## 1. General

General rules apply related to quality, health, safety, security and the environment (QHSSE) for every site or workshop of Q8/IDS/Tango. These rules must always be respected. If local laws are stricter than the requirements of Q8/IDS/TANGO, then the strictest rules are applicable.

**Smoking is always prohibited, with exeption** of the areas where it is explicitly allowed. ("**Smoking area**")

**Drugs and alcohol are prohobitet at all times** at Q8/IDS/Tango locations. When this does occur, intoxicated people must immediately be removed from the workplace by their forman or supervisor in an appropriate way.

- Always **wear** the recommended/required protective equipment before entering the site.
  - Safety shoes
  - Helmet with chin strap
  - Safety clothing + fluorescent clothing
  - goggles/shield, gloves and hearing protection (if applicable)
  - fall harness (if applicable)
  - Fire retardant clothing/welding clothing
  - Respiratory protection (if applicable)

- **All Incidents must be reported**
  - **What**: incidents and near misses relating to health, safety, security and the environment during work commissioned by Q8/IDS/TANGO
  - **Who**: to your employer and Q8/IDS/TANGO
  - **when**: within 24 hours after the incident

- Many sites have monitoring cameras in place conforming to applicable legislation.
  It is only permitted to make/take images using your own camera, video camera, mobile phone or any other device after obtaining permission from the responsible person of Q8/IDS/TANGO
- When criminal incidents occur, immediately rapport them to Q8/IDS/Tango
- Indicate all risks, of any kind, in an appropriate way. Risks that are nor indicated have to be rapported and treated immediately.
- At least one person who speaks and understands the local language must be present on site.

- Mark all entrances and exits to sites in a clear way. Make sure that all entrances and exits can be closed when necessary. (no unauthorized acces)

- Wear a fluorescent jacket at all times.
- Don't leave work equipment wandering around.

## 2. Milieu

1. Own waste has to be removed/picked up by the relevant contractor.

2. Industrial waste, household waste and environmentally hazardous products has to be separated and removed as such

   BE CAREFUL with empty containers of hazardous products - do not leave them lying around

- Packaging product safety  must be properly labelled and sheets consultable

- The packaging and recipients always have to be placed on drip trays, in special cabinets or on impermeable floors

- Noise pollution, vibrations, odours, light and waste must be limited to absolute requirements

- Respect the working hours, evening and weekend hours included - do not start too early and end too late

## 3. Other

- Mandatory documents on site
  - worker safety passports
  - Safety, Health and Environment Plan
  - site logbooks
  - valid work permits
  - official permits (building, environment, ...)
  - documentation for material and systems
  - as-built plans

- Mandatory participation in site meetings
  - start working meeting with safety induction by or on behalf of the main contractor
  - planned site coordination meeting
  - unscheduled meetings, usually after incidents and/or with new contractors

- Available contact details
  - own employer
  - Q8/IDS/TANGO project manager
  - Q8/IDS/TANGO emergency centre for the country
  - responsible person for safety coordination and environment (if required)
  - emergency numbers (emergency services and utility companies)

# 4. Working on electrical installations

## 4.1. Electrical installations, definitions and risks

Working (installation, repairs, troubleshooting, inspection) on or near electrical installations or equipment where there is a risk of contact or a short circuit

Specifiek voor Q8/Tango gaat het dan om volgende lijst (niet limitatief)

- outside maintenance works (forecourt, cameras, alarm systems, electrical charging points, CNG installations, lights, ...)
- inside works in the shop, car wash, technical room (all electric installations)
- **Working at** HS cabins at depots and/or stations

**Definities**

- **High voltage**
  - > 1000 V alternating current
  - > 1500 V direct current
- **Low voltage**
  - < 1000 V Wisselspanning
  - < 1500 V Gelijkspanning


The following risks exist:

- **electrocution** of persons
- **skin burns** caused by electric arcs
- **fire and explosion**
- **incorrect operation of** machines
- …

## 4.2. Additional safety requirements

Safety requirements that are already mentioned in the general explanation always have to be respected. In addition to these requirements, following need to be applied as well:

**Working with power**

- isolating tools
- isolating gloves
- isolating carpet

**risk of electric arcs**

- safety helmet
- facescreen

## 4.3. Other

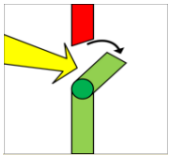
- Electrical cabinets must always be locked when no work is being done
- Extra attention depending on the work location and environment (storms, ladders, confined spaces)
- **Always make sure the right certificates are in place (BA4/BA5 for BE) and working material is approved by periodical inspections.**

## 5. Vital 7

### 1. Preparation

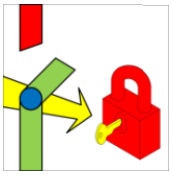
Check the electrical schemes,
Works to be done
Make sure everyone is warned
Make sure that the equipment needed is present

### 2. Disconnecting



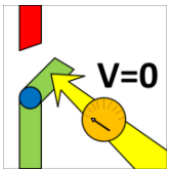
Make sure that the unit you are working on is switched off
Ensure that it is visible that the unit is switched off ("out of service/Do not switch on")

### 3. Locking (Lock out – Tag out)



1. Interrupt all energy supply tot he installation
2. Avoid for the installation to be switched on without approval by using:
    a. Tag or locket at switch
    b. Remove/lock the fuse
    c. Padlock
    d. Disconnect pressured elements
3. **Neutralise** energie

### 4. Measure

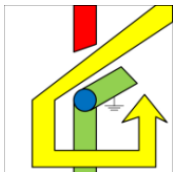



Double check if voltage is absent

5. **Grounding** and **shortcircuit**

Ground and lock each conductor together close to the switched off unit

### 6. Demarcate



Apply isolation to all elements that are still left with tension by:

a. Isolation material
b. Demarcate working area
c. signalisation

7. **Release the installation**

To put the installation back into operation, follow the above steps in reverse order

## 6. Hot works

### 6.1. Definition and risks

- work that produces sparks (grinding, cutting, etc.)
- working with an open flame (welding, bonding roofing, etc.)

Risks:

- Fire/explosion hazard
- Noise deafness / welding eyes
- Electrocution / combustion

- Damage to respiratory tract/environment due to welding fumes/gases

### 6.2. Working area

- Completely demarcate the work zone
- Provide sufficient ventilation
- Remove all flammable materials
- Protect the material that cannot be removed
- Always have a fire extinguisher nearby
- Provide a welding curtain for electric welding (against UV light)
- During work breaks, even short ones:
  - Extinguish the flame
  - Turn off equipment

### 6.3. Grinding

- Do not use wet grinding wheels; moisture affects the binder
- Check the deadman switch for malfunction
- Use the correct grinding disc, do not trim with a cutting disc
- Take in a safe position relative to the grinding wheel
- Hold the grinding wheel with both hands
- Make sure all equipment is shut off when putting it away

### 6.4. Welding

- Make sure that the work material is in a good condition
- Ensure that the underground is dry and isolated when lying or sitting while weldin
- Additional safety measures while welding with gas supply:
  - Rupture protection at the beginning of the gas pipe
  - Flame arrestor between the line and pressure regulator
- avoid electric welding in confined spaces with metal walls
- when finished always switch the main switch of the welding station/welding transformer
- welding transformer, electrode holder and cables must be insulated

#### 6.4.1. storage of gascylinders

- Never place cylinders horizontally and make sure they are fixed
- Ensure the storage area is well ventilated
- Store acetylene and oxygen tanks separate from each other
- Keep empty and full bottles separate
- Avoid direct exposure to the elements (no sun)
- Do not keep cylinders in cellars or basements
- Never heat gas cylinders

## 7. Working at height

### 7.1. Definitie en risico's:

- working with a standing height > 2m (> 2,5 m NL) above the ground (or lower if local regulations are more strict)
- working at < 4 meters from a roof edge
- working lower than 2 meters (< 2,5 m in NL) above the ground, but where one can fall on protruding parts, into water or onto traffic
- sites at steep angles, near cliffs or deep excavation pits

Risks:
- **People falling** (losing balance, tripping, slipping, …)
- **Dropped objects**
- Collapse of equipment used to bridge a height.
- Crushing of persons
- Not being able to leave timely when emergency occurs

Always **evaluate** the following **before starting works:**
- nature of the workplace (location, machines, equipment, materials, environment, etc.)
- source of the hazard (working height, fall height, proximity to a precipice or open water, other works in the area, etc.)
- nature of the work (assignment, duration and stationing time, waiting time, frequency, position, force application, scope, etc.)
- employees (skill, experience, age, physical fitness, fear of heights, etc.)

The working area must equipped with **signalisation and barriers**. Areas with the possibility of falling objects may only be entered by authorized employees with appropriate protection.

The potential fall height must be reduced by all possible means. **Collective protective equipment is preferred over personal protective equipment.**
Work equipment and materials for working at heights must always be in good condition.

Order and cleanliness:
- Always ensure a tidy workplace
- If necessary, use chutes to take waste down
- Do not leave material or waste lying around
- Always remove gas bottles and/or other hazardous substances

## 7.2. Ladders

Use of a **ladder** is **ONLY permitted**:
- to go to a limited higher or limited lower plane
- for inspection or control at a limited height (**no works**)

Golden Rules
- Check the ladder before use (no visible defects/damage/dirt, inspection, etc.)
- Set up the ladder correctly (angle 75°, 1m protrusion at floor holes and roof edges, stability, etc.)
- Prevent the ladder from slipping at the top and bottom (fix with a rope, stability beam or other fixation material)
- Always climb and descend ladders with:
  - two hands on the rungs or along the posts
  - body between the ladder poles
- Stay at least 4 steps from the top

## 7.3. Mobile elevated platforms

**Golden Rules**
- Terrain, exploration, inventory and measures for:
  - overhead lines and obstacles
  - load-bearing capacity and smoothness of the surface
  - check the available space for movement before the work platform is positioned

- Prohibition on using aerial work platforms during heavy thunderstorms and strong winds (>50 km/h)
- Ensure good communication between work basket and ground personnel
- Spark arresters must be present on the exhaust in the EX zone
- Switch off the aerial platform when leaving the work platform (leave it behind with the work platform inaccessible to unauthorized persons)

## 7.4. Scaffolding

Scaffolding is recommended for:

- work at height with a lot of travel
- work at height with storage of equipment nearby

Golden Rules

- prepare the site
  - underground solid and stable - strengthen/foundation if necessary
  - check the quality of walls and other anchor points
  - measures against electrical risks - rerouting cables, switching off high voltage, insulation, earthing, etc.
- sufficiently anchor and prop up scaffolding with suitable equipment
  - DO NOT anchor to handrails, support beams, downspouts, gutters, wooden window frames, etc.
- Provide all entrances with a valid scaffolding card (scaff tag) = green scaffolding card
- Mobile scaffolding and tower scaffolding – additional requirements
  - height/width ratio < 3
  - wheels lock during work
  - only enter from the inside

## 7.5. Roofs

- working on sloping roofs = on roofs with a slope of at least 15%
- working on flat roofs = on roofs with a slope of up to 15%
- fragile roof = a roof that will collapse if a reasonably foreseeable weight is placed on it

**Working on sloping roofs**

- roof edge safety – in order of preference:
  - permanent fencing and railings with the same requirements as scaffolding,
  - safety nets, scaffolding or platform
  - individual fall protection (PPE)
- cover openings and fragile parts
- roof ladders for movements on the sloping roof (not directly on roof tiles)
- work platforms around chimneys (if work is being done there)

**Working on flat roofs**

- working > 4 meters from the roof edge
  - = a protected zone
  - Mark 4 m distance (e.g. with paint) on the roof
  - no other protection required within the marked area

- work between 2 and 4 meters from the roof edge
  - is only a protected zone provided:
    - a physical barrier 2 meters from the roof edge
    - a physical barrier parallel to the roof edge (e.g. posts with chain)
    - see roof edge safety of sloping roofs

- working < 2 meters from the roof edge
  - prevent unauthorized access

## 8. Lifting and hoisting

### 8.1. Definitions and risks:

- Hoisting: the load can move freely
- Lifting: the load is lifted in a guided manner
- Hoisting equipment: Mobile crane, truck-mounted crane, chain hoists
- Lifting equipment: shackles, chains, slings, lifting straps,
- Lifting equipment: forklift truck, telehandler, aerial work platform, lifts, loading and unloading ramps for trucks, pallet trucks, etc.
- Lifting equipment: spoons, pallet hooks

**NOTE:** earth-moving equipment is sometimes used for lifting → same requirements as hoisting equipment

Risks connected to hoisting and lifting**:**

- Dropped load
- Vehicle falls over/sinks/is stuck, including load
- people/things are hit by crane parts
- vehicles and/or people become trapped
- collisions
- electrocution due to collision with electrical cables

**Golden rules**

- Lifting plan (if necessary) must be present in the HSE plan for the site
- exploration, inventory and measures for:
  - underground and above-ground pipes and obstacles – marking, ...
  - load-bearing capacity and smoothness of the surface – installing bulkheads
  - Pits, slots and edges
- cordoned off lifting area - access only for the lifting team
- wind force > 6 Beaufort (50 km/h): general lifting ban
- explosion zones: spark arrestors on exhaust and heater

### 8.2. Content of liftingplan

- description of the work
- display of underground and above-ground pipes/obstacles and the condition of the subsurface
- crane position, crane configuration and crane capacities as a function of radius, boom length and wind

- description of outriggers, load and lifting height/route: dimensions, forces, mass, center of gravity, attachment points, etc.
- lifting instructions for the load, if present
- overview of the weight progression when hoisting from horizontal to vertical or vice versa
- side view of crane setup with load, top view of crane setup with load, start and end position of the load
- slings and rigging plan with lifting tools, lifting points

# 9. Excavation

## 9.1. Definition and risks

What does excavation work include:
- excavating and moving soil
- soil drilling
- installing filters/drains for groundwater remediation

The following risks are associated with excavation work:
- sinking and toppling of machines
- collisions and entrapment of workers
- collapsing of trenches and pits (confined space)
- Electrocution from cables and pipes
- hazardous substances released by soil pollution

## 9.2. How to work safely during excavations

Preparation
- Exploration of the terrain (location of passages, pits, obstacles, etc.)
- Soil investigation and stability study (Demarcation of the work site and disconnection of utilities
- indication of entrance and exit and the routes on the site
- maximum speed indication

Working safely with earth-moving machines – 10 rules
- When digging:
  - Keep sufficient distance from trenches and holes
  - Use draglines and/or bulkheads under the machine on soft ground
- NEVER swing the digging arm over the cabins of other machines or persons
- Avoid falling over and slipping, causing major shocks or causing the drive wheels to spin
- Lifting with earth-moving machines: must meet the requirements of lifting equipment
- Only transport passengers if there are correct seats
- Ensure a good overview, either use a security guard or camera
- Make the machine clearly visible (lighting)
- When parking: release the pressure from the hydraulic system and secure against driving away
- Ensure eye contact with bystanders
- Only work with well-maintained and inspected machines
- Protect the edges of large excavations with edge protection

# 10. Confined spaces

## 10.1. Definitions and risks

Confined spaces are spaces (also above ground):
- that are difficult to leave quickly, with poor ventilation, no or poor lighting and little room to move.

- There may be a hazardous atmosphere present, so these areas are not intended for long-term stays
- that are not intended for a long-term stay

The following risks are associated with confined spaces:

- **fire and explosion** → vapors/gases that occur in the space itself or can arise from it or due to the nature of the works (fire and sparks)
- **suffocation** due to oxygen deficiency
- **poisoning** by hazardous substances originating from the works, pipes, welding, etc.
- **electrocution** due to sweating (damp skin) due to poor ventilation or conductive materials in the room
- **pinching** due to insufficient room to move and even more so if there are moving parts present
- **falling** and **slipping** due to the products present, moisture, moss, other formations

10 commandments for working safely in a confined space

1. Provide signage
2. Manhole or safety guards must be present at all times
3. Check whether the tank has been cleaned, no cleaning = no work
4. Always measure oxygen, toxic and hazardous substances before entering or continuously if the risks indicate this
5. Provide sufficient ventilation, ventilation and/or extraction
6. Provide correct extinguishing agents depending on the work to be carried out
7. Install lighting if the exit is not visible or the conditions/work in the tank require this
8. Use EX equipment in explosive atmospheres
9. Keep time in the confined space to a minimum
10. Always use the correct protective equipment

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