An Introduction to
TRANSCO
Integrated Management System
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1. Introduction

TRANSCO complies with the requirements of the following international standards to effectively manage and control its Health, Safety, Environment and Quality (HSEQ) obligations:


This booklet describes in summary the elements of an integrated Health, Safety, Environment and Quality management system and how this is applied in Transco.

2. What is the Integrated Management System

TRANSCO has integrated its existing Health & Safety, Environment and Quality management systems into one coherent Integrated Management System (IMS). The IMS meets the requirement of each of the above three standards.

ISO 9001, ISO 14001 and OHSAS 18001 have a process based approach and follow the PDCA (Plan-Do-Check-Act) philosophy. Further, there are similar requirements in each standard, few of which are mandatory. These individual requirements can be met by having a set of common procedures. It makes good business sense to have a single integrated management system to better manage and implement our HSEQ policy, objectives and obligations.
3. Quality Management System

The Quality of a product or service can be defined as:

- fitness for use
- conformance to requirements
- degree to which a set of inherent characteristics fulfils requirements
- degree to which the product or service meets the customer’s expectations

Quality management is part of the overall management of an organization. It is essentially concerned with defining the quality policy (goals & objectives) and with implementing this policy. A Quality management system helps direct and control an organization with regard to quality. Quality management systems provide the framework for continual improvement to enhance customer satisfaction and the satisfaction of other interested parties. It provides confidence to the organization and its customers that it is able to provide products/services that consistently fulfill requirements.

A quality management system is based on the following quality management principles:

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

4. ISO 9001:2008 standard

This international standard specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide products (or services) that fulfill customer and applicable regulatory requirements and aims to enhance customer satisfaction.

TRANSICO’s Quality Management System has been certified by independent certification agency M/s. Bureau Veritas to be in accordance with the requirements of ISO 9001:2008 standard. Certification was first achieved in 2004 and the same has been subsequently re-certified.
5. Environmental Management System

Environment is the surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation.

Environmental management system is part of an organisation’s overall management system used to develop and implement its environmental policy and manage its environmental aspects i.e. it's activities or products or services that can interact with the environment.

6. ISO 14001:2004 standard

This international standard specifies requirements for an environmental management system to enable an organization to develop and implement a policy and objectives which take into account legal requirements and other requirements to which the organization subscribes, and information about significant environmental aspects. It applies to those environmental aspects that the organisation identifies as those which it can control and those which it can influence. This standard requires an organization to:

- Establish an appropriate environmental policy
- Identify the environmental aspects arising from its operations/products and their significance
- Identify the applicable legal and other requirements
- Set appropriate environmental objectives and targets to reduce the companies' impact on the environment.
- Facilitate planning, control, monitoring, preventive and corrective actions, auditing and review activities

TRANSCO’s Environment Management System has been certified by independent certification agency M/s. Bureau Veritas to be in accordance with the requirements of ISO 14001:2004 standard. Certification was first achieved in 2004 and the same has been subsequently re-certified.

7. Occupational Health & Safety Management System

Occupational health & safety are conditions and factors that affect, or could affect, the health and safety of employees or other workers, visitors, or any other person in the work place.
OH&S management is part of an organisation's management system used to develop and implement its OH&S policy and manage its OH&S risks.

8. OHSAS 18001:2007 standard

This international standard specifies requirements for an occupational health and safety management system, to enable an organization to control its occupational health and safety risks and improve its performance in the area of occupational health and safety.

This standard requires an organization to:-

- Establish an appropriate occupational health and safety policy
- Identify the hazards and related risks arising operations/activities/equipment and services
- Identify the applicable legal and other requirements
- Set appropriate health & safety objectives & targets
- Facilitate planning, control, monitoring, preventive and corrective actions, auditing and review activities

For the hazard and related risk identification organization must consider:

- Employer/Employee
- Subcontractors/Visitors

To identify hazards and related risks and to evaluate the significance, the organization must consider all the activities, products and services.

TRANSCO’s Health & Safety Management System has been certified by independent certification agency M/s. Bureau Veritas to be in accordance with the requirements of OHSAS 18001:2007 standard. Certification was first achieved in 2004 and the same has been subsequently re-certified.


The benefits of an integrated management system are:

- Reduce duplication, paper work and therefore costs
- User friendly
- Reduce risks and increase profitability
- Balance conflicting objectives
- Eliminate conflicting responsibilities and relationships
- Turn the focus onto business goals
- Harmonize and optimize practices creating consistency
- Improve communication & facilitate training and development
10. ISO

The International Organization for Standardization, widely known as ISO, is an international standard-setting body composed of representatives from over 150 national standard organizations. It is located in Switzerland and was established in 1947 to develop common international standards in many areas.

ISO's purpose is to facilitate international trade by providing a single set of standards that people everywhere would recognize and respect.

11. PDCA Cycle – A framework for continual improvement

The model provides a framework for the improvement of a process or system. The three standards are based on a process approach.

- **PLAN** - Establish the objectives and processes necessary to deliver results
- **DO** - Implement the processes.
- **CHECK** - Monitor and evaluate the processes and results against objectives and Specifications and report the outcome.
- **ACT** - Apply actions to the outcome for necessary improvement. This means reviewing all steps (Plan, Do, Check, Act) and modifying the process to improve it before its next implementation

12. Integrated Management System Documentation

TRANSCO IMS documentation includes the following:

- HSEQ Policy
- HSEQ Objectives
- IMS Manual
- IMS Procedures
- HSE Procedures, HSE Elements, HSE Processes
- Operating Procedures
- Records

13. Health, Safety, Environment & Quality Policy

The HSEQ Policy is the prime element of the integrated management system. This is where the top management has defined its overall intention and direction towards quality, environment, occupational health and safety. TRANSCO HSEQ Policy states:

*We recognize and accept our moral and legal responsibility to improve the quality of our services to customers, protect the environment and prevent ill health and injury to our employees, contractors and members of the public affected by our activities.*

*We aim to reduce the health & safety hazards and environmental impacts of our activities by utilizing a structured risk management approach, adopting environment friendly technologies, responsible disposal of waste, emergency preparedness and contingency planning. We are committed to understand, meet and exceed customer, statutory and regulatory requirements and shall strive to enhance customer satisfaction.*
We shall implement and maintain a Health, Safety, Environment and Quality management system that complies with international standards and conforms to all applicable legal & regulatory requirements. We shall maintain an organizational culture that endeavours to continually improve the performance and effectiveness of our HSEQ management system and other business activities.

14. Health, Safety, Environment & Quality Objectives

HSEQ Objectives are the goals consistent with the HSEQ policy that TRANSCO has set itself to achieve.

TRANSCO corporate HSEQ Objectives states:

TRANSCO shall continuously:

- review the effectiveness of the Integrated HSEQ Management System
- establish HSEQ objectives at Divisional/Departmental levels
- strive to meet customer requirements and ensure their satisfaction
- improve business processes and strive towards total quality
- review its risk assessments and implement appropriate safeguards to reduce the risk and the potential for health, safety and environmental incidents
- provide all required HSEQ assistance to its employees and contractors in meeting the required standards of performance
- carry out HSEQ audits and inspections of its own operations and facilities and those of its contractors
- monitor and measure its HSEQ performance

HSEQ objectives are also established at Divisional/Departmental levels.

15. Integrated Management System Manual

The IMS Manual defines how the company complies with the requirements of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 standards. All requirements of the standard are comprehensively defined in the IMS manual. The manual includes:

- HSEQ Policy and Objectives
- An introduction about the Company, its activities, organization structure, functions etc.
- The scope of the Integrated Management System
- IMS Documentation
- Management Responsibility
- Resource Management
- Product Realization
- Measurement, Analysis and Improvement
- Core Business & Support processes
- Link between corresponding clauses of the three standards

16. IMS Procedures

TRANSCO IMS procedures contain instructions for carrying out activities required for the control and management of the Integrated Management System.
The following procedures include all the mandatory procedures required by ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 for the effective functioning of the integrated management system.

IMS.02 - Formatting & Coding Documents
IMS.03 - Document and Data Control
IMS.04 - Control of Records
IMS.05 - Management Review
IMS.06 - Internal Audit
IMS.07 - Handling Non conformities, Corrective and Preventive Action
IMS.08 - Customer Complaints and Feedback

17. HSE Procedures
TRANSCO HSE Procedures are required for activities related to Health, Safety and Environmental aspects in TRANSCO. They also contain the mandatory procedures required by ISO 14001:2004 and OHSAS 18001:2007

18. Operating Procedures
TRANSCO Operating procedures contain instructions for carrying out operational/functional activities in TRANSCO and are prepared by the concerned Division/Department.

We have currently over fifty Operating procedures. New procedures are included and old ones updated as per requirements

19. Records
Records are data and other objective evidence supporting the implementation of the quality system. Records are important company assets and are maintained to provide evidence that the IMS requirements are being fulfilled.

Each Department/Division is responsible for establishing and maintaining the Records related to their function. All Records which are part of the Integrated Management System are controlled through a documented procedure that establishes the method for identification, filing, accessing, storage, retention and disposition of the Records.

20. Audits
An audit is a systematic examination to determine whether activities and related results conform to planned arrangements and whether theses arrangements are implemented effectively and are suitable for achieving the organization's policy and objectives. They are used to:

- assess the effectiveness of the integrated management system
- identify opportunities for improvement
- determine the conformity of the integrated management system with the specified requirements
- meet the regulatory requirements
- for the purpose of certification (registration) of the HSEQ system
21. Internal Audits

TRANSCO carries out internal audits to ensure effective implementation of the IMS and to look for opportunities for improvement. Internal Auditors are nominees from the Divisions/Departments and are trained. The annual internal audit plan lists details of the Auditee, Scope of the Audit, Auditor, date of Audit etc. Commitment of the Auditor and Auditee is important to achieve the objectives of the Audit.

22. External Audits

External or Third party audits are conducted by independent third party accredited organizations, to provide certification or registration of conformity to the requirements of the ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 standard. TRANSCO is subject to:

- Periodic surveillance audits
- Re-Certification audit

23. Customer Focus

TRANSCO is committed to meet Customer requirements and enhance Customer satisfaction.

Customer Complaints – All Customer complaints, verbal as well as written, are logged by the concerned Division/Department. Immediate action is taken to mitigate the customer's grievance. Analysis is carried out to determine the root cause of the complaint and necessary Corrective and Preventive actions are taken to avoid recurrence.

Customer Feedback surveys – Customer satisfaction surveys are carried out periodically to assess the Customer’s perception of TRANSCO. Feedbacks are analysed to determine the areas which require improvement.

24. Non Conformance and Corrective/Preventive Actions

A non-conformance is non fulfillment of a specified requirement. Non conformances are identified during internal/external audits or by employees during their routine work. Non-conformances are logged, root cause analysis carried out and necessary Corrective/Preventive actions taken.

A corrective action is taken to eliminate the cause of a non-conformance or defect or other undesirable situation in order to prevent recurrence. A preventive action is taken to eliminate the cause of a potential non-conformance, defect or other undesirable situation in order to prevent occurrence. All non-conformances are tracked to ensure that necessary Corrective/Preventive actions are taken in a timely and effective manner.

25. Compliance to Legislation

Transco has identified its legal obligations and ensures that the legislations are communicated to and understood by relevant personnel in the company.

We ensure compliance to all statutory and regulatory requirements applicable to our activities, products and services.
26. Hazard Identification and Risk Assessment

A hazard is a source, situation or act with a potential for harm in terms of human injury or ill health. Risk assessment is the process of evaluating the risk arising from a hazard, taking into account the adequacy of any existing control, and deciding whether or not the risk is acceptable.

Transco has identified the hazards and assessed the risks associated with its activities and systematically monitors, evaluates and updates this information in order to manage and prevent their potential impacts. Risks are assessed and prioritized and communicated.

Health hazards associated with company activities are also identified, assessed and managed. Facilities are operated in a way that minimizes health risks to employees and contractors.

27. Environmental Impacts

Environmental impact is any change to the environment, whether adverse or beneficial, resulting from an organization's activities or products or services.

Transco aims to identify and assess all potential environmental impacts from existing company activities, products & services and any new development projects. We control and minimize the emissions, discharges and waste, set targets to continually improve our environmental performance and strive to introduce environmentally safe and clean technologies.

28. Near misses & incidents

A near-miss is any event (incident) which had the potential to cause injury and/or damage and/or loss, but which was avoided by circumstances.

An incident is an event or chain of events which has caused or could have caused injury, illness, and/or damage (loss) to assets, the environment, company reputation or third parties.

All near-misses and incidents concerning health, safety and environment are reported, recorded, investigated, root cause identified and action taken to prevent reoccurrence. A simple incident reporting system is in place which includes the type of incidents to be reported, the level of management to be informed and the time frame for reporting. Incidents are investigated to determine root causes and necessary corrective actions are implemented, tracked and closed out.

29. Management Review Meetings

Top management meets once every six months to ensure the continued suitability and effectiveness of the Integrated Management System in meeting the HSEQ Policy and Objectives.

Based on the results of the internal/external audits, customer complaints, customer feedbacks, operational & regulatory requirements, suggestions for improvements etc., Top Management may recommend necessary changes to improve the Integrated Management System, Processes, Customer satisfaction etc. and allocate additional resources as required.
30. Continual Improvement

Continual improvement is the cornerstone of an effective management system. Continual improvement is a type of change that is focused on increasing the effectiveness and/or efficiency of an organization to fulfill its policy and objectives. Improvement in business strategy, business results, customer, employee and supplier relationships can be subject to continual improvement. Put simply, it means ‘getting better all the time’.

Continual improvement should focus on enablers such as leadership, communication, resources, organization architecture, people and processes - in other words, everything in the organization, in all functions at all levels.

31. Employee Responsibilities

It is the responsibility of all TRANSCO employees to ensure compliance to the requirements of the Integrated Management System. All employees are required to read and understand the following guidelines:

**General rules**

Transco operates in a hazardous environment. Electricity and water networks are unforgiving to people who do not follow rules and instructions. Unfortunately, even today, people still die while working on these types of Networks. Transco has some basic rules which must be followed by you for you to remain safe while at work.

- Transco employees must wear their Personal Protective Equipment (PPE) at all times. This includes as a minimum, hard hat & safety shoes when working on or near our assets. For further information see section on PPE.
- Transco employees must follow all safety instructions issued to them either written or verbally.
- Do not report for work while under the influence of alcohol & drugs or any prescription drugs that may affect your personal performance or judgment.
- Transco employees must not undertake any horseplay during working hours.
- Transco employees must use appropriate and approved tools & equipment when undertaking work.
- Transco employees must follow the laws of the land including all traffic rules.
- Transco operates a no smoking policy and this includes the burning of incenses. Smoking and the burning of incense is not permitted within any Transco building and this includes operational sites.

**General Safety**

As a new employee of Transco, Transco has a duty of care to ensure you are aware of the hazards that you will be exposed to. This guide is part of that process but the employee also has a duty to Transco and his work colleagues. This duty places a responsibility on the employee to:

- Never undertake any work if you are unsure or in doubt about any aspect of the work. If in doubt about the correct way to perform a task safely, take advice from your supervisor or the Authorized Person.
Be alert for any potential unsafe conditions or acts by other employees and contractors.
Be familiar with your surroundings which include all local emergency procedure details, first
aiders, fire extinguisher.
Always keep and leave the job site in a safe and clean condition.
Always wear your required PPE.
Always act with reasonable care.
Co-operate with co employees and contractors as and when required.
Do not interfere with other works unless there is a breach of safety protocol.
Report all incidents and near miss to your immediately supervisor.

Working in the Office

When working in an office we tend to forget about the control of hazards. But as we know hazards
are present in all environments and cause accidents when we tend to ignore them. Some office
hazards are:-

- Electrical equipment
- Display screen equipment
- Access and egress
- Handling heavy loads and lifting
- Cupboards and shelving, or items put at the top of cupboards

While working in the office please:-

- Do not interfere with or try to repair electrical equipment, if you
  have a problem call HRA or the Injazat helpline.
- Ensure you have a safe means of access and egress from your work station.
- Do not place obstructions on stairways, or in doorways and corridors
- Do not allow trailing leads from computers, printers or other equipment to be left across
  floors causing a trip hazard.
- Ensure you use a step ladder when you need to access high items, never climb on furniture
  or boxes.
- Any spillages must be reported and immediately wiped and cleaned by Cleanco.
- Use suitable knives to open post and suitable paper cutters to cut paper.

Working on Construction Sites

Transco builds new network infrastructure every year. From time to time Transco employees will be
required to visit these construction sites. Transco employs a consultant to act on our behalf and a
main contractor to build the infrastructure. When visiting a construction site please remember:-

- Always ensure you have a site induction so you are familiar
  with the layout, hazards and emergency procedures.
- The main contractor is responsible for the site. Even though
  we are the client, Transco employees must obey the site
  rules, as we are only a visitor to the site. Only after it has
  been handed over to Transco does it fall within our
  responsibility.
- Transco employees must wear their PPE, including safety
  shoe, hard hat, high vis jacket and any other appropriate
  PPE.
Any observed safety violations must be reported and any serious breach the Transco employee must stop the work until the work can be performed safely.

PPE

Personal Protective Equipment (PPE) is issued to you for a reason. It is the last line of protection to you from hazards that you may become exposed to.

It is company policy that PPE issued to you must be worn at all appropriate times. Specific PPE is issued for specific protection such as ear defendants for protecting against hearing loss. Specific requirements are included within the Departments risk assessment. However, it is the employee responsibility to ensure:-

- The correct PPE is worn at all appropriate times.
- PPE if damaged, is replaced and the damaged item discarded.
- PPE is looked after and maintained as per the PPE data sheets and the PPE guide which is issued with the PPE.

PPE is available from your IMS coordinator and they should be contacted for assistance. IMS coordinator list is on the IMS website. It is management responsibility to ensure:-

- PPE is provided.
- Adequate instruction in its use is provided.
- Adequate training on its use, inspection, maintaining and storage is provided.

When entering any substation or pumping station, a minimum of safety shoe and safety helmet must be worn at all times. When working on or visiting Transco network assets such as pipelines or overhead lines, a minimum of safety shoe, safety helmet and high visibility jacket must be worn at all times.

First Aid

First aid is the initial assistance or treatment given for an injury. Employees must take the time to find out who within their office is their nearest first aid trained member of staff. Operation employees will find each Transco Competent Person & Authorized Person trained in first aid.

Each Transco office buildings have a number of first aid boxes that provide emergency medical supplies that may be required. Know their locations. Each Transco vehicle will have also an emergency first aid kit but this will be limited to a certain amount and type of items. Operational sites will also have some first aid boxes, but again they will be limited. Please take time to find the location of your nearest first aid box.

If your job requires you to be first aid trained, then Transco will provide this for you. In the unlikely event of you being involved or asked to provide first aid please follow these simple rules:-

- Only apply first aid if you have been trained to do so. If you have not been trained call your nearest first aider to provide assistance.
- Never panic, a colleague’s life could depend on your quick actions.
- Never move a injured person from their location unless it is life threatening.
- Never give food, drink or cigarettes to an injured colleague.
Hazards

While working within Transco, you will be exposed to hazards, which are sources of danger. Some hazards you may be exposed to will be significant while other will only pose a slight possibility of harm. Transco takes the protecting of our employees and contractors seriously and on a regular basis we review our risk assessments to ensure they are working. Some hazards that you may be exposed to while working for Transco are:-

- Working with electricity
- Working with pressurized water
- Working at height
- Confined spaces
- Using ladders
- Working on Construction sites
- Excavation in the ground
- Using tools & equipment
- Using cranes and lifting heavy materials
- Working in the desert
- Working in a office
- Driving while at work

Transco provides, training, instruction, supervision, procedures, equipment and finally PPE to protect you from harm from these hazards please ensure you are familiar with the appropriate protection for your work.

Driving

Driving on the roads of the UAE is a dangerous experience. Drivers must be alert and concentrating all of the time they are at the wheel.

Transco staff while driving at work must never drive faster than the conditions safely allow, and must obey posted speed limits at all times. Exceeding the speed limit is against the law and persisted failure to comply, will be regarded as a serious matter and gross speeding will be regarded as a serious disciplinary matter.

Employees who drive for work must:-

- On appointment be assessed & tested and made aware of this booklet and the basic driving requirements
- Comply with all appropriate national road traffic laws including all road signs
- Hold a suitable & valid UAE driving license and be medically fit to operate the class of vehicle they drive
- Report to your line manager, any medical problem or physical condition that would impair your ability to drive safely including taking any medicine
- Wear seat belts and ensure all occupants of the car do the same
- Not use mobile phones while driving even on a hands free kit
- Not drive under the influence of drugs or alcohol
- Comply with all procedures for the safe operation of the vehicle
- Ensure the manufactures limit for passengers and load to be carried are not exceeded
- You must report to line manager all motor vehicle incidents including any road safety problems and complete a Hazard Report and send to HSEQ Department
• Regularly check your vehicle to ensure it is roadworthy, tyre pressure & tread, oil, water, clean windows and mirrors
• Be familiar with the vehicle that you drive especially if you change vehicles for any reason

Transco Driving Policy and further information and guidance can be found in the Transco Guidance Handbook located on the IMS intranet page or within each of Transco's vehicles.

Emergency Procedures

In the unlikely event of an incident happening employees must know how to respond, but each incident is never the same as locations, environments and circumstance change what we will experience.

Transco employees must ensure they are familiar with the following in each location they work:-
• Know the local emergency procedures for the location that you are at. This includes any local telephone numbers such as hospitals.
• Make yourself familiar with emergency exits, fire alarms and assembly points.
• Keep exits free from obstruction and fire doors closed.
• Remember the priority is to preserve life and not to endanger others by any of your actions. Vacate the site and do not return until you are instructed to do so.
• Use firefighting equipment but only if you have been trained, we are not fire fighters and this work should be left to the professional civil defence.
• Know who your first aiders’ are and where first aid equipment is located.
• Only administer first aid if you have been trained to do so. See first aid guide.
• When working in a office make yourself familiar with the floor, Floor Wardens. They are there to ensure your location is vacated in the event of a building evacuation.

HSEQ Contacts

Transco employees HSEQ personnel to provide expert advice as well as help and assistance to staff and managers on all aspects of HSEQ. If you need any help or assistance please contact the following:-
HSEQ Manager - 971(2) 694-4336
Senior QA/QC Analyst - 971(2) 694-4350
HSE Engineer - 971(2) 694-4313 / 694-4618
HSE Assistant - 971(2) 694-4314

Within each of the Departments there is a HSEQ Coordinator who looks after certain HSEQ topics within that Department. A list of these employees can be found on the Intranet page under IMS Reps.

HSE Information

Transco also has available its Intranet page which holds all of its Documentation relevant to the IMS System. This contains valuable information on specific procedures for your Department as well as emergency procedures, risk assessments and specific IMS procedures.

Available Guides

There are other guides available that provide valuable information on specific topics and these are:-

- First Aid
- Display Screen Equipment
- Driving Guidance
- Personal Protective Equipment