

## Safety guidelines for contractors







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# Safety

at Emirates



# Working with Emirates



The Emirates Group is committed to a safe workplace.

Our safety policy outlines this commitment, not only for our employees but for everyone, directly and indirectly involved in our business, including contractors.

When working with the Emirates Group, or at any of our facilities, you must be aware of and follow all our safety procedures.

This safety booklet for contractors provides general guidance and expectations that you need to be aware of. It doesn't replace business area and job-specific requirements for your tasks.

It's your responsibility to ensure that you're aware of the requirements and safety regulations. Don't start any work if these are unclear.

**Safety is everyone's responsibility.**

# Introduction to SMS

A Safety Management System (SMS) provides a systematic approach to managing safety. For our SMS to be effective, it requires all employees and contractors to work together to improve safety.

It's made up of the following four components:



Safety Policy & Objectives

Safety Risk Management

Safety Promotion

Safety Assurance

**Your role** is to **identify hazards, intervene** when appropriate, and **report** safety hazards and events.



## Safety Policy

We, the senior management of the Emirates Group, acknowledge our accountability and endorse this policy in support of our corporate value of safety.

We are committed to continually improve the safety of the Emirates Group and its management system through the highest safety standards, proactive and systematic management, the continuous improvement of the levels of safety performance, and the promotion of a positive safety culture. The necessary funds and resources will be provided to fully implement this policy and achieve safety objectives.

We will ensure:

- We work in accordance with applicable requirements and documentation, including compliance with laws, regulations, standards, procedures, and best business practice relevant for each business area
- Employees and contractors are aware of this policy and its principles, and we provide feedback and communication on safety related issues
- Employees receive safety training relevant to their safety accountabilities, responsibilities and authorities through the safety training and education programme
- Management and employees understand that prioritising safety is a primary responsibility, and that they are obligated to adhere to relevant laws, regulations, standards, and procedures. All employees are required to cooperate with compliance monitoring and internal investigations
- We embrace a 'just culture' approach to internal safety reporting, and use information on incidents for enhancing safety. Blame will not be attributed for actions, omissions or decisions taken, which are commensurate with someone's experience and training, or for submitting a safety report for something which would not have been otherwise detected
- We encourage employees to report all hazards, errors, and incidents that they are aware of within a non-punitive safety reporting policy. Employees who report these and meet the required standards outlined in the Employee Regulations Manual, will not face disciplinary action. However, gross negligence, wilful misconduct, destructive acts, criminal activity, or wilful violations will not be tolerated
- Safety reports and incidents are analysed and investigated with the implementation of effective corrective and preventive measures
- We protect safety data and information in accordance with regulatory requirements
- Departmental Safety Performance Indicators and Safety Performance Targets are linked to this policy and relevant safety objectives
- All elements of our Safety Management System (SMS) are implemented, including the application of Human Factors (HF) principles
- We review this policy periodically to ensure its continued relevance, appropriateness, and effectiveness

Compliance with this policy is mandatory for all Emirates Group employees, contractors and subcontractors.

Tim Clark  
President Emirates Airline  
Accountable Manager Emirates Airline  
Accountable Manager Emirates GCAA ATO  
Accountable Manager Emirates ICAO ATO

Steve Allen  
Chief Executive Officer dnata



# Safety reporting

Reporting plays an important part in our SMS. It is your responsibility to report safety hazards and events, near misses and personal injuries.

See it. Look out for anything that might cause harm or damage.

Stop it. Fix it, but only if it's safe to do so.

Report it. Report all safety hazards, events, and injuries.

If you see something, say something.



# Emergency procedures

## Fire emergency

Our security officers have completed fire warden training. In case of a fire, follow these instructions:

1. Call security: You'll find the number to call on the emergency signs in your workplace.
2. Call emergency services.

## First aid emergency

In the event that first aid is required, follow these instructions:

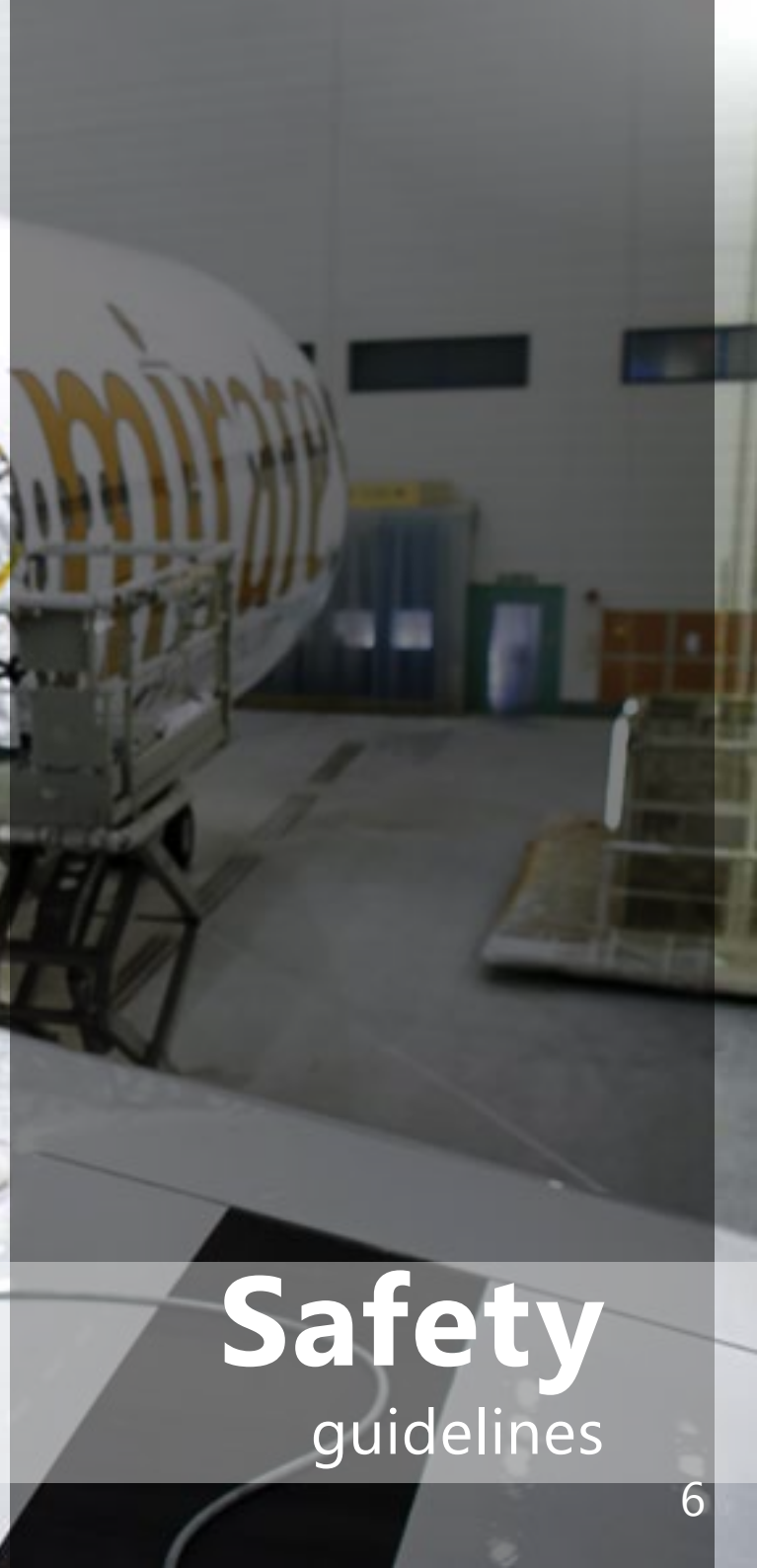
1. Call a first-aider: You'll find the number on the first aid signs in your workplace.
2. Give the first-aider all the relevant information about the emergency, such as your name, exact location, casualty's condition, etc.
3. Stay with the casualty until the first-aider or medical assistance arrives.

If the casualty's condition needs urgent medical attention, call for an ambulance. This number is also on the first aid signs and your airside pass.

**Tell the security officer if an ambulance has been called.**







# Safety

guidelines

# Behaviour

at work

- Always follow the correct procedures, and work safely.
- Bullying and aggressive behaviour isn't tolerated, and you should report any to your supervisor immediately.
- Drugs and alcohol must not be consumed in or brought to the workplace.
- Smoking is only allowed in the designated areas of any Emirates Group facility.

**Follow procedures and prioritise safety.**

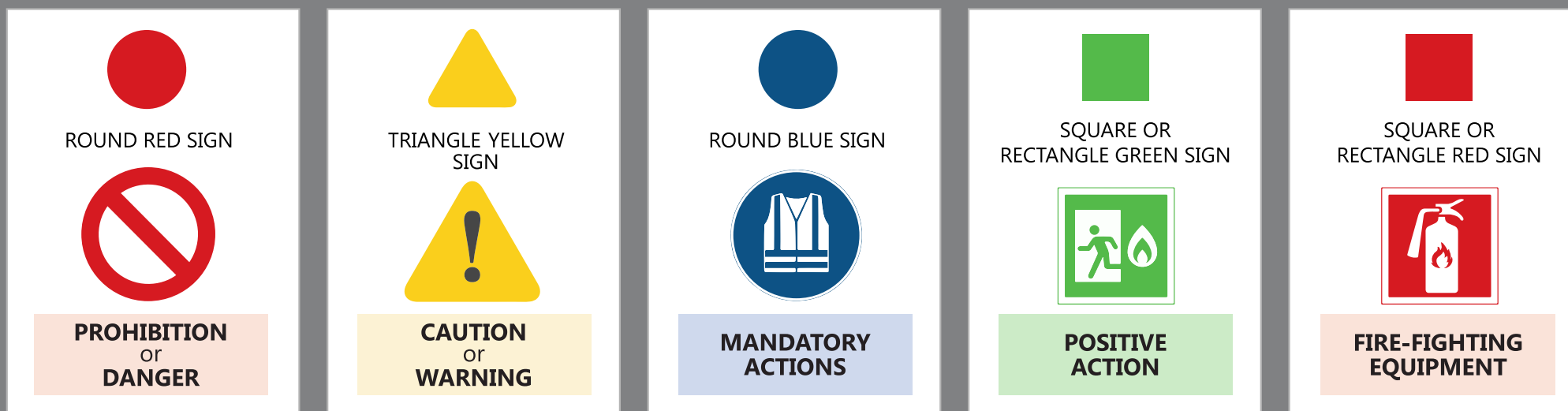




# Safety signs

Be aware of the safety signs around you and what they mean. If you're unsure about the meaning of a safety sign, ask your supervisor before starting your work.

You must be aware of and follow all safety signs:



**If in doubt, ask your supervisor.**

You must be able to carry out your duties in a way that doesn't put the health and safety of yourself or others at risk. Always be prepared before starting any task.

Before you start:

- Inspect the work area, keeping your task and any new or changed procedures in mind.
- Identify hazards – are there any hazards that need to be considered or risk assessed before starting your work?
- Consider everyone in the area. If dust, fumes, or other harmful or offensive substances are likely, minimise the risk to others by doing the work outside of office hours.
- Do you have the correct tools and equipment to carry out your work safely?
- Only carry out work for which you are trained and competent – if you haven't received training for a task, don't proceed, and report this to your supervisor.

**Always assess the risk.**



**Preparing**  
for your task





# Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) can protect you from health and safety hazards. Always wear the correct PPE required for your task.

Types of PPE include:

- Ear and hearing protection, such as ear plugs or ear muffs.
- Safety glasses.
- Safety shoes.
- Gloves.
- Breathing protection, such as masks.
- Hard hats or bump caps.
- Overalls or coveralls.

**Don't carry out a task unless you have the correct PPE – check with your supervisor about what's required.**



# Work permits



A work permit will be required for some tasks. This permit confirms that you're physically capable of performing the task and you've had the correct training.

If you don't know if your task needs a work permit, check with your supervisor before starting. Some tasks that require a work permit are:

- Work in confined spaces.
- Hot work.
- Electrical work.

**Make sure you're trained for the task.**







## Confined spaces

Confined spaces are any enclosed space where there's a risk of death or serious injury from hazardous substances or dangerous conditions, such as a lack of oxygen, poisonous gases or fumes, fires or explosions, and hot conditions.

Speak to your supervisor before working in a confined space to ensure you have:

- The appropriate training.
- A work permit for the task.
- Medical clearance to work in this environment.
- The correct PPE that's in good condition.
- An understanding of the emergency procedures involved.

**Don't start the task, or enter the space, unless you're fully prepared.**



# Hot work

Hot work is any activity that creates heat, flame, sparks or smoke, such as welding (gas or arc), cutting, soldering, and hot tar operations.

## **STOP!**

Avoid hot work when possible! Consider using an alternative cold work method.

Before starting any hot work, ensure you have the required training and work permit. Always perform your task correctly to prevent any injuries.

- Wear the correct PPE.
- Weld only in well-ventilated areas.
- Make sure the appropriate fire extinguisher is close by.
- Only use approved equipment that's in good condition, and always follow the manufacturer's instructions.

Hot work is a leading cause of fire in commercial properties. It is imperative that all locations have a procedure and dedicated permitting system to control hot work operations.





A permit should always be issued before commencing any hot work process. It is important that any procedure and permit covers periods before, during and after the hot work process. Adherence to local codes and standards is imperative, adhere to these where they go above and beyond the precautions outlined here.

As a minimum any process and permit should include:

BEFORE	DURING	AFTER
<p>Sparks from hot works radiate outwards. The danger zone extends 35 ft. (10 m) horizontally and 15 ft. (5 m) vertically.</p> <p>Before work can be performed ensure:</p> <ul style="list-style-type: none"><li>• Fire protection systems are confirmed, and remain, operational.</li><li>• All combustible materials within 10m of hot work are removed.</li><li>• Precautions such as making emergency response teams and local fire services aware are followed.</li><li>• Extinguishers are available and serviceable.</li></ul>	<p>Don't be complacent.</p> <p>The Permit Authoriser must:</p> <ul style="list-style-type: none"><li>• Discuss the scope of work prior to sign off.</li><li>• Ensure that the team members understand the permit.</li><li>• Confirm that a competent person is assigned as a watch throughout the process itself as well as 1 hour continuous fire watch following the hot work (which should be signed off).</li><li>• The fire watch should have the authority to stop or prevent work if they consider it to be unsafe.</li></ul>	<p>The area should be monitored following the 1 hour continuous fire watch. Monitoring periods should typically be 3 hours but may be as much as 5 hours where combustible construction, or concealed spaces exist.</p> <p>Acceptable methods of monitoring include:</p> <ul style="list-style-type: none"><li>• Automatic smoke detection systems.</li><li>• Security video cameras.</li><li>• Routine security and/or maintenance rounds.</li><li>• Operators in the area.</li></ul> <p>Following the monitoring period, the persons responsible should sign off closing the permit.</p>

Hot work permits can be requested from our corporate property insurers, FM Global, at [www.fmglobal.com/products-and-services/services/hot-work-resources](http://www.fmglobal.com/products-and-services/services/hot-work-resources).

Training can be accessed at [www.fmglobal.com/training-center](http://www.fmglobal.com/training-center).

# Electrical

procedures



When dealing with electrical hazards, it's important to take extra precautions to reduce the risk of electrical injuries to yourself and others.

## **Dos:**

- Switch-off and unplug any electrical equipment before doing any cleaning, inspections or repairs.
- Keep electrical equipment, machinery and your workplace clean. Oil, dust, waste, water, flammable material and chemicals can be fire hazards around electricity.

## **Don'ts:**

- Use any electrical equipment which has obvious damage or exposed wiring.
- Overload power outlets.
- Use water on electrical fires.
- Carry out your own repairs on electrical equipment.

**Switch-off and unplug electrical equipment when it's not in use.**





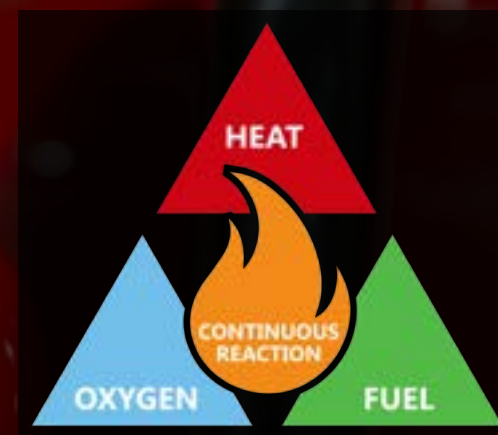
# Fire

There are three essential elements for a fire – fuel, heat and oxygen.

To help prevent fires, remember to:

- Store flammable and combustible materials in appropriate covered or closed containers, and keep them away from heat sources.
- Never leave open flames unattended.
- Report all chemical spills to your supervisor immediately.

**Make sure you know where the fire-fighting equipment is kept and how to use it.**



Compressed gas cylinders require proper handling. Anyone transporting cylinders must be trained in the correct handling techniques.

When working with compressed gas cylinders:

- Wear the correct PPE.
- Make sure that the cylinders are properly secured and labelled.
- Transport them on an appropriate hand trolley and always store them in an upright position.
- Keep them away from hot work and confined spaces.

**Make sure you're fully aware of the proper handling techniques.**



**Gas**  
cylinders



## Using chemicals

Chemical substances are common in the workplace. If misused, they can be harmful, causing health issues such as skin irritation, burns or asthma.

Be aware of chemical hazards by checking their Safety Data Sheet (SDS). This contains the following information:

- Chemical contents of a product.
- Health effects and first aid instructions.
- Precautions for use (protective clothing and equipment).
- Safe handling and storage information.

Always read the warning labels on chemical containers, and follow the directions and precautions.

Speak to your supervisor if you're unsure about the procedures or PPE required when working with chemicals.

**If chemicals aren't labelled, don't use them.**

# Waste disposal



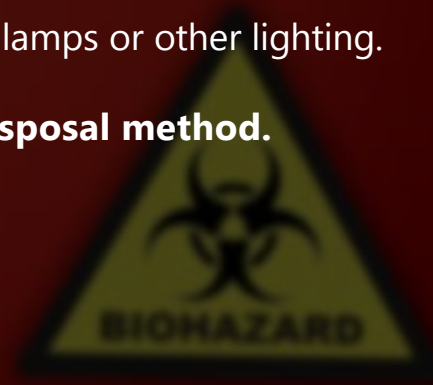
Different types of waste require specific disposal methods. Familiarise yourself with the procedures in your workplace.

General waste, such as empty containers, trash, packaging, paper, cardboard and construction debris, will be disposed of in the general waste containers or bins.

Hazardous waste has special collection and disposal procedures, and shouldn't be placed in the general waste bins. Hazardous waste includes:

- Biohazard waste – any waste containing infectious materials or potentially infectious substances, such as blood.
- Chemical waste – inks, paints, resins and solvents.
- Asbestos, radioactive material, used oil, and all batteries, excluding alkaline batteries.
- Fluorescent HID mercury vapour lamps or other lighting.

**Always use the correct waste disposal method.**







# Workplace noise

Working in an environment that's continuously noisy, or has intermittent loud noises can lead to temporary or permanent hearing loss.

You must be aware of potential exposure to noise in your workplace. Check with your supervisor to ensure that correct PPE is provided for while you work.

Only carry out a task in a noisy environment if you have suitable hearing protection. Don't exceed your exposure time to the noise.

**If hearing protection is required, it must be worn.**

Heat stress is an illness that occurs from working in hot conditions. It may cause muscle cramping, dizziness, nausea and headaches, and it could lead to a life-threatening condition.

When working in the heat:

- Make sure you have a supply of drinking water and drink small quantities regularly.
- Take regular breaks in shaded or cool areas, when possible.
- Ensure your clothing protects your skin from direct exposure to the sun.
- Make sure there's enough ventilation in your workplace so cool air can circulate.

**If you have any symptoms of heat stress, stop and tell your supervisor.**



## Heat stress





Anytime you're working above ground level, you're working at height. When working at height, use the correct procedures and equipment to prevent serious injuries.

Take the following precautions before working at height:

- Check in with your supervisor before starting any task.
- Wear the correct PPE.
- Ensure your equipment is suitable and in good condition.
- Avoid overloading or overreaching.
- Take precautions when working on or near fragile surfaces that you could fall through.

**Use equipment appropriate for the task.**

**Working**  
at height





# Machinery

and tools

Correct use of machinery and tools can prevent serious injuries and permanent disability.

**Dos:**

- Use the correct tool or machine for the task.
- Stow tools away properly after use.
- Wear the correct PPE.
- Ask your supervisor if you're unclear about the task or PPE that's required.
- Report faulty equipment.

**Don'ts:**

- Operate tools or machinery without having had proper training.
- Remove or modify safety guards.
- Leave machinery or tools unattended.

**Take all measures to protect your safety.**



A yellow forklift is shown in a warehouse setting, carrying a pallet of cardboard boxes. The forklift is yellow with black tires and a black seat. The boxes are stacked on a yellow pallet and have a recycling symbol on them. The background shows a large warehouse with a high ceiling and industrial lighting.

# Moving equipment

While operating or working in the same area as moving equipment or aircraft, it's both the operator's and the pedestrian's responsibility to create a safe environment.

## **Operator:**

- Ensure you've been trained and have the required permit to operate the equipment.
- Use your mirrors and check your blind spots.
- Ensure your path is clear and warn anyone around you before reversing.
- Follow the operating procedures, signs and specific requirements.

## **Pedestrians:**

- Stay away from areas with moving equipment as much as possible.
- Use the pedestrian walkways.
- Don't assume the operator will be able to see you.
- Wear a high visibility vest and the correct PPE.

**Safety is a shared responsibility.**

# Driving

for work

The correct driving permit and training are required when operating any type of vehicle. Be aware of the regulations in different areas (both landside and airside).

- Drive with your lights on.
- Fasten your seat belt and make sure your passengers also wear their seat belts.
- Follow the speed limit and road signs.
- Don't operate any vehicle if you're tired.
- Avoid distractions while driving – limit conversations with passengers and don't use your mobile phone.
- Report any vehicle faults, collisions or near misses.

**Be safe as you go.**





# Manual handling

Manual handling, such as lifting, lowering, pushing, pulling, carrying or moving loads, should be carried out correctly to prevent injuries.

## Tips:

- Use mechanical assistance to transport loads, when possible.
- Divide the loads into smaller parts, or ask someone for help when lifting heavy loads.
- Use correct lifting techniques – bend your knees and keep your back straight.

**Prepare for your task and assess the risks involved.**



1

Plan



2

Position



3

Grip



4

Lift



5

Move



6

Lower



# Housekeeping



Your workplace must be kept clean, tidy and free of obstacles.

- Keep your workplace free from clutter and rubbish.
- Put away your tools and equipment when they're not in use.
- Immediately clean up any spills on the floor, such as chemicals, oil, soap and any other substances.
- Organise all materials and equipment properly, so they don't fall or block access in any way.
- Report any housekeeping issues to your supervisor.

**Prevent accidents by cleaning up.**







# Workstation

/office

When working in an office environment, you need to be aware of potential health issues that could occur due to:

- Working in awkward positions because your workstation is set-up incorrectly.
- Working on computers for long periods, with frequent and repetitive hand and wrist movements, high levels of concentration and information overload.
- Your environment – working at unsuitable temperatures or with drafts, inadequate lighting and noise.

Please report any issues with your workstation set-up to your supervisor.

**Check your workstation and take regular breaks.**

# Top 10

safety tips

## Remember:



Follow Standard Operating Procedures and safe working practices.



Be prepared for your task and assess the risks before starting.



Do not consume drugs or alcohol before or during work - the company has a zero-tolerance approach.



Ensure you wear the correct Personal Protective Equipment (PPE).



Only drive or operate moving vehicles if you have the correct driving permit.



Only carry out work for which you're trained and competent.



Make sure you know where the nearest emergency signs and exits are, and be aware of what to do in an emergency.



Get any necessary work permits before starting your task.



Report all safety hazards and events, accidents and near misses to your supervisor.



Be aware of your safety roles and responsibilities.

**Safety is everyone's responsibility!**





Group Safety

This provides general guidance and expectations;  
it doesn't replace business area and job-specific  
requirements for your tasks.