



Guideline on Occupational Health and Safety Requirements for Contractors

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SHWS FOR IMPLEMENTATION BY UNHCR OPERATIONS TO
MANAGE CONTRACTORS' SAFETY

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1. PURPOSE

- 1.1 The purpose of this document is to provide UNHCR Contractors (including Partners) and sub-Contractors with guidance on Occupational Health and Safety (OHS) for construction projects. The Contractor shall ensure that its own construction personnel are made aware of and fully comply with these Occupational Health and Safety (OHS) Requirements (where applicable), as well as International Labour Organization Standards on Occupational Safety and Health (ILO), the International Finance Corporation's Performance Standards and country specific legal requirements where applicable.

2. GENERAL PRINCIPLES

1. UNHCR Management shall appoint the Contractor indicating area of responsibility and scope of work as per contract specification documents prepared.
2. Appointed Contractor to comply with applicable OHS requirements in line with Terms and Conditions of Contract between UNHCR and the Contractor.
3. The guideline offers best practice guidance and shall be complied with where applicable for the specific type of project activities.
4. The Contractor shall be required to comply with applicable National regulations for the entire duration of the project.

3. CONSTRUCTION SPECIFIC REQUIREMENTS

- 3.1. The Contractor shall observe and maintain the Construction OHS requirements as indicated by UNHCR. UNHCR reserves the right to add and revise criteria following risk assessments conducted, incident investigations and corrective/preventative measures identified, inspections during construction, and reviews during project execution.
- 3.2. UNHCR Project Representative (s) have the right to stop the works, or any parts thereof, due to any Unsafe Act and / or condition until such time the identified non-compliances have been sufficiently addressed. The Contractor shall not be allowed to claim any standing time and or damages resulting from such work-stoppages.
- 3.3. The Contractor shall ensure that sufficient emergency response including Fire Prevention Plan and first aid arrangements are near the site and or site establishment area(s) for the duration of the Construction.
- 3.4. The Contractor shall ensure that all related work activities comply with relevant national legislation and codes.

4. ROLES AND RESPONSIBILITIES OF CONTRACTORS

4.1. Contractor Representative/ Contractor Managing Director

4.1.1. The Contractor shall ensure that all Contractor personnel under their direct control comply fully with all relevant National HS legislation and applicable UNHCR OHS requirements.

4.2. Construction Manager (Contractor)

4.2.1. The Contractor shall appoint a full-time Construction Manager as applicable, with the duty of managing all the construction work on a site, including the duty of ensuring OHS compliance, and in the absence of the Construction Manager an alternate must be appointed by the Contractor.

4.3. Contractor Occupational Health & Safety Officer(s)

4.3.1. The Contractor shall appoint Occupational Health and Safety Officers/ Safety Representatives in sufficient numbers or as guided by National Regulations to ensure effective function of the Occupational Health and Safety discipline during the Construction.

4.3.2. The Construction Occupational Health and Safety Officer shall (at a minimum):

- Conduct site inductions for personnel and visitors.
- Conduct training and awareness on procedures.
- Facilitate risk assessments for routine/ non-routine tasks.
- Facilitate incident root cause analysis and reporting.
- Plan and execute emergency drills
- Conduct inspections on site and use a format that is acceptable to and agreed upon with UNHCR Project Representative.
- Ensure that all deviations found during inspections shall be documented and rectified as soon as possible.
- Maintain register of employee Personal Protective Equipment (PPE) issuing.
- Audit compliance to procedures and relevant legislation and advise the Contractor Construction Manager.

4.4. Supervisor(s)

4.4.1. The number of Supervisors appointed should at a minimum be not less than the number indicated by UNHCR Project Team or as guided by applicable National legislation. In determining the number of appointed competent supervisors, the nature and scope of work being performed shall be taken into consideration and consented to in writing by the UNHCR Project Representative.

4.4.2. Supervisors shall be responsible to the following:

- Coordinating and scheduling the daily activities of Construction teams (including sub-contractors).
- Coordinating work activities and the management of any subcontractors.
- Safe execution of work methods to meet schedules.
- Ensuring standards for safe working conditions are observed.
- Enforce daily housekeeping in work areas.
- Direct supervision of critical tasks i.e., excavation, lifting, work at heights, electrical work or as defined by UNHCR Project Representative/ Technical Representative.

5. RISK ASSESSMENTS

- 6.1 The UNHCR Project Representative shall ensure that baseline risk assessments developed by the Contractor are aligned with the following requirements as a minimum:
- Contractor has identified all foreseeable hazards within the assessed activity.
 - Hazards have been prioritized by their magnitude (high, medium, or low).
 - Adequate control/mitigation measures have been documented for each hazard.
 - Both routine and non-routine conditions and special conditions have been considered.
- 6.2 The workforce shall be formally briefed on contents of risk assessment(s) prior to works commencing (attendance register showing name and surname, occupation of employee and signature completed). Should the capacity of the Contractor(s) be limited, and they are unable to develop appropriate risk assessments, then UNHCR Representatives (with assistance from Occupational safety Unit) will assist in compiling these forms, and ensure these are properly explained to and owned by the Contractor.
- 6.3 The Risk Assessment(s) will be amended as necessary to ensure that the works progress in a safe manner. Triggers for change include:
- Change in site conditions (project stage/ weather/ ground conditions etc.)
 - Change in personnel
 - Change in work methods
 - New equipment
 - Learnings from an Incident either on site or at another UNHCR site.
- 6.4 Potential hazards (see list below) are listed, to ensure contractors are aware of the hazards that may be encountered on site.

<p><u>Hazardous Environments:</u></p> <ul style="list-style-type: none"> • Confined spaces • Dust • Fumes • Fog/ Snow • Extreme environmental conditions (distances, temperature extremes) • Extreme situational conditions (e.g., hours of work). • Ergonomics - repetitive motion, over exertion, and manual handling, take prolonged and repeated exposures to develop • Insufficient lighting • Noise (more than 85 dBA in certain areas) • Rain/ wet conditions • Vibration • Water • Work that may have an impact on the public • Working at heights and on elevated structures above other persons (fall protection plans required) • Working in and around excavations or floor openings • Working next to moving mobile equipment • Working next to or in existing structures • Working next to public roads / railway lines / bodies of water • Working with chemical products • Working within the vicinity of or in electrical installations or in the proximity of power lines <p><u>Hazardous Substances:</u></p> <ul style="list-style-type: none"> • Asbestos Containing Materials (ACM) • Biological hazards • Chemicals • Drugs and Alcohol • Diesel and Liquid petroleum solvents <p><u>Psychological:</u></p> <ul style="list-style-type: none"> • Aggression, Bullying and Violence • Stress • Racism • Sexism 	<p><u>Hazardous Operations:</u></p> <ul style="list-style-type: none"> • Concrete pouring • Concreting • Crane lifts (sometimes in windy conditions) • Electrical Distribution Boxes Installations • Erecting and demolishing structures • Erecting and dismantling scaffolding • Erecting and dismantling support-work • Excavations • Welding / grinding / cutting <p><u>Hazardous Equipment:</u></p> <ul style="list-style-type: none"> • Air compressors • Concrete Batch plants • Chains and slings • Conveyor belts • Cranes • Earth moving equipment • Excavators • Ladders • Lifting equipment • Pressure vessels • Scaffolding • Trucks <p><u>Hazardous Tools:</u></p> <ul style="list-style-type: none"> • Angle grinders • Circular saws • Electric hand tools • Welding units – arc and gas
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Note: The list may not be exhaustive. The Contractor is to ensure that all hazards in their scope of work are identified before and during the project, and the necessary risk assessments carried out.

6. CONSTRUCTION HEALTH AND SAFETY PLAN REQUIREMENTS

- 6.1. The selected contractor for the work will have to prepare and present to UNHCR an Occupational Health and Safety Plan for the project prior to commencement of works on the site and before any payment is made from UNHCR for the works to be undertaken.
- 6.2. At minimum the following shall be include as applicable, in the Contractor's Occupational Health and Safety Plan:
- 6.2.1. People & Compliance Requirements**
- a) Construction Project structure showing responsible personnel.
 - b) Training and induction records of personnel (identify relevant personnel to be trained, type of training, toolbox talks).
 - c) Operator licenses/ training certification for personnel performing critical tasks (examples of critical tasks listed in section 9.1).
 - d) Insurance for occupational accidents as per country regulations
- 6.2.2. Tools/ Equipment/ Plant Requirements**
- a) Calibration certificates/ registration (where required)
 - b) Crane calibration records (e.g., Hook spread certificate, Rope certificate, Load test and calibration certificate)
 - c) Pressure vessels e.g., compressors test certificates
- 6.2.3. Work Requirements**
- a) Baseline risk assessments of key activities in the work (baseline risks to identify risks for critical tasks – examples listed in section 9.1).
 - b) Hazardous substances and Material Safety Data Sheets (where required).
 - c) Inspection programme to be followed for all workplaces
 - d) Safe work procedures and method statements
 - e) Arrangements to ensure incidents are reported and root cause analysis (includes process to ensure corrective/ preventative actions are implemented).
 - f) Arrangements for emergency planning e.g., access ways, firefighting equipment, first aid equipment, evacuation plans and signage, rescue equipment and procedures, emergency drills, emergency contact details.

7. CONSTRUCTION SITE ESTABLISHMENT

7.1. Site Establishment

7.1.1. The Contractor shall provide a site establishment plan to the UNHCR Project Representative for review. The plan should include the following (where applicable):

- a) Office and site layout (resting/ dining and ablution facilities)
- b) Access control and traffic management
- c) Drinking water points
- d) Waste disposal points
- e) Firefighting equipment
- f) Medical and first aid facilities
- g) Vehicle Parking areas
- h) Emergency assembly/gathering points and emergency evacuation routes
- i) Storage facilities
- j) Employee accommodation facilities (where applicable)
- k) Protection of existing structures, materials, and items.

7.1.2. Site establishment facilities i.e., offices, accommodation, resting areas etc. shall not be exposed to adjacent operational hazards. Offices, storerooms, sheds, and facilities to be constructed of sound material and to be always neat and tidy.

7.1.3. UNHCR Project Representative/ Technical Representative shall conduct a formal joint site establishment inspection with the Contractor. A report detailing the findings will be submitted to the Contractor who must ensure that deviations are corrected within an agreed time frame.

7.2. Signage

7.2.1. Signage at site establishment and construction areas

- a) All signage descriptions shall be visible following standard regulatory requirements. Where necessary translations to the local language shall be done.
- b) All signage must be maintained and kept in a neat condition. Over-cluttering of signage is prohibited.
- c) The minimum personal protective equipment (PPE) requirement notice boards shall be displayed at the identified areas e.g., entrances to work areas.
- d) A Construction site shall be identified with a construction board to identify the project site and Contractors working in the area.
- e) When deciding on type of boards to use, consider the following:

- Boards to be weatherproof.
- Made of a strong, durable material (Metal, hard plastic, etc.)
- Consider the size (Possible size of boards could be i.e., 1 m high by 0.5m wide)

8. MANAGEMENT OF CRITICAL WORK

9.1 The Contractor (including sub-Contractors) shall implement a critical risk management system that includes the following activities (where applicable) and shall be formally communicated to personnel (including sub-contractors):

- Working at heights
- Hot works
- Excavation work
- Lifting (i.e., mobile cranes)
- Demolition work
- Working near water accumulations
- Work being done within proximity of an overhead power line
- Electrical or energizing work (includes handling and use of electrically powered equipment and high voltage switching)

Some of the critical activities are discussed from section 9 - 13 for consideration in critical risk management of project activities.

9.2 The Contractor shall ensure that the performance of all specified critical work is supervised throughout the duration of the Contract by competent Supervisors.

9. WORKING AT HEIGHTS

9.1. General requirements for working at height

- 9.1.1. The Contractor shall consider working at height as a last resort only when work can no longer be done at ground level.
- 9.1.2. A risk assessment and method statement/ procedure shall be compiled and approved by UNHCR Project Representative before work is started. The method statement shall indicate how worker training and hazard awareness and controls to be used.
- 9.1.3. The usage of cell phones is not permitted while working at height.

9.2. Fall protection equipment / Fall prevention equipment

- 9.2.1. Recommended safety harness with “double lanyard” to be used as fall arrest devices (harness has ability to bypass obstructions while remaining attached). The Contractor shall

ensure that all relevant personnel are trained in the usage of harnesses including how to tie off on anchor points.

- 9.2.2. Contractor to install lifeline and installation approved by the UNHCR Project Representative. Inspection on lifeline to be done daily basis by an appointed Supervisor (responsible for inspecting lifeline equipment, safety harnesses and scaffolding installations).
- 9.2.3. The Contractor shall make provision to prevent objects and/or material from falling from elevated areas to protect persons working below. Warning signs are to be erected and areas where falling equipment may cause a hazard will be properly barricaded and access to these areas controlled.
- 9.2.4. All tools and equipment as well as associated items; including but not limited to nuts, bolts grinding discs etc. shall be transported/carried to elevated working platforms in suitable and sufficient containers.
- 9.2.5. Contractor shall ensure that all equipment and hand tools can be secured to either the person or the structure with lanyards, bearing in mind that heavy hand tools should never be tied down to a person as it may cause fall incidents. Only small hand tools are to be tied down to users. When hand tools are not being used it must be tied down to the structure

9.3. **Scaffolding**

- 9.3.1. Scaffolds shall be well designed and erected to ensure that they are safe for use. They must be complete with all platforms, toe boards, guard rails, mid rails, base plates, standards, ledgers, bracing, ties, and couplings in place.
- 9.3.2. Scaffolding laydown areas requirements: Scaffolding material may only be stacked/stored in the allocated laydown areas; Scaffold material must not restrict the safe movement of people in the laydown area and Scaffolding laydown to be positively barricaded (i.e., scaffolding frame with orange snow netting).
- 9.3.3. During dismantling, all loose objects must be removed from the scaffold before dismantling.
- 9.3.4. The roles and responsibilities of scaffolding personnel to be adequately documented, and each person made aware of their roles and responsibilities. No person is allowed to execute work out of their scope. Scaffold builders must be trained and declared competent.
- 9.3.5. A scaffold supervisor shall ensure that a scaffold is safe for erection and fit for purpose prior to handing over to the scaffold user

9.4. **Ladders (Portable)**

- 9.4.1. Damaged ladders shall be removed from the Project Site (or at other places, if any, as may be specified under the Contract as forming part of the Site) and replaced with ones in good condition.
- 9.4.2. When ascending or descending ladders, Contractor's Personnel shall always maintain three points of contact and shall face the ladder.
- 9.4.3. Step ladder legs shall be fully spread, and the spreading bars locked in place.
- 9.4.4. Step ladders shall not be used as straight ladders.

- 9.4.5. All ladders used for access shall be secured.
- 9.4.6. Portable metal ladders shall not be used in the vicinity of energized electrical circuits.
- 9.4.7. The ladder shall be placed so that the distance between the bottom of the ladder and the supporting point is approximately 1/4 of the ladder length between supports. A “buddy” needs to support the ladder from the bottom whenever a person ascends/ descends the ladder.
- 9.4.8. Contractor’s Personnel shall wear a body harness and lanyard and tie off to a secure anchor whenever both hands need to be used for the job or whenever Contractor’s Personnel are exposed to a fall in excess of 1.8 meters or as guided by National Regulations (note: contractor should make reasonable efforts to prevent personnel falls from one level to the next irrespective of height).

10. EXCAVATIONS

General requirements

- 11.1 The Contractor shall obtain clearance from UNHCR Project Representative prior to any excavation work.
- 11.2 Excavation risk assessment shall also identify risks such as machine toppling, engulfment of personnel, drowning from water accumulation, damage to underground services and including electrocution.
- 11.3 All excavations to be inspected daily before work commences and after inclement weather by the Contractor appointed competent person. Work may only commence if the excavation is declared safe and his findings noted for timeous correction; this includes any additional safety measures taken.
- 11.4 The Contractor is responsible for the management of excavations during and after work, and shall make provision for appropriate barricading, illumination, signage, and management of interference to walkways, traffic, and rescue in water environments. Safe means of access/egress shall be provided either by secure ladders or sloping.
- 11.5 Excavations with depth more than 1m shall require hard barricading to prevent workers falling in. Shoring and bracing must be applied in excavations with risk of collapse. Excavations to be sloped or battered at the minimum angle of repose. Where it is not possible to slope the sides, the risk assessment must identify methods to ensure that excavation(s) do not collapse. Excavated material must be placed at a distance from the edge of the excavation. A general rule is to keep the spoil at least the distance from the edge of the excavation that the excavation is deep. Don’t store materials close to the edge of excavated areas.
- 11.6 Where drawings for underground service lines exist, the Contractor shall obtain detailed drawings from local service authority or service provider to identify service lines that could be affected by the excavation work. In the event of accidental damage to cables, pipes or underground services, the work shall be stopped, and the damage reported to UNHCR Project Representative.

- 11.7 Where underground service lines are exposed, they shall be covered by wooden boards or other means to prevent people from walking on them as soon as possible after exposure. Persons working in such excavations shall wear rubber boots, where directed to do so.

11. DEMOLITION WORK

- 12.1 The Contractor shall ensure that before any demolition work is carried out, a detailed structural engineering survey of the structure to be demolished is carried out by a competent person and that a method statement on the procedure to be followed in demolishing the structure is developed. This planning shall be approved in consultation with the UNHCR Project Representative.
- 12.2 Prior to a site being demolished, it must be made safe from all utilities and chemical products. During demolition the UNHCR Project Representative must check the structural integrity of the structure at intervals determined in the method statement, to avoid any premature collapses. No person may enter a demolition site without access being granted.

12. WORKING IN INCLEMENT WEATHER

12.1. Construction work done during electrical storms

- 12.1.1. The Contractor shall use information provided by local authorities or media to plan for inclement weather conditions.
- 12.1.2. The Contractor shall ensure that all personnel are removed from heights and all personnel are as safe as possible, in inclement weather conditions.

12.2. Crane operations during inclement weather

- 12.2.2. Crane operations will stop during lightning within a 10km radius and wind above 32 km/h (20mph); crane driver will not be allowed to leave crane with the boom extended.
- 12.2.3. Lifting operation will stop during rain/ snow fall as it impacts on visibility.

12.3. Construction work done during rain/ snow

- 12.3.1. During rain/ snow conditions all work on steel structures must stop. No electrical tools may be used during rain/ snow fall weather in open areas.
- 12.3.2. Work can be done in waterproof areas where there is no risk for electrocution. Areas cleared for work during rain: Workshop(s), Office(s) and work on ground level with the provision that the area is maintained in a safe dry condition.
- 12.3.3. All staff required to continue working during rain/ snow shall be provided approved waterproof protective clothing and footwear.

12.4. Driving in inclement weather

- 12.4.1. The Contractor shall ensure the risk of driving in wet/ snow/ sandstorm/ muddy road conditions is adequately covered in a risk assessment. The risk assessment may include (but not be

limited to): Route planning, Speed reduction, planning for emergency situations, Driving precautions for slippery surfaces and visibility hazards.

13. RAISING/ LOWER LOADS BY HAND (ROPE RIGGING)

13.1. General Requirements:

13.1.1. The raising or lowering of equipment by hand using a rope has a high risk and it often results in loads being dropped and persons injured. The safest option is therefore not to allow this activity but rather use other means to lift / lower loads. Should it however not be practical, and a load needs to be raised / lowered by hand, the following guidelines in Section 13.2 shall apply.

13.2. Load requirements

13.2.1. Only loads of 20 kg mass or less may be raised or lowered by hand using a rope. To prevent material dropping, ensure that all equipment, tools, and fire extinguishers etc. to be lifted/ lowered are placed in a bag or container are secured to the rope in such a manner that the load cannot become detached from the rope or fall out of the bag or container. Precaution should also be taken as to the type of bag used. Material not suitable (i.e., plastic buckets) could easily tear when the load is being raised.

13.3. Rope requirements

13.3.1. Ropes are to be inspected visually for defects before and after usage.

13.3.2. Ropes to be anchored while hoisting and lowering loads from and to ground level. The dead end (other end of the rope), where the load is not attached shall be firmly fixed to a solid anchor point during lift/lowering operations.

13.4. Personnel requirements

13.4.1. Risk assessments shall identify potential places where the load can get stuck or hooked whilst lifting/ lowering takes place.

13.4.2. The area beneath the lifting or lowering site shall be barricaded to ensure that no persons enter under any suspended load. A person must be present to enforce access control at barricaded area.

13.4.3. At all times during lifting/ lowering operations a minimum of two people must be in control of the rope to which the load is connected.

14. GENERAL EQUIPMENT REQUIREMENTS

15.1 The Contractor shall ensure that competent and authorized operators/ operate equipment.

15.2 The Contractor shall ensure that tools (includes portable electric equipment) and equipment (includes fixed plant and mobile plant equipment) are identified, registered, inspected, and declared safe by a competent person. The UNHCR Project Representative shall ensure all

contractor machinery is inspected and confirmed safe for use prior to use at any Construction site.

- 15.3 The Contractor shall ensure that no modifications/ bypassing of portable equipment safety devices is done i.e., “dead man switch” is not disabled for continuous running of the grinder.
- 15.4 All generators to be maintained and operated in accordance with the manufacturer’s use and safety instructions. Earthing of generators must be practiced where an earthing rod is used and spiked in the ground.

15. MOBILE MACHINERY REQUIREMENTS

- 16.1 The Contractor shall be responsible for planning and segregating the location of vehicle traffic, machine operation, and walking areas, and controlling vehicle traffic/ on-site flag-people wearing high-visibility vests to direct traffic. The Traffic Management Plan shall be approved by the UNHCR Project Representative.
- 16.2 Drivers shall be responsible for the safe transportation of all loads; this includes the proper securing of all loads through the correct methods with use of correct securing devices. Loads protruding from vehicles shall be made visible using red flags in the day and red lights if they are transported at night.
- 16.3 Seatbelts shall be worn on forklifts, earthmoving machinery, or any other mobile machinery.
- 16.4 Speed limits should be managed to be consistent with safe site operations and traffic movements.
- 16.5 The usage of cell phones is not permitted while operating equipment, mobile machinery, or vehicles.
- 16.6 Unauthorized vehicles are not allowed in the vicinity of civil earthworks and construction activities.

16. MOBILE MACHINERY – CRANES/ FORKLIFTS/ EXCAVATORS/ FRONTEND LOADERS AND SKID STEER LOADERS

- 17.1 The Contractor shall ensure that where cranes (mobile) are used they are designed, operated, and erected under the supervision of a competent person and possess valid load test certificates (Cranes including rigging equipment).
- 17.2 Lifting Plans shall be prepared for all lifting activities on site. A lift plan shall be required prior to all critical lifts. Critical lifts are defined as:
 - a) any lift that utilizes more than one (1) crane or hoisting device,
 - b) any lift that is over 20 tons,
 - c) any lift carrying personnel on a work platform/ cage,
 - d) any lift over critical operating and/or process equipment,

- e) any lift that exceeds 70% percent of the crane's load chart.
- 17.3 No load shall be left suspended on a crane.
- 17.4 No crane shall be marched/ moved while carrying a suspended load.
- 17.5 All mobile cranes shall be equipped with an oil drip tray that has to be in place under the crane when the crane is in operation.
- 17.6 Where mobile machinery such as forklifts/ excavators/ front-end Loaders and skid steer loaders are used and propelled by liquid petroleum gas, the Contractor shall cause such vehicles to be inspected on scheduled basis as to not cause fire hazards in areas where ignition sources exist.

17. VEHICLE FUELLING/ REFUELLING

- 18.1 All vehicle refuelling and servicing areas shall have ground spillage protection i.e., concrete flooring/ impermeable covering/ drip trays. The Contractor must also make provision for a spill kit, and personnel must be trained in its use.
- 18.2 Where refuelling is done on site from a portable container, proper procedures should be implemented to prevent spillages and fire risk.
- 18.3 Firefighting equipment must be provided at refuelling locations and shall be readily accessible.
- 18.4 Waste contaminated with hydrocarbons shall be disposed of properly to avoid fire risk and environmental contamination.

18. TEMPORARY STORAGE AND USE OF FLAMMABLE LIQUIDS

18.1. General requirements

- 18.1.1. All flammable liquid storage areas shall be adequately identified by required signage, and capacities clearly marked. Material safety data sheets (MSDSs) shall be available for all chemicals and flammable liquids and included in the site HS Plan. The Contractor shall ensure that flammable liquids store facilities are approved by the UNHCR Project Representative.
- 18.1.2. The Contactor must ensure that where flammable liquids are being used or stored at the workplace concerned, it is done in a manner that it does not cause a fire or explosion hazard, and that the area is effectively ventilated.
- 18.1.3. No person may smoke in any place, in which flammable liquids are used or stored, and the contractor must place suitable signs at all entrances to any such areas prohibiting smoking. Contractor shall ensure that adequate amount of efficient fire-fighting equipment is installed in suitable locations around the flammable liquids' storage area with recognized symbolic signs.
- 18.1.4. Flammable liquid storage areas shall make provision for spill containment to provide a physical barrier between the soil and any hazardous liquids that might be spilled.

- 18.1.5. All containers holding flammable liquids shall be kept tightly closed when not in actual use and, after their contents have been used up, shall be removed from the construction site and safely disposed of.

19. FIRE PRECAUTIONS

19.1. General requirements

- 19.1.1. All fire equipment to be marked on the site establishment plan.
- 19.1.2. The Contractor shall ensure that all appropriate measures are taken to avoid the risk of fire, sufficient and suitable storage is provided for flammable liquids, solids and gases smoking is prohibited and notices in this regard are prominently displayed in all places containing readily combustible or flammable materials.
- 19.1.3. No open or unattended fires are allowed within the construction site. The burning of waste is prohibited, and all waste will be relocated to the waste area identified for disposal.

19.2. Designated smoking areas

- 19.2.1. The Contractor shall make provision for clean designated smoking areas on a construction site. The Contractor shall ensure facilities are equipped with sufficient waste bins (e.g., one for cigarette stubs and one for general waste), firefighting equipment and the necessary signage as required by legislation.

20. WORKING NEAR WATER ENVIRONMENTS

20.1. General requirements

- 20.1.1. The Contractor shall ensure where construction work is done over or near a water body, provision is made for preventing persons from falling into the water, and the rescuing of persons in danger of drowning will form part of the emergency management plan.
- 20.1.2. A risk assessment/ work procedure shall include (but not be limited to) the following as a minimum: rescue requirements, mandatory signage requirements (e.g., for life vests), rescue equipment requirements (e.g., Life Buoys/rings), lifeguard standby requirements and access control. The UNHCR Project Representative shall approve the plan prior to implementation.
- 20.1.3. No person will be allowed to work alone where there is a water environment present that poses a risk of drowning.

21. STACKING AND STORAGE

21.1. General requirements

- 21.1.1. The Contractor shall include stacking and storage in risk assessment. The Contractor shall put in place a management plan for the project to ensure that all stacking areas are identified and

managed in a safe manner. The required plan shall include (but not be limited to) the following as a minimum:

- a) Manual handling requirements
- b) Stacking/storage at heights
- c) Stacking/storage methods to be used
- d) Load bearing platforms for stacked/stored materials
- e) Barricading requirements (i.e., walkways)
- f) Access control requirements
- g) Quarantined and/or redundant material management
- h) Emergency response
- i) Fire precautions

21.1.2. The Contractor shall ensure that a Supervisor is responsible for stacking and storage on a construction site.

22. CONSTRUCTION EMPLOYEE FACILITIES

22.1. General requirements

22.1.1. The Contractor shall provide at a minimum the following clean, hygienic, and maintained facility in addition to the project specific health requirements:

- a) Shower facilities - adequate number of washing facilities and access to clean water for the number of persons on site; (provision for each gender and comply with National specific requirements).
- b) Provide sanitary facility for each gender separately and comply with National specific requirements.
- c) Changing facilities for each gender; and
- d) Sheltered eating areas with hand washing water and soap available.

22.1.2. The Contractor shall ensure that the cleanliness of eating areas is maintained regarding dust management, waste management and provide stable tables and chairs. Storage of food, tools and/or PPE together is strictly prohibited.

22.1.3. Where applicable, the Contractor must provide reasonable and suitable living accommodation for workers who are far removed from their homes and where adequate transportation between the site and their homes, or other suitable living accommodation, is not available.

22.1.4. In absence of permanent structures, the Contractor to erect temporary structures to provide sanitary and other facilities to contractor personnel performing duties on site in line with national regulations.

23. OCCUPATIONAL HYGIENE

23.1. Lighting

23.1.1. In the absence of natural lighting, workplaces should be supplemented with sufficient artificial illumination to promote worker safety and health. All light sources should be energy efficient with minimum heat emission.

23.2. Ventilation and temperature

23.2.1. The Contractor shall ensure that confined space work is done in properly ventilated areas. Mechanical ventilation systems shall be maintained in good working order and practice of re-circulating contaminated air is prohibited.

23.2.2. The Contractor shall ensure that thermal stress is identified in site risk assessments and appropriate mitigatory measures put in place. Measures to put in place may include PPE for protection against cold, hot weather, work planning schedule and fatigue management, and cool drinking water for rehydration.

23.3. Hazardous materials

23.3.1. The Contractor shall avoid use of any hazardous substance by replacing it with a substance that under its normal conditions of use is not harmful or less harmful to workers. Precautions must be taken to keep the risk of exposure to personnel as low as possible. The employer must ensure adequate and competent supervision of the work, work practices, and the appropriate use of PPE.

23.3.2. The Contractor shall ensure that all chemicals and hazardous materials present are labelled. Materials Safety Data Sheets (MSDS) or equivalent data/information in an easily understood language must be readily available to exposed workers and first-aid personnel.

23.4. Asbestos

23.4.1. The Contractor shall ensure that no asbestos containing material will be allowed on site. This refers to packing, insulation and building material.

23.4.2. Where construction involves removal of existing structures containing asbestos, the removal and disposal of such material will be done by specially trained personnel.

24. DRINKING WATER

24.1. General requirements

24.1.1. A Contractor shall ensure adequate provision is made for drinking water on site as well as in lay down areas taking into consideration that no eating or drinking in operational areas is allowed.

24.1.2. Should any contamination of the drinking water occur, the Contractor must stop use of the water and report it immediately to the UNHCR Project Representative.

25. HOUSEKEEPING

25.1. General requirements

- 25.1.1. The Contractor shall establish a housekeeping plan/ schedule for the project.
- 25.1.2. On completion, the Contractor is responsible for site clearing and safe disposal of all materials, such as scrap, building rubble, temporary buildings and building bases according to the approved waste management plan.

26. GENERAL HYGIENE

26.1. General requirements

- 26.1.1. The Contractor shall ensure general hygiene practices such as regular washing of hands, no spitting on site etc. are included in the safety management system and is implemented and monitored on site.
- 26.1.2. Liquor, drugs (narcotic/recreational) and weapons (guns, personal knives, etc.) are not permitted on the construction site. No person under the influence of alcohol or drugs is permitted on site. Personnel under medical treatment that may affect their performance shall report it to their supervisor immediately for non-critical work assignment.

27. WASTE MANAGEMENT PLAN (WMP)

27.1. General requirements

- 27.1.1. The Contractor shall have a WMP which identifies practical measures to re-use, recycle materials and products to reduce material intensity and generation of waste. Other strategies that can be practiced include:
- a) Substituting raw materials or inputs with less hazardous or toxic materials, or with those where processing generates lower waste volumes
 - b) Applying manufacturing process that convert materials efficiently, providing higher product output yields, including modification of design of the production process, operating conditions, and process controls
 - c) Instituting good housekeeping and operating practices, including inventory control to reduce the amount of waste resulting from materials that are out-of-date, off-specification, contaminated, damaged, or excess to plant needs
 - d) Waste segregation to prevent the commingling of non-hazardous and hazardous waste, thus minimizing the volume of hazardous waste
- 27.1.2. Personnel must be trained in the application of the waste management plan. This training may be included in the project specific induction and/or toolbox talks.
- 27.1.3. All construction waste must be disposed of in accordance with the National environmental legislation. Such waste should be placed in appropriate waste receptacles for disposal.

27.1.4. Domestic waste emanating from eating areas shall be clearly marked and placed in appropriate waste receptacles. Food waste shall only be discarded in domestic waste bins.

27.1.5. All equipment that has the potential for spillages or leakages shall be equipped with drip trays. In the event of a spill, the source of the spill must be identified and addressed. The spill must be cleaned immediately, and any contaminated soil must be removed and disposed of through a recognized waste disposal method with the approval of UNHCR Project Representative.

28. INSPECTIONS (HEALTH AND SAFETY)

28.1. General requirements

28.1.1. The Contractor shall carry out inspections at workplaces as part of general supervision. The inspection shall be carried out by the Contractor's supervisors, Managers and Occupational Safety Officers.

28.1.2. Health and Safety Inspections of the project site should include, but not be limited to, the following:

- a) equipment
- b) small equipment
- c) scaffolds
- d) lifting devices
- e) electrical cables
- f) fire extinguishers
- g) housekeeping (including waste management and disposal)
- h) welfare facilities (where applicable - workers accommodation, toilets and eating areas)
- i) access control, barricading and signage

28.1.3. The Contractor shall rectify all deviations identified during inspections as soon as possible. Records of inspections shall be kept for review by UNHCR Project Representative.

29. PERSONAL PROTECTIVE EQUIPMENT (PPE)

29.1. General requirements

29.1.1. The Contractor shall ensure all personnel at the Construction Site and visitors use approved PPE as risk identification processes (Guidance on PPE types can be obtained from Occupational Safety Unit). No person shall be allowed to enter the site without the required approved PPE.

29.2. PPE Selection

29.2.1. Selection of PPE should be based on a hazard identification and risk assessment process, selected according to criteria on performance and testing established by recognized National Standards organizations or International Organizations.

29.2.2. The table below provides summary of recommended PPE according to identified hazards.

Objective	Workplace Hazards	Suggested PPE
Eye and face protection	Flying particles, molten metal, liquid chemicals, gases or vapors, light radiation	Safety Glasses with side-shields, protective shades, etc
Head protection	Falling objects, inadequate height clearance, and overhead power cords.	Plastic Helmets with top and side impact protection.
Hearing protection	Noise, ultra-sound.	Hearing protectors (ear plugs or earmuffs)
Foot protection	Falling or rolling objects, pointed objects. Corrosive or hot liquids.	Safety shoes and boots for protection against moving & falling objects, liquids and
Hand protection	Hazardous materials, cuts or lacerations, vibrations, extreme temperatures.	Gloves made of rubber or synthetic materials (Neoprene), leather, steel, insulating materials, etc.
Respiratory protection	Dust, fogs, fumes, mists, gases, smokes, vapors.	Facemasks with appropriate filters for dust removal and air purification (chemicals, mists, vapors and gases). Single or multi-gas personal monitors, if available.
	Oxygen deficiency	Portable or supplied air (fixed lines). On-site rescue equipment.
Body/ leg protection	Extreme temperatures, hazardous materials, biological agents, cutting and laceration.	Insulating clothing, body suits, aprons, etc. of appropriate materials.

Ref: Environmental, Health, and Safety (EHS) Guidelines, IFC, April 30, 2007

29.2.3. Wearing reflective clothing is mandatory at construction sites (includes where appropriate – reflective vest, work suits or overalls with reflective arm or leg band) for personnel entering/working in the construction site.

29.2.4. The Contractor shall ensure that for welding PPE - welding helmets are fitted to hardhats, and they wear respirators where applicable. Welders and cutters wear suitable double eye protection (Face shield and Safety Glasses), gloves, apron, and spats. Suitable spark containment screening shall be provided to protect onlookers and passers-by.

29.2.5. Additional PPE shall be identified from task risk assessments for specific areas and tasks. This may include long sleeves, flash resistant clothing for any type of live electrical work.

30. INCIDENT REPORTING

30.1. General requirements

30.1.1. Workers to receive induction on reporting of injuries on same day of occurrence no matter how minor the injury seems. Delayed reporting of injuries shall not be tolerated.

30.1.2. In the event of an emergency resulting from a Health and Safety incident, any UNHCR personnel and Contractors that become aware of the emergency shall immediately activate the emergency processes at the location of the HS incident, such as triggering emergency alarms and calling emergency services.

30.1.3. The following are incidents that should be immediately reported to UNHCR Project Representative:

- a) Any occupational injuries and diseases/illnesses on site (Fatal cases, lost time injury cases, medical treatment cases, first-aid cases)
- b) All reportable incidents as required by Local Country legislation (examples include - Flying or falling objects, machinery out of control, failure of safety, dangerous substance spilled or uncontrolled release of substance under pressure, failure to comply with medical fitness requirements)
- c) Any damage caused to the property or environment
- d) High Potential near miss or Dangerous Occurrence incidents

30.1.4. The Contractor shall have an incident reporting and root cause analysis procedure. The Contractor shall ensure that all incident corrective/preventative actions are implemented on the site.

30.2. Immediate actions following an accident

30.2.1. The Contractor shall ensure that priority shall be given to attending any injured persons, ensuring public safety, and limiting additional damage to sensitive environments.

30.2.2. First aid, firefighting equipment, spill kits and other initial response mechanisms shall be used to limit the impact of the incident before emergency services such as ambulance and fire brigade services or other help arrives.

31. EMERGENCY PREPAREDNESS

31.1. General requirements

31.1.1. The Contractor shall develop emergency procedures on scenarios identified (including Site emergency and evacuation plan) approved by the UNHCR Project Representative.

31.1.2. Such Emergency Procedures shall include (but not be limited to):

- Contractor shall designate and appoint on site emergency evacuation marshals trained in the emergency procedure.
- Emergency telephone and ambulance numbers must be available and displayed on site.
- Establish effective communication between evacuation marshals and emergency coordinator i.e., radio/ mobile phone.
- Communication methods to notify personnel on established (sirens, public announcement systems)
- A schedule for emergency exercises to take place, based on credible scenarios as per National Requirements.
- Requirements for first aid and medical and fire and rescue shall be addressed in the emergency preparedness.
- The Contractor shall ensure that the necessary firefighting equipment is in place in the respective areas.
- The provision for clear walkways and access control during an emergency

32. SAFETY ORIENTATION, INDUCTION AND TRAINING

32.1. General requirements

32.1.1. The Contractor shall ensure that all personnel are adequately orientated, inducted, and trained to perform their scope specific tasks.

32.1.2. The Contractor shall identify all training needs for workers.

32.2. Training

32.2.1. Training and site induction of workers should address language barriers.

32.2.2. All workers performing tasks that fall part of critical risks identified at site shall receive training covering project high risk exposures including, but not limited to, work at heights, confined space work, electrical safety, excavation work, lifting and mechanical handling of material, working near mobile and earth moving equipment and working near water accumulations.

32.3. Safety Induction

32.3.1. All personnel and visitors are required to undergo a site induction regarding the general hazards prevalent on the construction site, construction risk assessment, rules and regulations, and other related aspects. Acknowledgement of receiving and understanding the induction must be signed by all persons receiving the induction accordingly.

33. TOOLBOX TALKS & DAILY TASK INSTRUCTIONS

33.1. General requirements

- 33.1.1. The Contractor shall conduct safety “toolbox talks” at least once a week. The topic of these talks shall be in accordance with identified risks and trends associated with the project.
- 33.1.2. A spokesperson who is proficient in a language that is commonly understood by all personnel should give the presentation or translate the presentation if required by the group.
- 33.1.3. The Contractor shall ensure toolbox talks are held in small groups and the area where the toolbox talks are held are conducive to an effective communication session (i.e., noise levels, size of work force, visibility etc. to be considered).

33.2. Daily Task Instructions

- 33.2.1. The Contractor to ensure that before an employee commences work on the specific project, that the supervisor in control of the team informs personnel daily of their scope of work. This will include man-task specifications and the discussion of any standard task procedures or hazardous operational procedures that will be performed by the personnel.

34. CONSTRUCTION MEETING (HEALTH AND SAFETY)

34.1. General requirements

- 34.1.1. The Contractor shall establish a weekly (at a minimum) construction meetings which may be dedicated to OHS or OHS may be part of the agenda. The required attendance (as a minimum) shall comprise the Contractor Construction Manager, Contractor Occupational Safety Officer, Construction supervisors, and the UNHCR Project Representative or their nominated substitute.
- 34.1.2. The purpose of the Construction Health and Safety meeting is as follows:
 - a) To co-ordinate the HS effort of contractor personnel (including sub-contractors) on the site.
 - b) To function as a forum where individual contractors can have input to the improvement of the HS standards for the site.
 - c) To co-ordinate HS training needs on the site and to further develop the project induction-training programme to suit changing needs.
 - d) To review the incidents on the site and act as an overall steering committee with regard to the performance.
- 34.1.3. HS matters for discussion (as a minimum) include (where applicable):
 - a) Work plan for the week ahead
 - b) Incident investigations and non-conformances from inspections
 - c) Hazardous materials / substances (special precautions required)
 - d) Work procedures
 - e) Protective clothing / equipment

- f) Housekeeping and waste management
 - g) Work permits
 - h) Emergency preparedness
 - i) Traffic control
 - j) Training
 - k) Forthcoming high hazard activities
 - l) General health and safety issues
- 34.1.4. Contractor to record meeting minutes and distribute to UNHCR, Contractor's team and sub-contractors.

35. PERFORMANCE MEASUREMENTS (HEALTH AND SAFETY)

35.1. General requirements

- 35.1.1. Measuring and monitoring of HS performance indicators shall be as per Contract specification.
- 35.1.2. Performance measurement shall cover and not be limited to the following;
- a) Status of OHS plan implementation.
 - b) Number of action items listed (action close out/ pending) each month (to see if stability is being reached).
 - c) The decrease in incidents reoccurring (indicates the effectiveness of this process).
 - d) Submission of contractor weekly inspection conformance reports.

36. END OF JOB DOCUMENTATION (HEALTH AND SAFETY)

36.1. General requirements

- 36.1.1. During and after completion of the construction work, the contractor will provide a copy of the following documents to UNHCR Representative for review and approval:
- a) All construction risk assessments
 - b) Approved OHS plan's implementation status
 - c) A register of all accidents / incidents
 - d) Investigation reports of all accidents and incidents. (All corrective actions completed)
 - e) Proof of all accidents/ incidents reported to Country specific Regulatory Authority i.e., Department of Labour

- f) UNHCR / contractor / contractor management OHS audits (site establishment, legal compliance, in-house, external and site audits)
- g) Copies of all non-conformance reports received / issued (including recovery plans)
- h) A comprehensive OHS report (statistics, recognitions, achievements, lessons learnt)

37. DEFINITIONS

Baseline risk assessment	Baseline risk assessment is the assessment that identifies and documents all potential hazards, undesirable events, causes, consequences and inherent risk levels within a geographical area. At the end of each baseline risk assessment, a decision should be taken for further risk analysis through issue-base risk assessments or end risk assessment if result of inherent risk levels is low.
Construction Manager (Contractor)	A competent person responsible for the management of the physical Construction processes and the coordination, administration, and management of resources on a construction site.
Construction Supervisor (Contractor)	A competent person responsible for supervising Construction activities on a site.
Construction work	Covers the following - construction, erection, alteration, renovation, repair, demolition or dismantling of or addition to a building or any similar structure; or the construction, erection, maintenance, demolition or dismantling of any bridge, canal, road, runway, sewer, or water reticulation system; or the moving of earth, clearing of land, excavating, piling, or any similar civil engineering structure or type of work.
Contractor (including Implementing Partner)	An employer who performs construction work (for the purpose of these OHS Requirements shall also include sub-contractors).
Contractor Personnel	Individuals or personnel of a contractor with a contractual agreement with the organization.
Confined Space	A confined space is one which is both enclosed, or largely enclosed, and which also has a reasonably foreseeable risk to workers of fire, explosion, loss of consciousness, asphyxiation or drowning. It may be small and restrictive for the worker like pipes or tanks, or it could be far larger such as a grain storage silo.

Fatal incident	A work-related injury or illness that results in death. This includes deaths of non-UNHCR people caused by UNHCR activities.
Health and Safety Plan	A site, activity, or Construction specific documented plan in accordance with the UNHCR health and safety requirements.
Hot work	Hot work is any process that can be a source of ignition when flammable material is present or can be a fire hazard regardless of the presence of flammable material in the workplace. (e.g., Welding, soldering, cutting, and brazing).
Incident	Undesired event which has/had the potential to result in injury/property/equipment damage and environmental impacts.
Inclement weather	Snow, Sandstorm, Wind of speed greater than 32 km/h (20mph), or electric storms within a 10km radius, or rainfall in excess of 40 mm/h.
Lost time injury or illness	A work-related injury or illness that results in a person not being able to perform his/ her duties for three (3) or more days (includes days not normally worked such as weekend days).
Portable electric equipment	This includes portable equipment not limited to - grinders, drills, sanders etc. Auxiliary equipment, such as extension leads, plugs, and sockets.
Safety Officer	A competent Safety officer shall be responsible to assist the Construction manager for the health and safety aspects related to the Construction.
Subcontractor	Subcontractors are businesses or individuals that carry out work packages on behalf of a contractor as part of the larger contracted project.
Toolbox Talk	Informal group discussion that focuses on a particular safety issue. Talks can focus on high-risk scenarios and to inform workers about changes to the jobsite and working conditions that may have occurred. Talks also cover any accidents or injuries that have occurred and how they could have been prevented.
UNHCR Project Representative	Refers to an individual who might be site based/ not site based. The individual is responsible for the project management representing UNHCR for the safe execution of activities according to set milestones as agreed with the Contractor. The Representative reviews achievement of set Key Performance Indicators and approves commercial signoffs for Contractor related payments to be executed.
Unsafe Act	Any activity that deviates from safety regulations and standards that may result in an incident.

Works' information / The work or services to be performed or provided by the contractor.
Scope of work

38. REFERENCES

- Environmental, Health, and Safety (EHS) Guidelines: Construction and Decommissioning, www.ifc.org/ehsguidelines IFC, April 30, 2007
- Environmental, Health, and Safety (EHS) Guidelines: Occupational Health and Safety, www.ifc.org/ehsguidelines IFC, April 30, 2007
- ILO, 1996, Recording and notification of occupational accidents and diseases, An ILO code of practice Geneva, International Labour Office, 1996. [Recording and notification of occupational accidents and diseases \(ilo.org\)](http://www.ilo.org)
- ILO standards-related activities in the area of occupational safety and health: An in-depth study for discussion with a view to the elaboration of a plan of action for such activities, Report VI Geneva, International Labour Office, 2003
- ILO standards - Working in confined spaces (Labour administration and inspection) (ilo.org)
- UNHCR/HCP/2021/2 Policy on the Occupational Health and Safety Management System in UNHCR
- UNOPS Minimum Health and Safety Requirements for contractors, 2021, Version 1, 10 May 2021

39. MONITORING AND COMPLIANCE

The Snr Occupational Safety Officer shall ensure maintenance, relevant review, and communication of requirements of this guidance.

The head of office shall ensure implementation of this guidance in the offices and where applicable UNHCR accommodation facilities.

The OSH focal point shall ensure local implementation of identified controls as well as monitoring of compliance.

The project team shall make use of this guideline in conjunction with the OHS contractor requirements.

Occupational Safety Unit shall provides continued guidance for implementation in the various locations, monitor overall compliance to ensure minimum requirements are met

and manage reports received through mycority incident reporting system and planned programmes.

40. DATES

Effective date – 07 August 2022

Review date (5years) – 06 August 2027

41. CONTACT

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42. HISTORY

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AUTHOR:		
Mufaro Gerald Mukwashi		
DATE:		VERSION:
07 August 2022		Version 2 – 2022
VERIFICATION	NAME	CAPACITY
By Author	Mufaro Gerald Mukwashi	Senior Occupational Safety Officer, Occupational Safety Unit
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