirmed Cases

13.5.1 FAMS Group of Companies shall report all suspected and confirmed COVID-19 cases to relevant authorities.

13.5.2 Director of operations and the General Manager shall ensure that FAMS Group of Companies employees are supported and confident to take immediate action to self-isolate if they develop symptoms of COVID-19 or quarantine if required to do so.

13.6 Managing Illness in a Physical Workplace

13.6.1 To minimise transmission of COVID-19 in the workplace, FAMS Group of Companies shall treat any person with flu-like symptoms and who reports unwell in the workplace as a potential COVID-19 case.

13.6.2 The unwell person shall be isolated whilst first aid is provided when necessary.

13.6.3 The affected person shall be required to go home or to a medical facility immediately, avoiding the use of public transport if possible.

13.6.4 FAMS Group of Companies shall expect employees who have been admitted to a medical facility or self-quarantine to undergo a PCR COVID-19 test and to inform the organisation of the results.


13.6.5 FAMS Group of Companies shall establish if the person has been in close contact with other workers and clients.

13.6.6 FAMS Group of Companies shall ensure the areas the affected person has been either isolated or cleaned immediately with a particular attention to equipment and frequently touched surfaces.

13.6.7 The organisation shall inform local authorities if two or more confirmed COVID-19 cases are connected to the workplace.

13.6.8 The organisation shall provide information on measures that can be taken to facilitate return-to-work, ongoing support, and rehabilitation as appropriate.

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13.7 Personal Protective Clothing/ Equipment and Face Coverings

13.7.1 FAMS Group of Companies shall provide free of charge all PPE required to protect workers from COVID-19.


13.7.2 The company shall ensure appropriate, correct use and disposal of face masks and other disposable PPE

13.7.3 In situations where temporary removal of face covering or PPE might be required physical distancing should be ensured.

13.7.4 FAMS Group of Companies shall advise its employees to;

- a) Wash their hands or use hand sanitizer before putting face coverings on and after removing it.
- b) Continue to regularly wash hands, or sanitize hands if not possible.
- c) Avoid touching their face or face covering to avoid contamination
- d) Change the face covering each day as a minimum or more often if necessary
- e) Continue to comply with physical distancing guidelines wherever possible

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RELATED PROCEDURES

FORKLIFT SAFE OPERATING PROCEDURES

Equipment

1. Forklift

Competency Documents (to be available on the forklift)

1. Safety Inspection Checklist
2. Forklift Operators License

Associated hazards

- i. Improper operation and use
- ii. Load hazard
- iii. Lack of forklift maintenance
- iv. Pedestrians
- v. Floor condition
- vi. Overhead obstructions
- vii. Blind spots

Personal Protective Equipment (PPE) necessary for work operations

1. Reflector (High visibility)
2. Safety Shoe
3. Overalls
4. Rubber gloves
5. Hard hat

Step by step work process

- a) Carry out daily safety inspection using a designed and given safety inspection checklists
- b) Assess the working environment for unidentified hazards and uncontrolled


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- c) Ensure that adequate PPE is worn before executing tasks
- d) Start forklift engine
- e) Check dashboard for any important signals such as (red signals, oil gauge, fuel gauge)
- f) Report or cause the defaults to be fixed. If the default does not permit you to proceed with assigned task, halt. If the inspection findings are favorable proceed with assigned tasks
- g) Do not forget to consider load tonnage. Do not carry loads above the normal carrying capacity of your forklift
- h) If carrying out work with loads above your eye level use reverse driving
- i) Do not overspeed
- j) If need be, engage a second party to help you maneuver in areas that are partially visible to you
- k) After finishing assigned tasks, park forklift in allocated parking bay
- l) Switch of the engine
- m) Do not remove key from ignition

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WAREHOUSE CHECKER HARARE, ZIMBABWE DIVISION

Equipment/ Tools involved

1. Trolley jerk
2. Digital scale
3. Mechanical Scale

Associated Hazards

- i. Falls
- ii. Heavy equipment
- iii. Moving machinery
- iv. Heavy materials
- v. Overexertion
- vi. Slips and trips
- vii. Harmful substances
- viii. Fires
- ix. Falling objects

Personal Protective Equipment

1. Safety shoe
2. Overalls
3. Rubber gloves
4. Hard hat
5. Reflector (High visibility)

Step by Step Process

- i. Reception of customers to be done at the main gate before they are allowed into the premises and the warehouse
- ii. Understand the type of goods about to be received


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- iii. Understand the nature of origin (export or import)
- iv. Assess handling technique required (Forklift/ manual)
 - v. If need of a forklift, engage the forklift driver (the forklift driver shall make use of the provided forklift procedures)
- vi. Manual handlers shall practice safe lifting techniques when manually handling goods
- vii. Goods Receiving Document (GRV) shall be filled for all received goods
- viii. The customer shall receive a copy of the agreed GRV, the second copy shall be retained to the Export/ Import Clerk, the last document shall be kept by the warehouse checker
- ix. Clean all spills and leakages made during receiving or dispatching
- x. Maintain good housekeeping during all warehouse activities

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ATTACHMENT 1

INCIDENT REPORTING FORM

PART 1: PARTICULARS			
Name		Age	
Gender		Contact Details	
Department		Supervisor/ HOD/	

PART 2: DESCRIPTION OF THE INCIDENT					
Task being performed			Date		
Department		Time		Police Notification	
What Happened?					
How did it happen?					

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Damages/ losses encountered/ Severity of injury

PART 3: INCIDENT CAUSATION

PART 4: CORRECTIVE ACTIONS AND RECOMMENDATIONS

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PART 5: FOLLOWUP ACTIONS			
Assigned to:		Date:	

Report compiled by:

Designation

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ATTACHMENT 2

HAZARD AND RISK REGISTER

ACTIVITY	ASSOCIATED HAZARD	CONSEQUENCE	RISK ASSESSMENT			RISK RATING BEFORE CONTROLS	LEGAL AND OTHER REQUIREMENTS	CONTROLS	RISK RATING AFTER CONTROLS
			Likelihood	Severity	Total Score				

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ATTACHMENT 3


EMERGENCY REGISTER

Department..... Name of First Aider.....

Contact details of First Aider.....

NUMBER	IDENTIFIED EMERGENCY	CONTROLS AVAILABLE

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ATTACHMENT 4

FAMS GROUP OF COMPANIES HSSE BALANCED SCORECARD TEMPLATE

SYSTEM OF MEASUREMENT (METRIC)	OBJECTIVES	MEASURES	TARGETS	KEY PERFORMANCE INDICATOR (KPI)
Financial Metrics				
Customer Metrics				
Internal Process				

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ATTACHMENT 5

FAMS MONTHLY VEHICLE INSPECTION CHECKLIST

Inspection to be performed by FAMS Group of Companies drivers monthly and checklist given to the HSSE Supervisor or branch manager for assessment and maintenance.

Name:.....**Year**.....

Vehicle Model & Plate Number:..... **Current Milage:**

Please check the following and provide your assessment in 3 responds (*Good, Fair & Poor*).

Vehicle item to be checked	Key	Rating (<i>Please tick</i>)			Defect details
		Good	Fair	Poor	
Vehicle licenses & Insurance	<i>Check validity of important vehicle documents that would be displayed on windscreen.</i>				
Body & Paint	<i>Check condition of the body & dents.</i>				
Fluid levels	<i>Check level of engine oil, brake fluid, clutch fluid, power steering fluids, auto transmission fluid</i>				
Battery	<i>Check for leaks and signs of corrosion</i>				
Brakes					
Transmission					
Engine and vehicle leaks	<i>Check under and the surrounding of your vehicle for leaks from engine, transmission Check for any abnormal noises</i>				
Horn	<i>Is horn and reverse warning siren working?</i>				
Lights	<i>Are taillights, headlights, brake lights, lights in good working order?</i>				

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	<i>Are indicators and hazard lights working in good order?</i>				
Windows/ Mirrors	<i>Check wipers/ washers Check cleanliness</i>				
General Safety	<i>Check condition of seat belts, seat adjustment, body damage, spare wheel & required tools</i>				
Tires	<i>Check tyres and rims, inflation & condition, wheel nuts, wear, and tear (cuts and bulges)</i>				
Safety equipment	<i>Check availability of safety triangles, First aid kits, Fire extinguisher (it should be serviced and correctly fitted)</i>				

Comments regarding any repairs needed or vehicle performance:.....

.....

Driver Signature **Date:**.....

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This sheet is to be completed by every worker joining FAMS Group of Companies on the induction program and FAMS Group of Companies workers receiving the policy manual for the first time.

To [Worker Name in block letters]

- 1. FAMS Group of Companies HSSE Manual has been issued to you for your retention.**
- 2. You are to ensure that you have read, noted and fully understood the contents of the extract and fully agree to strictly adhere to and abide by all company rules and safety procedures, at all times while employed by the company.**
- 3. Please sign and date the certificate below**

DATE...../...../.....


WORKER SIGNATURE

WORK LOCATION

EMPLOYER SIGNATURE

[On behalf of: FAMS Group of Companies]

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List of documents, records, forms, meetings, and reports to be used in HSSE Policy formulation by FAMS Group of Companies. *NB: the list is subject to change once implementation has commenced.*

HSSE ELEMENT	HSSE POLICY REFERENCE	TITLE OF DOCUMENT	COMMENTS
Duties, roles, responsibilities	4.2.1 (b)	FAMS Monthly Vehicle Safety Inspection checklist	- A checklist to be used for monthly vehicle safety inspections.
	4.3.4 (c)	Hazard and Risk Register (<i>format given</i>)	- Inventory of the hazards and risk at division/ branch level
Incident Investigation & reporting	4.3.4 (d) 9.3	Accident Record Book	- Record book for noting all accidents at FAMS, both onsite and offsite
	4.6.3 (h) 9.4	Incident Report Form	- Used in incident investigation and reporting
Emergency Management	6.1.4	Emergency Register (<i>format given</i>)	- Inventory for all FAMS emergencies at national level (ZW, MW, MU)
	6.2.6	Emergency Directory	- Important internal & external emergency service providers numbers
Legal and other requirements	8.3	Legal and Other Requirements Register	- Inventory of all applicable HSSE legislation FAMS subscribes to. It can be acquired from FAMS legal expert

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Training	9.2.2	Training records/ training matrix	- Keeps track of all HSSE trainings done and need to be done
	9.2.3		
	9.2.5	Monthly Safety Toolbox Talks	
Communication	9.4.11 (a,b,c)	HSSE Flier HSSE Newsletter HSSE Pamphlet	- FAMS to choose preferable mode of communication with external parties
Management of Change	9.6.1	Change Register	- Shall be maintained at branch level. - It is an inventory of all changes implanted at FAMS
Fire Management	8.2.6	Fire Safety Logbook/ Fire Safety Inspection Sheet	- Provides record of when fire equipment was inspected, by whom and when the next inspection is due
Performance measurement	10.5	Balanced Scorecard Template	- To be used by FAMS in measuring performance
MEETINGS			
	4.5.2	HSSE Quarterly meetings	
	4.5.3 (a)	Quarterly HSSE goals and objectives	
	10.3		
	9.4.8	Quarterly HSSE performance Report	

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