



GOVERNMENT OF RAS AL KHAIMAH RAK PORTS

Integrated Management System Manual

This Integrated Management System Manual complies with the requirements of the International Standard ISO 9001: 2015, ISO 14001: 2015 & ISO 45001:2018.

Revision history:

Version	Date	Reason for change	Author
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1	06-08-2017	Rev.1 of the RP MSM 001. (Details on page 2).	PW
2*	30-08-2018	Amendment to include new ISO standard requirements (Details on page 2).	PW

* This issue supersedes all previous versions.

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The controlled current version is available on the website www.rakports.ae/hseq/IMS-Manual.pdf



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Table of Content

Glossary of Definitions.....	8
Section I - General arrangements	
1.0 Introduction.....	17
2.0 Vision and mission	17
3.0 Purpose	18
4.0 Management system requirements	18
5.0 Context of the organisation	18
6.0 Scope.....	19
6.1 Permissible exclusions	19
7.0 RAK Ports policies.....	27
8.0 Risk management	30
9.0 Legal and other requirements.....	30
10.0 Objectives.....	31
11.0 Responsibilities	31
12.0 Competent persons	31
12.1 Chief Executive Officer	31
12.2 Port Manager	32
12.3 Health, Safety, Environment & Quality Manager	33
12.4 Harbour Master	33
12.5 Marine & Security Manager	34
12.6 Security & IT Manager	35
12.7 Projects & Planning Manager	35
12.8 Engineering Manager	36
12.9 Technical Manager	36
12.10 Chief Financial Officer	36
12.11 Business Development Manager	37
12.12 RMC Free Zone Manager	37
12.13 HSEQ personnel	37
12.14 Supervisors	38
12.15 Employees	38
13.0 Training	39

Integrated Management Systems Manual

Doc. No. RP MSM 001

14.0 Communication	40
15.0 Operational control	40
16.0 Performance measurement & monitoring	40
16.1 Monitoring & measurement	41
17.0 Evaluation of compliance	41
18.0 Non conformity, corrective & preventive action	41
19.0 Control of documents	42
20.0 Control of records	42
21.0 Auditing	43
22.0 Management review	43
 Section II - Quality Management	
1.0 Introduction	45
2.0 Management commitment	46
3.0 Planning of changes	46
4.0 Customer focus	47
5.0 Resource management	47
5.1 Provision of resources	47
5.2 Human resources	47
5.2.1 Training	48
5.3 Facilities / Infrastructure	48
5.4 Work environment	49
6.0 Operational Planning	49
6.1 Planning of realisation processes	49
6.2 Customer related processes	50
6.2.1 Dry docking services	50
6.2.2 Land reclamation.....	50
7.0 Procurement	50
7.1 Procurement control	50
7.2 Procurement information	51
7.3 Verification of purchased product	51
8.0 Production and service provision	51
8.1 Control of production and service provision	51

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

8.2	Outsourced process/services	52
8.3	Identification and traceability	52
8.4	Stakeholder property	52
8.5	Preservation of product	53
9.0	Monitoring, measurement, analysis and evaluation.....	53
9.1	Customer satisfaction & complaints	53
9.2	Monitoring and measurement of processes	53
9.3	Monitoring and measuring of product/service	54
10.0	Control of non-conformity of service	54
11.0	Analysis of data	54
12.0	Improvement	55
12.1	Planning for continual improvement	55
Section III - Health & Safety Management		
1.0	Introduction.....	57
2.0	Risk assessment.....	58
2.1	Control of substances hazardous to health	58
2.2	Control of dangerous goods	59
2.3	Housekeeping	60
3.0	Electrical safety	60
3.1	Electrical isolation	61
4.0	Manual handling.....	61
5.0	Induction training.....	62
5.1	Safety training	62
5.2	Safety representation, committee & communication	62
6.0	Personal protective equipment (PPE)	63
7.0	Workplace transport	64
7.1	Pedestrian / vehicle separation	64
7.2	Vehicle movements	64
7.3	Safe vehicles	64
7.4	Safe drivers	64
8.0	Lifting operations.....	65
8.1	Planning and organising	65
8.2	Use of lifting equipment	65

Integrated Management Systems Manual

Doc. No. RP MSM 001

8.3	Equipment used for lifting personnel	66
8.4	Maintenance of lifting equipment & accessories	66
9.0	Working at height.....	67
9.1	Access equipment	67
9.1.1	Mobile Elevated Work Platforms (MEWP)	67
9.1.2	Scaffold and work platforms	68
9.2	Fall protection	69
9.3	Access to vessels	69
9.4	Access between vessels	69
9.5	Cargo holds	69
10.0	Work equipment.....	70
10.1	Machinery	70
10.2	Pressure equipment & systems	70
10.3	Portable equipment	71
11.0	Permit to work.....	71
12.0	Confined space	72
13.0	Diving.....	72
14.0	Lighting	73
15.0	Dust.....	73
16.0	Noise.....	74
17.0	Hygiene.....	75
17.1	Personal hygiene	75
17.2	Food hygiene	75
17.3	Potable water hygiene	76
18.0	Code of practice for contractors, tenants and visitors	76
18.1	General requirements	76
18.1.1	Procedure for the induction of new employees, temporary workers.....	76
18.1.2	Non-English speaking workers	77
18.2	Contractors	77
18.2.1	Contracted work	77
18.3	Tenants	77
18.3.1	Visitors	78
19.0	Port emergency plan	78

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

19.1	Fire safety	78
19.2	H&S inspections	79
20.0	Accident reporting & investigation	79
20.1	Accidents, incidents & near misses	80
20.2	Incident investigation	80
21.0	First aid	80
Section IV - Environmental Management		
1.0	Introduction	83
2.0	Environmental aspects	84
3.0	Operational control	85
3.1	Waste management	85
3.2	Dust management	86
4.0	Emergency management	87
4.1	Emergency management procedure	87
4.2	Environmental monitoring requirements	89
4.3	Air quality & noise monitoring	90
4.4	Inspection & audit	91
Appendix 1: ISO standards and IMSM correlation		92
Annexes		94
Annex A:	Organisation Chart (Executive Management) – RAK PORTS	95
Annex B:	Business Process Map – RAK PORTS	96
Annex C:	Strategic Corporate Objectives – RAK PORTS	97

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Glossary of Definitions

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Definitions

Accident:	An unplanned or uncontrolled event or chain of events, actual or imminent, which endanger or threatens to endanger life, property or the environment, which may escalate beyond the resources of Saqr Port to manage or which requires coordination of a number of significant emergency management activities.
Accreditation:	A process by which an authoritative body gives formal recognition that an organisation or person is competent to conduct specific activities.
ACOP:	Approved Code of Practise.
ADCi:	Association of Diving Contractors International.
AJRP:	Al Jeer Port.
AJZP:	Al Jazeera Port.
Audit:	Systematic, independent (<i>not necessarily external to the organisation</i>) and documented process for obtaining “audit evidence” and evaluating it objectively to determine the extent to which “audit criteria” are fulfilled.
Auditee:	Organisation (or part of an Organisation) that is being audited.
Auditor:	Person with the competence to conduct an audit.
Certification:	The procedure by which a third party gives written assurance that a product, process or service conforms to the specified requirement.
Competency:	Ability to apply knowledge and skills to achieve intended results.
Contractor:	Person or company contractually employed to work within the RAK Ports estate, who are not employees.
Controlled Area:	An area of direct environmental impact as a result of an activity under the control of the port.
Continual Improvement:	A re occurring process of enhancing the management system in order to achieve improvements in overall performance, consistent with the organisation’s management policies.
Corrective Action (CA):	Action to eliminate the cause of a detected nonconformity or other undesirable situation.
COSHH:	Control of Substances Hazardous to Health.
Dangerous Occurrence:	Any event which results in or has the potential to result in serious harm, such as the collapse of, overturning of, or failure of any building, structure plant, equipment or release of substance that will affect the surrounding area.
DLM:	Departmental Line Manager.
Document:	Information and its supporting medium.
Environment:	Surroundings in which the organisation operates, including air, water, land, natural resources, flora, fauna, humans and their interrelationships.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Environmental Aspect:	Element of an organisation's activities or products or services that can interact with the environment.
Environmental Assessment:	Process to identify objectively the environmental aspects of processes, activities or sites as a result of past, current and expected future activities, to identify the significant environmental impacts, evaluate existing controls and determine any additional control measures required in order to reduce the consequences to a level deemed acceptable by RAK Ports.
Environmental Impact:	Any change to the environment, whether adverse or beneficial, wholly or partially resulting from organisation's environmental aspects.
Environmental Objective:	Overall environmental goal, consistent with the environmental policy that an organisation sets itself to achieve.
Environmental Performance:	Measurable results of an organisation's management of its environmental aspects.
Environmental Policy:	Overall intentions and direction of an organisation related to its environmental performance as expressed by top management.
Environmental Target:	Detailed environmental requirement, applicable to the organisation or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.
ES:	Engineering Supervisor.
Hazard:	The potential of a substance, activity or process to cause harm. A hazard can be ranked relative to other hazards or to a possible level of danger.
Hazard Identification:	A process of identifying that a hazard (<i>as stated above</i>) exists and defining its characteristics.
Health & Safety Objective:	An overall business goal, arising from Health & Safety, consistent with the Health & Safety Policy that the organisation has set itself to achieve.
HSA:	Health & Safety Assistant.
HSEQM:	Health, Safety, Environment & Quality Manager , appointed person nominated by the Top management to manage the Port Authority's management system.
Ill Health:	Identifiable, adverse physical or mental condition arising from and, or made worse by an activity and, or work related situation.
IMCA:	International Marine Contractors Association.
IMS:	Integrated Management System ; management system that integrates all of an organisation's systems and processes in to one complete framework, enabling an organisation to work as a single unit with unified objectives.
IMSM:	Integrated Management System Manual, a document detailing the elements of the required management system and related documents.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Incident:	<p>A work related event(s) in which injury or ill health (regardless of severity) or fatality occurred, or could have occurred.</p> <p>An accident is an incident which has given rise to injury, ill health or fatality.</p> <p>An incident where no injury, ill health or fatality occurs may also be referred to as a “Near Miss” or “dangerous Occurrence”.</p> <p>An emergency situation is a particular type of incident.</p>
Influenced Area:	An area of indirect environmental impact as a result of an activity under the control of other organisations. These activities can only be influenced indirectly by the port.
Interested Parties:	Person or group concerned with or affected by the integrated management system performance of an organisation.
Internal Audit:	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the integrated management system audit criteria set by the organisation are fulfilled.
ISP:	Integrated Systems Procedure , procedure developed to identify and address multiple regions of the Port Authority’s management systems to meet the goals that have been set.
KPI:	Key Performance Indicator. KPI is a measurement of the performance of a process against set targets. A measurement that helps you understand how you are doing against your objectives.
Life cycle:	<p>Consecutive and interlinked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal.</p> <p>The life cycle stages include acquisition of raw materials, design, production, transportation/delivery, use, end of life treatment and final disposal.</p>
Management System:	<p>A management system is a set of interrelated or interacting elements used to establish policies and objectives and processes to achieve those objectives.</p> <p>The management system at RAK Ports addresses several disciplines (e.g. quality, environment, occupational health and safety).</p> <p>The system also includes an organisational structure, planning activities (risk and impact assessments, customer reviews, setting of objectives), responsibilities, practices, procedures, processes and resources.</p>
Near Miss:	Any unplanned or uncontrolled event, or chain of events, that has not resulted in an injury requiring first aid or medical treatment, a specified dangerous occurrence, ill health, damage to plant, property or the environment, or loss of production, but has the potential to do so in other circumstances.

Integrated Management Systems Manual

Doc. No. RP MSM 001

Non-Conformity:	(NC) , a deviation from work standards, activities, practices, processes, procedures, regulations, management system performance that could lead either directly or in directly to a non-fulfilment of established procedures.
Occupational Health & Safety:	Part of an organisation's management system used to develop and implement its OH&S policy and manage its OH&S risks.
Organisation:	Company, organisation, firm, enterprise, authority or institution, or part or combination thereof, whether incorporated or not, public or private, that has its own functions and administration.
OS:	Operations Supervisor.
PASMA:	Prefabricated Access Suppliers and Manufacturers Association
Performance:	Measurable results of the organisations management system, related to the management of health & safety risks against its policies and objectives.
Policy:	The organisations overall intention and direction related to its health & safety, environmental and quality performance as formally expressed by the Senior Management Team.
POS:	Port Operations Supervisor.
PPE:	Personal Protective Equipment , equipment designed to be worn by the individual as a last resort in protection against an identified risk, as detailed in the hierarchy of risk.
Prevention of Pollution:	Use of processes, practices, techniques, materials, products, services or energy to avoid, reduce or control the creation, emission or discharge of any type of pollutant or waste, in order to reduce adverse environmental impacts.
Procedure:	Specified way to conduct an activity or a process.
Process:	A system of activities, which transforms inputs into outputs.
Product (Service):	The result of all input activities to achieve a final output.
Quality:	Degree to which a set of inherent characteristics fulfils requirements.
QC:	Quality Coordinator.
Quality Objective:	Specific result that a person or organisation aims to achieve with respect to Quality within a time frame and with available resources.
RAKP:	Ras Al Khaimah Port.
RAK Ports:	Ports of Ras Al Khaimah managed by SPA.
Records:	Documents stating results achieved or providing evidence of activities performed, this can include minutes from meetings, calibration records, monitoring results and incident reports.
Risk Assessment:	A process of formally estimating the magnitude of risk associated with an activity and the deciding outcome of its tolerable risk.

Integrated Management Systems Manual

Doc. No. RP MSM 001

Risk:	Effect of uncertainty. The likelihood of a substance, activity or process to cause its adverse effects, together with a measure of the effect. A risk can be reduced in order to control the hazard. Combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s).
RMCFZA:	RAK Maritime City Free Zone Authority.
RO:	Radio Operator.
RP:	RAK Ports' document reference.
Safety:	Freedom from all unacceptable risk of harm.
Senior Managers:	All senior management within the Port Authority's structure with specific responsibilities, these include Port Manager (<i>PM</i>), Engineering Manager (<i>EM</i>), Health, Safety, Environment & Quality Manager (<i>HSEQM</i>), Business Development Manager (<i>BDM</i>), RMC Free Zone Manager (<i>RMCM</i>), Security & IT Manager (<i>SM</i>), Harbour Master (<i>HM</i>), Marine Manager (<i>MM</i>), Technical Manager (<i>TM</i>), Project & Planning Manager (<i>PPM</i>) & Chief Financial Officer (<i>CFO</i>).
SO:	Safety Officer.
SOP:	Safe Operating Procedure.
SPA:	Saqr Port Authority.
Stakeholder:	A person or group, inside or outside the workplace, concerned with or affected by the Occupational health & safety, environmental and quality performance of the port. Also called interested parties.
Sub-Contractor:	A third party firm or person that carries out work within the Port estate for a contractor as part of a larger project.
Target:	A detailed performance requirement applicable to and that needs to be set in order for health & safety, environmental & quality objectives to be met.
Tolerable Risk:	A risk that can be reduced to a level that can be endured by the organisation having regard to their legal obligations.
Executive Management:	Executive management usually consists of a person or group of people who direct and control an organisation at the highest level. Also called Top Management.
TS:	Technical Superintendent.
Unsafe act or Condition:	Any observed act or condition with the potential to cause or result in harm (e.g. unsafe work practices, trip hazards, missing edge protection etc.). These apply to all activities or situations on site, whether or not they may be attributed to port operations.
Welfare:	Welfare engineering as described in Chapter V of Federal Law No.8 of 1980 (UAE Labour Law).

Integrated Management Systems Manual

Doc. No. RP MSM 001

Workplace:

Any physical location in which work related activities are performed under the control of the port:

When giving consideration to what constitutes a workplace, the organisation should take into account the OH&S effects on personnel who are, for example, travelling or in transit (driving on boats or other forms of mechanical transport) working at the premises of a client or customer, or working at home.

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Section I

General Arrangements

Retention	@ Office	@ Archives
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1.0 Introduction

RAK Ports is the title given to a group of four ports and one maritime free zone that are strategically located close to the entrance of the Strait of Hormuz in the northern emirate of Ras Al Khaimah; each offering a variety of services from bulk / general cargo handling, dry dock & ship maintenance, warehousing, livestock handling, maritime free zone land and a unique marine leisure facility to the region.

The RAK Ports have evolved and implemented an Integrated Management System (IMS) that exists as part of a larger strategy that has established, documented and implemented our processes, policies and objectives, whilst satisfying the requirements of Quality Management ISO 9001:2015, Health & Safety ISO 45001:2018 and Environment ISO 14001:2015 international standards, which will form the structure of the IMS Manual (*IMSM*).

The *IMSM* has been developed to identify the organisational structure, responsibilities, activities, resources and events that, when combined provide a structured system of policies, processes and procedures that deliver a controlled statement of the organisations intent toward health & safety, environment and quality within the ports operational estates. Its implementation will ensure the capability to meet departmental objectives as well as requirements for the ports' future growth.

This document will define matters relating to health, safety, environment and quality of all personnel conducting activities and detail the responsibilities of those accountable for implementing and monitoring its continual improvement.

Because health, safety, environment and quality are essential to the effective and commercial running of the organisation, along with the wellbeing of all, the contents of this manual shall apply to all stakeholders, from top management to front face employees, tenants, contractors and visitors.

All have a duty of care under the RAK Ports Act to up hold its principles and as such have a legal obligation under the port management regulations to report any work situation which represents a hazard or danger to safety or environment.

Procedures have been implemented to encourage the reporting of near miss, bad practice and poor working conditions that gives the employee the ability to question work if they feel that their safety and that of their co-workers is compromised.

Controlled hard copy of this IMSM shall be held by the HSEQM, with the current electronic version distributed within the organisation's public drive.

2.0 Vision and mission

RAK Ports has clearly articulated its vision and mission with the aim to motivate and inspire employees to commit to their individual line of work.

As each port is unique in its own way, the vision for RAK Ports has been formulated as follows;

- SPA:** *"Leading industrial port in the Middle East."*
- AJZP:** *"Luxury yacht repair and manufacturing hub with large cruise facility."*
- RAKP:** *"The epicenter of downtown RAK and the hub for water tourism."*
- AJRP:** *"Gateway for livestock imports into the UAE."*
- RMCFZA:** *"Leading industrial free zone with maritime access."*

Mission

“To drive economic growth for RAK by 2030, maximise returns to the shareholder (effectively Government of RAK) whilst taking cognisance and complying with legislative requirements or international best practice throughout business operations.”

3.0 Purpose

The purpose of this Manual is to create a generic management for RAK Ports, this will reduce repetition, allow easier use of processes, procedures and documentation in order to drive certification at all locations under RAK Ports responsibility.

4.0 Management system requirements

In order to improve upon the performance of RAK Ports, an IMS has been implemented. This **IMSM** defines the scope of the port’s IMS and has been developed to conform to the international standards; ISO 45001:2018 Occupational Health & Safety Management System Standard, ISO 14001:2015 Environmental Management System Standard and ISO 9001:2015 Quality Management System Standard.

Significant hazards and impacts that have the potential to damage the working environment will be controlled and mitigated where possible, beneficial control measures and impacts will be encouraged. Effective implementation of the IMS will ensure that all issues are fully managed and that legislative requirements are met or exceeded during the implementation.

5.0 Context of the organisation

RAK Ports Senior Management has reviewed and analysed key aspects of the Ports and its stakeholders in order to develop a strategic direction of the organisation i.e. RAK Maritime Strategy 2030. This required understanding of external and internal issues that are of concern to the Ports and its stakeholders are as defined below.

Stakeholders are best described as interested parties who receive services from RAK Ports’, or entities who may be impacted by them, or those parties who may otherwise have a significant interest in the Ports. Stakeholders as categorised above are identified as per the **Risk Management Procedure**.

Issues associated with the context are analysed through an assessment of risk facing RAK Ports and its stakeholders. This information is then used by Senior Management to determine the RAK Ports strategic direction as defined in records of management review, and will be periodically updated as conditions and situations change.

Issues associated with the Stakeholders are assessed in accordance with the **Risk Management Procedure**.

Applicable documentation:

RP ISP 041: Risk Management Procedure.

6.0 Scope

The **IMSM** incorporates mandatory elements of ISO 45001:2018, ISO 14001:2015 and ISO 9001:2015 as detailed in each section of this manual. These standards effect all employees of the Port, tenants and businesses located within its estate as detailed in Fig 1 – Fig 5 of the general arrangements.

Based on the analysis of the above issues of concern, interests of stakeholders, and in consideration of its services, RAK Ports has determined the scope of its IMS as follows;

“Marine and port operations including leasing of land and premises.”

The IMS applies to all processes, activities and employees of the following locations (sites) within RAK Ports:

SPA

P.O. BOX: 5130
Khor Khwair, Ras Al Khaimah
United Arab Emirates
Phone: +971 7 205 6000
Physical boundary is as detailed in Fig-1.

AJZP

P.O. BOX: 5681
Al Jazeera, Ras Al Khaimah
United Arab Emirates
Phone: +971 7 244 6627
Physical boundary is as detailed in Fig-2.

RAKP

P.O. BOX: 31300
Al Nakheel, Electricity Road,
Ras Al Khaimah, United Arab Emirates
Phone: +971 7 228 8230
Physical boundary is as detailed in Fig-3.

AJRP

P.O. BOX: 5130
Al Jeer, Ras Al Khaimah
United Arab Emirates
Phone: +971 7 268 2333
Physical boundary is as detailed in Fig-4.

RMCFZA

P.O. BOX: 5130,
Khor Khwair, Ras Al Khaimah
United Arab Emirates
Phone: +971 7 221 5041
Physical boundary is as detailed in Fig-5.

6.1 Permissible exclusions

The following clauses of ISO 9001:2015 were determined to be not applicable at this time.

SPA

Design and development (Clause 8.3)

SPA does not undertake design activities, hence this clause of ISO 9001:2015, has been excluded from the IMS. In the event that this situation has changed and specific design activities applied in SPA, this element of the standard will be fully addressed.

AJZP

Design and development (Clause 8.3)

The port does not undertake design activities, hence this clause of ISO 9001:2015, has been excluded from the IMS. In the event that this situation has changed and specific design activities applied in AJZP, this element of the standard will be fully addressed.

Integrated Management Systems Manual

Doc. No. RP MSM 001

RAKP**Design and development (Clause 8.3)**

The port does not undertake design activities, hence this clause of ISO 9001:2015, has been excluded from the IMS. In the event that this situation has changed and specific design activities applied in RAKP, this element of the standard will be fully addressed.

AJRP**Design and development (Clause 8.3)**

AJRP does not undertake design activities, hence this clause of ISO 9001:2015, has been excluded from the IMS. In the event that this situation has changed and specific design activities applied in Al Jeer Port, this element of the standard will be fully addressed.

RMCFZA**Design and development (Clause 8.3)**

RMCFZA does not undertake design activities, hence this clause of ISO 9001:2015, has been excluded from the IMS. In the event that this situation has changed and specific design activities applied in RMCFZA, this element of the standard will be fully addressed.

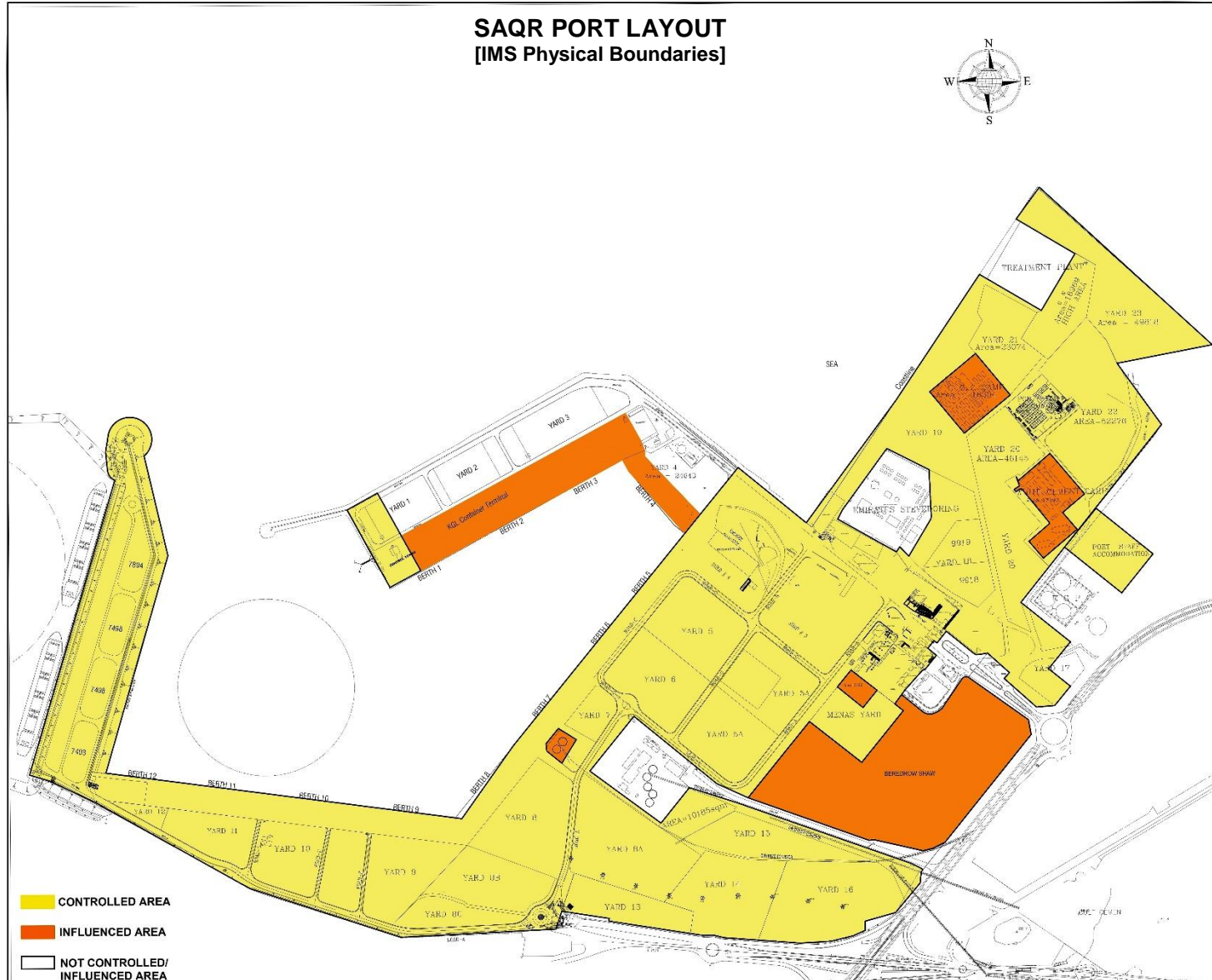
The following sites are excluded from RAK Ports IMS at this time; in the future, these may be incorporated into the Ports IMS and the IMSM will be updated accordingly.

RFFD LLC

P.O. BOX: 5492,
Khor Khwair, Ras Al Khaimah,
United Arab Emirates,
Phone: +971 7 223 3803

Fig 1. Saqr Port layout

The scope of Saqr Port's IMS includes the physical boundary involving the 'Controlled Area' and the 'Influenced Area' as shown in the port layout below;

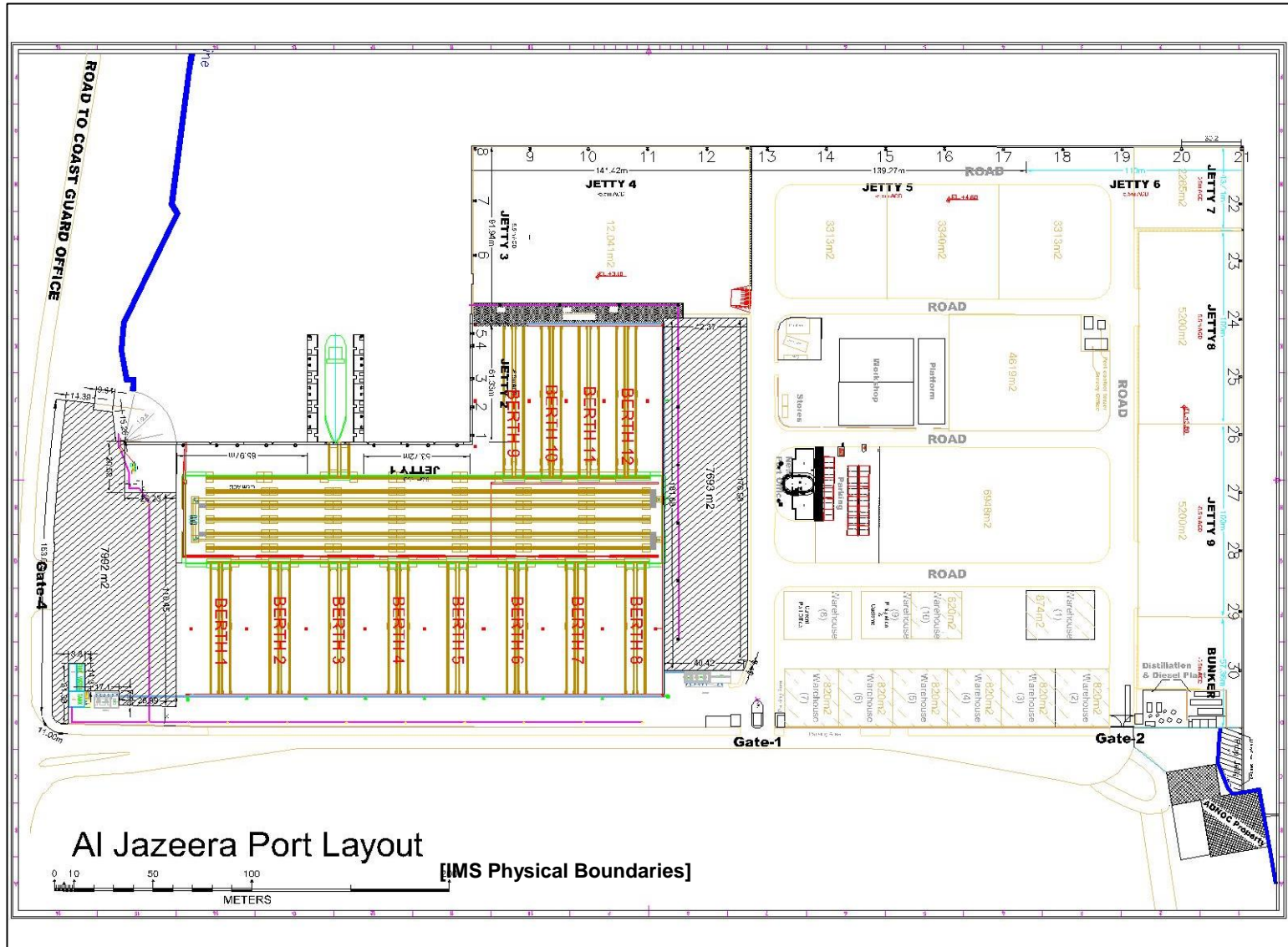


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Fig 2. Al Jazeera Port layout

The scope of Al Jazeera Port's IMS includes the physical boundary involving the 'Controlled Area' and the 'Influenced Area' as shown in the port layout below;

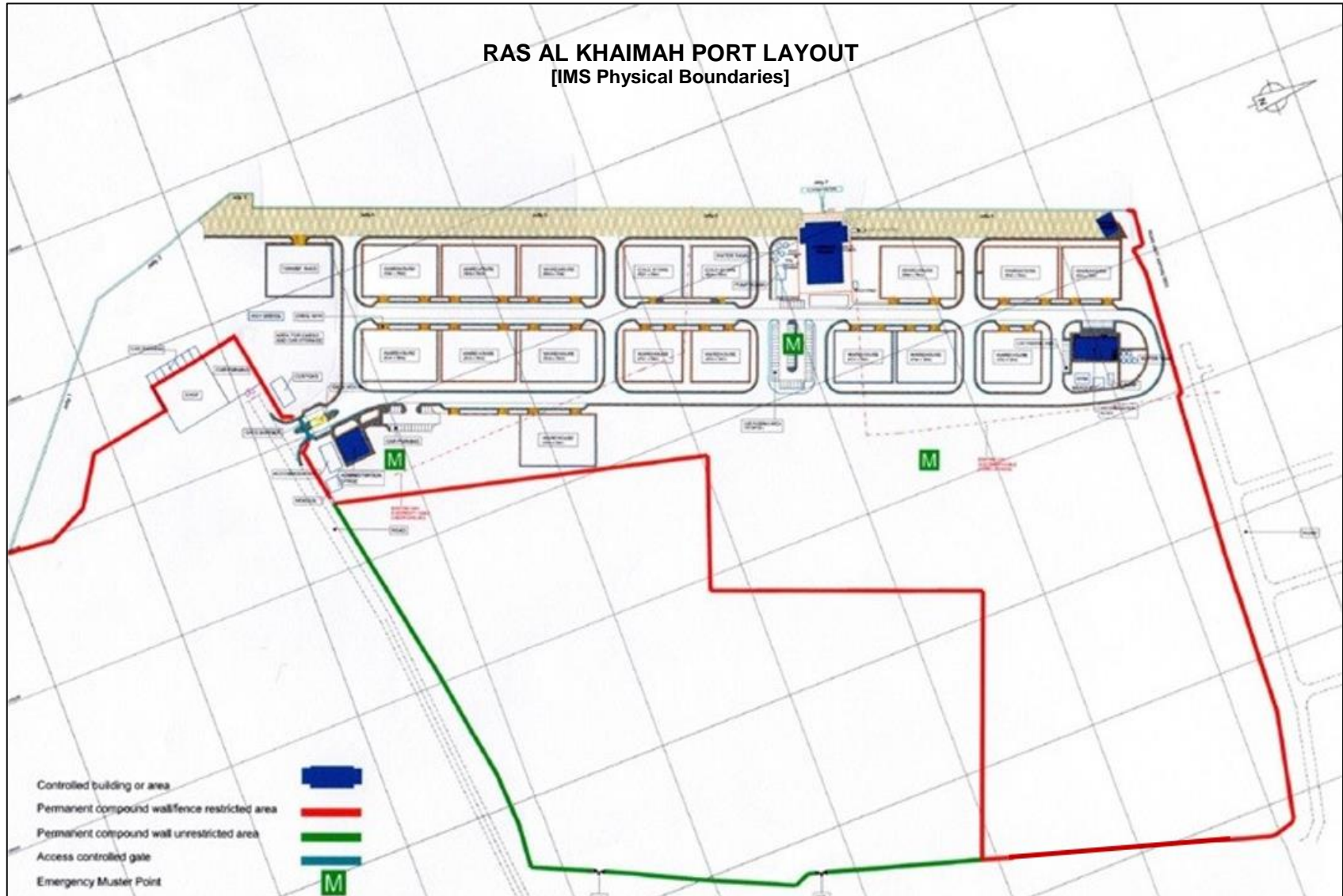


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Fig 3. Ras Al Khaimah Port layout

The scope of Ras Al Khaimah Port's IMS includes the physical boundary involving the 'Controlled Area' and the 'Influenced Area' as shown in the port layout below;

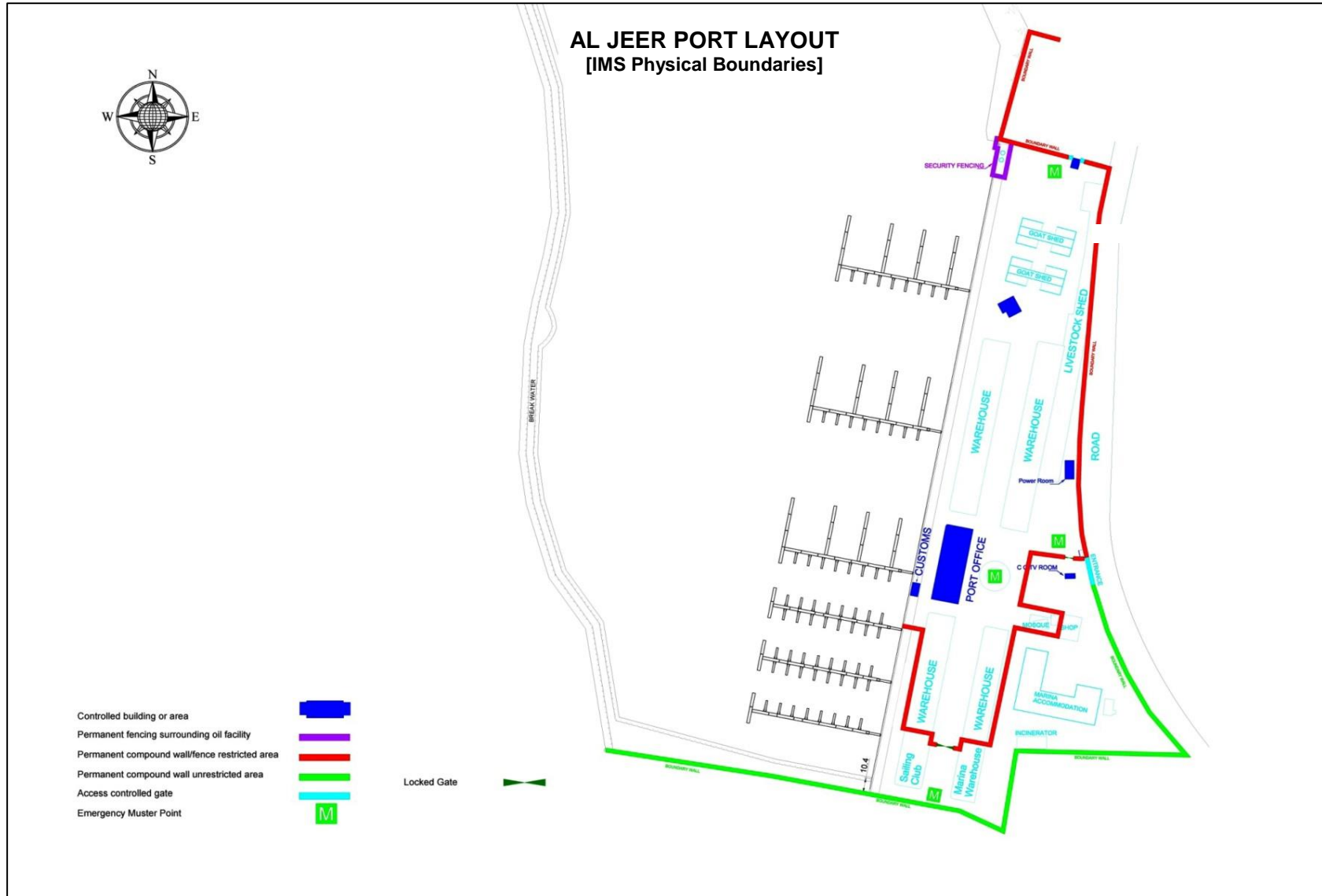


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Fig 4. Al Jeer Port layout

The scope of Al Jeer Port's IMS includes the physical boundary involving the 'Controlled Area' and the 'Influenced Area' as shown in the port layout below;

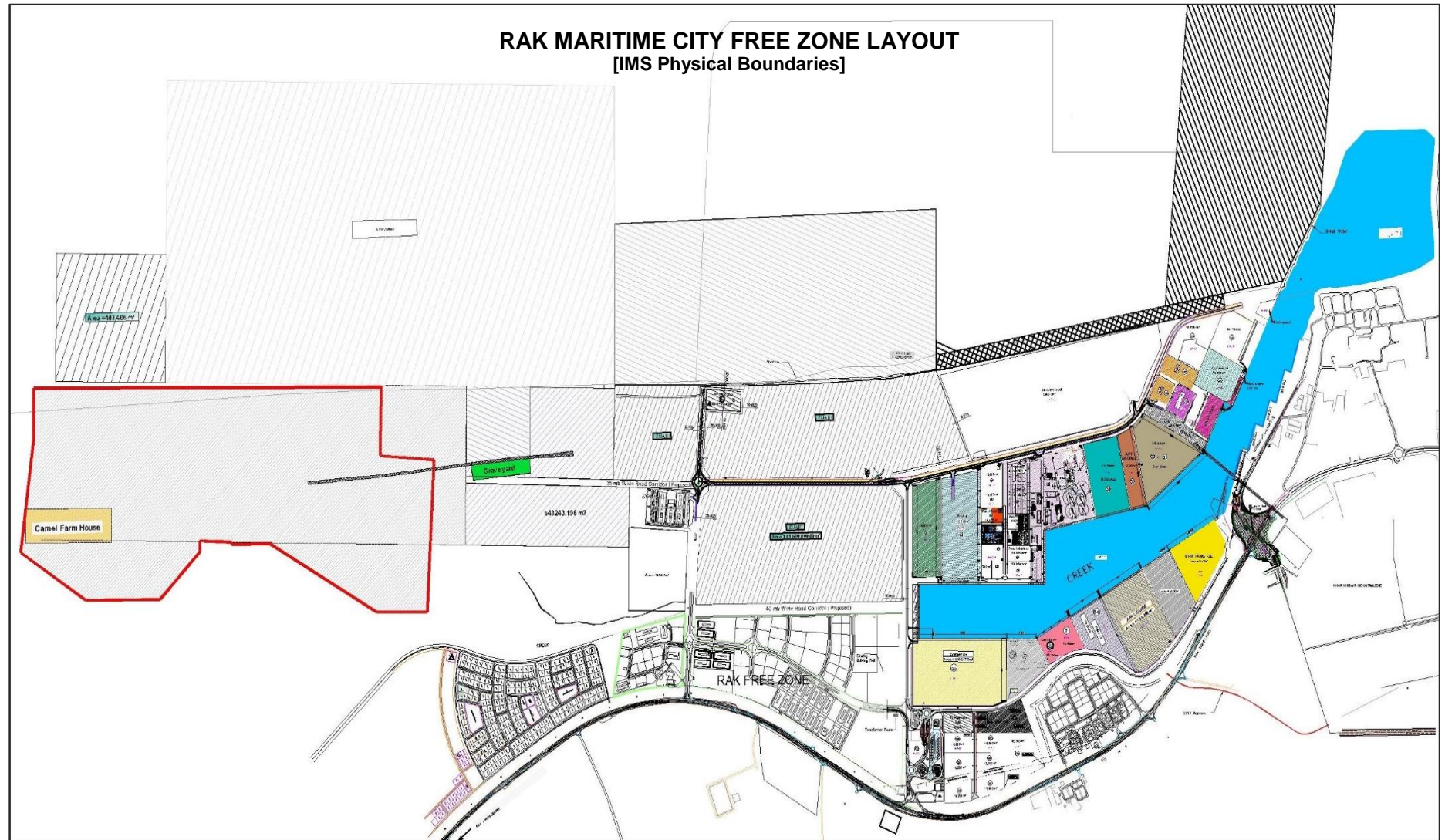


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Fig 5. RAK Maritime City Free Zone layout

The scope of RAK Maritime City Free Zone's IMS includes the physical boundary involving the 'Controlled Area' and the 'Influenced Area' as shown in the port layout below;



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Integrated Management Systems Manual

Doc. No. RP MSM 001

The principal elements of the IMS described in this manual are:

- Strategy, Context and Scope
- RP Policies – Health and Safety, Environmental & Quality
- Risks and Opportunities
- Health & Safety Hazard Register
- Environmental Aspects Register (Life cycle perspective)
- Legal and Other Requirements
- IMS Objectives, Targets and Programme(s)
- Resources, Roles, Responsibility and Authority
- General Management Structure Roles and Responsibilities
- Competence, Training and Awareness
- Communication
- Documentation
- Control of Documents and Records
- Operational Control
- Management Plans
- Safe Operating Procedures
- Safety Instructions
- Emergency Response Plan
- Accident / Incident Reporting Procedure
- Monitoring and Measurement
- Environmental Monitoring Requirements
- Air Monitoring
- Inspections and audits
- Evaluation of Compliance
- Internal Audit
- Management Review
- Incident, Nonconformity, Root Cause Analysis and Corrective Action
- Continual Improvement

This **IMSM** provides a mechanism for management throughout all functional areas of the port's facilities. This **IMS** is designed to cover hazards and aspects that the ports can control and directly manage as well as those hazards and aspects it does not control or directly manage but can be expected to influence. The Quality Coordinator (QC), under instruction from the HSEQM will control this manual. They are responsible for maintaining an up-to-date manual that includes all revisions and modifications.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

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	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

The QC is also responsible for ensuring that all applicable employees have access to this document and subsequent revisions via the IT server. The QC under instruction from the HSEQM, is responsible for the functioning of the Quality department, as described in this Manual.

7.0 RAK Ports policies

RAK Ports Executive Management has developed the Port's Health & Safety Policy, Environmental Policy and Quality Policy (as defined below), that governs the Ports day-to-day operations; these policies have been endorsed at the highest level of management (CEO) at RAK Ports.

A copy of RAK Ports Health & Safety Policy, RAK Ports Environmental Policy and RAK Ports Quality Policy has been included in Fig.6, Fig.7 & Fig. 8. The policy covers all of the ports activities, facilities and estate, in broad terms RAK Ports commitment to protecting the health, safety, environment, quality & wellbeing of its employees and stakeholders.

Specifically, the policy includes a commitment to continual improvement and prevention of accident or cases of work related injury and ill health, prevention of pollution, maintaining a safe working environment as well as meeting commitments set by relevant federal and local legislation, regulations and any other governing requirements as deemed necessary by Senior Management to meet international standards and best practices.

The policy will be reviewed by the port's Executive & Senior Management (CEO) in compliance with the **Management Responsibility (Management Review)** procedure to ensure an obligation towards it communicated procedures and policy on behalf of RAK Ports to all employees and stakeholders.

Applicable documentation:

- RP MSP 001: Health & Safety Policy.
- RP MSP 002: Environmental Policy.
- RP MSP 003: Quality Policy.

The Health & safety policy, Environmental policy and Quality policy of RAK Ports is as follows;

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Fig. 6 – RP Health & Safety Policy

GOVERNMENT OF RAS AL KHAIMAH
RAK PORTS

HEALTH & SAFETY POLICY

RAK Ports is fully committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable in maintaining a safe and healthy working environment for all stakeholders. The organisation fully accepts its responsibility for other persons who may be affected by its activities and will take steps to ensure these duties are met at all times.

It is the duty of the management to ensure all procedures and systems for work are designed to take account of occupational health and safety (OH&S), ensuring they are properly supervised at all times. Each individual has a legal obligation to take reasonable care for their acts or omissions and will be given information and training to enable the safe performance of their work activities.

RAK Ports is committed to the certification of ISO 45001:2018 and seeking ways in which standards can be continually improved by planning and implementing OH&S. Achievement of this will be through the process of risk management, observance of legal and other requirements; and suitable management arrangements as specified in the policy statement will drive this commitment.

Our statement of Policy shall ensure:

- Prevention of work injury, accidents and cases of work related ill health.
- Implementing and developing an integrated management system which will provide a framework for the setting, monitoring and auditing of OH&S objectives and programme(s) relating to the OH&S risks.
- Complying with applicable legal requirements and with other requirements to which the Ports subscribes that relate to its OH&S hazards; and where reasonably practicable, exceeding these requirements.
- Continual improvement in our OH&S management; and our OH&S performance.
- Consult with our employees on matters affecting their health and safety.
- Ensure the competence of employees in their activities through adequate training.
- Provide appropriate protective clothing and safety equipment, ensuring that it is utilised at all times.
- Ensure safe transportation, storage, handling and use of substances.
- Provide and maintain safe plant and equipment ensuring programme(s) of planned maintenance are adhered to.
- Maintenance of all premises under our control remain in a condition that is safe and without foreseeable risks to health, including fire prevention and the provision of means of access to and egress from such a workplace that are safe and without such risks.
- Review and revise the health & safety policy on an annual basis.

It is my personal commitment to ensure delivery of this policy statement to all employees and interested parties; and that all necessary resources are deployed to ensure successful delivery of its implementation.

Management and Supervisors are responsible for ensuring the implementation and maintenance of this policy; they will be supported with guidance from the Safety department.

The policy shall be reviewed on an annual basis or as necessary, ensuring that health and safety reports are presented to RAK Ports' Board at regular intervals.

SIGNED ON CONTROLLED COPY

UNCONTROLLED COPY No. 1
ISO 9001 14001 45001
QUALITY ASSURANCE

Chief Executive Officer
RAK Ports

Doc. No: RP MSP 001
Rev. 6

Ref: IMS Manual, RP MSM 001

First Approval Date: 04-05-2014 Reviewed & Re-issued Date: 03-07-2018 Next review before: 02-07-2019

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Certificates of approval

CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

Government of Ras Al Khaimah - RAK Ports
Saqr Port
Khor Khwair, Ras Al Khaimah
United Arab Emirates

has been approved by Lloyd's Register Quality Assurance to the following Management System Standards:

ISO 9001:2008
ISO 14001:2004
OHSAS 18001:2007

The Management System is applicable to:

Marine and port operations including leasing of land and premises

Approval Certificate No: MEA6008763/A	Original QMS Approval: 28 April 2010
	Original EMS Approval: 20 May 2014
	Original OHSAS Approval: 1 September 2015
	Current Certificate: 28 December 2016
QMS & EMS Certificate Expiry: 14 September 2018	OHSAS Certificate Expiry: 27 April 2019

CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

Government of Ras Al Khaimah - RAK Ports
Al Jazeera Port
Al Jazeera, Ras Al Khaimah
United Arab Emirates

has been approved by Lloyd's Register Quality Assurance to the following Management System Standards:

ISO 9001:2008
ISO 14001:2004
OHSAS 18001:2007

The Management System is applicable to:

Marine and port operations including leasing of land and premises

Approval Certificate No: MEA6008763/I	Original QMS Approval: 28 April 2010
	Original EMS Approval: 20 May 2014
	Original OHSAS Approval: 1 September 2015
	Current Certificate: 28 December 2016
QMS & EMS Certificate Expiry: 14 September 2018	OHSAS Certificate Expiry: 27 April 2019

CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

Government of Ras Al Khaimah - RAK Ports
Ras Al Khaimah Port
Al Nakheel, Ras Al Khaimah
United Arab Emirates

has been approved by Lloyd's Register Quality Assurance to the following Management System Standards:

ISO 9001:2008
ISO 14001:2004
OHSAS 18001:2007

The Management System is applicable to:

Marine and port operations including leasing of land and premises

Approval Certificate No: MEA6008763/2	Original QMS Approval: 28 April 2010
	Original EMS Approval: 20 May 2014
	Original OHSAS Approval: 1 September 2015
	Current Certificate: 28 December 2016
QMS & EMS Certificate Expiry: 14 September 2018	OHSAS Certificate Expiry: 27 April 2019

Issued by: Lloyd's Register Quality Assurance Limited

CERTIFICATE OF APPROVAL

This is to certify that the Management System of:

Government of Ras Al Khaimah - RAK Ports
Al Jeer Port
Al Jeer, Ras Al Khaimah
United Arab Emirates

has been approved by Lloyd's Register Quality Assurance to the following Management System Standards:

ISO 9001:2008
ISO 14001:2004
OHSAS 18001:2007

The Management System is applicable to:

Marine and port operations including leasing of land and premises


Approval Certificate No: MEA6008763/3	Original QMS Approval: 28 April 2010
	Original EMS Approval: 20 May 2014
	Original OHSAS Approval: 1 September 2015
	Current Certificate: 28 December 2016
QMS & EMS Certificate Expiry: 14 September 2018	OHSAS Certificate Expiry: 27 April 2019

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Fig. 7 – RP Environmental Policy



GOVERNMENT OF RAS AL KHAIMAH
RAK PORTS

ENVIRONMENTAL POLICY

RAK Ports is the responsible body for conservancy, port and marine operations as well as the maintenance and sustainable development of the Ports. It recognises that it plays an important part in the economic, environmental and social life of the surrounding communities and region.

The Board and Management recognise its environmental responsibilities and are committed to:


- The principle of prevention of pollution and minimise the impact on the environment of its operations and those of its stakeholders.
- Complying with applicable legal requirements and with other requirements to which it subscribes which relate to its environmental aspects.
- Implementing and developing an integrated management system conforming to the requirements of ISO 14001:2015, which will provide a framework for the setting, monitoring and auditing of environmental objectives and targets relating to the key areas.
- Continual improvement in our environmental performance and our integrated management system.
- Making sure its environmental programme remains appropriate and its performance satisfactory by performing regular reviews that consult and involve relevant stakeholders.
- Reporting on and publishing environmental indicators as part of an integrated management system.
- Encouraging all stakeholders to consider the environment in all their activities by developing systems of work that use resources more efficiently, use fewer harmful materials and reduce waste that cannot be reused or recycled.
- Identifying potential risks and developing plans of preparedness to cope with any incident in the Ports liable to cause environmental harm.

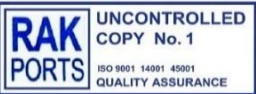
Using all appropriate means of communication to publicise and promote this statement and our continuing commitment to this policy for the benefit of all stakeholders.

Reviewing this environment policy and recommend revisions to the Board at least every 3 years.

SIGNED ON CONTROLLED COPY

Chief Executive Officer
RAK Ports





Doc. No: RP MSP 002
Rev. 7

Ref: IMS Manual. RP MSM 001

First Approval Date: 07-09-2009 Reviewed & Re-issued Date: 03-07-2018 Next review before: 02-07-2021

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Fig. 8 – RP Quality Policy



GOVERNMENT OF RAS AL KHAIMAH
RAK PORTS

QUALITY POLICY

RAK Ports is committed to performing all its duties and tasks in a timely, positive and cost-effective manner, balancing the needs and expectations of stakeholders to ensure the Ports remains a vibrant contributor to the economy of the region. RAK Ports is also committed to continual improvement in the performance of its tasks, in its use of resources to accomplish them, and to maintaining its registration under the ISO 9001:2015 quality standard.

To this end it is Board policy that RAK Ports shall:

- Comply with all legal requirements and pursue established best practice.
- Review all byelaws, directions and other regulations at no longer than three yearly intervals to ensure they remain appropriate.
- Implementing and developing an integrated management system conforming to the requirements of ISO 9001:2015, which will provide a framework for the setting, monitoring and auditing of quality objectives and targets relating to the improvement of services and operations.
- Measure performance as a basis for establishing improvements in key areas and regularly review the progress in achieving the objectives at Senior Management and Board level and report key performance indicators.
- Encourage feedback from stakeholders, and ensure that any possible improvements in systems or procedures are fully considered and, where appropriate, put into effect.
- Achieve, sustain, and enhance stakeholder satisfaction by continually improving the effectiveness of integrated management system through involvement of all employees in the Ports.
- Consult regularly with the Ports stakeholders, both individually and in groups, to remain aware of stakeholders requirements.
- Fully consult stakeholders on any changes being considered and invite suggestions for improvement.
- Operate at all times openly and transparently in the overall long-term interests of the Ports' stakeholders.

Using all appropriate means of communication to publicise and promote this statement and our continuing commitment to this policy for the benefit of all stakeholders.

Further, as RAK Ports' services depend upon the quality of its staff, the Ports is dedicated to the training and continuous development of all its people.

This Quality Policy was approved by RAK Ports on 1st March 2010 and will be reviewed at no longer than three-yearly intervals.

SIGNED ON CONTROLLED COPY

Chief Executive Officer
RAK Ports





Doc. No: RP MSP 003
Rev. 8

Ref: IMS Manual. RP MSM 001

First Approval Date: 01/03/2010 Reviewed & Re-issued Date: 03-07-2018 Next review before: 02-07-2021

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RAK PORTS INTEGRATED MANAGEMENT SYSTEM

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8.0 Risk management

RAK Ports deviates slightly from the approach towards risk and opportunity presented in the Annex SL based ISO standards. Instead RAK Ports views risk as both negative and positive aspects (issues) of business and has elected to manage them together.

External issues have been identified through PESTLE contributed by Senior Management who are expertise in their relevant disciplines. In line with its current mission statement, the primary focus had been on analysing the 'E' economic aspects in order to drive the economic growth for RAK by 2030. Other factors such as 'Political', 'Social', 'Technological' 'Legal' and 'Environmental' are in need of greater exploration. These were then cascaded into the SWOT table in order to identify and analyse internal 'Strengths' and 'Weaknesses' as part of supporting the 2030 strategy in accordance with the **Risk Management** procedure.

A formal risk management may not be utilised in all instances; instead, the level of risk assessment, analysis, treatment and recordkeeping will be performed to the level deemed appropriate for each circumstance by the Senior Management.

RAK Ports primarily considers risks when implementing strategies, when taking actions within the IMS, as well as when implementing or improving the IMS in accordance with the **Management of Change** procedure; likewise, these are considered relative to services or businesses. Risks are identified as part of the **Risk Management Procedure**, as well as throughout all other activities of the IMS.

Applicable documentation:

RP ISP 041: Risk Management Procedure
RAK Maritime Strategy 2030.

9.0 Legal and other requirements

In accordance with the **Legal and other requirements** procedure, **Port legislation register**, and legal responsibilities assumed by the ports, a method has been established to identify and access all applicable legislative governance and other requirements to which the Port Authority subscribe. These are related to the aspects of its operations, activities, services, facilities and infrastructure.

As required by clause 6.1.3 of the ISO 45001:2018 & ISO 14001:2015 standard, the port has detailed which applicable legal and other requirements within its Legislation Registers.

This IMSM is also covered by all the other applicable legal and other requirements which are to be maintained for all the necessary operations, activities, services, facilities and infrastructures of the port.

Applicable documentation:

RP ISP 027: Legal and Other Requirements
RP ISP 027-01: RAK Ports Legislation Register
RP ISP 027-02: Health & Safety Legislation Register

RP ISP 027-03: Environmental Legislation Register

10.0 Objectives

RAK Ports has established an objectives' process that are consistent with its HSEQ Policies and have pursued these at all relevant levels of the organisation. The Objectives are designed by incorporating measurable KPI's to achieve the overall objective of continual improvement and effectiveness of the IMS. Strategic corporate objectives are attached in **Annex C** of this manual and the departmental objectives shall be documented and maintained in accordance with the **Objectives & programmes** procedure.

KPI annual reviews shall be conducted in accordance with the **Management Responsibility (Management Review)** procedure.

11.0 Responsibilities

In addition to the requirements laid down in the **RAK Ports legislation register**, the RAK Ports will take ultimate responsibility for occupational health and safety, environment and quality and will ensure that resources are readily available to establish, implement and maintain the IMS.

To ensure suitable responsibility has been identified and delegated to the relevant authority, roles, responsibilities and authorities are detailed below reflecting within employee's job descriptions as well as being included in the Ports' policies, procedures, work and safety instructions.

12.0 Competent persons

The ports' have appointed a Health, Safety, Environment and Quality Manager, who is responsible for a team of competent persons to assist in the undertaking of measures needed to be taken to comply with current legislation. The competent persons shall liaise with management in order to produce useful advice so that they can fulfil their role in respect of health & safety, environment and quality compliance. RAK Ports regards the term **competent** as having attended formal training and hold an appropriate certificate.

12.1 Chief Executive Officer

Will ensure that the health and safety, environmental and quality policies are implemented and that responsibilities for health, safety, environment, quality and welfare are properly assigned to, and accepted by, the individual managers and supervisors who are responsible for the implementation of the port's health and safety, environment and quality policies within their own department. In addition;

- i) Taking accountability for the effectiveness of the IMS.
- ii) Directing and supporting Senior Management to contribute to the effectiveness of the IMS.
- iii) Ensuring that the management system policies and **Strategic Corporate Objectives** are established and are compatible with the strategic direction and context of the organisation.
- iv) Ensuring the integration of management system requirements into the organisation's other business processes, as deemed appropriate (except exclusions covered in Section I, CH 6.1).

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- v) Taking overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities.
- vi) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- vii) Ensuring and promoting continual improvement and risk-based thinking.
- viii) Supporting the establishment and functioning of health and safety committees.

12.2 Port Manager

Shall so far as reasonably practicable ensure the port's health and safety, environment and quality policies are implemented within his department by undertaking to:

- i) Integrate health and safety, environmental and quality considerations, in particular regulations laid down in the **Legislation registers** into the planning and execution of all work, including where plant and equipment is concerned.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Produce a documented set of SOP's for the Operations department that take into account permit to work and best practice adopted by the port for its activities, regularly monitoring and updating these systems in accordance with the management system guidelines.
- iv) Ensure all staff receives adequate training and are competent to perform their duties without risk/impact to themselves and others within the port's estate.
- v) Ensure department Managers / Supervisors organise sufficient control measures for their specified working environment and maintain safe standards throughout its duration.
- vi) Conduct regular tours of inspection of areas under his control to ensure compliance with all legislative guidance, risk assessment, impact assessments, SOP's and other health and safety, environment and quality requirements.
- vii) Ensure sufficient First Aid cover to meet requirements as laid down in the **Health & Safety Management Procedure**, ensuring first aid kits are kept, inspected and maintained at designated locations within the port's estate so that all legal contents remain supplied.

Shall also be responsible for all aspects of safe cargo handling on the quays in his role as the principle lifting operations manager, has a responsibility for assessing lifting operations. The management of cargo handling through:

- i) Liaison with berth and terminal supervisors to ensure upon arrival, ships can be discharged promptly and safely.
- ii) Ensuring that tenants and contractors have a sufficiently trained workforce suitable for activities within the port.
- iii) Assessing each cargo handling operation to ensure that risks/impacts are reduced to an acceptable minimum prior to the task commencing.
- iv) Monitoring the safe performance of mobile harbour cranes, plant and equipment to ensure operations are being conducted in a safe manner.
- v) Authorising safe lifting operations for unusual and irregular cargoes.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- vi) Ensuring ships cargoes are safe to be stowed or prepared prior to the stevedores commencing the loading or unloading in a safe manner.

12.3 Health, Safety, Environment & Quality Manager

Directly responsible to the Chief Executive Officer for advising and overseeing the implementation of Health & Safety, Environmental and Quality requirements, ensuring to undertake:

- i) Establish and maintain an effective IMS for the port's activities and ensure this IMS forms an integral part of operations management.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Assist managers and supervisors to discharge their duties and responsibilities for all matters regarding health, safety, environment, quality and welfare through the provision of professional and technical advice when considered necessary or when requested.
- iv) Provide health & safety, environmental and quality advice to port users / companies and their employees as may be determined by the CEO.
- v) Check and audit IMS, processes and policies on a regular basis, providing advice and assistance to the relevant managers on corrective action and compliance with the system.
- vi) Monitor and update all relevant legislation applicable to the port's activities, ensuring they are advised of changes to existing legislation along with the introduction of relevant new legislation as it is released.
- vii) Co-ordinate the investigation of all reportable injuries, diseases and dangerous occurrences with relevant departments within the port and complete the appropriate reports and forms for submission to the enforcing authorities and make recommendations to prevent recurrence.
- viii) Stop any port undertaking that they consider unsafe and presenting potential danger to any person.
- ix) Participate in the development of health & safety, environmental and quality initiatives, providing a direct input into the design or procurement of health & safety training.
- x) Co-ordinate a risk/impact assessment programme, ensuring that all activities within the port are covered and all actions identified are documented and planned for completion.
- xi) Assist line managers in drafting SOP's, policies and other documents as required in their field of operation.
- xii) Maintain a log of regulations and approved documentation referred to in the health and safety, environmental and quality policies, ensuring these remain relevant and current to the port's activities.
- xiii) Maintain a register of all risk/impact assessments, ensuring custodians keep them up to date.

12.4 Harbour Master

Shall so far as reasonably practicable ensure the port's health and safety, environment and quality policies are implemented within his department by undertaking to:

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- i) Produce a documented set of SOP's for Marine department that take into account permit to work and best practice adopted by the port for its activities, regularly monitoring and updating this IMS in accordance with the management systems guidelines.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Ensure all staff receives adequate training and are competent to perform their duties without risk/impact to themselves and others within the port's estate.
- iv) Ensure department supervisors organise sufficient control measures for their specified working environment and maintain safe standards throughout its duration.
- v) Conduct regular tours of inspection of areas under his control to ensure compliance with all legislative guidance, risk/impact assessments, SOP's and other safety requirements.
- vi) Ensure sufficient First Aid cover to meet the requirements as laid down in the **Health & Safety Management Procedure**, ensuring first aid kits are kept, inspected and maintained at designated locations within the port's estate so that all legal contents remain supplied.

Shall also be responsible for all aspects of safe marine operations in the harbour and quays in his role as the Harbourmaster ensuring sufficient assessment of operations have been carried out through:

- i) Liaisons with supervisors to ensure vessels are berthed promptly and safely.
- ii) Monitoring the safe performance of Tug crews and other vessels under the Marine department to ensure operations are being conducted in a safe manner.

12.5 Marine & Security Manager

Shall so far as reasonably practicable ensure the ports health and safety, environmental and quality policies are implemented within his department by undertaking to:

- i) Produce a documented set of SOP's for Marine department that take into account permit to work and best practice adopted by the port for its activities, regularly monitoring and updating this IMS in accordance with the management systems guidelines.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Ensure all staff receives adequate training and are competent to perform their duties without risk/impact to themselves and others within the ports estate.
- iv) Ensure department supervisors organise sufficient control measures for their specified working environment and maintain safe standards throughout its duration.
- v) Conduct regular tours of inspection of areas under his control to ensure compliance with all legislative guidance, risk/impact assessments, SOP's and other safety requirements.
- vi) Ensure sufficient First Aid cover to meet the requirements as laid down in the **Health & Safety Management Procedure**, ensuring first aid kits are kept, inspected and maintained at designated locations within the port's estate so that all legal contents remain supplied.

Shall also be responsible for all aspects of safe marine operations in the harbour and quays in his role as the Marine Manager ensuring sufficient assessment of operations have been carried out through:

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

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	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- i) Liaisons with supervisors to ensure vessels are berthed promptly and safely.
- ii) Monitoring the safe performance of Tug crews and other vessels under the Marine department to ensure operations are being conducted in a safe manner.

12.6 Security & IT Manager

Shall so far as reasonably practicable ensure the ports health and safety, environmental and quality policies are implemented within his department by undertaking to:

- i) Produce a documented set of SOP's for the Security & IT departments that take into account permit to work and best practice adopted by the port for its activities, regularly monitoring and updating this IMS in accordance with the management systems guidelines.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Ensure all staff receives adequate training and are competent to perform their duties without risk/impact to themselves and others within the port's estate.
- iv) Ensure department supervisors organise sufficient control measures for their specified working environment and maintain safe standards throughout its duration.
- v) Conduct regular tours of inspection of areas under his control to ensure compliance with all legislative guidance, risk/impact assessments, SOP's and other safety requirements.
- vi) Ensure sufficient First Aid cover to meet the requirements as laid down in the **Health & Safety Management Procedure**, ensuring first aid kits are kept, inspected and maintained at designated locations within the ports estate so that all legal contents remain supplied.

12.7 Projects & Planning Manager

Shall so far as reasonably practicable ensure the port's health and safety, environmental and quality policies are implemented within his department by undertaking to:

- i) Produce a documented set of SOP's for the Civil & Maintenance department that take into account permit to work and best practice adopted by the port for its activities, regularly monitoring and updating this IMS in accordance with the management systems guidelines.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Ensure all staff receives adequate training and are competent to perform their duties without risk/impact to themselves and others within the port's estate.
- iv) Ensure department supervisors organise sufficient control measures for their specified working environment and maintain safe standards throughout its duration.
- v) Conduct regular tours of inspection of areas under his control to ensure compliance with all legislative guidance, risk/impact assessments, SOP's and other safety requirements.
- vi) Ensure sufficient First Aid cover to meet the requirements as laid down in the **Health & Safety Management Procedure**, ensuring first aid kits are kept, inspected and maintained at designated locations within the ports estate so that all legal contents remain supplied.

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	0-2 years	3-5 years

12.8 Engineering Manager

Shall so far as reasonably practicable ensure the ports health and safety, environmental and quality policies are implemented within his department by undertaking to:

- i) Produce a documented set of SOP's for the Engineering department that take into account best practice to be adopted by the port for its activities, regularly monitoring and updating this IMS in accordance with the management systems guidelines.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Ensure all staff receives adequate training and are competent to perform their duties without risk/impact to themselves and others within the port's estate.
- iv) Ensure department supervisors organise sufficient control measures for their specified working environment and maintain safe standards throughout its duration.
- v) Conduct regular tours of inspection of areas under his control to ensure compliance with all legislative guidance, risk/impact assessments, SOP's and other safety requirements.
- vi) Ensure sufficient First Aid cover to meet the requirements as laid down in the **Health & Safety Management Procedure**, ensuring first aid kits are kept, inspected and maintained at designated locations within the ports estate so that all legal contents remain supplied.

12.9 Technical Manager

Shall so far as reasonably practicable ensure the ports health and safety, environmental and quality policies are implemented within his department by undertaking to:

- i) Produce a documented set of SOP's for the Engineering department that take into account permit to work and best practice adopted by the port for its activities, regularly monitoring and updating this IMS in accordance with the management systems guidelines.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Ensure all staff receives adequate training and are competent to perform their duties without risk/impact to themselves and others within the ports estate.
- iv) Ensure department supervisors organise sufficient control measures for their specified working environment and maintain safe standards throughout its duration.
- v) Conduct regular tours of inspection of areas under his control to ensure compliance with all legislative guidance, risk/impact assessments, SOP's and other safety requirements.

12.10 Chief Financial Officer

Shall so far as reasonably practicable ensure the ports health and safety, environmental and quality policies are implemented within his department by undertaking to:

- i) Produce and maintain written systems of work and guidance as identified by risk/impact assessments or other means for his department's activities.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Ensure staffs are adequately trained to perform their duties without risk/impact to themselves and others.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- iv) Ensure that office equipment / systems of work comply with federal legislation and are correctly maintained.

12.11 Business Development Manager

Shall so far as reasonably practicable ensure the port's health and safety, environment and quality policies are implemented within RMCFZA by undertaking to:

- i) Integrate health and safety, environmental and quality considerations, in particular regulations laid down in the **Legislation registers** into the design, planning and execution of all work.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Produce and maintain written systems of work and guidance as identified by risk/impact assessments or other means for RMCFZA's activities.
- iv) Ensure staffs are adequately trained to perform their duties without risk/impact to themselves and others.
- v) Ensure that office equipment / systems of work comply with federal legislation and are correctly maintained.

12.12 RMC Free Zone Manager

Shall so far as reasonably practicable ensure the port's health and safety, environment and quality policies are implemented within his department by undertaking to:

- i) Produce a documented set of SOP's for his department that take into account permit to work and best practice adopted by the port for its activities, regularly monitoring and updating this IMS in accordance with the management systems guidelines.
- ii) Ensure **RP Departmental Objectives** are established, implemented and achieved.
- iii) Produce and maintain written systems of work and guidance as identified by risk/impact assessments or other means for his department's activities.
- iv) Ensure staffs are adequately trained to perform their duties without risk/impact to themselves and others.
- v) Ensure that office equipment / systems of work comply with federal legislation and are correctly maintained.

12.13 HSEQ personnel

Shall so far as reasonably practicable ensure the ports health and safety, environmental and quality policies are implemented within their department by undertaking to:

- i) Assist the HSEQM in establishing and maintaining an effective IMS for the ports activities and ensure this IMS form an integral part of operations management.
- ii) Assist managers and supervisors to discharge their duties and responsibilities for all matters regarding health, safety, environment, quality and welfare through the provision of professional and technical advice when considered necessary or when instructed by HSEQM.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- iii) Under instructions from HSEQ Manager, check and audit IMS, processes and policies on a regular basis, providing advice and assistance to the relevant managers on corrective action and compliance with the system.
- iv) Under instructions from HSEQ Manager, monitor and update all relevant legislation applicable to the ports activities, ensuring they are advised of changes to existing legislation along with the introduction of relevant new legislation as it is released.
- v) Assist in co-ordinating the investigation of all reportable injuries, diseases and dangerous occurrences with relevant departments within the port and complete the appropriate reports and forms for submission to the enforcing authorities and make recommendations to prevent recurrence.
- vi) Stop any port undertaking that they consider unsafe and presenting potential danger to any person.
- vii) Under instructions from HSEQM, participate in the development of health & safety, environmental and quality initiatives, providing a direct input into the design or procurement of IMS training.
- viii) Administer the risk assessment programme, aspect/impact identification programme ensuring that all activities within the port are covered and all actions identified are documented and planned for completion.
- ix) Under instructions from HSEQM, assist line managers in drafting SOP's, policies and other documents as required in their field of operation.
- x) Maintain a log of regulations and approved codes of practice referred to in the safety, environmental and quality Policies and will ensure that these are current.
- xi) Maintain a register of all risk assessments, aspect/impact identification ensuring custodians keep them up to date.

12.14 Supervisors

Have the responsibility of ensuring that their staff work in a safe manner at all times, achieving this through inspection of the work area under their supervision, in line with a designated Inspection Programme.

They are to ensure that all staff attends their duty wearing full PPE and wear it correctly at all times as implemented by **PPE** SOP. They must ensure that all work areas under their control are kept tidy and free from waste, rubbish or clutter and that all safety, health, environment, quality or welfare issues are reported to their Line Manager in a timely fashion. It is their responsibility to undertake staff safety briefings in accordance with the safety/environment programme.

Applicable documentation:

RP SOP 003: Personal Protective Equipment

12.15 Employees

It is the responsibility of all employees to work in a safe manner and not put themselves or others at risk/impact through the way they work, control measures given in the form of risk/impact assessments & operating procedures will provide guidance at all times.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

They are to report any health, safety, environment, quality and welfare issues to their supervisor that may place them or their co-workers at an unacceptable level of risk/impact.

If required, employees are to wear mandatory PPE within recognised working areas of the ports' at all times.

Ensure all injuries or near miss incidents are reported to their supervisor, line manager, or duty officer.

All employees must comply with the ports' safety rules, reporting to their supervisor or line manager on anything they are tasked with briefed on that they do not fully understand.

Employees are to comply with any instructions given by management personnel relating to health, safety, environment and quality issues.

Applicable documentation:

RP MSM 002:	HR Manual
RP ISP 002:	Resource Management

13.0 Training

General induction training will be provided for all new employees to the port with additional Mandatory Safety Training being provided for employees involved in activities that involve risk.

The port will arrange appropriate and sufficient training or instruction for all employees before undertaking new duties or using equipment designated for use within the port.

The planning of training that involves health & safety shall be the responsibility of the Safety department, environment and quality shall be the responsibility of the Quality department, who will organise specified training through the Human Resources Training Coordinator. This training shall be recorded on the training matrix to ensure all employees remain "current" in their activities.

The port will ensure that skills, knowledge and experience acquired by training remain up to date in the form of toolbox talks or specified refresher training from outside sources.

RAK Ports has established the RAK Marine Training Institute which will be based initially at Saqr Port, and will offer bespoke courses based on specific client needs. The Institute has already rolled out specially tailored courses in response to requests from the local marine community. All the courses will take place with the cooperation and involvement of the RAK Civil Defence Department.

Applicable documentation:

RP MSM 002:	HR Manual.
RP ISP 040:	Training Procedure.
	Training Matrix (<i>electronic</i>)

Retention	@ Office	@ Archives
	0-2 years	3-5 years

14.0 Communication

RAK Ports will ensure that all senior management, line managers, supervisors, employees, tenants, contractors and visitors shall be made aware of the Health & Safety, Environmental and Quality Policy statements and the needs to conform to its principles.

To that end, and to reduce the possible impact caused by potentially hazardous activities within the port, all measures shall be taken in order to educate, train and communicate the needs of the port.

Communication, participation and consultation with regards to occupational health and safety is referenced in section III of this manual.

15.0 Operational control

The ports will identify controls required in order to operate in accordance with the directive of the Policy Statements and *IMSM*. These will be specified through Risk and Impact Assessment, and the subsequent hierarchy of controls of all routine and non-routine activities, and is fundamental to all categories of personnel, plant, equipment as well as the working environment.

Certain identified hazards have led to the port introducing control measures through a compilation of procedures and instructions as detailed below:

- i) Workplace safety instructions
- ii) Plant & equipment safety codes & SOP's
- iii) Emergency management procedures
- iv) Contractor management
- v) Control of visitors

Applicable documentation:

RP ISP 017:	Audit Procedure.
RP ISP 028:	Objectives & Programmes.
RP ISP 031:	Health & Safety Management Procedure.
RP ISP 034:	Hazard Identification & Risk Assessment Procedure.
RP ISP 035:	Safe Operating Procedures.
RP ISP 036:	Control of Substances Hazardous to Health Procedure.

16.0 Performance measurement & monitoring

The port has established, implemented and maintains a policy that requires the management team to monitor and measure the OH&S, environmental and quality performance. The policy defines the type of monitoring required, methods adapted for measuring, recording and reporting its functionality. The process shall:

- i) Assist in the monitoring of objectives, KPI's and targets.
- ii) Assist on the monitoring of controls for health, safety, environment and quality.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- iii) Provide both proactive and reactive measures.
- iv) Provide sufficient cover for incident management as well as ill health.
- v) Provide a system for identifying subsequent corrective and preventive action and producing analysis of each.

16.1 Monitoring & measurement

RAK Ports has established a **Control of monitoring and measurement** procedure to monitor and measure the key characteristics of its operations and activities that can impact compliance and that have a significant impact on the health & safety, environment and quality.

This procedure includes calibration and maintenance requirements of relevant monitoring and measuring equipment and ensures that records will be maintained. Data that is relevant to performance that is obtained from these monitoring and measurement efforts will be utilised in the management review in accordance with the **Management responsibility (Management review)** procedure.

Applicable documentation:

- RP ISP 008: Control of Monitoring and Measurement.
- RP ISP 001: Management Responsibility (Management Review).

17.0 Evaluation of compliance

RAK Ports will periodically evaluate compliance with applicable legal obligations and other commitments in accordance with the **Legal and other requirements** procedure. The Quality department in consultation with the relevant department manager / section head will be responsible to ensure these reviews are undertaken and recorded and that evaluation of compliance of their respective functional units / areas against the register of legal and other requirements.

Applicable documentation:

- RP ISP 027: Legal & other requirements

Records or evidence to support any compliance decision or summary of changes will be recorded in the register and provided for the management review meeting as detailed in the policy.

18.0 Non conformity, corrective & preventive action

RAK Ports has developed a **Control of nonconformity** procedure and **Corrective and preventive action** procedure to define responsibility, detail authority for handling and investigating nonconformity, for taking action to mitigate impacts, and for initiating and completing corrective and preventive action. Any changes in procedures resulting from corrective and preventive actions are implemented and recorded.

Applicable documentation:

- RP ISP 018: Control of Nonconformity.
- RP ISP 020: Corrective and Preventive Action.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

19.0 Control of documents

The Chief Executive Officer prior to their issue approves all IMS manuals and procedures. Under instructions from the HSEQM, the QC will ensure that each issued document is recorded, controlled, current and complete. Documents will be, from time to time, updated and amended as part of the port's on-going commitment to continual improvement. All and any changes to any part of the IMS manual and procedures will be reviewed by HSEQM, PM and approved by the Chief Executive Officer, and issued by the Quality Coordinator.

Statutory documents of external origin, such as Federal Laws, Standards (National or International) that are required by the port for use within the IMS, will be recorded and monitored through the **Specification register** by the Quality Coordinator, to ensure current revision status.

Any document, manual, technical data etc, received from a customer for use by the Port Authority to aid in the delivery of required Product/Service, will be subject to the same criteria as above and will be stored in such a manner so as to preserve such documents, manuals, technical data etc.

Applicable documentation:

RP ISP 004: Control of Documents & Records.

RP ISP 004-02: Specification Register.

20.0 Control of records

All forms issued under the IMS are individually numbered with issue dates that show the latest revision status of a particular document. The Quality Coordinator maintains a **Document master list** and is responsible for the retrieval of redundant forms and the issue of new or updated forms.

Each department is responsible for the storage, protection and identification of IMS Records. Records are retained for periods of time suitable to the port's operations as stipulated in the procedure. Disposal of records is the responsibility of the port's management, who will ensure the appropriate method of disposal, in accordance with the **Archives procedure**.

IMS records will include an effective statement of the hazards and risks, aspects and impacts, customer feedbacks which then leads management to take the relevant actions to protect health & safety, environment and quality.

Records will be retrievable for use in reviews by the HSEQ department or senior management and visiting inspectors.

Applicable documentation:

RP ISP 004: Control of Documents and Records.

RP ISP 004-01: Document Master List.

RP ISP 038: Archives Procedure.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

21.0 Auditing

RAK Ports, through its Quality department, schedules and manages a series of Internal Audits in order to evaluate the effectiveness of the documented procedures implemented within RAK Ports, ensuring conformance to the management systems standards and legal compliance.

The internal audit schedule shall be planned on a 3 years cycle in conjunction with the LRQA audit schedule as follows;

- i. All areas/procedures of the RAK Ports IMS covering all areas of SPA, AJZP, RAKP, AJRP & RMCFZA will be audited at least once in 3 years.
- ii. The audit of a documented procedure for any current year will be based on a sampling method determined on the basis of LRQA audit schedule in order to eliminate repetition of audits on any areas or departments within RAK Ports.
- iii. Where necessary, interim audits shall be conducted, contingent on the results of previous audits or where Senior management deems essential in order to optimize performance levels.

The QC under instructions from the HSEQM shall execute the internal audit schedule with the findings being reported back to HSEQM, who will in turn report any significant findings to the Top Management.

The audit process will be conducted under strict guidelines laid down in the **Audit Procedure**, results of which will be reviewed during the Management Review Meeting to assist in determining the effectiveness of the IMS as a whole.

Applicable documentation:

RP ISP 017: Audit Procedure.

22.0 Management review

The RAK Ports management will review all elements of the IMS annually to ensure its continuing suitability, adequacy and effectiveness. This review will be conducted in accordance with the **Management responsibility (Management review)** procedure. The management review will address the need for changes to the health, safety, environment & quality policies and other HSEQ elements. All applicable observations, conclusions and recommendations that result from the management review will be documented and used by the Quality department to modify the IMS as necessary.

RAK Ports Management shall also review the extent to which the strategic corporate objectives (KPI's) have been met within RAK Ports. These shall be conducted on an annual basis (normally by mid Jan) at SPA in accordance with the **Management responsibility (Management review)** procedure.

Applicable documentation:

RP ISP 001: Management Responsibility (Management Review).

RP ISP 028: Objectives and Programmes.

Section II

Quality Management

Retention	@ Office	@ Archives
	0-2 years	3-5 years

1.0 Introduction

This section incorporates mandatory elements of the ISO 9001:2015 Quality Management System Standard and has an effect on all employees of the ports, tenants and businesses located within its estates, as illustrated in Fig 1, Fig 2, Fig 3, Fig 4 & Fig 5 of General Arrangements.

As stated, the scope includes all physical activities conducted in association with the support of this criterion.

This enables an assessment of all activities, services, products conducted, and takes into consideration areas listed below from ISO 9001:2015 standard:

Understanding the organisation and its context	<i>clause 4.1</i>
Understanding the needs and expectations of interested parties	<i>clause 4.2</i>
Leadership and commitment	<i>clause 5.1</i>
Quality policy	<i>clause 5.2</i>
Organisational roles, responsibilities and authorities	<i>clause 5.3</i>
Actions to address risks and opportunities	<i>clause 6.1</i>
Quality Objectives and planning to achieve them	<i>clause 6.2</i>
Planning of changes	<i>clause 6.3</i>
Resources	<i>clause 7.1</i>
Competence	<i>clause 7.2</i>
Awareness	<i>clause 7.3</i>
Communication	<i>clause 7.4</i>
Documented information	<i>clause 7.5</i>
Operational planning and control	<i>clause 8.1</i>
Requirements for products and services	<i>clause 8.2</i>
Control of externally provided processes, products and services (Procurement)	<i>clause 8.4</i>
Production and service provision	<i>clause 8.5</i>
Release of products and services	<i>clause 8.6</i>
Control of nonconforming outputs	<i>clause 8.7</i>
Monitoring, measurement, analysis and evaluation	<i>clause 9.1</i>
Internal Audit	<i>clause 9.2</i>

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Management review	<i>clause 9.3</i>
Nonconformity and corrective action	<i>clause 10.2</i>
Continual improvement	<i>clause 10.3</i>

2.0 Management commitment

RAK Ports, through its Top Management, has issued Policy statements relating to Health, Safety, Environment and Quality, which clearly demonstrates and defines the goals and objectives to be achieved by the port, to ensure that customer satisfaction is achieved and maintained.

Responsibilities for IMS have been defined and communicated in the form of **Job Descriptions** as covered in earlier sections (I) of this Manual.

Top management will review the effectiveness of the IMS by way of convening Management Review Meetings as covered earlier in Section I of this manual.

Resources required by the port are reviewed by Top management at the Management Review Meetings. Through planning, communication with customers to establish future requirements, and regular internal meetings, Top management are able to identify what resources the port will require, both physical and human. The port has in place, clearly defined management structures, not only for the port as a whole, but also in each department. Organisation charts are attached in **Annex A** of this manual.

A process approach has been adopted to resources and a documented procedure **Resource management** has been established.

Applicable documentation:

RP ISP 001:	Management Responsibility (Management Review).
RP ISP 002:	Resource Management.
Annex A:	Organisation Chart.

3.0 Planning of changes

RAK Ports has established **Management of Change** procedure to ensure that the process of change is correctly evaluated and approved before being implemented, thus guaranteeing modification is justified. This MoC procedure encompasses new works, changes (including major changes to plant configuration and set-points) and temporary works carried out by all disciplines, including but not limited to, Mechanical, Electrical, Civil, Operations, Equipment, Ship Repairs, Marine, Livestock, Leasing, Stores, Safety, Environment, Quality etc.

Applicable documentation:

RP ISP 003:	Management of change.
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Retention	@ Office	@ Archives
	0-2 years	3-5 years

4.0 Customer focus

In order for the port to maintain a high level of customer awareness in terms of requirements, specifications, expectations and satisfaction, RAK Ports have appointed Senior Managers who have direct access to Top management. This allows the flow of continually updated information with regard to market trends, customer needs and satisfaction levels. The Quality Coordinator is the appointed person for issuing, updating and managing the audit of the procedures of the IMS under instructions from HSEQM and will report to HSEQM on the effectiveness of the IMS.

Applicable documentation:

- RP ISP 005: Customer Related Procedure.
 RP ISP 016: Customer Satisfaction and Complaints.

5.0 Resource management

5.1 Provision of resources

The Chief Executive Officer has the ultimate responsibility for ensuring that all resources, whether physical or human as detailed in the **Resource management** procedure, are provided and maintained to ensure that all processes of the port can be performed with a view to achieving customer satisfaction.

Each department or function is responsible for identifying resource requirements and for conveying their requests for additional resources to the Chief Executive Officer through Senior Managers. During customer related processes, resource requirements for individual projects are assessed to ensure the port is capable of meeting and satisfying customer orders. Resource requirements also form a part of the agenda of Management Review Meetings as detailed in the **Management responsibility (Management review)** procedure.

Applicable documentation:

- RP ISP 002: Resource Management.
 RP ISP 001: Management Responsibility (Management Review).
 RP ISP 001-02: Agenda – Management Review Meeting.

5.2 Human resources

RAK Ports will determine the necessary competence for personnel performing work affecting conformity to service requirements. These competency levels (required) will be documented in the form of **Job descriptions**.

The Ports will ensure that personnel who are assigned a specific function are competent to undertake that role based on the established Job Descriptions. Assessment is made of an individual's competency requirement by way of interviewing, education/qualification, training, skills and experiences. This assessment is conducted according to the requirements of their function either via formal appraisal or on-the-job assessment to ensure competency levels.

Integrated Management Systems Manual

Doc. No. RP MSM 001

The Management have designed and developed a **HR manual** to provide a framework for governing the employment relationship, legal compliance and effective management of its employees. The **HR manual** contains all information and guidelines to assist and facilitate transparency in all staff activities and thus help RAK Ports synchronise what is expected of its employees and its system.

Applicable documentation:

- RP MSM 002: HR Manual.
- RP MSM 002-04: Job Description.
- RP ISP 002: Resource Management.

5.2.1 Training

Based on the employee assessments, the ports are able to identify training needs and deliver them accordingly. Training requirements are continually assessed by department or section heads to ensure that all processes affecting quality are staffed by competent persons.

All employees within RAK Ports will be provided with introductory training on safety induction and IMS Awareness. In addition, the HSEQM, with input from the Personnel department and operational managers, have developed a **Training matrix** that identifies, plans, monitors and records training needs for all personnel. This **Training matrix** will also document specific competence levels required for personnel to operate at the port. The development of the **Training matrix** will be done in accordance with the **Training procedure**.

The **Training matrix** will be updated and maintained on a regular basis by the Personnel department (training section) on completion of identified training or when new training needs are identified. In addition, the Personnel department will be responsible for amending the **Training matrix** in consultation with the HSEQ department, if deemed necessary, as a result of new or revised operations, activities, and regulations.

All training delivered to staff is evaluated to assess its effectiveness as per the **Training procedure**.

Applicable documentation:

- RP ISP 002: Resource Management.
- RP ISP 040: Training Procedure.
- Training Matrix (*electronic file*)

5.3 Facilities / Infrastructure

RAK Ports, through its management structure, has identified the facilities and infrastructure required by the port to achieve customer satisfaction. This includes provision of adequate and accessible moorings for the berthing of ships, adequate equipment for the loading and unloading of ships, a suitable Dry Dock area supported by a lift platform for floating repairs, suitable storage areas for customer product, adequate warehouses for cargo and livestock handling, a sailing club, an instructional facility at the marina, accommodation and an array of support services to aid in the timely arrival and departure of vessels.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

To ensure that the port staff have suitable facilities and infrastructure available to them in order to perform their functions and achieve their objectives, RAK Ports provides and maintains adequate workspace and offices, equipment, hardware & software as well as other supporting services including transport, communications or information systems.

Applicable documentation:

RP ISP 009:	Workshop Scheduled Maintenance & Repairs.
RP ISP 010:	MHC Scheduled Maintenance & Repairs.
RP ISP 011:	Marine Control Procedure.
RP ISP 012:	Cargo Control Procedure.
RP ISP 014:	Leasing Procedure.
RP ISP 015:	Finance Procedure.
RP ISP 021:	Infrastructure Scheduled Maintenance & Repairs.
RP ISP 022:	Ship Repairs, Maintenance and Operation of Ship Lift facility.
RP ISP 023:	Livestock Handling Procedure.
RP ISP 024:	Marina Procedure (Provision of club & marina facilities).
RP ISP 039:	IT Procedure.

5.4 Work environment

RAK Ports provides a suitable work environment for all of its employees, giving due consideration to all factors that could impact on the port's ability to achieve conformity of service. Factors that are both physical and human are monitored by Top management and include such issues as pollution (noise, water and air), ventilation, lighting, canteen, safety, sanitary facilities, and general cleanliness.

Other resources including monitoring and measuring resources, organisational knowledge, financial resources, inventory resources and utilities shall be managed in accordance with the **Resource Management** procedure.

Applicable documentation:

RP ISP 002:	Resource Management.
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6.0 Operational Planning

6.1 Planning of realisation processes

RAK Ports have in place, documented procedures that detail the method in which each process is actioned and implemented. This allows the realisation and delivery of the port's service via the implementation of these procedures.

6.2 Customer related processes

Upon receipt of enquiries, the PM (SPA/AJZP/RAKP/AJRP), TM/MM (AJZP) and BDM (RMCFZA) will review the enquiry to ensure that all requirements have been specified. A process approach is again instigated to ensure that the port fully understand its customer's requirement/s. RAK Ports gives adequate consideration to identification of customer requirements, which include client requirements, stated and unstated requirements, availability, support and legal and regulatory requirements. Once specification has been confirmed, the port will review the requirement to ascertain if the port is able to meet customer expectation for the service. Throughout the duration of a contract, the port will maintain communication with the customer to monitor and record their levels of satisfaction.

Applicable documentation:

RP ISP 005: Customer Related Procedure.

6.2.1 Dry docking services

Ship repair and maintenance facilities at AJZP have acquired one Ship lift to satisfy the local and regional need for dry docking services. Though the port repair and constantly maintain its fleet of vessels, the port constantly looking for ways to enhance services by offering its services to outside vessels for either afloat or dry dock repairs.

Applicable Procedure:

RP ISP 022: Ship Repairs, Maintenance and Operation of Ship Lift facility.

6.2.2 Land reclamation

RAK Ports owns and operates a fleet of tugs, barges and survey boats and equipment. The ports are capable of undertaking all types of onshore and offshore surveys, land reclamation, coastal protection works etc.

The ports have necessary assets and resources base to serve clients with cost effective techniques.

7.0 Procurement

7.1 Procurement control

The ports have adopted a system of control over the whole purchasing process to achieve uniformity and to simplify the process. Suppliers to RAK Ports are vetted prior to the port conducting business. Suppliers that are approved are maintained on an electronically held register (Approved Supplier List). When considering Suppliers, the port's will take into account any historical trading record, ability to supply, cost, as well as the implementation of any Management Systems or Procedures. The **Approved supplier list** shall be reviewed annually.

Applicable documentation:

RP ISP 006: Procurement.

RP ISP 006-04: Approved Supplier List.

RP MSM 003: Procurement Manual.

7.2 Procurement information

The port maintains an electronic register of parts and items frequently sourced from Suppliers, and codes them accordingly for ease of identification and re-order. Only authorised personnel can sign off Material Requisition for parts/items. A list of authorised personnel is prepared by the management and circulated to the relevant persons. All purchase orders are signed by the port's management to ensure authority levels and correct specification.

Applicable documentation:

RP ISP 006: Procurement.

RP ISP 006-06: Master Authorisation List.

7.3 Verification of purchased product

All items arriving at the port's stores and warehouse are checked against the prerequisite purchase order. Verification takes place as to the specification defined on the purchase order, as well as quantity and any other relevant information. Items that do not meet specification or other instructions as detailed on the purchase order are rejected and returned to the supplier.

Applicable documentation:

RP ISP 007: Warehousing & Storage.

RP ISP 006-09: Purchase Order.

Delivery Note.

RP MSM 005: Inventory Manual.

8.0 Production and service provision

8.1 Control of production and service provision

RAK Ports operations are planned according to advance berthing requests received from various client organisations (shipping agents). This enables an accurate review of materials, equipment and other resources to allow for the successful and timely execution of the activity. The port has developed documented procedures, which define the manner in which operations shall run. These include marine procedures, cargo procedures, ship repairs, maintenance and operation of ship lift facility procedures, livestock handling procedures, marina procedures, maintenance processes and procedures for equipment and machinery, as well as the use of appropriate measuring and test methods/devices to monitor service delivery.

Applicable documentation:

RP ISP 008: Control of Monitoring & Measurement.

RP ISP 009: Workshop Scheduled Maintenance & Repairs.

RP ISP 010: MHC Scheduled Maintenance & Repairs.

RP ISP 011: Marine Control Procedure.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- RP ISP 012: Cargo Control Procedure.
- RP ISP 022: Ship Repairs, Maintenance and Operation of Ship Lift facility.
- RP ISP 023: Livestock Handling Procedure.
- RP ISP 024: Marina Procedure (Provision of club & marina facilities).

8.2 Outsourced process/services

Where RAK Ports chooses to outsource any process/service, this is being done through the Procurement department. For calibrating the monitoring or measuring equipment, a contract is entered into with the suppliers through the Procurement department. A documented procedure **Control of monitoring and measurement** has been established to ensure control over such processes.

For special stevedoring services required by the Port Authority, a Service contract is entered into in accordance with the **Cargo control procedure**.

Applicable documentation:

- RP ISP 006: Procurement.
- RP ISP 008: Control of Monitoring & Measurement.
- RP ISP 012: Cargo Control Procedure.
- RP ISP 022: Ship Repairs, Maintenance and Operation of Ship Lift Facility.

8.3 Identification and traceability

All products produced by third parties (customers) are clearly identified through all stages of storage and delivery. Stockpile areas are the responsibility of the customer, though the employees remain vigilant during loading and discharging procedures to ensure the integrity of the cargo is maintained.

Purchased raw materials/products are stored in unique locations (stores) for protection, identification and traceability. Materials are issued from store via store issue voucher. A documented procedure, **Warehousing & storage** has been established to address this process.

Ship repair jobs are traceable and identified by a unique mark/part number between steel renewal drawings and related test reports (NDT report). This will be carried out as per the Identification and Traceability of ship repair works process detailed in the **Ship repairs, maintenance and operation of ship lift facility** procedure.

Applicable documentation:

- RP ISP 007: Warehousing & Storage.
- RP ISP 012: Cargo Control Procedure.
- RP ISP 022: Ship Repairs, Maintenance and Operation of Ship Lift facility.

8.4 Stakeholder property

RAK Ports shall monitor stakeholder property while it is under the Port's control or being used by the Port. The Port shall identify, protect and safeguard stakeholder property. If any stakeholder

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

property is lost, damaged or otherwise found to be unsuitable for use, the Port shall report this to the stakeholder. A documented procedure **Leasing procedure** has been established to address this process.

Applicable documentation:

RP ISP 014: Leasing Procedure.

8.5 Preservation of product

As detailed above under Identification and Traceability, products are stored in designated areas (yards/warehouse), which are clearly labelled and defined. When delivery of product directly into a customer ship/vessel takes place, a procedure is in place to ensure that only the correct materials are loaded. When customer supplied materials/equipment is under the Port Authority's control, they are preserved and segregated in accordance with defined procedures to avoid loss, damage, deterioration etc. A procedure is in place to take necessary actions where damage or deterioration of product is identified, which will allow for necessary corrective action and if appropriate, preventive action to remove the cause of such damage or deterioration.

Applicable documentation:

RP ISP 012: Cargo Control Procedure.

RP ISP 018: Control of Non-Conformity.

9.0 Monitoring, measurement, analysis and evaluation

9.1 Customer satisfaction & complaints

The Top management at RAK Ports continually strive to meet customer requirements and ensure that every customer is satisfied with the service they receive from the port. The port have established a monitoring system, in the form of customer satisfaction surveys, and have appointed the PM's to maintain regular contact with customers so that the port can gauge levels of satisfaction. Results of these feedbacks will be used to assess the effectiveness of the port's IMS, and are documented. A documented procedure **Customer satisfaction & complaints** has been established to record this process. In addition, the port has a robust system in place for dealing with all and any customer complaints.

Applicable documentation:

RP ISP 016: Customer Satisfaction & Complaints.

RP ISP 016-02: Customer Feedback Form.

RP ISP 016-03: Customer Complaint Form.

9.2 Monitoring and measurement of processes

RAK Ports has in place, a system of monitoring procedures to establish the effectiveness of all processes of the port. This can take the form of daily, weekly or monthly meetings to monitor progress against objectives, KPI's or other established criteria. On a more formal basis, the port will satisfy itself of the continued suitability of a process from information gathered during audits or appraisals of individuals within the specific function, or from levels of customer satisfaction.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Applicable documentation:

- RP ISP 016: Customer Satisfaction & Complaints.
 RP ISP 017: Audit Procedure.
 RP ISP 028: Objectives & Programmes.

9.3 Monitoring and measuring of product/service

As has been documented in previous pages, the RAK Ports has a number of implemented procedures to monitor the quality of its service at various stages of delivery. Where there is a break down in the system or process, then the port has established a procedure to address such non conformity and ensure that appropriate action is taken and implemented. Performance against established delivery criteria is measured by way of customer satisfaction surveys.

Applicable documentation:

- RP ISP 016: Customer Satisfaction & Complaints.

10.0 Control of non-conformity of service

RAK ports have developed a documented procedure **Control of non-conformity** where all nonconformities will be identified and recorded. Nonconforming product/material or service is highlighted and appropriately addressed as detailed in this established procedure. Top management undertake regular reviews of instances of Nonconformities during Management Review Meetings.

Applicable documentation:

- RP ISP 018: Control of Non-Conformity.
 RP ISP 001: Management Responsibility (Management Review).

11.0 Analysis of data

Throughout all processes of the Port's operations, records are produced which detail and record activities. This data is summarised into a monthly format and is reviewed by the General Manager by way of a monthly report prepared by the POM's as per **Analysis of data** procedure.

Data which is to be reviewed by Top management on a monthly basis will relate to the following:-

- Operations (including marine, cargo and other related).
- Purchasing (suppliers data- in the form of **Approved suppliers list** or **Temporary approved suppliers list** as and when suppliers are added or removed).
- Customer satisfaction (as and when feedbacks are completed and analysed).
- RAK Ports health, safety, environment and quality performance summary (data on utilities, summary of health, safety and environmental incidents etc.).

On a wider scale, such data is included in the Management Review Meetings where the entire IMS is evaluated for continued suitability and effectiveness.

Applicable documentation:

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

RP ISP 019: Analysis of Data.

RP ISP 001: Management Responsibility (Management Review).

12.0 Improvement

12.1 Planning for continual improvement

All processes of the Port's operations are reviewed by Top management to ascertain their effectiveness. Through the implementation of audits, the review of the Policies, HSEQ Objectives, Analysis of Data, Corrective and Preventive Actions, and the Management Review process, Top management will strive to continually improve all processes to increase customer satisfaction. These monitoring and measuring processes will themselves be reviewed and updated, again through the process of audits and Management Review.

Applicable documentation:

RP ISP 001: Management Responsibility (Management Review).

RP ISP 016: Customer Satisfaction & Complaints.

RP ISP 019: Analysis of Data.

RP ISP 020: Corrective & Preventive Action.

RP ISP 028: Objectives & Programmes.

RP MSP 001: RP Health & Safety Policy.

RP MSP 002: RP Environmental Policy.

RP MSP 003: RP Quality Policy.

RP ISP 028-01: RP Strategic Corporate Objectives (Annex C).

RP ISP 028-02: RP Departmental Objectives (Annex C1).

Section III

Health & Safety Management

Retention	@ Office	@ Archives
	0-2 years	3-5 years

1.0 Introduction

This section incorporates mandatory elements of the ISO 45001:2018 Standard and has an effect on all employees of the ports', tenants and businesses located within its estates, as illustrated in Fig 1, Fig 2, Fig 3, Fig 4 and Fig 5 of General Arrangements.

As stated the scope includes all physical activities conducted in association with the support of this criterion.

This enables an assessment of all activities, services, products, conducted, and takes into consideration areas listed below from ISO 45001:2018 standard:

Understanding the organisation and its context	<i>clause 4.1</i>
Understanding the needs and expectations of workers and other interested parties	<i>clause 4.2</i>
Leadership and commitment	<i>clause 5.1</i>
OH &S policy	<i>clause 5.2</i>
Organisational roles, responsibilities and authorities	<i>clause 5.3</i>
Consultation & participation of workers	<i>clause 5.4</i>
Actions to address risks and opportunities	<i>clause 6.1</i>
OH & S objectives and planning to achieve them	<i>clause 6.2</i>
Planning of changes	<i>clause 6.3</i>
Resources	<i>clause 7.1</i>
Competence	<i>clause 7.2</i>
Awareness	<i>clause 7.3</i>
Communication	<i>clause 7.4</i>
Documented information	<i>clause 7.5</i>
Operational planning and control	<i>clause 8.1</i>
Emergency preparedness and response	<i>clause 8.2</i>
Monitoring, measurement, analysis and performance evaluation	<i>clause 9.1</i>
Internal Audit	<i>clause 9.2</i>
Management review	<i>clause 9.3</i>
Nonconformity and corrective action	<i>clause 10.2</i>
Continual improvement	<i>clause 10.3</i>

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

2.0 Risk assessment

International best practice and federal legislation requires all employers to assess the risks to them and others who may be affected by their activities and is the policy of the port to encourage all employees, tenants, contractors and visitors to the port to have a healthy and safe working environment. To fulfil this obligation, the port has produced a detailed system for written risk assessments for all members of staff conducting identified hazardous tasks within the port and can be found in the **Hazard identification and risk assessment procedure**.

The significant findings should include:

- i) Hazards that result in serious harm or affect several people.
- ii) A record of any preventative and protective measures in place to control the risk.
- iii) Further action required, if any needed to be taken to reduce the risk sufficiently.
- iv) Evidence of suitable and sufficient assessment has been made.

An assessment must be reviewed on a periodic basis to ensure it remains up to date with the activity and is valid.

Factors that may require an automatic re-assessment include:

- i) An accident.
- ii) A change of legislative governance.
- iii) A change in control measures.
- iv) Any significant change in the process of the activity.
- v) Implementation of new technology.
- vi) Any reasons that leads the user to suspect the assessment is not valid or could be improved.

Risk assessment must be carried out in accordance with the current health & safety legislation and reference to current experienced knowledge.

This will enable relevant person(s) involved in particular work activities to identify specified hazards, the risk involved, and control measures required to be implemented before commencement of work, so as to mitigate the hazard.

All staff are required to be instructed on the risk assessments that affect their daily work activities, upon completion they are to sign to state they fully understand and abide by their requirements at all times.

If at any time an employee is concerned by any aspect of safety in the work place, then work will be stopped and immediate contact will be made with their Supervisor and or Safety department.

Applicable documentation:

RP ISP 034: Hazard Identification & Risk Assessment Procedure.

2.1 Control of substances hazardous to health

Federal law requires the port to control the use, disposal and transportation of all hazardous materials that are used within its activities on a daily basis, and as such the port has produced the

Integrated Management Systems Manual

Doc. No. RP MSM 001

following document to assist in this, **Control of Substances Hazardous to Health** procedure details the requirements laid down including the formal assessment.

Hazardous substances requiring storage must be segregated according to the requirements of a COSHH assessment and in accordance with the IMDG Code, which is held by the HSEQM. The Code contains details of classification, documentation, packaging and general advice on a specific substance.

Formal assessments have been carried out on all materials used by the port of which a master copy is held in the Safety department as well as being available with each department for reference purposes. Employees are not permitted to purchase or to bring to work substances which are not included on the COSHH register. If a formal assessment has not been conducted then that product may not be brought into the port.

Disposal of chemical products must only be carried out on the direct instruction of the Safety department.

It is a strict requirement of the port that when any person handling a chemical, does not mix with any other chemical product that will lead to harmful chemicals being formed inadvertently, placing co-workers and the working environment at risk.

Applicable documentation:

RP ISP 036: Control of Substances Hazardous to Health Procedure.

2.2 Control of dangerous goods

The ports' require all goods classified as dangerous that enter either by sea or by road to be transported, handled and stored correctly. Suppliers and contractors that fall into this category must ensure they have sufficiently trained their employees to a level that is commensurate with their responsibilities. At minimum training should consist of the following;

- i) Representative in possession of Safety Data Sheet (SDS) / Material Safety Data Sheet (MSDS) / COSHH assessment for specified substance / material are fully aware of its contents.
- ii) Correct PPE when handling substance / material.
- iii) Correct handling / storing equipment.
- iv) Appropriate spillage / disposal equipment.
- v) Procedures covering the accidental release or exposure of substance / material.
- vi) Correct identification and segregation of substances.
- vii) Appropriate labelling of dangerous goods.
- viii) Sufficient Signage and placards warning third parties of substance / material.
- ix) Specialised training for specific substance / material management requirements applicable to the responsibility of the employees position.
- x) Easily identifiable control measures in the event of an incident involving a specified substance / material.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

It shall be the employer's responsibility to ensure their employees are competent in accordance with **Control of Dangerous Goods** SOP, any supplier or contractor failing to meet this criteria will face refusal of entry or removal from the port.

2.3 Housekeeping

Good housekeeping in all areas of the port is an essential feature of safety and the prevention of accidents.

Staff working in all areas must have regard to the following:

- i) Ensure traffic routes / working areas do not become obstructed, exposing other persons to risk.
- ii) Ensure all entrances, corridors, walkways and exit doors are kept clear of obstructions at all times.
- iii) Close all cabinets, cupboards and drawers after use.
- iv) Never overload shelving or store heavy items above head height except on load bearing purpose built racking.
- v) Never leave a lit cigarette unattended in the designated smoking area.
- vi) Clear away immediately any dangerous substance or spillage. Dangerous substances are marked and are defined as toxic, harmful, irritant, flammable or oxidising.
- vii) Dust and fumes should not be inhaled. If dust or fumes are produced by any activity then cease the task immediately until protective measures have been put into place.
- viii) Equipment must not be left where it can be a tripping hazard.

Applicable documentation:

RP ACOP 000:	Control of Dangerous Goods (TBC).
RP ISP 031:	Health & Safety Management Procedure.
RP ISP 034:	Hazard Identification & Risk Assessment Procedure.
RP ISP 036:	Control of Substances Hazardous to Health Procedure.
RP SOP 003:	Personal Protective Equipment.

3.0 Electrical safety

All port electrical systems are designed and maintained to reduce the risk of electric shock and resulting injury. Electrical installations will only be constructed and set to work after approval from external bodies and the management team.

All personnel operating on port premises or conducting work on behalf of the port are to ensure that all electrical equipment used is in good order and any equipment that does not appear to be in good order is to be reported to their supervisor without delay. Condemned equipment must be removed from general use until it can be satisfactorily repaired or replaced with new equipment that meets the electrical safety standards criteria.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Changes to the electrical system (including new plugs) should only be undertaken by competent persons who have been trained and all works required should be reported to the Safety office in order for a work permit to be issued.

Work on 3 phase electrical systems or live plant must never be undertaken by unqualified personnel, live working requires a specific risk assessment and if required a permit to work produced in accordance with the Engineering department shall be undertaken prior to the commencement of said work.

General safety requirements for electrical systems are detailed below:

- i) Switch off all electrical equipment after use.
- ii) Do not overload sockets.
- iii) Do not allow electrical cable to project into the walkways where they present a tripping hazard.
- iv) Use a residual circuit breaker when operating a portable hand tools.
- v) All portable electrical hand tools / equipment must have the correct plug and fuse fitted.

All portable electrical hand tools to be inspected by a competent person on an annual basis with a record being taken of its condition.

3.1 Electrical isolation

If the electrical power has been turned off to allow personnel to work safely, it is essential that the power stays off until work has finished. Make sure competent personnel are in control and remain in control.

A good way is to have the only locking mechanism to the switch or locked room or cabinet containing the switch. Remember, authorised personnel remove a fuse, another one could be inserted in its place, and people ignore notices. If there are any doubts that the electricity may be turned on again without agreement, **STOP WORK**.

Applicable documentation:

RP ISP 31-SI 003: Electrical Work (TBC).

4.0 Manual handling

Lifting and moving a load by hand is the biggest cause of injury in the work place. Lifting should be carried out in accordance with the following guidelines:

- i) If a load is awkward or beyond your capability you must get help.
- ii) Check all packaging and articles for sharp edges and projections before lifting.
- iii) Ensure that there are no obstructions in your path before lifting any article.
- iv) Ensure that you can see around a load when lifting it.
- v) Ensure that there is adequate room to put down a load when you have moved it.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- vi) When lifting, stand close to the load with your feet slightly apart. Keep your chin in, bend your knees and keep your back straight at all times. Straighten your knees using your thigh muscles. Always lift in stages (e.g. floor to knee, knee to carrying position).
- vii) Always use your entire body weight in a controlled manner when pushing a load.

Heavy goods are to be lifted in accordance with the port manual handling assessments, do not use lifting equipment unless you have been specifically authorised.

Applicable documentation:

- RP MSM 002: HR Manual.
- RP ISP 002: Resource Management.
- RP ISP 31-SI 004: Manual Handling (TBC).

5.0 Induction training

As stated as part of the joining process to the port, all new employees will attend an Induction routine as annotated on the **New employee induction form**. In addition to a general induction, it is important that the new employee is initiated into the working ethic of the department, together with basic Health & Safety Regulations, including fire evacuation and the operation of electrical or mechanical equipment within their specific department.

A full induction training session will be arranged for new employees that will cover port and Employee Responsibilities, Management systems policies, Accident Reporting, Fire Safety, Health and Safety Awareness, First Aid and First Aiders, Port Security, COSHH, Occupational Health and Communications.

5.1 Safety training

In addition to induction training, all employees will attend a mandatory safety training course in order to increase the safety culture within the port. This shall be refreshed on a three yearly basis to ensure they remain up to date with current safety regulations.

Toolbox talks shall be delivered on a weekly basis on a topic relevant to the Ports current activities.

5.2 Safety representation, committee & communication

The objective of the Committee will be to bring nominated employees, representing all departments of the port together within a structured environment in order to:

- i) Highlight areas of common interest that can be developed to improve the health, safety and welfare of the company's employees.
- ii) Identify improvements that may be required to health and safety systems within the ports estate, which would result in benefits for the employees.
- iii) Discuss and identify trends in health & safety performance statistics occurring within the ports estate.
- iv) Discuss pending or new legislation and ways to effectively implement them.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- v) Discuss the effectiveness and content of health and safety training delivered at the port.

It will be the function of this committee to discuss local issues involving the port, issues that cannot be resolved at this group, or that affect the company as whole will be addressed to Senior Management.

The committee will meet initially on a monthly basis, unless it is deemed necessary to meet on a more frequent basis in order conclude a reoccurring issue. The members of the Health and Safety Committee shall request a change of frequency to the meetings, with approval from the HSEQM.

Minutes of this meeting shall be recorded and communicated to the workforce through health & safety noticeboards and nominated representatives in order for correct feedback reaching the workforce.

Applicable documentation:

- RP MSM 002: HR Manual.
- RP ISP 002: Resource Management.
- RP ISP 029: IMS Communications: all interested parties.
- RP ISP 031: Health & Safety Management Procedure.
- RP ISP 31-SI 004: Manual Handling (TBC).
- RP ISP 040: Training Procedure.

6.0 Personal protective equipment (PPE)

Where protective clothing has been identified by a formal risk assessment and in accordance with the **Personal protective equipment SOP**, it shall be provided and must be worn. PPE will be managed by the HSEQ Manager and distributed on an individual basis to employees via the Stores department.

It is a strict offence for an employee to adjust, abuse or disregard safety equipment provided for their safety. All employees are obliged to use all personal protective equipment which has been provided following a detailed assessment.

One of the major causes of injury in the workplace are cuts to the hand, personal protective clothing in the form of gloves are a significant method of protection from such injuries. Gloves should always be worn when handling sharp items and when moving loads.

Employees wishing to handle chemicals must first read the COSHH assessment to determine the precise nature of the clothing required for any particular product.

Applicable documentation:

- RP ISP 31-SI 007: Safety Harness User (TBC).
- RP ISP 035/SOP 003: Personal Protective Equipment.
- RP ISP 036: Control of Substances Hazardous to Health.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

7.0 Workplace transport

Where deemed necessary, a **Road & traffic management plan** that defines the scope of responsibility for all traffic operating within its boundaries shall be produced. The following breakdown of responsibility has been detailed below in order to address operational activity, traffic throughput and pedestrian access:

Phase One: Internal / access road requirements.

Phase Two: Quayside congestion.

Phase Three: Future Projects.

The Plan has also established an **Assessment of risk** for pedestrians and traffic, as well as implementing the **Road management code**. To enforce these regulations the port has published a speeding Policy that is reviewed on an annual basis with the Port Tariff.

7.1 Pedestrian / vehicle separation

Walkways have been identified and implemented in order to allow safe access to designated areas of the port. Where high risk areas exist (Berths / Yards), walkways have not been introduced. In these areas mandatory PPE must be worn, Haulage drivers operating on the Berths / Yards are to adhere to the same rules.

7.2 Vehicle movements

Vehicles are to operate within the port's road network as per the **Road & traffic management plan**; it details signage required to identify potential hazards as well as applicable speed limits to be maintained.

Prior to and after the initial transfer from the berth or yard the vehicles load must be adequately secured in order to avert any likelihood of it being shed or spilt. In all cases this responsibility remains firmly with the driver to maintain and control.

Ramps erected to assist plant / equipment in loading or discharging shall not be more than 10% in gradient. In cases whereby the gradient exceeds 10% a formal assessment of the plant / equipment and ramp shall be conducted prior to commencement of operations.

7.3 Safe vehicles

It is the responsibility of the driver to physically inspect their vehicle prior to use, this should include to correct operation of brakes, oil levels (engine, brake and hydraulic) working lights, tyres with sufficient tread, mirrors and windscreen wipers.

A maintenance schedule and records should be kept to ensure vehicles used in and entering are of a safe condition, reducing the likelihood of incident occurrence.

7.4 Safe drivers

All drivers employed directly by the port shall be governed by the **Driving policy** established; those operating on behalf of a stakeholder, tenant or contractor must be competent and fit to operate the vehicle or equipment in their charge. It is the responsibility of the employer to ensure they remain competent and fit to use these vehicles, plant or equipment.

Integrated Management Systems Manual

Doc. No. RP MSM 001

It is the responsibility of the Driver to inform their line management of any illness that will impair their ability to drive or operate equipment. Any drugs taken, including prescribed medication are to be known to line management, where an assessment of their capabilities shall be made.

Applicable documentation:

RP MSP 000:	Driving Policy (TBC).
RP MP 005-A:	SPA Road & Traffic Management Plan.
RP MP 005-B:	AJZP Road & Traffic Management Plan (TBC).
RP MP 005-C:	RAKP Road & Traffic Management Plan (TBC).
RP MP 005-D:	AJRP Road & Traffic Management Plan (TBC).
RP MP 005-E:	RAKMCFZ Road & Traffic Management Plan (TBC).
RP SOP 005:	MHC Operations.
RP SOP 009:	Shovel Operations (TBC).
RP SOP 010:	Fork Lift Operations (TBC).
RP SOP 011:	Bobcat Operations (TBC).
RP SOP 012:	Heavy Vehicle Operations (TBC).
RP SI 013:	Mobile Phones in the Workplace (TBC).

8.0 Lifting operations

Loading and discharging involves the use of a range of equipment types for the differing cargo handled by the port, from MHC grab buckets to lifting strops, which may include the use of slewing cranes (MHC's), mobile telescoping cranes or forklift trucks. To remove the risk of incident through poorly planned operations all aspects shall be planned and assessed prior to commencement of work in accordance with the **Lifting operations SOP**.

8.1 Planning and organising

For all abnormal lifting operations a **Lift plan** shall be completed prior to the commencement of work. The plan shall conduct a formal assessment of the lift and include the following categories:

- i) Details of crane and back up crane if primary fails.
- ii) Details of load, including weight.
- iii) Details of lifting accessories, including sling type and capacities.
- iv) Ground conditions, including sufficient enclosure of operation.
- v) Risk assessment and method statement.

8.2 Use of lifting equipment

At all times whilst cranes are mobilised, competent supervision is to be present in the form of a signalman (Banksman) in charge of its movement to avoid the likelihood of collision with other plant, equipment or vessel.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Prior to operation, lifting equipment and accessories are to be inspected to ensure suitability for use in accordance with **Control of lifting equipment SOP**. If unsuitable, affected items are to be quarantined from the operation and disposed of immediately. Inspection will ensure any items that show signs of damage through chaffing, deterioration, chemical impregnation, distortion, sharp edges or tearing are identified at the earliest opportunity.

Where a vessel's lifting equipment is to be used, it shall be subject to a pre-use examination in order for it to be deemed suitable; the examination shall be in line with the lifting equipment and accessories inspection. Documentation for the equipment's certification is also to be available if required.

Cargo handling equipment (forklift truck, shovel, bobcat) being lifted into a vessels hold by crane shall have designated lift points in accordance with the manufacturer's instructions for the attachment of lifting gear. Such equipment shall be marked with its gross weight. At no time are people to accommodate the cab or equipment being transferred into or out of the cargo hold.

Lifting operations are to be suspended or stopped if the wind conditions rise above 23 KMPH or visibility drops below 10 metres, under the authority of the PM, making it unsafe to continue with the operation.

8.3 Equipment used for lifting personnel

Where people are being transferred between berth and vessel or to work in an elevated position, suitable equipment for their transfer must be used that enables safety from a fenced perimeter. The port has identified the use of Man Baskets for use within this criterion, the baskets in association with personal safety harnesses will be the preferred option for use.

Equipment used for transferring people shall be inspected for suitable use on a six monthly basis, with records being held with the Equipment and Safety department.

8.4 Maintenance of lifting equipment & accessories

Lifting equipment shall be inspected in accordance with **Control of lifting equipment SOP** as part of a planned maintenance regime and prior to use by a suitably trained and competent person. Accessories important to the operability of the lifting equipment, such as an anemometer for an MHC shall be maintained and calibrated on a regular basis.

Operator checks prior to the use of equipment are to be conducted and recorded, to ensure early identification of a potential failing of the equipment. Notification of defective equipment should be immediate and if required, the equipment will be removed from service until rectified.

All MHC maintenance shall be programmed and recorded in accordance with the **MHC scheduled maintenance & repairs** Procedure, whereas associated lifting equipment shall be maintained on an annual basis, with ancillary equipment used people lifting operations on a six monthly basis.

Any equipment that does not meet the criteria of the maintenance schedule, and cannot be repaired in order to meet this criterion is to be removed from service, quarantined and disposed of at the earliest opportunity.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Applicable documentation:

- RP SOP 005: MHC Operations.
 RP SOP 007: Control of Lifting Equipment.
 RP SOP 008: Man Basket Operation.
 RP ISP 31-SI 006: Bulk Cargo Operation (TBC).

9.0 Working at height

Many activities conducted in the port have the potential to lead to a fall from height, these may occur during routine operations, unexpected or unplanned work. In the port the hazard of working near water means a fall may have the added risk of drowning.

9.1 Access equipment

Wherever possible working from a ladder should be avoided, if this is not possible the appropriate guidance detailed in **Working at height SOP** is provided.

Where work of a longer duration exists, other equipment such as an access tower or Mobile elevated work platform (MEWP) should be used. Employees using such equipment must be trained and competent in setting up and operating these in a safe manner.

Long term work above two metres that requires scaffolding and or access towers, must be erected by trained and competent employees. Employees are not to erect any access equipment without the appropriate training.

Access towers are not to be moved with personnel on them. Prior to erecting a tower, an assessment must be carried out that identifies any hazards present such as overhead obstructions and or moving vehicles.

Applicable documentation:

- RP SOP 004: Working at Height (TBC).

9.1.1 Mobile Elevated Work Platforms (MEWP)

Mobile elevated work platforms are to be used in preference to ladders and scaffolding where the actual work takes place at a number of locations on the task and is of short duration.

If the MEWP is to be used in the cargo handling areas or areas where vehicle traffic is present, suitable cones and signage are to be posted to ensure that the machine is not struck by passing vehicles. The POM is to be informed that work is being carried out. If the MEWP is being used inside a storage shed, a sign is to be posted at vehicle entrance door(s) to warn vehicle drivers of the hazard.

Where people below the work area are at risk from the activities, the area should be cordoned off or it should be designated a hard hat area. The risk assessment will specify the requirement.

At the end of the task the machine is to be switched off, secured and the keys placed with either the Equipment Supervisor (SPA) or the Technical Manager (SPA).

Integrated Management Systems Manual

Doc. No. RP MSM 001

The following hazards should be considered before using the machine:

- i) The floor is level and of adequate strength.
- ii) The wind does not exceed the manufacturer's recommendations.
- iii) The MEWP is not operated near the quayside without continued supervision.
- iv) The machine is not overloaded.
- v) The machine is only operated by a competent person.
- vi) The machine is not used in the vicinity of overhead power lines.

Where MEWP's are hired for use, a copy of the valid inspection certificate is to be provided with the machine. If none are available, the machine is not to be used. The person operating the machine is to be trained as a competent person and that person will be recorded in the appropriate manager's training file.

Before work starts, the risk assessment for the task is to be signed off as having been fully implemented. The operator is to check for obvious defects in the machine and any defects identified must be reported to the Workshop Foreman (Mechanical & Electrical). Records of inspection and servicing are to be kept by his department.

A harness is to be worn by both the operator and passenger when in operation, they must be secured to the harness point in the cage via a fixed length lanyard, with hard hat and safety shoes as mandatory PPE when working in the platform. Other protective equipment for the task may be required as identified in the risk assessment.

9.1.2 Scaffold and work platforms

All scaffolds, towers and other temporary work platforms should be erected by a competent person. RP regards the term **competent** as having attended formal training and hold an appropriate certificate.

Before the task commences, a risk assessment should be carried out. When the structure is complete, ready and in place, it must be signed off using the 'Scafftag' system. This includes the 'PASMA' system.

- i) Safety Information for the PASMA system is held with the Engineering department.
- ii) Work platforms must be accessed using a ladder or built access equipment.
- iii) Access must not be made by climbing up the frame of the scaffold or tower.

Where a contractor is erecting and using scaffold, a written risk assessment must be provided to the Civil Engineer before work can commence. Guidance on the management of contractors is given in section 18.0 of this **IMSM**.

Where there is a risk that the tower or scaffold being struck by machinery or vehicles, suitable barriers should be erected. Where there is a danger that people will access the area below and be affected by the activity, suitable signage and barriers to exclude them from the area shall be erected prior to commencement of work.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

9.2 Fall protection

All persons conducting work at height must ensure they have suitable fall from height protection, this shall be in the form of safety harnesses, safety netting or hard barriers.

At no time is an activity to be approved without these measures, ensuring a sufficient risk assessment has been conducted to installed control measures reducing risk of injury.

9.3 Access to vessels

Whilst alongside Berths, all vessels are to provide safe and sufficient access via means of a correctly rigged accommodation ladder or gangway. A bulwark ladder shall be made available if where the vessels deck is significantly below or above the level of the berth wall.

Where means of access passes over water, a significant risk of falling into the water and drowning exists and a safety net secured at either end of the means of access shall be provided. The net shall be sufficient to stop a fall into the water from the access route.

9.4 Access between vessels

Sufficient access between two vessels moored alongside each other is mandatory and appropriate to suit both. A pilot ladder is not to be used where the freeboard of one vessel is great than the other.

Once in place the means of access should be secured in order that it is firmly held against twisting, turning or tilt from vessel movement.

9.5 Cargo holds

Ships holds are only to be open for cargo operations and should not be left open for longer than required, this shall be determined through liaison between the Duty Officer and the vessels master or his delegated authority.

Access into the hold shall be via the vessels internal ladder or port's Man Basket, where the latter has been selected personnel are to be fully briefed on its operation and the safety equipment (*Safety Harness*) requirements.

Equipment used for cleaning the hold is to be slung and overseen by the Duty Officer / Equipment Supervisor, Personnel are not to be transferred via this equipment or via an MHC grab bucket.

Applicable documentation:

- RP SOP 004: Working at Height (TBC).
- RP ISP 31-SI 007: Safety Harness User (TBC).
- RP ISP 31-SI 008: Mobile Elevated Work Platform (TBC).
- RP ISP 31-SI 009: Scaffold & Work Platforms (TBC).
- RP SOP 004-01: Ladder/Stepladder Inspection Report.
Scaffold Inspection Tag.

10.0 Work equipment

All equipment used by the port shall be recorded in a register and the maintenance coordinated by the Engineering Manager. Work equipment should only be used by those persons competent to do so; employees should not attempt to operate any piece of equipment unless they have been trained, are competent and authorised to do so.

Before using a machine or tool, operators should satisfy themselves that it is free from defect and safe to use. Certain equipment will have a checklist to complete prior to the commencement of work.

10.1 Machinery

Only trained and competent employees may use machinery provided in the work place, if employees have not received formal training, then under no circumstances should they attempt to operate it. Prior to authorisation being given to operate machinery an assessment of the employee's competence will be carried out.

If at any stage whilst using any item of machinery an employee begins to feel unwell they must stop what they are doing, isolate the plant / equipment concerned via the remote electrical supply switch and report to their supervisor.

Never allow another member of staff distract an employee whilst they are operating machinery, do not approach or distract any other employee operating machinery.

10.2 Pressure equipment & systems

All pressure equipment and systems used by the port shall be recorded in a register under the coordination of the Engineering Manager (SPA)/Technical Manager (AJZP). Prior to installation the equipment / system should be authorised as suitable for intended purpose and commissioned correctly. Examples of pressurised equipment / system are detailed below:

- i) Pressurised water / steam systems.
- ii) Pressurised air / gas systems.
- iii) Refrigeration plant.
- iv) Pressure gauges.

All equipment / systems must be properly maintained under the schedule held with the Engineering department (SPA)/Technical department (AJZP). Upon first examination prior to use a written scheme of inspection shall be identified for future use. Periodic inspection shall be dictated by the Engineering Manager (SPA)/Technical Manager (AJZP) in order to conduct sufficient examination in order to identify deterioration or malfunction in the early stages. Prior to agreeing a schedule of inspection the following factors should be taken in to account:

- i) Safety record of any previous system.
- ii) Generic information available on the type of system.
- iii) Current condition through corrosion, erosion.
- iv) Expected operating conditions.
- v) Quality of fluids used in system.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

- vi) Standard of technical supervision, operation, maintenance and inspection.
- vii) Applicability of on line monitoring.

Only competent persons authorised to use or maintain specified equipment are permitted to use/maintain the system. Provision of appropriate training and operator familiarity shall be conducted prior to commencement.

10.3 Portable equipment

The inspection of portable electrical appliances used in the port for operations will be carried out at three separate levels. These will be;

- User checks prior to each use,
- Formal visual checks by in house competent persons,
- Testing by an external body.

Applicable documentation:

RP ISP 31-SI 010: Guidance for the use of Work Equipment (TBC).

RP ISP 31-SI 011: Guidance for the use of pressure systems (TBC).

11.0 Permit to work

A permit to work system is a formal safety control system designed to prevent accidents including injury to employees, contractors and third parties as well as to property. The permit sets out the work to be done and the precautions to be taken and must be completed by the designated Safety department following discussion and liaison with the person or contractor responsible for the task.

Only competent persons able to carry out the task shall be issued with a permit with all persons affected either directly or indirectly by the permit being advised in advance of the works commencing. Where a specific permit is issued, it is still necessary to issue a general permit to work if the task has other elements not covered by that specific permit.

A permit is issued to a designated person only and cannot be passed from one person to another with work of a similar nature. When the permit is issued, it shall remain active for the duration designated by the Safety department, the permit will require renewal upon the following conditions:

- i) Expiry of the permit.
- ii) A change to the working environment.
- iii) Two conflicting permits in the same working environment.

Management and staff must not permit any contractor to undertake work without evidence of the specific permit to work. If in doubt contact the Safety department.

Applicable documentation:

RP ISP 037: Permit to Work Procedure.

RP ACOP 001: Diving ACoP.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

12.0 Confined space

An enclosed or confined dangerous space can be defined as a location with a restricted access such as a tank, open manhole, pipe, silo, duct, ship's compartmented hold or other places where there is inadequate natural ventilation.

In addition, work locations where emergency evacuation, or evacuation due to injury/ill health may be difficult, should be regarded as a confined space. It can pose a significant risk because of its enclosure, either largely or completely and have been assessed as having a clear foreseeable risk of serious injury or death caused by:

Lack of oxygen within a hold, container or through operating within a space that has equipment running resulting in the consumption of oxygen.

Fire and explosion from flammable vapours, dust or excess oxygen.

Build-up of poisonous gas, fumes or vapour through decomposing, leaking, oxidation of cargo or build-up of fumes given off by running equipment or plant.

Incomplete ventilation of fumes within a compartment or space due to incomplete fumigation or build of fumes of plant or equipment.

Sudden release of gases or liquids into a compartment or space that can asphyxiate or drown personnel.

Extreme working conditions whereby body temperatures or personnel are increased to a dangerous level.

In order to control the risks involved with confined space working, it is essential that all risks are managed and duties are adequately discharged. Personnel are to avoid carrying out activities within a confined space, but if this is unavoidable a full assessment is to be conducted prior to the commencement of work.

Control measures established in this assessment include testing for noxious fumes, flammable atmospheres and correctly ventilated environments. Confirming equipment such as supply valves are locked to prevent flooding or saturating the compartment and ensuring the activity being conducted does not accelerate the reduction of oxygen within the compartment.

Applicable documentation:

RP SOP 002: Confined Space Entry & Working.

13.0 Diving

In accordance with international guidelines and RAK ports **Permit to work procedure**, the Port's Permit to dive is subject to strict compliance with the procedures as detailed. The procedure applies to all commercial dive operations in waters that fall under the jurisdiction of RAK Ports including outer anchorages.

All divers must be commercially qualified, accredited members of ADCI or IMCA and able to produce original certification, including an "in date" medical certificate for verification.

Integrated Management Systems Manual

Doc. No. RP MSM 001

Due to its inherent limitations such as limited breathing gas supplies and limited communication, Self-Contained Underwater Breathing Apparatus **SCUBA** has been deemed as unsuitable for use within the ports' waters unless fully mitigated by risk assessment, method statement as well as approved by the HSEQ Manager and Harbourmaster. In this case, diving operations shall be conducted by use of Surface Demand Diving Equipment **SDDE** in accordance with the ports legislation register (HSE Diving at work Regulations 1997) and Safe Systems of Work.

Applicable documentation:

- RP ACOP 001: Diving ACoP.
RP ISP 037: Permit to Work Procedure.

14.0 Lighting

Operations are conducted on a 24-hour basis or there may be a requirement to operate during the silent hours, so the need for suitable lighting within its estate is important. The ability to see hazards can prevent an occurrence and reduce risk levels within the working environment.

Each working environment should be adequately lit and maintained, falling into the following groups:

- Well-lit pedestrian and vehicle routes
- Well-lit outside areas – loading & unloading spaces, vehicle access.
- Well-lit areas for working on board – cargo holds.
- Adequate lighting to allow safe access and egress.
- Good light – use of natural lighting where possible, avoiding glare.
- Suitable emergency lighting.

Applicable documentation:

- RP ISP 31-SI 012: Port Lighting (TBC).

15.0 Dust

The ports' predominantly handle cargoes that can create significant quantities of dust. Most are small particles of material; however some have specific Workplace Exposure Limits **WEL's** that are classified as dangerous substances.

Of these materials, a percentage can have adverse effects on the health of those operating in its vicinity, and act as respiratory sensitisers which can lead to occupational ill effects. Other materials, if exposed to the right conditions, have the potential to create an explosive atmosphere if formed with the correct mixture of air.

In order to control both of these, Section IV of this IMSM contains details for the control of dust which includes reference to **Dust management plan**, identifying dust generated from the port that can have a potential impact on its employees, stakeholders and local communities. The plan is drawn up into four areas of interest as detailed below:

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

- i) Air Quality Management.
- ii) Monitoring Programmes.
- iii) Contingency Plans.
- iv) Emission control & maintenance procedures.

Applicable documentation:

- SEC IV MSM 001: Environmental Management.
- RP MP 002: Dust Management Plan.
- RP ISP 31-SI 013: Dulevo Road Sweeper Operation (TBC).
- RP ISP 31-SI 014: Johnston Road Sweeper Operation (TBC).
- RP ISP 31-SI 015: Beam Road Sweeper Operation (TBC).
- RP ISP 31-SI 016: Fogging System Operation (TBC).
- RP ISP 31-SI 017: PCT Safety Instruction (TBC).

16.0 Noise

The port recognises the risk from exposure to excessive noise to employees whilst at work; it will therefore, so far as is reasonably practicable, use international best practice in order to control exposure of all those with activities within the port by following the associated guidance.

The port will make (and update) a noise assessment where employees are likely to be exposed to:

- i) **Upper Exposure action Value:** Daily or weekly personal noise exposure of 85 dB(a)
- ii) **Lower Exposure Action Value:** Daily or weekly personal noise exposure of 80db(a)
- iii) **Exposure limit value noise:** Daily or weekly personal exposure of 87db(a)

These assessments will be carried out in accordance with **Health & Safety Management Procedure** by a competent person and will be reviewed annually or where changes to the working environment require re-assessment.

The port will record and keep all noise assessments using **Noise Monitoring Form**. The Safety department will record this data for analysis and ensure hazardous noise areas are kept up to date.

The port will in all cases, attempt to reduce noise to the lowest level, by all practical means, precautions and methods other than by personal ear protection, i.e., at source.

In keeping with international best practice, if employees are exposed to noise levels of 80dB(A), over a working period of 8 hours, the port shall provide suitable information and training in order for suitable understanding of the hazards and risks are communicated.

If employees are exposed to noise levels of 85dB (A), over a working period of 8 hours, the port shall provide suitable hearing protection, at the request of employees. It is policy to provide and request the wearing of hearing protection to all employees exposed to 85dB (A) at all times.

Integrated Management Systems Manual

Doc. No. RP MSM 001

Where employees are exposed to noise levels of 87dB (A) or above, over an 8 hour period, or the peak action level, the port has a duty of care to provide suitable hearing protection and for employees to use it. It is the port's policy that all areas where noise levels reach or exceed 87dB (A) will be classified and identified as hearing protection zones. Hearing protection is mandatory at all times for all personnel in these areas.

The port will provide training in the use and care of hearing protection where the use of such hearing protection is necessary.

It is the responsibility of all employees to take care of all Personal Protective Equipment provided by the port.

Applicable documentation:

RP ISP 031: Health & Safety Management Procedure.

RP ISP 031-07: Noise Monitoring Form.

RP ISP 31-SI 018: Noise Control (TBC).

17.0 Hygiene

The port recognises the risk from exposure from unhygienic conditions to employees whilst at work; it will therefore, so far as is reasonably practicable, in accordance with the **Port legislation register** control exposure of all those who have contact with these areas within the port by following the associated guidance.

17.1 Personal hygiene

The port has an established waste management facility to control material used within the port and landed from visiting vessels. This process is controlled in accordance with the **Waste management plan** and controlled by the Environment Department.

It shall also provide sufficient sanitary conveniences in readily accessible places for the use of its staff, tenants, contractors and visitors, which are adequately ventilated and illuminated.

All locations associated with these shall be easily identifiable from the outside to personnel with activities within the port.

17.2 Food hygiene

In order to prevent contamination from bacteria, mould, viruses or chemicals, kitchens identified to operate within the port must adhere to strict guidelines set in the **Port legislation register** with regard to occupational food handling and food preparation.

Kitchens authorised by the port for preparation and serving of food shall be monitored to ensure standards are in keeping with legal guidelines. Each location shall be responsible for maintaining and recording clean premises with competent persons in accordance with the **Food hygiene safety instruction**.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

17.3 Potable water hygiene

Potable water provided within the port through drinking water coolers are subject to a build-up of mould, bacteria and viruses, therefore a scheduled cleaning programme has been established in order to remove the occurrence of illness to users.

Those identified will be monitored on a quarterly basis with fresh filters being provided as well as storage tank cleaning being carried out.

Applicable documentation:

- RP ISP 027-01: Port Legislation Register.
- RP MP 001: Waste Management Plan.
- RP ISP 31-SI 020: Food Hygiene (TBC).
- RP ISP 31-SI 021: Potable Water Coolers (TBC).

18.0 Code of practice for contractors, tenants and visitors

To ensure contractors, tenants and visitors operating within the ports' adhere to rules and regulations laid down, the senior management of these companies should ensure:

- i) They are informed of, and understand the Systems of work in place and other arrangements that apply to each particular location at which they or their employees are to work.
- ii) They understand the systems of work in place governing the operation of the port and general principles of permit-to-work systems required.
- iii) All supervisors and employees are made aware of and understand the systems of work, procedures and any other specific arrangements made for an activity, area or location in which they are to work.
- iv) All supervisors and employees understand why these systems and procedures exist and the need for them to be followed precisely.
- v) Set up a system to monitor training of their employees in order to ensure competence whilst working within the port.

18.1 General requirements

In order to support this, the ports' will ensure safety induction is delivered in accordance with the guidelines detailed in sub section 18.1.1 & 18.1.2.

18.1.1 Procedure for the induction of new employees, temporary workers

Prior to being permitted entry into the port all new contractors, tenant company employees and temporary workers will be provided with induction training to ensure they understand the working environment and safety rules in place at the port.

18.1.2 Non-English speaking workers

Where employees, tenants, contractors or visitors have difficulties understanding English, or have low literacy levels, the port will endeavour to establish a method of communication with them. To that end Induction training will be delivered with supporting documentation in the following languages:

- i) English
- ii) Arabic
- iii) Urdu
- iv) Hindi
- v) Malayalam

The port will ensure adequate time is given to consult with employees where language and or literacy may be issues so they can absorb the information. Where an employee does not understand any of the above languages, an interpreter shall be available.

18.2 Contractors

All contractors and visitors are given a Health and Safety induction prior to their first entry into the port. Within it are health and safety details relevant to the activities and operations being conducted that could have an effect on themselves while visiting.

18.2.1 Contracted work

Permit to Work systems are operated by the port for all recognised maintenance activities and must be complied with at all times.

Contractors must provide details of their intended work prior to entry into the port, if required they are to submit sufficient risk assessment and method statement in order to cover their activities.

Contractors are to have the necessary security and safety clearance prior to entry into the port, ensuring they have signed the appropriate documentation presented to them by either the Safety department or appropriate department, confirming that they have read and understood the relevant safety issues associated with the port and its undertakings.

18.3 Tenants

Tenants are stakeholders within the port and as such have a legal responsibility to ensure they conduct in a manner as set by the port. All activities identified are to be in accordance with the ports' operational guidelines, where plant and equipment are operated by competent person(s).

The port regards "competent" as having attended formal training, understand the rules and regulations in operation and hold appropriate certification to use equipment being operated by the tenant. Before the task commences, a risk assessment should be carried out.

18.3.1 Visitors

The port recognises that it has a responsibility for the safety of visitors. It is therefore essential that all operations and activities are conducted with due regard to their Health and Safety.

Management will ensure, so far as is reasonably practicable, that whilst inside the port premises, visitors are not exposed to risks to their health and safety and will give such persons information and instruction as may be necessary to ensure this.

Visitors should not be allowed into potentially dangerous areas where they may be exposed to risks without being accompanied by a competent member of staff.

Visitors are requested to:

- i) Take reasonable care for the health & safety of themselves and of any other persons who may be affected by their acts or omissions.
- ii) Co-operate with port staff or other persons, so far as is necessary to enable the port or other persons to comply with their legal responsibilities.
- iii) Shall not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.

Applicable documentation:

RP COP 000: Contractors, Tenants & Visitors (TBC).

19.0 Port emergency plan

The ports' and associated properties have established a plan in accordance with the requisite set by ISO 45001:2018 standard, in order to deal with the range of emergencies it could face and the wider impact of these.

The plan will detail special procedures that include actions to stem the effects of the emergency at source, such as fighting fires, combating the release of toxic chemicals, containing the release of radioactivity, spread of infectious disease, stemming the extent of floods, serious injury or explosion.

The plan will also incorporate the port's **Major emergency plan** in the event of an escalation of any of the above mentioned emergencies.

Applicable documentation:

RP MP 009: Ports Major Emergency Plan.

19.1 Fire safety

The Port Authority will provide the necessary firefighting equipment in accordance with the requirements of the **UAE fire & life safety code of practice** and **Fire management plan**. All employees will receive training by the Safety department in the safe use of firefighting equipment and are required to familiarise themselves with the fire drill before commencing work. All visitors to RAK Ports shall undergo the RAK Ports induction training in accordance with the **Health & safety management procedure**.

Integrated Management Systems Manual

Doc. No. RP MSM 001

Personnel should identify which extinguishers are available in their immediate place of work; in particular they should ensure that combustible materials do not accumulate around their place of work. Fire extinguishers should only be removed from their wall brackets in an emergency. The removal of fire extinguishers without good reason will be considered as misconduct.

Existing firefighting equipment will be inspected by an appointed Fire Warden of the Health & Safety department on a weekly basis and by external contract engineers on a six monthly basis with a certificate being issued by a competent authority on an annual basis.

In order to maintain a sufficient level of fire awareness knowledge, fire drills will be arranged at regular intervals, with alarms in the port being tested weekly. In the event of a fire premises should be evacuated immediately with employees following instruction provided on the fire notices.

Fire exits must be kept clear at all times ensuring doors are not to be wedged or propped open in any way. Fire doors to or from an occupied room may not be locked and smoking is only permitted in designated areas.

Flammable materials must never be exposed to hot surfaces or direct heat sources and in the event of a gas leak all equipment is to be switched off with an immediate evacuation of the premises to a safe "muster point" ensuring the emergency services are notified of the incident.

Applicable documentation:

- RP MP 003: Fire Management Plan.
- RP MP 003-B: Port Fire Register.
- RP ISP 031: Health & Safety Management Procedure.
- RP ISP 032: Emergency Management Procedure.
- UAE fire & life safety code of practice.

19.2 H&S inspections

As part of a proactive monitoring programme, Senior Management will conduct a schedule of visits throughout the calendar year in order to maintain an agreed safety standard across all areas and activities of the port. These will be co-ordinated through an **Inspection schedule** by the Safety department using **Inspection forms** and findings shall be recorded with the Safety department. These Inspections will run in conjunction with facilities inspection forms administered by the HR department.

Applicable documentation:

- RP ISP 017: Audit Procedure.
- RP ISP 027: Legal & Other Requirements.
- RP ISP 31-SI 022: H&S Inspections (TBC).

20.0 Accident reporting & investigation

All accidents, incidents and near misses, including dangerous occurrences and unsafe practices, must be reported, recorded and investigated in accordance with guidance detailed in **Accident/incident reporting procedure**.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

20.1 Accidents, incidents & near misses

All accidents must be reported to the appropriate department line manager and the Safety department through “Myosh” Safety Management system, who will coordinate the subsequent investigation and post incident corrective actions. At RMCFZ, the Security department uses the Myosh electronic reporting system to report any accidents, incidents or near misses.

Where the accessibility to electronic reporting system (Myosh) is not available, an **Incident reporting form / Accident reporting form** will be implemented by the relevant department heads and a copy of report is forwarded to the HSEQM/Safety department at SPA.

All accidents resulting in personnel injury shall be recorded in an **Accident report book** located at one of the following locations where applicable:

- i) Port Medical Centre - SPA
- ii) Control Tower - AJZP
- iii) Port Main Gate - RAKP & AJRP

Applicable documentation:

RP ISP 033: Accident/Incident Reporting Procedure.

RP ISP 033-01: Incident Reporting Form.

RP ISP 033-02: Accident Reporting Form.

RP ISP 033-05: Accident Report Book.

20.2 Incident investigation

Incidents meeting the criteria of an investigation are defined as those occurrences that directly involve an employee, are witnessed by an employee or that occur as a result of a procedure operated by the port.

All incidents will fall into one of three categories, gauged by the resulting impact to the port, the working environment and that of an outside interest.

Applicable documentation:

RP ISP 033: Accident / Incident Reporting Procedure.

Myosh: Electronic Safety Management Software.

21.0 First aid

The port will provide first aid facilities in accordance with the requirements of **Federal law no 8 of 1980 UAE labour law, chapter V, article 93**, with nominated first aiders published on notice boards within the port.

If an employee suffers an injury, however slight, it must be reported to the management via the Safety department and nominated first aider at once. The injury must be recorded in an accident book and the injured person will be required to provide a full explanation of the events surrounding the accident.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

If a serious accident occurs a first aider should be contacted at once, with arrangements for an ambulance to be summoned immediately.

If chemicals come into contact with an employee's skin or eyes, or if they are swallowed or inhaled then first aid should be sought immediately. Supervisors will have access to COSHH assessments which provide detailed advice on measures to be taken to counteract the effects of each chemical used.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Section IV

Environmental Management

Retention	@ Office	@ Archives
	0-2 years	3-5 years

1.0 Introduction

The following sections present a statement of purpose for each of the elements covered in the environmental management. These statements explain why RAK Ports need to conform to the particular element and assigns responsibility for implementation of each element. Each statement of purpose is quite general but references standard operating procedures and other reference material that will assist in the implementation of the element.

This enables an assessment of all activities, services, products conducted, and takes into consideration areas listed below from the ISO 14001:2015 standard:

Understanding the organisation and its context	<i>clause 4.1</i>
Understanding the needs and expectations of workers and other interested parties	<i>clause 4.2</i>
Leadership and commitment	<i>clause 5.1</i>
Environmental policy	<i>clause 5.2</i>
Organisational roles, responsibilities and authorities	<i>clause 5.3</i>
Actions to address risks and opportunities	<i>clause 6.1</i>
Environmental objectives and planning to achieve them	<i>clause 6.2</i>
Resources	<i>clause 7.1</i>
Competence	<i>clause 7.2</i>
Awareness	<i>clause 7.3</i>
Communication	<i>clause 7.4</i>
Documented information	<i>clause 7.5</i>
Operational planning and control	<i>clause 8.1</i>
Emergency preparedness and response	<i>clause 8.2</i>
Monitoring, measurement, analysis and evaluation	<i>clause 9.1</i>
Internal Audit	<i>clause 9.2</i>
Management review	<i>clause 9.3</i>
Nonconformity and corrective action	<i>clause 10.2</i>
Continual improvement	<i>clause 10.3</i>

2.0 Environmental aspects

The Quality department under instructions from the HSEQM and in conjunction with the relevant department managers / section heads will identify all environmental aspects and related impacts that the port controls or over which it can be expected to have an influence. The Quality department will further determine those aspects that will be considered significant, considering a life cycle perspective. This activity will be completed in conformance with the **Identification & evaluation of environmental aspects & impacts** procedure. Information pertaining to the environmental aspects identified will be included in the **Environmental aspect & impacts identification register**.

The significant findings should include:

- i) Aspects that result in serious impact on the environment.
- ii) A record of any preventative and protective measures in place to control the impact.
- iii) Further action required, if any needed to be taken to reduce the impact sufficiently.
- iv) Evidence of suitable and sufficient assessment has been made.

An assessment must be reviewed on a periodic basis to ensure it remains up to date with the activity and is valid.

Factors that may require an automatic re-assessment include:

- i) An environmental incident.
- ii) A change of legislative governance.
- iii) A change in control measures.
- iv) Any significant change in the process of the activity.
- v) Implementation of new technology.
- vi) Any reasons that leads the user to suspect the assessment is not valid or could be improved.

Impact assessments must be carried out in accordance with the current environmental legislation and reference to current experienced knowledge.

Aspects identified as significant in the **Environmental aspect & impacts identification register** will be assessed further using the **Significant aspect evaluation sheet**. The QC under instructions from the HSEQM will be responsible for ensuring that all functional units are aware of the significant environmental aspects that were identified. Further, each department manager / section head will be responsible for ensuring that these significant environmental aspects are considered in setting their RP departmental objectives and programmes. This should be accomplished in conformance with the **Objectives & programmes** procedure.

The Quality department under instructions from the HSEQM shall be responsible for re-evaluating the list of environmental aspects and related impacts whenever the port changes or implements a new activity or function or makes major changes to the port's equipment or infrastructure. At a minimum, the environmental aspects will be re-evaluated on an annual basis.

Applicable documentation:

RP ISP 026: Identification & Evaluation of Environmental Aspects & Impacts.

RP ISP 026-01: Environmental aspect & impacts identification register.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

- RP ISP 026-02: Significant aspect evaluation sheet.
 RP ISP 027: Legal and Other Requirements.
 RP ISP 028: Objectives & Programmes.

3.0 Operational control

The Quality department under instructions from the HSEQM, along with the relevant line managers / section heads of specific port operations, will identify operations and activities related to the port facility compliance and the identified significant environmental aspects. If applicable, operational controls will be developed or existing controls will be evaluated for each identified operation and activity.

The HSEQM will delegate authority to the Quality department for the development of each of the operational controls that are determined to be necessary. The Quality department personnel will work with the relevant department line manager / section head in the specific operational area to draft the operational control. The operational control will take the form of procedures or explicit work instructions or safe systems of work that set forth the required steps or measures to maintain compliance and move closer to meeting the objectives of the IMS.

Applicable documentation:

- RP ISP 025: Environment Management Procedure.
 RP ISP 030: Waste Management Procedure.
 RP MP 001: Waste Management Plan.
 RP MP 002: Dust Management Plan.

3.1 Waste management

Waste Hierarchy

As a reminder, the principles of the waste hierarchy are:

- Eliminate.
- Reduce.**
- Reuse.**
- Recycle.**
- Recover.
- Dispose.

Due to operations at each location, RAK Ports have identified waste into three categories, these are; general waste, hazardous waste and non-hazardous waste that are to be managed.

All general waste (self-generated and those of tenants and other port users except marine general waste) will be stored in the designated garbage drums / containers (SPA)/municipality containers (AJZP/RAKP/AJRP) at specified locations within the port.

At SPA, the Environment department will remove the recycled waste on a scheduled basis and offload within the waste reception facility. Waste will be collected and transported to the correct

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

municipality yard by the Equipment department (SPA). The SO (AJZP)/HSA (RAKP)/OS (AJRP) shall coordinate with the Municipality to ensure they are removed.

At RMCFZA, the Environment department (SPA) shall empty the waste skips to the waste reception facility at SPA in order to transport to the municipality yard.

At SPA, **hazardous waste** from vessels / marine will be handled & removed from the port by an approved contractor. Hazardous waste generated from engineering activities such as waste oil will be collected in drums & kept sealed in the waste oil store within the waste reception facility until removal by an approved contractor.

At AJZP, the Technical dept. will transfer all the waste oil generated from ship repair activities into a bilge tank located at jetty No. 4. The Technical dept. will arrange for the bilge tank to be emptied by an approved external agency for recycling once full.

Waste produced from construction projects that contains known hazardous substances such as asbestos and cement in powder form will fall into the hazardous **Construction waste** category.

Non-hazardous waste resulting out from port's activities will be removed and disposed of at the municipal yard by the Equipment department (SPA), the SO (AJZP) / HSA (RAKP) / OS (AJRP) shall coordinate with the municipality to ensure they are removed.

Excavation spoil, waste concrete, waste building blocks etc. produced from construction projects are considered as non-hazardous **Construction waste**.

RAK Ports will achieve recycling of waste by contracting with approved external agencies as per the **Waste management plan**. The ports' have established a **Waste management procedure** for the identification, management, handling, storage and disposal of waste produced during the port's operations, activities and services.

Applicable documentation:

RP MP 001: Waste Management Plan.

RP ISP 030: Waste Management Procedure.

3.2 Dust management

RAK Ports recognises that operating port facilities may result in the generation of potential wind-blown dust with the potential to impact on the local environment and community. These potential wind-blown dusts are associated with the activities of loading/discharging cargo, storage of cargo and the movement of trucks within its estate. Supervisors shall monitor potential airborne dust inside the port during operational activities, monitoring and recording the wind direction and speed on an hourly basis.

The potential dust that may affect the environment will be controlled by the port by spraying specified quantities of water on operational areas and the road network. Supervisors will work closely with the Operations department to enable efficient spraying operations to be conducted.

When spraying is required, the Operations department shall inform the relevant Supervisor via the port radio network. The allocation of required assets shall be dependent on the number of cranes, wind direction and type/volume/quality of material.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

A daily work report shall be produced by the relevant department which shall be reviewed by their Line Manager. This report needs to contain details of used water volume for spraying, areas sprayed, working times and berth/yard details of operation. A monthly report is also produced.

Applicable documentation:

RP ISP 025: Environment Management Procedure.

4.0 Emergency management

RAK Ports have established various Emergency Plans including **Crisis management plan, Major emergency plan, Oil spill response and clean up plan, Fire management plan, Port facility security plan** and **Marine emergency response plan**, these are designed to address specified aspects of operations that have the potential for accident or emergency situation.

4.1 Emergency management procedure

RAK Ports have established an **Emergency management procedure** in order to identify the potential for, and to, respond to emergency situations relevant to the activities of the ports that can have an impact on the working environment, as well as preventing and mitigating the environmental impacts that may be associated with them. The **Emergency management procedure** will be reviewed by the Port's Management on an annual basis or, as a corrective action of an occurrence, accident or incident.

Main environmental issues:

- i) Fire – Fumes, smell, contaminated water runoff.
- ii) Flood – From exceptionally wet weather, fire brigade water, plumbing leak.
- iii) Bomb Scare.
- iv) Explosion – Gas Leak.
- v) Oil/Fuel leak vehicle/ bowser.

Precautions to be put in place to control environmental risks:

- i) Fire prevention/action plan to be produced and implemented, i.e. carry out risk assessment/implement/fire drills/audit following the procedures.
- ii) Have available spill kits at recognised locations in the port.
- iii) All plant equipment to be serviced off at the yard.
- iv) Environment/Marine employees to have received spill kit training.

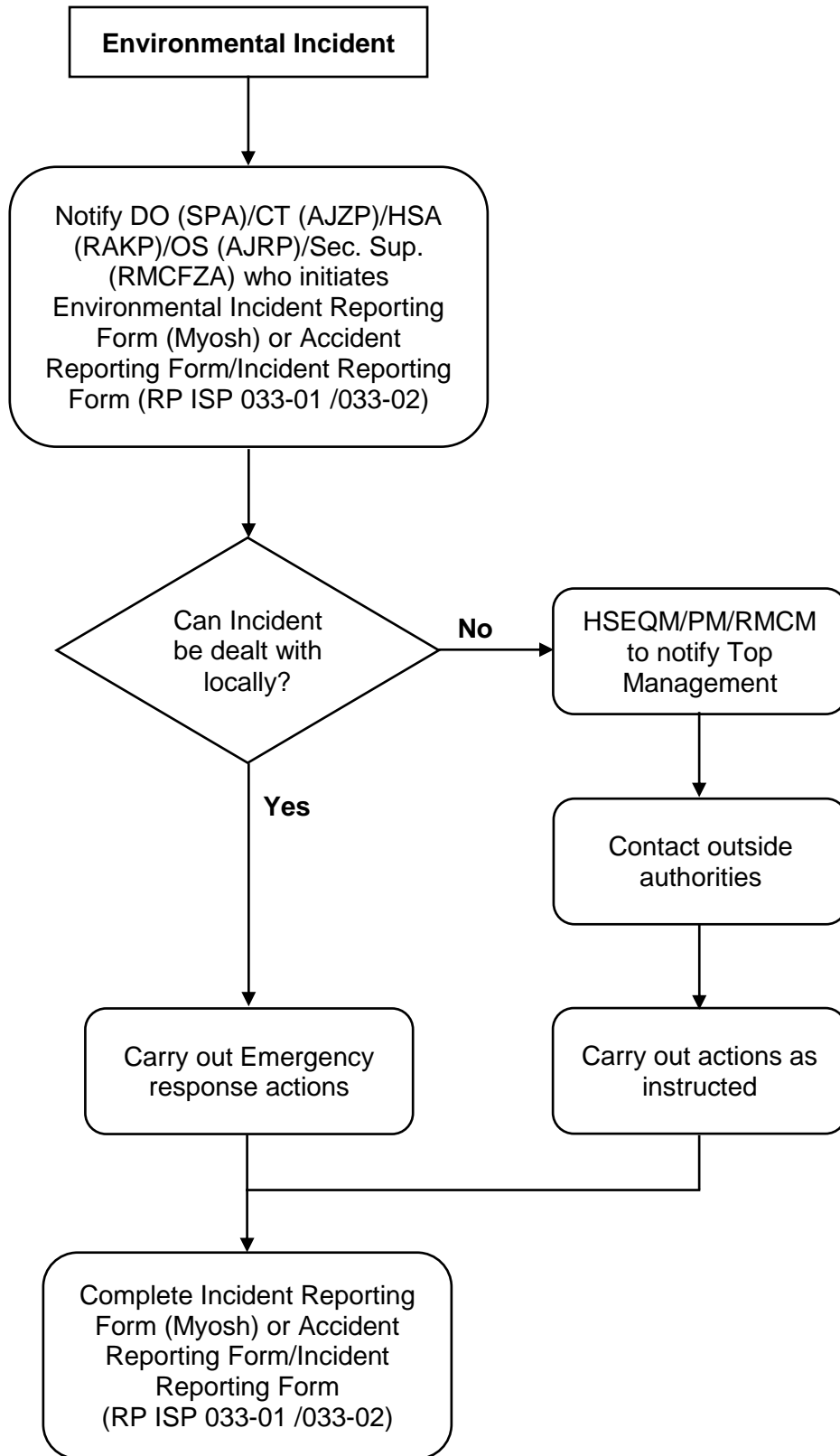
Planned response envisaged emergency situation:

- i) Call Duty Officer on Radio OR phone.
- ii) Deploy spill kits via appointed person.
- iii) Remove residue waste on completion of incident.

In the event of an environmental incident, the following process is to be adopted.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Environmental Incident Reporting Flow Diagram



Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

4.2 Environmental monitoring requirements

Following table has been established to monitor on a regular basis, the key characteristics of port operations that can have a significant impact on the environment. Where necessary, each port shall ensure that calibrated or verified monitoring and measuring equipment is used and maintained and shall retain associated records.

Environmental Aspect from site activities	Limits	Monitoring Equipment	Method and timing	Responsibility	Location	Results held
Energy Use <ul style="list-style-type: none"> • Electricity • Diesel • Gas • Petrol 	Nil	-Electricity meter - Fuel Consumption readings - Fuel receipts	Monthly	-Civil & Maint. -MHC & Workshop -Administration	Within port operations boundary	PM (SPA)/ TS (AJZP)/ ES (RAKP)/ OS (AJRP)
Noise	85 dB(A)*	Via approved external agencies	Data gathering on a quarterly basis	HSEQM	Within port operations boundary	HSEQM (SPA)/ POS (AJZP) HSA (RAKP)
Dust	TSPM – 230 µg/Nm ³ RSPM – 150 ppm	Via approved external agencies	Data gathering on a quarterly basis	HSEQM	Within ports responsibility	Environment / HSEQM (SPA)/ POS (AJZP)
Water Consumption	Nil	- Water Meter. - Records of water supplied under the ports operating procedures are to be recorded.	Daily	-Civil & Maint.	Port Operations	Engineering (Civil & Maintenance) (SPA/RAKP/AJRP)/ TS/POS (AJZP)
Waste in accordance with the Waste Management Procedure	Endeavouring to set limits	Segregated Skips once waste plan implemented	Daily	Environment	Port Operations	Environment/ Safety (SPA)/ SO AJZP)/ HSA/RO (RAKP)/ OS (AJRP)
Visual Appearance	House - keeping	-Toolbox Talks - HSE Inspections	Weekly	Supervisors	Port Operations Boundary	ALL
Incidents / Spills	Endeavouring to set limits	Spill Kits	Ensure spill kits are used when required	Marine / Environment employees	Port Operations	HSEQM (SPA)/ SO (AJZP)/ HSA/POS/ES (RAKP)
Flora / Fauna	Endeavouring to set limits	Visual Assessment	Physical Daily	All contractors	Within ports responsibility	Environment (SPA)

***N.B. - Maximum level of sound exposure in 8 hours.**

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Applicable documentation:

RP ISP 008:	Control of Monitoring and Measurement.
RP ISP 021:	Infrastructure Scheduled Maintenance & Repairs.
RP ISP 025:	Environment Management Procedure.
RP ISP 030:	Waste Management Procedure.
RP ISP 032:	Emergency Management Procedure.

4.3 Air quality & noise monitoring

RAK Ports will undertake air quality & noise monitoring at specified locations throughout its estate on a scheduled basis. The monitoring network includes several methods of monitoring aimed at targeting different undesirable effects of Port's operations that can have a potential significant environmental impact, and will test to estimate concentrations of the following parameters:

- **Air quality**
 - i) Total Suspended Particulate Matter (TSPM).
 - ii) Respirable Suspended Particulate Matter (RSPM).
 - iii) Sulphur dioxide (SO₂).
 - iv) Carbon monoxide (CO).
 - v) Carbon dioxide (CO₂).
 - vi) Nitrogen dioxide (NO₂).
 - vii) Ozone (O₃).
- **Noise levels**
 - i) Day time dB (A).
 - ii) Night time dB (A).
- **Meteorological data**
 - i) Temperature.
 - ii) Relative Humidity.
 - iii) Wind speed.
 - iv) Wind direction.
 - v) Solar radiation.
 - vi) Dew point.
 - vii) Atmospheric pressure.

These methods include the continuous monitoring (24 hours) during the period for all the above mentioned parameters. The broad aim of the air quality & noise monitoring programme is to provide a quantitative measure of how port operations are performing and to establish a benchmark for the port's objectives and targets.

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Secondary aims of the programme are to:

- i) Determine long-term trends in ambient air quality & noise levels.
- ii) Establish the contribution to TSP and PM₁₀ dust levels from the port and associated areas.
- iii) Determine TSP and PM¹⁰ concentrations at representative locations within the port estate.
- iv) Determine TSP & PM₁₀ concentrations that may have an effect to nearby areas, for example Khor Khwair and Ghalilah at Saqr Port that will have negligible impacts from port operations, and therefore be representative of regional dust levels.

Applicable documentation:

RP ISP 008: Control of Monitoring and Measurement.

RP ISP 025: Environment Management Procedure.

4.4 Inspection & audit

Weekly inspections will be carried out by line managers to identify environmental issues and to recommend remedial actions. Copies of inspections will be forwarded to HSEQM and held on file.

Applicable documentation:

RP ISP 001: Management Responsibility (Management Review).

RP ISP 008: Control of Monitoring and Measurement.

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Integrated Management Systems Manual

Doc. No. RP MSM 001

Appendix 1: ISO standards and IMSM correlation

ISO 45001-14001-9001 standard requirements		Referenced section/chapter in this Manual
Title	Clause No.	
Understanding the organisation and its context	4.1	Sec. I, CH 5.0
Understanding the needs and expectations of interested parties	4.2	Sec. I, CH 5.0
Scope	4.3	Sec. I, CH 6.0
Leadership and commitment	5.1	Sec. I, CH 12.1
Policy	5.2	Sec. I, CH 7.0
Organisational roles, responsibilities and authorities	5.3	Sec. I, CH 11.0 & 12.0
Consultation & participation of workers (ISO 45001)	5.4	Sec. III, CH 5.2
Actions to address risks and opportunities	6.1	Sec. I, CH 5.0 / Sec. III, CH 2.0 / Sec. IV, CH 2.0
Objectives and planning to achieve them	6.2	Sec. I, CH 10.0 / Annex-C
Planning of changes (ISO 9001)	6.3	Sec. II, CH 3.0
Resources	7.1	Sec. II, CH 5.0
Competence	7.2	Sec. I, CH 12.0
Awareness	7.3	Sec. I, CH 13.0 / Sec. III, CH 5.0
Communication	7.4	Sec. I, CH 14.0 / Sec. III, CH 5.2
Documented information	7.5	Sec. I, CH 19.0 & CH 20.0
Operational planning and control	8.1	Sec. I, CH 15.0 / Sec. II, CH 6.0
Requirements for products and services (ISO 9001)	8.2	Sec. II, CH 4.0 & CH 6.2
Emergency preparedness and response (ISO 14001 & ISO 45001)	8.2	Sec. III, CH 19.0 / Sec. IV, CH 4.0
Control of externally provided processes, products and services (ISO 9001)	8.4	Sec. II, CH 8.2
Production and service provision (ISO 9001)	8.5	Sec. II, CH 8.0
Release of products and services (ISO 9001)	8.6	Sec. II, CH 8.0
Control of nonconforming outputs (ISO 9001)	8.7	Sec. I, CH 18.0 / Sec. II, CH 10.0
Monitoring, measurement, analysis and evaluation	9.1	Sec. I, CH 16.0 / Sec. II, CH 9.0 & CH 11.0
Internal Audit	9.2	Sec. I, CH 21.0
Management review	9.3	Sec. I, CH 22.0
Nonconformity and corrective action	10.2	Sec. I, CH 18.0
Continual improvement	10.3	Sec. II, CH 12.0

RAK PORTS INTEGRATED MANAGEMENT SYSTEM

Retention	@ Office	@ Archives
	0-2 years	3-5 years

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Retention	@ Office	@ Archives
	0-2 years	3-5 years

Annexes

Annex A: Organisation Chart

Annex B: Business Process Map

Annex C: Strategic Corporate Objectives

Retention	@ Office	@ Archives
	0-2 years	3-5 years

Annex A: Organisation Chart (Executive Management) – RAK PORTS

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Retention	@ Office	@ Archives
	0-2 years	3-5 years

Annex B: Business Process Map – RAK PORTS

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Retention	@ Office	@ Archives
	0-2 years	3-5 years

Annex C: Strategic Corporate Objectives – RAK PORTS

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Retention	@ Office	@ Archives
	0-2 years	3-5 years