

Occupational Health and Safety Guidelines

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Revision history

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1. PURPOSE

These Guidelines are intended to guide occupational health and safety.

2. APPLICABILITY

These Guidelines are applicable globally to all Institute operations and all Representatives of the Institute. They also apply to any project where the Institute has responsibility for the functions of the Responsible Official. Any deviation from these Guidelines requires the approval of the Responsible Official.

3. DEFINITIONS

“Duty of Care” refers to the obligation of the Institute to take reasonable care to prevent foreseeable harm to any Representative and provide a safe system of work.

“Employee” means any person who has a part-time, full-time, intermittent, continuous, or fixed-term employment relationship with the Institute.

“Hazard” means a situation that presents the potential for an Incident, accident or Near Miss.

“Incident” is defined as a work related health, safety, security or environmental event which results in, or has the potential to result in, an undesired outcome.

“Institute” refers to INSTITUTO DE TECNOLOGIA DE SOFTWARE E SERVIÇOS ITS and all of its subsidiaries.

“Near Miss” means an unplanned event that did not result in injury, illness or damage but had the potential to do so.

“Representative” means an Employee or any person who has an independent individual contractual relationship with the Institute, whether a contractor, consultant, or agent of the Institute. This includes non-executive directors of the board.

“Safety and Security Focal Point” means the person responsible for coordinating and disseminating safety and security updates and acting as an escalation point for local issues. The focal point is also responsible for routine safety and security surveys, supported by the Safety and Security team as appropriate.

4. GUIDELINES

4.1. Roles and responsibilities

4.1.1. Occupational Health and Safety Committee

The Occupational Health and Safety (OHS) Committee consists of Safety and Security team and regional safety advisers.

The Occupational Health and Safety Committee meets on a quarterly basis to review incidents since the last meeting, update on health and safety issues in the field, office health and safety, new procedures, external service providers, training and any other business.

4.1.2. Global operations level

At the global level, the Institute provides overall strategic direction of health, safety and security planning and policy. It maintains appropriate management of risk, applying practical applications, planning and reporting to all Representatives.

4.1.3. Regional Safety Advisers

The Regional Safety Advisers are responsible to:

- Provide periodic review of all documents for health, safety and risk and security management globally;
- Provide health, safety, security management advice and guidance to all management levels;
- Ensure that the Safety and Security Focal Points carry out designated tasks and in accordance with the Institute work, health and safety procedures and guidelines;
- Provide safety and security briefings and training; Manage contracts with safety and security providers;
- Establish work health and safety action plans and monitor progress towards achieving the goals specified in them;
- Ensure compliance and review and report on safety performance; and
- Address work health and safety issues raised, in consultation with those involved or affected.

4.1.4. Safety and Security Focal Points

Each Institute office including project offices must appoint a Safety and Security Focal Point (SSFP). The SSFP is responsible to:

- Providing an initial Occupational health, safety and security (OHSS) induction;
- Ensure that Representatives are kept abreast of periodic safety and security updates;
- Maintenance of the office communications tree and interaction with the country communications plan;
- Ensure that Representatives are aware of and are able to implement the contents of the Institute OHS procedures and guidelines;

- Ensure all emergency procedures and numbers are available and distributed to all Representatives; Conduct monthly OHS checks to ensure the safety of occupants;
- Report any unsafe work areas to the line manager and the Safety and Security team; and
- Escalate any safety or security concerns to the Safety and Security team.

In addition, SSFPs are required to complete First Aid and Fire Marshall training and to administer the maintenance of equipment and first aid kits.

4.1.5. Managers

Representatives who supervise others at work must:

- Demonstrate active and visible leadership in work health and safety risk management;
- Identify hazards and work health and safety risks from jobs, tasks and projects under their supervision;
- Assess and control identified risks in consultation with those involved or affected and with reference to Institute work, health and safety procedures and guidelines;
- Inform Employees, others whom they supervise and visitors about work health and safety requirements and expectations and provide relevant guidance and training (including work health and safety inductions);
- Promptly address work health and safety issues raised, in consultation with those involved or affected;
- Refer work health and safety issues beyond their control to the relevant manager, while ensuring that interim practical action is taken to reduce the risks;
- Inform Regional Safety Advisers of any security or safety related issue or incident that they had been involved in or witnessed;

- Ensure that within their area of responsibility these Guidelines are adhered to by all Representatives;
- Attend occupational health and safety training; and
- Respond to any safety and security related instruction, during an emergency or incident or as a routine requirement.

4.1.6. Representatives

All Representatives must:

- Adhere to these Guidelines; and
- Report occupational health and safety concerns and incidents to their line manager.

4.2. Health and safety training

Representatives may be required to attend training and refreshers on:

- Office ergonomics,
- Manual handling,
- Travelling and working alone,
- Safety and security,
- First aid training,
- Hostile environment awareness training,
- Occupational health and safety training.

These will be delivered through induction, self-assessment, online training and policy refresher sessions.

4.3. Workplace

Representatives are entitled to work in environments where risks to their health and safety are properly controlled whether working in the office or at home.

4.3.1. Basic principles

Office accommodation is provided with the safety and security standards.

The following security protocols apply to the office:

- All original copies of legal documents are to be kept in a safe;
- Care must be taken with sensitive material to ensure that it is secure at all times;
- All business data is to be backed up and secured;
- Security must be considered in the disposal of documents;
- If a key is lost or stolen, locks are to be changed.

4.3.2. Personal responsibilities

Before leaving the office at the end of the day, Representatives are required to ensure:

- Workspaces are clear;
- Office windows and doors are closed and locked where necessary;
- Electrical appliances are switched off, and where power surging is a problem, plugs are removed from wall sockets;
- Hard copy documents that are no longer required are shredded or placed in containers for shredding;
- Where appropriate, plastic covers are placed over electrical appliances;
- Security alarms are operational and switched on.

Finance staff are required to ensure all accounting records, cheque books, receipt books, purchase order books, cash receipts and payments vouchers, and any other accountable items are securely locked away.

4.3.3. IT security

Representatives are required to:

- Ensure laptop computers are not left unattended and are secured when not in use.

- Only carry laptops computers as hand luggage when travelling by aircraft;
- Not leave any computer switched on and unattended unless access is restricted through password protection;
- Ensure laptop computers not in use are securely locked away.

4.3.4. Visitors and guests

When a guest is expected in the office, guards should be notified in advance of the guests name and expected time of arrival. The guards will ask for the visitors ID on arrival to verify, before allowing the guest into the office reception area.

All guests are to be issued with a visitor's pass and escorted. Weapons are not allowed in any Institute office.

4.3.5. Establishing an office

Where a new office is under consideration, the Representative responsible must consult with the Safety and Security team to ensure that the facility meets or can achieve the necessary standard and to scope the requisite occupational health and safety equipment.

4.3.6. Use of computer work stations

All Employees must be aware of the ergonomic hazards in the workplace such as repetitive keyboard use or awkward seating postures.

Employees are to take regular breaks and postural readjustments to avoid muscular strain and report any symptoms to their supervisor. Ergonomic self-assessments are encouraged for all Employees, including Employees with 'working from home' arrangements.

4.3.7. Occupational health and safety notice board

All offices are required to maintain an occupational health and safety notice board in a prominent location. The board should feature, as a minimum, pictures of all first aid and fire marshal trained Employees, the incident-reporting cascade (including relevant local numbers) and any occupational health and safety updates.

4.3.8. Working at heights

There is normally no requirement for working at heights within the scope of Institute operations. Where required, it must be subject to a risk assessment with appropriate access equipment used.

4.3.9. Manual handling

Care should always be taken when lifting heavy or awkward items. Office shelves should not be overloaded. Employees must have steps provided to reach items stored at above head height and employees should not attempt to remove any item that is beyond easy reach. Employees should never attempt to lift any item that they consider too heavy.

4.3.10. Waste management

Where a recycling service is available, offices should recycle waste. Dedicated recycling points for disposal of paper, card, plastic, glass and tins are to be made available.

4.3.11. First aid

All Institute offices must have provisions for first aid and be compliant with relevant local legislation. This means:

- Trained first aiders with the level of training and number of first aiders dependent on number of Employees in the office;
- First aid boxes available in all main areas of the office, with signage to indicate location, regularly checked and maintained; and
- An accident book for recording incidents requiring first aid.

Regional Safety Advisers and Safety and Security Focal Points must ensure first aid requirements are regularly maintained.

Incidents requiring first aid must be immediately reported to the relevant Safety and Security Focal Point and the line manager of the individual requiring assistance.

First aid kits for vehicles and remote locations require more specialist equipment.

4.3.12. Fire and evacuation plans

Each Institute offices is required to have at least one trained fire marshal. Offices should be equipped with smoke alarms, fire extinguishers and appropriate signage.

It is essential that Representatives are familiar with office evacuation procedures and muster points. The fire and emergency evacuation procedure is to be locally set and drills are to be conducted at least once every six months.

4.3.13. Hazardous substances

Institute policy is to avoid risks from hazardous substances by using alternative methods or substituting for a safer substance where possible. Where it is not possible to avoid such risks the following will apply:

- The use of hazardous substances must be reflected in the risk assessment;
- Hazardous substances must be safely stored when not in use;

- Employees must be instructed in emergency procedures in the event of a casualty or spillage; and
- Particular attention must be paid to the possibility of exposure to hazardous substances in an emergency, such as a fire.

4.3.14. Electrical equipment

Any suspect or faulty equipment must be taken out of use, labelled 'DO NOT USE' and kept secure until examined by a qualified electrician.

4.3.15. After hours working

Representatives may occasionally be required to work alone on Institute premises. Under these circumstances, there are special risks due to the lack of immediate assistance in the event of an accident or sudden illness. If a Representative is isolated from others because of the time, location or nature of the work then a means of communication must always be available.

A Representative required to work alone must have permission to do so from the relevant line manager who has assessed risks associated with the planned activities, who has considered the availability of any potentially required support services and concluded that such working arrangements are acceptable. In addition, disclosure and consideration of any medical conditions that may give rise to a dangerous or life threatening situation when working alone must be taken into account.

Working alone is impermissible where there is no readily accessible means of communication. If accessing the workplace after hours, Employees are required to:

- Ensure that the doors of buildings are securely closed and locked after entering and exiting;
- Ensure that the doors to internal areas are secured on leaving;

- Be familiar with health and safety rules and emergency contact numbers; and
- Not give anyone else security codes, keys or access cards.

If an Employee is required to work past 20:00, a safe means of transportation to their home must be in place.

4.3.16. Working from home

Employees may agree flexible work arrangements with their supervisors, which can include working from home. An Employee working from home is personally responsible for ensuring the home working environment is compliant and fit for purpose.

4.4. Workplace inspection

Regular workplace inspections are a part of the overall occupational health and safety program. Through critical examination, inspections identify and record hazards for corrective action. This approach allows the early identification of issues and the implementation of risk mitigation, which, in turn, ensures a safe and comfortable place to work. The Safety and Security Focal Points conduct inspections of work areas and work practices every month.

4.5. Incident, Near Miss, and Hazard reporting

The Safety and Security Focal Point is the first point of contact in the event of an Incident, Near Miss or the identification of a Hazard and will guide all immediate responses to situation.

4.6. Safety of vehicles

Vehicles must be properly maintained as per the manufacturer's instructions and inspected regularly. Any safety defect requires the vehicle to be taken out of use until appropriate repairs have been carried out.

Managers are to ensure that all vehicles purchased or hired are suitable and fit for the purpose intended.

4.7. Record keeping

Adequate record keeping is essential, and the absence of records may be regarded as not having fulfilled the required Duty of Care. Evidence of reviews, operation of the OHS Committee and involvement by those responsible for directing work and activities are key factors in determining that the safety management system is pro-active, responsive and up-to-date.

The important documents that should be available in OHS management system are:

- OHS risk register;
- OHS SOPs – these SOPs are the principal reference for safety management in the workplace;
- OHS training register;
- Evidence of monitoring – checklists and assessments; and
- Evidence of regular review – minutes of the OHS Committee meetings, action plans, reporting and implementation of improvements.

5. DUTY TO COMPLY

It is the responsibility of each Representative of the Institute to fully comply with these Guidelines. Failure to comply may be subject to disciplinary action including contract termination, contract non-renewal or other appropriate action.



6. REPORTING

Representatives are required to report violations of these Guidelines to their manager or through the Institute's Whistle-blower mechanism.