

	Document Title	Document Number	Issue Date
	CONTRACTOR SAFETY	344	15/12/2015
	Approved By	Version Number	Review Due Date
POLICY	Chief Executive Officer	1	31/01/2023

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<b>SCOPE</b>	Organizational <input type="checkbox"/> Departmental <input checked="" type="checkbox"/> Name: SUPPORT SERVICES <input type="checkbox"/>
<b>TITLE</b>	Contractor Safety
<b>PURPOSE</b>	<ul style="list-style-type: none"> <li>To optimize and maintain a safe and secure environment at Sidra Facilities</li> <li>To comply fully with all applicable national and international laws and regulations concerning contractor activities on Sidra Facilities.</li> </ul>
<b>APPLICABLE TO</b>	<ul style="list-style-type: none"> <li>Contractors, subcontractors and contracted workers on construction, mechanical and electrical projects while on any Sidra premises.</li> <li>Contracted service providers and their employees who typically provide services such as housekeeping, office equipment repair, pest control, grounds maintenance, electromechanical equipment maintenance, etc.</li> <li>Consultants who may be required to visit indoor/outdoor Sidra Facilities.</li> </ul>
<b>DEFINITIONS</b>	<ul style="list-style-type: none"> <li><b>Emergency</b> – <ul style="list-style-type: none"> <li>A natural or man-made event that significantly disrupts the environment of care (for example damage to the organizations buildings and grounds due to severe winds, storms, or earthquakes); that significantly disrupts care and treatment (for example loss of utilities, such as power, water, or telephones, due to floods, civil disturbances, accidents, or emergencies in the organization or its community or that results in sudden significantly changed or increased demands for the organizations services (for example bioterrorist attack, building collapse or plane crash in the organization’s community). Some emergencies are called disasters or potential injury creating events.</li> <li>An unanticipated or sudden occasion such as emergency surgery needed to prevent death or serious disability.</li> </ul> </li> <li><b>HAZARD</b> - Potential source of harm / loss</li> <li><b>Sidra Facilities</b> – The overall site, hardscape, buildings, services systems and facility related equipment owned or leased by Sidra including Offsite Warehouse and excluding Sidra Housing.</li> <li><b>Sidra Representative</b> – Point of contact for a particular contract from Sidra. This person could also be referred to as a “Contract Manager”.</li> <li><b>The Contractor</b>- For the purposes of this policy, the “Contractor” includes a general contractor, prime contractor, sub-contractor, tradesman, vendor, consultant, and original equipment manufacturer, technician, and includes any employees associated with them.</li> </ul>
<b>EXPECTED OUTCOME</b>	<ul style="list-style-type: none"> <li>To create, monitor and maintain a safe work environment at Sidra Facilities without violating applicable national and international standards, laws and regulations.</li> <li>To reduce incidents that cause personal injury, property damage, and liability losses due to Contractor’s work at Sidra Facilities.</li> </ul>
<b>POLICY</b>	<p><b>1.0 SCOPE</b></p> <p>1.1. Sidra is committed to providing a safe place for patients, families, visitors and all</p>

**STATEMENT**

staff. This commitment extends to our Contractors by ensuring that risks are minimized, when Contractors are engaged, by diligent application of proven standards of risk management policies, work processes, systems, and procedures which fully integrate health and safety evaluation, planning and design.

- 1.2. Sidra requires all Contractors to commit to and abide by these standards to maintain superior levels of health, and safety performance.
- 1.3. It is imperative that Sidra's and all Contractor's senior management demonstrate their sustained commitment to this policy and all other referenced safety documents in a visible and vigorous manner.

**2.0 COMPLIANCE**

- 2.1. Each Contractor, at all times, has full responsibility and liability for safety and environmental compliance matters.
- 2.2. It is the responsibility of every Contractor to initiate and maintain safety training and compliance programs that meet or exceed all applicable international safety standards and Local laws including: Safety, Environmental, Building, and Fire Regulations, as they apply to their scope of work.
- 2.3. It is the Contractor's responsibility to promote good safety practices and eliminate hazards during the performance of work.
- 2.4. Each Contractor shall be required to follow the workplace rules and regulations set forth in the Contractor Safety Management Plan and perform their scope of work in a manner that provides a safe environment for Sidra communities.
- 2.5. It is the Contractor's responsibility to inform all related workforce of potential risks associated with the work they will perform, and ensure that they apply appropriate safety practices.
- 2.6. Every Contractor is required to submit two copies of their written site specific safety programs, safety management plans, safety training plans and employee training records, and supporting safety related documentation to Sidra Representative(s) and Sidra Facility Safety and Performance Department before starting the contract of work.
- 2.7. Sidra maintains the right to remove any Contractor or Contractor's employee for noncompliance to any of Sidra's safety requirements and/or this Policy.
- 2.8. Sidra Representative(s) will visit the work site on both a regular and random basis to ensure compliance with the safety requirements. Non-compliance with safety or environment of care requirements shall be treated the same as any non-compliance with any contract provision and may result in work stoppage or employee removal from the premises. Willful or repeated non-compliance may result in contractor dismissal or termination.
- 2.9. The Contractor shall ensure that their activities are not source of hazard for patients, employees, visitors or any other Sidra communities.
- 2.10. The Contractor shall furnish to each of his employees, a place of employment which are free from recognized hazards.
- 2.11. The Contractor shall develop and maintain a proper safety attitude among employees and in those they supervise.

**3.0 SIDRA CONTRCATOR SAFETY MANAGEMENT PLAN**

- 3.1. Sidra Contractor Safety Management Plan is an important part of Sidra Safety Program and intended to govern all aspects of the Contractor management process. It is intended to supplement all applicable laws, rules, regulations and other corporate policies that Sidra complies with.
- 3.2. Sidra Contractor Safety Management Plan is issued to Contractor as a guide to safety, environmental and security work rules and regulations.
- 3.3. Sidra Contractor Safety Management Plan, safety policies and procedures contain the minimum safety rules and procedures for performance of work by Contractor on Sidra Facilities. These documents are not all inclusive. They are not intended to cover the full spectrum of published safety and health standards which are mandated by law, but rather to highlight specific Sidra's safety and regulatory requirements that are most commonly of concern.
- 3.4. In the event of a conflict between the provisions of these safety documents in section 3.3 above and applicable local or international safety and health laws, regulations and/or standards, or the contract documents, the mandatory provisions and practices shall apply.
- 3.5. Contractors are responsible to ensure that all their employees, subcontractors,

consultants, vendors, suppliers, service providers and visitors have been provided a copy of Contractor Safety Management Plan and they comply with Sidra safety requirements while at Sidra Facilities.

#### **4.0 COMMUNICATION PROTOCOL**

- 4.1. The Contractor shall communicate with Sidra Representative(s) as identified in the contract for any formal communications.
- 4.2. General and specific questions regarding safety, environmental and security issues should be addressed to Facility Safety and Performance Department.
- 4.3. Contractor shall designate a qualified safety manager who is fully knowledgeable in occupational health and safety, environmental protection and fire prevention to implement the safety and other applicable plans per contract requirements.
- 4.4. Contractor shall establish lines of communication to solicit and receive comments, information, suggestion and assistance from employees where safety is concerned.

#### **5.0 ENFORCEMENT**

- 5.1. The Contractor is responsible for participating in, and complying with, the requirements of Interim Life Safety Measures, Infection Control Risk Assessments, Safety Risk Assessments, Environmental Rounds and other proactive assessments as needed.
- 5.2. The Contractor should complete site safety audits and safety inspections regularly to ascertain any unsafe condition and the documentation should be available for review by Sidra Representative(s). Site safety audits can be completed by the Contractor or by a qualified Safety Consulting provider.
- 5.3. Sidra reserves the right to periodically check to see if Contractors are in compliance with the safety requirements outlined in Sidra Contractor Safety Management Plan.
- 5.4. The Contractor must take immediate corrective action when violation of safety, fire or an environmental safety hazard is observed.
- 5.5. Failure to correct a problem may result in work stoppage in the related area of concern and work will not be permitted to continue until the problem has been corrected. If the Contractor failed to correct the problem within the agreed timeframe, Sidra's management will typically provide written notification to take corrective action. If any cost is involved, it will be the Contractor's responsibilities.

#### **6.0 INCIDENTS AND EMERGENCIES**

- 6.1. The Contractor is responsible for reporting all incidents and accidents immediately to Sidra Facility Safety and Performance Department and Sidra Representative(s). Sidra Safety Manager and/or Security Manager may become involved in the investigation of the incident.
- 6.2. The Contractor shall investigate incidents, accidents, conduct root cause analysis and take immediate corrective actions as required to prevent recurrence.
- 6.3. The investigation reports must be submitted to Sidra Facility Safety and Performance Department and Sidra Representative(s) as detailed in Sidra Contractor Safety Management Plan.
- 6.4. In case of a medical emergency, the Contractor shall have a plan to provide the emergency medical services to his employees.
- 6.5. The Contractor is required to keep Contractor's emergency phone number for their staff available and posted at the worksite.

#### **7.0 DISCIPLINARY ACTIONS**

- 7.1. Facility Safety and Performance Department reserves the right to refuse or cancel access to Sidra Facilities to any Contractor or their employees for disregarding safety rules or for working in an unsafe manner.
- 7.2. Facility Safety and Performance Department reserves the right to stop work on any project deemed unsafe or that poses an environmental hazard.
- 7.3. The Contractor shall act promptly on any facility/safety complaints from the workplace and resolve them to the satisfaction of the complainant in a timely and cost effective way.
- 7.4. The Contractor may be held liable for Sidra's costs resulting from the Contractor's breach of safety practices.
- 7.5. Each Contractor is responsible for correcting safety violations and/or unsafe conditions present in his operation.

	<p><b>8.0 SAFETY TRAINING REQUIREMENTS</b></p> <p>8.1. The Contractor’s workforce should be properly trained in order to recognize, evaluate and control workplace safety hazards.</p> <p>8.2. The Contractor’s workforce should not be allowed to perform a job until they have been properly trained to do the job safely.</p> <p>8.3. In addition, specific safety training must be provided by the Contractor’s safety department detailing the safety rules and procedures pertaining to a specific job being performed.</p> <p>8.4. All safety training programs should comply with the appropriate international standards and local regulations.</p> <p>8.5. Safety trainings are to be conducted periodically and whenever there is a change in the process. Frequent refresher training should be considered.</p> <p>8.6. Facility Safety and Performance Department must approve any Safety Orientation / Training provided by the Contractor related to Sidra Facilities.</p> <p>8.7. All records of conducted safety trainings related to Sidra Facilities must be shared with Sidra’s Facility Safety and Performance Department and Sidra Representative(s) as needed.</p>
<p><b>COMPLIANCE REFERENCES</b></p>	<ul style="list-style-type: none"> <li>• JCI – FMS.1, 2, 4, 5, 7, 8, 9, 10, 11</li> <li>• OSHA 29 CFR 1910 (all applicable standards)</li> <li>• NFPA 99 (USA) (all other NFPA applicable standards)</li> <li>• Qatar National Healthcare Facilities MoPH LBFO.39/LBFH.38/ BLD.37/ LBFH.40</li> </ul>
<p><b>RELATED DOCUMENTS</b></p>	<ul style="list-style-type: none"> <li>• POL - O - Facility Safety Policy</li> <li>• POL – O - Fire /Life Safety Policy</li> <li>• POL – O - Hazardous Material and Hazardous Waste Safety Policy</li> <li>• POL – O - Emergency Response Codes Policy</li> <li>• POL – O – General Electrical Safety Policy</li> <li>• POL – O - Tobacco Free Workplace Policy</li> <li>• Contractor Safety Management Plan</li> <li>• All facility safety procedures</li> </ul>
<p><b>REFERENCES</b></p>	<ul style="list-style-type: none"> <li>• IEE Regulations (UK)</li> <li>• HTM Regulations (UK)</li> <li>• NHS Cleaning Manual</li> <li>• Contractor’s Safety Manual (Revision 3) 2006. GlaxoSmithKline, North Carolina, USA</li> <li>• Contractor Handbook 2006. Thomas Embling Hospital, Australia</li> <li>• Joint Commission International Standards for Hospital 2011. Facility Management and Safety Chapter, USA</li> <li>• Site Safety Handbook for Contractors 2001. University of Technology, Sydney, Australia</li> <li>• Qatar Construction Standard</li> <li>• Qatar Environmental Laws and regulations.</li> <li>• Joint Commission International, Joint Commission International Accreditation Standards for Hospitals. 6th Edition, Joint Commission International: Oak Brook, ILL. 2017</li> </ul>
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<p><b>POLICY OWNER/ DEPARTMENT</b></p>	<p>Chief of Administrative Services / Facilities</p>
<p><b>APPROVAL BODY</b></p>	<p>As per POL - O - Tables of Decision Authorities (ToDA) and Financial Authorities (ToFA)</p>
<p><b>MEASUREMENT OF COMPLIANCE</b></p>	<p>Measurement of compliance will be developed as per the scope of work.</p> <ul style="list-style-type: none"> <li>• Schedule compliance, which measures the accuracy of the contractor's weekly schedule for safety compliance <ul style="list-style-type: none"> <li>○ Goal: Greater than 95 percent.</li> </ul> </li> <li>• Preventive maintenance (PM) compliance, which measures how up to date the</li> </ul>

	<p>contractor's PM safety program is.</p> <ul style="list-style-type: none"> <li>○ Goal: Greater than 99 percent.</li> <li>• Response time to safety related trouble calls, which measures the responsiveness of the contractor. <ul style="list-style-type: none"> <li>○ Generally, the goal depends on the contract and Service Level Agreement (SLA)</li> </ul> </li> </ul>
<b>KEYWORD SELECTION</b>	<p>Keyword 1 : Safety Keyword 3: Safe</p> <p>Keyword 2 : Hazardous Keyword 4 : Risk</p>

<b>Version Number</b>	<b>Issue Date</b>	<b>Summary of amendments Key Changes</b>	<b>Communication Message</b>
1	15/12/2015	<p>1.1 New document.</p> <p>1.2 June 2021. Reviewed by the author. No amendment required at this time. Renewal without change approved by Mohammed Salem, Chief of Administrative Services. Review due date extended up to 31/01/2023.</p>	