



Integrated Management System Procedure

TRAINING PROGRAM

(AAI-PRO-23)

Issue No.: 01 Date: 01-01-2015

Rev. No.: 00

AL-AMARA INTERNATIONAL

Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
OHSAS 18001:2007

SCOPE

General Contracting, Technical Support Services and Equipment Rentals

COPY NUMBER

03

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AL-AMARA INTERNATIONAL

P.O. Box: 10346, Al Jubail 31961

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1.0 POLICY

It is the policy of the Al-Amara company that all staff and other who perform work at, or for the company, receive appropriate training necessary to protect their health and perform work in a safe environmental manner. This training must give information regarding job hazards, possible health effects, and required work practices and procedures. This safety training program has been designed to meet the certain safe requirements of Clients.

To accomplish this, Al-Amara will provide training programs that satisfy safety related laws and regulations, and will circulate appropriate policies, standards and procedures for company safety training programs.

All new, transferred from other company employees is also required to receive safety training when applicable to their jobs.

Management is responsible for employees' safety training prior to any activity that has a potential for a safety concern.

2.0 PURPOSE

Al-Amara is responsible to its employees training/courses as required by labor law; submit to the client's representative its plan for staff training/courses.

This safety Training Program specifies in-house and/or third-party safety training courses that are required for its employees which are based on training needs analysis for all job specifications.

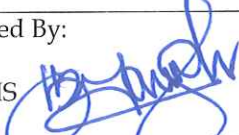
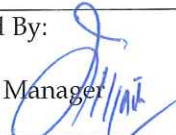
3.0 OBJECTIVE

The objectives of the Safety Training Program are:

- Identify all required and recommended environmental, health, and safety training.
- Provide mechanisms to ensure that such training is completed.
- Document all safety training.
- Make training-related records and reports available to managers and department supervisors.
- Provide a procedure to ensure continuous improvement of the Safety Training Program.

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4.0 RESPONSIBILITY

The Safety Training Program is the shared responsibility of operations, supervisors, and department Heads. Individuals and groups must implement the following aspects of the Safety Training program:

4.1 TOP MANAGEMENT

Top Management is Responsible to arrange specialized trainings/topics for skilled personnel using third parties from outside the company.

4.2 PROJECT MANAGER shall

1. Attend required safety training.
2. Ensure development and implementation of applicable safety training for all key staff and employees.
3. Ensure that all personnel attend the required training sources.
4. Ensure that training evaluation profile of key staff and employees are in place.

4.3 SAFETY OFFICER shall

1. Supervise the Company Safety Training Program, including development, implementation, and evaluation of the program.
2. Consultative assistance on general safety training courses, provided by company to meet Client requirements and injury and illness prevention needs.
3. Maintain documents

4.4 SUPERVISORS shall

1. Complete a Training evaluation Profile to identify safety training requirements and recommendations. Review and update each employee's training profile annually.
2. Develop and implement applicable safety training for all employees.
3. Ensure that all personnel under their supervision attend the required training courses.
4. Provide job and hazard specific orientation and training for new personnel, transferred from other location, and for all personnel whenever procedures changes that have impact on safety. Maintain documentation of all such training.

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Contracts Manager

Issue Date:

01-01-2015

Rev. Date:

5. Attend supervisory safety training courses required to maintain a safe and healthy work environment for the employee.

4.5 EMPLOYEES shall

1. Participate in safety education and training programs as available and presented. Whenever a query arises with regards to safety shall be communicated to their supervisor for clarifications.
2. Completely understand and demonstrate the instructions given during the orientation and/or any training sessions and they should be responsible and competent to follow all instructions.

6.0 REQUIREMENTS



- Orientation training plan & schedule.
- Training materials and handouts to participants.
- In-house as well as third-party training resources.
- Orientation trainings will be delivered at site.
- For Managers, HSE will deliver basic safety orientation and familiarization at the Head Office before they take charge of the sites.
- Once they take charge, physical site orientation tour will be provided with focus on safety issues.
- Audio visual facilities will be used for the trainings, in addition to persuasive posters.

7.0 ATTACHMENTS

- ❖ AAI-FM-HR-02-00
- ❖ AAI-FM-HR-04-00
- ❖ AAI-FM-HR-05-00
- ❖ AAI-FM-HR-06-00

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Integrated Management System Procedure

TOOL BOX TALK PROGRAM

(AAI-PRO-24)

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TOOL BOX TALK PROGRAM
(Doc. No. AAI-PRO-24)**

1.0 PURPOSE

Tool box talks provide a first and safety talk and training for new employees, employees transferred from other locations, existing employees prior to beginning of their respective job responsibilities. This program is an excellent means safeguarding the employee against hazards that exist at their work places.

2.0 SCOPE

Applicable to all newly hired employees, employees transferred from other locations/department and/or hired employees from local contractors.

FREQUENCY

Brief pre-job or tool box talks safety meetings prior to the beginning of a different work activity.

3.0 RESPONSIBILITIES



3.1 The Project Manager will

1. Select those programs, trainings appropriate and useful to his supervisors.
2. Schedule his supervisory employees for the required trainings.
3. Managers shall ensure that key employees tasked to carry out instructions, training and supervision, possess the adequate proficiency in both verbal and written communications.
4. Establish records of training completed by each employee.

3.2 The Supervisors will

1. Select the most critical and appropriate toolbox talk, training programs for their employees.
2. Communicated with the safety department for additional information or materials required for conducting the program.
3. Brief pre-job or toolbox talks safety meeting prior to the beginning and at a different work activity for new, transferred and existing employees.
4. Clear, specific personal communications when giving work assignments is an aid to effective loss prevention. Misunderstanding of instructions can cause unsafe performance and accidents. Understanding is essential to loss prevention and productivity.
5. Explain and demonstrate to employees, the correct procedures for carrying out their jobs.

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Provide written copies of instructions, after explaining them. Refer to diagrams, models, written procedures and/or actual situations when giving out work assignments.

6. Be prepared to communicate. They should know what they want to say. Have materials, such as job procedures or protective equipment ready, and instruct the employees where to get them.
7. Make sure that employees attention is on the instructions and understands them. When giving work assignments, have employees stop other work to block out distractions.
8. Test their understanding. Have employees repeat the key points of the instructions.
9. Encourage them to ask questions if they have the slightest doubt about any phase of their work.
10. Check periodically that the task is being done, as instructed.
11. Commend good work, or reinstruct where appropriate.
12. Establish permanent records of training completed by each employee.
13. Update employee training files and commend on progress of developing of higher skills.
14. Prompt the experienced workers to coach the new and experienced workers according to the development plan.
15. Outline the key points for skill development for each level.
16. Determine the key points of the job to be taught all at once, or in parts.

3.3 The Safety Officer will

1. Select the most critical educational programs along with the Manager and Supervisor for all employees.
2. Provide all training materials to the Project Manager, Department General Supervisors for conducting training.
3. Ensure that Supervisors have attended trainings.
4. The Toolbox Safety topics shall be appropriate to job profile and work area.
5. Ensure that Supervisors and employees updated training files are in place.
6. Ensure that Tool box talk meeting are being conducted and documented.

3.4 Employees will

1. Learn and practice the following:
 - a) Use of personal protective equipment (PPE).
 - b) Proper work procedure for assigned tasks.
 - c) Assigned duties in the Emergency Action Plan.
2. Learn safe practices and skills as needed.
3. Apply safe practices on-job and routinely.
4. Participate in safety education and training programs as available and presented.
5. Any queries with regards to safety shall communicate with the supervisor for clarifications.

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4.0 REQUIREMENTS

- List of safety tips and concerns related to new work to be started.
- Have relevant company policy/procedures ready for explanation.
- Prepare demonstration / posters highlighting the relevant safety issues.
- Pre-job toolbox talk/safety meetings are led by the General Supervisor and or any of the experienced crew.
- Key Staff required attending EQIP courses such as required in the Key Staff, Supervisor/Foreman Training Matrix.

5.0 TOOL BOX TARINING MATERIAL

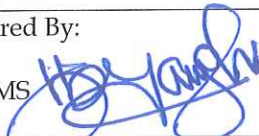
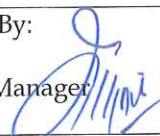
- Safety training Manual based on Job Safety Analysis.
- Power-point Slide presentation.
- Safety Videos.
- Handouts.
- Posted job safety instructions.

6.0 ATTACHMENTS

- ❖ AAI-FM-HSE-13-00

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CONTROL OF DOCUMENTS

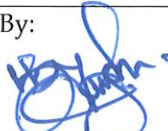
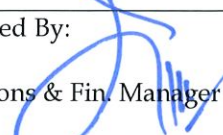
1. **Purpose:** The purpose of this procedure is to define a system for control of documents needed to establish, implement, and maintain the Integrated Management System and to support an effective and efficient operation of the Organization's various activities. This also includes the criteria for preparation, review, approval, distribution, use and change / modification of Integrated Management System.

2. **Scope:** The scope of this procedure includes the following documents, which are required for control of various activities:
 - IMS Policy & Objectives
 - IMS Management System Manual
 - IMS Management System Procedure Manual
 - Standard Operating Procedures
 - Work instructions (if any)
 - IMS Management System Formats
 - External origin documents etc.

3. **Responsibility:** Management Representative (MR)

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**Integrated Management System
Procedure
Control of Documents
(Doc. No. AAI-PRO-01)**

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4. Procedure

4.1 Structure of Integrated Management System

4.1.1 The Integrated Management System Documentation is in four tiers consisting of Integrated Management System Manual, Integrated Management System Procedure Manual, Integrated Management System Formats and other Standard Operating Procedures and other documents and records.

- **The Integrated Management System Manual** gives the description of the IMS of Al-Amara, the basic policy with respect to the various Clauses of ISO 9001:2015 and ISO 45001:2018, the scope of the Integrated Management System, references of each documented procedure and description of the sequence and interaction of the processes included in Integrated Management System Manual. **Ref:** AAI-IMSM-01-00.
- **The Integrated Management System Procedure Manual** contains the Procedures including Mandatory Procedures, other Operating Procedure referred to as the Procedures or Guidelines which are referred by the Departments of Al-Amara for the execution of its processes/activities and required to ensure the effective planning, operation, and control of processes. **Ref:** AAI-IMSPM-01-00.

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- **The List of Procedures** as given in the contents & is also given in the Integrated Management System Manual. There is a provision for including work instructions in Procedure Manual whenever required.

Ref: Annex. 5 of IMS Manual

- The controlled copies of the Integrated Management System Manual and Integrated Management System Procedure Manual may also be made available in soft in read only format for reference of all employees when it is functional.

- **Master Lists:** The department maintains compilation of lists as follows:



- List of Records
- List of Documents
- List of External Origin Documents
- List of Procedures
- List of Formats
- List of Legal and other Requirements

4.1.2 Documents: These are guidelines of external or internal origin which departments use for its day-to-day functioning. Some circulars, which provides guidelines for working shall be controlled as per Document Control Procedure and all other circulars shall be considered as record.

4.1.3 Formats: These are structured blank forms used to record information named as Integrated Management System Formats.

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4.1.4 **Records:** Evidence of implementation of systems & processes. These are available in Registers, Files, Printouts or Soft Copy.

4.2 Numbering of IMS Documents

4.2.1 All Integrated Management System Formats are included in the List of Formats.

Ref: AAI-DOC-MR-01-00

4.2.2 IMS Documents (IMS Manual & Procedure Manual and other Documents Formats) are controlled by contents list or lists. The version no. and revision controlled by revision sheet as when it takes place.

4.2.3 The numbering system of Integrated Management System documents is as below:

XXXX_YY_ZZ_SS_PP_RR

Were



- XXXX is the Organization Name (Always AAI)
- YY is the Document Type
- ZZ is the Department
- SS is the Serial No.
- PP is the Issue No.
- RR is the Revision No.

YY: IMSM in case of IMS Manual, IMSPM in case of IMS Procedure Manual, WI in case of Work Instructions and FM in case of Formats. For other documents 'DOC' and for Records 'REC' abbreviation is used.

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Example:

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IMS Manual (AAI-IMSM-01-00)

4.3 Approvals and Issue


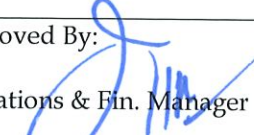
4.3.1 The Integrated Management System Documents are approved as below:

Documents	Prepared By	Approved By	Issued By
IMS Management System Manual	MR	Operations & Finance Manager	MR
IMS Management System Procedure Manual	MR	Operations & Finance Manager	MR
IMS Management System Formats	MR	Operations & Finance Manager	MR
Any amendments in documentations	MR	Operations & Finance Manager	MR

4.3.2 MR issues one controlled copy of IMS Manual and Procedure Manual to each person as per approved distribution list.

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4.4 Issue & Control of Documents

- 4.4.1 Master Copy of all IMS documents are stamped as **"MASTER COPY"** in **BLUE** and is stored in secure place at MR Office.
- 4.4.2 Before MR issues a controlled copy to any person as per distribution list (s) he/she stamps the title page and all contents pages as **"CONTROLLED COPY"** in **RED** and keeps records of issue.
- 4.4.3 All old, superseded, obsolete, disfigured, or inapplicable documents are either destroyed or marked boldly in **RED** as **"OBSOLETE COPY"** if they are to be retained.
- 4.4.4 MR reviews all controlled documents as and when required to ensure their continued adequacy.
- 4.4.5 All controlled copyholders keep the documents in secure places, also ensure that the documents are easily retrievable and ensure that all personnel in the Department are aware of the various procedures.
- 4.4.6 MR enters the details in Document Control Register before issuing a document to any person.
- 4.4.7 There may be cases when one may need to refer the document and, in that cases, MR issue the requested document after putting an **"UNCONTROLLED COPY"** stamp and entering the details in Document Control Register

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4.4.8 MR also keeps a track of getting back the obsolete or issued documents as and when required.

4.5 Revision of Documents

4.5.1 Any person can give a request for a new document or a change to the existing document to MR for IMS Manual, Procedure Manual or Formats along with all details. It can be by mailed also as read only if required.


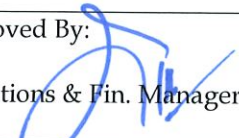
4.5.2 MR studies the request w.r.t. need for change, consequential changes, provisions of latest IMS Standards, objectives and decides along with Process Head/Core Team members about changes to be made with proper filling of Document Change Request received from concern Dept. and Approval of Change Request by MR in specified format.

4.5.3 If changes are to be made, the following is done by MR:

- Prepare the modified or new document.
- Incorporate appropriate revision status.
- Get master copy approved by approving authority and issuing authority.
- Update contents page
- Record the changes in the amendment record sheet for IMS Manual or Procedure Manual.
- Stamp all contents pages as **"CONTROLLED COPY" in RED.**

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- Issue the revisions as controlled copy to each controlled copyholder and keep record in **specified Format**.

4.5.4 The version number is changed when any amendment is made in the IMS Documents. When the version is changed, the version no. is incremented e.g., from version 1.0 to 2.0.

4.5.5 Whenever changes in formats or processes are made as per local requirements, the changes are documented by **MR**, approved by **Operations & Finance Manager**, and communicated to all concerned persons in the department. Document Change Request & Approval of Change Request is duly filled by concerned authority and recorded.

Ref: AAI-FM-MR-02.

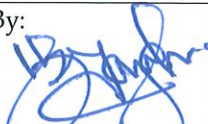
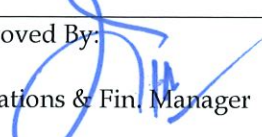
4.6 Control of Other Documents including External Documents

4.6.1 The department has these other documents or external origin documents, controls all documents. E.g., Circulars issued by Customer, Acts, specifications, standards etc. Keep record of all such documents.

4.6.2 In case copies are made and distributed, records of distribution are kept in soft or hard copy.

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5.0 Associated Documents

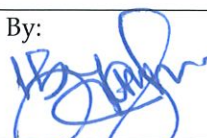
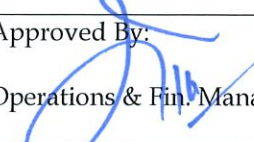
- Master List of Formats AAI-DOC-MR-01
- Master List of Document AAI-DOC-MR-02
- List of External Origin Document AAI-DOC-MR-03
- Document Distribution Record AAI-FM-MR-01
- Document New Change Request Form AAI-FM-MR-02

6.0 Revision History

Rev. No.	Description of Changes	Dated	Issued By	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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**Integrated Management System
Procedure
Control of Records
(Doc. No. AAI-PRO-02)**

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CONTROL OF RECORDS



1. **Purpose:** To ensure proper identification, filing, storage, retrieval, protection, retention time and disposition of IMS and other Records.
2. **Scope:** All Records including IMS Management System.
3. **Responsibility:** MR & all HODs
4. **Procedure:**

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4.1 IMS Records

- 4.1.1 All records required for the IMS Management System and other Records are maintained to provide evidence of conformance to requirements and effective operations.
- 4.1.2 The IMS Records are identified and maintain list for the same. The Departments keep a consolidated List of Records. This is updated when new records are added or destroyed.
- 4.1.3 Indexing, filing and storage of records are done both in soft and hard form. However, some manual records are also generated which are then indexed or filed as per the existing filing system in operation at **Al-Amara**.
- 4.1.4 Records maintained in soft are kept secured in Server and a backup record of the same is maintained. The retention period of all records either soft or hard is maintained by **Al-Amara** and is monitored. Only authorized persons are allowed to change/edit the documents.

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4.1.5 Manual records are likewise kept in running files if needed, or bound together and maintained as per retention period, after which these are destroyed.

4.1.6 It is also ensured that the legal documents and other records from customer are maintained as per norms issued by legal authority or customer.

4.2 Storage, Retention and Disposition of Records

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4.2.1 The IMS Records are retained at least for the preservation period (retention period) mentioned against each record.

4.2.2 The department heads/process heads are responsible for the proper maintenance of the records as indicated.

4.2.3 IMS Records are used for problem analysis and for corrective and preventive actions. All concerned ensure that each record is legible.

4.2.4 All records are kept in appropriate files and registers and stored in safe places (e.g., racks, cabinets). The storage is done in such a way so that easy access to records is possible for quick retrieval.

4.2.5 All non-current permanent records more than 10 years old and having historical value are sent to record room for safe storage.

4.2.6 The records also maintain in the computer server. The Adequate arrangement is made for data security and all-time connectivity.

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Procedure
Control of Records
(Doc. No. AAI-PRO-02)**

5. Associated Documents

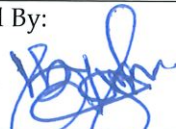

Record Matrix AAI-DOC-MR-04

6. Revision History

Rev. No.	Description of Changes	Dated	Issued By	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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Issue No. 01	Rev. No.: 01	Prepared By: MR-IMS 	Approved By: Operations & Finance Manager 
Issue Date: 01.06.2014	Rev. Date: 01.06.2020		



**Integrated Management System
Procedure
Internal Audit
(Doc. No. AAI-PRO-03)**

Page 1 of 5

INTERNAL AUDIT

1. **Purpose:** To plan, organize and conduct Internal Audits in **Al-Amara International**, to verify compliance to the IMS Management System as per ISO 9001:2015 and ISO 45001:2018 Standard and to determine effectiveness of the implementation and maintenance of the System.
2. **Scope:** All Internal Audits.
3. **Responsibility:** MR to manage and organize the Audits.

4. **Procedure:**

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4.1 **Planning Internal Audits**

- 4.1.1 Plan and conduct Internal Audit for all functions covered in the Scope of the IMS at least once in six months.
- 4.1.2 The objectives of these audits are to ensure conformance to the requirements of ISO 9001:2015 and ISO 45001:2018 Standard, the IMS Management System established in **Al-Amara**, as documented in the IMS Management System Manual and Procedure Manual and the Legal and other requirements (or legal framework) and to determine effective implementation and maintenance of the IMS.
- 4.1.3 MR prepares the Internal Audit Plan / Program for the year. Depending upon the importance of the activities of the department findings of previous audits and the status of implementation of the IMS Management System in the department, the

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frequency of Internal Audit can be increased as decided by MR. Management Representative prepares the detailed schedule for each audit in specified format. For each audit, the Internal Auditors are identified in the Audit Schedule.

4.1.4 Competent and trained Internal Auditors conduct these Internal Audits. Auditors cannot audit the division or section in which they are working. If required, the Internal Audit can be outsourced from external contracted auditors within or external to **Al-Amara**. The competence of the Internal Auditors is ensured by the MR and reviewed every year. Circulate the schedule at least 7 days in advance.

4.1.5 MR maintains the list of trained Internal Auditors.

4.1.6 All areas and activities are subject to audit.

4.2 Conducting Internal Audits

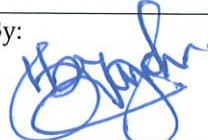
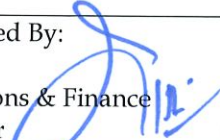
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4.2.1 Based on the schedule, each Internal Auditor carries out the audit.

4.2.2 During the audit, the Internal Auditors:

- Covers the entire scope of the audit through random sampling.
- Verifies the corrective actions taken by auditee on the non-conformities raised during earlier audit and records it on the non-conformity report.
- Prepares a separate Audit Non-conformity Report for each Non-conformance in duplicate.
- Gets the Audit Non-conformity Report signed by auditee and hands over the original of the report to the auditee and sends the copy to MR.

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The auditor grades the non-conformities as:


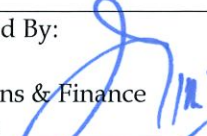
Major	A significant non-compliance or complete omission of an IMS requirement or a significant number of minor non-conformities concerning the same requirement.
Minor	An isolated incidence of a failure to comply with a procedure or an IMS requirement.
Observation	A finding, which is not non-conformity at present, but can lead to non-conformity if not attended.

4.3 Corrective Actions on Internal Audit Non-conformities

- 4.3.1 The auditees make immediate corrections and record the corrective action plan for each Non-conformance along with target date/time schedule on the audit report at the earliest possible time. The maximum period for taking corrective actions is 21 days.
- 4.3.2 The auditee takes corrective action and records it on the audit report and sends information to MR.

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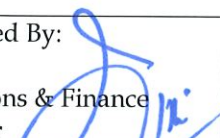
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Issue Date: 01.06.2014	Rev. Date: 01.06.2020	MR-IMS 	Operations & Finance Manager 

4.4 Follow-up on Internal Audits

- 4.4.1 On receipt of information about corrective action taken from auditee, the MR assigns the verification of the corrective actions to the same Internal Auditor or some other auditors. This may be done during the next audit also.
- 4.4.2 The Auditor verifies the corrective actions taken by the auditees and records it with Auditee and sends a copy to the MR. MR verifies audit non-conformity report with respect to effectiveness of corrective actions taken and closes the audit report by signing on it as evidence of an effective follow-up.
- 4.4.3 In case the auditee does not take the corrective action in time, MR follows up with the auditee of the department and may bring it to the notice of HOD as appropriate.
- 4.4.4 The salient features of the Internal Audit are reviewed in the Management Review Meeting.
- 4.4.5 Once in a year, MR assesses the competence of Internal Auditors and decides for up gradation of auditing skills as appropriate e.g., Refresher Internal Auditor Training Course etc. For the same, MR may take the help of external body.
- 4.4.6 The records of each Audit are kept by the MR. A summary of each Audit along with the copy of the Audit Report prepared are used for discussion in Management Review Meeting.

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**Integrated Management System
Procedure
Control of Non-conforming Products &
Services
(Doc. No. AAI-PRO-04)**

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CONTROL OF NON-CONFORMING PRODUCTS & SERVICES

1. **Purpose:** To ensure that the products / service that does not conform to the customer requirements, specifications and Legal and Other requirements are identified and controlled to prevent its unintended use and further processing.

The objective of the “control of nonconforming product & services” process shall be to ensure that non-conforming product does not affect the quality level of delivered customer product/services and to maintain the effectiveness of the Integrated Management System.

The result of the “control of nonconforming product & process” process is to ensure that all products / services delivered by **Al-Amara** meet customer requirements and to improve the overall effectiveness of the Integrated Management System.

2. **Scope:** All non-conforming products and services.
3. **Responsibility:** HODs & MR

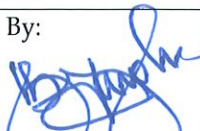

4. **Procedure:**

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4.1 Identification of Non-Conforming Products and Services

- 4.1.1 In accordance with Clause 8.7 and 10.2 of ISO 9001:2015 Standard, **Al-Amara** recognizes the importance of controlling nonconforming products / services.

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**Integrated Management System
Procedure
Control of Non-conforming Products &
Services
(Doc. No. AAI-PRO-04)**

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4.1.2 The non-conforming products / services are detected or identified when they do not conform to the requirements and plans and are observed generally during:

- Receiving Inspections
- Inspection and checking carried out on the processes at various stages.
- Monitoring of Services etc.
- Internal & External Audits.
- Feedback from customer including internal customers and complaints.
- Analysis of data including achievement of objectives.

4.1.3 Nonconforming material may also be identified when a supplier determines raw material, hardware or special processes supplied to **Al-Amara** do not meet the requirements (customer, government or regulatory authority's requirements or **Al-Amara** internal specifications.

4.1.4 Record the discrepancy / problem and stop the process, if feasible, till the non- conformity is set right.

4.1.5 Record the non-conformities in specified format depending upon its significance.

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01.06.2014

Rev. Date: 01.06.2020

MR-IMS

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**Integrated Management System
Procedure
Control of Non-conforming Products &
Services
(Doc. No. AAI-PRO-04)**

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- 4.1.6 Identify actions to be taken to eliminate the detected non-conformity.
- 4.1.7 Make immediate (without undue delay) corrections to set right the actual NC in the situation observed and reported.
- 4.1.6 If non-conformity (non-adherence to approved processes / specifications / policies) is detected, the service is stopped, corrected if possible and re-inspected to ensure that it is conforming now before being allowed to proceed further.

4.2 MR or the authorized personnel will be notified of non-conforming products / services. Notification can be in one of the following forms, but "verbal only" notification is not acceptable.



- Tag
- Note
- E-mail
- Non-conformance Report

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4.3 Non-conformance Report shall be initiated, as required:

- MR or HODs of the respective Department where any non-conformity or potential non-conformity identified shall start the form, filling in available data.
- Responsible personnel will complete the Non-conformance Report with data necessary to clearly define the nature of the Non-conformance.

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- MR or authorized personnel will coordinate obtaining any additional supporting information and implementation of appropriate documentation.

4.4 Cross-functional Team (Core Team) shall be assembled to:

- Review the identified non-conformity (including potential non-conformity), define the exact nature of Non-conformance, and determine the Root Cause.
- Core Team shall also discuss potential recovery options based on the nature of the non-conformance.
- MR / Core Team shall make the final determination of what actions will be taken to resolve the non-conformance.

4.5 Disposition of Non-Conformity

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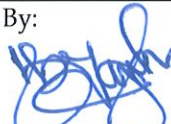

4.2.1 If the non-conformity can be corrected, carry out re-processing immediately e.g., rechecking manually etc.

Operations & Finance Manager can only accept or release the Product / Services under deviations.

4.2.2 If non-conformity is detected after processing or delivery, trace the background of it and determine the activity correctly, evaluate the non-conformity and initiate appropriate actions including corrective action.

4.2.3 Maintain records of all significant non-conformities.

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Issue Date: 01.06.2014	Rev. Date: 01.06.2020	MR-IMS 	Operations & Finance Manager 



CORRECTIVE AND PREVENTIVE ACTIONS

1. **Purpose:** To ensure that potential and actual non-conformities are identified, and actions taken to eliminate their cause(s), so that the potential non-conformity does not occur at all after preventive actions are taken and that the non-conformity which has occurred does not recur (i.e., occur again) after corrective actions are taken.
2. **Scope:** All actual and potential non-conformities requiring corrections, corrective actions, and preventive actions.
3. **Responsibility:** All HODs and MR
4. **Procedure:**
 - 4.1 **Correction**
 - 4.1.1 The non-conformities are identified as given in procedure on Control of Non-Conforming Activities, Products / Services.
 - 4.1.2 Record all the non-conformities (actual and potential), in case of Internal Audits and others operational activities.
 - 4.1.3 Study the actual detected non-conformity and identify Root Cause of the detected non-conformity and determine actions to be taken to eliminate the detected non-conformity viz. corrections.
 - 4.1.4 Check and verify that the Non-conformance has been eliminated.

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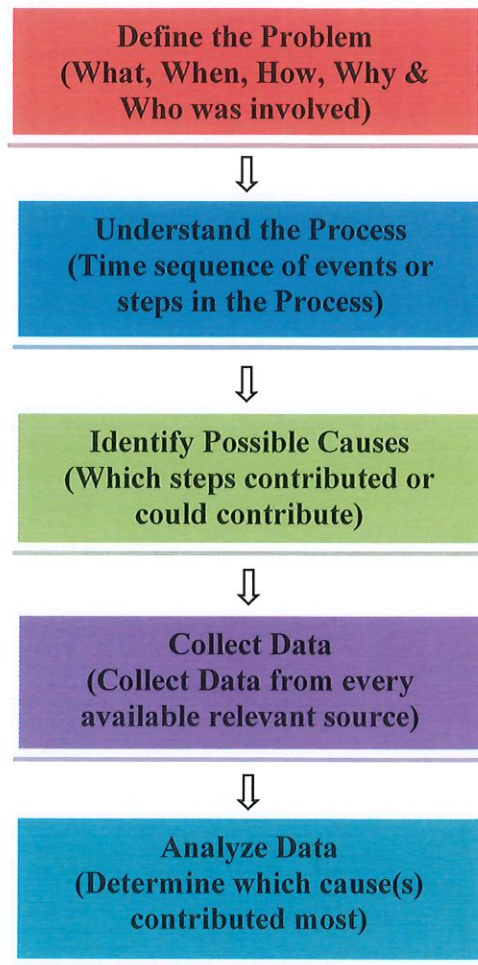
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Manager

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4.2 Root Cause Analysis



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4.3 Corrective Actions

4.3.1 Analyze each detected “**Significant**” Non-conformity to determine the causes of the problem. Make separate analysis for each Non-conformance. The “**significant**” is judged by the HODs. The actual non-conformities are generally derived from:

- Internal & External Audit Reports.
- Customer Complaints & Customer Feedback
- Safety Audits
- Output of Data Analysis including achievement of IMS Objectives.
- Output from Management Review Meetings
- Legal Compliance Evaluation

4.3.2 Based on the causes analyzed for each problem/non-conformance, determine the specific actions to be taken to:

- Eliminate the causes of the problem
- Ensure that it does not occur again

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4.3.3 Check that the actions identified are appropriate to the impact of the problem encountered viz. magnitude of the problem and likely risks.

4.3.4 Record the corrective action plan with person responsible and target date.

4.3.5 Assigned person takes the action and records it on the same form.

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Integrated Management System
Procedure
Corrective & Preventive Actions
(Doc. No. AAI-PRO-05)

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4.3.6 After the action has been taken, the HODs reviews and evaluates the effectiveness of the action taken (Output).

4.3.7 Action not completed in accordance with the agreed schedule, requiring the additional grace period, or continued non-conformance will be reported to responsible person.

4.4 Preventive Actions

4.4.1 Identify potential non-conformities based on:

- Trends of Process
- Internal and External Audits
- Visual Observations
- Output of Data Analysis including achievement of IMS Objectives.
- Any major deviations observed.

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4.4.2 Analyze each potential non-conformity and to determine the causes of the problem. Make separate analysis for each Non-conformance.

4.4.3 Determine the specific actions to be taken to:

- Eliminate the causes of the potential problem
- Ensure that it does not occur at all (not only in that section/Department or for that service only but that it does not occur anywhere)

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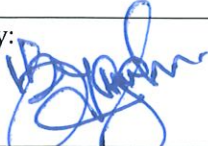
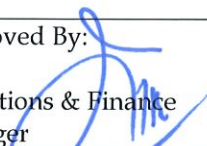
- 4.4.4 Check that the actions identified are appropriate to the impact of the problem likely to be encountered viz. magnitude of the potential problem and likely risks.
- 4.4.5 Record the preventive action plan with person responsible and target date.
- 4.4.6 Assigned person takes the preventive action in time to eliminate occurrence of the Non-conformance in all conditions and records it on the same Form.
- 4.4.7 After the action has been taken, the HODs jointly with MR reviews and evaluate the effectiveness of the preventive action taken by verifying as to whether the potential non-conformity has occurred or not.
- 4.4.8 Follow-up for effectiveness.
- 4.4.9 Each section keeps separate records for corrective and preventive actions.
- 4.4.10 HODs presents the status of the corrective and preventive actions for the Division/Department in the Management Review Meeting for review and improvement.

5. Associated Documents

- Internal Audits Procedure AAI-PRO-03-00
- Non-conformance Report AAI-FM-MR-06

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Integrated Management System
Procedure
Corrective & Preventive Actions
(Doc. No. AAI-PRO-05)


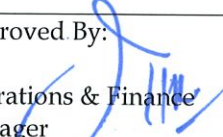
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6. Revision History

Rev. No.	Description of Changes	Dated	Issued By	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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**Integrated Management System
Procedure
Management Review Meeting
(Doc. No. AAI-PRO-06)**

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MANAGEMENT REVIEW MEETING


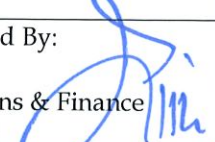
1. **Purpose:** This procedure defines the process for the periodic review and evaluation of the Al-Amara's Integrated Management System by Top Management to ensure its continuing suitability, adequacy, and effectiveness.
2. **Scope:** All management reviews of Integrated Management System
3. **Responsibility:** Operations & Finance Manager chair the Meeting and MR organizes the Management Review Meeting at Al-Amara International.

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4. **Procedure:**

- 4.1 Top Management shall conduct a review of the Integrated Management System at least once in every six months to ensure its continuing suitability, adequacy, and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the Integrated Management System, including the Integrated Management System Policy and Objectives.
- 4.2 Management Review Meetings shall be scheduled in advance by the Management Representative (MR) and an agenda issued to ensure appropriate preparation and attendance.

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**Integrated Management System
Procedure
Management Review Meeting
(Doc. No. AAI-PRO-06)**

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- 4.3 MR shall organize the Meeting and Operations & Finance Manager chairs the Meeting.
- 4.4 After the Meeting, MR will circulate the Minutes of the Meeting to all concerned.
- 4.5 MR will follows-up on the action points as decided in the Meeting.
- 4.6 It is the discretion right of the Operations & Finance Manager to nominate person below him to chair the MRM in his absence due to any urgent assignment.

4.7 Agenda for MRM

The agenda for Management Review Meetings is prepared by Management Representative in coordination with relevant Managers / Departments Heads. It is then reviewed by the Operations & Finance Manager. The agenda covers all items listed in Point No. 4.8 of this Procedure, Review Input.

4.8 Review Input

The meeting shall review all applicable components of the Al-Amara's IMS. The MR shall present information for review and concurrence, which may include, but not be limited to:

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- Results of Audit (Internal & External)

Management Representative present results of Internal / External Audits. This includes summaries of results for the cycle, frequencies of

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**Integrated Management System
Procedure
Management Review Meeting
(Doc. No. AAI-PRO-06)**

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audit, findings against elements of the Integrated Management System and discussion of particularly important findings.

- *Review of Quality and Health & Safety Policy & Objectives*

The attendees will review the approved IMS Policy & Objectives and discuss any amendments in this field.

- *Customer Feedback / Complaints*

Business Development Manager presents the analysis of Customer Feedbacks and Complaints (if any) and discuss regarding the Satisfaction Level of Customers and the Corrective & Preventive Action against the Customer Complaints.

- *Process Performance and Product/Service Conformity*

HODs or their representatives present process performance data. These include Non-conformities, Corrective & Preventive Actions, Objective Monitoring Records and their Action Plans, Data Analysis etc.

- *Status of Corrective & Preventive Actions*

Management Representative presents corrective and preventive actions implemented through the period, and the status of pending actions.

- *Follow-up Action from previous Management Reviews*

Management Representative reports on the status of action items from previous meeting. Items which are not completed are carried on as continuing actions and are recorded as such in the Minutes of the meeting.

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- Training Needs

Administration Manager reports on the status of training programs and the effectiveness of training provided and any training needs identified.

- Changes that could affect the Integrated Management System

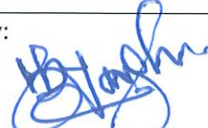
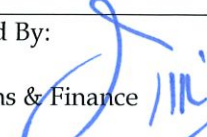
Management Representative in coordination with various Departments' Heads highlights any process or organizational changes that affect the system and proposes specific actions to update or modify the system in response to these changing circumstances.

- Recommendations for Improvement

Management Representative will present the Internal / External Auditor's Recommendations for improvement in the Integrated Management System. HODs can also put forward their recommendations for improvements. **Operations & Finance Manager** is the final authority to approve those recommendations for improvement and M.R. along with HODs will implement those recommendations.

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4.9 **Review Output:** The Output from the Management Review may in the form of Minutes of Meeting and shall include any decisions and actions related to:


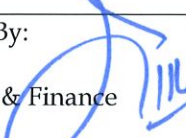
- Improvement of the effectiveness of the Integrated Management System and its processes
- Improvement of Product/Service related to Customer requirements, and
- Resource needs.

5. **Associated Documents**

5.1	Procedure for Internal Audit	AAI-PRO-03
5.2	Procedure for Corrective & Preventive Actions	AAI-PRO-05
5.3	Agenda for Management Review Meeting	AAI-FM-MR-08
5.4	Minutes of Management Review Meeting	AAI-FM-MR-09

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**Integrated Management System
Procedure
Business Development & Customer
Communication
(Doc. No. AAI-PRO-07)**

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Procedure for Business Development & Customer Communication

1.0 Purpose

- 1.1 To ensure that the tender / work order or inquiries received is handled and processed systematically on a timely basis.
- 1.2 To ensure that all tender/order or contract requirements are understood, addressed, and could be met before submitting the Company's offer and/or accepting the contract.
- 1.3 To obtain customer feedbacks and complaints (if any) and to analyze the data for improving the process.

2.0 Scope


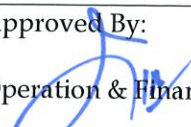
- 2.1 All tenders / work orders or inquiries received by the Company to bid for either by general invitation advertised in a newspaper (Open tender) or by letter of invitation (Private tenders).
- 2.2 Any orders that come directly to the Company without tenders.
- 2.3 Any Customer Communications with customer market surveys and feedback / complaints (if any) received through electronic media or non-electronic.

3.0 Responsibility

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- 3.1 Technical Manager is responsible for all biddings / tender related to ARAMCO & SABIC Projects.
- 3.2 Technical Manager / Secretary is keeping all the documents of biddings / tender related to ARAMCO & SABIC Projects.
- 3.3 Operations & Finance Manager is responsible for handling all Technical Support Services and related RFQs.
- 3.4 Business Development Manager is responsible for generating business for Technical Support Services (except ARAMCO & SABIC Projects).
- 3.5 Technical Manager is responsible for Cost Estimation related to Projects.

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- 3.6 Operations & Finance Manager is responsible for Cost Estimation related to Technical Support Services.
- 3.7 Procurement Manager is responsible for all customer communications related to Technical Support Services like, receiving RFQs, sending Quotations, receiving POs.
- 3.8 All Customer Feedbacks and Complaints (if any) related to Projects is maintained by Technical Manager.
- 3.9 All Customer Feedbacks and Complaints (if any) related to Technical Support Services (either through Operations & Finance Manager or Business Development Manager) is maintained by Procurement Manager.
- 3.10 Accountant is responsible for all Invoices.

4.0 Procedure



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4.1 Projects

4.1.1 Initial Review of the Tender/Inquiry

- 4.1.1.1 Upon receiving an invitation letter or a Tender for bidding or inquiry/work order, same is forwarded to the **Technical Manager** for initial review.
- 4.1.1.2 The **Technical Manager** will determine whether the inquiry is within the company's scope of work or not and do a Contract Review together with all concern Managers which include Sr. Project Manager, Project Head, Resource Manager, QAQC Head, Procurement Manager and HSE Supervisor.
- 4.1.1.3 If the inquiry is within the company scope, the **Technical Manager** will take necessary actions for bidding / sending proposal or quotation.
- 4.1.1.4 If the inquiry is not within the company's scope or not interested in bidding, the **Technical Manager** will turn down the inquiry.
- 4.1.1.5 The **Contracts Secretary** will open a quotation file with a new sequence number, and will review the following areas of the inquiry:

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- Expected starting date.
- Duration of the project with the current workload.
- Special permits.
- Payment terms, and the **Technical Manager** may consult with the **Financial Department** in this regard if required.

4.1.1.6 If any additional document/information is needed, the **Technical Manager** will collect the same from the Client/Contractor and/or arranging site visits if necessary.

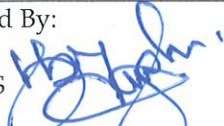

4.1.1.7 Technical and contractual inquiries are addressed to client/Contractor before quoting for the Tender.

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4.1.2 Detailed Evaluation of the Tender Requirements

- 4.1.2.1 After completion of the preliminary review, the **Technical Manager** will forward the quotation file to the **Accounts Manager** for detailed cost estimation and technical submissions.
- 4.1.2.2 The **Technical Manager** will follow-up with all respective departments on all aspects pertinent to the tender/inquiry.
- 4.1.2.3 The **Technical Manager** should obtain the latest prices available in the market by sending the Request for Quotation (**RFQ**) to all the suppliers/subcontractors and sending Request for Information (**RFI**) to the client to clarify for any unclear points in the Tender / work order.
- 4.1.2.4 The **Technical Manager** will review the "Estimation Sheet" prepared by the **Accounts Manager** and add the required mark-up value as per the Company Policy. Then the proposal is prepared with a new sequence number and sent to the client.
- 4.1.2.5 The **Technical Manager** is responsible to follow up with the customer on aspects related to the submitted proposal.

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4.1.3 Awarded Tender

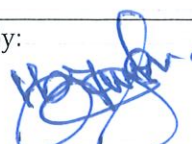
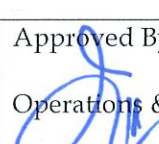
- 4.1.3.1 Upon receipt the Letter of Acceptance/Intent, the **Technical Manager** will review the letter and/or contract documents to ensure that the contract requirements is in line with the tender requirements, any differences between the contract and Tender/Inquiry are resolved with Client/ Consultant prior to the signature.
- 4.1.3.2 The **Technical Manager** is responsible to prepare contracts as appropriate and maintain a copy of the contract.
- 4.1.3.3 The **Technical Manager** will sign the contract with the client.
- 4.1.3.4 The **Technical Manager** will call for a kick-off meeting with all respective departments to discuss the awarded project requirements; the minutes of meeting will be kept in the Project File.
- 4.1.3.5 The quotation file will be changed, given a separate Number, and will be kept by the **Technical Manager**.
- 4.1.3.6 The **Technical Manager** shall arrange a kick-off meeting with Client/ Consultant.
- 4.1.3.7 All communications and follow-up with the client after the Kick-off meeting will be the sole responsibility of the **Technical Manager / Contracts Secretary**.
- 4.1.3.8 All verbal commitments given to Client/ Consultant should be reported in writing and discussed at the kickoff meeting.

4.1.4 Changes to the Contract

- 4.1.4.1 It should be clearly stated in the contract that no changes are deemed effective unless approved in writing by the **Technical Manager**.

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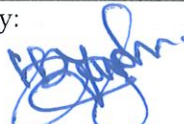

4.2 Technical Support Services and Equipment / Vehicle Rental

4.2.1 Initial Review of the Tender/Inquiry

- 4.2.1.1 Upon receiving an invitation letter or a Tender for bidding or inquiry/work order, same is forwarded to the **Operations & Finance Manager** for initial review.
- 4.2.1.2 The **Operations & Finance Manager** will determine whether the inquiry is within the company's scope of work or not.
- 4.2.1.3 If the inquiry is within the company scope, the **Operations & Finance Manager** will take necessary actions for bidding / sending proposal or quotation.
- 4.2.1.4 If the inquiry is not within the company's scope or not interested in bidding, the **Operations & Finance Manager** will turn down the inquiry.
- 4.2.1.5 The **Operations & Finance Manager** will forward the bidding details to the **Procurement Manager**.
- 4.2.1.6 The **Procurement Manager** will open a quotation file with a new sequence number, and will review the following areas of the inquiry:
- Expected starting date.
 - Duration of the project with the current workload.
 - Special permits.
 - Payment terms, and the **Operations & Finance Manager** may consult with the **Financial Department** in this regard if required.
- 4.2.1.6 If any additional document/information is needed, the **Operations & Finance Manager** will collect the same from the Client/Contractor and/or arranging site visits if necessary.
- 4.2.1.7 Technical and contractual inquiries are addressed to client/Contractor before quoting for the Tender.

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4.2.2 Detailed Evaluation of the Tender Requirements



- 4.2.2.1 After completion of the preliminary review, the **Operations & Finance Manager** will do the detailed cost estimation and technical submissions.
- 4.2.2.2 The **Operations & Finance Manager** will follow-up with all respective departments on all aspects pertinent to the tender/inquiry.
- 4.2.2.3 The **Procurement Manager** should obtain the latest prices available in the market by sending the Request for Quotation (**RFQ**) to all the suppliers/subcontractors and sending Request for Information (**RFI**) to the client to clarify for any unclear points in the Tender / work order.
- 4.2.2.4 The **Procurement Manager** will review the "Estimation Sheet" prepared by the **Operations & Finance Manager** and add the required mark up value as per the Company Policy. Then **Procurement Manager** will prepare the proposal is prepared with a new sequence number and sent to the client.
- 4.2.2.5 The **Operations & Finance Manager / Procurement Manager** is responsible to follow up with the customer on aspects related to the submitted proposal.

4.2.3 Awarded Tender

- 4.2.3.1 Upon receipt the Letter of Acceptance/Intent, the **Operations & Finance Manager** will review the letter and/or contract documents to ensure that the contract requirements are in line with the tender requirements, any differences between the contract and Tender/Inquiry are resolved with Client/ Consultant prior to the signature.
- 4.2.3.2 The **Procurement Manager** is responsible to prepare contracts as appropriate and maintain a copy of the contract.
- 4.2.3.3 The **Operations & Finance Manager** will sign the contract with the client.
- 4.2.3.4 The **Operations & Finance Manager** will call for a kick-off meeting with all respective departments to discuss the awarded project requirements; the minutes of meeting will be kept in the Project File.
- 4.2.3.5 The quotation file will be changed, given a separate Number, and will be kept by the **Procurement Manager**.
- 4.2.3.6 The **Operations & Finance Manager** shall arrange a kick-off meeting with Client/ Consultant.

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- 4.2.3.7 All communications and follow-up with the client after the Kick-off meeting will be the sole responsibility of the **Operations & Finance Manager / Procurement Manager**.
- 4.2.3.8 All verbal commitments given to Client/ Consultant should be reported in writing and discussed at the kickoff meeting.

4.2.4 Changes to the Contract

- 4.2.4.1 It should be clearly stated in the contract that no changes are deemed effective unless approved in writing by the **Operations & Finance Manager**.

4.3 Customer Communication

4.3.1 Al-Amara International has established the required Communication channels with the client in the following areas:



- Product / service-related information
- Inquires/contracts and amendments.
- Client complaints and feedback handling
- Client Satisfaction Survey

4.3.2 The communication channels are as follow:

- Technical Manager for all Projects related communication
- Operations & Finance Manager / Procurement Manager for all Technical Support & Equipment Rental related communication
- Business Development Manager for generating business & customer enquiries.
- Client Satisfaction Forms/Survey
- Client Complaints received
- Meeting with customers and regular visits to customers
- Marketing tools (brochures, visits, flyers...)

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4.3.3 Customer Feedback

- Feedbacks from all the ongoing projects (customers) should be taken at least once in a year.
- *Technical Manager / Contracts Secretary* is responsible to take the Feedbacks from *Project related customers* either through sending the Feedback Forms or personal meetings or through verbal over phone.
- *Operations & Finance Manager / Procurement Manager* is responsible to take the Feedbacks from *Technical Support / Equipment Rental related customers* either through sending the Feedback Forms or personal meetings or through verbal over phone.
- All potential customers will be motivated to communicate with the company through e-mail or website.
- **Technical Manager** will review the data analysis of Customer Feedbacks in Management Review Meetings.
- Corrective and Preventive actions, improvement programs will be identified in the meeting based on this customer feedbacks. The actions will be followed, and progress will be reported in every meeting.
- Record of all customer feedbacks shall be maintained for a minimum of one-year post-completion of project.

4.3.4 Customer Complaints

- Customer Complaints (if any) received from either Projects or Technical Support Services / Equipment Rental must be recorded centralized by **MR** in **Customer Complaint File**.
- **MR** will circulate the Customer Complaints to the responsible Department for taking immediate actions.
- **MR** will sit with the responsible Department In-charge and the Core Team to take proper Corrective & Preventive Actions.
- **MR** will maintain the Complaints along with the Corrective & Preventive Actions in the **NCR Form**.
- **MR** will forward all Complaints to **Technical Manager / Operations & Finance Manager** for review.

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- In case complaint involves site activities, MR plan and visit site for investigation, if necessary.
- If the Complaint is related to *Projects*, **Technical Manager** will inform the customer of the findings of complaint and actions to be taken.
- If the Complaint is related to *Technical Support Service / Equipment Rental, Operations & Finance Manager* will inform the customer of the findings of complaint and actions to be taken.
- Responsible Department In-charge will verify the implementation of Corrective and Preventive Actions and sign the *NCR Form*.
- MR will verify effectiveness of the Corrective & Preventive Actions and sign the *NCR Form*.

5.0 Associated Documents

5.1	Procedure for Control of Non-conforming Products / Services	AAI-PRO-04
5.2	Procedure for Corrective & Preventive Actions	AAI-PRO-05
5.3	Procedure for Management Review Meeting	AAI-PRO-06
5.4	Customer Enquiry Register	AAI-RI-BDV-01
5.5	Customer Feedback Form	AAI-FM-BDV-01
5.6	Customer Complaint Form	AAI-FM-BDV-02
5.7	Contract Review Form	AAI-FM-BDV-03

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PROCUREMENT

1. Purpose: This Procedure defines the process to:

- To ensure that the purchased items comply with project requirements and specifications.
- To evaluate and select suppliers and subcontractors on basis of their ability to meet the contract and/or customer requirements including those required by Al-Amara Integrated Management System.
- To define the type and span of control exercised by the Company over its suppliers and subcontractors.

2. Scope: This Procedure is applicable to all purchasing activities of material, manpower and sub-contracted jobs that affect the Quality of the Services provided by Al-Amara.

3. Responsibility:


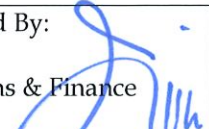
Procurement Manager

Procurement Assistant

Operations & Finance Manager

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4. Procedure:

4.1 Approving New Suppliers and Sub-contractors

4.1.1 Any potential Supplier for materials /Sub-Contractor are requested to provide product samples, technical brochures and details of any implemented standards and quality assurance certifications as part of their qualification.

4.1.2 The **Procurement Manager** will assess the received samples and documentation.

4.1.3 The Supplier/Sub-Contractor shall be placed on the Approved Suppliers List if they meet the following criteria:

- The QMS system of the supplier is acceptable as identified by the documentation.
- The potential Supplier/Sub-contractor demonstrated satisfactory relevant experience and qualification in supplying products and or services in past.
- The quality of samples received is acceptable.
- No issues found regarding non-conformity in supplies, delay in supply of product and/or Services, Prices, and any other relevant issues.

4.1.4 Where no evidence exists that a supplier meets any of the above criteria the supplier included in the Approved Suppliers List is identified, as "Under Assessment".

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Operations & Finance
Manager





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4.1.5 Any material and/or services, which affect the quality or safety of services provided by Al-Amara, shall purchase from the suppliers listed in the Company's List of Approved Suppliers or by client's proposed list.

4.2 Removing Suppliers from Approved Supplier List Due To Poor Performance

4.2.1 Where no evidence exists that a supplier meets the criteria, the supplier will identify as "Under Assessment".

4.2.2 The Supplier shall be informed about the non-conformance and requested to amend/rework the product/services and take the corrective actions necessary to prevent any re-occurrence of the said non-conformance.

4.2.3 If the proper corrective actions are not taken place, the supplier in Under Assessment; will be either:

- Any other penalties / actions as per the Contract Agreement, and/or Purchase Order.
- The Supplier is removed from the Approved Suppliers List.

4.2.4 The overall performance of Suppliers is reviewed once in a year. The **Procurement Manager** is responsible to evaluate the performance of the Supplier based on the Non-conformity of Supplier, delay in supply of product / services, Prices, and any other relevant issues.

4.2.5 Procurement Manager shall handle any disputes with suppliers / service providers. If required Procurement Manager shall visit to the supplier / service provider personally to handle the issue.

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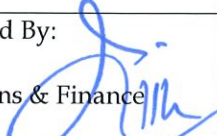
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4.3 Purchase Process

- 4.3.1 In case of need for any item to be purchased from the local / import market, the requester shall fill a "Request Slip" (AAI-FM-PRC-03) giving all details and specification of the required item and get it approved by his Department Head / Manager.
- 4.3.2 **Procurement Manager** shall send **quotation requests** to the approved suppliers or others according to the availability & price, if required.
- 4.3.3 **Procurement Manager** shall study the quotations and select the best offer based on his discretion considering the price and terms offered, and if needed he shall discuss / evaluate the quotations with **Operations / Contract Manager**.
- 4.3.4 Purchase Orders shall prepare by Procurement Department, review & verify by Concern Dept. who issued the purchase request and final approval by Operations & Finance Manager.
- 4.3.5 **Procurement Manager** shall send the Order Confirmation to the supplier.
- 4.3.6 As and when required, Accounts Dept. shall prepare the L/C accordingly and submit to the bank for import purchasing items.
- 4.3.7 **Procurement Manager** together with Accounts Dept. shall arrange for insurance policy if required with the appointed insurance company for import purchasing items only.

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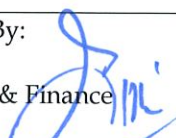
- 4.3.8 **Procurement Manager / Accounts Dept.** shall follow the L/C formalities with the bank and supplier and collect documents upon shipment arrival to proceed with clearance formalities.
- 4.3.9 **Procurement Manager** shall submit the shipping documents to the clearing agent to clear the shipment.
- 4.3.10 **Procurement Manager** shall submit one complete set of the approved purchase request, and original invoice to Account Department for payment, Purchase Department will keep a copy for Purchase File.
- 4.3.11 Purchase Orders are required for all purchases.
- 4.3.13 Purchase Orders shall prepare by Procurement Department, review & verify by Concern Dept. who issued the purchase request and final approval by Operations & Finance Manager.

4.4 Petty Cash Purchase

- 4.4.1 **Procurement Manager / Accounts Manager** is responsible to handle all petty cash purchases.
- 4.4.2 Petty cash may be utilized to facilitate minor purchases of goods and services up to the limit of 5000 SR.
- 4.4.3 Petty cash may only be used to obtain goods and services required for Official and Operations purposes. The use of Petty cash funds by or for private individuals is not permitted.

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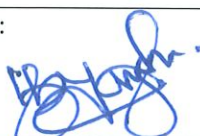
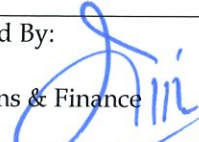
4.4.4 Authorized Persons/Signatories: Any person who may seek reimbursement from Petty cash funds must obtain approval from an authorized financial delegate prior to purchase.

4.5 Sub-contracts Work

- 4.5.1 In case of any requirement of subcontract job, Project Head / Project Department shall initiate the process of selection and approval of Sub contractor.
- 4.5.2 Project Head / Project Dept. shall consult with Procurement Dept. for the selection and approval of Sub contractor.
- 4.5.3 Procurement Dept. shall maintain a list of approved vendors, including sub-contractors.
- 4.5.4 Project Head / Technical Manager shall arrange the Quotation from Sub contractors and after review and approval shall submit the quotation to Procurement Dept. to raise the Purchase Order and negotiations.
- 4.5.5 If required, Project Head / Technical Manager shall arrange 2-3 quotations from different sub-contractors for price comparison and submit it to the Procurement Manager for final approval.
- 4.5.6 If client is suggesting a sub-contractor, Project Head / Technical Manager shall directly finalize the client suggested Sub contractor and submit it to the Procurement Manager for PO.

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(Doc. No. AAI-PRO-08)**

- 4.5.7 All Sub contractors shall be evaluated once in a year for their previous performance. During evaluation, their quality performance, their capacity & resources, employee's competence & skill, and safety awareness shall be considered.
- 4.5.8 Sub contractor's evaluations shall be done by Project Depart and records shall be maintained in Procurement Department.

4.6 Control of Procurement Process

- 4.6.1 All purchased materials shall be inspected by QC Department to check the quality and technical specifications.
- 4.6.2 All Inspection Reports are maintained by QC Department.

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4.7 Vendor Inspection

- 4.7.1 As and when required, Site Inspection at Vendor premises shall be conducted to check their QMS and facility.
- 4.7.2 Procurement Manager shall initiate the process of Vendor Site Inspection and inform the vendor regarding inspection.
- 4.7.3 QC Department / Project Head shall arrange a qualified person to conduct the inspection and if required Procurement Manager shall arrange a Third-Party Inspection Co. to perform the inspection on behalf of Al Amara.

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5. Associated Documents

5.1	List of Approved Suppliers	AAI-FM-PRC-01
5.2	Supplier Evaluation	AAI-FM-PRC-02
5.3	Purchase Request	AAI-FM-PRC-03
5.4	Receiving Inspection Report	AAI-FM-PRC-04
5.5	Request for Quotation (RFQ)	AAI-FM-PRC-05
5.6	Supplier Registration Form	AAI-FM-PRC-06
5.7	Purchase Order	AAI-FM-PRC-07
5.8	Vendor Site Inspection	AAI-FM-PRC-08
5.9	Delivery Inspection Report	AAI-FM-PRC-09

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Issue Date: 01.06.2014	Rev. Date: 01.06.2020	MR-IMS 	Operations & Finance Manager 




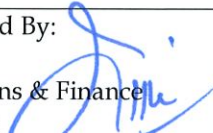
Integrated Management System
Procedure
Procurement
(Doc. No. AAI-PRO-08)

6. Revision History

Rev. No.	Description of Changes	Dated	Issued By	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Revised Sec. 4.5 Sub-contractor Job and Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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Issue Date: 01.06.2014	Rev. Date: 01.06.2020	MR-IMS 	Operations & Finance Manager 



HUMAN RESOURCE & TRAINING

1.0 OBJECTIVE

- 1.1 To ensure that the required human resources for the Company processes are available and efficient.
- 1.2 To ensure that all employees whose work impacts on the quality & safety of the Products/ Services are competent, skilled, and adequately trained.

2.0 SCOPE

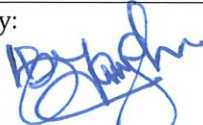

- 2.1 All employees working in the Company whose work affect the quality & safety of the products/services.

3.0 RESPONSIBILITY

- 3.1 The **HR Manager** is responsible for approving the job description forms and the Training Plans.
- 3.2 The **Departments' Managers** are responsible for identifying the training needs of their employees and for planning and implementing suitable training programs including the 'On-Job Training' and new employee Orientation.
- 3.3 **HR Manager / Coordinator** will coordinate the needed training with external Training Bodies (if required).
- 3.4 The **Departments' Managers** are responsible for evaluating the effectiveness of the actions taken to improve the employee's competence and the evaluation for the effectiveness of trainings.

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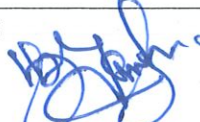
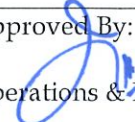
4.0 PROCEDURE

4.1 Employment / Recruitment:

- 4.1.1 The **Departments' Managers** shall identify the appropriate education, skills & training required for the jobs that affect the product/ service quality, these needs shall be reviewed once a year, and the results shall be discussed during the Management Review Meetings by Job Description.
- 4.1.2 **HR Department** in coordination with **Departments' Managers** shall prepare a Competency Matrix with all the recruitment criteria.
- 4.1.3 When a need for a new employee is identified, the concerned **Department's Manager** shall send a Manpower Request to the **HR Manager** and if approved by **HR and Operations & Finance Manager**, the **HR Department** will take the necessary actions to advertise for the new job. HR Department is using a General Recruitment Plan for the same.
- 4.1.4 HR Department shall post advertisements and local sources to get the CVs from the candidates.
- 4.1.5 Based on the requirements, HR Manager shall plan for either Local or international recruitments.
- 4.1.6 The **HR Manager** and/or the concerned **Department Manager** will interview the job candidates based on the competency criteria for that designation and decides the most suitable applicant to be selected and whose qualifications and experiences are matching or closely matching with the job competency needs by Job Description Form. The interviewer will use **New Employees Interview Form** to complete this task.
- 4.1.7 In case of a international recruitment, HR Department shall arrange all the required facilities to the appointed candidate till he / she make a joining.
- 4.1.8 As an induction training, every new employee will receive an induction training about the Company Policy, their job descriptions, quality requirements, also he / she will receive a copy of job description.
- 4.1.9 An old employee/more experienced employee is asked to instruct, guide, and introduce the new employee to the company staff at his/her joining time.

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4.2 Employee's Performance Appraisal

- 4.2.1 Every year performance of all the company's employees is assessed via employees **Performance Review Form** for company staff and **Evaluation Sheet** for labor. Department Managers will do the performance review of their subordinates. In the case of Labors, their immediate Supervisor will do the evaluation and maintain the Evaluation Sheet.
- 4.2.2 After doing Appraisal & Evaluation by Department Managers / Supervisors, all Appraisal Form and Evaluation Sheets will be reviewed and approved by Operations Manager / Contracts Manager / Administration Manager.
- 4.2.3 Approval Authority will send the appraised figure to the **Accounts Manager** to make necessary amendments in the Accounts.
- 4.2.4 All Appraisal Forms or Evaluation Sheets needs to be forwarded to **Admin Secretary** to maintain in the respective Employee File.
- 4.2.5 The **Admin Secretary** will initiate the process by sending the forms to the concern **Department**.
The result of the performance appraisals will be used as an input for training planning and for improvements of employee's employment status as possible and applicable and shall be discussed in the Management Review Meeting.

4.3 Training

- 4.3.1 Each staff has a Training Record (except the labours). This defines the qualifications, experience, and the training that the employee had received. This Record is maintained by the **HR Department** and updated whenever formal training is received.
- 4.3.2 Matrices including the names of skilled labours and the training they had received are updated and made available by each concerned Department.

4.4 Training Plan

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- 4.3.1 Training needs are identified by the **Departments' Managers** according to the job competency needs or for performance improvement purposes. The **HR**

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Department will be advised by the above training needs either directly or during the Management Review Meeting, which will be scheduled accordingly on the Training Plan. The training recommendations and Need Identification are considered while preparing this plan. Progress and difficulties in implementing the plan are discussed during Management Review Meetings. The plan becomes valid after **Administration Manager's** approval.

4.5 Safety Training

- 4.5.1 Safety training will be conducted periodically to heighten the safety awareness of all personnel.
- 4.5.2 Safety training will be conducted under the authority of **HSE Department** may at their discretion, employ any other professional to conduct specific safety training as may be required.
- 4.5.3 Safety induction session will be held for all contract personnel outlining the safety requirements of the contract.

4.6 Training Types

4.6.1 In-House Training

If there is a need to train a lot of employees on a certain subject; the Departments' Managers will inform the **HR Department** to arrange with an external Trainer/Training Body for such an occasion or experienced company staff might provide in-house training, this will be recorded on training records.

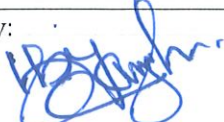
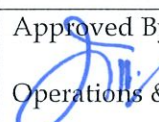
4.6.2 External Training

When there is a need for sending an employee for external training, all relevant arrangements are prepared by the **HR Department** after the approval from Operations & Finance Manager.

- 4.7 All Trainings should be evaluated for effectiveness within one month from the date of training and the results and effectiveness of these training programs shall be documented in the employee training record and discussed in the Management Review Meeting as applicable.

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4.8 The training records should be evaluated periodically by the **Departments' Managers** and results of this evaluation should be an input for the next training plan preparation.

4.9 *Employee's Performance Appraisal*

4.9.1 Every December, performance of all the company's employees is assessed via employees **Performance Review Form** for company staff and **Evaluation Sheet** for labor. Department Managers will do the performance review of their subordinates. In the case of Labors, their immediate Supervisor will do the evaluation and maintain the Evaluation Sheet.

4.9.2 After doing Appraisal & Evaluation by Department Managers / Supervisors, all Appraisal Form and Evaluation Sheets will be reviewed and approved by Operations Manager / Contracts Manager / Administration Manager.

4.9.3 Approval Authority will send the appraised figure to the **Accounts Manager** to make necessary amendments in the Accounts.

4.9.4 All Appraisal Forms or Evaluation Sheets needs to be forwarded to **Admin Secretary** to maintain in the respective Employee File.

4.9.5 The **Admin Secretary** will initiate the process by sending the forms to the concern **Department**.

4.9.6 The result of the performance appraisals will be used as an input for training planning and for improvements of employee's employment status as possible and applicable and shall be discussed in the Management Review Meeting.

4.10 *Compensation and Wages*

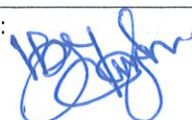

4.10.1 The **Accounts Manager** is responsible for all bonus calculations, overtime wages and any deductions (if required). These are all done after the approval of **Operations & Finance Manager**.

4.10.2 **Timekeeper** is maintaining Time Sheet (in site as well as workshop) for calculating overtime wages

4.10.3 All changes and report must be recorded.

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4.11 Employee Complaints & Grievances

- 4.11.1 Employees must schedule appointments with the **HR Department** for whatever complaint or request they may need.
- 4.11.2 All complaints and requests must be addressed to **HR Supervisor**.
- 4.11.3 HR Supervisor will make sure that a weekly report of all complaints and requests has been developed in organized in a manner that will facilitate upper Management to take decisions regarding these issues.
- 4.11.4 All Employee complaints (logged personally / through Suggestion or Complaint Box) will be recorded in Complaint Register by **HR Supervisor** and actions will be taken by Department Manager after the approval of **Operations & Finance Manager**.

4.11 Employee Legal Issues

The **GRO** in coordination with the **Administration Manager** is responsible for the Personnel issues like Employee Contract Agreement, Renewal of Contract, Governmental Issues, Vacations, Insurance, GOSSI issues, Visas, Iqama Renewal, Employee Final Settlement etc.).

Ref. following below mentioned Work Instructions:

WI-01	Employee Contract Agreement and its Renewal
WI-02	Employee Vacations
WI-03	Employee Insurance
WI-04	Employee Iqama Renewal
WI-05	Employee Final Settlement

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Integrated Management System
Procedure
Human Resource & Training
(Doc. No. AAI-PRO-09)

5.0 ASSOCIATED DOCUMENTS

- | | | |
|-----|-----------------------------------|-----------------|
| 5.1 | Skill Matrix | AAI-FM-HR-01-00 |
| 5.2 | Training Plan | AAI-FM-HR-02-00 |
| 5.3 | Training Schedule | AAI-FM-HR-03-00 |
| 5.4 | Employee Training Record | AAI-FM-HR-04-00 |
| 5.5 | Training Need Identification Form | AAI-FM-HR-05-00 |
| 5.6 | Evaluation Sheet | AAI-FM-HR-06-00 |
| 5.7 | Performance Review Form | AAI-FM-HR-07-00 |
| 5.8 | Responsibilities & Authorities | AAI-FM-HR-08-00 |
| 5.9 | Employee Complaint Register | AAI-RI-HR-01 |

6.0 REVISION HISTORY

Rev. No.	Description of Changes	Dated	Issued By	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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Issue No. 01	Rev. No.: 01	Prepared By:	Approved By:
Issue Date: 01.06.2014	Rev. Date: 01.06.2020	MR-IMS	 Operations & Finance Manager



WAREHOUSE

1.0 **Purpose:** This Procedure outlines the process for establishing inventory levels for Warehouse at **Al-Amara International** and controls for receiving and issuing of materials.

2.0 **Scope:** All warehouse activities are being performed in **Al-Amara International**.

3.0 **Responsibility:** Store Head

4.1 **Storage**



- Proper handling and storage of goods and purchased material is carried out to prevent damage or deterioration.
- All products & materials are kept safely and adequately at the designated storage areas to prevent damages or deterioration.
- Periodic checks are carried out to ensure that the stored products & materials are adequately protected from handling damages.
- Items are received in the stores and issued as per the requirements and Stock Record is maintained.

4.1.1 **Handling and Storage of Incoming Products & Materials:**

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- All in-coming materials are received in Warehouse (except petty cash and site purchases) against Invoice/Bill.
- Store Head will do a Visual Inspection as per Purchase Order to check the correctness.
- After approval by **QC Supervisor** the details of goods received are recorded in Stock Record.
- Quantities of stock items received are entered into the computer inventory system by Store Head each morning prior to opening.
- Stock levels of inventory are reduced with the filling of each material request.
- Incoming goods are identified and handled with care from the time of receipt till the same are issued for use, so that possible damage or deterioration is prevented.

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Issue Date: 01.06.2014	Rev. Date:	MR-IMS 	Contracts Manager 



**Integrated Management System
Procedure
Warehouse
(Doc. No. AAI-PRO-10)**

Page 2 of 5

- Separate places are provided for Incoming inspections & Rejected Items to avoid mixing.
- After inspection material is kept at specified locations.
- For Rejected materials, **Store Head / QC Supervisor** needs to maintain the NCR Form and forward to the **Procurement Manager / MR**.
- Scrap and rejected materials are disposed of on regular intervals after the approval from **Procurement Manager**.
- Warehouse Supervisor notifies **Procurement Manager** of low quantities and stock level on monthly basis, **Procurement Manager** then issues a purchase order to stock warehouse items as needed.
- Warehouse inventory is reconciled monthly with the ledger books.
- Year-end inventory is conducted.
 - Computer generated report denoting the inventory level of all stocked items is run.
 - Non-warehouse staff conducts a physical inventory and notes count of each item.
 - The physical inventory count is then reconciled with the computer inventory levels and adjustments are made to the inventory to reflect the number of actual stock items on hand.

4.1.2 Preservation during Storage, Handling and Dispatch

Products that are likely to get deteriorated during handling and/or storage are identified and segregated. Suitable measures are taken for preservation of products.

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4.1.3 Issuing of Material

- Material issued from Warehouse based on Material Requisition Form signed by the Department Head.
- Store Head will check the availability of Material in Stores and issue the material to the Requestor.
- If the requested material is not available in Warehouse, Store Head will send the copy of Material Requisition Form after giving his remarks to the Procurement Manager.

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Issue Date: 01.06.2014	Rev. Date: 01.06.2020	MR-IMS	Operations & Finance Manager

4.1.4 Identification & Traceability

Identification & Traceability needs to be maintained throughout the Warehouse. All incoming and rejected materials should be identified by Tags placed at their designated areas.

Area identification needs to be maintained and all products & materials should be placed at their designated area.

4.1.5 Loading & Unloading

For heavy materials Loading & Unloading should be done by forklift to prevent injuries among the workers.

In general, loading and unloading operations should be carried out at designated areas as much as possible. All personnel involved must adhere to work instructions given by the person in charge of the operation.

4.1.6 Housekeeping

Everyday housekeeping should be done on morning and evening by store person.

Always keeps the store very clean and properly stacked the consumables, equipment's, and other items.

To make easy access to the stocked materials. Separate the store materials to prevent mix up with other materials.

4.1.7 Special Materials & Storage

Special materials should be stored in special storage area. And it should be easily identified and traceable.


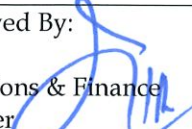
Products/Materials which are having limited shelf life it should be stored in separate designated area and easily accessible, traceable & identifiable.

5.0 Associated Documents

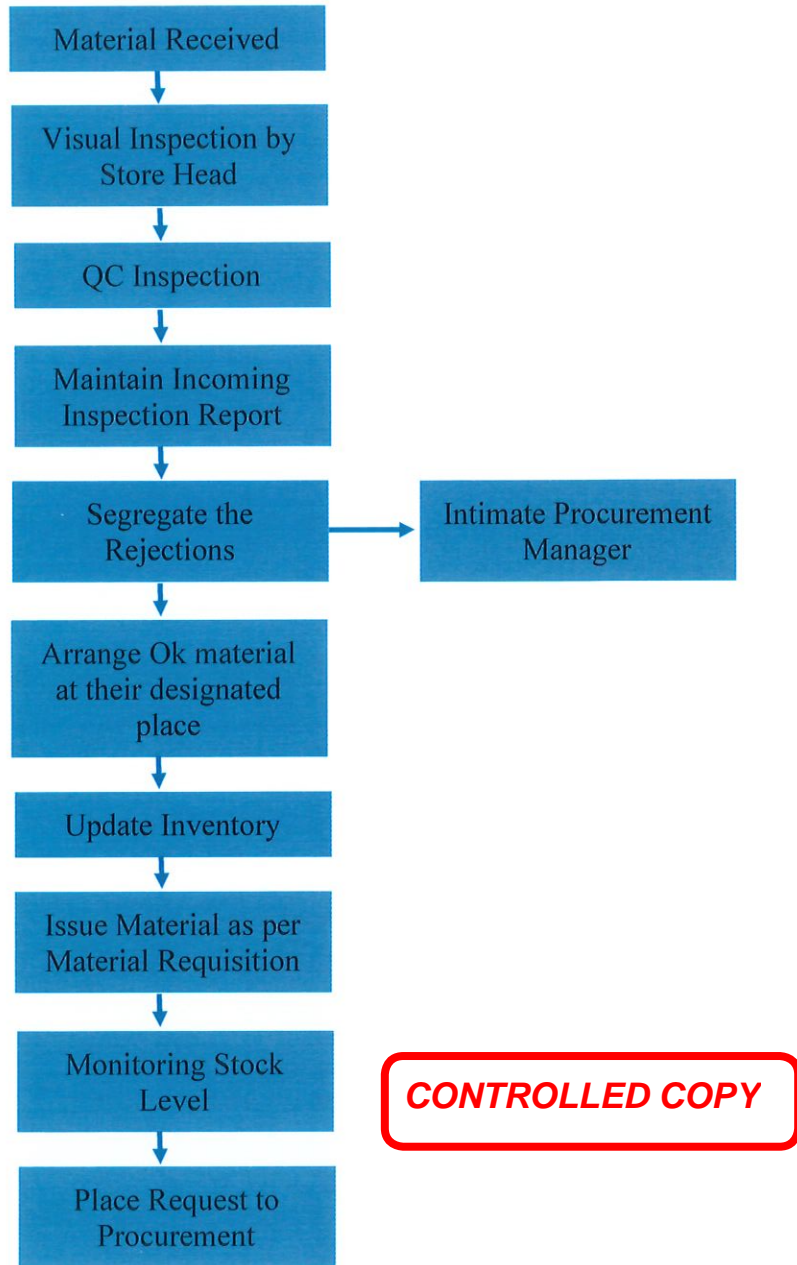
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- | | |
|----------------------------|---------------|
| • Procedure for Purchase | AAI-PRO-08-00 |
| • Material In & Out Record | AAI-FM-STR-01 |
| • Inventory Record | AAI-FM-STR-02 |
| • Delivery Note | AAI-FM-STR-03 |

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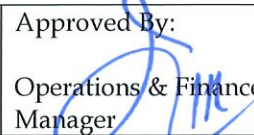
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Process Flow Chart - Warehouse



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Integrated Management System
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Warehouse
(Doc. No. AAI-PRO-10)

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6.0 Revision History

Rev. No.	Description of Changes	Dated	Issued By	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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Issue No. 01	Rev. No.: 01	Prepared By:	Approved By:
Issue Date: 01.06.2014	Rev. Date: 01.06.2020	MR-IMS	Operations & Finance Manager



Integrated Management System Procedure

Identification of Legal Requirements

(AAI-PRO-11)

Issue No.: 01 Date: 01-06-2014

Rev. No.: 01

AL-AMARA INTERNATIONAL

Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
OHSAS 18001:2007

SCOPE

General Contracting, Technical Support Services and Equipment Rentals

COPY NUMBER

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AL-AMARA INTERNATIONAL

P.O. Box: 10346, Al Jubail 31961

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Integrated Management System
Procedure
Identification of Legal Requirements
(Doc. No. AAI-PRO-11)

1 PURPOSE

The purpose of this Procedure is to establish, implement, and maintain a method for identifying and accessing Legal Requirements of the Kingdom of Saudi Arabia (KSA) that applies to **Al-Amara International** Business Operations.

2 SCOPE

This Procedure applies to all the activities, products or services associated with **Al-Amara International**. In particular, this Procedure forms part of the suite of documentation that demonstrates compliance with the requirements of OHSAS 18001 and ISO 9001.

3 ACRONYMS

AAI: Al-Amara International
KSA: Kingdom of Saudi Arabia
GOSI: General Organization for Social Insurance
ISD: Industrial Security Department
SAGIA: Saudi Arabian General Investment Authority

4 RESPONSIBILITY

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CONTRACT MANAGER

- Compliance with the statutory and regulatory requirements of the Kingdom of Saudi Arabia.
- Liaison with **AAI's** shareholders and other company stakeholders.
- Finalizing the applicability of new legal requirements in the Management meeting.

OPERATIONS MANAGER

- Ensuring that all activities on site and, in particular that relating to OHSAS 18001 and ISO 9001 Accreditation comply with the requirements of the Legal Compliance Register.
- Communicating legal requirements to applicable personnel from time to time.

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Issue No. 01	Rev. No.: 01	Prepared By:	Approved By:
Issue Date: 01.06.2014	Rev. Date: 09.02.2019	MR-IMS	Contracts Manager

MANAGEMENT REPRESENTATIVE (MR-IMS)

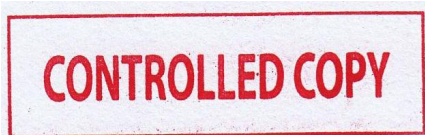
- Engaging government authorities periodically for information regarding new legal requirements.
- Bringing the new legal requirements into the agenda of the Management Meeting.
- Maintaining the register of legal compliance to ensure that it accurately reflects any changes to Saudi Arabian law.
- Participating in the HSE Management Review Meeting.
- Obtaining licenses and renewal of all licenses identified in this procedure
- Ensuring that all activities relating to OHSAS 18001 and ISO 9001 Accreditation comply with the requirements of the Legal Compliance Register.
- Ensuring that all new and existing contracts and all other procurement activities comply with the requirements of the Legal Compliance Register.

PROCUREMENT MANAGER

- Ensuring that all new and existing contracts and all other procurement activities comply with the requirements of the Legal Compliance Register.

ALL STAFF

- Executing the jobs provided to them in accordance to the local legal requirements communicated.



5 PROCEDURE

5.1 IDENTIFICATION AND COMPLIANCE TO LEGAL REQUIREMENTS

5.1.1 IDENTIFICATION OF LEGAL REQUIREMENTS

The legal requirements of the Kingdom of Saudi Arabia that apply to the business operations of **Al-Amara International** are described in the Legal Compliance Register that is appended to this procedure. Any new legal requirements that are relevant to **AAI** are identified by engaging government authorities or legal consultants periodically. The responsibility of identifying the legal requirements is defined in section 4.0 of this procedure.

The new legal requirements are to be reported in the Management Meeting and a final decision is taken regarding the applicability of the legal requirement to **AAI**.

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Issue No. 01	Rev. No.: 01	Prepared By:	Approved By:
Issue Date: 01.06.2014	Rev. Date: 09.02.2019	MR-IMS	Contracts Manager

5.1.2 COMPLIANCE TO LEGAL REQUIREMENTS

Once a legal requirement has been found to be applicable to **AAI**, the corresponding operational control documents shall be revised. This shall be done as per **AAI Document Control Procedure (AAI-PRO-01)** and actions for implementation of the documents are to be taken accordingly.

Compliance to legal requirements is evaluated as described in **Section 6.4** of this Procedure. The access to identified legal requirements is made by having the hard copies or soft copies of the statutes either in **AAI** office computers or on line in the internet.

5.1.3 LIST OF LEGAL REQUIREMENTS

The following legal requirements apply to the business operations of the **Al-Amara International**:

1. MINISTRY OF COMMERCE AND INDUSTRY

AAI is registered with the Ministry of Commerce and Industry for a period of **three years**. The detail of the Commercial Registration is described in the Commercial Registration Certificate.

2. MINISTRY OF FINANCE - DEPARTMENT OF ZAKAT AND INCOME TAX

AAI is registered for Zakat and Income Tax since inception and the current certificate is valid for a period of **one year**.

3. DEPARTMENT OF ENVIRONMENTAL HEALTH

AAI is registered with the Municipality Department of Environmental Health since inception and the current certificate is valid for a period of **five years**.

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4. SAUDI ARABIAN LABOUR LAW

AAI complies with all aspects of **Saudi Arabian Labour Law** and in particular those related to health and safety described in **Part VIII Pages 64 to 72**. The detail of the Labour Law compliance requirements is described in **Appendix A**, Labour Law requirements.

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5. GENERAL ORGANIZATION FOR SOCIAL INSURANCE (GOSI)

The employment injury / employment illness reporting form is enclosed as **Appendix B**, GOSI requirements.

AAI is registered with GOSI since inception and all the employees of AAI are registered with GOSI starting from joining date.

5.2 IDENTIFICATION AND COMPLIANCE TO OTHER REQUIREMENTS

AAI implements Safety Rule System to demonstrate compliance with all applicable International Standards and accepted Legislation. Safety Rule Audits are conducted to evaluate the compliance to the Safety Rule Requirements.

5.3 REVIEW OF LEGAL COMPLIANCE REGISTER

The compliance register will be reviewed regularly to ensure that it accurately reflects any changes to Saudi Arabian Law:

- Continuously by the **Contracts / Operations Manager** and **Management Representative** who will ensure that updates are applied when changes become known.
- Half Yearly at the Management Review Meeting to satisfy international accreditation.

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5.4 EVALUATION OF COMPLIANCE

An Annual audit for evaluating the compliance with respect to legal requirements and the requirements related to HSE shall be conducted by the **MR/ Safety Officer**.

The following aspects shall be considered for the evaluation of compliance:

- Reports of inspections made by regulatory authorities
- Records of incidents in AAI
- Plant modifications
- Recruitment of personnel (AAI staff and contract manpower)
- Purchase of equipments
- Process changes
- Audit reports

The checklist for the audit is given in **Appendix D**, Audit checklist for Evaluation of Compliance in HSE.

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6 RELATED DOCUMENTS

- Procedure for Control of Documents AAI-PRO-01
- Audit Checklist for Evaluation of Compliance AAI-FM-HSE-01-00

7 APPENDICES

- Appendix A - Labour Law Requirements
- Appendix B - GOSI Requirements
- Appendix C - Audit Checklist for Evaluation of Compliance in HSE


Appendix A - Labour Law Requirements
Protection against Occupational Hazards (Part VIII)

Article No.	Description	Compliance By AAI
121	An employer shall maintain the firm in a clean and hygienic condition. He shall provide lighting, supply potable and washing water and comply with other rules, measures, and standards of occupational protection, health, and safety in accordance with what is specified in the Minister's decision.	PPE and other safety measures required are provided to all employees to carry out the job safely. Also training is provided on safety to all relevant individuals
122	An employer shall take the necessary precautions to protect the workers against hazards, occupational disease, the machinery in use, and shall ensure work safety and protection. He shall post in a prominent place in the firm instructions related to work and workers safety in Arabic and when necessary, in any other language that workers understand. The employer may not charge the workers or deduct from their wages any amounts for the provision of such protections.	Hazards are identified for each work instruction and control measures are identified. Hazards and control measures are communicated to staffs. Safety sign boards are provided showing the safety hazard and preventive measures.
123	An employer shall inform the worker, prior to engaging in the work, of the hazards of his job and shall require him to use the prescribed protective equipments.	PPE and other safety measures required are provided to all employees to carry out the job safely. Also training is provided

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	The employer shall supply the workers with the appropriate personal gear and train them on their use.	on safety to all relevant individuals.
124	A worker shall use and preserve the personal protective equipment designated for each process and shall carry out the instructions established to protect his health against injuries and diseases. He shall refrain from any action or omission that may lead to failure to implement the instructions, misuse or impair the devices provided to protect the work place as well as the health and safety of fellow workers.	Noted and Complied with.
125	An employer shall take necessary precautions for protection against fire and provide technical means to combat it, including safety exits which shall be maintained in working condition at all times. He shall post in a prominent location in the workplace detailed instructions for fire prevention devices.	All necessary actions taken, Fire exit clearly marked and fire extinguisher installed. The maximum number of employees will be trained on Basic Fire Fighting Techniques.
126	An employer shall be responsible for emergencies and accidents which may affect persons, other than his workers, who enter the workplace by virtue of their official duties or with the approval of the employer or his agents, if such emergencies and accidents are due to negligence in taking the technical precautions required by the nature of his work, and he shall compensate them for damage and harm they may sustain in accordance with general laws.	The workers are communicated about the safety requirements and are monitored by means of supervision and performance. Violations are monitored and actions are taken.
		
Health & Social Services		
133	If a worker sustains a work injury or an occupational disease, the employer shall be required to treat him and assume directly or indirectly all necessary expenses, including hospitalization,	Noted

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	medical examination and tests, radiology, prosthetic devices and transportation expenses to treatment centres.	
134	An injury shall be deemed a work injury in accordance with the provisions of the Social Insurance Law (GOSI). Occupational diseases shall also be considered work injuries and the date of the first medical diagnosis of the disease shall be treated tantamount to the date of injury.	All employees are registered with GOSI.
135	Any relapse or complication arising from an injury shall be deemed an injury and shall be treated as such in terms of aid and treatment.	Noted
136	Occupational diseases shall be determined in accordance with the Occupational Diseases Schedule provided for in the Social Insurance Law. Degree of total or partial disability shall be determined according to the Disability Percentage Guide provided for in the said Law.	Noted - For details please see "Social Insurance Law "page 109 to 131.
137	In the case of temporary disability arising from work injury, the injured party shall be entitled to financial aid equal to his full wage for thirty days, then 75% of the wage for the entire duration of his treatment. If one year elapses or it is medically determined that the injured party's chances of recovery are improbable or that he is not physically fit to work, his injury shall be deemed total disability. The contract shall be terminated and the worker shall compensate for the injury. The employer may not recover the payments made to the injured worker during that year.	Noted. <div style="border: 2px solid red; padding: 5px; text-align: center; color: red; font-weight: bold; font-size: 1.2em;">CONTROLLED COPY</div>
138	If an injury results in a permanent total disability or the death of the injured person, the injured person or his eligible	Noted

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	<p>beneficiaries shall be entitled to a compensation equal to his wage for three years, with a minimum of fifty four thousand riyals.</p> <p>If the injury results in a permanent partial disability, the injured person shall be entitled to compensation equal to the percentage of the estimated disability in accordance with the approved disability percentage guide schedule multiplied by the amount of compensation for the permanent total disability.</p>	
139	<p>An employer shall not be required to comply with the provisions of articles 133, 137 and 138 of this law if any of the following is established:</p> <ol style="list-style-type: none"> 1. If a worker deliberately injures himself. 2. If an injury is caused by intentional misconduct on the part of the worker. 3. If a worker refuses to be examined by a physician or refuses to accept treatment by the physician designated by the employer without a valid reason. 	Noted.
140	<p>Liability of previous employers of a worker suffering from an occupational disease shall be determined in light of the medical report of the attending physician. Previous employers shall be required to pay the compensation provided for in Article 138 of this law, each in proportion to the period such worker has spent in his service, provided that the industries or occupations they engage in cause the disease the workers suffer from.</p>	<p>Noted.</p> <div style="border: 2px solid red; padding: 5px; text-align: center; color: red; font-weight: bold; margin-top: 20px;">CONTROLLED COPY</div>
141	<p>The procedure for reporting work injuries shall be determined pursuant to a decision by the Minister.</p>	Noted.
Medical & Social Services		
142	<p>An employer shall make available one or more medical aid cabinets, supplied with drugs and other necessities required for</p>	<p>First aid boxes are provided in strategic locations within the plant.</p>

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	<p>first aid. The regulations shall specify the contents of such cabinets of first aid means, numbers of such means and quantities of drugs and shall also regulate the method of keeping them and the conditions and requirements to be satisfied by first aid providers.</p>	
143	<p>An employer shall assign one or more physician to provide, at least once a year, a comprehensive medical examination for his workers who are exposed to any of the occupational diseases listed in the Schedules of Occupational Diseases provided for in the Social Insurance Law. The findings of the examination shall be kept in the employer's records as well as in the worker's file.</p>	Annual Medical Examination carried out for all employees.
144	<p>An employer shall provide his workers with preventive and therapeutic health care in accordance with the standards set forth by the Minister, taking into consideration whatever is provided for by the Cooperative Health Insurance Law.</p>	Noted.
145	<p>An employer may, subject to the Minister's approval, set up a saving and thrift fund provided that the worker's contribution is optional. The provisions regulating the operations of such funds shall be made public.</p>	<p>Noted.</p> <div style="border: 2px solid red; padding: 5px; text-align: center; color: red; font-weight: bold; font-size: 1.2em;">CONTROLLED COPY</div>
148	<p>An employer shall provide means for transporting his workers from their place of residence or from a certain gathering point to the places of work and bring them back daily, if the places of work are not served by regular means of transportation at times compatible with the working hours.</p>	Noted.

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Appendix B
GOSI Requirements

Article No.	Description	Compliance By AAI
27	Definition of employment injury / Occupational diseases	Noted
29 (3)	Liability for first aid	Noted
30(1 & 2)	Daily allowance for employment injury	Noted
31(1 & 2)	Benefits for Permanent Total Disablement	Noted
32(1)	Benefits for Permanent Partial Disablement	Noted
36	Benefits for Non-Saudi Injure Person	Noted

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Regulations for Implementation of Social Insurance Law of the Kingdom of Saudi Arabia (Occupational Hazards Branch)

Article No.	Description	Compliance By AAI
Section 1 Article 1	Methods and Periods for reporting employment injuries (Reporting of injured to employer about injury to be less than 7 days of injury)	Noted
Section1 Article 1	Methods and Periods for reporting employment injuries (Reporting of Employer to GOSI to be less than 3 days from the day of receiving information on injury from the injured)	Noted
Section II Article 2 to 7	Requirements of Medical Care	Noted
Section III Article 8 to 16	Daily Allowance for injured	Noted
Section IV Article 17 to 26	Monthly Benefits and Lump Sum Compensation	Noted
Section V Article 27 to 29	Provisions for Appeal	Noted
Section VI Article 30 to 38	General Provisions	Noted
Section VII Article 39 & 40	Transitional Provisions	Noted

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Appendix C
Audit Checklist for Evaluation of HSE Compliance

Date:

Evaluated By:

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S. No.	Legal & Other Requirements	Compliance Status (Yes/No)	Remarks
1	Department of Environmental Health -Municipality - Shop License		
2	General Organization for Social Insurance (GOSI) 1. License 2. Injury reports (within 3 days of reporting to the company)		
3	Saudi Arabian Labour Law: 1. Labour License Article 121 2. Clean and hygiene condition 3. Lighting Article 122 4. Work instructions displayed Article 123 5. PPE requirements communicated 6. PPE provided to personnel 7. Training for PPEs Article 125 8. Fire Protection		

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	9. Safety exits 10. Instruction for fire prevention Article 142 11. First Aid Box (one or more) Article 143 12. Medical examination once in a year		
4	Transport Safety 1. Licenses for company staff company cars		
5	Safety Audit Observations		
6	Any Other Observations		

Signature
(Evaluated By)

Signature
(Reviewed & Approved By)

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Integrated Management System
Procedure
Identification of Legal Requirements
(Doc. No. AAI-PRO-11)

8. Revision History

Rev. No.	Description of Changes	Dated	Issued By	Approved By
01	Changes in appendices	09.02.2019	MR-IMS	Contracts Manager

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**Integrated Management System
Procedure
Hazard Identification & Risk
Assessment
(Doc. No. AAI-PRO-12)**

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Hazard Identification & Risk Assessment

1.0 PURPOSE

This procedure sets out the minimum requirements and good practice to be observed to manage health and safety risks for all work and activities. It explains the following principles:

- Taking account of risks in all activities / areas.
- The participative approach to identifying, assessing, and preventing risk situations
- The hierarchy of prevention.

It is based on the commitment of managers and all employees to:


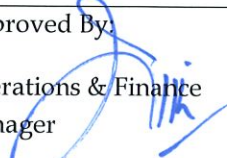
- Secure a healthy and safe working environment by identifying, assessing, and managing risks.
- Ensuring that the risks linked to one's own activity have been identified and assessed before doing any type of work.

2.0 SCOPE

This Procedure shall apply to all personnel, plant areas, tasks and work activities being carried out at **Al-Amara International**.

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3.0 RESPONSIBILITIES

Contracts Manager / Operations Manager

- Ensure that systems are implemented to maintain compliance with all applicable Health & Safety Regulations of the Kingdom of Saudi Arabia and the standard expected of AAI's stakeholders.

Supervisors

- Ensure full compliance with the requirements of this Procedure.
- Ensure safe working conditions at workplace.
- Record all the hazards / risks observed at workplace and communicate to the Management.
- Assist Core Team while doing Hazard Identification & Risk Assessment (HIRA).
- Assist Core Team in taking CAPA for any non-conformities.

Core Team


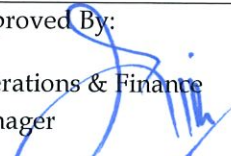
- Audit and monitor compliance with this Procedure.
- Conduct a Hazard Identification & Risk Assessment (HIRA) covering all the activities / areas at least once in a year or sooner in case of any major non-conformities.
- Conduct Root Cause Analysis and CAPA for all non-conformities and significant hazards.
- Communicate the identified hazards and their control measures to all the employees for their awareness.

Employees and Contractors

- Comply with the requirement of this Procedure.
- Follow all the safety instructions.

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Safety Officer

- Comply with the requirement of this Procedure.
- Ensure safe working conditions at workplace.
- Record all the hazards / risks observed at workplace and communicate to the Management.
- Assist Core Team while doing Hazard Identification & Risk Assessment (HIRA).
- Assist Core Team in taking CAPA for any non-conformities.

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4.0 DEFINATION & ABBEREVIATIONS

ALARP	As Low as Reasonably Practicable
MR	Management Representative
RL	Risk Level
Acceptable Risk	Where the risk is as low as reasonably practicable (ALARP)
Control Measure	A physical or procedural stipulation, the purpose of which is to eliminate or minimize risk.
Hazard	Something with the Potential to cause harm
Hazard Identification	Process of recognizing that a hazard exists and defining its characteristics.
Likelihood	The estimation of the possibilities of the "Event" occurring.
Non-Routine work	All work which is not classed as "Routine".
Residual Risk	An estimation of the outcome of an event that includes all current control measures.
Risk	An estimation of the likelihood and severity of a defined hazard
Risk assessment	Process of evaluating the risk(s) arising from a hazard(s), taking in to account the adequacy of any existing controls and deciding whether or not the risk(s) is acceptable.
Routine work	Work carried out on regular basis such as: Operational Routines

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	Plant Inspections
Severity	The estimation of the seriousness of an "Event".
Unacceptable Risk	Where the process, access or task should not commence until improved control measures are achieved.
Workplace	Any physical location in which work related activities are performed under the control of Organization.

5.0 PROCEDURE

5.1 Risk Assessments

Risk Assessment will be either Area or Task based assessments.

5.1.1 Area Risk Assessments



- A plant area assessment looks at a specific plant area or location and assesses the significant hazards in that area.
- All area onsite will be subject to an area risk assessment using form in **Attachment B** of the risk assessment.
- A review of the assessment shall be carried out every year or when there is a significant change affecting one or more areas. **MR & Core Team** is responsible to identify the area and to conduct the risk assessment; they will keep a record of all area risk assessments and will ensure appropriate control measures are in place.

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5.1.2 Task Risk Assessments

All tasks shall have an initial 'hazard assessment' carried out using form in **Attachment B**, so that any significant hazards can be identified, consideration will be given as to whether the task is classified as 'routine' or 'non routine'. When the 'hazard assessment' is complete and there are significant hazards

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identified then a written 'risk assessments' shall be completed using form in **Attachment B** (Risk Assessment)

5.1.3 Once a task is identified, existing risk assessments should be checked to see whether a previously written risk assessment is suitable the task. If so, this should be reviewed, amended where necessary and approved as adequate for the task.


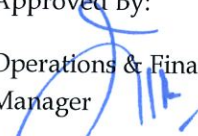
Where a risk assessment does not exist, the task should be classified as being 'routine' or 'non-routine'.

5.2 Hazard Assessment

- A Hazard assessment shall be used to evaluate the hazards associated with routine activities to determine the requirement for a written risk assessment.
- The Hazards assessment shall be completed by a minimum of two trained risk assessor's and at physical location of the task being evaluated.
- A Hazard assessment form in **Attachment B** is to be completed during the evaluation of identified routine task.
- All section of the form shall be completed. If any section is not applicable this must be stated in the relevant section.
- Names of risk assessors are to be recorded on the form.
- Following completion of the hazard assessment, if no further risk assessment is required the forms need to be forwarded to the MR for review and approval based upon the hazard identified.
- Where significant hazards are identified a written risk assessment is required on **Attachment B**.

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- All completed forms are to be filed & stored by MR and available for review and audit.

5.3 Risk Assessment Form

A risk assessment is simply a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. The aim is that no one gets hurt or becomes ill.

The important things to decide, whether a hazard is significant, and if so, whether satisfactory control measure is in place, to ensure the remaining risk is low or to implement additional control measures to bring residual risk at acceptable level.

How to Assess the Risks at Workplace

Follow the below mentioned 5 Steps:

Step 1: Identify the hazards

Step 2: Decide who might be harmed, what might be damaged and how



Step 3: Evaluate the risks and decide on control measures

Step 4: Record your findings and implement them

Step 5: Review your assessment and update if necessary

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Potential Severity – From the Hazard Description; the hazard is assessed upon the severity of harm that could exist if the potential of that hazard was released, considering the current controls. These hazards need to be ‘reasonably foreseeable’ / credible. The following rating allocated.



- 5 Fatality/catastrophic
- 4 Major – Disabling, permanent ill health
- 3 Moderate – Possible lost time
- 2 Minor – Minor Treatment, no lost time
- 1 Negligible / None

Probability – This is the likelihood of the potential being released and is rated in the following way.

- 5 Certainty
- 4 Probable
- 3 Occasional/Possible
- 2 Remote

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1 Rare

Risk Factor - The Potential Severity factor is to be multiplied by the probability to give if the risk factor figure is **4 or smaller** than the risk is said to be acceptable. (If the risk factor is as low as this it would have been identified at the hazard assessment phase as not significant & therefore would not be subject to risk assessment. It may be worth considering if you want to just risk assess all task & hazards from the start and give them a risk factor, if they are lower than **4** then they are deemed acceptable and no further action is required, if they are higher, then additional control measures are required. If the risk, it would have if the figure were **5-12** than additional controls measures or supporting information may need to be implemented. If the figure is **above 15**, control measures must be introduced to bring at acceptable level.

5.4 Training



The employee nominated in writing by the **Contracts Manager / Operations Manager** as a **Risk Assessor** shall undergo a risk assessment training program. After evaluation, a certificate shall be issued to those who have successfully passed.

5.5 **AAI** shall provide information on all significant hazards that contractor is likely to be exposed to in the areas where they will be working. This will allow them to perform a risk assessment of their activities.

The method statement and the risk assessment shall be submitted to the **MR**, and he will ensure and review those hazards and that risk control measures are adequately covered according to the contractor work scope, signed and comments if required by using the appendixes "C" Form.

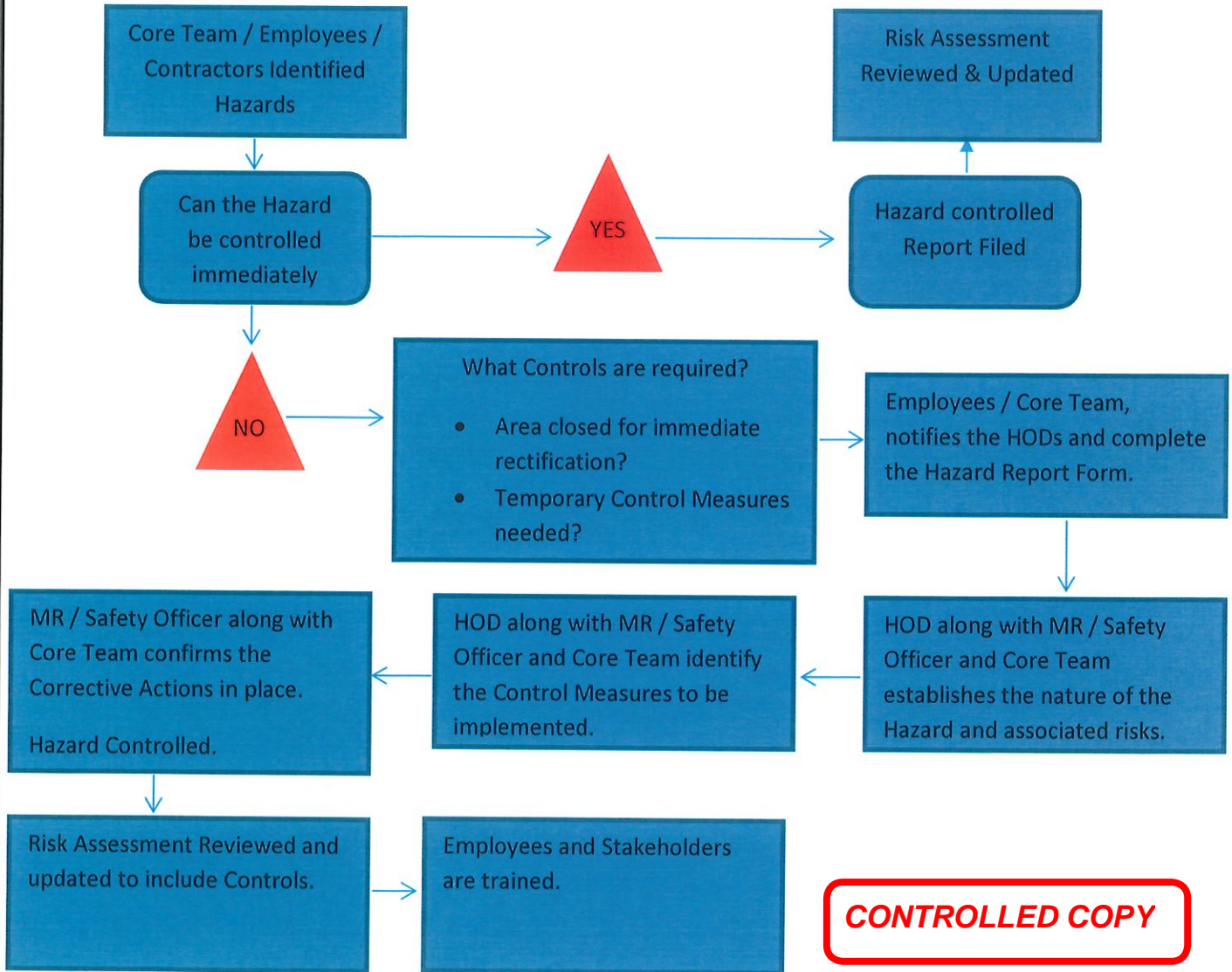
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ATTACHMENT

A. RISK ASSESSMENT FLOW CHART



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B. RISK ASSESSMENT FORM

AREA / ACTIVITIES:


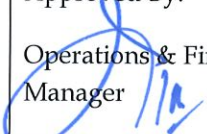
CONDUCTED BY:

DATE:

S. No.	Activity	Hazard	Hazard Effect	Exposure Analysis		Risk	Minimize Risk by/ Control Measure	Risk Exposure Analysis After Control Measure	
				Severity	Probability			Severity	Probability Rating

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Issue Date: 01.06.2014	Rev. Date:	MR-IMS 	Operations & Finance Manager 



**Integrated Management System
Procedure
Hazard Identification & Risk
Assessment
(Doc. No. AAI-PRO-12)**

LEGEND

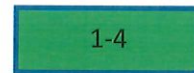
Severity	Probability				
	1 Rare	2 Remote	3 Occasional	4 Probable	5 Certainty
5 - Catastrophic	5	10	15	20	25
4 - Major	4	8	12	16	20
3 - Moderate	3	6	9	12	15
2 - Minor	2	4	6	8	10
1 - Negligible	1	2	3	4	5



High Risk



Medium Risk





Low Risk

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Assessment of Severity

Level	Severity	Description
5	Catastrophic	Fatality, fatal diseases, or multiple major injuries.
4	Major	Serious, injuries, or life-threatening occupational disease (include amputations, major fractures, multiple injuries occupational cancer, acute poisoning).
3	Moderate	Injury requiring medical treatment or ill health leading to disability (includes lacerations, burns, sprains, minor fractures, dermatitis, deafness, and work-related upper limb disorders).

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2	Minor	Injury or ill-health requiring first-aid only (includes minor cuts and bruises, irritation, ill-health with temporary discomfort).
1	Negligible	Not likely to cause injury or ill-health.

Assessment of Probability

Level	Probability	Description
1	Rare	Not expected to occur but still possible.
2	Remote	Not likely to occur under normal circumstances.
3	Occasional	Possible or known to occur.
4	Probable	Common occurrence.
5	Certainty	Continual or repeating experience.

Action for Risk Levels

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Risk Level	Risk Acceptability	Recommended Actions
Low Risk (<4)	Acceptable	<ul style="list-style-type: none"> No additional risk control measures may be needed. Frequent review and monitoring of hazards are required to ensure that the risk level assigned is accurate and does not increase over time.
Medium Risk (5-12)	Tolerable	<ul style="list-style-type: none"> A careful evaluation of the hazards should be carried-out to ensure that the risk level is reduced to as low as reasonably practicable (ALARP) with in a define time. Interim risk control measure, such as administrative controls or PPE, may be implemented while longer term measures are being established. Management attention is required.
High Risk (15-25)	Not acceptable	<ul style="list-style-type: none"> High risk level must be reduced to at least medium risk before work commences. There should not be any interim risk control measures. Risk control measures should not be overly dependent on PPE or appliances. If practicable, the hazard should be eliminated before work commences. Management review is required before work commences.

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**Integrated Management System
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Hazard Identification & Risk
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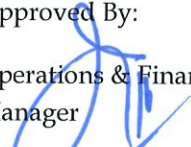
B. APPROVAL

RISK ASSESSMENT

There are no significant hazards found and this Work activity can proceed, without a written risk assessment.	Assessor Name:
Significant hazards identified and a written risk assessment is required.	Assessor Name:
I agree with the assessor's decision	MR / Safety Officer Signature Date:

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**Integrated Management System
Procedure
Hazard Identification & Risk
Assessment
(Doc. No. AAI-PRO-12)**

C. RISK ASSESSMENT REVIEW FORM-CONTRACTORS

Name of Contractor	
Details of work to be carried out	
Review Comments if any	
Reviewed By	
Date	
Note: This Form shall be attached along with the method statement and the Risk Assessment before obtaining the Permit.	

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**Integrated Management System
Procedure
Hazard Identification & Risk
Assessment
(Doc. No. AAI-PRO-12)**

6.0 ASSOCIATED DOCUMENTS



- Hazard Identification & Risk Assessment Form AAI-FM-HSE-01
- Approval of Significant Hazards AAI-FM-HSE-02
- Risk Assessment for Contractors AAI-FM-HSE-03

8.0 REVISION HISTORY

S. No.	Revision No.	Revision Date	Description	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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Issue Date: 01.06.2014	Rev. Date:	MR-IMS 	Operations & Finance Manager 



Integrated Management System Procedure

Emergency Preparedness & Response

(AAI-PRO-13)

Issue No.: 01 Date: 01-06-2014

Rev. No.: 01

AL-AMARA INTERNATIONAL

Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
OHSAS 18001:2007

SCOPE

General Contracting, Technical Support Services and Equipment Rentals

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EMERGENCY RESPONSE PLAN

1.0 PURPOSE

The purpose of Emergency response planning is to maximize the resources available and direct all efforts toward combating such an Emergency. A rapid and effective response at the onset of an emergency can have a major influence on whether the situation is controlled with the minimum effect on plant and personnel, or whether it turns into a major emergency.

2.0 SCOPE

This emergency response plan is applicable to all plant premises and covers designated action to be taken by each employee inside the plant to ensure the safety of every individual whenever an emergency incident occurs. This procedure also describes various responsibilities and actions to be taken in the event of all emergency response.

The important elements considered in this plan are:

- Emergency facilities
- Roles and Responsibilities of Emergency Response personnel and support personnel
- Communication during emergency
- Emergency shutdown of plant & control of situation
- Search and Rescue
- Transportation and rehabilitation
- Technical information availability

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In order to remain as an effective tool on Emergency preparedness, it is ensured that shared facilities and any other relevant outside agencies are kept fully informed of any changes to the emergency procedure.

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3.0 RESPONSIBILITY

CONTRACTS MANAGER / OPERATIONS MANAGER

- Ensure that system is implemented to maintain compliance with all applicable health & safety regulations of the Kingdom of Saudi Arabia and the Standard expected of **AAI** Stakeholders.
- Acts as an overall coordinator in cases of emergency and gives feedback to **AAI** Stakeholders.

SUPERVISORS

- Ensure full compliance with the requirements of this procedure.
- Ensure Safe Working Environment at Work Place.
- Ensure all the health & safety requirements are in place at work place.
- Ensure the availability of all the Emergency Preparedness at Work Place.
- Conducts Tool Box Meetings.

CORE TEAM

- Ensure compliance with the requirements of this Procedure.
- Review the Potential Emergencies and their Preparedness at least once in a year or sooner in case of any major incident.
- Communicate and train the employees about the potential emergencies and their preparedness.

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SAFETY OFFICER / INCIDENT COMMANDER (IC)

Upon receipt that an emergency is in progress, he shall proceed directly to the location and:

- Safety Officer acts as an Emergency Coordinator also.
- Comply with the requirement of this Procedure.
- Ensure safe working conditions at work place.
- Communicate all the incidents to the Management / Core Team to review the emergency preparedness if required.

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- Assess/decides whether the situation of incident is a crisis or not.
- Serves as leader and directs overall operation and response strategies including damage control measures.
- Ensures all facility personnel, contractors, and visitors are accounted and incident casualties are attended and taken care of.
- In coordination with the emergency coordinators, reviews and analyzes information collected and oversees and preparation of Reports.
- Leads review of final crisis report and ensures corrective and preventive actions are implemented.
- Declares an emergency, if appropriate, and initiates emergency response plan giving orders for operation of emergency siren.
- Exercises operational control of the plant facilities with the help of available staff.

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EMERGENCY RESPONSE TEAM (ERT)

- Immediately report and shall assemble and put on the appropriate equipment for the incident (e.g. firefighting suits, chemical suits etc.) from the emergency cell.
- Await instructions from the **Safety Officer / IC**.
- Undertake search and rescue operations.
- Isolate parts of the plant as directed by the **Safety Officer / IC**.
- Ensures they only carry intrinsically safe devices in case of existence of flammable atmosphere.

Note: Training necessary for ERT – First aid; Search and Rescue (Confined Space and work at height); Defensive driving; Hazardous waste handling (spills); etc.

ASSEMBLY POINT CONTROLLER

- Coordinates movement of assembled employees in accordance with the instructions from **Safety Officer / IC**.
- Records and accounts all personnel on their respective assembly points.
- Passes on information from the **Safety Officer / IC** and vice versa.
- Give all clear command as instructed by **Safety Officer / IC**.

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EMPLOYEES & CONTRACTORS

- Comply with the requirements of this procedure.

4.0 DEFINITIONS & ABBREVIATION

- ERT - Emergency Response Team
- IC - Incident Commander
- SOP - Standard Operating Procedure
- The **Emergency plan** is designed to fix authority, responsibilities, and duties of personnel in an emergency situation. In cases, such as serious injury to personnel or loss of life, fire, explosion, power failure, extensive damage to property or equipment or serious pollution of the environment etc.
- An **Emergency** is a sudden, generally unexpected occurrence or set of circumstances demanding immediate action. A major emergency is a condition requiring assistance over and above the capabilities of the personnel on duty, at the immediate or affected scene of the incident.
- **Incidents** that can be handled under standard operating procedure with assigned on- duty personnel do not come under this plan.
- **Emergency Cell** is a where all necessary information and equipment's are stored in case an emergency occurs within the Premises.
- **Incident commander** He will be the **Person** who leads the crisis management situation when it happens.
- **Emergency Response Team** Selected company employees which function to provide for the safe and efficient evacuation of all personnel during an emergency situation and for the proper execution of emergency response plan.

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5.0 EMERGENCY CLASSIFICATION & SOUND ALARMS

The **Safety Officer/IC** shall declare an emergency if any of the categories listed below are beyond the control of the person discovering them.

This emergency classification covers designated action that each employee must follow if an emergency is being actuated. Employees are aware of the emergency may take the set of motion to implement the response based on the code being transmitted. Each code has its own type of response that has to be prepared for proper execution.

➤ EMERGENCY ALARM SOUND

- Fire alarm - constant high then low sound
- Stop working alarm - broken tone (Thin) Sound
- All Clear Alarm - constant same level

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**Integrated Management System
Procedure
Emergency Preparedness & Response
(Doc. No. AAI-PRO-13)**

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5.1 EMERGENCY COMMUNICATION SYSTEM

5.1.1 COMMUNICATIONS

In case of any emergency, employees / contractors / visitors must follow the communication channels as mentioned below:

WHERE TO CALL FIRST

A. Based on the situation and the level of emergency, any employee / contractor / visitor can call any of the below mentioned authorities:

Officer	Ph. No.
Safety Officer / Incident Commander	Tel:- 03- 3411224, EXT:-134; Mob:-0591256044
Procurement Manager / Management Representative	Tel:- 03-3411224, EXT:- 120; Mob:- 0503629268
Contracts Manager	Tel:- 03-3411224, Ext:-110
Operations Manager	Tel:- 03-3411224, Ext:-102
First Aider	Mob:- 0597623523
Fire Fighter	Mob:-0591256044

B. If directed by the above mentioned authority, employee or his immediate supervisor will call:

External Authority	Ph. No.
Fire Station	997
Medical Services	998
Police	999

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5.1.2 MUTUAL ASSISTANCE

While essential facilities are available and are updated regularly, it may be necessary to seek external assistance from local authorities. This help may be in the form of manpower, medical aid, transport rescue equipment, additional special protective wear, or any other help that may be required.

5.2 EMERGENCY FACILITIES

An alarm or Siren will be initiated in the event of any emergency.

5.2.1 EMERGENCY CELL

The **Safety Officer / IC** shall ensure that the following facilities and information are maintained and up to date in the Emergency Cell.

- Latest copy of emergency response plan
- Plant layout plan, sources of safety equipment, road plan, assembly points and escape routes.
- List, address and telephone numbers of all permanent employees
- Important address and telephone numbers including government agencies, neighboring industries, local police, fire brigade and sources of help from outside services for responding to specific emergencies.
- Fire suits, gloves etc.
- First aid box
- Teflon tape
- Flame proof torches and batteries
- Rope
- Stationary items
- Spill kit
- MSDS sheet
- Hazard material/chemical location



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5.3 EMERGENCY GUIDELINES

Emergency levels will be used as guidelines for each type of emergency classifications being identified and will serve as measurement on its severity.

A. EMERGENCY LEVELS

LEVEL	INCIDENT SITUATION
LEVEL 1 MINOR INCIDENT	The condition or circumstances limited to a specific location that can be handled effectively with the manpower and equipment immediately available and does not pose a threat to other areas within company premises. This type of incident will only require actuation of local emergency. Alarm (Automatic discovery) to be sounded. Stop work alarm or full implementation of the emergency response plan is not required to be activated.
LEVEL 2 SITE EMERGENCY AND MAJOR INCIDENT	This is a situation where the assistance of emergency response team is required. An additional manpower and/or equipment are deemed necessary in the incident location but however; do not pose any danger to the nearby plant or public. This type of incident would require implementation of the emergency. Response plan in full and may involve evacuation of the affected area of the plant.
LEVEL 3 EVACUATION	A major or disastrous event, where all personnel must leave the incident area/ plant and assemble at a pre designated assembly point. Under this status only important personnel would remain in the emergency area in order to alleviate conditions as best possible prior to final departure to the assembly point.

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B. FIRE RESPONSE PROCEDURE

BASIC PROCEDURE	In the event of an Emergency please follow the procedure below:
1. NOTIFY 2. ACTIVATE	Upon discovery of Fire: Notify the Safety Officer / Incident Commander Activate the nearest local alarm.
3. RESCUE 4. EXTINGUISH	If safe to do so, remove any one from immediate danger; Use fire extinguisher on very small fire or otherwise, call for HELP!
5. CALL 6. EVACUATION ALARM	Safety Officer / Incident Commander shall assess the situation; Ensure notification to all concerned; Activate evacuation alarm; And act as an initial "incident commander"
7. REPORT	Assigned personnel report to designated location and assume their tasks. Personnel not assigned under this FRP shall report to assembly point and await for further instructions.

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C. LIST OF CHEMICALS ON WORKSHOP / PLANT

S. No.	NAME	STORAGE CONTAINER NO AND CAPACITY	LOCATION	HAZARD TYPE
1				
2				
3				
4				
5				
6				
7				
8				

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Procedure
Emergency Preparedness & Response
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D. EMERGENCY NUMBER LIST

Below are listed “external” / outside agencies that need to be contacted in time of emergency.

	Phone number 1
Police	999
Ambulance	998
General Hospital	3412000

INTERNAL EMERGENCY CONTACT

Below are listed “internal” persons that need to be contacted in time of emergency or crisis – country code: 00966).

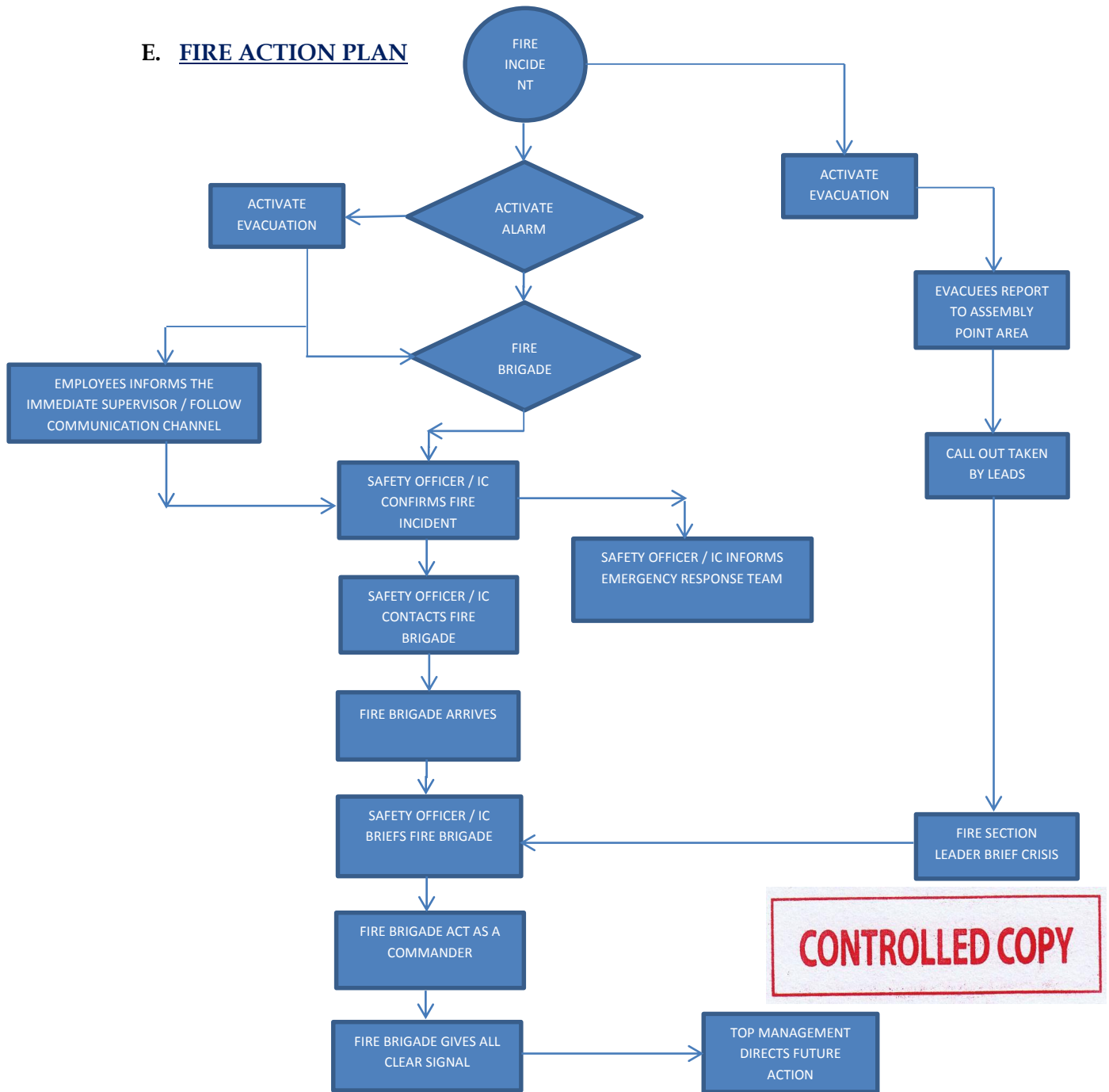
Emergency Response Team	Mobile Numbers
Safety Officer / Incident Commander	0591256044
Procurement Manager / MR	0503629268
Contracts Manager	Tel:- 03-3411224 , Ext:-110
Operations Manager	050394581
First Aider	0597623523
Fire Fighter	0591256044

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E. FIRE ACTION PLAN

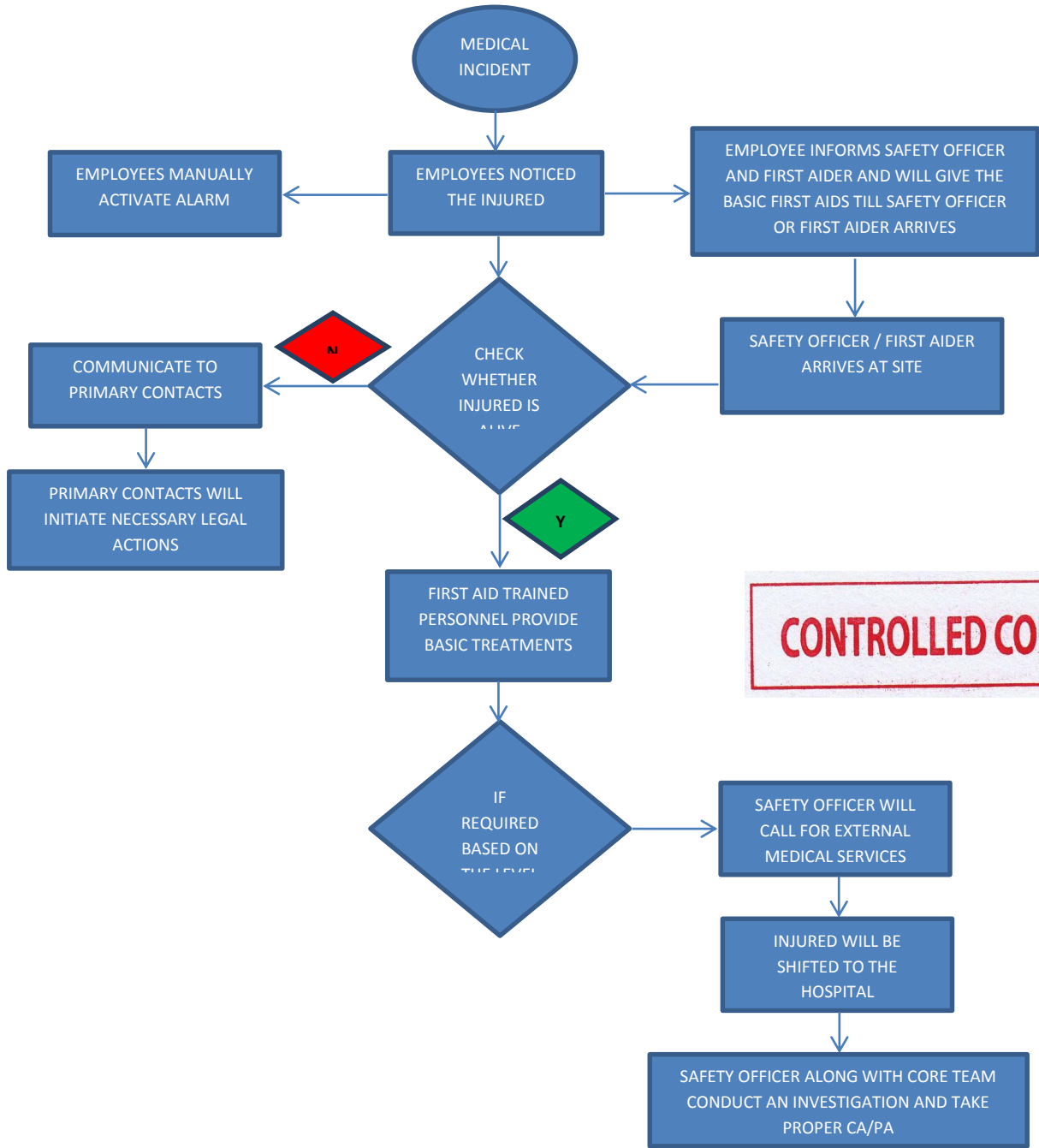


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F. MEDICAL ACTION PLAN



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G. POTENTIAL EMERGENCIES IDENTIFIED

S. NO.	IDENTIFIED POTENTIAL EMERGENCIES	CONTROL MEASURES

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6.0 ASSOCIATED DOCUMENTS

- **Potential Emergency Review Records**

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**Integrated Management System
Procedure
Emergency Preparedness & Response
(Doc. No. AAI-PRO-13)**

7.0 REVISION HISTORY

S. No.	Revision No.	Revision Date	Description	Approved By
1	01	10-02-2019	Changes in format	Contracts Manager

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Integrated Management System Procedure

Accident-Incident Non-conformance and
Corrective Preventive Action

(AAI-PRO-14)

Issue No.: 01 Date: 01-06-2014

Rev. No.: 00

AL-AMARA INTERNATIONAL

Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
OHSAS 18001:2007

SCOPE

General Contracting, Technical Support Services and Equipment Rentals

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**Integrated Management System
Procedure
Accident-Incident, Non-conformance
and Corrective & Preventive Actions
(Doc. No. AAI-PRO-14)**

1.0 PURPOSE

The purpose of this Procedure is to provide a set of incident investigation and reporting systems including near misses. This Procedure sets out the requirements for effective reporting and investigation of Accidents-Incidents Hazards occurring in **Al-Amara International**.

2.0 SCOPE

This Procedure covers all Accidents-Incidents involving health, safety and environment including near misses with the potential for people or damage to the environment. It also covers reporting both internal and externally, investigation for Root Causes and Preventive Actions.

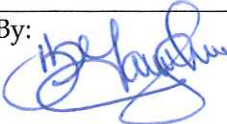
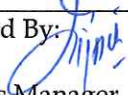
3.0 RESPONSIBILITIES



Contracts Manager / Operations Manager

- Ensure that the Systems are implemented to maintain compliance with all applicable Health, Safety & Environment Regulations of the Kingdom of Saudi Arabia and the Standards expected of **AAI's** Stakeholders.
- Initiate investigation and act as an Incident Team Leader or delegates/assigns a Representative from the Senior Management Team.
- Select Investigation Team.
- Review Investigation Result and authorize Corrective Actions.
- Coordinate to Safety Officer, Fire Fighter & First Aid Team.
- Ensure that the scene of the accident is not disturbed. Except as may be necessary to affect rescue, stabilize, and/or render area safe until such time as a full investigation has been carried out.

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Issue Date: 01.06.2014	Rev. Date:	MR-IMS	Contracts Manager

Safety Officer

- Implement controls of this Procedure.
- Conducts and enforces compliance with this Procedure.
- Ensure that the injured person(s) has received first aid treatment or has been moved to hospital.
- Advice and notify incident status to the Operations Director.
- Provide support to Investigation Team if required.
- File Accident-Incident Reports.
- Track action items ensuring corrective measures are taken and close outs are submitted.

Supervisor

- Implement controls of this Procedure.
- Conducts and enforces compliance with this Procedure.
- Notify Safety Officer in case of any accident-incident.
- Ensure that the injured person(s) has received first aid treatment or has been moved to hospital.
- Provide support to Investigation Team if required.

Employees and Contractors

- Comply with the requirement of this Procedure.

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Issue Date: 01.06.2014	Rev. Date:	MR-IMS	Contracts Manager

4.0 DEFINITION & ABBREVIATIONS

Accident	Is any undesired event that results in personal injury or property damage
Contract	A binding agreement between two or more parties for performing or refraining from performing, some specified act in exchange for lawful consideration and which is intended to be enforced by law
Danger	Is an exposure, liability or vulnerability to the condition of being at risk to injury, pain, harm, or loss or risk of damage to the personnel and system and/or plant apparatus
Dangerous Occurrence	An event that leads to damage to property but no injuries or deaths
Environment	Is the components of the earth and its interacting natural systems, which includes air, land, water, organic and inorganic matter and living organisms
Incident	Is an unplanned event or chain of events that has or could have resulted in illness, injury or damage to assets as business loss. The term incident includes Near Misses.
Incident Investigation	An Incident Investigation report includes a complete description of the incident, detailed from the subsequent investigation and recommendations for avoiding reoccurrence
Injury	Is a bodily harm requiring or appearing likely to require medical attention
Near Miss	Is an incident that under different circumstances could have caused illness, injury or damage to assets, the environment, Company's reputation or consequential business loss
Work Related	Is those activities for which Management controls are in place or should have been in place
Fatality	A death at the workplace as a direct result of work or asset operations, it does not include non-work health related fatalities, i.e., heart attacks, strokes etc.

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**Integrated Management System
Procedure
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and Corrective & Preventive Actions
(Doc. No. AAI-PRO-14)**

Lost Time Accident	An accident in the workplace resulting in being absent for one or more subsequent days or shifts (i.e., excluding the day or shift when the accident have occurred) due to injury or ill health sustained at work
Medically Treated Incident	An injury or condition that, after consultation with a first aider requires treatment from a Health Care Professional (Physician) at a specialist facility that may be on or off site, due to an injury or condition that occurred in the workplace during the work period
First Aid Treatments	A treatment provided to any employees by a nominated first aider due to an injury or condition that occurred in the workplace during the work period not requiring any specialist (Physician) attention e.g., cuts, wounds, minor bodily injuries
Severity	The estimation of the seriousness of an "Event."
Unacceptable Risk	Where the process, access, or task should not commence until improved control measures are achieved.
Work Place	Any physical location in which work related activities are performed under the control of Organization.
Unsafe Act or Condition	A plant or a working environment condition or an unsafe act or omission, that had the potential to cause an injury, plant/equipment damage or an environment incident had the condition been allowed to remain without corrective action

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5.0 PROCEDURE

All accident-incident and hazard occurring at **Al-Amara International** must be reported, recorded, and investigated in accordance with this Procedure.

When an Accident-Incident occurs, immediate actions are required to prevent escalation and further injury/ damage and to arrange for necessary medical treatment or equipment repairs. Where possible the Plant should be left unchanged until **Safety Officer** has inspected it.

The appropriate HOD must be advised of the event and an assessment of the problem should be made to identify the extent of injury or damage and any potential for escalation.

Notification should contain details of:

- Time, place and nature of the incident
- Persons injured, equipment damages
- Nature of injury/ damage and estimate of severity
- Immediate corrective action being taken
- Assistance required
- Activity in progress at the time

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5.1 Internal Investigation and Reporting System

5.1.1 Incident Notification

Employee shall report all incidents to immediate **Supervisor** and **Supervisor** to **Safety Officer** immediately. **Safety Officer** shall render aid and abate immediate hazard.

1. **Safety Officer** should make the initial investigation. He shall probably be the first person in authority at the scene and will have an in valuable assessment of the situation immediately after the event.

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Investigating person(s) shall conduct a review including, but not limited to the following:

- Visit the scene of the Accident
 - Ensure that the area is safe to enter and remove any hazard(s) likely to cause imminent danger
 - Establish the activities concerning the accident - work operations, how many person(s), grade of material and equipment being used, environmental conditions etc.
 - Record (Photographs) the physical details at the scene of the accident to assist in the investigation review
2. **Safety Officer** shall submit the Incident Report to **Contracts / Operations Manager** within 24 Hrs.
 3. Immediate Actions that is required shall be completed.
 4. **Contracts / Operations Manager** shall review the Incident Report received and advice the type of incident (Minor or Serious Incident)
 5. **Contracts / Operations Manager** shall review the Incident Report and initiate to select Investigation Team as required
 6. **Safety Officer** shall follow up closure of actions required based on Incident Report.
 7. Incident Lesson learned shall be communicated to all employees through: All Team Meetings, Department Meetings, trainings etc.

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5.1.2 Incident Investigation

The main goal of Incident Investigation is to identify and underlying system inadequacies and/or human errors to prevent its reoccurrence:

- Unsafe condition created or allowed to exist
- Untrained person allowed to do hazardous work or use unsafe equipment or procedures
- Unsafe workers not consoled or disciplined
- Failure to induct or train new workers
- Failure to plan the work, provide adequate safety equipment, monitor the activities for errors and take necessary action to correct defect noted

1. When a serious incident and/or above category identified, **Contracts / Operations Manager** will determine whether external report is required.
2. If the external report is required, then notification will follow based on **Al-Amara's Accident-Incident, Non-conformance, and Corrective & Preventive Action Procedure**.
3. **Safety Officer** initiates to select Investigation Team.
4. The investigation shall be started within 24 Hrs. of the incident.

Note: A Team will typically consist of Safety Officer, MR-IMS, Contracts Manager, Operations Manager, and Core Team as required.

5. The Root Cause Analysis must be done as soon as the Investigation will start. The Root Cause Investigation shall typically be composed of the following steps:
 - Establish who the witnesses are
 - Decide whether to conduct further investigation
 - Conduct the investigation using a combination of interview and observation

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- Analyze the findings to establish Unsafe Acts, Unsafe Conditions and Root Causes, and
 - Establish Corrective Actions
6. Consideration should be taken when giving incident corrective action i.e., Risk Assessment Procedure, Training, and Control. Corrective Action shall be raised and implemented in a timely manner with defined dates and responsible parties for completion and follow up.
 7. **Investigation Team Members** will review the incident report result and authorize corrective actions required.
 8. **Safety Officer** shall follow up closure of Corrective Actions required based on Incident Report.
 9. Incident Lesson Learned shall be communicated to employees through: All Team Meetings, Department Meetings, trainings etc.
 10. Result of Incident Investigation will be input for external report requirements.

5.2 Communication or Learning Point

Result of the Incident Investigation shall be communicated to all employees (including affected employees), e.g., by posting it on notice boards, Team Meetings, Department Meetings, Trainings etc.

Findings of the investigation and follow-up review of corrective action shall be used to revise Risk Assessment Procedure and Training program as appropriate.

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5.3 External Investigation and Reporting System

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5.3.1 Incident Severity and Reporting System

Incident shall be ranked on their actual severity and risk potential and investigated accordingly. The notification requirements and the magnitude of the investigation shall vary accordingly to the severity of risk potential.

➤ **Severity Classification**

The following chart provides the method for classifying the severity of all incident types:

Table 1: Level of Harm and Risk to Personnel

Level One	Description
<ul style="list-style-type: none"> • Non Reportable Injury • Unsafe Condition / Near Miss 	<ul style="list-style-type: none"> • Incident requiring First Aid treatment but which does not constitute a Lost Time Accident • Near Miss category of potential for injury or risk to personnel which would require First Aid Treatment but which would not result in an Lost Time Accident
Level Two	
<ul style="list-style-type: none"> • Lost Time Accident 	<ul style="list-style-type: none"> • Work related injury where employees/contractor did not present for their next work period
Level Three	
<ul style="list-style-type: none"> • Major Injury 	<ul style="list-style-type: none"> • A severe injury described in Attachment B - Injury Classification
Level Four	
<ul style="list-style-type: none"> • Fatality 	<ul style="list-style-type: none"> • Work related fatality

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Table 2: Level of Damage / Commercial Loss

Level One	Description
<ul style="list-style-type: none"> • Non reportable injury • Unsafe condition • Near Miss 	<ul style="list-style-type: none"> • Minor damage will not affect ongoing operations and if left will create hazardous conditions • Fire within the premises and activation of Emergency Response Teams • Near Miss or Unsafe condition where there was a minor risk of damage or commercial loss
Level Two	
<ul style="list-style-type: none"> • Local Damage 	<ul style="list-style-type: none"> • Local damage results in the partial loss of equipment and/or process • Any fire/explosion that results in the stoppage of operation or the suspension of normal operations • An environment event contained within the assets perimeter which has caused a large area to be polluted and where costs are involved in the cleanup contained with the asset perimeter
Level Three	
<ul style="list-style-type: none"> • Major Damage 	<ul style="list-style-type: none"> • Any incident, either damage or explosion, which puts in jeopardy the integrity of the asset. Remedial cost/commercial impact less than five (5) Million Saudi Riyals • Environmental incident that requires notification to Regulatory Authority

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	and/or where significant costs are involved in the clean up
Level Four	
<ul style="list-style-type: none"> • Extensive Damage 	<ul style="list-style-type: none"> • Any incident either damage or explosion which puts in jeopardy the integrity of the asset. Remedial cost/commercial impacts greater than five (5) Million Saudi Riyals • Enforcement of actions by AAI causing operations to be shut down until remedial work has been completed • Environmental incident that requires notifications to Regulatory Authority and has a significant effect on the environment or population

5.4 Incident Investigation Process

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- AAI shall initiate a full investigation to ascertain the causes and reason for the incident occurring.
- The investigation shall be done immediately after the incident occurs, within 24 Hrs.
- AAI shall ensure that the site is made safe and that action has been taken to identify the most obvious cause(s) of the incident and protect against recurrence.
- AAI shall take steps to preserve the site immediately after the incident.
- In the case of fatalities, the scene must not be disturbed until permission is obtained from the Relevant Authorities according to the Kingdom of Saudi Arabia Rules and Regulations. The scene and all evidences shall be preserved to prevent deterioration as much as possible.
- The investigation shall collect and preserve information prior to the operation being disturbed or restarted.

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- The investigation shall be conducted in cooperation with any contractors involved in the incident. However, a contractor can conduct a separate investigation according to their own procedures.

5.5 Incident Conclusions

To maximize the learning benefit and promote the means of the required safety, relevant findings and conclusions of the incident investigation shall be distributed by **Al-Amara International** to all employees, contractors and visitors through:

- Internal Meetings
- Trainings
- Notice Boards

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ATTACHMENT

A. Near Miss Notification

NOTIFICATION OF NEAR MISS REPORT				
Date of Event				
Time of Event				
Department		<i>Location</i>		
Harm (or potential for Harm)	<i>Fatal or Major</i>	<i>Serious</i>	<i>Minor</i>	<i>Damage to Property only</i>
Employee involved in event	<i>Name:</i>			
	<i>Position:</i>			
	<i>Contact No.:</i>			
Brief Description of event: (Details of what happened, when, where and emergency action taken)	<div style="border: 2px solid red; padding: 5px; display: inline-block;">CONTROLLED COPY</div>			
Details of Witness(es), if any: (Name, Position, Contact No. etc.)				
Investigation Required	Yes		No	
Reported By		<i>Position</i>	<i>Date</i>	<i>Signature</i>

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B. Incident Investigation Report

Date & Time of Accident-Incident		Type of Accident-Incident (Tick as Appropriate)			
Date		Near Miss		Explosion	
Time		First Aid Treatment		Fire	
Accident-Incident Report No.		Medical Treatment		Spill	
		Lost Time Accident		Property/Equipment Damage	
		Fatality		Vehicle Accident	
		Others			
Location of Accident-Incident (If possible attach Map or Photos)					
Accident-Incident Details (Give full description of what happened, activities being done)					
Equipment, Tools and/or Substances Involved			Person(s) controlling the Equipment, Tools and/or Substances		
Witness of Accident-Incident (If there's any)					
Name	Function (Staff, Contractor, Visitor)			Contact No.	
Nature & Extent of Damage (Include Structures, Equipment and/or any Environmental Impact)					
Injury Details (If there's any)					
Name of Person(s) Injured			Function (Staff, Contractor, Visitor)		
Nature & Extent of Injury (Exact Part(s) of the Body Injured and its Condition)					

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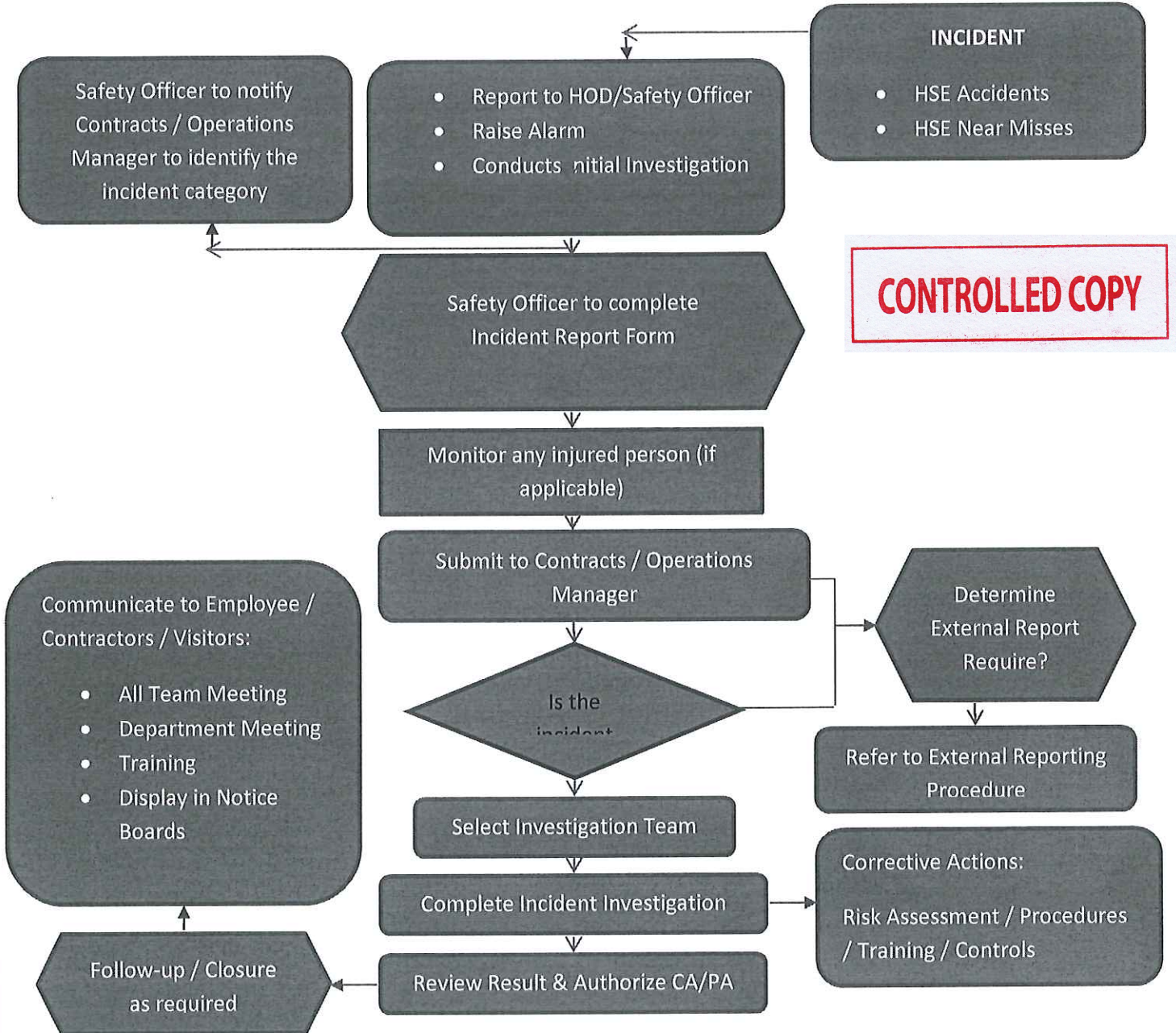
Result of Injury (Tick as Appropriate)			
Return to Work		On-Site First Aid Treatment	Loss of Consciousness
Referred to Hospital		Name of Hospital	Name of Physician & Contact No.
Restriction from Work, motion or transfer to light duties as prescribed by the Physician			
Root Causes Analyses			
Corrective Actions Proposed			
Preventive Actions Proposed			
Reported By:		Signature:	
Date:		Time:	
Receipt of Report			
For Investigation of HSE Team	Date	Time	Signature
Department Manager			
Safety Officer			
Contract / Operations Manager			
Personal Information of the Injured Person(s)			
Verified the Effectiveness of Corrective & Preventive Actions			
Verified By:		Date:	

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C. Process Flow Chart (Internal Investigation)



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**Integrated Management System
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and Corrective & Preventive Actions
(Doc. No. AAI-PRO-14)**

6.0 ASSOCIATED DOCUMENTS

- Near Miss Notification AAI-FM-08-00
- Incident Investigation Report AAI-FM-09-00

7.0 REVISION HISTORY

S. No.	Revision No.	Revision Date	Description	Approved By

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Integrated Management System Procedure

Monitoring of OHSAS Management System Performance (AAI-PRO-15)

Issue No.: 01 Date: 01-06-2014

Rev. No.: 00

AL-AMARA INTERNATIONAL

Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
OHSAS 18001:2007

SCOPE

General Contracting, Technical Support Services and Equipment Rentals

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**Integrated Management System
Procedure
Monitoring of OHSAS Management
System Performance
(Doc. No. AAI-PRO-15)**

1 PURPOSE

This Procedure describes the overall requirements for monitoring and measurement as part of AAI's OHSAS requirements to ensure that there is adequate control on Health & Safety Hazards, compliance with Legal and other requirements and to achieve Objectives and Targets.

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2 SCOPE

This Procedure applies to all the Health & Safety requirements and its monitoring at AAI.

3 RESPONSIBILITY

- 3.1 **The Management Representative (MR) / H.S.E Superintendent** shall work with the Core Team to define monitoring requirements and evaluation of compliance and has the overall responsibility for ensuring that the requirements of this procedure are implemented.
- 3.2 **The Project / Function / Departmental Manager** shall ensure that the Operational Control Procedures / Instructions relevant to their Teams are followed by their staff, that all monitoring requirements are implemented properly, and that all nonconformities are reported to the **MR / H.S.E Superintendent**.

4 PROCEDURE

- 1. **The MR / H.S.E Superintendent**, in consultation with the **Core Team** and the relevant **Projects / Functions / Departmental Managers** shall establish monitoring criteria in the following areas:
 - The achievement of HSE Objectives and Targets and the progress of Programmes.
 - The effectiveness of Operational Control Procedures for controlling the significant HSE Aspects of Project Activities including the control and monitoring of Contractors' HSE Performance.
 - The conformity of Legal and other requirements related to AAI's HSE Aspects.

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2. Monitoring criteria shall include the monitoring / measuring frequency, methods, responsibilities and records or reports that shall be kept. The monitoring criteria shall be documented or integrated into the respective operational control procedures. The responsible **Project / Function / Departmental Manager** shall ensure that the monitoring requirements are carried out and report any HSE Nonconformities to the MR / H.S.E Superintendent.

3. The HSE Core Team shall hold regular meetings (**approximately every 3 months**) and maintain records to:
 - Discuss and review the achievement of the Objectives and Targets and the progress of relevant Programmes;
 - Review the monitoring data (e.g. inspection checklists) to check whether the Monitoring and Operational Control Procedures are implemented properly;
 - Review information to evaluate whether **AAI's** activities comply with applicable HSE Legal and other requirements to which we subscribes;
 - Review any HSE Nonconformities, and the corresponding Corrective and Preventive Actions.

4. In case of Nonconformities, the relevant **Project / Function / Departmental Manager** shall investigate the causes of Nonconformities and establish appropriate Corrective and Preventive Actions. The Corrective and Preventive Actions shall be verified by **MR / H.S.E Superintendent**.

5. The monitoring criteria shall be reviewed and revised according to changes in legislative requirements and the practical situations of **AAI's** activities as a result of Continual Improvement of HSE Performance.

6. Whenever necessary, calibration of measuring equipment shall be defined clearly in terms of calibration methodology, calibration frequency, acceptance criteria, and responsible personnel.

7. **AAI** shall record the results (and maintain the records) of the periodic evaluation of compliance and shall be considered at the Management Review.

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5 ASSOCIATED DOCUMENTS

- Procedure for Hazard Identification & Risk Assessment (HIRA)
- Procedure for Emergency Preparedness & Response
- Procedure for Accident-Incident, Non-conformance and Corrective & Preventive Action
- Procedure for Identification of Legal Requirements
- Procedure for Internal Audit
- OHSAS Monitoring Plan AAI-FM-HSE-09
- OHSAS Monitoring Checklist AAI-FM-HSE-10

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MONITORING PLAN

No.	Item	Responsible Person	Frequency	Mechanism
1	Health & Safety Hazards	H.S.E Superintendent	<i>Once in a Year or in case of any major changes</i>	
2	List of Legal & Other Requirements	MR / H.S.E Superintendent	Yearly	
3	Legal Compliance	MR / H.S.E Superintendent	Yearly	
4	Emergency Preparedness & Response	MR / H.S.E Superintendent	As per schedule	
5	Site Inspection	Safety Officer	Every month	
6	HSE Accident-Incident, Nonconformities, Root Cause Analysis and their Corrective & Preventive Actions	Safety Officer	As Required	
7	<i>Objective Monitoring</i>	MR / H.S.E Superintendent	<i>As per defined Frequency</i>	

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Communication & Consultation

1 PURPOSE

To ensure that the AAI's internal employees and interested external stakeholders receive appropriate information about the Company's QMS and HSE Activities, AAI has developed a company policy for considering and, where appropriate, responding to queries, comments, or complaints from internal employees, clients, or stakeholders.

Also, to ensure that all functions and levels within AAI are aware of the Company Policy, Objectives and that appropriately takes place with regards to the effectiveness of the QMS and HSE System.

- Upon receiving, responding, and documenting communications from external or internal sources relevant to QMS and HSE Aspects.
- To identify the type and nature of information that can be disclosed to external and internal parties.

2 SCOPE

All internal and external communications related to QMS and HSE.

3 RESPONSIBILITY

Operations & Finance Manager

Ensure that the System is implemented to maintain compliance with all applicable HSE Regulations of the Kingdom of Saudi Arabia, and the Standards expected by AAI's Stakeholders.

Management Representative



Ensure the maintenance and implementation of this Procedure.

HSE Supervisor

Ensure the maintenance and implementation of this Procedure and to maintain and update the Communication Matrix.

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4 PROCEDURE

4.1 Internal Communication

Internal Communication includes providing information regarding QMS and HSE to various levels and functions in the **AAI**.

A variety of internal communication methods are available, for example minutes of meetings, bulletin-board postings, internal meetings, suggestion boxes, e-mails etc.

The HSE Supervisor and M.R. (QMS & OHSMS) are responsible for communicating HSE and QMS matters to all the employees. This is done through placing copies of the Policy and its translation in languages understood by majority of the workforce at different locations in the premises.

Legal and other requirements are communicated to each relevant function by means of mails, memos or notice board or training / briefing and or meetings etc. as required. All other communication from interested parties will be informed verbally or by means of writing or memos to each concerned employee as appropriate.

4.1.1 Communication from Management to Employees



Operations & Finance Manager shall be responsible to communicate all QMS and HSE requirements, policies and plans to all Managers and Process Owners and further concerned Managers and Process Owners are responsible to communicate the same within their area or department.

Safety Supervisor is responsible for communicating the following to their staff:

- Information about Legal and Other Requirements
- Health & Safety Policy and Departmental Objectives

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- Targets and Health & Safety Management Programs to relevant members of staff
- Importance of conformance to Policy and Health & Safety Management System
- Environmental Aspects and their related impacts and associated Health & Safety Hazards/Risks.
- Their Roles & Responsibilities in achieving conformance to the requirements
- Consequences of deviation from Procedures.

4.1.2 Communication from Employees to Management

All employees are encouraged to report any potential non-conformity, Occupational Health & Safety Hazards, Environmental Impacts, availability of new technologies to improve HSE Performance to their respective Manager/Supervisor who in turn will communicate to the MR / HSE Supervisor.

HSE Supervisor shall liaise with employee representatives as define above to ensure that employees are included in review of Policies and Procedures for HSE and consulted when changes affecting workplace health and safety as well as the Environment are to be made.

4.2 External Communication


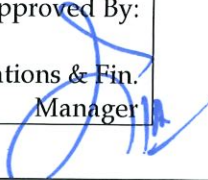
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4.2.1 Communication from Outside Parties

This includes all written and verbal communications from Governmental Authorities, clients or interested parties on subject relevant to HSE Aspect of the Company.

- Any HSE related communications received by any employees shall be communicated to HSE Supervisor.
- The MR / HSE Supervisor is responsible for receiving and maintaining the records of such communications and forwarding

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copies to the Management for information required for responding to such communications relating to HSE Aspects.

4.2.2 Communication to Outside Parties

These includes all communications concerning QMS and HSE Aspects from the Company to outside interested parties, response to communications from outside interested parties and any information given to Authorities as per Legal Requirements of the Kingdom of Saudi Arabia. The MR / HSE Supervisor shall record all such communications in the "Communication Matrix".

5 ASSOCIATED DOCUMENTS



- Internal & External Communication Matrix AAI-FM-HSE-11

6 REVISION HISTORY

Rev. No.	Description of Changes	Dated	Issued By	Approved By
00	Initial Issue	01.06.2014	MR	Contracts Manager
01	Approval Authority is changed from Contracts Manager to Operations & Finance Manager	01.06.2020	MR	Operations & Finance Manager

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Issue No. 01	Rev. No.: 01		Prepared By:	
Issue Date: 01.06.2014	Rev. Date: 01.06.2020		MR-IMS	



Integrated Management System Procedure

Disciplinary Action Procedure

(AAI-PRO-17)

Issue No.: 01 Date: 01-06-2014

Rev. No.: 00

AL-AMARA INTERNATIONAL

Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
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SCOPE

General Contracting, Technical Support Services and Equipment Rentals

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AL-AMARA INTERNATIONAL

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Integrated Management System
Procedure
**DISCIPLINARY ACTION
PROCEDURE**
(Doc. No. AAI-PRO-17)

DISCIPLINARY ACTION PROCEDURE

1.0 **PURPOSE**

The Disciplinary Procedure provides for warnings to be given for failure to meet the Employer's standard of job performance, conduct (whether during working hours or not) and attendance, or breach of any of the Terms and Conditions of Employment. The aim is to ensure consistent and fair treatment for all.



This procedure applies to all employees regardless of their status or length of service. It is not contractual, but is intended as a statement of current Employer policy and commitment to operate a fair procedure in relation to all its Employees. The Employer therefore reserves the right to amend the procedure as necessary to meet any changing requirements.

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2.0 **SCOPE**

- 2.1 The main scope of this disciplinary procedure is to regulate the discipline in the workplace with the key principle that the employer and the employee should treat each other with mutual respect.
- 2.2 A premium is placed on both employment justice and the efficient operation of the business
- 2.3 While this procedure protects employees from arbitrary action, the employer is entitled to satisfactory conduct and work performance from its employees
- 2.4 Although discipline in general can be applied according to these provisions, it should be noted that departure from these norms may be justified in proper circumstances
- 2.5 A schedule of corrective action and progressive disciplinary steps is attached.

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**Integrated Management System
Procedure
DISCIPLINARY ACTION
PROCEDURE
(Doc. No. AAI-PRO-17)**

3.0 PRINCIPLES

- 3.1 A company has a right and a responsibility to manage its business and direct its employees in doing so
- 3.2 A company reserves the right to implement rules or to establish standards of performance and behavior and the measurement thereof.
- 3.3 Disciplinary action taken by a company should all times conform to the code of good practice of the labor relations Act.
- 3.4 An employee has the right to be represented by a supervisor/ fellow employees at any stage of disciplinary procedure.
- 3.5 In the first instance the purpose of disciplinary action is to correct behavior rather than to terminate services, unless the offence is of a serious nature and dismissal is necessary.

4.0 PROCEDURE

- 4.1 Some rules and standards in the workplace are so well established that it is not necessary to communicate them in this procedure. However, some have been listed in the schedule attached here to.
- 4.2 Before a problem becomes a disciplinary issue, a supervisor may guide, inform or remind the employee informally on the applicable rule or performance situation. Such counseling is not viewed to form part of formal disciplinary action but is rather part of a day to day communication within the company
- 4.3 Formal procedure does not have to be invoked every time a rule is broken or standard is not met. Informal advice and correction is accepted as the best and most effective way for the company to deal with minor violations of work discipline.
- 4.4 Repeated misconduct warrants warnings, which themselves may be graded according to degree of severity. More serious infringements or repeated misconduct may call for a final warning or other action short of dismissal.
- 4.5 Dismissal would be reserved for cases of serious misconduct or repeated offences.

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4.6 The seriousness of the offence will determine the action to be taken and not necessarily, the number of occasion the transgressions were committed.

4.7 Step 1: Verbal warnings

4.7.1 Step will not apply in cases of serious misconduct.

4.7.2 This will normally be the first formal action instituted against an employee for failure to meet performance requirements, breach of the terms of employment of the company or other work rules.

4.7.3 This warning will normally given by the employee's immediate supervisor. Warning of this nature must be given as soon as possible after the offence became known.

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4.8 STEP 2: Written Warning

4.8.1 These written warnings may be used when the verbal warning(s) fail(s) to produce the required results or where stronger action than a verbal warnings is required.

4.8.2 The supervisor can record in writing the incident that gave rise to the issuing of such written warnings.

4.8.3 A copy of the warning shall be handed to the employees for which the employee shall be required to sign acknowledgement of receipt. If refusing to sign, a witness should sign in the presence of the accused, confirming that the warning was issued.

4.8.4 A copy of such warning will be included in the employee's personnel file.

4.8.5 Written warning should be issued as soon as possible after the incident came to management's attention.

4.8.6 Written warnings shall remain valid for a period of six months.

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4.9 Step 3: Final written warnings:

- 4.9.1 This step may be used where previous verbal warnings and written warnings had failed to produce required results and/or where stronger action than the above mentioned is required
- 4.9.2 The relevant supervisor will record in writing the incident which gave rise to the issuing of the final written warning.
- 4.9.3 A copy of the warning shall be handed to the employee for which the employee shall be required to sign the acknowledgement of receipt
- 4.9.4 A copy of such final warnings will be included in the employee's personnel file.
- 4.9.5 Final written warnings should be issued as soon as possible after the incident came to management's attention.
- 4.9.6 Final written warnings shall be remain valid for a six months.

4.10 Step 4: Dismissal

- 4.10.1 This step may be used where previous written warnings have failed to produce required results or stronger action than either first of final warnings are necessary due to the seriousness of the offence.
- 4.10.2 Following a pre-investigation, the relevant supervisor will record in writing the incident in the form of a notification to attend disciplinary hearing.
- 4.10.3 The employee shall be issued with a copy of such notice and the hearing shall be set down in accordance to this procedure.
- 4.10.4 The employee is entitled to reasonable time to prepare for the hearing.
- 4.10.5 If possible, an impartial chairperson will be appointed; alternatively, the designated manager will act as chairperson of the said disciplinary hearing.
- 4.10.6 The employee will be afforded an opportunity to state his case in response to any allegations.
- 4.10.7 After having listened to the evidence presented by the supervisor or any other initiator, the chairperson will consider whether the employer is guilty or not the charges.

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- 4.10.8 After considering all the evidences and documents placed before the hearing and after having given due consideration to any mitigation offered by the employees, the chairperson may decide to terminate the services of the employee, or any other appropriate action.
- 4.10.9 If the employee is dismissed, the employee will be given the reasons for the dismissal in writing and will be reminded of any rights in the terms of Labor Relations Act.

5.0 EXAMPLES OF DISCIPLINARY OFFENCES

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GROUP A OFFENCES

INCIDENT	1	2	3	4
Poor work performance	Recorded verbal warning	Written warning	Final written warning	Termination of service with notice
Insubordination	Recorded verbal warning	Written warning	Final written warning	Termination of service with notice
Absenteeism repeated. Fewer than 3 working days unauthorized or deliberate	Recorded verbal warning	Written warning	Final written warning	Termination of service with notice
Poor time-keeping	Recorded verbal warning	Written warning	Final written warning	Termination of service with notice
Commits a breach of any rule prescribed for good order, discipline or health	Recorded verbal warning	Written warning	Final written warning	Termination of service with notice

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**Integrated Management System
Procedure
DISCIPLINARY ACTION
PROCEDURE
(Doc. No. AAI-PRO-17)**

Failure to keep equipment or work place for which employee is responsible in proper condition	Recorded verbal warning	Written warning	Final written warning	Termination of service with notice
Consuming food in Unauthorized area.	Recorded verbal warning	Written warning	Final written warning	Termination of service with notice

THE PERIOD OF VALIDITY OF WARNINGS FOR GROUP A OFFENCES IS SIX MONTHS

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GROUP B OFFENCES

INCIDENT	1	2	3
Negligence	Written warning	Final written warning	Termination of service with notice
Disrespectful behaviour	Written warning	Final Written warning	Termination service with notice
Any other act harmful to the interest of the firm or its other employees	Written warning	Final written warning	Termination of service with notice
Failure to report in and out on commencement and ceasing of work	Written warning	Final written warning	Termination of service with notice
Using insulting language	Written warning	Final written warning	Termination of service with notice
Carelessness and failure to conserve safety regulations and hygiene rules	Written warning	Final written warning	Termination of service with notice

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**Integrated Management System
Procedure
DISCIPLINARY ACTION
PROCEDURE
(Doc. No. AAI-PRO-17)**

Willful disregard of rules relating to use of Company vehicles	Written warning	Final written warning	Termination of service with notice
Failing to comply with procedures as prescribed in the conditions of service and letter of appointment	Written warning	Final written warning	Termination of service with notice
Receiving undeclared moneys or gifts from clients or supplier	Written warning	Final written warning	Termination of service with notice
Playing cards during official working time or gambling on Company premises	Written warning	Final written warning	Termination of service with notice
Sleeping on duty	Written warning	Final written warning	Termination of service with notice

THE PERIOD OF VALIDITY OF WARNINGS FROM GROUP B OFFENCES IS SIX MONTHS

GROUP C OFFENCES

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INCIDENT

IF AN EMPLOYEE COMMITS ANY OF THE FOLLOWING OFFENCES. HE MAY BE SUMMARILY DISMISSED. (WITHOUT NOTICE) IF SO DECIDED FOLLOWING A PROPER HEARING.

Unauthorized consumption on the premises of intoxicating liquor and/or habit forming drugs or being under the influence of such substances whilst on duty, or offering to any other person, or having in his possession intoxicating substances whilst on the premises

Entering or remaining on the premises of the firm whilst in a state of intoxication.

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**Integrated Management System
Procedure
DISCIPLINARY ACTION
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(Doc. No. AAI-PRO-17)**

Smoking in areas where "No Smoking" signs are exhibited.
Refusing to execute any reasonable and lawful order given by a supervisor or inciting other employees to refuse.
Fighting or assaulting others; whilst on the premises or attempting to injure or in any other way to intimidate an employee
Clocking in or out on behalf of another employee or making unauthorized alterations to a time card or job card
Proven theft or fraud or being an accessory thereto or making an attempt threat.
Committing violence or inciting other employees to violence.
Willful damage to, willful neglect of or destruction of firm property, tools, machinery, etc.
Gross Insubordination
Revealing of secret or confidential information to unauthorized persons relating to the operation of the firm. Without derogating from the generality of the afore going prohibition, the following in particular: <ul style="list-style-type: none">• The names of the suppliers of materials used in the manufacturing process of the firm's product and/or• Security arrangements applicable to the Company and/or
Using confidential information for own purposes.
Misrepresentations of particulars on staff application form.
Undertaking without permission any private agency work in direct competition of Company business
Desertion or continued absence without notification for a period of more than 3 days.
Use of Company vehicle without permission or authority.

Note: THIS LIST IS NOT EXHAUSTIVE AND AN EMPLOYEE MAY BE SUMMARILY DISMISSED FOR ANY CAUSE RECOGNIZED IN LAW OR FAIRNESS AS SUFFICIENT.

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Integrated Management System Procedure

INFORMATION TECHNOLOGY

(AAI-PRO-18)

Issue No.: 01 Date: 01-06-2014

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AL-AMARA INTERNATIONAL

Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
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SCOPE

General Contracting, Technical Support Services and Equipment Rentals

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Integrated Management System
Procedure
INFORMATION TECHNOLOGY
DEPARTMENT
(Doc. No. AAI-PRO-18)

Page 1 of 3

INFORMATION TECHNOLOGY

1.0 Purpose

- 1.1 Infrastructure issues resolving activity.
- 1.2 Controls the Infrastructure based unnecessary and unofficial usage.

2.0 Scope

- 2.1 Makes the company updated in IT section and simplify the work in document department.

3.0 Responsibility

- 3.1 Strengthening the IT infrastructure through to implementing new technologies.
- 3.2 Responsible for hardware and software installation, maintenance and repair.
- 3.3 Performing routine audits of systems and software.
- 3.4 Manage the IT budgets and expenditure on hardware and software.
- 3.5 Developing & maintaining the company IT systems, software and databases.
- 3.6 Management of server software and associated backup routines.
- 3.7 Maintaining documentation of changes regarding users, functions & systems.
- 3.8 Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.

4.0 Procedure

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4.1 Service call

- 4.1.1 Upon receiving calls from users clear the issues as early as possible.
- 4.1.2 Before clearing the issues raised by user checking the hazards whatever the chances to happen.
- 4.1.3 If issue based hardware, before start repairing make sure the power plug of computer is off.

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4.1.4 If the issue based on software check the chances of slipping of any IT devices from the place up to the technician.

4.2 Control of IT assets and internet usage

- 4.2.1 IT head have the responsibility of all infrastructure devices which is in AL AMARA INTERNATIONAL.
- 4.2.2 Control the internet usage by firewall. If there is any emergency usage needs any user inform them to get the permission from operations manager.
- 4.2.3 Note down the printing documents which is necessary or unnecessary. Give reminder to all use the printer for necessary documents. Also remind to avoid color printing as much as possible.
- 4.2.4 Check the camera vision is perfect in every day. If there is any problem in vision check the issue and find the solution as soon as possible.

4.3 Hazards

- 4.3.1 In IT maintenance there is one main hazard which has chance for mostly electrical. So make sure all power cable is turned off and unplugged from main supply and use rubber gloves before checking the hardware or loose cables.
- 4.3.2 Check out the slips whenever carries any device.

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4.4 Backup and maintenance

- 4.4.1 In IT section there is main focus in backup and maintenance.
- 4.4.2 Taking monthly back up of all data's from server and outlook backup of computers
- 4.4.3 Takes back up of tally data every day.
- 4.4.4 Monthly payment for mobily regarding group sim package .
- 4.4.5 Check the printers and fingerprint machines weekly.
- 4.4.6 Order the cartridge before 3 days to end.
- 4.4.7 Checkout the telephones and clear the mailbox everyday.
- 4.4.8 Detailed inspection in server room in every week.
- 4.4.9 Update the IT assets record every month.

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Integrated Management System Procedure

NEW EMPLOYEES SAFETY ORIENTATION PROGRAM

(AAI-PRO-19)

Issue No.: 01 Date: 01-01-2015

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**Integrated Management System
Procedure
New Employees Safety Orientation
Program
(Doc. No. AAI-PRO-19)**

Page 1 of 4

1.0 PURPOSE

The purpose of this Procedure is to provide a record of training each employee has received prior to being assigned any hazardous job task.

2.0 OBJECTIVES

To provide new personnel with adequate basic safety training to effectively perform assigned duties and task in a safe manner and to do according to provisions set forth in the Location Safety Plan. New employees include, but are not limited to:

- Permanent Employees
- Temporary Employees
- Visitors

3.0 RESPONSIBILITIES

The Administration secretary will ensure all details of “New Employees” have been issued to H.S.E Dept. safety superintendent will schedule the safety orientation program to the new employees.

4.0 PROCEDURE:

1. When a new employee starts, a “New Employee Safety Orientation and Training Packet” will be issued by safety trainer. The safety trainer will be responsible for completing and returning the safety checklist to the safety superintendent.
2. Before any employee is assigned a new task, the Safety, Health & Environmental Programs checklist must be signed off by both the employee and safety trainer as having been discussed and understood.
3. Before any employee is assigned to work with any other employee on a new task, the supervisor will orient the employee on the procedure/task, any safety concerns, and any required personal protective equipment.
4. The supervisor will complete the “Job Safety Analysis” with the employee. This will aid in identifying hazards currently present in the employees workplace.

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5. Documentation of completion will be recorded and maintained by the H.S.E Dept.

5.0 Safety Health & Environment Program:

New Employee's Safety Health & Environment Program includes the following topics which have to be discussed during the training.

SI. No.	TOPICS
1	HSE Policy
2	Management Responsibilities
3	Emergency Preparedness
4	First Aid
5	Incident/ Accident Reporting
6	Hazard identification
7	Unsafe Act & Condition
8	Work Permit System
9	Disciplinary Behavior
10	P.P.E's
11	Vehicle, Travel & Accidents
12	Work related safety requirements
13	Heat Stress
14	Waste Management System

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**Integrated Management System
Procedure
New Employees Safety Orientation
Program
(Doc. No. AAI-PRO-19)**

Safety Health & Environment Program Packet and Training Checklist:

Employee Name:

ID No.

Date of Joining:

Job Title

Nationality

SI. No.	TOPICS DISCUSSED	YES/NO	SIGNATURE	DATE
1	HSE Policy			
2	Management Responsibilities			
3	Emergency Preparedness			
4	First Aid			
5	Incident/ Accident Reporting			
6	Hazard identification			
7	Unsafe Act & Condition			
8	Work Permit System			
9	Disciplinary Behavior			
10	P.P.E's			
11	Road Safety			
12	Work related safety requirements			
13	Heat Stress			
14	Waste Management System			

Note: "The Al-Amara International Trading and Contracting Company's Safety Policy, Emergency Preparedness and the topics which mentioned above have been discussed and explained to me by the Safety Trainer. I understand the contents and actions that I am to follow in an emergency and other events described in the Emergency Action and Safety Plan.

Employee Name:

Signature:

Trainer Name:



Signature:

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Integrated Management System Procedure

VEHICLE SAFETY PROGRAM

(AAI-PRO-20)

Issue No.: 01 Date: 01-01-2015

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**Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
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**Integrated Management System
Procedure
VEHICLE SAFETY PROGRAM
(Doc. No. AAI-PRO-20)**

Page 1 of 3

1.0 PURPOSE

The purpose of this program is to have safe operation and maintenance of all company vehicles. Vehicles covered in this program include company-owned-or-leased vehicles, pickup, trailers, cars, dump truck, boom truck, and tanker.

2.0 POLICY

- All company vehicles will be operated only by employees authorized by AAI management for specific company purposes.
- Vehicles will be maintained in a safe condition at all times. In the event of an unsafe mechanical condition, the vehicle will be immediately placed out of service and informed to the maintenance dept.
- Only qualified company vehicle mechanics or approved vehicle services are permitted to perform maintenance on company vehicles.
- All vehicles will be operated, licensed and insured in accordance with applicable KSA laws

3.0 RESPONSIBILITIES

Management

- Provide annual defensive-driver training for all employees authorized to operate AAI vehicles.
- Train authorized employees on vehicle inspection and accident procedures.
- Maintain company vehicles in a safe condition.
- Maintain active insurance policies on all company vehicles.

Authorized Employees

- Operate company vehicles in a safe, responsible manner and obey all traffic laws.
- Participate in driver-training programs.
- Ensure co-passengers use seatbelts before moving the vehicle.
- Follow safe fueling procedures.
- Conduct a pre-use inspection before any first daily use.
- Immediately report any safety defects or vehicle problems.

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**Integrated Management System
Procedure
VEHICLE SAFETY PROGRAM
(Doc. No. AAI-PRO-20)**

4.0 Trainings

All employees authorized to operate company-owned-or-leased vehicles will participate in initial and annual driver-safety training that will include:

- Defensive driving
- Vehicle inspection
- Accident procedures
- Hazardous weather driving
- Procedure for notification of unsafe vehicle

5.0 VEHICLE INSPECTION

Driver Inspections- Prior to each day use the driver shall inspect the vehicle for proper operation of the following safety features, as applicable:

- Horn
- Backup warning
- Head, tail & signal lights
- Windshield wipers
- Tire inflation (visual check)
- Brakes
- Steering control
- Mirrors
- No operational warning lights
- Accident kit in glove compartment
- Fire extinguisher (light trucks & vans)
- Broken glass



Mechanical Inspections- Every company vehicle will be inspected by a qualified vehicle mechanics at least every 3 months. Inspection & maintenance points include:

- Road test
- Visual inspection of brake system - wheel removal required
- Fluid system levels & visual inspection
- Brake pad wear
- Belts & hoses
- Battery condition
- Filter replacement
- Lubrication
- Oil change
- Emissions systems visual inspection
- Tire tread

All vehicle inspections and maintenance records will be maintained by AAI Maintenance supervisor



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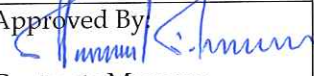
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6.0 REVISION HISTORY

S. No.	Revision No.	Revision Date	Description	Approved By

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Integrated Management System Procedure

PERSONAL PROTECTIVE EQUIPMENT PROGRAM

(AAI-PRO-21)

Issue No.: 01 Date: 01-01-2015

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**Integrated Management System
Procedure
PERSONAL PROTECTIVE
EQUIPMENT PROGRAM
(Doc. No. AAI-PRO-21)**

1.0 PURPOSE

The purpose of this program is to provide guidelines for employees to ensure specific protection and Personal Protective Equipment are used at the AAI activities.

2.0 POLICY

Al-Amara international is committed to providing a healthy and safe working environment to all the employees of the company. This P.P.E program is designed to prevent workplace injuries to the employees

3.0 RESPONSIBILITIES

Al-Amara management is responsible to ensure that the P.P.E's are purchased from a licensed Dealer and meeting the companies specified standards.

Supervisors / safety officers shall ensure that the employees wear P.P.E as specifies in the hazards assessment.

Responsibility of HSE Dept. to ensure that all the employees are trained to use P.P.E's

4.0 PROCEDURE

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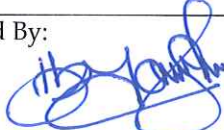

A. Head Protection

1. Hard hats shall meet the requirements of ANSI Z89.1
2. Hard hats shall be worn where there is a possibility that a person may be struck on the head or where there is the risk of contact with electrical hazards

B. Eye Protection

1. Safety glasses must meet the requirements of A NSI Z87.1.
2. Safety glasses with side shields or chemical safety goggles are required for employees who enter the work place and are potentially exposed to chemical or mechanical eye hazards.
3. Face shields/welding hood are required for employees who are performing welding, cutting and grinding activities.
4. Before each use, eye and face protection is to be inspected for damage (e.g., cracks, scratches), cleanliness, and proper operation. If deficiencies are noted, the equipment should be cleaned, repaired, or replaced before use.

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Integrated Management System
Procedure
PERSONAL PROTECTIVE
EQUIPMENT PROGRAM
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C. Hand protection

1. Gloves are used to protect hand and fingers from potential hazards causing hand Injuries
2. Chemical resistant gloves shall be worn whenever the potential for hazardous skin contact exists.
3. The material safety data sheet for the substance or glove selection charts should be consulted to determine appropriate glove type/material.
4. Heat resistant gloves shall be used for handling hot objects.
5. Before each use, gloves are to be inspected for damage and contamination. If deficiencies are noted, the gloves should be hygiene before use.

D. Foot wear

1. No sandals or open-toed shoes are to be worn by employees entering AAI facilities/work places.
2. Safety shoes must be worn while entering the work place. These shoes are designed to protect from certain potential hazards.
3. Safety shoes must be worn if there is potential for injury from heavy objects (e.g., handling drums, cylinders).
4. Safety shoes must meet the requirements of ANSI Z41.

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E. Full body protection

1. F.R.C coveralls shall be used for body protection.
2. Cloths should be washed regularly
3. Disposable clothing should be considered when working with highly toxic materials, carcinogens, mutagens etc.
4. Should follow the material safety data sheet while handling the chemical substances.
5. If the cloths are contaminated it should be disposed immediately in contaminated skips.

F. Ear protection

1. Hearing protection (earmuffs or plugs) is required whenever employees are exposed to noise levels of 85 decibels or greater as an 8-hour time weighted average (TWA).

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2. Workers who expose to noise levels in excess of 90 dBA will wear hearing protection regardless of the duration.
3. Hearing protection is to be inspected before each use, for tears and contamination. If deficiencies are noted, the hearing protector should be cleaned or replaced before use.

G. Respiratory Protection


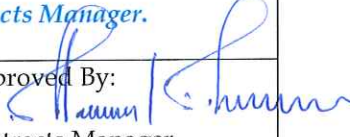
1. Respiratory protection is required for employees who work in dusty atmosphere or any hazardous chemical/gasses handling.
2. Supervisors should ensure that the employees wear respirators capable of controlling the particular chemical species and concentration.
Dust mask - to be used for protection against dust, mist ect.
Chemical cartridge mask – to be used for protection against chemicals as specified on the filter
Gas mask –to be used for protection against toxic gasses and vapors with concentration as specified on the canister.
3. Should follow material safety data sheet before selecting the respirator.

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5.0 TRAINING

1. Employee s using PPE must be trained in proper selection, care, and use.
2. The HSE Dept is responsible for providing training for protective hard hats, eyewear, footwear, gloves and clothing.
3. Proper fitting instructions including hands on demonstration and practice in a normal atmosphere and finally in a test atmosphere.
4. Discussion of the contaminant involved: including basic description, route of transmission, and its potential effects on the human body.
5. Discussion of engineering and administrative controls involved
6. Discussion of the respirator selected its function and limitations.
7. Training on proper care, maintenance, repair, and storage of the respirator.

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PERSONAL PROTECTIVE
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6.0 REVISION HISTORY

S. No.	Revision No.	Revision Date	Description	Approved By

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Integrated Management System Procedure

HEAT STRESS PREVENTION PROGRAM

(AAI-PRO-22)

Issue No.: 01 Date: 01-01-2015

Rev. No.: 00

AL-AMARA INTERNATIONAL

**Prepared in compliance with the requirements of the Standard ISO 9001:2008 and
OHSAS 18001:2007**

SCOPE

General Contracting, Technical Support Services and Equipment Rentals

COPY NUMBER

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AL-AMARA INTERNATIONAL

P.O. Box: 10346, Al Jubail 31961

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**Integrated Management System
Procedure
HEAT STRESS PREVENTION
PROGRAM
(Doc. No. AAI-PRO-22)**

1.0 PURPOSE

The purpose of this program is to provide guidelines for employees to ensure specific training and facilities necessary to protect them from heat related exposures and illnesses.

2.0 POLICY

Al-Amara international is committed to providing a healthy and safe working environment to all the employees of the company. This H.S.P. program is designed to prevent employees from heat stress in work places

3.0 RESPONSIBILITIES

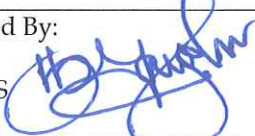

Al-Amara management is responsible to ensure that the proper preventive measures are being from in the workplace and to meet the company safety standards.

SUPERVISORS:

- Supervisors will be provided a copy of this program and training documents prior to assignment of employees working in environments where heat exposures may occur.
- Supervisors will be provided the procedures to implement the applicable provisions of this program.
- Supervisors will be provided the procedures to follow when an employee exhibits symptoms consistent with possible heat illness, including emergency response procedures.
- Shall be provided with "INFRARED AND CONTACT THERMOMETER" to monitor the temperature. And to take necessary actions when required.
- Give workers frequent breaks in a cool area away from heat.
- Adjust work practices as necessary when workers complain of heat stress.
- Monitor the workplace to determine when hot conditions arise.
- Increase air movement by using fans where possible.
- Provide potable water in required quantities.
- Determine whether workers are drinking enough water.
- Make allowances for workers who must wear personal protective clothing (welders, etc.) and equipment that retains heat and restricts the evaporation of sweat.
- Schedule hot jobs for the cooler part of the day; schedule routine maintenance and repair work in hot areas for the cooler times of the day.



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**Integrated Management System
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WORKERS:

Workers are responsible for performing the following:

- Follow instructions and training for controlling heat stress.
- Be alert to symptoms in yourself and others.
- Wear light, loose-fitting clothing that permits the evaporation of sweat.
- Wear light colored garments that absorb less heat from the sun.
- Drink small amounts of water – approximately 1 cup every 15 minutes.
- Avoid beverages such as tea or coffee.
- Avoid eating hot, heavy meals.
- Do not take any medicine unless prescribed by a physician

4.0 PROVISION OF FACILITIES

All Al Amara employees will be provided with good and hygienic welfare facilities,

WATER STATIONS

1. Employees shall be provided with potable water stations and shall have an easy access.
2. Water shall be provided in sufficient quantity throughout work shift and employee are advised to drink plenty of water

ACCESS TO SHADES

1. Employees suffering from heat illness or believing a preventative recovery period is needed shall be provided access to an area with shade that is either open to the air or provided with ventilation or cooling for a sufficient period of time.
2. Such access to shade shall be permitted at all times. Shade areas can include buildings, or other partial and/or temporary structures that are either ventilated or open to air movement.
3. The interior of cars or trucks are not considered shade unless the vehicles are air conditioned or kept from heating up in the sun in some other way.

5.0 HEAT STRESS DISORDERS

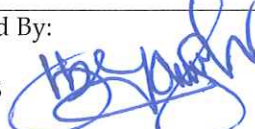
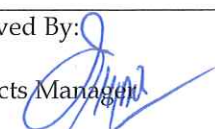
SUN BURNS

A redness and pain caused on the skin by over exposure to sun

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Symptoms:

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- Swelling of skin with blisters
- Fever
- headache.

Treatment:

- Cool environment.
- Cool shower.
- Thorough drying.

HEAT CRAMPS

Symptoms:

- Loss of salt through excessive sweating.
- Cramping in back, legs and arms.

Treatment:

- Stretch and massage muscles.
- Replace salt by drinking commercially available carbohydrate/electrolyte replacement fluids.

HEAT EXHAUSTION

Heat exhaustion occurs when the body can no longer keep blood flowing to supply vital organs and at the same time send blood to the skin to reduce body temperature.

Symptoms:

- Weakness.
- Difficulty continuing work.
- Headache.
- Breathlessness.
- Nausea or vomiting.
- Feeling faint or actually fainting.

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Treatment:

Help the victim to cool off by:

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- Resting in a cool place.
- Drinking cool water.
- Removing unnecessary clothing.
- Loosening clothing.
- Showering or sponging with cool water.

It takes 30 minutes to cool the body down once a worker becomes overheated and suffers heat exhaustion.

HEAT STROKE

Heat stroke occurs when the body can no longer cool itself and body temperature rises to critical levels.

Symptoms:

- Confusion.
- Irrational behavior.
- Loss of consciousness.
- Convulsions.
- Lack of sweating.
- Hot, dry skin.
- Abnormally high body temperature.

Treatment:

Provide immediate, aggressive, general cooling.

- Immerse victim in tub of cool water or;
- Place in cool shower; or
- Spray with cool water from a hose; or
- Wrap victim in cool, wet sheets and fan rapidly.
- Transport victim to hospital.

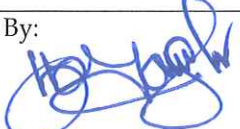

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Do not give anything by mouth to an unconscious victim.

6.0 TRAINING

All employees who are or may be exposed to potential heat related illnesses will receive training on the following:

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- The environmental and personal risk factors that cause heat related illnesses;
- The employer's procedures for identifying, evaluating and controlling exposures to the environmental and personal risk factors for heat illness;
- The importance of frequent consumption of water, up to 4 cups per hour under extreme conditions of work and heat;
- The different types of heat illness and the common signs and symptoms of heat illness;
- The importance of immediately reporting the symptoms to the supervisor or with-in the co-workers.
- The employer's procedures for responding to symptoms of possible heat illness, including how emergency medical services will be provided should they become necessary;
- Procedures for contacting emergency medical services, and if necessary.

7.0 REVISION HISTORY

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