

ENVIRONMENT, HEALTH AND SAFETY PLAN

QAIA-CEO-QSM-PLN-015-04



Objectives

- To ensure that AIG operations are conducted in accordance with local applicable laws, ISO 14001:2015 and ISO 45001:2018 requirements and shareholders requirements based on the performance standards European Bank for Reconstruction and Development (EBRD) , International Financial Corporation(IFC) & Multilateral Investment Guarantee Agency (MIGA)

Scope of application

- The requirements in the plan applicable to AIG staff, and whenever applicable to Airport Stakeholders, Concessionaires, Authorities, Customers, Local community, Contractors & Suppliers.

Responsibilities

- Internal- AIG staff.
- External Stakeholders, Concessionaires, Contractors, Customers, Authorities

References

- ISO 14001:2015 - environmental management Systems
- ISO 45001:2018 occupational health and safety management systems
- Local applicable laws
- IFC, EBRD & MIGA performance standards

Related Document(s)

- **Manuals**
 - Integrated Management System (IMS) Ref: QAIA-CEO/QSM/MAN/010
 - Environment Safety Handbook Ref: QAIA-CEO-QSM-MAN-013
 - Terminal Evacuation plan Ref.: QAIA-COO-QSM-MAN-014
 - Guideline Environment, Health and Safety Plan During Construction Work Ref.: QAIA-CEO-QSM-MAN-016
 - Operation Manual Ref.: QAIA-COO-OPS-MAN-001
 - Social Management System Ref.: QAIA-CEO-QSM-PLN-016
 - Solid Waste Management Plan Ref.:QAIA-CEO-QSM-PLN-018
- **Procedures**
 - Documents Management and Control Ref. QAIA-CEO/QSM/PR/010,
 - Internal Audit Ref. QAIA-CEO/QSM/PR/019
 - Corrective actions procedure Ref., QAIA-CEO/QSM/PR/0020
 - Risk Management Guidelines QAIA-CEO/QSM/GDL/01
 - Work Permit Procedure Ref: QAIA-COO-TEC/PRO/PR/001

- **Forms**

- Environment, Health and Safety Interested Parties ref.: QAIA-CEO-QSM-FO-78
- Environment, Health and Safety Concern Issues Ref.: QAIA-CEO-QSM-FO-77
- Environment, Health and Safety Operation Risk Ref.: QAIA-CEO-QSM-FO-80
- Inventory of Hazmat Form Ref. QAIA-CEO-QSM-FO-12
- Solid waste report Form Ref.:QAIA-CEO-QSM-FO-14
- Hazardous Waste Disposal Form Ref.: QAIA-CEO-QSM-FO-015
- Environmental impacts and significant aspects Form Ref.: QAIA-CEO-QSM-FO-024
- Non Conformity Report Form Ref.: QAIA-CEO-QSM-FO-029
- Environmental Action plan Form Ref.: QAIA-CEO-QSM-FO-031
- Regulation requirement Form Ref.: QAIA-CEO-QSM-FO-036
- Inspection report form Ref.: QAIA-CEO-QSM-FO-010
- Activity self-assessment Form Ref.: QAIA-CEO-QSM-FO-061OHS
- OHS Hazards Identification and Follow up QAIA-CEO-QSM-FO-062
- OHS Event Investigation Report Ref.: QAIA-CEO-QSM-FO-063

Distribution list

- For Internal Communication, EHS plan is available in the Share point quality public-Documents-DOC Internal-All Manuals
- For External Communication, Environment, health and safety requirements available at AIG website
http://www.aig.aero/sites/default/files/qaia-ceo-qsm-pln-015-03-ehs_plan_0.pdf
 QAIA website : <https://qaiaairport.com/en/about-us/Documents/QAIA-CEO-QSM-PLN-015-03-EHS%20plan.pdf>
- This document available only in English

• Definitions

- **Abnormal Operation:** Emergency situation with a severe impact on the environment and operation process with potential or identified threats on health;
- **Accident:** Accident is a work-related event during which injury, illness, or fatality actually occurs;
- **Airport Operator:** A person that operates an airport serving an aircraft operator or a foreign air carrier required to be certified under JCAR Part 139;
- **Average sound level:** The level, in decibels, of the mean-square, A-weighted sound pressure during a specified period, with reference to the square of the standard reference sound pressure of 20 micro Pascal;
- **Breathing equipment:** A device that supplies breathable air for use in areas with high levels of airborne contaminants or irrespirable atmospheres (Self-contained breathing device or self-rescuer);
- **Chemical Safety Signs:** Visual warning of the hazards associated with the dangerous goods stored or used on site;
- **Chemical:** Any element, chemical compound or mixture of elements and/or compounds where chemical(s) are distributed;
- **Clinical Test:** general health test for the body's functions as well as inspecting the previous injuries;
- **Cochlea:** A spiral-shaped cavity of the inner ear that resembles a snail shell and contains nerve endings essential for hearing;
- **Confined Space:** An enclosed or partially enclosed space that is not intended or designed primarily for human occupancy, within which there is a risk of one or more of the following:
 - An oxygen concentration outside the safe oxygen range;
 - A concentration of airborne contaminant that may cause impairment, loss of consciousness or suffocation; and
 - A concentration of flammable airborne contaminant that may cause injury from fire or explosion.
 - Biological hazards may be presented (snakes)
- **Contaminant:** Any dust, fume, mist, vapor, biological matter, gas or other substance in liquid or solid form, the presence of which may be harmful to persons;
- **Corrective action:** Action taken to correct the existing non-conformity, defect or undesirable event and to prevent its renewal;
- **Danger Confined Space Sign:** A sign that indicates that the area inside the entry point is a Confined Space, prior to entry a person shall be trained and deemed competent to enter a Confined Space;
- **Dangerous goods:** Substances and articles classified on the basis of immediate physical or chemical effects such as fire, explosion, corrosion, oxidation, spontaneous combustion and poisoning that can harm property, the environment or people;

- **Day-night average sound level (DNL):** The 24-hour average sound level, in decibels, for the period from midnight to midnight, obtained after the addition of ten decibels to sound levels for the periods between midnight and 7 a.m., and between 10 p.m., and midnight, local time. The symbol for DNL is Ldn;
- **dB or Decibel:** The unit used as measure of noise level based on logarithmic scale;
- **De-energized:** The process of disconnecting lines or apparatus from all sources of electrical energy usually by the process of switching. De-energized does not mean isolated or discharged, or both;
- **Designated Area:** Permanent location designed or approved for hot work operations to be performed regularly;
- **Edge protection:** Providing a barrier, to prevent a person falling along the edge of:
 - A building or other structure;
 - An opening in a surface or a building; and
 - A raised platform.
- **Electric shock:** The effect resulting from the direct or indirect passage of an external electrical current through the body. It includes direct and indirect contacts and both unipolar and bipolar currents;
- **Electrical Risk:** Electrical risk in relation to a person means the risk to the person of death, shock or injury caused directly by electricity or originating from electricity. And in relation to property, the risk of loss or damage caused directly by electricity or originating from electricity;
- **Electrical Work:** Is the manufacturing, constructing, installing, testing, maintaining, repairing, altering, removing, or replacing of electrical equipment;
- **Energized:** Means energized by electricity;
- **Energy isolating device:** A mechanical device (a disconnect switch, line valve, block, blank off plate) that physically prevents the transmission or release of an energy source to machinery or equipment;
- **Energy source:** Any source of electrical, mechanical, hydraulic, pneumatic, chemical, thermal, gravitational, stored or other energy;
- **Environment Impact Assessment:** Evaluation the impact generated from environment aspects during the Normal and Abnormal operation to decide the significant impact;
- **Environmental Aspect:** Activities or products or services that can interact with the environment;
- **Environmental Impact:** Any change to the environment, whether adverse or beneficial, wholly or partially resulting from company environmental aspects;
- **Excessive Noise:** Noise above the noise exposure criteria as set by the relevant statutory authorities or by the organizations noise policy, whichever is the lower;
- **Environment, Health and Safety representative:** He/she person which is responsible to ensure that the requirements in this procedures are followed, this person can be either senior officer or Section head working in EHS section and under umbrella of Director, Quality/Safety Management Division,

- **Fire Watch:** Person designated from hot work operation to commence Fire watch responsibilities;
- **Hazard Identification:** This is the process of examining each work area and work task for identifying all the hazards integrated with work tasks activities. Materials, & work equipment's
- **Hazard:** Anything (e.g. condition, situation, practice, behavior) that has the potential to cause harm, including injury, disease, death, environmental or property and equipment damage;
- **Hazardous Energy:** Energy sources including electrical, mechanical, hydraulic, pneumatic, chemical, thermal, gravitational or other potential energy that, when released, can cause harm;
- **Hazardous materials:** Any simple, composite or combined substance, or the waste thereof, whether natural or artificial, that is hazardous to the Environment or to any of its elements or to the safety of life;
- **Hazardous Waste:** Wastes other than radioactive wastes which by reason of their chemical reactivity or toxic, explosive, corrosive or other characteristics causing danger or likely to cause danger to public health or the environment, whether alone or when coming with other wastes;
- **Hearing Loss:** hearing impairment arising from exposure to excessive noise at work;
- **Hearing protector:** A device that is designed to protect a person's hearing and that:
 - Is inserted in the ear canal;
 - Covers the ear canal entrance; and
 - Covers the entire ear.
- **Hearing Test:** a hearing test provides an evaluation of the sensitivity of a person's sense of hearing; An audiometer is used to determine a person's hearing sensitivity at different frequencies;
- **Hot Work Operator (HWO):** party that will carry on hot work operation;
- **Hot Work Permit (HWP):** A document issued by the authority having jurisdiction for the purpose of authorizing performance of any work involving burning, welding, or similar operations that is capable of initiating fires or explosions;
- **Incident:** Any occurrence that might lead to:
 - Death accident Serious injuries;
 - Minor injuries;
 - Illness; and
 - Near miss, which could have resulted in death or serious injury.
- **Industrial Wastewater:** Solid/liquid in different quantity and size that may cause damage to sewage system or operation problem in the wastewater treatment plant;
- **Internal Audit:** Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled. Also called first-party audit, are conducted for management review and other internal purposes, and may form the basis for an organization's self-declaration of conformity;
- **Interested party:** Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity. Example: Customers, communities, suppliers, regulators, non-governmental organizations, investors and employees.

- **Isolation Point:** Means the point, or one of many points, used to isolate electrical parts;
- **Isolation:** Ensuring all sources of hazardous energy for a piece of equipment or machinery are moved or controlled to prevent it from unexpected activation or energization;
- **Live Work:** Electrical work performed in circumstances in which the part of the electrical equipment which is the subject of the electrical work is energized. Also includes testing and fault finding;
- **Lockout:** To physically neutralize all energy sources in machinery or equipment, usually by applying locks, before beginning any maintenance or repair work. The purpose of lockout is to prevent all energy isolation devices (switch, circuit breaker or valve) from accidentally or inadvertently being operated while workers are working on equipment;
- **Major spill:** Spill cannot be safely contained with the normal spill kits due to hazard to people or environment risk to enter the sewer system or environment surround;
- **Manual Handling:** Any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any object;
- **Material Safety Data Sheet (MSDS):** A document prepared by the manufacturer or importer of a chemical which describes uses, chemical and physical properties, health hazard information, precautions for use, safe handling and emergency information. It is a legislative requirement for the manufacturer or importer to supply a copy of the MSDS for each chemical to the end user;
- **Minor illness:** An illness that does require hospitalization as an inpatient, and that is self-limiting and does not stop the affected person from carrying out their normal functions for more than a short/limited period of time. (*Cold, flu, etc....*)
- **Minor Injury:** An injury that requires first aid treatment only; or an Injury that requires treatment by a professional medical but that does not result in lost-time or hospitalization for more than 48 hours. (*I.e. sprains, bruises, etc....*)
- **Minor spill:** Detected and treatment safely with little or no hazard to person or property and environment impact;
- **Monitoring and Measurement:** Describe the how environment aspects performance measures to comply with operating control procedures;
- **Monitoring and Review:** Ongoing monitoring of the hazards identified, risk assessment and risk control processes and reviewing them to make sure they are working effectively;
- **Musculoskeletal Disorder (MSD):** An injury, illness or disease of the musculoskeletal system affecting the muscles, bones, tendons, ligaments, discs or nerves that arises in whole or in part from manual handling in the workplace, whether occurring suddenly or over a period of time but does not include an injury, illness or disease that is caused by crushing or cut resulting from the mechanical operation of plant;
- **Noise Exposure Map:** A scaled, geographic depiction of an airport, its noise contours, and surrounding area developed in accordance with section JCARC part 150, including the accompanying documentation setting forth the required descriptions of forecast aircraft operations at that airport during the fifth calendar year beginning after submission of the map, together with the ways, if any, those operations will affect the map (including noise contours and the forecast land uses);

- **Noise exposure:** The overall amount of noise which person is exposed to;
- **Noise Level Reduction (NLR):** The amount of noise level reduction in decibels achieved through incorporation of noise attenuation (between outdoor and indoor levels) in the design and construction of a structure;
- **Noise level:** The physical magnitude or strength of noise, expressed as loudness;
- **Non-conformity:** Any material, in process service or final service that fails to conform to specified requirements is identified as a non-conforming service;
- **Normal Operation:** Situation with impact on environment and without potential impact on the operations processes or identified threats on health;
- **Nuisance Noise:** Is that which is perceived as annoying, irrespective of daily exposure;
- **Operational Control:** Measures applied on environment aspects to control on environment impact;
- **Permit Authorizing Individual (PAI):** The individual designated by AIG management to authorize hot work. The PAI cannot be the hot work operator;
- **Personal fall protection equipment:** Equipment such as fall arrest harnesses and devices, ropes, restraint equipment, etc. that is worn and/or attached to the user's body to prevent or minimize the effect of a fall;
- **Pollution Prevention:** Avoid, reduce, or control the creation, emission, or discharge of contaminants or waste materials in order to reduce adverse environmental impacts;
- **Preventive action:** Action taken to eliminate the cause of potential non-conformity, defect or undesirable event and to prevent its occurrence;
- **Prohibited zone:** Any accessed zone which is at least 3 m from any unprotected edge on a horizontal surface and rooftops;
- **Respiratory Test:** Inhaled and exhaled materials are measured in samples to test the flow volume with time to identify the efficiency of breathing;
- **Risk Assessment:** The process of assessing the risks associated with each of the hazards identified so that appropriate control measures can be implemented based on the probability
- **Risk Control:** The process of identifying and implementing the most effective risk control measures;
- **Risk:** The likelihood or probability that a hazardous event (with a given outcome or consequence) will occur;
- **Risks and opportunities:** Potential adverse effects (threats) and potential beneficial effects (opportunities)
- **Serious illness:** An illness that involves hospitalization as an inpatient, or an illness that requires continuing treatment by a healthcare provider, or involves permanent/long-term conditions
- **Serious Injury:** An injury that results in hospitalization for more than 48 hours; or an injury that results in/involves: fractures (excluding simple fractures of fingers, toes or nose), concussion, internal injuries, second or third degree burns (or any burns affecting more than 5 per cent of the body surface), lacerations which cause severe hemorrhage, nerve, muscle or tendon damage, verified exposure to infectious substances or injurious radiation

- **Servicing and/or Maintenance:** Activities such as constructing, installing, setting up, adjusting, inspecting, modifying and/or servicing machines. This includes activities such as lubrication, cleaning or un-jamming of machines or equipment and making adjustments;
- **Stand-by person:** A competent person assigned to remain outside of, and in close proximity to, the confined space and capable of:
 - Being in continuous communication with and, if practical, to observe those inside;
 - Where necessary, initiate emergency response procedures; and
 - Operate and monitor equipment used to ensure safety during entry and work in the confined space.
- **Tag out:** Means to attach tags or signs to the locks with written information about the nature of the lockout;
- **Unprotected edge:** Include roofs, landings, floor levels, walkways or platforms, excavations, etc. which do not have a form of edge protection to prevent people and/or objects from falling;
- **Welding and Allied Processes:** Those processes such as arc welding, oxy-fuel gas welding, open-flame soldering, brazing, thermal spraying, oxygen cutting, and arc cutting;
- **Work at height:** Tasks that involve working from a height of 1.8 meters or more or working on height opened zone with no edge protection

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Appendix 2: Roles and Responsibilities for EHS management during construction

Appendix 3: Utilities Task Force Management Committee

Appendix 4: List of personnel protective Equipment

Appendix 5: First aid treatment instruction

Appendix7: Stakeholders Engagement Action

1.Introduction

The EHS management system consists of the following basic elements:

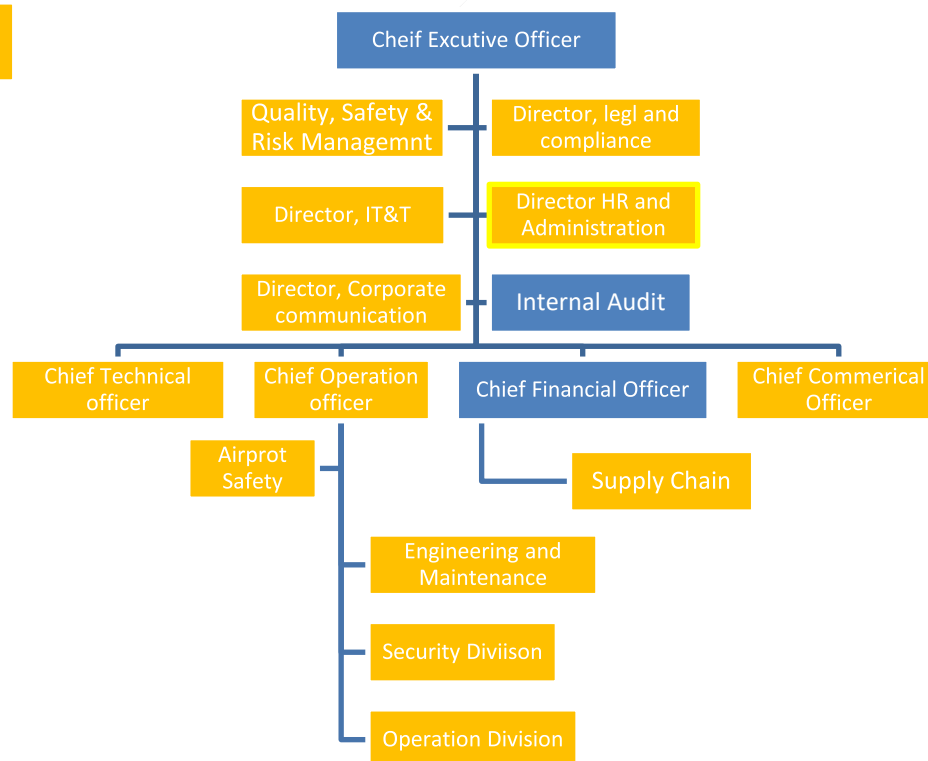
- Environment, Health and Safety Scope.
- Environmental aspects and significant impacts identification.
- OHS Hazard identification, risk assessment, and controls.
- Social Impact Assessment
- Legal and other requirements.
- Objectives and programs.
- Implementation and operation including training, communication, documentation, and emergency response.
- Inspections & monitoring.

1.1. Environment, Health and Safety Scope:

The EHS requirements applies to AIG activities under the scope of Chief Executive officer (see chart below). Which include but not limited to the risk analysis related to environment, health and safety that is related and generated from the activities and related to service providers, subcontractors, authorities, customers that are included in the scope of the ISO certification.

The boundary of Health and Safety for AIG staff, its starting from staff access to airport until his/her working area.

2020-ISO scope



1.1.1 Overview of Environment, Health and Safety management:

The AIG "Environmental, Health and Safety Management" is comprised of a series of processes that work together to achieve overall desired environmental, health and safety performance results. The system is managed by focusing on how the processes function and interact to achieve the desired results, with emphasis on planning, implementation and checking to identify opportunities for continually improving the system and the results it produces. The AIG EHSM is designed to follow a Plan-Do-Check-Act cycle for continual improvement. The processes that apply to each part of this Plan-Do-Check-Act cycle are summarized below:

i. Management Direction:

Top management, represented by the Chief Executive Officer, is responsible for EHS performance within his scope; he/she is providing visible support and leadership for ensuring the effectiveness of our Environment, Health and Safety Management System. This leadership is demonstrated by:

- Defining, establishing, implementing and maintaining IMS Policy
- Providing sufficient resources (human, specialized skills, technology and financial resources, etc.) to establish, implement, maintain and improve the EHS performance
- Communicating the importance of Environmental management with interested parties through Airport Environment Committee
- Ensuring that goals, objectives, targets and associated action plan are established and implemented for continual improvement
- Periodically reviewing the performance reports of AIG environmental, health and safety management provided by Director, Quality & Safety

ii. Plan: The process include in the **PLANNING** phase are:

- Identify the internal and external issues that impact the EHS implementation and performance (as ISO14001:2015, ISO 45001:2018 requirements
- Review the compliance with legal and Other Requirements
- Risk Analysis for EHS
- Interested Party Participation
- Objectives, Targets and Action Plans

iii. Do (Implementation):

iv. The process include in the **IMPLEMENTATION** phase are:

- Control of Operations (and Maintenance)
- External & Internal Communication
- Competency, Awareness and Training
- Emergency Preparedness and Response
- Control of Suppliers and Contractors

v. Check:

- Monitoring and Measurement
- Evaluation of Compliance
- Internal Audits
- Corrective and Preventive Action

vi. Act

- Management Review

2. PLANNING

2.1 Integrated Management Policy (IMS) Policy

The commitment towards EHS Emesis captured in the following IMS policy as below:

- Complying with the statutory and regulatory requirements of the Hashemite Kingdom of Jordan.
- Establishing and reviewing objectives and effectively implementing the requirements of the integrated management system and Risk Management.
- Ensuring high level of customer satisfaction at Queen Alia International Airport through an interactive complaint handling system and process evolution in compliance with financial, operational and organizational requirements.
- Developing and operating a safe airport complying with the applicable aviation standards and following best practices.
- Promoting a safe and healthy work environment through management commitment, staff engagement and participation to establish and develop a proactive health and safety culture for interested parties.
- Implementing and upgrading a sustainable Environmental Management System and continually improving its performance by focusing on carbon emission reduction, water management, pollution prevention, waste segregation and minimization.
- Implementing a Social management system based on standard international practices
- Supporting innovation across the organization to improve operation, passenger experience, environmental practices and process improvement through involving all concerned stakeholders

The above items are reviewed annually, approved from Chief Executive off relative Chiefs and Directors.

2.2 Context of Organization:

2.2.1 Internal and \External Issues: The Internal and external issues which impact the Environment performance are reviewed and updated annually or as per needed. The actions related to these issues are the input to Environment, Health & Safety Action Plan (EHSAP) which is monitored regularly to ensure alignment with strategic direction and achieving the necessary action.

Form: (**Environment, Health and Safety Concern Issues QAIA-CEO-QSM-FO-077**).

2.2.2 Interested parties needs and expectation: the interested parties relevant to EHS scope are determined along with their relevant expectation and needs.

AIG determined which needs, expectation becomes compliance obligations as listed in the interested parties needs, and expectations form

Form: Environment, Health and Safety Interested Parties (QAIA-CEO-QSM-FO-0078)

For (2.2.1 & 2.2.2) and other environmental, health and safety management system requirements, the risk and opportunity analysis has been performed, documented and relevant actions and monitoring are identified to:

- Ensure achieving intended outcomes and continual improvement
- Prevent and reduce undesired effect.

EIA reference form: QAIA-CEO-QSM-FO-024

HIRA Reference form: QAIA-CEO-QSM-FO-62

Environment Action plan form: QAIA-CEO-QSM-FO-031

OHS Action Plan form: QAIA-CEO-ASM-FO-032

The results of context analysis communicated to top management for their information to ensure it is aligned with the strategic direction of AIG.

2.3 Instructions for Impact Assessment

2.3.1 Environmental Impact Assessment (EIA)

2.3.1.1 Purpose To describe the procedure to identify significant environmental impacts for AIG operations based on a risk rating methodology.

2.3.1.2 Roles & Responsibilities.

▪ **Activity Manager/Section Head/Senior officer**

- Review/update the environment impact in Environment Impact Assessment (EIA) sheet including the control measures, interested parties needs and expectations, opportunities, through either send the update to ehs@aig.aero or direct meeting with EHS team to update the sheet
- For any new aspect, coordinate with EHS team to update the EIA sheet
- Conduct regular inspection to ensure that control measures identify in the EIA sheet are followed onsite
- Inform the EHS team on any change in activity under their supervision.
- Follow up with the contractors to close the finding raised from EHS inspection in relation to work permit

▪ **EHS Team**

- Support Division to determine significant environmental impacts based on a risk rating methodology.
- Review and evaluate the impact raised from internal and external parties in the EIA sheet
- Review the control measures and opportunities for improvement.
- Update the EIA sheet annually or as per need
- Develop an Annual Environmental Action Plan.
- Develop an Annual Environment, Health and Safety inspection program to check the compliance with the applicable law, as per Environment impact assessment, and Hazard Identification risk assessment.
- Define/review the EHS requirements in the work permit document and monitor the implementation as per need
- Conduct regular Inspections to check the control measures to manage the environment impact.
- Provide the Director of Quality & Safety with regular report showing the performance of EHSM.

▪ **Contractor /Concessionaires/Stakeholders**

- Respect and follow the Environment requirements details in work permit documents.
- Implement the necessary corrective actions to solve the findings raised from EHS inspection on work
- Aware Or communicate his/her staff the EHS requirements need to be followed as details in work permit document

Ref. QAIA-COO-TEC-PR-001-Work permit procedure

2.3.1.3 Instruction

Identification of environmental risks includes analysis of activities, products and services that AIG controls that can have a significant impact on the environment, this also include the interested parties input.

The risk of each activity is assessed Depending on severity and probability.

If the risk assessment results are within **RED**, it will consider as "significant environmental aspects" which will require further actions/monitor/communication. For the significant environment aspects with **YELLOW** risk assessment, we might consider it, as significant environmental aspects" depending on output impact on EMS, in addition to, if we were unable to lower the risk to **GREEN**, will keep it under monitoring For the environment aspects with **GREEN**, will be under monitoring to keep it in same level.

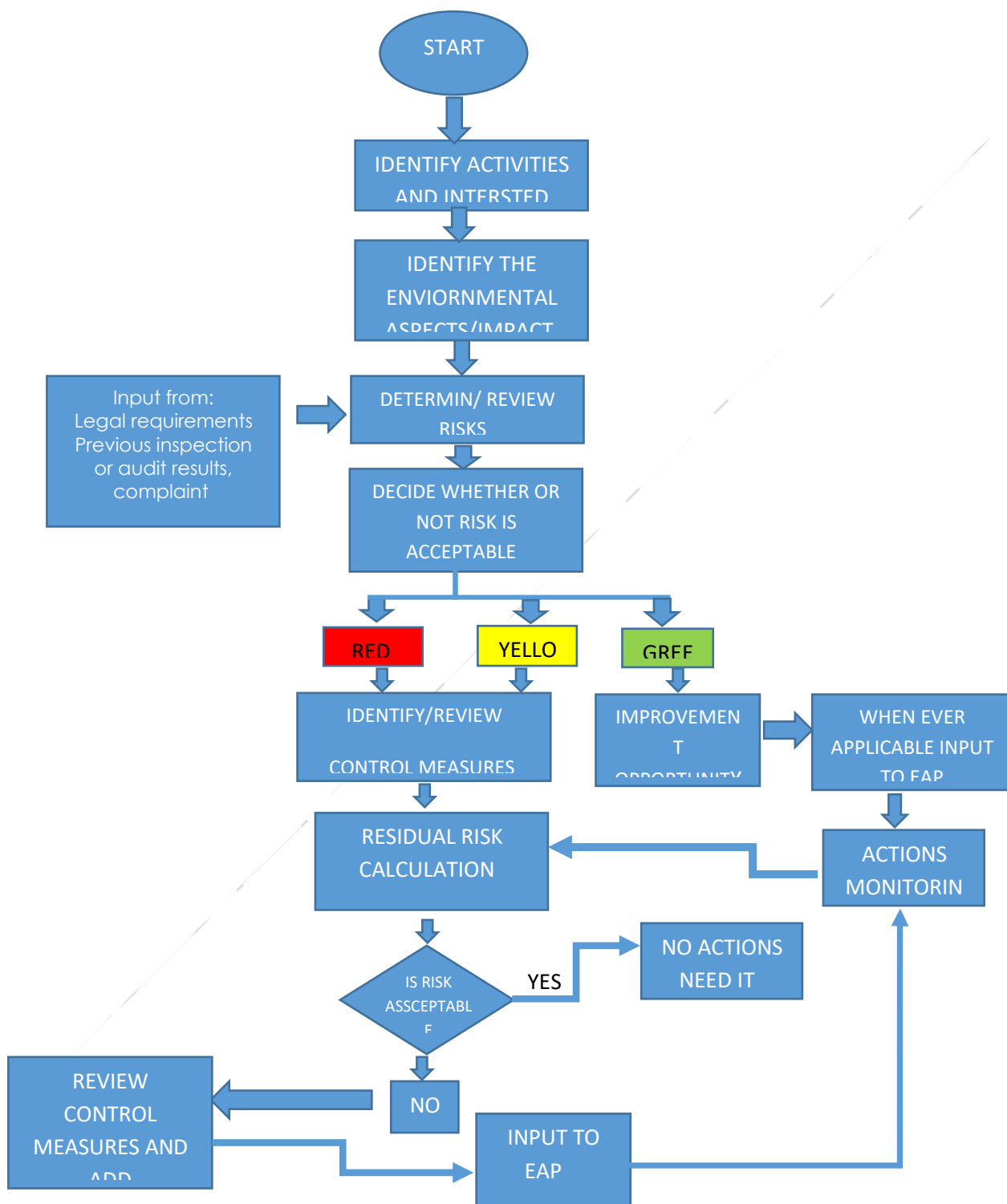
Opportunities will analyze for each impact whenever applicable, the output will consider in Environment action plan as below:

Priority 1: If the opportunity analysis coming from **RED** risk analysis it will consider in the EAP

Priority 2: If the opportunity analysis coming from **YELLOW** risk analysis it will consider in the EAP whenever applicable as part of control measures.

Priority 3: if the opportunity analysis is coming from **GREEN** risk analysis or without risk, will be kept as reference to be considered whenever applicable and as per resource available, taking in consideration the impact on EMS performance and improvement

The process chart for environmental impact assessment:



Environment risk assessment shall be assessed using the risk matrix as below:

Risk Assessment Matrix						
Risk Probability		Risk Severity				
		Catastrophic A	Major B	Moderate C	Minor D	Negligible E
	Often (5)	5A	5B	5C	5D	5E
	Occasional (4)	4A	4B	4C	4D	4E
	Remote (3)	3A	3B	3C	3D	3E
	Improbable (2)	2A	2B	2C	2D	2E
	Extremely improbable (1)	1A	1B	1C	1D	1E

Table 1: Risk Assessment Scale

Severity scale		
E	Negligible	No environmental impact
D	Minor	Environnemental nuisance and default non-compliance
C	Moderate	Material environmental harm
B	Major	Serious environmental harm
A	Catastrophic	High-level serious environmental harm

Table 2: Severity Scale

Probability scale		
5	Often	>1 per day to 1 per month
4	Occasional	>1 per month to 1 per year
3	Remote	>1 per every 1 to 5 years
2	Improbable	>1 per every 5 to 20 years
1	Extremely improbable	> 1 per every 20 to 100 years

Table 3: Probability Scale

Tolerability Matrix	
→ Assessment Risk Index	→ Criteria
→ 5A, 5B, 5C, 4A, 4B, 3A,4C,5D,3B	→ Intolerable region (unacceptable under the existing circumstances)
→ 5E,4D,4E,3C,3D,2A,2B,2C	→ Tolerable region (Acceptable based on risk mitigation, it may require management decision)
→ 3E,2D,2E,1A,1B,1C,1D,1E	→ Acceptable Region

Table 4: Tolerability Matrix

The highlighted red area signifies a risk considered as significant enough to require appropriate risk treatment.

The impact ratings in the risk matrix are based on the following definitions:

Level	Impact rating
Level 1 Negligible (E)	No environmental impact Zero impact Harm that is below the threshold of environmental nuisance and does not breach the applicable law is categorize as negligible. In addition to Zero complaint received from community
Level 2 Minor (D)	Environmental nuisance is: Any adverse effect on an amenity value of an area that: • Type of materials /waste or pollution sources consider it as low hazard with minor impact on environment, OR • Pollution source or area are controlled and treated safety, OR • Resources (water, Electricity, fuel) consumption are limited, OR • Impact to community around airport are limited and Zero
Level 3 Moderate (C)	Material environmental harm but under control Environmental harm must be treated as material environmental harm if: • Toxicity of materials/waste on environment is limited, OR • Minor contamination on soil or ground water and under control; OR • Pollution sources or area control, third party support may need it; OR • Minor deviation from legal/ other requirements but under control • Resource consumption are high further action required to reduce (if applicable);OR • Impact on community are under control and within acceptable limit
Level 4 Major (B)	Environmental harm and corrective actions identified Environmental harm must be treated as serious environmental harm if: • The Toxicity level of materials/waste on environment is high which contain components, that change the characteristic of water/soil such as radioactive materials/ oil/grease, OR • Contamination on soil or ground water and remedial actions identified; OR • Partial deviation from legal and other requirements but corrective actions identified and in process, OR • Complaint received from community on pollution/nuisance generated from Airport Operation
Level 5 Catastrophic (A)	A high level of serious environmental harm and no actions • Extremely harm environment with negative impact to the health or safety' of human which is required to change or modify the existing environment to be more safe, OR • Major deviation from legal and other requirements and no actions; OR • Major impact on community which require compensation/investment

Reference and Related Documents:

- Environment Impacts & Significant Aspects Form QAIA/CEO/QSM/FO/024
- Environment Action Plan QAIA-CEO-QSM-FO-0031

2.3.2 OHS Hazard Identification, Risk Assessment and Risk Control Procedure

2.3.1 Purpose

The purpose of this procedure is to ensure that there is a formal process for hazard identification, risk assessment and control, to manage the hazards that may occur within the Airport International Group workplaces.

2.3.2.

It is the responsibility of all managers, section heads and senior officers to ensure that this procedure is fully implemented in their area of control and to consult with staff as part of undertaking the hazard identification, risk assessment and control procedure. It is the responsibility of AIG staff to cooperate and comply with this procedure.

• **Managers / Section head/Senior officer**

- Identifying the OHS risks related to their activity through completing OHS Activity self-assessment Form, ref: QAIA-CEO-QSM-FO-061. This form shall send to ehs@aig.aero to be reviewed and analyzed by EHS team. Another method that can be used to identify or update the OHS risk list, through direct meeting with EHS senior officer up on activity owner request or need;
- Providing and utilizing resources to implement, maintain and review OHS risk control measures in the workplace
- Ensuring that employees and contractors have had relevant information, instruction and training in the principles of OHS risk Identification, Assessment and Control.

• **AIG staff, Contractors, stakeholders and service providers**

- The project supervisor in coordination with EHS team shall identify the expected health & safety hazards that might generate from subcontracted works to be able to determine the precaution measures needed to be taken to eliminate or reduce the hazard impact. The control actions should be documented in the work permit documents OR can be sent through the email to project supervisor depending on the project type and as per work permit procedure
- Procedure ref.: QAIA-COO-TEC-PRO-PR-001.
- The subcontractor or site manager shall report OR send email to project supervisor at AIG of any hazards and incidents took place in the workplace, to be able to take the appropriate actions
- Implementing OHS risk controls and reporting back to quality.department@aig.aero OR ehs@aig.aero and to the relevant workplace manager
- Following safe work procedures and instructions as provided in the specific work permit.

• **Environment health and safety senior officer**

- Work closely with divisions to complete the hazard identification form.
- Conduct when necessary onsite check to collect more information on the expected hazard at worksite.
- Review and analyze the hazards identified in [OHS Activity self-assessment Form, ref: QAIA-CEO-QSM-FO-061](#), to assess related risks and additional control measures (if needed) to reduce risk to acceptable levels.
- Evaluate the existing control measure taken through regular inspection and identify (whenever necessary) in coordination and consultation with relevant technical entities additional control measures to reduce the risk to acceptable limit. For more details on evaluation process, check Hazards Identification and Follow up Form, ref.: QAIA-CEO-QSM-FO-062
- Assist Managers and head of Sections to ensure that all staff are aware and trained on risk identification, assessment and control.
- Provide Divisions, EHS Manager and Director of Quality & Safety with regular report showing the OHS performance.

2.3.2.3 Instruction

Airport International Group employees are obligated to identify any hazards that may arise in the workplace and to assess the risk of harm arising from the identified hazards. There are four main reasons for this process:

- Out of concern for the health and safety of staff contractors & other interested parties
- It makes good business sense
- To meet health and safety legal requirements, and from AIG duty of care to its employees and contractors & other interested parties
- Identify the effectiveness of existing controls to eliminate hazard/reduce OHS risks
- Workplace hazard identification, assessment and control are an on-going process. It should be undertaken at various times, including:
 - When a change to the operation process OR workplace layout, hazard identification shall be completed
 - When any significant change in safety and health legal requirements
 - After incidents and accidents related to occupational health and safety
 - On regular basis based on the workplace needs.
 - In the case of third-party Work permits that are not under direct supervision of AIG, yet it is with in the vicinity of the workplace that can cause incident.

Risk Identification, Assessment and Control

The process for Hazard Identification, Assessment and Control has 4 components:

- Hazard Identification
- Risk Assessment
- Risk Control
- Monitor, evaluate and review the results

Hazard Identification

The hazard identification process is based on:

- Routine and non-routine activities and situation, including "but not limited" the hazard raising from (equipment's, materials, human factors, physical conditions of the workplace, operating procedures, etc.)
- Regular checks of the workplace for hazards
- Past incidents/accidents to be examined to define the root cause and required preventive measures
- Interested parties (such as employee) consultations to find out what they consider as risks related to their work scope
- Equipment safety instruction and Material Safety Data Sheets (MSDS) to be reviewed
- Creative thinking about what could go wrong.
- Potential emergency situation

Risk Assessment

Once a hazard has been identified the identifier is required to determine how likely it is that someone could be harmed by the hazard and what the consequence of the resulting injury or illness could be.

The following tables describe both the severity and likelihood scoring that should use when any risk is identify, along with the risk assessment matrix and tolerability matrix:

Table 5: Severity Scale

Severity scale		
E	Negligible	No personal injury, No ill health
D	Minor	Minor personal injury or illness
C	Moderate	Serious personal injury or illness
B	Major	Multiple serious injuries, Multiple serious illness, Permanent disability
A	Catastrophic	Fatality

Table 6: Probability Scale

Probability scale		
5	Often	Likely to occur many times (has occurred frequently)
4	Occasional	Likely to occur sometimes (has occurred infrequently)
3	Remote	Unlikely to occur, but possible (has occurred rarely)
2	Improbable	Very unlikely to occur (not known to have occurred)
1	Extremely improbable	Almost inconceivable that the event will occur

Table 7: Risk Assessment Scale

Risk Assessment Matrix						
Risk Probability		Risk Severity				
		Catastrophic A	Major B	Moderate C	Minor D	Negligible E
	Often (5)	5A	5B	5C	5D	5E
	Occasional (4)	4A	4B	4C	4D	4E
	Remote (3)	3A	3B	3C	3D	3E
	Improbable (2)	2A	2B	2C	2D	2E
	Extremely improbable (1)	1A	1B	1C	1D	1E

Table 8: Tolerability Matrix

Tolerability Matrix	
→ Assessment Risk Index	→ Criteria
→ 5A, 5B, 5C, 4A, 4B, 3A,3B,4C,5D	→ Intolerable region (unacceptable under the existing circumstances)
→ 5E,4D,4E,3C,3D,2A,2B,2C	→ Tolerable region (Acceptable based on risk mitigation, it may require management decision)
→ 3E,2D,2E,1A,1B,1C,1D,1E	→ Acceptable Region

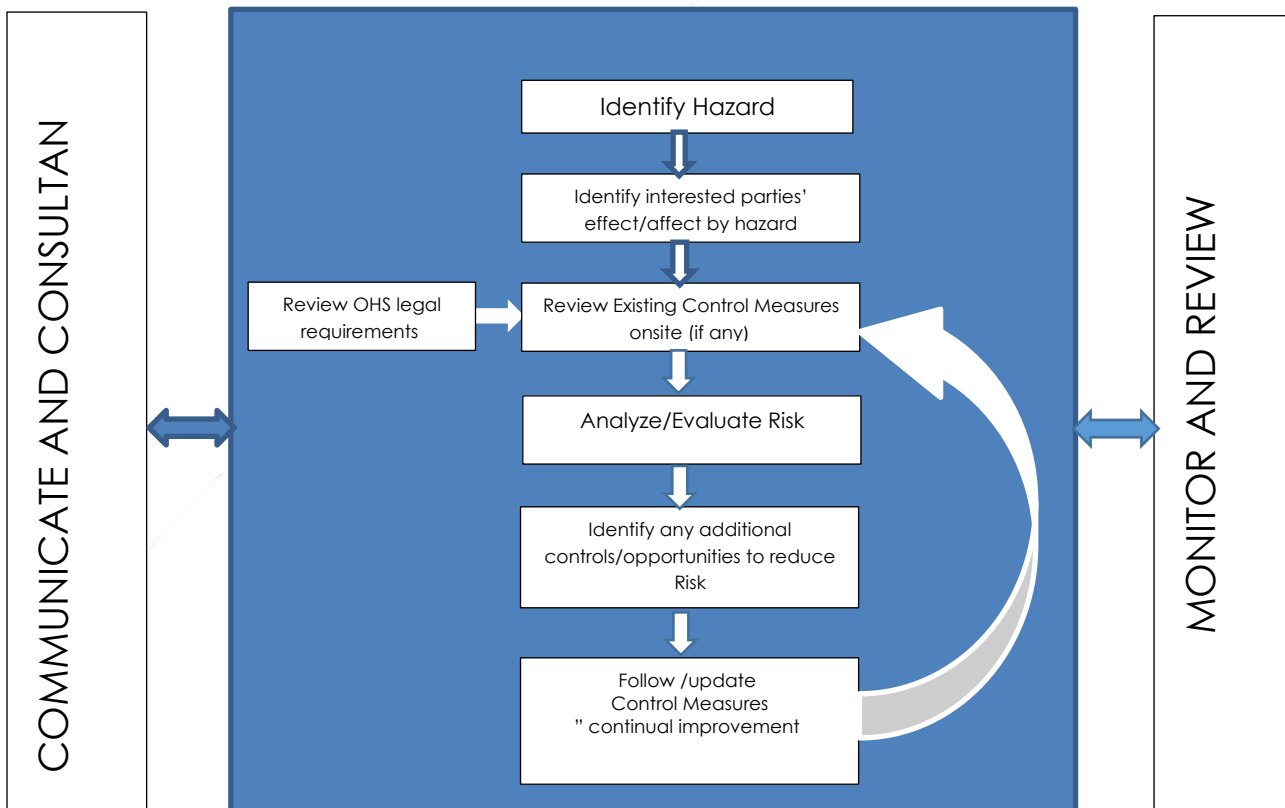
Risk Control

1. Identify the cause of hazards and put measures in place to mitigate the risk hazard
2. Priorities the hazards using the risk management matrix
3. Use the appropriate control measure (Eliminate, Substitute, Engineering controls, Administrative controls, PPE, training and knowledge)

Review/Monitor-Evaluate the Results

Hazard identification, risk assessment and control are an on-going process. Therefore, regular review for effectiveness of hazard assessment and control measures should take place

OHS Risk Control Workflow



2.4 Instructions for legal requirements

2.4.1 Purpose

Explain how to identify and maintain all applicable EHS regulations and Jordan standards requirements that apply to AIG operations.

2.4.2 Roles & Responsibilities

■ EHS Team

- On an annual basis, update legal requirements in EHS plan;
- On annual basis OR up on need, review and assess the compliance level with legal requirements to be able to update the annual action plan as per need.
- Communicate with divisions; the actions need to comply with legal requirements through regular meeting, emails, EIA, etc.
- Whenever need, Support Human Resource to integrate legal requirements in annual training plan and HR process; and
- If required, provide reference to relevant regulations/instruction/standards to tenants / Concessionaires /Contractors.

■ Activity Manager/Section Head

- Plan for legal requirements in operation activity.
- Apply legal requirements in operation control; and
- Keep record (as per legal necessity) associated with implementation of legal requirements.

2.4.3 Instruction

- On annual basis, or up on need, the legal requirements and compliance, assessment shall be updated for AIG operations.

2.4.4 Reference and Related Documents:

Regulation Requirement Record QAIA-CEO/QSM/FO/036

2.4.5 Applicable Laws

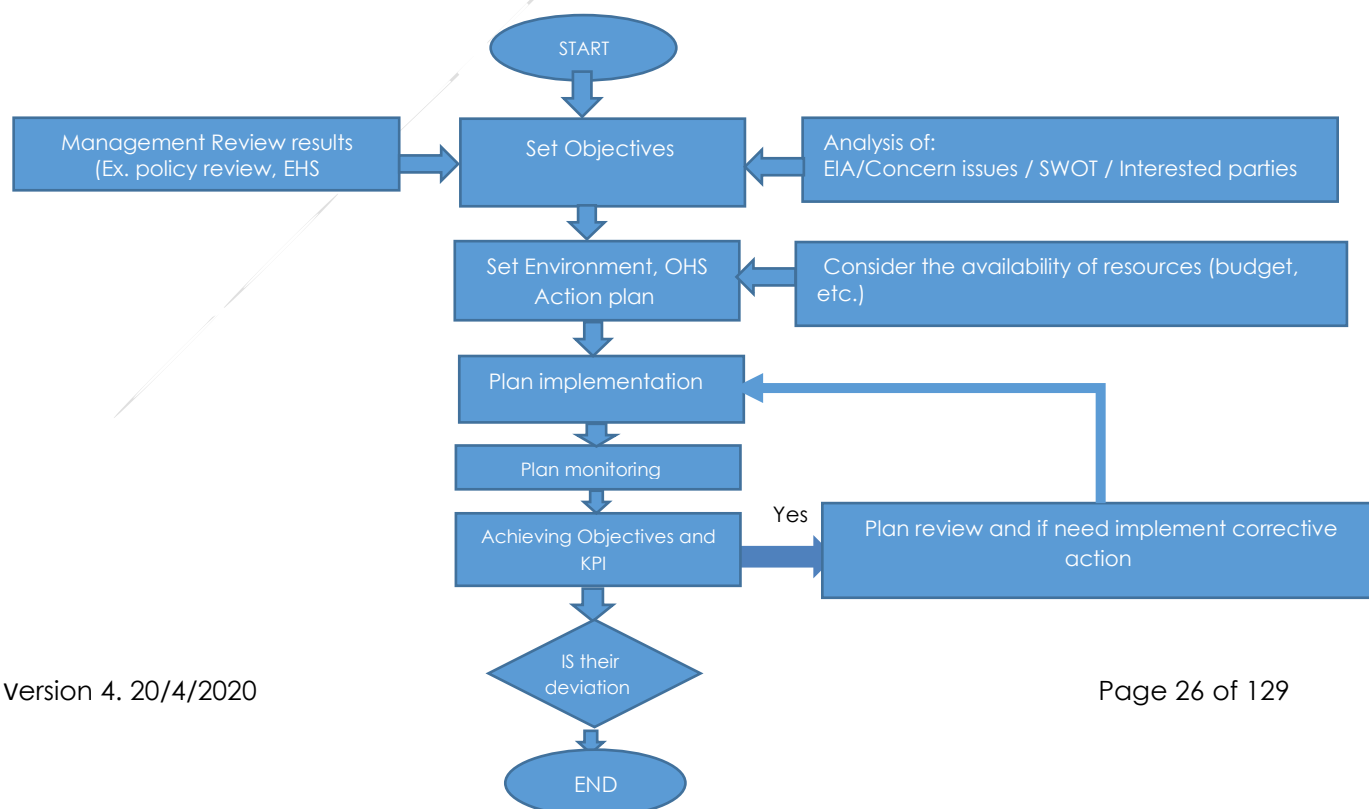
- Environment Protection Law (6) of 2017;
- Aviation & Environment Law, JCARC part 301
- Airport Noise Compatibility Planning JCARC part 150;
- Environment Impact Assessment (37) 2005;
- Management of Hazardous Substance (24)2005;
- Management of Solid Waste (27)2005;
- Waste management framework-2020
- Instruction of solid waste management of 2019
- Protection Environment in Emergency Situation (26)2005;
- Environment inspection number 65 of 2009
- Hazardous waste handling and management instructions 2019
- Protection of the Air Regulations (28)2005;
- Soil Protection Regulations (25)2005
- Instruction Waste Oil Management issued of 2014;
- Instruction of Environment Impact Assessment-2014

- JS Drinking Water Quality (286) 2014;
- JS Dangerous Goods Storage Handling (431) 1985;
- JS 1766-2014_Water – Irrigation water quality guideline
- JS 1214-2018_Water – Bottled drinking water
- JS 1145-2016 of use & disposal biosolid
- JS 893-2006_Reclaimed domestic wastewater
- JS 202-2007_industrial wastewater
- JS 1140-2006_Air_quality
- Climate Change 79 of 2019
- 286-2015-Drinking water Quality
- JS_ 1189_2006_Stack emission
- JS524/1987-Illumination standard
- 2017-Instruction to connect non-domestic waste water to sewer system
- Jordan Labor Law, 14 of 2019
- Jordanian Ministry of Labor Regulation-Safety instruction for equipment has and machines No. (43) Of the Year 1998.
- Jordanian Ministry of Labor regulation-OHS committee No. (7) Of the Year 1998
- Radiation Protection, And Nuclear Safety And Security Law number of 43 of 2007
- Performance Standards of IFC/MIGA/EBRD
- Environment Classification & License no. 69 of 2020
- Hazardous Materials/waste Management no. 68 of 2020
- Environmental Information and Control System for waste management no 85 for 2020

2.5 Objectives, Targets and Action Plan

2.5.1 Purpose

Objectives and targets are developed for improving the performance of the EHSM. Each objective must state what is intended to be achieved which includes measurable target. The process of objectives identification is described in the below chart.



2.5.2 Roles and responsibilities:

► CEO shall:

- communicate the strategic objectives to Divisions Directors and relevant chiefs which will help to identify the Objectives and target.
- 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.
- Approve on EHS objectives and Target during management review meeting/ on any other means
- Ensuring that the EHS policy and related EHS objectives are established and are compatible with the strategic direction of the organization
- Ensure from availability of resources to achieve these objectives.

► Director, Quality and Safety shall:

- Develop the EHS objectives and targets in consultation with EHS Manager.
- Communicate objectives to concern division directors.
- Follow up the Objectives achievements status with EHS Manager.
- Provide Top management with regular reports showing the KPI status & EHS performance.
- Ensure and promote the continual improvement

► Divisions Directors & Department Managers, shall:

- Ensure the integration of the EHS objectives/requirements into the business process
- Communicating the importance of the effectiveness of the EHS management and of conforming of EHS requirements with his/her team
- Direct and support persons to contribute to the effectiveness of the EHS management system
- Ensure that the resources needed to implement the EHS requirements are available

► Director of Human Resources, shall:

- Protect workers from reprisals when reporting incidents, hazards, risks and opportunities.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- Support the establishment and functioning of health and safety committee,

► EHS Manager, should:

- Identify the objectives depending on:
 - Review the EHS impact/Risk assessment/interested party needs & expectation.
 - Compliance with legal requirements
 - Review Internal and external issues
 - Customer feedback
- Identify the necessary resources need it to achieve the objectives
- As per need, develop action plan to achieve objectives
- Monitor the objectives status and provide Director, of quality and safety with regular performance report
- Ensure from review and update the EHS policy & procedures

► EHS Senior Officer, shall:

- Ensure consulting & participating of staff during review and update Hazard identification risk assessment and relevant control measures
- Promote the EHS requirements within the company which support the implementation and achieve the intended outcome results

3 Implementation & Operation Control

3.1 Key responsibilities: The key roles and responsibilities identified for each position, as per table below:

Position	Mission	Main Responsibilities
Top Management (CEO)	Define Policy and ensure availability of resources to maintain the EHSMS	• Establishing policy commitment. • Ensure that adequate resources are available. • Communicate the strategic objectives director with Chiefs and directors. • Understanding organizational context issues and interested party requirements. • Accountable on achieving the EHS goals. • Approved objectives • Lead the Airport Environment & OHS committee • Follow up the performance of EHS
Chief Operation Officer	Implement EHS objectives	• Follow up the EHS objectives within his/her Group • Represent the CEO at the Airport Environment Committee meeting • Follow up with the concern Division implementation of strategy plan to reduce water/electricity consumptions
Chief Commercial Officer	Adapt EHS requirements in the concessionaire scope	• Consider EHS requirements in the Concessionaires tender/scope • Follow up EHS objectives within his/her group • Consider EHS initiatives related to concessionaires' scope
Chief Technical Officer	Adapt EHS requirements in the project scope	• Consider EHS requirements in the project scope • Follow up EHS objectives within his/her group
Communication Director	Support promote the Environment, Social, Health and Safety management	• Support the Director, Quality, Safety and Risk Management in promoting the Environment, Social, Health and Safety • Support Manager, Environment, Health and Safety in updating the EHS section at AIG & QAIA website • Share with Director, Quality, Safety & Risk Management, any customer complaint/feedback received on social media
Director, Quality & Safety Management	Management System Definition	• Ensure developing appropriate guidance documents/materials (manual, procedures, etc.). • Setting Objectives and follow up the status • Accountable to ensure the effectiveness of EHS and achieve the objectives and goals • Evaluate the efficient use of the resources dedicated to EHS implementation. • Communicate the performance of EHS to top management through the regular meetings with CEO and top management • Assessing competency requirements including training needs

		• (if necessary) Represents the CEO/COO in the Environment Committee meeting. • Represent the CEO in the OHS committee meeting
Environment, Occupational Health and Safety Manager	Implementation of an effective EHS standard and stay compliant with all applicable laws, regulations, standards, instructions etc.	• Review and update EHS documents based on regulation change or risk assessment. • Identify the interested party requirements and internal/external issues. • Develop the annual environment action plan to manage the significant impacts and achieve objectives. • Identify the resources need it to implement the environment action plan. • Establish EHS objectives and program. • Monitor performance (inspections. measurements, evaluation compliance etc.); • Provide any required technical guidance to divisions (EIA, HIRA, etc.) • Follow up on the implementation of the EHS training program with HR Division. • Monitor (whenever need) contractor's work, tenants/concessionaires' operations to ensure that EHS requirements are implemented. • Manage the environmental committees. • Reporting EHS performance to the Division director on regular basis; • Lead and manage EHS projects. • Provide recommendations to improve the management system. • Follow on EHS non-conformity and corrective actions. • Develop an effective communication system for EHS; • Identifying and implementing continual improvement opportunities • Provide regular reports on EHS performance
environment health and safety senior officer	Develop and improve the safety cultures at AIG	• Review and update the HIRA in cooperation and participation of relevant staff. • Review and update the OHS compliance chart • Propose to EHS Manager the OHS objectives and follow up the OHS objectives • Develop OHS actions plan • Represent the quality director at OHS committee • Lead the OHS committee meeting and prepare the MOM • Data analysis for EHS findings and follow up actions with concern department • Follow up the EHS inspection annual plan • Provide EHS Manager with regular report showing the OHS performance • Conduct random inspection on contractors • Develop and conduct the safety training • Develop the safety communication tools • Investigate EHS incidents/accidents to ensure proper corrective and preventive actions. • Monitor the EHS dashboard regularly

		• Ensure that the PPE provided to the staff is sufficient • Follow up the implementation of staff medical check program with HR division
Operator's Realization Divisions Director/ Manager & Section head	Identification and Control of environmental impacts and OHS hazards	• Implement preventive maintenance program for key equipment. • Support identification of environmental aspects and OHS hazards; • Define corrective and preventive actions. • Inform EHS team of any change in operation activity which might affect EHS risk assessment results. • Monitor contractors/tenants/concessionaires' activity against EHS requirements; • Report to EHS representative any non-conformity related to EHS requirements; • Implement additional mitigation or control measures as per results of assessments • Follow up the actions necessary to achieve the EHS objectives related to their activity. • Communicate with EHS team in case any change in activity/tools/equipment's, to update the EIA and HIRA accordingly • Communicate the importance of EHS system within his/her team • Monitor the availability of safety tools with his/her staff

Position	Mission	Main Responsibilities
AIG Staff	Protect their self and pollution control	• Respect and implement the EHS requirements • Inform their supervisors of safety violation or hazard that might affect their safety • Respect segregation rules and avoid mix hazardous waste with other waste • Follow up safety instruction as details in maintenance job request • Use PPE or any safety tools as per job needs • Inform EHS team of near miss or hazard that affect their safety(ehs@aig.aero)
Human Resources	Implement training plan	• Coordinate with Divisions Managers to follow the training needs to develop training plan • Maintain training evaluation record; • Coordinate with civil defence to organize safety training to AIG staff • Provide the necessary resources for AIG medical clinic • Attend the OHS committee and follow the actions related to HR activities • Follow with staff the requirements of medical check • Follow up the safety instructions during their work • Coordinate internally the safety training • Coordinate with EHS team to provide EHS orientation for new staff/trainees • Protect workers from reprisal when reporting incident, hazard, risk and opportunities

Supply chain	Maintain approved supplier list	- Integrate EHS evaluation criteria as part of supplier / subcontractor evaluation. - Review and update EHS supplier list on an annual basis; - If applicable, support to order more friendly products.
Storage/Inventory	Hazardous materials storage and management	- Maintain MSDS records for all HAZMAT; - Report to EHS Manager any incidents related to HAZMAT handling and management;
Stakeholders/Service Providers	Respect & implement EHS requirements	- Implement the EHS requirements as details in work permit; - Correct any deviation related to EHS implementation during works - Ensure that the staff work onsite have appropriate knowledge on EHS requirements - Report to AIG work Supervisor the corrective action implemented onsite to close any deviation - Inform AIG work supervisor or Airport Duty Manager on any OHS incident occurrence onsite
Customer Knowledge & Satisfaction Manager	Complaint handling management	- Review/update the complaint handling procedure which details the structure of customer feedback handling/analysis/record/response and actions follow up, For more information on Customer complaint handling cycle, please refer to AIG website www.aig.aero - Inform EHS Manager of any complaint/comment received from customer related to EHS scope - Work closely with EHS team to follow the corrective actions (if any) to close any complaint - Lead the Customer Council meeting with stakeholders to have open discussion on the customer expectations and needs, and expected actions to enhance quality of service and customer satisfaction

3.1.1 Reference and Related Documents:

- EHS Manager Job Description, ref. CEO-006-000-EHSM-01
- EHS Senior Officer Job Description, ref. CEO-006-000-EHSSO-01

3.2 Competence, Training, and Awareness

3.2.1 Purpose:

To ensure that personnel performing tasks that can impact the EHS are competent on the basis of appropriate education, training, or experience.

3.2.2 Roles & Responsibilities:

- EHS Management Representative shall:**

- Develop and review annual training plan for EHS team
- (if needed) advice the Divisions Managers and Sections head on any additional training required to be add it in training plan as per EIA and HIRA assessment results.

- As per need, Support HR Division to define the requirements of training center required to provide EHS training courses
- Advise the Stakeholders on the Environment training needs for the Environment Management Representative within Stakeholders

• **Department's Manager shall:**

- Coordinate with HR Divisions to provide the staff with EHS Technical safety course.
- Ensure that the new staff complete the EHS Orientation course within acceptable time from work start date
- Ensure that his/her staff have appropriate training on the equipment's/tools used in their work
- Organize the staff roster to be able to implement the training plan.
- Consider the Hazard identification & Risk Assessment sheet (HIRA) as reference to ensure from covering the necessary training as per Hazard identification

• **Human Resources Division shall:**

- Follow up the training plan.
- Report to divisions on training plan implementation.
- Implement EHS training plan, and manage external training centers.
- Assess the performance of the external training center; and

• **Subcontractor/Third party shall:**

- Contractor responsible to aware his/her team of the work hazard and control measures necessary to be followed onsite as per work permit document. EHS requirements details in Environment Safety handbook.
- Environment, safety handbook : QAIA-CEO-QSM-MAN-013

3.2.3 Instructions:

- AIG staff shall receive periodic EHS Technical course which details the Environment, health and safety requirements related to their activities in relation to HIRA and EIA assessment
- New recruits shall undergo a general awareness session on EHS as part of HR orientation session as first level of training within acceptable time from their recruitment, however, as per work natural & hazard, the new have additional EHS training course as per need
- As per HIRA results to identify the high risk activity, additional EHS training can be organized as per the need (ex. Work at height, confined space, etc.)
- Training Records shall be maintained at HR.

3.2.4 Training needs and analysis:

Three level of EHS training performed in AIG as below:

Level 1: EHS Orientation, such training provided to new staff/ Administration staff

Level 2: EHS Technical Course, such training provided to Maintenance and Operation staff

For the contractor staff and as per work permit document signed from contractor, the Contractor work supervisor is responsible to provide briefing of the safety requirements, however, the EHS team provide orientation on the safety requirements during the inspection or whenever need it.

Training Needs Analysis Matrix

Frequency/Year Training type	EHS Manager	Operation staff	Maintenance staff	IT&T staff	Administrative staff	New staff	EHS Senior officer
ISO 14001 EMS	1/0(Y)						1/0(Y)
ISO45001 OHS	1/0(Y)						1/0(Y)
EHS orientation					1/3(Y)	1/0(Y)	
EHS Technical course		1/3(Y)	1/3(Y)	1/3(Y)			
Environment legal and other requirements	1/0(Y)						
Dangerous goods/ Hazardous waste Handling & Management	1/0(Y)						
Radiation protection			1/0(Y)				
Energy and Carbon Management	1/0(Y)						
EHS Confined space training	1/0(Y)						1/0(Y)

(Y): number of years ex. 0: one time only

3.2.5 Reference and Related Documents: Learning and Development policy AIG-AMM-HR-CEO-PO-17

3.2 Communication, Participation, and Consultation

3.3.1 Purpose

To establish, implement, and maintain an internal and external communication procedures.

3.3.2 Roles & Responsibilities

▪ The EHS Management Representative shall

- Develop Internal and External communications related to EHS requirements.
- Respond to inquiries from interested/concerned parties and regulatory agencies on any EHS concern.

- Ensure that Work Supervisor/ contractors working on behalf of AIG are aware prior to starting the work of EHS requirements.
- Maintain records related to EHS external communication such as letter, MOM, AIG INFO, etc.; and
- Maintain records related to EHS internal communication MOM, newsletter, etc.

3.3.3 Instructions:

3.3.3.1 Internal Communication:

Major topics of internal communications include, but are not limited to:

- Significant environmental impacts and OHS hazards and control.
- EHS regulatory requirements.
- EHS objectives and target; and
- EHS performance compared with regulatory requirements.
- EHS incident/accident lesson learn
- Achievement and general information
- EHS interested parties need and expectation
- EHS concern issues (internal and external)
- EHS Strength, Weakness, Opportunity for improvement and Threat

Tools for use in internal communication may include:

- Minutes of Meeting.
- Posters.
- Newsletters (Issue on Quarter or Semiannual basis)
- E-mail;
- Training sessions.
- Annual report; and
- Any verbal communications.
- AIG portal

3.3.3.2 External Communication:

Major topics of external communications include, but are not limited to:

- EHS requirements and challenges; and
- EHS achievement and improvement
- Regulatory compliance.
- Environment concern issues important to stakeholders to improve the current Environment Management procedures OR System
- (if any) Feedback from local community related to level of impact Airport Operation on community benefit.

Tools for use in external communication may include:

- Airport environmental committee, OR any other special meeting.
- Official letters/AIG INFO;
- Email;
- Posters;
- Website;
- Audit/inspection reports.

(Whenever needed) meeting with local community to discuss any environment concern issues effect/effect on/to local community related to airport operation

For more information on communication methodology, table below showing the communication matrix

Environmental, health and Safety communication matrix (Interested parties)						
Who	What	When	How	Record	In charge	Effectiveness
Employee	IMS policy, EHS requirements and instruction	Upon hire	New employee orientation	Yes	HR	EHS Inspection
		Every three years	EHS technical course	Yes	HR	EHS Inspection
	EIA & HIRA	continuously	Share point	Email distribution	EHS team	EHS Inspection
	EHS achievements and lesson learn	continuously	EHS meetings/portal	MOM/email Portal	EHS team OHS committee members	-
Management team	Progress on objectives/KPI	Annually	Managers meeting	Yes	QSM	Monitoring KPI
	Pending actions	Every two week	IMS meeting	yes	QSM	Actions follow up sheet
	EHS performance	Annually	Management review	yes	QSM	Objectives/KPI/ internal audit
	OHS concern issues	Monthly	OHS committee meeting	Yes	EHS senior officer	Actions follow
Contractors	Applicable EHS requirements	Before work begins	EHS handbook/ Verbal	Yes/ Electronic (WP)	EHS team/Work owner/ PRO&ORG	Website/WP
		Upon contract execution	Work permit document	Yes	PRO	Inspection
Airport stakeholders, authorities	Environment concern issues	Quarterly	Environment committee	Yes	EHS Manager	Env. Inspection results
	Noncompliance	When occurs	Written report or letter	yes	EHS team	NC solving
	CO2 emission status	Annually	Written report	Yes	EHS Manager	Updated information
	Emergency situation	When occur	Verbal notification and written report	Yes	ADM/QSM	Response as per Emergency cases

Environmental, health and Safety communication matrix (Interested parties)						
Who	What	When	How	Record	In charge	Effectiveness
Customers & community	EHS Policy, initiatives and accomplishments	All time	Internet	yes	EHS Manager	Published and Updated
	Environment, health and safety concern issues	Upon need	Face To Face meeting	Upon need	EHS Manager/Other relevant AIG Divisions	Actions Follow
AIG visitors	EHS basic rules	Up on visit	Safety leaflet/signage		EHS Manager	Published and Updated

3.3.3.3 Airport's Environment Committee (Stakeholders Engagement)

The airport operator shall establish an Environment Committee to advise and facilitate the application of the Aviation environmental regulation part 301 [JCARC].

3.3.3.3.1 Roles and Responsibilities:

Chairman:

- The Airport Chief Operations Officer chairs the environment committee.
- The Chairman appoints a representative acting on his behalf in case he/she cannot attend (primarily the Director, Quality & Safety Management Division).

Members

- Review environmental monitoring data, incident/accident reports, and facilitate any action required to prevent such occurrences in the future;
- Resolve pending environmental issues; and
- Discuss any Environment concern issues and topics which can help to improve Airport Environment
- Discuss any customer feedback received related to Airport Environment

Membership:

Stakeholders representatives

Concerned members listed below shall involve a representative from top management (Chief Executive Officer, Chief Operations Officer and General Manager etc.)

- Jordan Air motive company (JALCO);
- Jordan Aircraft Maintenance Company (JORAMCO);
- Royal Jordanian.
- Catering company.
- Jordan petroleum.
- Free zone.
- DUFY (Duty Free);
- Cargo;
- Aviation Handling Service;
- Self-handlers and

- Courier Companies
- Airport hotel

Authorities & local community representatives, as per need the below should attend

- Representative of Minister of Environment.
- Representative of Chief Commissioner of Jordan Civil Aviation Regulatory commission; and
- Representative from Airport Civil defense
- Member from local community.
- Ministry of Transport

3.3.3.3.2 Committee meeting:

The committee should meet Quarterly. However, the Chairman may call any additional meetings upon needs. Moreover, the chairman, or based on any member request, can invite any third party to attend the meetings, as consultation to provide technical advisory at specific topic that requires third party opinion.

3.3.3.3.3 Meeting notification:

For periodic regular meetings, the notice for date and time shall send officially to all members at least 10 days before; notice for urgent call for a meeting depends on the particular case.

3.3.3.3.4 Minutes of Meeting:

EHS Manager should prepare Minutes of meeting and communicate to concern members within ten working days.

For more details on Stakeholders engagement, refer to Appendix 7

3.3.3.4 Occupational Health and Safety Committee

Based on the Jordanian Ministry of Labor regulation no. (7) Of the Year 1998 for forming Committees and Supervisors of Occupational Safety and Health, Airport International group will form an OHS committee to assist with the improvement and implementation of a safe working environment and safe systems of work at any of the workplaces within AIG, the committee will meet every month

3.3.3.4.1 Roles and Responsibilities

▪ Chairman:

- The OHS committee is chaired by the Airport Chief Operation Officer.
- The Chairman appoints a representative acting on his behalf in case he/she cannot attend (primarily the Occupational Health and Safety Senior Officer).

▪ Members:

- Members are requested to report any unsafe acts, conditions, incidents or near misses, and be available to investigate and advise the Committee on safety matters.
- Work safely and encourage others to do so and respond to any safety matters raised.
- Discuss the Safety Committee activities at team briefs and ensure workers they work with are encouraged to discuss any safety concerns.
- Follow up the safety concern related to their department
- Ensure that the staff within their department have appropriate personnel Safety Equipment's
- Regular check on First aids box and coordinate with EHS team at Quality & Safety Division to provide any missing items.

3.3.3.4.2 Membership:

The committee shall formulate as follow:

- CEO – Head of committee delegated representative, OR
- EHS representative
- The appointed Doctor – Member
- At least 1 employee from each Division

3.3.3.4.3 Committee meeting:

OHS committee should organize monthly, and the minutes of meeting shall send to all members within five working days

3.3.3.4.4 Meeting notification:

For periodic regular meetings, the notice for date and time shall send officially to all members at least one week before; notice for urgent call for a meeting depends on the particular case.

3.4 Document control Procedures

- EHS Management Representative shall review on annual basis or whenever need the EHS plan to do the required modification.
- EHS plan available in English language only.
 - EHS plan store Share point at Quality public folder
 - EHS plan is controlled document as per Document control procedure ref.: QAIA-CEO/QSM/PR/10

3.4.1 Reference and Related Documents:

Management of Quality Documents Records QAIA-CEO/QSM/PR/010

3.5 Operation Control Instructions

3.5.1 Environment Operations Instruction

3.5.1.1 Dangerous Materials /Solid Waste handling/Storage Management

3.5.1.1.1 Purpose

Provide guidance on the safe storing and handling of dangerous materials and waste to reduce impact on environment, health and safety arising from handling dangerous materials; however, this instruction shall not replace requirements mentioned in MSDS.

3.5.1.1.2 Roles and Responsibilities

▪ EHS Manager

- Develop instructions to be used as guideline to handle and store dangerous materials and waste, which shall be reviewed on annual basis.
- (if necessary) Review MSDS to assess environment impact generated from handling and storage.
- Inspect periodically to check consistent implementation of the instruction (DGR storage requirements);

- (As per need) Provide Minister of environment with list of dangerous goods and hazardous waste stored at AIG store areas.

▪ The Inventory/storehouse team

- Ensure the availability of MSDS with dangerous materials package.
- Annually or as per need, Communicate the list of Hazardous materials stored to EHS team
- Ensure from the safety condition of containers, as below:
 - No leakage or weakness point at container body;
 - Container labeled properly with following information:
 - Product name;
 - Dangerous materials signage or word statement "**Dangerous materials**";
 - Instruction incase contact or exposure.

▪ Activity Manager/Section Head OR Senior Officer

- Ensure that all staff working with dangerous materials/waste are trained and equipped with PPE;
- In case any change on hazardous materials use, activity owner, shall communicate the change to EHS team , by filling the [OHS Activity self-assessment Form, ref: QAIA-CEO-QSM-FO-061 and send it to ehs@aig.aero](#) with MSDS to reflect the modification on HIRA
- Ensure the corrective action required to solve the findings from inspection or any other audit are implemented;
- Perform regular inspection on hazardous materials storage areas to check:
 - Ventilation condition inside storage area;
 - Lighting condition;
 - Safety condition inside or around storage area **NO FIRE HAZARD** (i.e. free of any ignition source or hazard);
 - Availability of spill kits OR any type of absorbent materials as required inside storage area.
 - Availability of first aids materials.
 - Availability of proper fire extinguisher OR system inside storage area.
 - Availability of warning signage as required inside storage area.
 - Segregation between materials and other hazardous waste.
 - Implementation of hazardous materials/waste storage instruction.
 - A viability of identification label on container
 - A viability of necessary secondary retention tanks under containers that contained hazardous liquid
- Ensure that all required documents (MSDS, spill record, chemical list) are available onsite.
- Inform the **EHS Management Representative** with any major spill occur onsite; and
- Ensure that the waste containers are properly packaged and secure before transport to centralize waste storage area.
- **(when necessary)** Report to EHS Management Representative the hazardous waste need to be disposal through complete [Hazardous waste disposal form Ref.: QAIA-CEO-QSM-FO-015](#)

▪ Technician, shall:

- Use the PPE during materials handling.
- (when necessary) Inform the ADM OR senior officer onsite of Environment Incident Occurred
- Use the a viable spill absorbent materials onsite to treat the spillage;
- Keep the storage area clean;

- Keep the **Section Head OR Senior Officer** aware in case any malfunction or problem faced inside storage area; and
- Inform the Section Head OR Senior Officer of any accumulated waste prior to transport to centralize hazardous waste storage area.
- **Supply Chain Department:**
 - Ensure requesting MSDS in Purchase Order (PO).
 - Assess possibility of procuring environmentally friendly materials whenever applicable.
- **Airport Duty Manager:**
 - Assess the condition related to spillage area to decide if it is required to call the civil defense;
 - Collect the necessary information to help the civil defense in their mission;
 - Organize the passenger flow to avoid any disturbance in terminal operation; and
 - Call the medical center to handle any seriously injury.
- **Subcontractor/third party:**
 - Follow the Ministry of Environment requirements regarding handling/disposal hazardous waste
 - (if necessary) Submit spill response procedures as required to **quality.department@aig.aero and ehs@aig.aero** ;
 - (if necessary) Provide record to **quality.department@aig.aero and ehs@aig.aero** shown the staff training on hazardous waste/materials handling and storage;
 - In case any storage of Radioactive materials or explosive materials, permission from civil defense shall be taken first on storage area specification and handling instruction.
 - Ensure from the safe/secure condition of storage area.
 - Follow the guidance roles related to storage procedures as details in Environment & Safety handbook QAIA-CEO-QSM-MAN-013 and work permit document QAIA-COO/TEC/PRO/FO/001
 - Ensure from segregation between hazardous and nonhazardous waste.
 - Take immediate action to remove any spillage generated from activity, contaminated materials shall be treated as hazardous waste and disposal as per requirement of regulations.
 - To avoid impact on community around, If the spillage occur during dangerous food transportation, it is the contractor responsibility to clean the spillage, if cannot , then civil defense need to inform for their support
 - Call Airport Duty Manager (079 830 2555) or send email to adm@aig.aero in case any incident occurs during handling/storage materials (ex. major spillage, fire, seriously staff injury, etc.);
 - In case failure to take any remedial action, AIG shall take immediate action to remove any contamination, and all expenses related shall be paid by subcontractor/third party as per JCARC part 301; and
 - Any entity storage hazardous materials inside the terminals shall prepare spill response procedures and submitted to **quality.department@aig.aero and ehs@aig.aero** and provide location with appropriate spill kits or sand box as required.

3.5.1.1.3 Instructions:

3.5.1.1.3.1 Minimum Storage requirements

▪ HAZMAT Materials

- HAZMAT storage signage shall be at store area entrance.
- Keep the container close when not immediate use.

- Protect the Hazardous materials/waste storage area from other storage area which might contain combustible materials, such as wood plate, by using appropriate barriers up on civil defense requirements.
- Provide the storage area with adequate natural or mechanical ventilation sufficient to prevent the generation of flammable or harmful atmosphere. The ventilation should be positioned near ceiling level and floor level, and directly outside not into other room.
- Keep the storage/handling and surrounding area free of combustible materials, waste, refuse and vegetation for distance at least three meters.
- A supply water should be readily available for emergency use to fight fires where necessary.
- A portable fire extinguisher should be provided, appropriated to the type and quantity of dangerous goods as per civil defense requirements.
- Container shall not store direct on ground, keep 5-10 cm above ground.
- Use the secondary contaminate tank under all container contain chemical liquid.
- Don't store flammable solid under chemical liquid container.
- Ensure from having identification label with name of materials on the container, even when transfer the material from original container to another you should have identification label
- Segregate flammable materials such as Thinner from other hazardous materials/waste.
- Don't stack the containers which contain flammable or combustible liquid over each other and when if need it is should not exceed two layers.
- Arrange the materials storage as per expired date to be able to avoid any accumulated of expired materials.
- Don't stack materials between each other keep at least 80cm corridor free from any obstacle.
- Keep chemical liquid container at lower shelf, and if necessary, to store it on upper don't store more than 25kg per container with secondary contaminate.
- If it is required to transfer the hazardous materials/waste from original container to other, the transfer should be done in manner to minimize the spillage on ground by using secondary contaminate and the new container should be compatible with content. For example, don't use plastic container to transfer flammable materials unless it is approved and suitable.
- Transferee area should be free from hazardous waste or any other ignition source.
- Segregate radioactive materials from other hazardous materials/waste, and store it at close protective container as per MSDS requirements, permission from civil defense required on container specification and location.
- Any empty container which was containing hazardous materials is considering as hazardous waste and shall be disposal as per requirements of regulations and standards; and
- Continuously monitor the temperature level inside the storage area.

▪ Gas cylinder:

- (if necessary) Compressed gas cylinders are to hydrostatically test by the supplier at a credential laboratory for signs of leaking and damage, copy of certificate shall be provided with shipment.
- Storage areas for compressed gases must be fire resistant, clean, free of combustible liquids, and well lighted.
- Ensure from availability of earthing ground to protect the storage area from any statistic electronic results due to outside weather condition or any other reason.
- keep cylinder stocks to the necessary minimum for your volume of storage area.
- Cylinder should be stored upright in restricted well-ventilated area away from other hazardous materials or any source of heat, electrical wiring, as per the storage specifications defined by the manufacturer.
- If an oxidizing gas is stored (e.g. oxygen), keep at least three meters away from other flammable gas cylinder.
- Cylinder shall secure by chain, cable, or other suitable means to prevent falling;

- No physical movement of compressed gas cylinders by any staff unless use the special hand trucks;
- Empty cylinders should be marked and segregate from full ones; and
- Keep main valves closed when the cylinder is not in use or connected for use, and ensure that the protection cap on the cylinder at all times when the cylinder is not in use.

Minimum Handling Requirements

▪ HAZMAT Materials:

- Person who handle hazardous materials should be trained in hazardous material handle and management.
- Use the PPE during the handling process.
- Ensure that there is no critical physical damage on container from outside to avoid any leakage during handling process;
- Ensure that the container well sealed and closed properly.
- Tied containers with each other to avoid any sudden movement which may occur container fallen.
- Drive at slow speed around 35-40 Km/hr.;
- Don't transport hazardous materials inside vehicles.
- Ensure from availability of absorbent materials or spill kits inside the vehicles to control any spill if occur.
- Ensure from availability of appropriate fire extinguisher, to control on fire if occur.

▪ Gas cylinder

- Person who handle hazardous materials should have specific training dealing with compress gas handling and management.
- Minimize carrying the gas cylinders in a car or other closed vehicle, cylinder should be supplied by supplier directly.
- When necessary to transport cylinder from location to another due to work need, it should be tied and secured with vehicles frame to prevent any movement.
- Use the PPE during the handling process.
- Do not. dropped or banged against each other during handling process.

Hazardous Waste Disposal Requirements:

- The waste transportation company shall organize regular campaign to transport the hazardous waste from AIG collection areas to License treatment center as per Ministry of Environment requirements
- Whenever necessary and Up on EHS Management Representative, the hazardous waste owner need to complete the Hazardous waste disposal form ref.: QAIA-CEO-QSM-FO-015, and send it to quality.department@aig.aero and/or ehs@aig.aero to identity list of hazardous waste that should be disposal through the year;
- All waste package should be closed and labeled with hazardous waste label.
- The EHS Management Representative shall ensure that the disposal requirements are followed as per requirement regulation.
 - Prior transportation process, the transportation company shall implement corrective action when required to solve any non-conformity raised from Ministry of Environment Representative during the inspection.
- The EHS Management Representative shall ensure from availability of disposal record signed from license treatment center.
- Staff who transport hazardous waste shall be trained.
- All waste package should be closed and labeled with hazardous waste label;

- On regular basis, Waste collection company shall send list of hazardous waste to Ministry of Environment before start transportation process.
- Hazardous waste shall disposal in license treatment center specific for hazardous waste as per regulations.
- Solid and liquid hazardous waste shall be segregate and not mix in one container.
- All empty containers which was contain hazardous materials shall be disposal as hazardous waste and not use to store another material.
- Not allow to recycle any hazardous waste except the approve hazardous waste as per Ministry of Environment.
- Waste collection company OR any other entity shall keep the reception report signed from treatment center which approve the disposal of waste in license treatment center.
- In case transport liquid waste, secondary contamination tanks shall provide inside the vehicles under the containers.
- Containers used to collect hazardous waste shall be compatible with material inside.
- In case transport sludge, sludge shall be collected in close containers.

Spill Control Instructions:

- Ensure availability of clean sand container OR Emergency spill kits which a viable onsite and easily accessible.
- All staff should know the location of sand containers.
- If spill occur during handling HAZMAT materials, ensure from availability of sand box OR spill kits inside vehicles.
- Use the PPE during the spill control process.
- Remove any material available near the spill location to prevent any reaction.
- Isolate the spillage area to avoid increase it either by using sand or boom around the spillage area
- Carefully cover the spill area with spill absorbent materials, starting at the outside to inside.
- Don't clean the spillage with water and discharge to sewage drainage.
- Ensure from covering any sewage drainage (if necessary) to avoid enter to sewage network.
- Collect contaminate sand or absorbent materials in hazardous waste container.
- Record spill occurrence in spill log sheet.
- Clean all equipment used in spill collection.
- In case spill occurs inside Terminals building, Airport Duty Manager shall inform On (0798302555)
- In case the spillage occurs at Airside area (aprons/runway/taxiway): Call Apron Supervisor at (064010222) OR (0797115188);
- In case spill occurs at landside area and during shift B/C/D or holidays, and staff could not control it, call civil defense on 44522225.
- Control on spill distribution by distributing sand OR any appropriate spill kits available around the spillage area; and
- Sweeper shall use to clean the area, and disposal in dedicate location near unloading area.
- If the spillage reached the soil around the spill area, EHS representative need to be informed by send email to ehs@aig.aer in order to coordinate with third party to clean the contaminated soil, and collect (if necessary) samples to check the contamination level.
- In case spillage reached the sewage drainage, call duty in sewage treatment plant on **0797115217**, to monitor the wastewater treatment process.
- In case spillage reached to storm water ditches, follow the instruction:
 1. Close the ditch (if possible) by using sandbags (if available) or any solid materials (stones, etc.);

2. Cover the spillage area with sand for 24hr, if spillage occur during winter, try to cover the sand with plastic cover.
 3. (if necessary) Call the Waste Collection company, to start collect the contaminated sand.
 4. Email should send to EHS team through **quality.department@aig.aero** OR ehs@aig.aero
 5. Whenever need it, EHS Management Representative shall collect soil samples from area around and inside the spillage location at minimum 30cm, to check contamination level (if any) vertically and horizontally, upon results, he/she will decide if it is required further cleaning action;
 6. When necessary, EHS Management Representative shall request third part consultant to assess impact on ground water (if any) and the sample frequency.
- In case the spillage occurs inside one of third-party facility working at airport (with impact on airport property or operation), facility operator shall call ADM on 079 830 2555, and activate their spill response procedures and coordinate with civil defense;
 - ADM shall monitor the spill response action taken, organize the operation when necessary and if any contamination reached to environment surrounding, the responsible party shall take remedial action to remove any contamination.
 - In case fuel leakage from underground storage tanks or line:
 1. the concern department or third party shall stop fuel pump.
 2. call ADM on **079 830 2555**;
 - Empty the tanks or fuel hydrant line;
 - If contamination area defined, collect soil samples on depth of tank basement or fuel hydrant line base level;
 - The contractor working inside AIG premises should be responsible to clean the spillage incident as details in work permit document and Environment, safety handbook
 - For any major fuel spillage from aircraft or fuel truck the spill response actions details in Airport Emergency plan need to be followed.
 - Test effectiveness of spill control instruction: Instruction should be tested as per need or every 5 years
 - Leakage from compress gas cylinder:
 1. Don't move the cylinder.
 2. Isolate and evacuate the area.
 3. Secure the area to prevent anyone enter into;
 4. Call civil Defense at **4452225**; and Airport Duty Manager on **0798302555**

3.5.1.1.4 Record Control

- The **waste collection company** shall keep copy of hazardous waste disposal record and EHS management representative should be checked onsite, the record should be kept for Five years period

3.5.1.1.5 Reference and Related Documents

QAIA/CEO/QSM/FO/015/Hazardous Waste Disposal Form;

3.5.1.2 Non-Hazardous waste storage/collection/recycling/disposal Procedures

3.5.1.2.1 Purpose

To describe how AIG manage the non-hazardous waste generated from its activities.

3.5.1.2.2 Roles and Responsibilities:

- The **Operation Director**, shall be responsible to provide appropriate financial resource to manage the non-hazardous waste collection/recycling and disposal;
- The **Airside Operation Manager** shall responsible to ensure that the company responsible on waste collection are:
 1. Deliver appropriate container/vehicles for waste collection and segregation as per agreement requirements.
 2. The recyclable waste are collected and disposal into appropriate channel to avoid any mix with non-recyclable waste;
 3. Waste collection are collected on time and frequency defined in agreement.
 4. Maintain and clean the container as defined in agreement.
 5. Organize appropriate awareness to cleaning staff to aware staff on recycling process.
- The **EHS Management Representative** shall follow the implementation efficiency of agreement requirements with Airside Operation Manager.
- The **subcontractor/third party are responsible** to store nonhazardous in closed container and disposal to license landfill, any construction waste generated during work period, is the subcontractor responsibility to collect and disposal outside airport premises at license landfill.

3.5.1.2.3 Instructions:

3.5.1.2.3.1 Non-hazardous waste source:

Maintenance waste: The main sources of this waste are civil /electromechanical & IT works such as (metal, wood, glass, etc.)

- **Operation waste:** the main source of this waste is terminal and offices cleaning, such as (paper, cartoon, plastic, etc.)
- **Agriculture waste:** The main source of this waste is the agriculture works, such as (agriculture maintenance works, grass-cutting campaigns around airside areas, etc.)
- **Construction waste:** is the main source of this waste is project.
- **Sludge :** The main source is waste water treatment plant
- **Quarantine waste:** Waste generated from aircraft Cabin cleaning (including but not limited to the cabin waste on board and the waste generated from the food and beverages served on board) and it is the responsibility of the airlines performed by the Ground handlers to collect/dispose of the quarantine waste as per Jordan Civil Aviation Authority, JCARC 301, Environmental Aviation regulations.

3.5.1.2.3.2 Storage

- **Maintenance activities:** Upon call, waste collection company should remove it to main store area near civil Eng. To be transported later outside airport in coordination with recycling agency or entity.
- **Operation waste:** The waste generated from terminal and building cleaning are storage in container and collected by waste collection company, the size and number of containers distributed to compatible with waste quantity and type per locations.
- **Agriculture waste:** Subcontractor is responsible on agriculture waste generated from his activities in accordance to the agreement signed between AIG and subcontractor, some of green waste generated from grass cutting campaigns around airside areas, collected and transported to the nearest livestock farmers
- **Construction waste:** No storage of construction wastes, subcontractor is responsible on the waste generated from his activities to transport it to the nearest licensed disposal area

- **Biosolid (sludge):** transport in truck and package inside heavy duty plastic bags as per Jordanian standard requirements for biosolid Disposal

Collection & Transportation: at least 3 times per day, waste collection company collect waste.

3.5.1.2.3.3 Non-hazardous waste Segregation & Recycling Instructions:

- Three Different type of containers provided at AIG facilities, as below:
 - Green container: To collect plastic waste
 - Blue Container: To collect paper/Cardboard
 - Black container: To collect mix waste (food waste mix with others type of waste)
- Waste collection company is responsible to collect each type separately and provide AIG management with monthly report on waste quantity per type
- Waste collection company as per the agreement signed with AIG, is responsible to coordinate with third party to collect the recyclable waste
- Ongoing action to collect separately the organic waste and recycle it as compost to use to improve the soil quality
- Waste collection company is responsible to collect Dry waste. (Exclude food waste) and transport it to the nearest sorting area.
- Different containers size distributed in AIG facilities (4m3, 240L, 770L, 1m3).
- Waste Collection Company is responsible to maintain and clean the waste collection containers regularly as per the agreement.

For more details on Solid Waste Management Plan, please refer to QAIA-CEO-QMS-PLN- 018& Safety instruction of waste management during COVID-19 QAIA-CEO-QSM-WI-001

3.5.1.2.4 Reference and Related Document

- QAIA/CEO/OPS/AIR/FO/0028/Waste Collection Form.

3.5.1.3 Instruction for Air Quality & Carbon emission Monitoring

3.5.1.3.1 Purpose:

- To describe how AIG monitor air quality in the airport to compliance with relevant regulations and standards.
- To describe how AIG monitor the carbon emission regularly

3.5.1.3.2 Roles and Responsibilities:

The EHS Management Representative

- schedule the monitoring of the emission generated from stationary source.
- Ensure calibration of mobile monitoring device as per requirement.
- Define the yearly Operation and Capital investment required to monitor and manage the air quality.
- Review measurements analysis results and assess the relevant regulation compliance.
- Communicate the measurement analysis results with regulatory authority up on need;
- Communicate the measurement results internally through monthly report or upon request;
- Follow with subcontractor the maintenance and routine check for fixed air quality monitoring station.

3.5.1.3.3 Instructions:

- **Ambient Air Quality monitoring:** Two Continuous air quality measurements stations installed (down/up) wind direction to monitor the following parameters 24hr continuously:

Monitored parameter	Principle of measurement
Nitrogen oxides (NO, NO ₂ , NO _x)	Chemiluminescence
Carbon monoxide (CO)	Infrared absorption
Ozone (O ₃)	UV-Photometry
Inhalable particulates (PM ₁₀)	Beta Attenuation Method (BAM)
Meteorology	VAISALA Weather Transmitter WXT520

- **CO₂ emissions monitoring:** On annual basic, carbon emissions from airport activities calculated and carbon footprint report developed, however, we are monitoring the CO₂ emissions from below activities monthly in order to follow up our CO₂ emission reduction target:
 - Electricity consumption from Airport operator activities and key stakeholders
 - Fuel consumption from AIG vehicles operation
 - Fuel consumption from boilers and generators operation

Furthermore, we are monitoring the CO₂ emissions status from below sources regularly:

- Flight operation
- Using Ground Fixed Power
- Key stakeholders' vehicles operations
- Staff access information
- AIG Business flight
- Wastewater treatment
- Refrigeration gas leakage information
- Passengers access information
- Electricity consumption from third party

95% of AIG CO₂ emission source was from electricity consumption; accordingly, an action plan is put in place to reduce energy consumption

Each year, a target is set for electricity reduction target is monitored monthly through the concern department at Engineering and Maintenance Division.

QAIA completed successfully ACI Airport Carbon Accreditation-level 3+ "Neutralization" in April 2018 and renewed annually, this achievement is maintained through the CO₂ reduction target

Boilers/Generator stack emissions monitoring: On annual basis, samples are collected from stacks to analysis the emissions coming from boilers operation. The main parameters that monitor are(O₂ as Vol.%, CO₂ as Vol.%, CO₂, SO₂, NO₂, NO, NO_x)

Indoor Air quality Monitoring(workplace): on annual basic, samples collected from different workplace to monitor the indoor air quality, the common parameters that monitor are(SO₂, CO, NO₂, TVOCs)

3.5.1.4 Instruction for Noise level Monitoring:

3.5.1.4.1 Purpose:

Describe how AIG monitor the noise level at airport to ensure from compliance with relevant regulation.

3.5.1.4.2 Roles and Responsibilities:

The EHS Management Representative shall:

- Define the operation and capital investment need to monitor the noise level from aircraft operation and Utilities plants;
- Work closely with Airside Operation Department to define Noise Abatement Procedures up on need.
- Develop noise monitoring schedule to monitor the noise level from utilities plants, such as boilers, generators, pumps and assess the conformity with relevant regulation;
- Working with external consultant to assess the yearly noise level generated from aircraft movement, through update the noise contour map every two years; and
- Communicate with relevant regulatory authority the results from updating noise contour map.

3.5.1.4.3 Instruction:

Two methods are used to monitor the noise level at airport, as below:

- **Measure the average sound level during specific period:** In this method Sound levels measure with equipment having the "A" frequency weighting, filter characteristics. The measurement short and long term and in main locations, as below:
 - Boilers room in Central Utility Plant (CUP);
 - Generator room in Electrical station (HV); and
 - Pumps room in Wastewater Treatment Plan (WWTP)
 - Aprons

The results used to assess the Noise Level Reduction (NLR), which is the different between indoor and outdoor.

▪ Noise Exposure Map(NEM):

- In this method the yearly average day-night(DNL) noise level calculated from aircraft operation, using specific program Integrated Noise Model (INM) as per developed through Federal Aviation Agency (FAA).

Moreover, Forecast NEM developed for 10 years to assess the noise impact of forecast traffic in order to define a land use planning.

The noise exposure map shall contain and identify the minimum following information

- Runway locations.
- Flight tracks.
- Noise contours of Ldn 65, 70, and 75 dB resulting from aircraft operations.
- Outline of the airport boundaries.
- Location of noise sensitive public buildings (such as schools, hospitals, health care facilities and historic places).

- Locations of any aircraft noise monitoring sites, if any, utilized for data acquisition and refinement procedures.

3.5.1.5 Instruction for wastewater Monitoring:

3.5.1.5.1 Purpose

Describe how AIG monitor the wastewater quality generated from the airport operations in order to comply with relevant regulations & standards.

3.5.1.5.2 Roles and Responsibilities:

EHS Management Representative:

- Develop & follow monitoring schedule to test the wastewater quality generated from different location inside airport premises.
- Prepare the technical specification required to ensure that the laboratory who is responsible to do analysis is qualified and laboratory equipment are up to date calibrated.
- Communicate the measurement analysis results internally and externally with the relevant regulatory authority.
- In case non-conformity, follow the corrective action with relevant department or party, and when necessary provide recommendation supporting the action; and
- Working closely with relevant party to ensure segregating and pre-treating the industrial wastewater before connection to airport domestic sewage line.

Section head -Airside Utility Management:

- Investigate the reason which cause the non-conformity (if any) in measurement results;
- Ensure that industrial wastewater is pre-treated appropriately before discharge to domestic sewage network;
- Ensure from developing and following regular check on the pre-treatment unit; and
- Ensure that the staffs responsible on sample collection and analysis are properly trained.
- Provide the necessary resources to complete the wastewater monitoring.

Subcontractor Third Party OR:

- Forbidden to discharge industrial/commercial wastewater pollutant to sewerage network before do the necessary pretreatment.
- Forbidden discharge industrial wastewater to sewerage system that contain solid/liquid in different quantity and size that may cause damage to sewage network or operation problem in the wastewater treatment plant before do the necessary pretreatment.
- Ensure from segregation and treatment of industrial wastewater before connecting to airport sewage line as per standard and needs.

- Provide the AIG with technical specification of pretreatment unit shall be used to treat the industrial waste water, information shall be sent to quality.department@aig.aero and ehs@aig.aero
- Regular monitoring of the wastewater quality generated from their activities.
- Communicate the measurement analysis result with airport operator and any relevant regulatory authority up on need.
- Take appropriate action to solve any violation raised from airport operator on wastewater quality.
- In case treatment performed outside airport, the industrial wastewater shall be transported by tanks (gray color) to license treatment center, the subcontractor/third party shall keep copy of reception report signed from treatment plant; and
- Forbidden to transport the industrial wastewater to domestic treatment plant.

3.5.1.5.3 Instruction:

Wastewater shall be monitored in accordance with local standards through internal or external laboratory:

Internal Laboratory: Through the laboratory at wastewater treatment plant, the following program implemented to monitor the wastewater quality discharge from wastewater treatment plant and use in irrigation system:

- **Daily analysis:** On daily basis grape samples collected from wastewater treatment plant to check the following parameters
 - PH;
 - R-Cl₂;
 - DO;
 - Temperature
- **Monthly analysis:** On monthly basis samples collected to check the following parameter in compliance with relevant Jordan Standard;
 - COD;
 - BOD;
 - TSS;
 - TDS;
 - NO₃ & NO₂; and
 - TC

The analysis results are communicated internally with relevant department through email.

- **External Laboratory:** Through agreement with a credential laboratory, Domestic & Industrial wastewater are monitored according to monthly schedule defined at beginning of the year, the monitoring program below described the parameters which monitored regularly:
- **Domestic wastewater:** In order to check the treatment process performance, Monthly composite samples collected from wastewater treatment plant at (inlet & outlet), the following parameter are monitored:

PH, BOD5 /COD /DO/ Cl₂ /TSS/ TDS /FOG/ Phenol/ HCO₃ /Ca /Na /Mg/ Cl/ SO₄ /NO₃ – N/ NO₂ – N/ T.Kj.N/ T – N /PO₄ /Al /Pb/ Fe /Cd /Cu /Mn /Co /Zn /MBAS /Ni

- **Industrial waste water:** On regular basis as per annual monitoring program grape OR composite sample collected from outlet of maintenance companies, to check compliance with relevant Jordan standard, the following parameters are monitored;

PH/ H₂S/ TSS/ COD/ Al/ Cu/ Fe/ Mn/ Ni/ Pb/ Cd/ Zn/ Cr/ Co/ V/ Hg/ FOG/ Phenol

Measurement analysis results communicated to relevant parties up on need.

3.5.1.6 Instruction for Potable Water Quality Monitoring

3.5.1.6.1 Purpose

Describe how AIG monitor the potable water quality to ensure compliance with relevant Jordanian standard.

3.5.1.6.2 Roles and Responsibilities:

■ The EHS management Representative:

- Develop monitoring schedule to check the water quality received from different locations as per requirements.
- Communicate measurement analysis results with relevant regulator authority.

Section head -Airside Utility Management Department:

- Ensure from activating the emergency preparedness procedure in case water contamination detected
- Ensure that the water analysis are collected as per monitoring program
- Ensure laboratory equipment's are calibrated
- Provide the necessary resources to complete the water analysis
- Provide the necessary training for the staff

3.5.1.6.3 Instruction

• Monitoring methodology (existing water source):

The water quality tested through internal and external laboratory, as below.

- **Internal Laboratory:** by testing on daily basis the residual chlorine, turbidity and on monthly basis the total Coli- form, however the sample collected only from the main reservoirs supply the water network inside the airport.
- **External Laboratory:** Through agreement with a credential laboratory. Samples collected from different locations at airport, the main parameters that tested as below:
 - **Network: at least one every 3 months, the following tests conducted**
 - Total Coli form;
 - Escherichia coli;
 - Chlorine
- **Reservoirs:**

At least one quarter	Annual Test	
• Total Coli form; • Escherichia coli; • Chlorine	• Total Dissolved Solid; • Hardness; • Turbidity ;	• Alpha (except radon) ; • Beta (except Tritium and Carbon 14 and potassium 40) ;

• Temperature	• Color • Sulfate; • Chloride ; • Fluoride ; • Nitrate; • Nitrite; •Methylene Blue Active Substances (MBAS) • Nickel ; • Lead ; • Iron ; • Chromium ; • Cadmium ; • Molybdenum ; • Barium ; • Antimony ; • Copper ; • Manganese ; • Silver ; • Sodium ; • Arsenic ; • Selenium ; • Cyanide ; • Mercury ; • Boron	• Endrin • Lindane ; • Heptachlor epoxide ; • Heptachlor ; • Aldrin ; • Dieldrin ; • DDT • 2,4-D • 2,4,5-T • Benzene ; • Tetrachloroethylene, • Perchloroethylene (PCE) • Trichloroethylene(TCE) ; • Ethylbenzene ; • Total Xylene ; • Toluene • Chloroform • Chlorodibromethanes ; • Bromodichloromethanes ; - Bromoform
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• Ground water(wells):

Annual test		Every three months test
• Turbidity ; • Color ; • Total Dissolved Solid ; • Hardness ; • Ammonium ; • Negative Logarithm H+ ; • Sulfate ; • Chloride ; • Fluoride ; • Nitrate ; • Nitrite • Methylene Blue Active Substances ; • Nickel ; • Lead ; • Iron ; • Chromium ; • Cadmium ; • Molybdenum ;	• Alpha (except radon) ; •Beta (except Tritium and Carbon 14 and potassium 40) ; • Endrin • Lindane ; • Heptachlor epoxide ; • Heptachlor ; • Aldrin ; • Dieldrin ; • DDT • 2,4-D • 2,4,5-T • Benzene ; • Tetrachloroethylene, • perchloroethylene(PCE) • Trichloroethylene(TCE) ; • Ethylbenzene ; • Total Xylene ;	• Total Coliform ; • Escherichia coli ; • Temperature

• Barium ; • Antimony ; • Copper ; • Manganese ; • Silver ; • Sodium ; • Arsenic ; • Selenium ; • Cyanide ; • Mercury ; • Boron	• Toluene • Chloroform • Chlorodibromethanes ; • Bromodichloromethanes ; • Bromoform	
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• Water Suppliers.

Annual test		Every three months test
• Turbidity ; • Color ; • Total Dissolved Solid ; • Hardness ; • Ammonium ; • Negative Logarithm H+ ; • Sulfate ; • Chloride ; • Fluoride ; • Nitrate ; • Nitrite • Methylene Substances ; • Nickel ; • Lead ; • Iron ; • Chromium ; • Cadmium ; • Molybdenum ; • Barium ; • Antimony ; • Copper ; • Manganese ; • Silver ; • Sodium ; • Arsenic ; • Selenium ; • Cyanide ; • Mercury ; • Boron	• Alpha (except radon) ; • Beta (except Tritium and Carbon 14 and potassium 40) ; • Endrin • Lindane ; • Heptachlor epoxide ; • Heptachlor ; • Aldrin ; • Dieldrin ; • DDT • 2,4-D • 2,4,5-T • Benzene ; • Tetrachloroethylene, • perchloroethylene (PCE) • Trichloroethylene (TCE) ; • Ethylbenzene ; • Total Xylene ; • Toluene • Chloroform • Chlorodibromethanes ; • Bromodichloromethanes ; • Bromoform	• Total Coliform ; • Escherichia coli ; • Temperature

3.5.1.6.4 Instruction in case of contamination:

▪ Total coliform:

Collect samples from the contamination source (2 samples, as minimum & the duration between the samples is 1hr), analyze and compare the result with the limit in the JS. If the analysis result showed exceeded in the limit, stop pumping from the water source and do the necessary investigation (route cause) and do not re-pump before collecting another samples and do the necessary analysis including compare the result with JS.

▪ Fecal coliform (Thermotolerant coliforms) & Escherichia coli:

- Conduct survey to discover the contamination source;
- In case that discovered the contamination source stop pump from this source and take the corrective action, don't re-pump again before collect sample/day for two day and conduct the microbiological analysis ;
- In case of you didn't discover the contamination source ,conduct wide survey around the contamination source and *collect two samples (1hr between each sample)* and do the necessary microbiological analysis, if the exceeded is still found, stop pump from this source and don't pump again until remove the contamination source.

▪ Free living organisms /Nematodes:

- Stop pump and **collect two samples**, if the result of the analysis is exceed the limit take another **four samples for two days(continuously) two samples/day** and the duration between each samples is **6 hr**, if the analysis result in more than two samples is within limit ,the pump from this source will continue , but if the analysis result of more than two samples is exceed the limit ,stop pump from this source and take the corrective action;
- After the corrective action another samples will collect for **three days (continuously) (two samples/day)** , and duration between each sample 6hr .If the analysis result in more than two samples is within limit, the pump from this source will start again. However, if the analysis result of more than two samples is exceed the limit, do not pump before remove the contamination source.

▪ Physical characteristics & the Materials that have palatable impact on drinking water, No3 & No2:

- Collect **two samples for two days** in order to analysis (color, taste, odor, turbidity, PH);
- Collect samples for **two weeks** in order to analysis the other physical and chemical characteristics. After two weeks if the result still exceeded pumping from the water source should stop until that analysis result be within the limit.

▪ Heavy metals:

Collect samples for **four day** (two day between each sample) to see the average of heavy metal in the **two samples**, if the result showed that there are exceeded in the heavy metal. The pump from the water

source should be stopped and take the corrective action and don't return pump from the water source until the result of the analysis (for four days, one sample/two days) should be within the limit.

▪ Organic pollutant & pesticides (organic):

Collect samples for **two weeks (1sample/week)** to see the average of pesticides & organic pollutant for two samples, if the result showed that there are exceeded in the pesticides & organic pollutant. The pump from the water source should be stopped and take the corrective action and don't return pump from the water source until the result of the analysis (three samples /week) should be within the limit.

▪ Chlorination Process outputs:

• Ground water source

Monthly average of (TTHMs) should be calculated if the result showed exceed, corrective action should be taken, if the exceed continue for another month, the pump from this water source should be stopped until the average of (TTHMs) for (7 days) be within limit.

• Network:

Monthly average of (TTHMs), chlorite & free chlore should be calculated if the result showed exceed, corrective action should be taken, return the analysis from any point in the network for two weeks(1sample/week, if the exceed continue the investigation should be conducted to see the reason of exceeded the limit.

• Radiation materials:

If the radiation materials exceeded the limit, **the samples collecting & analysis should be done for 3 month**, the total effective dose should not be more than 0.5ml Sievert/year. If the analysis result showed exceeded in effective dose, the sampling and analysis should be continued for **another 3 month**, if the exceeded still appear in the analysis result, we should inform the water authority and ministry of health with continue collecting sample for 18month. If the effective dose exceed 1ml Sievert/year, stop use this water source.

▪ Monitoring methodology for New water resource that operation after stopping(6) or more month:

Test type	Frequency
Physical characteristics & the Materials that have palatable impact on drinking water ,No3 & No2	1 sample/six month(for the first year only after that according to water resource classification)
chemical compounds (inorganic) in drinking water, except (No2 & No3)	1 sample/six month (for the first year only after that according to water resource classification)

Organic pollutant & Pesticides (organic)	1 sample/six month (for the first year only after that according to water resource classification)
Chlorination Process outputs, except (TTHMs)	1 sample/day
(TTHMs)	1 sample/six month (for the first year only after that according to water resource classification)
Radiation Material	1 sample/six month (for the first year only after that according to water resource classification)

3.5.1.7 Instruction for Soil Quality Monitoring:

3.5.1.7.1 Purpose:

Describe how AIG monitor the soil characteristic as part of pollution prevention

3.5.1.7.2 Roles and Responsibilities:

• The Environment Management Representative, shall:

- Develop monitoring program to monitor the soil quality as part of pollution prevention action;
- Up on need, Communicate the results with concern department OR relevant regulatory authority;
- Keep record of soil analysis test for Five years.

3.5.1.7.3 Instruction:

The risk that might generate from any pollution source is monitor to be able to determine the corrective action required. The list of expected pollution source to soil is:

- **Irrigated areas from using reuse wastewater treated** : The outlet from waste water treatment is used in irrigation system in case, the specification of outlet exceed the standard limit as per Jordanian standard for reclaimed domestic wastewater, irrigation system stopped, and random sample collected to assess impact on soil. The depth of sample is (0-30cm & 30-60cm), in case any contamination, several investigate performed to define the contamination area. Once the contaminated area determined, AIG shall coordinate with external consultant to define the suitable remedial action shall be taken.
- **Normal situation// Underground fuel storage tank:** On annual basis several samples around fuel underground tanks to check the Total hydrocarbon (TPH) concentration; the results will be used as indicator to follow any change in TPH concentration. Samples are collected on depth 6m
- **Oil Separators outlet- connect with storm water directly:** Six oil separators available onsite, three on each apron (north and south), on annual basic samples collected from soil near the separator outlet to monitor the soil specification.

The Soil parameters list that are monitor annually:

Parameter	Unit
EC(1:2)	μS/cm
PH(1:2)	SU
HCO ₃	%
Ca	%
Mg	%
Na	Mg/kg
Cl	Mg/Kg
Zn	Mg/Kg
Cu	Mg/kg
Cr	Mg/lg
Pb	Mg/kg
Cd	Mg/kg
Be	Mg/kg

3.5.1.8 Instruction for EMERGENCY PREPAREDNESS AND RESPONSE

3.5.1.8.1 Purpose:

To provide guidance on taking an action in response to an incident/accident

3.5.1.8.2 Roles and Responsibilities:

▪ The EHS Management Representative shall:

- Ensure that the sufficient and appropriate measures are taken to prevent the occurrence, and / or mitigate the effects on environment, by performing regular inspection and monitoring to check from operating control procedures implementation.
- Follow the environment incident as per need, to assess the impact generated from this occurrence.
- Communicate with the regulatory authority in case any major environment incident, to provide the necessary information.
- Check the action taken (when necessary) to control or reduce impact generated from environment incident in case third party involvement.
- Test the spill response procedures.
- Ensuring emergency and fire protection equipment, exit signs and alarm systems are inspected, tested and maintained at regular intervals.
- Ensuring the first aid system in place is appropriate to the level of risk and kits are regularly Checked.

3.5.1.8.3 Instruction:

Environment incident can classify into (but not limited):

- Spillage occurrence.
- Fire at hazardous materials/waste at storage areas.
- Contamination of underground water (see instruction details in 3.5.1.6.4)
- Aircraft fire accident
- In case any environment incident, ADM shall be informed (**0798302555**) report shall be completed and sent to relevant departments including **quality.department@aig.aer** and/or **ehs@aig.aero**
- Wherever spill kits or other materials have become contaminated due to their use in an environmental incident, they will be disposed of in accordance Hazardous waste disposal requirements.
- In case of spillage, the spill control instruction needs to be followed
- In case of fire, the firefighting system will be activated
- In case of aircraft fire accident, the instruction details in Airport Emergency Plan followed
- All major incidents will be reported to the relevant regulatory authority in compliance with the appropriate procedure.
- On monthly basic, environment incident/accident reported to management.

3.5.1.8.4 Reference and Related Documents:

[QAIA-COO-QSM-MAN-004 Airport Emergency Plan](#)

3.5.1.9 Resources Consumptions Monitoring:

3.5.1.9.1 Water Consumptions Monitoring instruction

QAIA, is supply by water from two different sources (AIG Ground wells, Third party supplier), the water quality coming from each source is monitor regularly (see section 3.5.1.6).

All the water quantity received is transferred to reservoirs inside QAIA, where the water is chlorinated, after completing the chlorination process, the water is pumped to the RADAR reservoirs outside QAIA premises where the use of gravity is in place to pressurize the water network

Water consumption is monitored through meters on the water network where readings are collected on monthly basis.

AIG continuously exploring potential possibilities to reduce consumption and improve the water sustainability and connectivity in addition to encouraging the stakeholders to have water saving actions inside their premises.

3.5.1.9.2 Energy Consumptions monitoring instruction

The main source of electricity inside QAIA is coming from National Electricity Producer Company; consumption is monitor through Smart meters installed at the main Station to monitor the electricity supply/consumption with the meters distributed along the airport network to monitor the consumption at different points.

AIG is continually exploring potential power reduction, power saving opportunities

3.5.1.9.3 Fuel Consumptions monitoring instruction

AIG vehicle fuel consumption is monitored on a monthly basis with a tendency to reduce the consumption and maximize the efficiency of vehicle usage and the usage of electrical cars.

During the winter season, fuel consumptions coming from boilers operation are monitored, to calculate the CO₂ emissions.

3.5.2 Occupational Health and Safety Operations Instructions

3.5.2.1 Working Conditions and Management of Worker Relationship

3.5.2.1.1 Human Resources Policies and Procedures

All workers with AIG must have a contract that describes the employment relationship; the contract must include the period of employment, working hours, salary, employee's benefits, and any commitments by the employee and employer to Jordanian labor law regulations and the internal bylaws.

Policies and procedures dealing with human resources are available at AIG internal portal to be easily accessed by AIG staff, below are lists of some of HR policies:

- AIG internal law
- Recruitment policy
- Career Progression & Promotion Guideline
- Performance Management System Policy
- Learning & Development policy
- Uniform appearance policy
- Internal Grievance

3.5.2.1.2 Working Conditions & Term of Employment

AIG is responsible to provide good working conditions to the staff including all basic services such as sanitary facilities, drinking water, pest control, cleaning services, etc.).

Conditions in the workplace refer to the physical environment, health and safety precautions are evaluated as part of hazard identification and risk assessment activities.

Terms of employment refer to hours of work, overtime arrangement, vacation, maternity or holidays, are details in AIG Internal Law

- **Child Labor:** As per AIG recruitment policy, is not allowed to recruit staff less than 18 years and as per the national law, it is mandatory for AIG staff to register in Social Security and have medical insurance
- **Workers Engaged by Third party:** To protect the health and safety for the AIG contractor workers, it is mandatory for the contractor to provide his/her staff with appropriate safety equipment's/tools as per job needs.

For more information on health and safety requirements related to Third party please refer to Environment & Safety Handbook ref.: QAIA-CEO-QSM-MAN-013

3.5.2.1.3 Non-Discrimination and Equal Opportunity

Apply the principles of equal opportunity and non-discrimination in the basis for recruitment, training and advancement shall base on experience, skill and qualifications and the process for recruitment and promotion shall be transparent and consistent.

A grievance mechanism must be available to all workers and a procedure must develop to address complaints,

3.5.2.1.4 Occupational Health and Safety-Consultation

The appointed Environment, Health and Safety Senior Officer in consultation of the staff, will identify potential hazards and develop mitigation measures to eliminate sources of risk or minimize staff' exposure to hazards.

Where hazards are inherent to the activity, or it is otherwise not feasible to completely eliminate the hazard, Residual risks shall manage through appropriate protective measures, such as controlling the hazard at source through protective solutions and by providing adequate personal protective equipment at no cost to the staff.

Training must be provided to all staff on all relevant aspects of occupational health and safety associated with their work, including emergency arrangements.

Third parties (visitors and external service providers) must be briefed on the relevant aspects of health and safety and emergency response when accessing the premises.

The staff can report for any near misses and unsafe behaviors either by sending email to EHS team (ehs@aig.aero) or they can send email to the OHS committee members (ohs.committee@aig.aero) as a proactive approach to occupational health and safety risk management. EHS team will follow it the corrective action in cooperation with the OHS committee member representative & relevant department

Adequate access to first aid and medical assistance in cases of work-related accidents or injuries are provided.

3.5.2.1.5 Environment, health, Safety and Social Impact Assessment

3.5.2.1.6.1 Purpose

The purpose of this section is to identify the common health and safety impact from airport operation to the community around, which mainly cover the below:

- Air Emission
- Noise management
- Waste management
- Water management
- Land contamination

3.5.2.1.6.2 Management & Monitoring

Source of impact	Potential impact	Mitigation	Ref. document	In charge
Major spillage from aircraft operation or underground	Ground water pollution	• Regular check the underground fuel tanks	Environment, health and Safety plan	Airport Operator & Handlers/fuel service

spillage from fuel storage underground tank		- Regular soil samples collected from soil around underground fuel storage tank to check any trace of contamination - Ground water visibility study conduct to check risk from airport operation to ground water - Spillage response procedure on place and staff trained		provider/Maintenance companies
Impact on community health due to disease transport from outside country to inside	Community health	Working closely with Ministry of health to activate emergency procedures in case any threat from disease distribution	Airport Emergency plan	Airport Operator & Ministry of health
Land contamination due to Major spillage while handling hazardous materials OR from aircraft operation	Reduced soil quality, harm to human health, reduced agricultural production	- Hazardous materials handling procedure in place and staff trained - Spillage response procedure in place and staff trained - Environment health and safety control measures requested from supplier/contractor and details in Purchase Order in addition too, Environment, health and safety handbook.	Environment, health and Safety Plan, & Work Permit Procedure	Service owner

Source of impact	Potential impact	Mitigation	Ref. document	In charge
Noise and vibration from airport operation	Disturbance to community	Noise contour map update regular to assess noise impact from Aircraft landing and Takeoff cycle to community inside airport and around it as per JCARC 150 requirements	Noise contour map	Airport Operator
Air quality emission from airport operation due to airport operation	Degraded air quality and potential impact on human health/vegetation	-Monitoring emissions source and take appropriate measures to reduce emissions	Carbon footprint report	Airport Operator & Key stakeholders
Waste generation/deposition	Storm water/soil contamination , harm to	Waste collection/transport/disposal In place , staff trained	Waste collection report	Airport Operator & Stakeholders

	human health and land use			
General work activities	Nuisance to individual community	- For any complaint received from community, must record/assess/follow the corrective action - Complaint will transfer to concern entity to identify the corrective action - Complainer will inform of the corrective action	Complaint handling procedure	Airport Operator

3.5.2.1.6.3 Reference document

For more information on Environment, Health, Safety and Social impact assessment matrix and results, refer to :

- Social Management System QAIA-CEO-QSM-PLN-016
- Impact assessment QAIA-CEO-QSM-FO-24

3.5.2.2 OHS Incident Reporting and Response

3.5.2.2.1 Purpose:

The purpose of this procedure are:

- Ensure that OHS incidents and accidents related to Airport International and non-AIG accident occurring in AIG premises Group activities are reported and recorded.
- Identify the investigation steps that need to be followed
- Identify the responsibility of incident and accident report
- Identify the incident cause and the recommend action to prevent incident reoccurrence

This procedure applies to all of Airport International employees staff and non AIG accident occurring in AIG premises

3.5.2.2.2 Report & investigation Instruction:

- In case any health and safety incident the Occurrence report Other Civil Aviation **QAIA-CEO/QSM/FO/020** shall be used to report incident case.
- ADM is responsible to complete the report and sent it to;
 - Chief Executive Officer
 - Chief Operation Officer;
 - Director, Quality, Safety & Risk management Director
 - Quality.department@aig.aero and /or ehs@aig.aero
 - Human Resource Director
 - Concern Director or Manager
 - Legal, compliance and Ethic Director
- For AIG staff incident record, Human and Resource Division shall be responsible to record the incident report in dedicate file for unlimited period.
- Environment, Occupational & health safety senior officer in cooperation with HR division shall be responsible to conduct the required investigation to define the cause factor behind this incident and

provide complete the report within 72 hour this time can be increased if further actions necessary to complete the report

- Investigation report shall be sent to the following parties:
 - Relevant Chief Officer
 - Quality & Safety Management Director
 - Human Resource Director
- Up on need, Director, Quality, Safety & Risk management, can forward the report to any concern entity
- Environment, Occupational health and Safety Senior Officer, is responsible to follow the corrective actions need to be taken as per investigation result with concern parties.
- On monthly basis the EHS senior officer shall prepare summary report list the health and safety incident occurred during this month;
- Site Senior Officer OR Section Head shall be responsible to report ADM of any staff injury occurred **on** adm@aig.aero in order to share the information with concern entity to do the necessary investigation
- Any near miss impact on staff daily performance shall be reported to quality.department@aig.aero. And/or ehs@aig.aero
- EHS is responsible to conduct investigation to define the cause factor
- **Notification list:** in case any health and safety incident, immediately, the following actions shall be taken
 - Inform Airport Duty Manager (0798302555);
 - Call medical center (if needed) on phone (06401000 ext. 8333) OR Civil defense on phone **44522225**
- In case of identifying any possible health case emergency or injury , witness must:
 - Assess the situation for self-safety before interference
 - If required contact a person trained in first aid or call Civil defense
 - As soon as possible advise the relevant manager or site supervisor and report any injury specially if was of a serious nature that requires further clinical treatment
 - Ensure site safety, and take responsibility for the scene until the arrival of rescue if required
 - Incident/ accident witness should be considered during investigation
- Incident severity will assess base on injury severity and working lost days, see below table

Severity rate	Description
Insignificant	No injury/No medical treatment AND No lost working days Example: Slipping on ground with no injury
Minor	Basic First aid treatment and physical check Can result in 24hr To 2 working days lost Example: Slippery on ground
Moderate	Mandatory medical treatment, No reduction in future staff functionality AND/OR 3-6 days loss Example: Brain in lower back while doing manual handling
Major	Complex medical treatment/limited reduction in staff future functionality And/or 7-30 days loss Example: fell down hurting a leg and needing a leg /bone surgery

Catastrophic

Death case or permanent physical and/or mental disability because of the accident.

3.5.2.3 Community Disease

Ministry of Health is responsible for putting adequate surveillance programs to screen the passengers coming from outside the country to prevent the transmission of communicable diseases. For any public health alert, Ministry of Health shall send a circular to the Airport operator requesting to activate public health emergency procedure.

Safety instructions should be implemented and followed at the worksite to eliminate & minimize the spreading of any diseases, for more details, please refer to Sanitary Management System QAIA-COO-OPS-TER-MAN-001

3.5.2.4 Confined Space Procedure

3.5.2.4.1 Purpose:

The purpose of this procedure is to define and manage all activities related to working with a confined space to protect Airport International Group employees and contractors from any entry into and work within confined spaces hazard

This procedure applies to all entries and work activities in confined spaces located at Queen Alia International Airport (QAIA) and falls under Airport International Group control

3.5.2.4.2 Roles and Responsibilities:

▪ Section head/Senior Officer:

- Ensure that appropriate work procedures are in place to identify all hazardous related to confined space tasks undertaken in their areas
- Ensure risks are identified, monitored and operational control are implemented and reviewed
- Ensure that the appropriate staff receive confined space training to carry out their tasks safely with minimum risk
- Provide the necessary safety equipment's/tools for the staff to be used prior enter the confined space
- Ensure that the gas detector device and any other safety equipment's are calibrated as per need.

▪ AIG staff, Contractors shall:

- To be responsible for their own health and safety and the safety of anyone who may be affected by their acts /work
- Report any hazard or risk associated with confined space they become aware of to their management
- Check the safety equipment's prior enter to confined space and inform the Senior officer of any damage or failure
- Use the right Personal Protective Equipment

▪ EHS Representative shall:

- Assist Managers and head of Sections to ensure that all staff are well aware and trained of confined space OHS requirements to conduct their work in a safe manner
- Provide information and guidance to Head of Sections and OHS committee on Confined Space and to recommend and improve Confined Space management procedure
- Conduct random and schedule inspection to check from following the safety control measures onsite

▪ AIG HR staff

shall coordinate with activity owner to collect the names of the employees working with confined space activity, to attend training session organized from EHS team, which provide information on the safety instruction that required following before and during work.

3.5.2.4.3 Instruction

Confined Space Background

Entry and work within confined spaces has historically presented specific hazards that cause significant injuries and loss of life. This is mainly due to a lack of understanding of the range of hazards that may be presented by confined spaces and the use of inappropriate entry and work controls regarding these locations, which subject employees to injuries and loss of life.

AIG recognize that they have a number of confined spaces under their control and as such, aim to provide proactive means of controlling confined space risk and meeting confined space obligations.

Risks associated with the work of employees, contractors in confined areas include, but not limited t

- Contaminated air from vapors or fumes
- Flammable and toxic gases
- Extreme temperatures
- Other risks associated with the nature of work and the used equipment

Control Actions

When confined space work is defined, work supervisor/ coordinator must follow the minimum requirements of actions to reduce the risk of harm or injury occurring as a result of working at a confined space that could include:

- Eliminate: Remove the need for persons to enter and work at a confined space
- Minimize/ Reduce: Change the used materials and equipment in a confined space work area to reduce the possibilities of any hazard

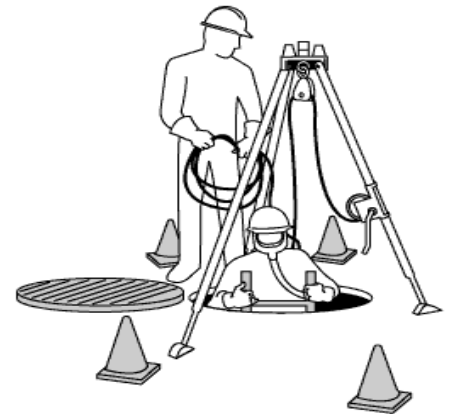


Figure 2: Confined Space

- Supervision: To assign a standby person to monitor the work area and to assure a quick response in case of any emergency
- PPE: Providing personal protective equipment to help employees conduct their task and reducing the risk of injuries from entry or work at a confined space, for more details on PPE required, see Appendix 4
- Skills and Knowledge: Deliver training to employees to provide them with the skills and knowledge to work and enter at confined space safely with the minimum risk.
- Confined space entry permit work ref.QAIA-COO-TEC-PRO-FO-024 shall be signed prior the start of work (depending on work natural and location) within 24hr (this duration might change as per work nature and condition).
- Gas test in confined space shall be tested Prior **to entry** and after each break or interruption of work;
- After conducting the gas test, if natural ventilation is inadequate, mechanical ventilation might be used to ensure movement of fresh air in the permit space. The Ventilation shall be continued until the gas test results are within acceptable limit;
- If conditions require a **Hot Work Permit** it shall be issued in accordance with Hot Work procedure ref. QAIA-COO-TEC-PRO-PR-004;
- A safe means of access and exist shall be provided at all times when the permit space is entered/exited from above or below grade. This could include a portable ladder or scaffolding that is properly installed and secured for climbing.
- When entrance covers are removed, the opening shall be promptly guarded by temporary cover, or other temporary barrier that will prevent an accidental fall through the opening and that will protect each employee working in the space from foreign objects entering the space.
- All lighting equipment that is required for working within the permit space shall be explosion-proof
- All electrical equipment shall be properly grounded or bonded to prevent static discharge (sparks);
- Fire extinguisher(s) and other firefighting equipment shall be available at the work site if flammable or combustible materials are present. The extinguisher shall be inspected to confirm that it is in good working order.
- Stand-by personnel must remain on duty at the entrance to each space entered. This person shall have no other duties that would distract him from monitoring the entrants or the space;
- AIG have the right to terminate the permit and instruct all entrants to evacuate the permit space if the conditions are not allowed under the permit OR if the permit requirements are not followed

3.5.2.5 Manual Handling Procedure

3.5.2.5.1 Purpose:

The purpose of this procedure is to identify hazards initiated from manual handling to assess the associated potential risk on employee's health from manual handling tasks and to reduce and eliminate these risks

This procedure applies to all manual handling tasks performed by Airport International Group employees, contractors and visitors

3.5.2.5.2 Roles and Responsibilities

▪ Section head/Head of Management shall:

- Ensure appropriate work procedures are in place to identify all hazardous manual handling tasks undertaken in their areas
- Ensure risks are identified, monitored and operational control are implemented and reviewed
- Ensure that the appropriate staff receive manual handling training to carry out their roles safely.
- Provide the staff with necessary safety equipment's/tools for safe manual handling
- (if applicable) Ensure that the safety equipment's/tools are calibrated or have appropriate license

▪ **AIG staff, Contractors/concessionaries shall**

- To be responsible for their own health and safety and the safety of anyone who may be affected by their acts /work
- Report any hazard or risk associated with manual handling they become aware of to their management
- Use the right Personal Protective Equipment
- Report to Senior officer onsite any damage of Safety equipment's/tools

▪ **EHS Representative**

- Assist Managers and head of Sections to ensure that all staff are well aware and trained of manual handling OHS requirements to conduct their work in a safe manner
- Provide information and guidance to Head of Sections and OHS committee on Manual handling and to recommend and improve manual handling management procedure
- Conduct random inspection to check from following the safety control measures onsite

3.5.2.5.3 Instruction

Manual Handling Background

Manual handling is any task that requires you to push, pull, lift, carry, move, hold or lower any object, or person. Manual tasks include tasks that have repetitive actions, sustained postures and may involve exposure to vibration.

Problems to look for to identify manual handling are tasks that involve, but not limited to:

- Holding loads away from the body
- Repetitive or sustained application of force
- Awkward postures or movements
- High force to move or support any object
- Twisting, stooping or reaching upwards
- Energetic pushing or pulling
- Insufficient rest or recovery time



Figure 4: Manual Handling

The types of injuries related to manual handling include, but not limited to:

- Neck and upper limb disorders
- Lower limb disorders
- Back pain and back injuries
- Repetitive strain injuries
- Muscle injuries
- Tendon and ligament injuries
- Bone injuries
- Injuries from falling object

Control Actions

The following hierarchy of control is set to reduce the risk of harm or injury occurring as result of manual handling:

- Before manual lifting is perform, a risk assessment must complete. The assessment must consider size, bulk, and weight of the object(s), if mechanical lifting equipment is required, if two-man lift is required, whether vision is obscured while carrying and the walking surface and path where the object is to be carried
- Eliminate: Change the work practice in a way that manual handling tasks are no longer required
- Substitute and improve workplace: Change an aspect of the task by changing the workplace layout, work environment or work methods, replace the objects used in the task or use mechanical aids
- PPE: Providing personal protective equipment to help employees conduct their task and reducing the risk of injuries from manual handling tasks, for more details on PPE specification, please refer Appendix 4
- Manual lifting equipment such as dollies, hand trucks, lift-assist devices, jacks, must be used by employees where they can use without causing additional risk. Use of provided equipment by employees must be enforced by all supervisors.
- Maximum weight should follow for men and women while lifting objective are:
 - Men ≤ 25kg;
 - Women ≤ 16kg
- If lifting above shoulder height (stocking high shelves for example) then men should not lift items heavier than 10kg and women, 7kg;
- Ensure that there are no sharp, hot or cold edges, which could cause injury.
- Ensure that walkways are free from obstructions.
- The Load should be kept as near as possible to the body trunk to reduce strain and should not be of such size as to obscure vision.
- load should ideally be lifted from no higher than knee-height to no higher than shoulder height and make sure you are standing directly in front of the item you wish to lift.
- Position your feet evenly (shoulder width apart);
- Take hold of the item firmly with both hands.
- Keep your back straight and stand up tall; distribute the weight evenly - make sure you are not unbalanced.
- Keeping the items close to your body, begin to stand up by straightening your legs, when placing the item down, bend your legs and stand up slowly. Do not move quickly.
- Items which are pushed or pulled should be as near to waist level as possible.
- Carrying distances should be minimized, especially if the task is regularly repeated.
- Repetitive tasks should be avoided whenever possible;
- Avoid handle loads, which are beyond their individual capability. Assistance must be sought where this is necessary

3.5.2.6 Noise Management Procedure

3.5.2.6.1 Purpose:

The purpose of this procedure is to assist in the control of workplace noise and the reduction of noise related health problems among Airport International Group employees, contractors /concessionaires and visitors

This procedure applies to all noise hazards at Queen Alia International Airport sites that falls under the control of Airport International Group and all personal exposed to those hazards

3.5.2.6.2 Roles and Responsibilities:

▪ **Section head / Head of Management shall:**

- Staff must be made aware of control measures implemented to reduce exposure to noise and be encouraged to cooperate in using agreed safe work practices
- Ensure employees and contractors under their control wear the correct Hearing Protectors
- Managers should ensure that employees receive appropriate training and education on the risks of exposure to noise and the appropriate control measures.
- Provide the staff with necessary PPE or any means to minimize noise at work site, for more details on PPE specification, please refer to Appendix 4

▪ **AIG staff, Contractors /concessionaires and visitors shall:**

- Use the right Personal Protective Equipment, employees must wear hearing protection in areas where the noise level is or exceeds 85dBA
- Report items of plant or work areas that could be a noise risk
- Ensure noise protection controls are maintained at all times

▪ **EHS Representative shall:**

- Assist Managers and head of Sections to ensure that all staff are well aware and trained on the risks of exposure to noise
- Provide information and guidance to Head of Sections and OHS committee on noise management and to recommend and improve noise management procedure
- On regular basic, conduct noise measurements to check the noise level onsite.

3.5.2.6.3 Instruction

Noise Management Background

Noise is any unwanted or damaging sound in the environment. Noise varies from nuisance noise to loud industrial noise. It can be continuous or alternating. Both types can be damaging to the human ear depending on the level of noise and the length of time someone is exposed to it.



Figure 5: Noise Management

In the short term, exposure to high levels of noise causes fatigue of the hearing cells in the cochlea and this leads to short term hearing loss. It may last for a few minutes, hours or even days after being exposed to excessive noise. It generally occurs when a person is exposed to noise levels that they are not used to.

In the longer term, permanent noise induced hearing loss (deafness) occurs if exposure to high levels of noise continues. The hearing cells of the inner ear are eventually killed by the continuous high intensity of noise. Hearing cells cannot repair themselves or regenerate. This is why hearing loss is permanent and irreversible.

Noise is found in, but not limited to:

- Plant and machinery, tools, compressed air and steam processes
- Workplaces located next to, above or below noisy machinery or work activities

- Workplaces where low-level nuisance noise occurs, ex. there are a lot of people talking, phones ringing, banging of equipment

At work, noise can lead to an inability to, but not limited to:

- Hear warning and safety signals, which could put the employee at risk of being hurt correctly
- Hear verbal instructions which lead to misinterpretation of information may raise the probability of human error due to the extra stress it is a statutory requirement that employees must wear hearing protection in areas where the noise level is or exceeds 85dBA.

Painful Acoustic Trauma	140	Shotgun blast
	130	Jet engine 100 feet away
	120	Rock concert
Extremely Loud	110	Car horn, snowblower
	100	Blow dryer, subway, helicopter, chainsaw
	90	Motorcycle, lawn mower, convertible ride on highway
Very Loud	80	Factory, noisy restaurant, vacuum, screaming child
Loud	70	Car, alarm clock, city traffic
	60	Conversation, dishwasher
Moderate	50	Moderate rainfall
Faint	40	Refrigerator
	30	Whisper, library
	20	Watch ticking
	dB levels	

Control Actions

When noise is identified at workplace, work supervisor / coordinator must follow the f control of actions to reduce the risk of harm or injury occurring as a result of noise:

- Eliminate: Use equipment that does not emit noise
- Substitute: Swapping to a hazard or source with a lower risk level
- Isolation: Removing the hazard from the employee or the employee from the hazard
- PPE: Providing personal protective equipment to protect the hearing, for more details on PPE specification, please refer to Appendix 4
- Work practices: plan and coordinate jobs to reduce employee exposures
- Regular measure the noise level at key locations such as (WWTP, Boilers room, chillers area, etc.)

3.5.2.7 Electrical Safety Procedure

3.5.2.7.1 Purpose:

The purpose of this procedure is to define and manage all activities related to electrical work to prevent injury, death or property damage resulting from live electrical work at Queen Alia International Airport

This procedure applies to all electrical work performed by Airport International Group employees and contractors at Queen Alia International Airport premises that falls under AIG control.

3.5.2.7.2 Roles and Responsibilities:

• **Manager/Section head / Head of Management shall:**

- Ensure appropriate work procedures are in place to identify all hazardous related to electrical work tasks undertaken in their areas
- Ensure electrical work risks are identified, monitored and operational control are implemented and reviewed
- Ensure that the appropriate staff receive electrical work training to carry out their tasks safely with minimum risk
- Ensure that the staff received appropriate training on the equipment's or machine working on.
- Taking action to avoid, eliminate or minimize hazards
- Provide the staff with necessary PPE or any means to minimize electricity risk
- Develop the necessary electricity isolation work instruction for the staff to be followed in cooperation with O senior officer

• **AIG staff, Contractors shall:**

- To be responsible for their own health and safety and the safety of anyone who may be affected by their acts /work
- Report any hazard or risk associated with electricity they become aware of to their management
- Use the right Personal Protective Equipment
- Being familiar with relevant safety instruction such as Logout-Tag out instruction, emergency and evacuation procedures, the location of first aid and emergency personnel and equipment to respond and act in an appropriate time in case of any electrical accident

• **EHS Representative shall:**

- Assist Managers and head of Sections to ensure that all staff are aware and trained to work with electricity
- Provide information and guidance to Head of Sections and OHS committee on electrical work and to recommend and improve electrical work management procedure
- Conduct regular inspection to follow the safety control measures onsite.

• **HR Division shall:**

Coordinate with department head the training needs as per job analysis

3.5.2.7.3 Instruction

Electrical Work Background:

Electricity is a primary form of energy. It can shock, burn, damage nerves and internal organs and can kill people. The effect of electricity on the body depends on the magnitude and duration of exposure to the current, the path of the current through the body and the resistance of the body.

Electric shock occurs when a person becomes part of an electrical circuit and the current flows through their body. A fatal shock is called an electrocution.



Figure 7: Electrical Work

Electrical accidents are usually caused by a combination of factors, which include, but not limited to:

- Hazardous work environment
- Lack of training
- Lack of supervision
- Poorly maintained equipment
- Not wearing the proper PPE's

The effect of electrical shock depends on the magnitude of the current, frequency and its path. Some of the electrical effect on the human body are, but not limited to:

- Muscle Contraction
- Suffocation
- Burns
- Secondary Effects from falling objects or fire that could be initiated by electrical sparks

Control Actions:

When work with electricity is identified, works supervisor/Coordinator must follow the control of actions to reduce the risk of harm or injury occurring as a result of working with electricity

- Replace the hazard (use electrical oven instead of gas oven)
- Engineering solutions (use of plastic gears instead of metal to reduce noise)
- Signage (safety signs: slippery floors warning)
- Personal protective equipment, for more details on PPE specification, please refer to Appendix 4
- All workers should check the physical condition of electrical equipment they use, including the lead and plug connections, prior to starting work. If a hazard is identified prior to or during use the equipment should be turned off and isolated
- Only qualified and injury occurring trained personnel should repair or install electrical equipment or work around live electrical circuits.
- Before starting the work:
 - The senior officer should review the safety instruction with technician
 - The electrical technician should follow the electrical isolation procedures and use the suitable equipment tester for MV equipment's before starting work
 - Worker/staff shall not wear rings, watches or other similar metallic objects while working on energized electrical equipment;
 - Ensure that the electrical equipment are dry and clean prior using it;
 - De-energize all circuits before beginning work to prevent the electrical circuits from being inadvertently energized.
 - The gap shall be physically secured from inadvertent or willful re-connection, typically by the application of barriers or locks (Lock-out), removal of fuses to a safe place, removal of apparatus from its normal service position
 - A warning notice shall be fixed to each point of disconnection (Tag-out).
 - Use non-conductive ladders when working on or near electrical equipment or conductors. The use of metal ladders is prohibited.
- Don't withdraw a plug from a socket by pulling the cable.
- Before touching a person suspected of suffering from electrical shocks, switch off electricity supply.
- In case of electrical fire, switch off electricity and don't use water or foam

- Use suitable protective equipment including rubber gloves, mats and blankets to provide insulation from other elements, which are energized or grounded, for more details on PPE specification please refer to **Appendix 4**
- Do not render electrical safety switches inoperative by removal, modification or destruction;
- Never use defective electrical equipment or extension cords. A periodic inspection should be made of all extension cords in stock. Never use a cord that has been taped up or repaired;
- Report all defective electrical equipment to supervisor

3.5.2.8 Lockout Tag out Procedure:

3.5.2.8.1 Purpose:

The purpose of the lockout tag out procedure is to ensure that the minimum requirements are in place to prevent injuries from the unexpected energization, activation or release of hazardous energy during servicing or maintenance of machinery or equipment

This procedure applies to all Airport International Group employees and contractors who perform servicing or maintenance on machines or equipment that may contain hazardous energy that, if released unexpectedly, could cause harm.

3.5.2.8.2 Roles and Responsibilities:

- **Section head / Senior officer shall:**

- Ensure that adequate resources are available to implement appropriate measures
- Ensure all employees are trained on the Lockout / Tagout Procedures and associated requirements
- Ensure only authorized employees perform work requiring a lock out
- Provide the necessary safety equipment's/tools for safe work
- Follow the corrective actions related to OHS incident OR near miss
- Conduct random inspection to ensure from following the procedure onsite
- Follow up the safety requirements details in work permit to ensure the contractor following the safety rules.

- **AIG staff, Contractors/Concessionaires shall:**

- To be responsible for their own health and safety and the safety of anyone who may be affected by their acts /work
- Never remove the locks belonging to another employee or contractor
- Assist in the development of lockout / tag out procedures for machines, equipment or processed in their area
- Contractors to contact and sign-in with the appropriate department prior to commencing their work.

- **EHS Representative shall:**

- Provide assistance and guidance to departments regarding lockout and tag out procedures
- Assist Managers and head of to ensure that all staff are well aware and trained for lockout and Tag out OHS requirements
- Conduct random inspection to check from implementing the procedure onsite

3.5.2.8.3 Instruction

Workers performing service or maintenance on machinery and equipment may be exposed to injuries from the unexpected energization, startup of the machinery or equipment, or release of stored energy in the equipment.

The Lockout/Tagout standard requires shutting down equipment, isolating it from its energy source and prevents the release of potentially hazardous energy while maintenance and servicing activities are being performed.

Workers servicing or maintaining machines or equipment may be seriously injured or killed if hazardous energy is not properly controlled. Injuries resulting from the failure to control hazardous energy during maintenance activities are, but not limited to:

- Electrocution
- Burns
- Crushing
- Cutting
- Amputating
- Breaking body parts
- Verify the location of energy isolating devices and the magnitude of the energy
- Notify the affected employees
- Shut down by the normal stopping procedure
- De-activate the energy isolating device
- Lock out the energy isolating device
- Dispel or restrain residual or stored energy
- Verify the isolation by attempting to start or by testing
- Perform the service
- Ensure that nonessential items have been removed and that the equipment is undamaged
- Check the work area to ensure that all employees have been safely positioned or removed from the area
- Verify that the controls are in neutral
- Remove the lockout devices and reenergize the machine or equipment
- Notify affected employee



Figure 8: Lockout Tagout

3.5.2.9 Working at Height Procedure

3.5.2.9.1 Purpose:

To define the principles and minimum requirements for managing work at height hazards and the processes by which elevated working grounds and working at heights is safely controlled

This standard applies to all working at height activities located within Queen Alia International Airport (QAIA) under the responsibility and control of Airport International Group.

3.5.2.9.2 Roles and Responsibilities:

▪ Section head / Head of Management shall:

- Ensure adequate resources (time, equipment, and personnel) are allocated for the effective implementation of working at height procedure.
- Ensure that employees receive appropriate training and education on the risks related to working at height
- Follow up safety requirements details in work permit document with contractor to ensure that contractor is obligated to follow working at height procedure.
- Provide the staff with necessary safety equipment's/tools to do their work on safe way

• AIG staff, Contractors/concessionaires shall:

- To be responsible for their own health and safety and the safety of anyone who may be affected by their acts /work
- Follow up the safety rules during work
- Inform the Senior officer onsite of any damage on safety equipment's

▪ EHS Senior officer

- Maintain the accuracy of working at height procedure based on AIG needs and requirements
- Review AIG and contractors in applying working at height procedure
- Ensure AIG personal involved with working at height and accessing height area are well trained
- Conduct random inspection to check from following the safety rules during work

3.5.2.9.3 Instruction

Work at Height Background

Accessing elevated locations and undertaking work activities at heights are common scenarios that present specific hazards that often cause significant injuries and loss of life throughout many workplaces. Many of these events also occur as a result of falls that have traditionally been considered as 'minor' and/or from heights considered as 'low'.

AIG recognize that a range of work at heights tasks are undertaken throughout its operations and AIG aims to implement effective working at heights standards and provide proactive means of controlling work at height related risks, the following are hazards associated with working from height, but not limited to:

- Falling from heights
- Falling objects
- Unprotected edges
- Fragile, uneven or slippery rooftops or work surfaces
- Incorrect use of personal fall protective equipment or height access equipment



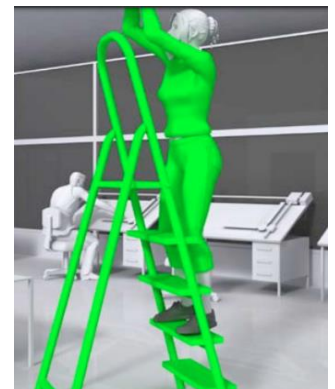
Figure 9: Working at Height

Control Actions :

To reduce the risk of harm or injury occurring as a result of working at height, work supervisor / coordinator must follow the control of actions:

- Eliminate the Height Access: Eliminate the need to access the location at height (relocation of an item or device from a position at height to ground level)
- Fall Protection (PPE): The use of personal protective equipment that either prevents a fall or reduces the severity of a fall (Safety Boots, Helmet and gloves are mandatory), for more details on PPE specification please refer to Appendix 4
- Edge Protection or Cover: Provide protection or a barrier that prevents access to an exposed edge or unprotected location at height

- Temporary Warning: To provide a warning to personnel about an exposed edge or fall from height hazard
- Skills and Knowledge: Provide training to employees to provide them with the skills and knowledge to do their work safely
- If Leaning ladder to be used the following actions required:
 - Portable ladders shall have non-slip devices fixed to the base of each ladder.
 - The floor around the foot of each ladder shall be free from all obstacles.
 - Ladders shall be securely tied off or supported below at all times when in use.
 - Ladders shall not be left unattended in a location that is readily accessible and frequented by the public.
 - Only one person shall be on the ladder at any time If **Mobile Work Platforms** may be used to access work are, then the following control actions should be followed:
 - Mobile platforms should be constructed to the relevant standards and deemed suitable for the task at hand based on a risk assessment.
 - Mobile platforms that are mounted on wheels shall have all wheels or travel device secured whilst the platform is in use.
 - Mobile platforms should have handrails that extend the full length of the access and work area.
 - If work is to be carried out on the platform, then a safety chain shall be erected to restrict access to the ladder section of the platform whilst work is being performed
 - Make sure the ladder angle is at 75° – you should use the 1 in 4 rules (ie 1 unit out for every 4 units up);
 - Don't try to move or extend ladders while standing on the rungs;
 - Don't work off the top three rungs, and try to make sure the ladder extends at least 1 m (three rungs) above where you are working.
 - Don't stand ladders on moveable objects, such as pallets, bricks, lift trucks, tower scaffolds, excavator buckets, vans, or mobile elevating work platforms.
 - Avoid holding items when climbing (consider using a tool belt);
 - Maintain three points of contact at the working position (two feet and one hand)
 - Never paint the wooden ladder since the paint may cover up cracks and defects in the ladder
- Stepladders/Platform ladder
 - Check all four stepladder feet are in contact with the ground and the steps are level
 - Only carry light materials and tools
 - Don't overreach
 - Ensure any locking devices are engaged
 - Try and position the stepladder to face the work activity and not side on
 - Try to avoid work that imposes a side loading
 - Maintain three points of contact at the working position (two feet and one hand)
 - Don't stand and work on the top three steps (including a step forming the very top of the stepladder) unless there is a suitable handhold
 - Try to avoid work that imposes a side loading, such as side-on drilling through solid materials (eg bricks or concrete);



- Where side-on loadings cannot be avoided, you should prevent the steps from tipping over, eg. by tying the steps. Otherwise, use a more suitable type of access equipment.
- using scaffold the below general safety requirements
 - Worker on top of scaffolding shall be using a body harness, (not attached to the scaffold)
 - Scaffoldings shall not be moved horizontally while they are occupied
 - It is not allowed to exceed the load limits of the scaffolding (taking in account the combined weight of the worker, tools, and materials).
 - Scaffoldings shall not be altered from their original design
 - Tools and equipment's shall not be lifted on the scaffolds, after work
 - Area around scaffold should be barricaded
 - Scaffold shall have a guard rail between (95 -115) cm
 - Scaffold shall be fully blanked
 - Scaffold space between aluminum rods shall not be more than 2.5 cm in spacing
 - A person who erect the scaffold shall be competent person for erecting and dismantling of scaffolds
 - Scaffold shall have a toe boards to prevent tools and materials falling
- When there is a need to work at height (roof of the terminal), the below hierarchy shall be followed :
 - Eliminate the Height Access: Eliminate the need to access the location at height (relocation of an item or device from a position at height to ground level) if possible
 - Fall Protection (PPE): The use of personal protective equipment that prevents a fall such as hooks fixed on the roof clamped with safety harness or land yard, for more details please refer to **Appendix 4**
 - Edge Protection or Cover: Provide protection or a barrier that prevents access to an exposed edge or unprotected location at height

3.5.2.10 Chemicals Handling Procedure.

3.5.2.10.1 Purpose:

The purpose of this procedure is to ensure that all risks associated with using chemicals are controlled and managed to minimize its risks

This procedure applies to all chemical used by International Airport Group employees and contractors within Queen Alia International Airport.

3.5.2.10.2 Roles and Responsibilities:

• Section head / Senior officer shall:

- Make sure that all dangerous goods and hazardous substances are identified and clearly labeled

- Ensure that adequate resources are available to implement appropriate measures and safe operation
- Ensure all employees are trained on handling and working with chemical
- Ensure only authorized employees work and use chemicals in the authorized areas
- **AIG staff**, To be responsible for their own health and safety and the safety of anyone who may be affected by their acts /work
- Reading and familiarizing themselves with the contents of the MSDS for dangerous goods and hazardous substances they are required to use
- Use the right Personal Protective Equipment

Occupational Health and Safety Representative

- Assist Managers and head of Sections to ensure that all staff are well aware and trained to work and handle chemicals
- Providing information and instruction on chemicals handling
- Conduct regular inspection to check from following the safety rules

3.5.2.10.3 Instruction

Chemical Handling Background

Chemicals come in various forms and can affect those exposed in different ways. A chemical can take the form of a mist, vapor, liquid, dust, fume or gas. The type of chemical, the way it is used, and the form that it takes determine its effect and what should be done to avoid harmful exposure.

Maintaining chemical safety requires care in ordering, storing, using, and disposing of chemicals, chemical safety is the responsibility of everyone dealing with chemicals.



Figure 10: Chemical Handling

No matter what type of chemicals used, you need to be aware of the ways that chemicals may affect you. If you're not properly protected, you may be exposed to chemical hazards, following are some chemical hazards materials that may increase the probability of risk while working with or near them:

- Flammable gases, liquids and solids
- Gases under pressure
- Oxidizing liquids and solids
- Self-reactive substances

Some examples of health hazards are, but not limited to:

- Skin burns or irritation caused by contact with a corrosive liquid
- Serious eye damage or eye irritation

- Losing consciousness following inhalation of toxic fumes
- Cancer occurring years after exposure to a carcinogenic substance

Safety Precautions:

To reduce the risk of being exposed to chemical hazards, the following basic safety precautions can eliminate and reduce the possibility of getting exposed to injuries due to dealing with chemicals

- Know what to do in an emergency: If there is a leak or spill, keep away from the area, unless you know what the chemical is and how to safely clean it up.
- Know where emergency protective equipment and supplies kept and how to use them
- Use appropriate protective clothing and equipment (glasses, aprons, boots, gloves, etc.) as required or as necessary, for more details please refer to **Appendix 4**
- Ensure that the container closed and sealed prior start the handling process
- If the clothing becomes contaminated by the chemical, shower or wash the skin areas exposed
- Do not take contaminated clothing home to be laundered because by doing so, it could expose family members to the contaminant
- Never take food into the work area where chemicals are being used or stored
- When you have spillage use sand or spill kits to control it.
- Keep the workplace clean to reduce the risk of contamination
- In case incident during chemical transporting process from/to Airport, the transporter need to implement the spill response procedure to eliminate the impact to the community around the airport, otherwise need to call civil defense for further assistance.

Control Actions

When working with chemicals, following control hierarchy must be followed to reduce the risk of harm and injuries:

- Eliminate: Change the process or activity so that the hazardous substance is not used or is not generated
- Minimize: Change the used materials and replace it with safer alternative
- PPE: Providing personal protective equipment to help employees conduct their task and reducing the risk of chemical hazards
- Skills and Knowledge: Provide training to employees to provide them with the skills and knowledge to work with chemicals safely

3.5.2.11 Using Mechanical Tools Procedure

3.5.2.11.1 Purpose:

To clarify the general precaution measures when using any mechanical tool to guarantee protections and safety for Airport International Group employees and contractors

These precautions apply to all work with mechanical tools at Queen Alia International Airport for the activities under Airport International Group activities

3.5.2.11.2 Roles and Responsibilities:

▪ Section head/ Senior officer shall:

- To make sure that only authorized personnel uses the machine tools that they are qualified/trained to operate such machine
- Ensure that adequate resources are available to implement appropriate measures and safe operation
- Ensure all concerned employees are trained on working with the mechanical tools
- Regular check the following of safety rules

▪ AIG staff, Contractors/concessionaires/stakeholders

- To be responsible for their own health and safety and the safety of anyone who may be affected by their acts /work
- Reading and familiarizing themselves with the machine specification and requirements they are required to use
- Use the right Personal Protective Equipment, specification details in Appendix 4

▪ EHS senior officer

- Assist Managers and head of Sections to ensure that all staff are well aware and trained to work with the mechanical tools
- Providing information and instruction on working with mechanical tools
- Assist Managers and head of Sections to ensure that all concerned staff are well aware and trained on working with mechanical tools
- Regular inspection to check the following of safety rules during work

Mechanical Tools Background

A wide range of mechanical equipment is used at the airport facilities and workshop as welding, cutting, turning, milling, drilling, fitting machines, etc.

Mechanical equipment can be hazardous. The most common injuries are to hands and fingers, which may be cut, sprained, dislocated, broken, crushed or severed by machinery or tools. These injuries can cause lengthy periods of time off work and sometimes they result in permanent disability.



Figure 11: Mechanical Tools

General Safety Precautions

- Access to the workshops is strictly restricted to authorized personnel only
- No one may operate workshop equipment unless they have received a sufficient training and permission from the workshop supervisor
- Guards on the machines must be used
- All workshop equipment must be regularly maintained and serviced
- Personal Protective Equipment must be used where necessary
- Report any defective equipment to the technician-in-charge
- Smoking, eating and drinking near mechanical tools is strictly prohibited
- Equipment must be cleaned after use
- Safety covers must be provided for all rotating equipment
- Consider compliance with safety requirements in case of purchasing any new machine
- All equipment must be tested at for electrical safety
- Electrical cables and plugs should be regularly inspected by the user for damage
- Employees using the mechanical tools must take the appropriate training for using such machines
- Following the safety instruction in case using man lift:

The Man lift are to operate only by operators who are properly trained on safe use of the equipment.

- It is not allowed to exceed the load limits of the Man lift
- The Man lift used shall be in good condition, maintained and operated according to the manufacturer's instructions.
- The brakes of the Man lift shall be engaged while works are being performed and it shall not be left unattended at all (Never leave the keys inside when not operated)
- Weather conditions must be permissible to do the lifting
- Lifting area must be barricaded
- Person (worker) using Man lift must wear full body harness clamped to the winch container and safety helmet, reflective vest

Following the safety instruction using crane:

- Crane /Man lift should be maintained regularly, have a current valid Certificate of Thorough Inspection to be safe to use.
- The MEWP must only be operated by trained and competent persons.
- Crane /Man lift must never be moved in the elevated position.
- It must be operated on level and stable ground with consideration being given for the stability and loading of floors.

- The tires must be properly inflated, and the wheels immobilized.
- Outriggers should be fully extended and locked in position.
- It is not allowed to exceed the load limits of the Man lift
- The Man lift used shall be in good condition, maintained and operated according to the manufacturer's instructions.
- The brakes of the Man lift shall be engaged while works are being performed and it shall not be left unattended at all (Never leave the keys inside when not operated)
- lifting area must be barricaded with barriers
- person/s (worker/s) using Man lift must Wear full body harness clamped to the winch container/basket and safety helmet, reflective vest)
- Due care must be exercised with overhead power supplies, obstructions and adverse weather conditions.
- Warning signs should be displayed, and barriers erected to avoid collisions.
- Drivers of man lift must be instructed in emergency procedures, particularly to cover instances of power failure.

Using Compressor Minimum OHS requirements

- Monitor the air compressor's voltage. If any repairs are needed, lock-out, un-power the machine and bleed the tank's pressure.
- For optimal function, pneumatic tools must receive air at high pressure. It's never wise to alter, eliminate, or evade a relief valve on a compressor because they're strategically placed to help ensure your safety during operations.
- One of the most dangerous possibilities in a work setting is to allow a tank to become rusty. This will make it more likely to combust. This situation could put anyone near the tank in grave danger. For obvious reasons, it's crucial to keep the tank drained with the underside valve on a day-to-day basis. In any case, don't try to repair a rusted tank. Once rusting has occurred, the tank is due for a replacement.
- Before you power on the air compressor, make sure no tools have been pulled at the trigger.
- Only plug your air compressor into an outlet with the proper grounding. If an outlet isn't grounded properly, it could damage the electrical circuitry of the machine and potentially ignite flames.
- Apply the recommended lubricants for any given tool in question. However,
- Before you install, remove, fine-tune, or perform any kind of maintenance on your pneumatic impact tools or accessory parts, do three things: shut off the source of air, bleed the air pressure, and disengage the air hose.
- Never put your hands anywhere near the end of an active pneumatic tool. For similar reasons, never allow clothing or hair to get anywhere close to the working parts of such equipment. Most of all, never point the active end of a tool anywhere near your body or face.
- Always position yourself in a firmly grounded place, and be mindful of the unpredictable nature of an active piece of machinery. Make sure you're at a safe distance from the working parts of a tool, in case abrupt changes in movement occur.
- Be sure to check the air source itself on a regular basis to ensure optimal performance and efficiency.
- The shutoff valve should always be visible and within reach when working with compressed air.

Using Hammer Minimum OHS requirements

- ALWAYS wear safety goggles when using striking tools
- ALWAYS inspect the hammer before beginning the task to be sure it is not damaged and that all parts are secure. Be certain that replaceable faces are fitted securely into the head. On split-head hammers, be sure that the face and handle securing screws are periodically retightened, as necessary.

- NEVER use a lightweight hammer on tasks that require heavy blows. Choose a hammer of sufficient weight so that only a natural swing is required. Let the weight of the hammer do the work.
- NEVER use a hammer with a split or damaged handle. The practice of taping a cracked handle is dangerous and can result in injury to the user as well as nearby personnel.
- ALWAYS replace striking faces before they wear down far enough to allow the body of the hammer head to contact the work surface.
- NEVER use a hammer with a loose handle. Loose handles should be replaced or fitted with new wedges of the proper size. Replacement handles should be of the same length and quality as the original

Safety rules while working near/with rotating machine

- Shields can be used to provide protection from flying particles, splashing metal working fluids or coolants.
- Ensure that the guards are in position and in good working condition before operating.
- Know the location of emergency stop switch.
- Do not wear loose clothing or jewelry that can be caught in the rotating parts and Confine long hair
- Stop the machine before measuring, cleaning or making any adjustments.
- Do not handle metal turnings by hand as they can cause injury. Use brush or rake to remove turnings.
- Keep hands away from the cutting head and all moving parts.
- Cutting tools and blades must be clean and sharp, so that they can be used without force.
- Rotating parts of machines must not be stopped with hands after switching off.
- Hand gloves must NOT be used while working with machinery, due to the chances of getting caught in the nip point

Drilling machines Safety measures

- Wear safety glasses and other appropriate personal protective equipment.
- Disconnect the plug from the power source or remove the battery pack from the drill before inspecting, adjusting, cleaning or repairing it.
- Inspect the drill and power cord for damage prior to each use.
- Check the drill for misalignment or binding of moving parts.
- Select a drill bit suitable for the size of the drill, for the material to be drilled (e.g. wood, masonry, metal, etc.) and the work being performed.
- Ensure the drill bit is in good condition, sharp and clean.
- Ensure the bit is properly seated and tightened in the chuck.
- Ensure the chuck key is removed from the chuck.
- Do not overreach. Keep proper footing and balance at all times.
- Keep your hand/fingers away from the turning bit.
- Keep all electrical cords clear of the turning bit.
- Drill a small pilot hole before drilling a large hole.
- Use the recommended speed for the material you are drilling. Slow the rate of speed just before breaking through the material.
- Be aware of sawdust and debris from drilling.
- When finished, unplug the power cord or remove the battery pack, remove the drill bit and clean up the debris

Using HILTI Minimum Safety measures

- Avoid unfavorable body positions. Make sure you work from a safe stance and stay in balance at all times.
- Never point the tool toward yourself or other persons.
- Never press the nosepiece of the tool against your hand or against any other part of your body (or other person's hand or part of their body).
- Use only cartridges of a type approved for use with the tool.
- Keep other persons, away from the area in which the work is being carried out.
- Keep the arms slightly bent while operating the tool (do not straighten the arms).
- Operate the tool only in well-ventilated working areas.
- Do not attempt to drive fasteners into unsuitable materials
- Before driving fasteners, check that no one is present immediately behind or below the working surface.
- Wear non-skid shoes.
- Pull the trigger only when the tool is fully pressed against the working surface at right angles.
- Always hold the tool securely and at right angles to the working surface when driving in fasteners.
- Never pull the magazine or fastener guide back by hand as this could, under certain circumstances, make the tool ready to fire. This could cause a fastener to be driven into a part of the body

Safety instruction working near/around heavy vehicles/machine

- Make sure each piece of equipment's operating manual is readily available
- People should only operate machinery they've been fully trained to use
- Workers should be trained to identify and address potential hazards related to heavy equipment
- Never jump off or out of any heavy equipment
- Don't ever enter or exit a machine while it's in operation
- Always completely power down heavy equipment when ceasing operations, release pressure from hydraulic controls, and engage parking brakes
- Never exceed payload or lift capacities
- Always wear a seat belt, which is a lifesaver in the event of a rollover; never attempt to jump out of a tipping or sliding vehicles
- Only essential personnel should be in the immediate vicinity of equipment/vehicles in use
- Workers—both in and out of machines—must always remain aware of their surroundings
- Avoid working or walking under loads or within a swing radius
- Always wear appropriate PPE on the job site
- Wear high-visibility clothing when working around heavy equipment
- Use each piece of machinery only for the tasks it's built for as per the manufacturer's instructions
- Establish clearly marked pathways for driving and hauling heavy equipment and trucks; keep them clear of pedestrians and work
- Use radios for constant communication in and around machinery, or at least use hand signals
- Light construction sites well from dusk through dawn
- Ensure that all underground utilities, like power, water, sewer, and gas lines, have been identified and prominently marked around all digging sites
- Power lines above and around machinery should be powered down or separated by adequate barriers to prevent electrical hazards
- Thoroughly visually inspect every machine, including tires or tracks, for wear, damage, loose connections, and other problems before use
- Confirm proper fluid levels and properly functioning lights, backup alarms, and other safety features before use

- Never use any heavy equipment that isn't in good condition or that doesn't have fully functioning safety features and operator controls
- Perform preventive maintenance on all heavy equipment as per the manufacturer's recommendations to keep it working well and safely

3.5.2.12 Hot Work Procedure:

3.5.2.12.1 Purpose:

The purpose of this procedure is to eliminate the risk of fire and / or explosion occurring as a result of hot work (Grinding, Welding, Thermal or Oxygen Cutting or Heating, and other related heat producing or spark producing operations), performed outside any site designated workshops

This procedure shall apply to all personnel who carry out hot work and introduce ignition sources outside of the designated hot work area (workshop).

3.5.2.12.2 Roles and Responsibilities:

▪ Managers / Head of Management shall:

- Ensuring that no persons conduct hot work if the risk to persons and property has not been controlled
- Providing appropriate Personal Protective Equipment (PPE) for employees engaging in hot work activities
- Management shall ensure that all individuals involved in the hot work operations, including contractors, are familiar with the provisions of this standard. These individuals shall be trained in the safe operation of their equipment and the safe use of the process. These individuals shall have an awareness of the inherent risks involved and understand the emergency procedures in the event of a fire.
- Management shall advise all contractors about site-specific flammable materials, hazardous processes, or other potential fire hazards.

▪ AIG staff and Contractors/Concessionaires/Stakeholders

- The PAI shall determine site-specific flammable materials, hazardous processes, or other potential fire hazards present or likely to be present in the work location.
- The hot work operator shall handle the equipment safely and use it as follows so as not to endanger lives and property.
 - The operator shall have the PAI's approval before starting hot work operations.
 - The operator shall cease hot work operations if unsafe conditions develop and shall notify management, the area supervisor, or the PAI for reassessment of the situation.

▪ EHS senior officer

- Assist Managers and head of Sections to ensure that all staff are well aware and trained and knowledgeable of hot work procedure
- Provide information and guidance to Head of Sections and PAI on Hot Work and to recommend and improve Hot Work procedure QAIA-COO-TEC-PRO-PR-004
- Conduct random inspection to check from following the procedure

Hot Work Background

Prior to any hot work being performed outside an approved Welding Workshop, the person wishing to carry out the hot work (AIG staff or a contractor), must request and be issued with a hot work permit from the facilities management office (PAI). The Hot Work Form Checklist must be completed by the PAI in conjunction with the work supervisor. All precautions and requirements must comply with by all parties, before, during and after hot work has been completed.

The Hot Work form (QAIA-COO-TEC-FO-003) must be kept at the site of the hot work whilst work is in progress and must be produced at the request of any person.



Control Actions

When defining the hot work, work supervisor and PAI must follow the hierarchy of control to reduce the risk of harm or injury occurring as a result of hot work could include:

- Eliminating hot work in outside areas;
- Substituting welding techniques (e.g. oxygen-acetylene and ARC welding);
- Improving workplace design and layout (i.e. removing or relocating flammable items in workshops);
- Providing PPE e.g. spark/fire retardant clothing and fire extinguishers; Developing and training employees in HWP

3.5.2.13 General Safety Rules:

- Working with hot materials (sealant) General safety instructions:
 - Substitute the hot materials with cold materials if possible
 - Limit the use of the hot material (sealant) as much as possible
 - Your PPE should include (for more details on specification please refer to Appendix 4):
 - Eye protection
 - Hearing protection
 - Clothing made of heat-resistant materials, such as an apron made of leather
 - Safety boots
 - Gloves made of leather or other flameproof fabric
 - Working shall occur in well-ventilated areas.
 - Working at extreme temperature/adverse conditions (cold and hot)

Cold weather conditions general safety instructions:

- Dress warm clothing, with an outer layer that is wind-resistant
- Wear a hat, mittens or insulated gloves, a scarf, waterproof footwear
- Stay dry
- Keep active

Hot weather conditions general safety instructions:

- using fans or air conditioning

- wearing light, loose fitting clothing
- taking more frequent rest breaks
- drinking cold beverages (ones that do not have caffeine or alcohol)
- Allowing flexibility to permit less physically demanding activities during peak temperature periods.

Safety instruction working with sharp and cut equipment's

- Use the right tool for the job.
- Use the necessary PPE (safety boots, Gloves made of leather)
- Operate the machine as per manufacturer instructions
- Only use the tool only for the job it was designed for. For example, a knife should not be used as a pry bar, can opener, chisel, punch, awl, scraper, or screwdriver.
- Educate and train all staff in the safe use of any tool they may use.
- Inspect the tool before use.
- Make sure the blade is sharp. Dull blades require more force, increasing the chance of injury.
- Carry one tool at a time, tip and blade pointed down at your side.
- Work in a well light space so you can see what you are doing.
- Cut on a stable surface. Use a cutting board and/or slip-resistant matting to prevent the item from sliding on the counter.
- Where possible, use a mechanical device to hold the item.
- Hold the tool with your stronger hand.
- Use protective clothing such as cut resistant or mesh gloves, especially for the holding hand. Safety glasses will protect the eyes if the blade shatters or breaks.
- Cut away from your body. Make sure no body parts are in the cutting path, or in the path the blade might take if it slips.
- If the tool has a retractable blade, retract it immediately after use, and retract it fully. Similarly, close scissors or snips when not in use.
- Place the tool at the back of the counter when not in use, with the sharp edge away from you.
- Store tools appropriately. For example, store knives securely in a knife rack or drawer, with the handles facing the front. Or, create racks, slots, or boxes near the workspace to store the tool.
- When cutting food, clean the knife immediately after use or place it in a container labelled "knives only" near the sink.
- Throw out broken, dull, or rusty blades by placing them in a puncture resistant container.
- Do not use excessive pressure when cutting.
- Do not try to catch a falling tool. Quickly move out of the way, let it fall, and then pick it up.
- Do not engage in horseplay with a tool in your hand.
- Do not carry tools while carrying other objects.
- Do not carry an open tool in your pocket.
- Do not drop or leave a sharp tool in a place where it cannot be seen; for example, by placing other items on top of the tool.

Ergonomic Safety tips

- Choose a padded chair that is adjustable, strong and stable. Set it at the proper height for you, adjusting it to the length of your legs and the height of your computer desk or work area. The chair should have good support for your upper and lower back that is comfortable.
- Forearms should be approximately horizontal, and the user's eyes should be the same height as the top of the screen.

- Make sure there is enough workspace to accommodate all documents or other equipment. A document holder may help avoid awkward neck and eye movements.
- Arrange the desk and screen to avoid glare, or bright reflections. This is often easiest if the screen is not directly facing windows or bright lights
- Adjust curtains or blinds to prevent intrusive light.
- Make sure there is space under the desk to move legs.
- Avoid excess pressure from the edge of seats on the backs of legs and knees. A footrest may be helpful, particularly for smaller users.
- Safety tips for Taking time for breaks:
 - Stretch and change position.
 - Look into the distance from time to time, and blink often.
 - Change activity before users get tired, rather than to recover.
 - Short, frequent breaks are better than longer, infrequent ones.
- Safety instruction for using Keyboards and keying in (typing)
 - A space in front of the keyboard can help you rest your hands and wrists when not keying.
 - Try to keep wrists straight when keying.
 - Good keyboard technique is important – you can do this by keeping a soft touch on the keys and not overstretching the fingers.
- Safety instruction for Using a mouse
 - Position the mouse within easy reach, so it can be used with a straight wrist.
 - Sit upright and close to the desk to reduce working with the mouse arm stretched.
 - Move the keyboard out of the way if it is not being used.
 - Support the forearm on the desk, and don't grip the mouse too tightly.
 - Rest fingers lightly on the buttons and do not press them hard.
- Safety instruction for using Computer Screen
 - Make sure individual characters on the screen are sharp, in focus and don't flicker or move
 - Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
 - Make sure the screen surface is clean.
 - When setting up software, choose text that is large enough to read easily on screen when sitting in a normal comfortable working position.
 - Select colours that are easy on the eye (avoid red text on a blue background, or vice versa).
- Recommended desk specifications:
 - Height The cause of their important influence on work postures, desks should preferably be adjustable in height, particularly if there is more than one user. Where different operators use the desk and frequent daily adjustments are necessary, preferable height between 65cm-110cm (for both seated and standing)
 - Width: The desktop should be wide enough for the user to perform all routine tasks comfortably. If use of the desk is restricted solely to computer work, it should have a minimum width of 1200mm. Where work includes writing and reading, the width should be at least 1600mm
 - Leg space should be unrestricted and have a minimum:
 - Knee width of 650mm;
 - Depth of 450mm just below desktop;
 - Toe space clearance of 120mm between the bottom of the modesty panel and the floor, for the feet;
 - Knee space height (fixed-height desks) of 650mm.
- Working near moving vehicles- Safety measures
 - Before cross the road from one side to another look right/left to ensure that no vehicles coming
 - Don't running or walk around the vehicles while reverse back, or even if it moves slowly
 - Keep away from the vehicles during offload/loading process

Slip, trip and fall-Safety measures

- Make repairs or replace the floor surface if required.
- Ensure personnel wear suitable and appropriate footwear, this includes visitors.
- Assess the cause of slippery surfaces and treat accordingly, for example treat chemically and use appropriate cleaning methods.
- Warn of risks at any change in surface, for example dry to wet, even to uneven, traffic routes, by using signs, mats or markings.
- Where there is a change in surface level, ensure good visibility and lighting, provide handrails and add tread markers or other floor markings as required.
- Clean up all spillages immediately. If the floor is wet, use appropriate signs to tell people that extra care is needed or use another route until the spillage or wetness is gone.
- Other actions you can take include
- make sure rugs or mats are securely fixed and that edges do not present a trip hazard
- avoid cables crossing pedestrian routes and use cable guards to cover where required
- implement a defect reporting system to ensure the hazards are identified and addressed as soon as possible.

Working with Glass

- Care must be taken during moving glass by trolley/s
- Glass should be rigidly clamped with the trolley
- 3 workers for the transportation two for the movement of the trolley and one worker is for guiding
- Sharp edges of glass boards must be covered
- Avoiding pedestrian's movement during transportation of glass board/s
- Workers dealing with glass should wear mechanical gloves (anti tearing ,puncturing,), safety goggles
- All handheld tools should be kept under supervision inside the barricaded working area

Safety instruction using hydraulic Jacks

- Store and handle jacks correctly.
- Inspect jacks before use and before placing into storage.
- Ensure the surface on which the jack is placed is level, even and capable of taking the imposed loads.
- Ensure the load is capable of withstanding the forces imposed by the jacking operation.
- Use packing capable of withstanding the imposed loads without crushing. Lift and lower in small stages using support packing to minimize load falls or the load coming onto a single jack.
- Ensure the jack is positioned so that the load is applied to the jack in the correct plane.
- Don't obliquely load jacks.
- Don't raise the load higher than necessary.
- Don't overextend the jack.
- Don't leave a load supported solely on jacks.
- Don't reach under a load supported by jacks.
- Don't Work or climb on a load supported by jacks.

3.5.2.14 Biological hazard:

Associated with working with animals, people, or infectious plant materials. Types of things you may be exposed to include:

- Bacteria and viruses
- Fungi/mold
- Blood and other body fluids
- Insect bites
- Plants
- Animal and bird droppings

Safety Instructions / precautions:

- Regular cleaning of the workplace, pest prevention/extermination, proper disposal of items that may pose a biological risk.
- Changing work processes and activities in order to make them safer examples (enclosing of fluids movement to avoid contact with body)
- Providing/implementing immunization programs for workers when necessary and limiting exposure of time for employees around potential Biological Hazards and training them to work safely around them.
- Examining workers regularly with regard to health risks at their workplace
- Providing Safety Datasheets and guidance materials on biological agents
- PPEs including Gloves, Protective clothing, Eye protection, Face protection, Respiratory protection where Needed and according to Risk Assessment
- Providing appropriate restrooms, washing equipment, eating areas
- Prohibiting smoking, eating, drinking at the biological risky areas workplace.
- Providing adequate (hand) washing facilities (with soap).

3.5.2.15 Medical Examination

3.5.2.15.1 Purpose:

To comply with the Jordanian Ministry of Labor regulation number 42 of the year 1998 (the regulation of preventive and therapeutic medical care for the works in establishment) issued by Jordanian labor law on the year 1996

Medical examination will be required to test the health of all workers after the approval on the job offer and before starting their duties

3.5.2.15.2 Instruction

Health surveillance/examinations for all AIG Employees are conducted on regular basis (6 months / 1 year / 2 years) according to work activities, there are different types of tests such as Blood test (liver and kidney) clinical examination, eye test, examination hearing

Work nature	Medical examination frequency	Medical type
Staff working with paint or any chemical materials such as (	Every six month	Blood test (liver and kidney), clinical examination, eye

airside & landside civil eng, workshops)		examination, hearing screening, lung efficiency
Staff working in maintenance x-ray machine	Every six month	Blood test (liver and kidney), clinical examination, eye examination, hearing screening, lung efficiency`
Staff working at waste water treatment plant and sewage network maintenance	Every six month	Blood test (liver and kidney), clinical examination, eye examination, hearing screening, lung efficiency & Hepatitis C disease
Staff working at workshops-Welding team	Every six month	Blood test (liver and kidney), clinical examination, eye examination, hearing screening, lung efficiency`
IT&T staff	Every two years	clinical examination, eye examination, hearing screening, lung efficiency`
Engineering and maintenance staff	Every two years	clinical examination, eye examination, hearing screening, lung efficiency`
AIG Security staff	Every two years	clinical examination, eye examination, hearing screening, lung efficiency`
AIG Corporate	Every two years	clinical examination, eye examination, hearing screening, lung efficiency`
Workshops staff	Every year	clinical examination, eye examination, hearing screening, lung efficiency`
High voltage team	Every years	clinical examination, eye examination, hearing screening, lung efficiency`
Terminal Maintenance staff-Baggage handling & Low voltages	Every years	clinical examination, eye examination, hearing screening, lung efficiency`
AIG-Transportation staff	Every two years	clinical examination, eye examination, hearing screening, lung efficiency`
AIG Operation team	Every two years	clinical examination, eye examination, hearing screening, lung efficiency`
Commercial & Customer services staff	Every two years	clinical examination, eye examination, hearing screening, lung efficiency`

Medical examinations are required of all hires to protect the new employee from possible work related health problems. It is the responsibility of the Human resources department to assure that medical exam is completed prior to the start date for a new hire.

Before joining AIG, the following medical examination should be conducted:

- Clinical test
- Hearing test
- Breathing (Respiratory) test

The above requested test can be taken at Tabarbour health center as agreed with Ministry of labor.

3.5.2.16 Pesticides Use and Management

3.5.2.16.1 Purpose:

Pesticides are toxic to both pests and humans. However, they need not be hazardous to humans and non-target animal species if suitable precautions are taken. These safety instructions developed as a guide for people working in pest management to promote safe and healthy practices in regard to the use, storage and transport of pesticides by end users.

They aim to minimize the risk of detrimental effects to human health and the environment when storing, transporting or using pesticides, by suggesting ways to control known risks associated with these substances.

3.5.2.16.2 Responsibilities

• Contractors:

The Contractor must ensure the risk to the health and safety of their employees and other persons at their place of work is minimized. This includes minimizing health risks associated with the use and storage of pesticides. Employers have specific obligations to:

- Ensure that information is readily available detailing how pesticides can be used safely and without risks to health
- Provide employees with appropriate instruction, training and supervision provide safe systems of work, including the use of plant and equipment conduct workplace risk assessments
- Employers must also protect the health and safety of others who are not employees, such as public visiting a workplace. This includes minimizing risks arising from the application of pesticides, spray drift and any residues.

• EHS Team:

- Consultation with work owner to identify the hazard and risk related to work with pesticides materials and provide guideline on the safety instruction that must follow to minimize the health and safety risk on workers
- Conduct random inspections to check from following the safety instruction onsite.

3.5.2.16.3 Control measures:

The below control measures are minimum that shall follow during pest/vector control works, the contractor shall develop Integrated pest Control Management Plan

- (if possible) Using a less toxic pesticide & less volatile pesticide
- Pesticides must be register at Ministry of agriculture, if the pesticides not registered , the supplier must contact the manufacture
- Pesticide containers must be labeled as per Ministry of Environment requirements
- Dangers goods storage requirements must follow when store pesticides containers

- Separate areas used for storing, mixing and preparing pesticides with limited access to all public, don't allow others to be in the vicinity during mixing and spraying process
- Pesticides in a vehicle should be isolated from the driver and other staff during transport
- Using an extraction ventilation equipment (ventilator) to remove vapors after treatment
- Reducing the number of people exposed and excluding non-essential personnel from the area, for example, treating an office building after normal working hours example, treating an office building after normal working hours
- Never leave unsecured pesticides unattended
- prohibiting eating, drinking and smoking when handling pesticides, If contamination occurs, wash the affected area immediately with water and inform doctor
- providing and ensuring the use of adequate facilities for effective decontamination, such as washing facilities
- Ensuring that outdoor tasks are done at the most appropriate time of day to minimize heat stress or spray drift
- only mixing the amount of pesticide necessary for the job
- Placing signs around treated areas indicating the hazards; these should be posted and remain in place until the product has dried or dissipated
- Empty containers shall dispose as hazardous waste, never dispose pesticide toilet /soil/storm water ditches
- PPE must appropriate for the task and fit for the employee ,readily available, clean and in fully operational condition and employees are trained in the use of the PPE, including the selection and maintenance (and, where appropriate, when to discard disposable PPE)
- If necessary to do fumigation or spraying pesticide outdoor, weather conditions need to consider, avoid spraying pesticide during strong wind, spraying pesticide outside must not applied during rain
- Calibration and maintenance for spraying/fumigation equipment's must be regularly
- Spraying/fumigation pesticides preferable early in the morning or late in the afternoon, to minimize the risk to public/staff
- Control spray drift risks. Notify the owner or occupier of the site prior to the commencement of spraying.
- Not use your mouth to blow or suck pipes or nozzles to clear them
- Spills should be cleaned up immediately, and contaminated materials shall disposal as hazardous waste
- At the of each day's operations change clothes, and wash it separately from others uniform
- Health surveillance shall organize for the staff working with pesticides as per labor law requirements
- First aid or incident reporting procedures where injury or illness to other persons has occurred

3.5.2.17 Emergency Preparedness instructions

3.5.2.17.1 Evacuation Action in case of Fire at Operations Building

Evacuation may be required if there is a fire in the building or other hazard. The evacuation team will direct the evacuation of the building and account for all employees outside at a safe location if there is fire alarm initiation the system is linked with the Civil defense, and the civil defense firefighting team will head to the building/facility where the alarm is generated from the response time can vary from 5-8 minutes

3.5.2.17.1.1 Instruction

▪ Coordinators at Operations building:

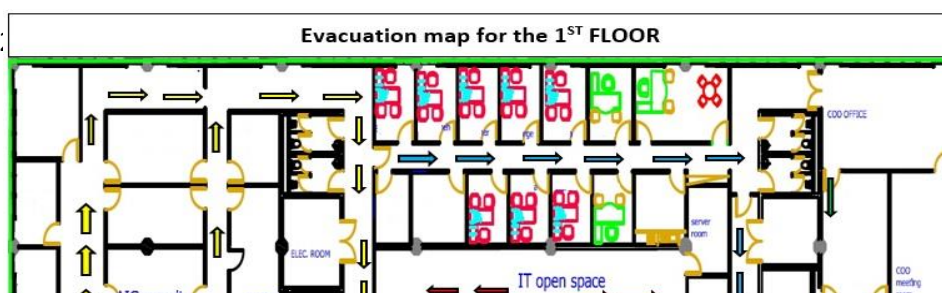
Title	Mobile Number	Floor number	General responsibilities
EHS senior officer	0797654843	1 st	- Their areas are cleared of people - Registers are collected on the way out - The Civil Defense is called. - A roll call is made to ensure everyone is out.
Quality Management Section Head	0797148561	1 st	
Electrical Engineer-Project office	0785287771	Ground	
Document control senior officer	0797115298	Ground	

Security permit officer	0796438414	1 st	
Project officer	0796400483	Ground	
Civil Defense	064452225	=	
			● Ask for the Fire Brigade or other emergency service as appropriate. ● Fire Wardens will call the Fire Brigade (Civil Defense)
Emergency coordinator During shift A	● EHS Manager on phone: 0797115263 ● EHS senior officer on phone : 0797654843		
Emergency coordinator after shift A	● ADM 0798302555		

▪ Evacuation instructions

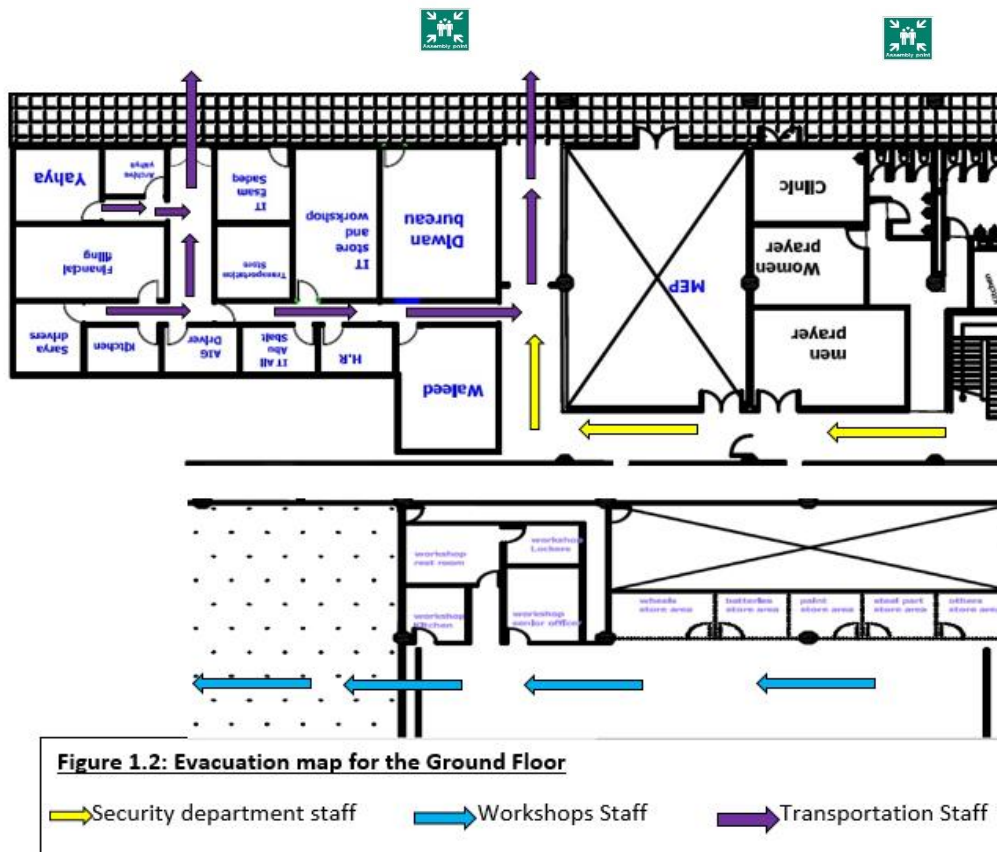
- Immediately Operate the nearest alarm call-point
- The electrical fire alarm system will sound on operation of the manually operated alarm call-point
- Everyone in the building should leave the building by the nearest exit and report to the assembly points at the front of the building.
- All exit doors can be used as escape routes;
- The staircase and routes leading to the front door are protected routes.
- Fire extinguishers are located in circulation areas and near fire exit doors
- Arrangements for the safe evacuation of people identified as being especially at risk, such as contractors, those with disabilities, members of the public and visitors.
- Visitors: The host / employee must take responsibility for any visitor they may have and ensure they leave the building by the nearest exit.
- Contractors: must be given information about fire procedures and leave the building at the nearest exit.
- ADM will prepare & circulate the incident report , so the OHS senior officer will do the investigation to define the cause and corrective actions
- Instruction test: to test the efficiency of evacuation instruction, drill will be organized every 3 years.

Mapping for Evacuation plan for the Building (Administration Operation Building No 22)





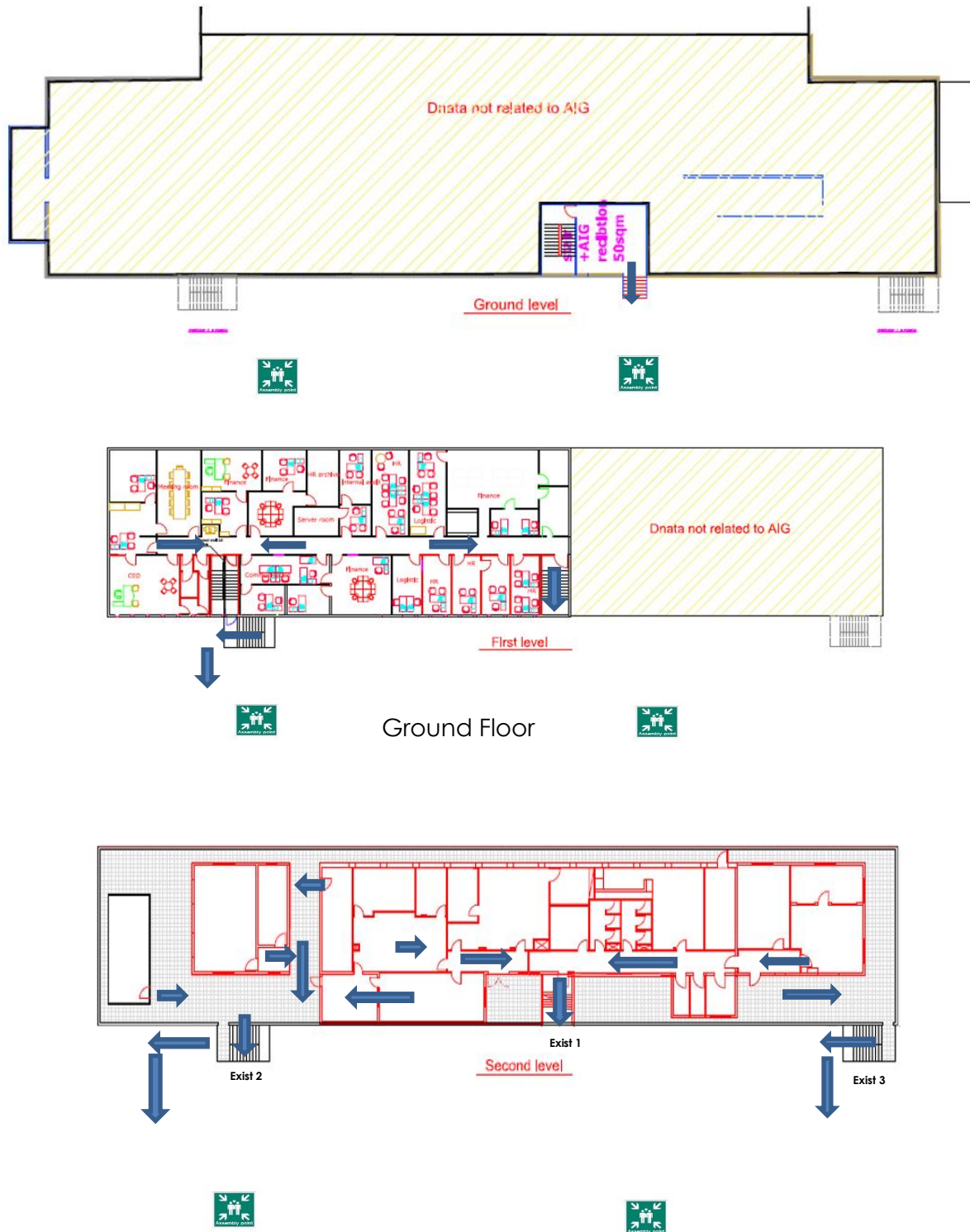




3.5.2.17.2 Evacuation Action in case of Fire at Corporate building

Evacuation instructions

- Immediately Operate the nearest alarm call-point
- The electrical fire alarm system will sound on operation of the manually operated alarm call-point
- Everyone in the building should leave the building by the nearest exit and report to the assembly points at the front of the building.
- All exit doors can be used as escape routes;
- The staircase and routes leading to the front door are protected routes.
- Fire extinguishers are located in circulation areas and near fire exit doors
- Arrangements for the safe evacuation of people identified as being especially at risk, such as contractors, those with disabilities, members of the public and visitors.
- Visitors: The host / employee must take responsibility for any visitor they may have and ensure they leave the building by the nearest exit.
- Contractors: must be given information about fire procedures and leave the building at the nearest exit.
- ADM will prepare & circulate the incident report , so the OHS senior officer will do the investigation to define the cause and corrective actions
- Instruction test: to test the efficiency of evacuation instruction, drill will be organized every 3 years.



3.5.2.17.3 Evacuation Action in case of Fire at Terminal building: For terminal building, the evacuation actions

details in the terminal evacuation plan should be followed QAIA-COO-QSM-MAN-014

3.5.2.17.4 Evacuation Action in case of Fire at Main store area

▪ Evacuation instructions

- Immediately Operate the nearest alarm call-point
- The electrical fire alarm system will sound on operation of the manually operated alarm call-point
- Everyone in the building should leave the building by the nearest exit and report to the assembly points at the front of the building.
- All exit doors can be used as escape routes;
- The staircase and routes leading to the front door are protected routes.
- Fire extinguishers are located in circulation areas and near fire exit doors
- Arrangements for the safe evacuation of people identified as being especially at risk, such as contractors, those with disabilities, members of the public and visitors.
- Visitors: The host / employee must take responsibility for any visitor they may have and ensure they leave the building by the nearest exit.
- Contractors: must be given information about fire procedures and leave the building at the nearest exit.
- Supervisor onsite should call ADM on 0798302555, accordingly, ADM will prepare & circulate the incident report , so the OHS senior officer will do the investigation to define the cause and corrective actions
- Instruction test: to test the efficiency of evacuation instruction, drill will be organized every 3 years.

Mapping for Evacuation plan for Inventory

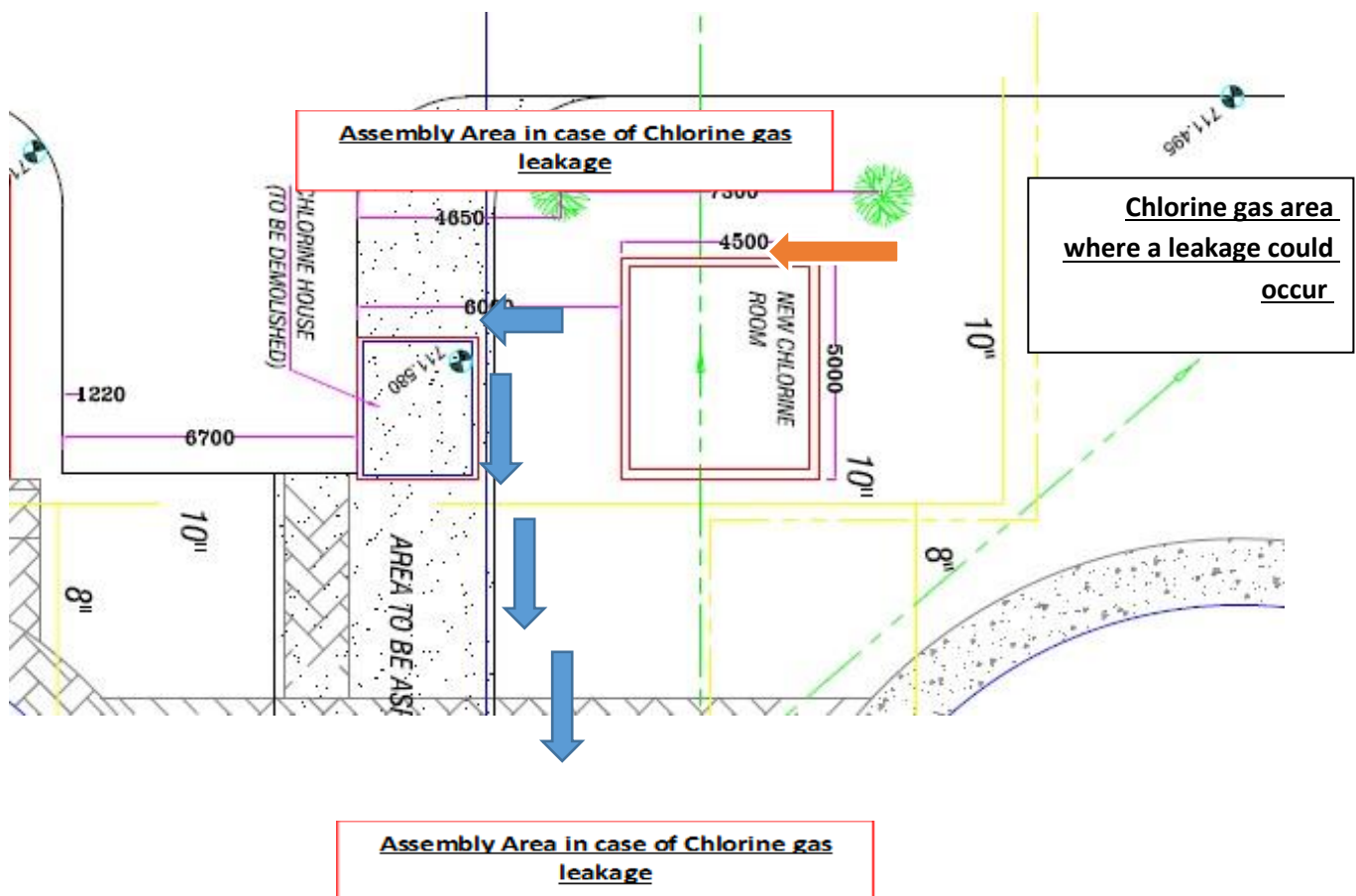


3.5.2.17.5 Procedure in the case of a chlorine leak

- Proceed according to alarm plan
- Inform a second person.
- Immediately evacuate the area where the leakage has occurred
- Wear suitable compressed air breathing apparatus and a protective chemical suit
- After that check the leakage, and If the leaking of chlorine gas can't be controlled with water, call the Civil Defense CD (06 4452225) immediately (and inform them that chlorine gas is leaking.
- Affected parties WWTP technician
- During shift A, onsite supervisor should call OHS senior officer (**0797654843**) to do the necessary investigation to define the reason behind the emergency case, after shift A and during holiday, ADM should be informed to do the necessary reporting and accordingly the OHS senior officer will follow it
- Instruction test: to test the efficiency of evacuation instruction, drill will be organized every 3 years.



Mapping for Emergency paln- Chlorin leakage



3.5.2.12.6 Procedure in the case of Natural Disaster: in addition to the Emergency measures details in section 2.9 at Airport Emergency plan QAIA-COO-QSM-MAN-004, the following safety instruction should follow:

- Get under a sturdy table, desk or bed.
- Brace yourself in an inside corner away from windows.
- Move to an inner wall or corridor.
- In an apartment building the safest place is by the central reinforced core of the building, which is usually located by the elevator well.
- Choose shelter which will provide an airspace if it collapses.
- If your furniture shelter moves, stay under it and follow it around the apartment. Watch for falling objects plaster, bricks, light fixtures, pots and pans, etc. o Stay away from tall shelves
- Stay away from windows, sliding glass doors, mirrors.
- Grab anything handy (blanket, pillow, tablecloth, newspapers, box, etc.) to shield your head and face from failing debris and splinting glass.
- Don't be alarmed if the fire alarm or sprinklers go off.

3.5.2.17.4Evacuation Action in case of Fire at CUP Building

- **Evacuation instructions**
- Immediately Operate the nearest alarm call-point
- The electrical fire alarm system will sound on operation of the manually operated alarm call-point
- Everyone in the building should leave the building by the nearest exit and report to the assembly points at the front of the building.
- All exit doors can be used as escape routes;
- The staircase and routes leading to the front door are protected routes.
- Fire extinguishers are located in circulation areas and near fire exit doors
- ADM will prepare & circulate the incident report , so the OHS senior officer will do the investigation to define the cause and corrective actions
- Arrangements for the safe evacuation of people identified as being especially at risk, such as contractors, those with disabilities, members of the public and visitors
- Instruction test: to test the efficiency of evacuation instruction, drill will be organized every 3 years.

Mapping for Evacuation plan for CUP Building

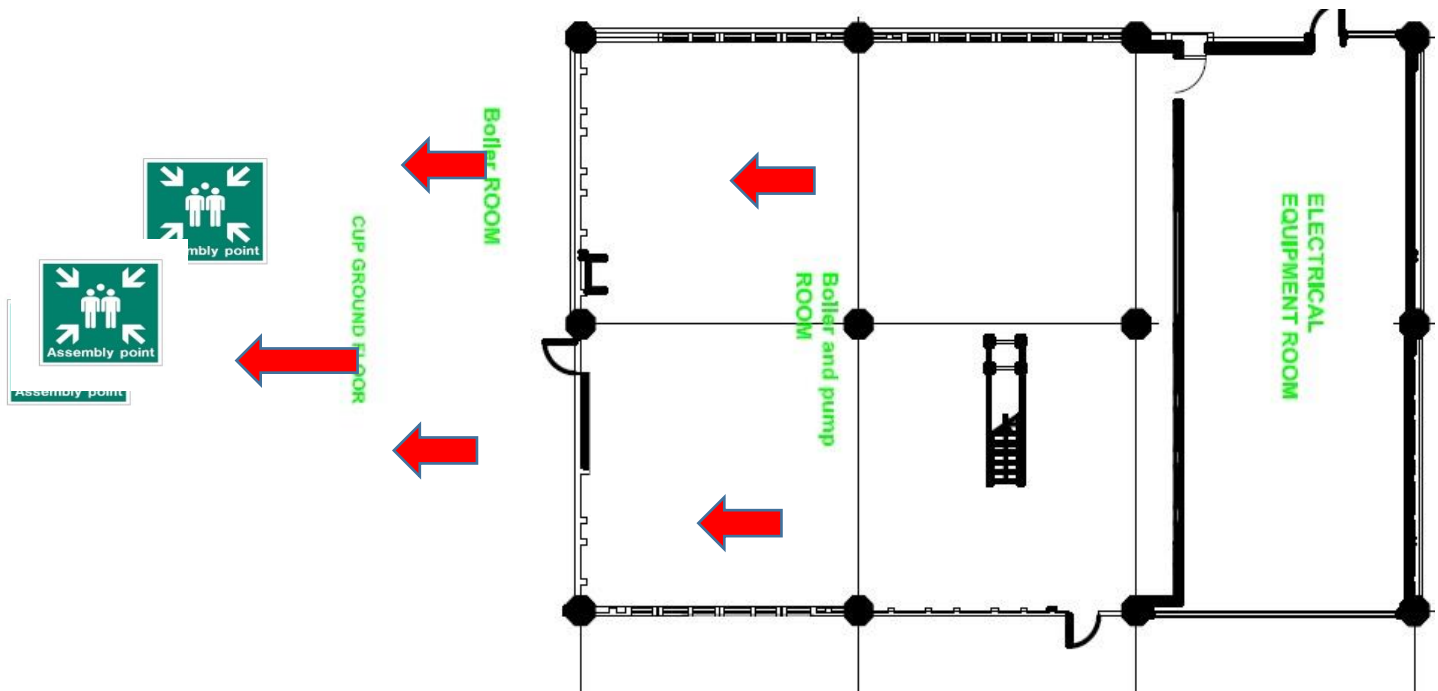


Figure 1 Ground floor mapping

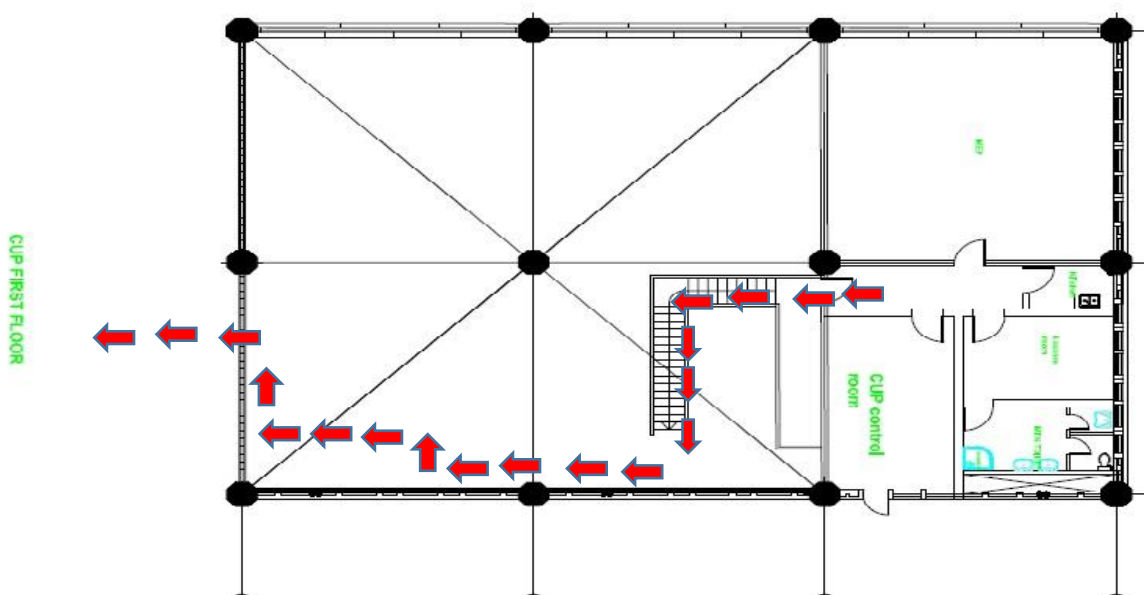


Figure 2 (CUP 2nd floor mapping)

3.5.2.17.5 Evacuation Action in case of Fire at HV

▪ Evacuation instructions

- Immediately Operate the nearest alarm call-point
- The electrical fire alarm system will sound on operation of the manually operated alarm call-point
- Disconnection of Electrical power supply (LV Circuit Breaker / MV Switch gear / MV ISOLATER, etc.)
- If the fire still exist Use Fire Extinguishers
- Activate the FM 200 System If the Fire can't be tackled by Fire Extinguishers
- Everyone in the building should leave the building by the nearest exit and report to the assembly points at the Front of the building.
- All exit doors can be used as escape routes; the staircase and routes leading to the front door are protected routes.
- Fire extinguishers are located in circulation areas and near fire exit doors
- Arrangements for the safe evacuation of people identified as being especially at risk, such as contractors, those With disabilities, members of the public and visitors
- Visitors: The host / employee must take responsibility for any visitor they may have and ensure they leave the building by the nearest exit.
- Contractors: must be given information about fire procedures and leave the building at the nearest exit.

Mapping for Evacuation plan for HV Building

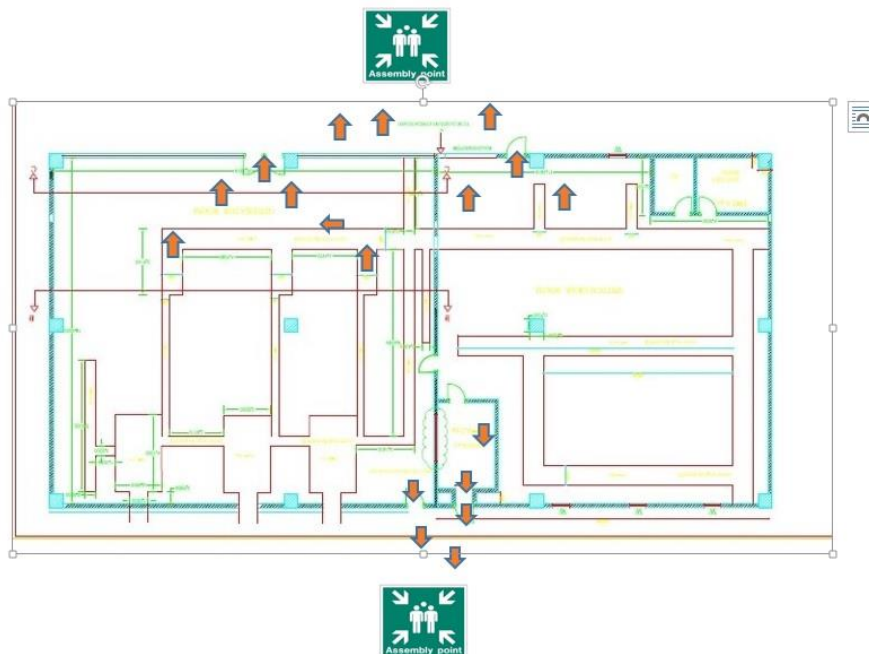


Figure 3 HV Mapping for evacuation -plan

Version 4 3/6/2020

4 MONITORING

We monitor the effectiveness of EHS through:

- Achievements of Objectives and target
- Audit & inspection results
- Compliance level with legal and other requirements
- Customer & interested parties feedback
- Community feedback

And further focusing on EHS effectiveness (adequate control implemented regarding significant environmental, health and safety aspects and compliance with legal and other requirements), non-conformances handling, corrective and preventive actions management the monitoring is addressed in the following:

- Integrated Management System QAIA-CEO/QSM/MAN/010/
- Continual Improvement QAIA-CEO-QSM/PR/11
- Monitoring Evaluation QAIA-CEO-QSM/PR/018
- Internal audit QAIA-CEO-QSM/PR/019

This procedure addresses the measurement, monitoring, inspection/audit as well as all general follow up system (database, regular meeting etc.)

As detailed in the above instructions:

- The compliance with legal requirements and other requirements are monitored on annual basis or as per need it;
- The Environment, health and Safety risk assessment are reviewed and update annually or as per need;
- The achievement of environment, health and safety objectives and target are monitored quarterly or as per need as part of Integrated Management System (IMS) Dashboard, and communicated (when necessary) to other departments through IMS meeting;
- The effectiveness of operational control procedures for controlling the significant environmental, health and safety aspects are monitored regularly through performing site inspection to check for implementation efficiency as per inspection plan which monitored monthly. The inspection results are sent to concerned departments for their action.
- The measurements and analysis program are developed as per legal requirements to monitor the performance of environment aspects, the program include:
 - Waste water quality;
 - Ground water and soil quality
 - Water quality control;
 - Ambient air & indoor air quality;
 - Noise level quality ;
 - Waste management
 - Soil quality
- Internal audit as per ISO14001:2015 and ISO 45001:2018 requirements are followed as per annual audit plan
- The environment impact generated from subcontractor works are assessed as per Work Permit Procedure QAIA-COO-TEC-PRO-PR-001 and further monitored by performing random inspection to worksite;
- Non-conformances related to environment health and safety will be reported to the concerned department Manager/section head to do the necessary actions.

- Responsibilities and deadline related to nonconformance corrective action are defined and followed through EHS dashboard sheet;
- EHS Management Representative can check from the action implementation efficiency that has been taken to close EHS finding raised from audit or inspection, during regular EHS inspection visit,
- EHS pending findings are monitored through the IMS meeting/OHS committee meetings to ensure effective action implementation.
- EHS finding status are monitored through the KPI identification in the objectives sheet related to each division.
- If corrective action cannot be implemented, the EHS Management Representative should re-assess the environment, health and safety impact and review the legal requirements to modify the action(if possible);
- Complaint related to EHS concern are followed as per complaint handling system

• EHS Management Representative Roles and responsibilities

Notwithstanding with all defined mission, roles and responsibilities above or for other specific subject:

- Review/define the requirements of environment, health and safety monitoring program on annual basis;
- Follow the implementation of monitoring program as planned.
- Ensure from laboratory is a credential laboratory whose doing the sample collection and analysis, and test method use in analysis is reference method as per relevant standards;
- Ensure that equipment calibrated up-to-date, in coordination with relevant department
- Communicate the measurements and analysis results to third party if they involved and follow the corrective action.
- Inform the relevant regulatory authority in case the measurements and analysis exceed standard limit.
- Maintain all record related to monitoring and measurements analysis results
- Ensure that the environment, health and safety risk assessment is developed and review it on annual basis.
- Ensure that non-compliant results are recorded and follow it with concern entity.
- Ensure that environment, health and safety complaint received from regulatory authority or customer are followed;
- Provide senior management with information on the EHS performance, through regular report, Management review, meetings, etc.

Appendix 1

OHS Warning Signs

- The following table shows were to implement occupational health and safety precautions and identifiers in reference to work areas that fall under AIG responsibilities

	Workshop	Warehouse	CUP	HV	WWTP	CCS	Civil Eng. Stores	Airside Vaults	Terminal building	Airside areas
No Smoking	X	X	X	X	X	X	X	X	X	X
Helmet	X	X	X	X	X		X	X		X
Ear Muffs	X	X	X	X	X			X		
Gloves	X	X	X	X	X		X	X		
Safety Boots	X	X	X	X	X		X	X		X
Protective Mask	X			X	X		X			
Eye Goggles	X	X	X	X	X		X			
Toxic Gaz	X				X					
Electrical Danger	X	X	X	X	X	X				
Restricted Area / No Entry		X	X	X	X	X		X		
Confined Space	X				X			X		
Keep Doors Closed	X	X	X	X	X		X			
Insure the Area	X		X	X	X	X		X		
Flammable Material	X	X	X	X			X			
Forklift in Use	X	X								

Table 5: Warning Signs Locations

b. Safety Signs



Figure 12: Safety Signs

c. Danger Signs



Figure 13: Danger Signs

d. Caution Signs



Figure 14: Cautions Signs

Appendix 2: Roles and Responsibilities for EHS management during construction

- **Purpose:**

To provide guidance on roles and responsibilities of the parties involved in construction

- **Roles and Responsibilities:**

The EHS Management Representative shall:

- Set in place EHS requirements for construction activities in compliance with AIG work procedure

The Environment, Occupational health and safety Representative shall:

- Follow up on, inspect, and enforce the EHS requirements set for the contractors in compliance with AIG work procedure.
- Act as the contact point with the EHS site engineer for major construction works.
- Represent AIG in construction project management meeting when needed.

The construction contractor shall:

- Provide EHS plan during construction work
 - Ensure compliance with AIG work Permit procedures
 - Ensure compliance with EHS requirements set by AIG in compliance with AIG work procedure
 - Report on any OHS accidents that might occur during construction work
 - Ensure the provision of the basic requirement of Personal Protective Equipment (PPEs) for all employees
 - Ensure provision of specific OHS training for workers as it's relevant to their activities and as per AIGs Occupational Health and Safety Operations Instructions provided in this manual
 - Ensure the implementation and reporting on corrective and preventive actions for any non-conformities with AIG Occupational Health and Safety Operations Instructions
- For more details on EHS requirements during construction work, see document **Guideline Environment, Health and Safety Plan during construction & Environment, Safety Handbook QAIA-CEO-QSM-MAN-016**

Appendix 3: Utilities Task Force Management Committee

- **Purpose:** manage and follow up on the achievement energy consumption to optimize the utilities recoveries and carbon footprint reductions in QAIA
- **Scope:** Review all activities influencing energy consumption and carbon footprint of AIG Activities which include:
 - Electricity consumption
 - Water consumption
 - Fuel consumption
- **Department representatives(Fixed member)**
 - Engineering and Maintenance- Utilities Project Manager-Member
 - Quality & Safety Management-EHS Manager-Member and deputy on Committee leader
 - Quality & Safety Director- Committee leader
 - Engineering and maintenance (TMD, AUMD, Projects)-Member

As per need, the below members can be invited

 - Terminal operations-Member
 - Airside operations- Member
 - IT&T- Member
 - Finance- Member
 - Commercial- Member
 - Human Resources-Member
- **Tasks:**
 - Identify key airport activities with energy consumption
 - Review and agree on the target related to electricity and CO2 emission reduction
 - Review energy consumption to optimize the recoveries and carbon footprint performance on quarter basis
 - Follow up on energy and carbon footprint management strategy (objectives and action plan) as per Energy audit report.
 - Coordinate with concern department to define the resources required to deploy the strategy
 - Report on annual basis on energy and carbon footprint performance to senior management
 - In coordination with Human resources develop communication actions to promote energy and climate friendly practices among employees of AIG.
 - Where needed, propose a course of action to engage external stakeholders on energy and carbon footprint management efforts by AIG
- **Frequency of meetings:**

The group should meet on annual basis, or as per need.

- **Departmental Roles and Responsibilities:**

Committee leader

- Manage the coordination between committee members
- As per strategy objectives, agree with committee members on the target related to electricity and CO2 emission reductions.

- Review and agree on the projects and any other actions that will support to achieve the target related electricity and CO2 emission reduction
- Annually provide report to the Chief Operation Officer (COO) & Chief executive Officer (CEO) on the status of target achievements and CO2 emission calculation results

Environment, Health and Safety Manager– Committee Member:

EHS Manager, will act as key person responsible on carbon reduction plan as part of overall committee plan. The main duties but not limited are:

- Annually review and update the Stakeholders Engagement Plan
- Coordinate internally and externally with concern departments and entities to gather the necessary information required to calculate the CO2 emission for scope 1/2/3
- Work closely with third party consultant to issue the Annual carbon footprint report
- Record all the output from committee meeting and write the Minutes of Meeting
- Update the information on AIG web site related to carbon footprint results;
- (whenever need it) Conduct energy audit study to identify any opportunity to reduce energy consumption

Division Representatives – Committee Members

The representatives of each department, acting as members of the committee, will have the following responsibilities:

- Input/advice, where needed, regarding the implementation of the energy and Carbon footprint management action plan.
- Communicate with department directors, where needed, regarding issues related to the energy and Carbon footprint management.
- Cooperate with other departments, where applicable, for the implementation of the energy and Carbon footprint management action plan.
- Advise the committee on priority areas to cover within the energy and Carbon footprint management action plan.
- Provide recommendation to improve the operation or maintenance procedure to minimize the consumption.

o Electricity consumptions monitoring instruction for QAIA

QAIA is provided with electricity through the National Electric Power Company (NEPCO) QH power station.

- A monthly invoice for electricity consumption for the entire QAIA premises is issued on monthly basis by NEPCO, showing total monthly electricity consumption.
- Internal Meters are installed at different locations inside and outside the terminal to monitor the consumption on monthly basis and define any opportunity to minimize the consumption.
- For third party, meters installed to monitor the consumption and recoveries;
- The electricity meters inside the terminal for concessionaires, tenants (except for those with low consumption which are invoiced based on square meter consumption) and investors are connected to

the Building Management System (BMS) inside the terminal, which send total consumptions for each to the finance department for invoicing.

- The electricity consumption at terminal building are monitored through the BMS (Building Management System) and the output communicated to concern department (Airside Utility Maintenance) and Utility Manager to review and check the data accuracy
- Authority offices inside the terminal are not connected to meters, where the monthly electricity consumption is calculated based on monthly average consumption per square meter of space occupied.
- Different meters installed outside terminal to monitor the electricity consumption from AIG buildings/chillers/Tenants facilities, monthly the data collected from AUMD staff manually and filled in dedicate excel sheet, the first review conducted from High voltage senior officer, then another review conducted from Utility Manager before send the data to Financial department to issue the required invoice for third parties
- On monthly basis, the Utility Manager send the electricity consumptions to EHS Manager to calculate the CO2 emissions

o **Fuel consumption monitoring instruction for AIG**

- On Monthly basis, HR/Transportation section provide the EHS Manager with fuel consumption sheet from AIG vehicles
- AIG vehicles drivers usually used coupon when ever need to refill the vehicles, copy of coupon should be delivered to transportation section head, to check it and record it in fuel consumption monitoring sheet
- Monthly, the fuel station send invoice with total consumption used from AIG vehicles, the invoice review and check it from transportation section head and approved prior send it to financial department.
- o **Carbon footprint report validation:** As per Airport carbon accreditation(ACA) requirements, carbon footprint report reviewed and validate from independent third party verification, the purpose of verification is to provide confidence that the reported information, statements, and plans represent a faithful, true, and fair account of an airport's efforts.

Independent third-party verification is an essential requirement for all levels of Airport Carbon Accreditation. The verifier must attest that the following information meets the programme requirements: policy statement, carbon footprint, emissions reduction target, Carbon Management Plan, Stakeholder Engagement plan. The verification of the carbon footprint should be conducted in accordance with the requirements of ISO14064-3 and in line with the GHG Protocol.

Appendix 4: Specification of Personnel Protective Equipment's

Job Hazard/s	Main Personal protective equipment's	General description	Related/applicable Standard
Electrical hazards	Electrical Safety Shoes	This safety shoes is designed to provide a source of protection when accidentally coming in contact with live electrical circuits	ASTM F 2413 EH ; EN ISO 20345
	Electrical gloves	Insulating gloves provide means of protecting the workers from accidental electrical.	BS EN 60903:1993
	Electrical Safety Shoes up to 14KV (<u>medium voltage activities</u>)	This safety shoes is designed to provide a source of protection when accidentally coming in contact with live electrical circuits	ASTM F 2413 EH ; EN ISO 20345
Chemical hazards	Chemical mask	a mask connected to a chemical air filter and used to protect the face and lungs from toxic gases	BS EN 149:2001 +A1:2009
	Full face Chemical mask	full face chemical mask is a mask used to protect the user from inhaling airborne pollutants and toxic ... Some have one or two filters attached to the face mask while others have a large filter connected to the face mask with a hose, oxygen cylinder	BS EN 136:1998
	Half face chemical mask	A half face particulate (air-purifying) mask is generally worn to protect the wearer from dust and paint fumes	BS EN 140:1999
	self-contained breathing apparatus (SCABA)	A self-contained breathing apparatus, or SCBA, sometimes referred to as a compressed air breathing apparatus (CABA), or simply breathing apparatus (BA), is a device worn by rescue workers, firefighters, and others to provide breathable air in an immediately dangerous to life or health atmosphere (IDLH)	BS EN 1146:2005 BS EN 137:2006
	Dust mask/muzzle	A dust mask is a flexible pad held over the nose and mouth by elastic or rubber straps to protect against dusts encountered during construction or cleaning activities, such as dusts from drywall, brick, wood, fiberglass, silica (from ceramic or glass production), or sweeping.	BS EN 374-1:2016 BS EN 6529:2013
	Chemical gloves	Chemical resistant gloves protect hands from solvents and isocyanates when mixing paints, spraying paint, and cleaning painting equipment. When these chemicals touch skin, they can irritate or burn the skin or cause an allergic reaction. Etc....	EN 374-3:2003
	Overall Clothing	Full body wear that is usually water proof, protects form oils, greases etc....	BS EN ISO 17491-4:2008

Job Hazard/s	Main Personal protective equipment's	General description	Related/applicable Standard
Work at height hazards	Safety helmet (when there is falling objects hazards / working near roofs/ water pipes)	Safety helmet is a form of protective equipment worn to protect the head from injuries, from falling objects and pumping hits	BS EN 397:2012
	Full body harness	A body holding device used to protect workers from falls by distributing the force of the fall over a large area of the body, ensuring that the subject of the fall remains suspended in an upright position after the fall has occurred.	EN 363:2008
	Safety lanyard	Safety lanyards are ropes, wires or cords used to secure personal working tools and other light equipment with the body	EN 363:2008
	General Safety goggles	Goggles or safety glasses are forms of protective eyewear that usually enclose or protect the area surrounding the eye in order to prevent particulates, water or chemicals from striking the eyes. They are used in chemistry laboratories and in woodworking.	• BS EN 172:1995
Mechanical hazards (moving machinery, rollers, nips, that can cause injury)	Mechanical gloves	Gloves giving protection from mechanical risks (Abrasions, blade cut, tear resistance, puncture resistance)	EN388 : 2005
	General Safety goggles	Goggles or safety glasses are forms of protective eyewear that usually enclose or protect the area surrounding the eye in order to prevent particulates, water or chemicals from striking the eyes. They are used in chemistry laboratories and in woodworking.	BS EN 172:1995
	General Safety shoes	A steel-toe boot (also known as a safety boot, steel-capped boot or safety shoe) is a durable boot or shoe that has a protective reinforcement in the toe which protects the foot from falling objects or compression, usually combined with a mid-sole plate to protect against punctures from below	BS EN ISO 20345:2011
Transport hazards Examples (Collison with moving vehicles, forklifts, tugs, etc....)	High Visibility clothing (jacket/vest)	Clothing which provides visibility	BS EN 471:2003 +A1:2007
	General Safety shoes	A steel-toe boot (also known as a safety boot, steel-capped boot or safety shoe) is a durable boot or shoe that has a protective reinforcement in the toe which protects the foot from falling objects or compression, usually combined with a mid-sole plate to protect against punctures from below	BS EN ISO 20345:2011
Biological hazard (ex. medical waste or samples of a microorganism, virus or toxin (from a biological source) that can affect human health)	Medical gloves	Medical gloves are disposable gloves used during medical examinations and procedures that help prevent cross-contamination between caregivers and	BS EN ISO 11193-1:2008
	Overall Clothing	Full body wear that is usually water proof	BS EN ISO 17491-4:2008

Biological hazard (ex. medical waste or samples of a microorganism, virus or toxin (from a biological source) that can affect human health)	Medical gloves	Medical gloves are disposable gloves used during medical examinations and procedures that help prevent cross-contamination between caregivers and	BS EN ISO 11193-1:2008
	Overall Clothing	Full body wear that is usually water proof	BS EN ISO 17491-4:2008
	Eye protection	Eye protection to be used while working with biological hazard	BS EN 166:2002
Physical hazards (Examples, radiation, heat and cold stress, vibration hazards, and noise hazards)	Ear defender (range 35-40) (reducing 40 dB max, if worn all the working time)	Ear defenders protect the wearer from extreme noises. The head-band and outer covering is usually made from a hard thermoplastic or metal. The protection usually comes from acoustic foam – this absorbs sound waves by increasing air resistance, thus reducing the amplitude of the waves.	BS EN 458:2004
	Ear plugs (range 25-30) (reducing 30 dB max if worn all the working time)	Earplug is a device that is meant to be inserted in the ear canal to protect the user's ears from loud noises or the intrusion of water, foreign bodies, dust or excessive wind.	BS EN 458:2004
	Sun caps	a hat to protect head from the sun	-----
	Sunglasses	Glasses tinted to protect the eyes from sunlight or glare.	BS EN 1386:2005 Sunglasses and Sun Glare filters
	Welding goggles	Welding Goggles are forms of protective eyewear that usually protect the eyes the from welding sparks and glare	BS EN 7028:1988
	Welding face protection	A face shield is a device used to protect wearer's entire face (or part of it) from impact hazard such as flying objects and road debris, chemical splashes (in industry), or potentially infectious fluid (in medical).	BS EN 175:1997
	General Safety goggles	Goggles or safety glasses are forms of protective eyewear that usually enclose or protect the area surrounding the eye in order to prevent particulates, water or chemicals from striking the eyes. They are used in chemistry laboratories and in woodworking.	• BS EN 172:1995

Job Hazard/s	Main Personal protective equipment's	General description	Related/applicable Standard
Physical hazards (Examples, radiation, heat and cold stress, vibration hazards, and noise hazards)	General Safety shoes	A steel-toe boot (also known as a safety boot, steel-capped boot or safety shoe) is a durable boot or shoe that has a protective reinforcement in the toe which protects the foot from falling objects or compression, usually combined with a mid-sole plate to protect against punctures from below	BS EN ISO 20345:2011
Confined space related hazards	Scuba (Self-contained breathing apparatus)	Compressed air breathing apparatus (CABA), or simply breathing apparatus (BA), is a device worn by rescue workers, firefighters, and others to provide breathable air in an immediately dangerous to life or health atmosphere (IDLH).	BS EN 1146:2005 BS EN 137:2006

	Safety helmet (when there is falling objects hazards / working near roofs/ water pipes)	Safety helmet is a form of protective equipment worn to protect the head from injuries, from falling objects and pumping hits	BS EN 397:2012
	Chemical mask	a mask connected to a chemical air filter and used to protect the face and lungs from toxic gases	BS EN 149:2001 +A1:2009
	Full face Chemical mask	full face chemical mask is a mask used to protect the user from inhaling airborne pollutants and toxic ... Some have one or two filters attached to the face mask while others have a large filter connected to the face mask with a hose, oxygen cylinder	BS EN 136:1998
	General Safety shoes	A steel-toe boot (also known as a safety boot, steel-capped boot or safety shoe) is a durable boot or shoe that has a protective reinforcement in the toe which protects the foot from falling objects or compression, usually combined with a mid-sole plate to protect against punctures from below	BS EN ISO 20345:2011

Appendix 5 Accident procedure management



Dear Colleagues,

As we consider your safety a priority, below are the procedures that need to be followed in case of a staff injury incident during work:

1-Shift A:

In case of an injury that does not require a hospital visit:

- Use the first aid box available at the work site or in the car.
- Immediately inform your direct manager that he/she should arrange for an escort to accompany the injured staff member to the airport clinic.
- The direct manager should inform the ADM at 079-830-2555 and HR Operation section head at 079-906-4416, as well as the Environment, Health and Safety (EHS) team via email ehs@aig.aero look into the cause of the incident.

In case of an injury that requires a hospital visit:

- The injured staff member's colleague should call the Civil Defense Department at 064452225 to arrange for transportation to the airport clinic.
- Inform the staff member's direct manager and ADM.
- The direct manager should call HR Operation section head to follow up on this incident.
- Direct manager will need to send an escort to accompany the injured staff member to the hospital.
- ADM needs to give the escorting staff member at least JOG 100, taken from the petty cash.
- ADM needs to send an occurrence report within 24 hours.
- The EHS team should start an investigation to identify the cause of the incident.

2-Shift B, C, or during the weekend:

In case of an injury that does not require a hospital visit:

- Use the first aid box available at the work site or in the car.
- In case no one was with the injured staff member, call the Civil Defense Department to arrange for transportation to the airport clinic.
- ADM needs to send an occurrence report within 24 hours.
- The EHS team should start an investigation to identify the cause of the incident.

In case of an injury that requires a hospital visit:

- The injured staff member's colleague should call the Civil Defense Department to arrange for transportation to the airport clinic.
- Inform the staff member's direct manager and ADM.
- The injured staff member's direct manager should nominate someone from the team to accompany the injured staff member to the hospital.
- ADM needs to call HR operation section head to follow up with the hospital regarding the injured staff member's admission and medical treatment.
- ADM needs to give the escorting staff member at least JOD 100 taken from the petty cash.
- ADM needs to send an occurrence report within 24 hours.
- The EHS team should start an investigation to identify the cause of the incident.

For your safety, avoid working alone at the site. If necessary, you need to inform your colleague/s or the OCC during non-working hours before going to the site. Also, make sure you use the appropriate personal protective equipment and abide by the safety rules to minimize the chances of an incident taking place.

Thank you,

Quality and Safety Division



الزميلات والزملاء الأعزاء،

حرصاً منا على الحفاظ على مستوى عالٍ من السلامة والصحة المهنية داخل الشركة، وكجزء من الإجراءات الواجب اتباعها في حال حدوث إصابات العمل، فإننا نرجو وفي حال حدوث إصابة عمل - مع أي من موظفي الشركة - اتخاذ الإجراءات التالية:

أ- خلال فترة الدوام الصباحي:

في حال الإصابة التي لا تتطلب الذهاب إلى المستشفى:

- استخدام صندوق الإسعافات الأولية المتواجد في الموقع أو السيارة.
- تبلغ مديرك المباشر للتسيق بإرسال مرافق مع المصاب إلى العيادة وحسب الحاجة.
- تبلغ المدير المباشر إبلاغ مدير المطار المناوب على الرقم ٧٩٨٣٠٢٥٥٥ ورئيس قسم عمليات الموارد البشرية على الرقم ٧٩٩٦٤٤١٦ قسم البيئة، السلامة والصحة المهنية على البريد الإلكتروني ehs@aig.aero للتحقيق في سبب الإصابة.

في حال الإصابة التي تتطلب تلقي العلاج بالمستشفى:

- على زميل المصاب بالموقع الاتصال بالدفاع المدني على الرقم ٦٤٤٥٢٢٢٥ لنقل المصاب إلى عيادة المطار.
- تبلغ المدير المباشر ومدير المطار المناوب بالإصابة.
- على المدير المباشر تبليغ قسم الموارد البشرية ورئيس قسم العمليات.
- على المدير المباشر إرسال مرافق مع المصاب إلى المستشفى.
- على مدير المطار المناوب تسليم المرافق مبلغاً نقدياً لا يقل عن ١٠٠ دينار.
- على مدير المطار المناوب إصدار تقرير بالحادث للدوائر المعنية وخلال ٢٤ ساعة.
- على قسم السلامة والصحة المهنية في الشركة إجراء التحقيق اللازم لمعرفة سبب الحادث.

ب- خلال فترة العمل المسائية أو الليل أو العطل الرسمية:

في حال الإصابة التي لا تتطلب الذهاب إلى المستشفى:

- استخدام صندوق الإسعافات الأولية المتواجد في الموقع أو السيارة.
- في حال عدم تواجد مرافق مع المصاب في موقع الحادث الاتصال مباشرة بالدفاع المدني.
- يجب على مدير المطار المناوب إرسال تقرير بالحادث للدوائر المعنية خلال ٢٤ ساعة.
- على قسم البيئة، السلامة والصحة المهنية التحقيق في سبب الإصابة.

في حال الإصابة التي تتطلب تلقي العلاج بالمستشفى:

- على زميل المصاب بالموقع الاتصال بالدفاع المدني لنقل المصاب إلى عيادة المطار.
- على زميل المصاب تبليغ المدير المباشر بالإصابة ومدير المطار المناوب.
- على المدير المباشر تبليغ أحد أفراد فريق عمله ليكون مرافقاً للمصاب في المستشفى.
- على مدير المطار المناوب تسليم المرافق مبلغاً نقدياً لا يقل عن ١٠٠ دينار.
- على مدير المطار المناوب إصدار تقرير بالحادث للدوائر المعنية وخلال ٢٤ ساعة.
- على قسم السلامة والصحة المهنية في الشركة إجراء التحقيق اللازم لمعرفة سبب الحادث.

لسلامتكم، يرجى تجنب الخروج لموقع العمل بدون مرافق وعند عدم تواجد المرافق يجب تبليغ أحد الزملاء أو مركز العمليات (OCC) في الفترات الخارجة عن ساعات الدوام الرسمي قبل الخروج لموقع العمل، كما ويرجى أيضاً الالتزام بارتداء معدات السلامة وإجراءات السلامة حسب طبيعة العمل.

مع جزيل الشكر،

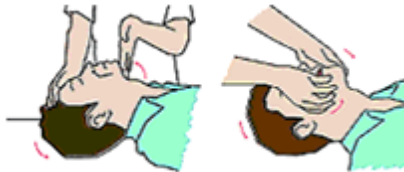
دائرة الجودة والسلامة

Appendix 6 first aids instructions

- **Purpose** The purpose of First-aid is to preserve life, assist recovery, prevent aggravation and minimize complications at a later date.
- **General First aid treatment:** People with serious injuries will need treatment from civil defense, but the below first aid treatments should be applied while waiting them.
 - When someone has lost consciousness secure the airway.
 - When someone loses consciousness due to an injury to the head or for some other reason, the back of the tongue may roll down the throat, blocking the airway to the lungs. In such situations you must facilitate a passage for air down the windpipe. This is called securing the airway.
 - When someone has lost consciousness but is breathing regularly. Put the person in the position shown below:



- When someone is not breathing or is not breathing comfortably. Secure the airway by laying the person face-up, tilting their head back and by lifting their chin up.



- When securing an airway, always check that the mouth is clear of obstruction and remove any foreign objects or phlegm.
- When someone is bleeding >> Stop the bleeding
 1. Apply pressure directly above the wound with a gauze or wide and thick handkerchief.
 2. If the wrist is bleeding then raising that part of the body to a position higher than the heart and then applying pressure is effective.



- When there is facial bleeding, apply pressure in front of the ears.



- When the upper arm is bleeding, apply pressure underneath the armpit.



- When there is bleeding beneath the elbow, apply pressure on the inside of the elbow.



- When there is bleeding from the leg, apply pressure at the top of the thigh.



- **First aid treatment When there are burns:**

- Cool the area that has been burnt with clean water as quickly as possible.
- Before removing clothes or stockings, cool that area with water. Then wrap the area with a clean blanket and take the injured person to a hospital. When more than 10% of the body has been burnt then it is considered to be a serious injury and must be treated by a doctor quickly.

- **First aid treatment, When there is suspected to be a broken bone**

- If there is a life-threatening condition then give priority to the treatment of that.
- When fixing a splint, fix it in the position that the injured person is in, without trying to set the bone and making sure you don't rock the body carelessly.
- Affix the splint over a length that encompasses the joints both above and below the suspected break.
- When the broken bone is exposed, treat the wound with clean gauze first and then affix a splint

- **First aid treatment, When there has been an electrocution:**

- Firstly, switch off the electrical mains. Take appropriate caution -rushing in carelessly to help a victim can result in the rescuer also being electrocuted.

- Move the injured to a safe location and Lay the patient on his back
- It may be the case that the victim's clothes have been burnt by the shock and there are burns that need to be dealt with in the same manner as other burns.
- Fluids may be given by mouth in small amounts, if the patient is conscious
- Arrange immediate medical aid.

• General instruction on ARTIFICIAL RESPIRATION

- Keep the head slightly backward and open the jaw.
- Seal the casualty's nose to prevent escape of air by pinching with thumb and index finger.
- Take a deep breath, open your mouth widely, place it over the victim's mouth and make a tight seal.
- Quickly blow the full breath into the mouth of victim.
- Remove your mouth from the victim and allow him to exhale passively.
- Repeat the procedure 12 to 15 times per minute for adults and 15 - 18 times a minute for young children and babies, till medical aid is arranged.
- Make sure that the air that you blow in is entering the person's body and also being exhaled properly by looking at the rising and falling of the injured person's chest. In cases where the stomach area expands after you have blown in, gently press this area with the palm of your hand.
- During CPR, there is a danger that the contents of an expanded stomach may be pushed out and absorbed into the lungs so take appropriate caution.
- When there is neither respiration nor a pulse it will be necessary to carry out CPR and heart massaging in tandem.
- Do not give mouth to mouth resuscitation during CPR in the presence of toxins Ventilate the casualty by using a face mask or bag/valve/mask assembly
- Avoid mouth to mouth resuscitation if there is possibility of transmission of infection between the victim and the rescuer.

• General instruction in case of ABDOMINAL WOUNDS

- Keep the patient flat on his back.
- Give nothing by mouth.
- Maintain warmth.
- If intestines protrude from the wound, do not attempt to touch or replace them.
- Apply sterile dressing and binder on the wound.
- Provide immediate transportation to the hospital

• General instruction in case of HEAT STROKE

- Make the patient lie down.
- Remove all clothing's except the under innerwear.
- Keep the patient under the fan.
- Pour cold water on the body repeatedly.
- Wash the head thoroughly with cold water and dry it with towel.
- Record body temperature falls up to 38°C
- Stop pouring water.
- Give plenty of cold water with a pinch of common salt in each glass of water to drink.
- Send the patient to the hospital

• General instruction in case of BLEEDING NOSE

- Make the patient sit on a Chair with head downward.

- Pinch the nose with fingers and thumb.
- Apply ice or cold compression.
- Do not plug the nostrils.
- Do not put water or any medicine through the nostrils.
- Send for medical aid immediately.

• General instruction in case of BLEEDING EAR

- Lay the patient with the head slightly raised.
- Incline the head to the affected side and apply a dry dressing over the ear with loose bandage.
- Do not plug the ear.
- Apply pressure in front of the ear.
- Send for medical aid immediately

• General instruction in case of SNAKE BITE

- Reassure the patient
- Do not allow the person to run or walk
- Apply a ligature above the wound (in between the heart and the wound) if the bite is in the leg or hand.
- Wash the wound with soap and water.
- Allow free bleeding.
- Never suck the blood from the wound.
- Treat for shock.
- Arrange immediate hospitalization, by transporting the patient in a lying down position.

• General instruction in case of DOG BITE

- Clean the wound immediately with water.
- Then wash with antiseptic soap and water.
- Do not try to stop bleeding.
- Do not cover the wound.
- Send the patient to hospital for treatment

• General instruction in case of INSECT BITE

- The sting bite should be pulled out.
- Apply cold compression.
- Apply vinegar diluted with water.
- Soda-bicarbonate paste should be applied at the site.
- Prevent shock.
- Send for medical aid immediately

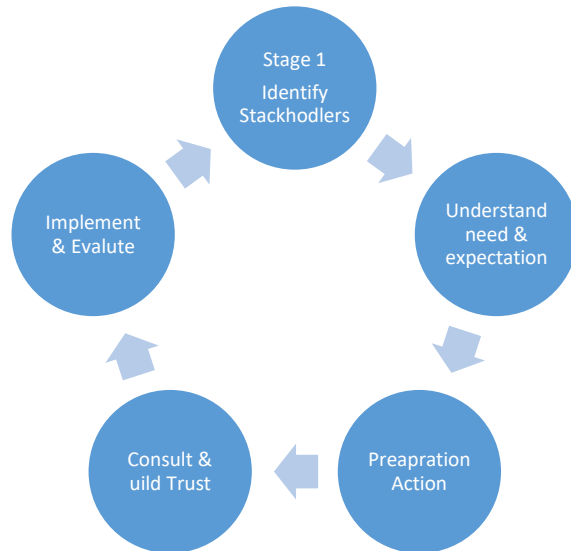
Appendix 7: Stakeholders Engagement Action (SEA)

1. Objective of SEA:

The SEA seeks to define a technically and culturally appropriate approach to consultation and disclosure. The key Objectives of the SEA can be summarised as follows:

- Identify key stakeholders that are affected, and/or able to influence on the airport activities;
- Understand the stakeholder need and expectation;
- Identify the most effective methods, timing and structures through which to share information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develops a stakeholders engagement process that provides stakeholders with an opportunity to address their opinion and concern influence project planning and design;
- Define roles and responsibilities for the implementation of the SEA.

2. Overview of Stakeholders Engagement process



2.1 Stage 1: Identify Stakeholders: in order to develop effective SEA, it is important to determine who the stakeholders are, understand their need and expectation from Environment, health and Safety respective. Accordingly, our stakeholders are classified into three Groups:

- Group 1: Tenants & Contractors : Are the companies working inside airport which have significant impact & effect on airport environment health and safety, such as :
 - Aircraft & Ground Support Equipment's Maintenance companies
 - Catering company
 - Fuel service Providers
 - Handlers
 - Airlines
 - Contractors
- Group II: Authorities: Those are the stakeholders that provide legislation framework
 - Ministry of Environment
 - Ministry of transport

- Civil Aviation Authority
- Civil Defence
- Group III: Local community /Passengers/Visitors/etc, that can effect and effect on airport such as
 - NGO(ex. Jordan Environment Society)
 - Giza Governance & local community
 - Universities around airport
 - Passengers/Visitors
 - Airport Staff

2.2 Stage 2: Understanding their need & exceptions: In order to build trust between Airport Operator and Stakeholders , it is necessary to understand their need and expectation from health and safety respective, which we can summarize as below:

Stakeholders classified Group	Need & Expectation	Action Required	Ref. Document
Group I: Tenants	Understand the Airport Environment, health and Safety requirements related to the national and international legislation	Update/communicate the Environment, health and Safety Plan, which is developed as per National & International requirements	Environment, Health and Safety Plan QAIA-CEO-QSM-PLN-15
	Provide the infrastructure needs for their operations (Water & Electricity network, Sewer network, Access road, WWTP, etc.)	• Regular maintenance to check from a viability of Electricity/Water/Sewage network • Regular maintenance to the pavement & marking of airport internal access road (within AIG scope) • Collect regular samples to ensure from water quality distributed in the network • Continuous check of WWTP operation, and collect samples to ensure from treated ww quality	Maintenance manual Environment, Health and Safety Plan QAIA-CEO-QSM-PLN-15
	To effective Airport Emergency plan to response in case contamination and protect Airport Environment	•Regular review & test Airport Emergency plan	Airport Emergency plan & Drill report

Stakeholders classified Group	Need & Expectation	Action Required	Ref. Document
Group II: Authorities	Comply with national legislation & have solid actions onsite to minimize or preventive environment pollution	• Compliance charts developed and update annually to check the compliance level and actions required • Regular review and test for Emergency preparedness plan	EHS compliance chart Environment, Health and Safety plan
	Provide regular report on Environment , health and safety performance status	• Environment, health and safety annual report	Annual report
Group III: Communities/public	Minimize Environment, Health and safety impact from airport operation	• Mitigations measures shall follow to minimize Noise/Emission/Land contamination/Disease	EHS plan- See section: 3.5.2.1.6- Community Health Management
	Provide Safety & Cleaning facility	• SLA with cleaning company to clean terminal and AIG facilities • Ensure that any works done are respect the safety requirements as per work permit procedure • Staff training on health and safety requirements	Work permit procedure Environment, health and Safety handbook
	Provide medical check canter	• Terminal medical check centre a viable and under supervisor of Ministry of health • AIG medical clinic a viable for AIG staff & medical check conducted regularly	Environment health and safety plan
	Provide acceptable environment conditions	• Heating/cooling system monitor regularly • Water quality check regularly • SLA with third party to conduct Pest control treatment regularly • Noise level monitor • Indoor air quality monitor	• Building Management System • Environment monitoring program
	Support Environment, health and Safety concern at community around airport	• Working with NGO on projects to help local community in improving waste segregation concept • Working with University on Studies & Researches	• MOM, SLA

2.3 Stage 3: Preparation Action: Once the Stakeholders need and expectation are determined, the necessary actions will develop and monitor accordingly.

2.4 Stage 4: Consultant & Build Trust: Stakeholders consultation is important part for understanding their point view, concerns. The communication methodology that adapt to understand our stakeholders need & expectations are(but not limited):

- Airport Environment Committee (AEC) Meeting: In this forum, we are discussing several topics important for different stakeholders, in addition too, transparency in sharing information or any feedback coming from community around airport related to Airport Environment Performance OR Impact.
- Workshops/training: Focus on training the Key representative from each stakeholders it is important, as he/she will share their knowledge and implement it within his/her company. Cooperation & involvement of NGO/relevant authorities in support and prepare the necessary training sessions are important to build the trust with the community.
- Website/Twitter/other social media: share information important for stakeholders to know it such as Carbon emission control, Noise control management, Pollution control, etc.

2.5 Stage 4: Monitor and Evaluate: It is important to recognize that monitoring and evaluating is an ongoing process. Winning support or resolving an issue initially does not mean it will always stay resolved – the internal and external environment is complex and over time may create new influences or changing priorities regarding that issue or stakeholder. Documenting, reporting and the clear keeping of records are vital elements to any engagement process, particularly when there is the need to report to third parties, such as Ministry of Environment, etc.

Different methodology adapted to monitor & evaluate the Environment & Safety issues, such as:

- Organize Inspection: such inspection coordinate in cooperation with relevant authorities, the inspection topics sent to stakeholders before enough time (5 days) and up on inspection report share with stakeholders include findings.
- Samples and Analysis: Water/waste samples collected regularly to check from water quality & wastewater that discharge to airport sewer system, any noncompliance reported to concern stakeholders for further action.
- Comment: Any customer/stakeholders feedback or complaint received through the social media/email, are record & follow up as per the complaint handling system.

Versions Records					
Version	Amendment No.	Revision Date	Effective Date	Revision Purpose	Revision Pages/Sections
V4	AMDT1	Oct 2020	20 th of Oct	Review the legal list to add new legislation - Environment classification & license n.69 of 2020 - Hazardous Materials/waste Management n. 68 of 2020	Page 26
		April2020	23 rd of Aug 2020	Review the whole documents	
V3		Aug 2019	Nov 2019	Review the whole documents to comply with EBRD/IFC/MIGA/ISO45001	
V2		Oct2018	Nov 2018	Review the whole document to comply with ISO14001:2015 requirements	
V1	AMDT2	Nov2017	Nov2017	Change evacuation drawing CORP & Add Appendix 5	96 &118
V1	AMDT1		May 2017	- Update legal list - Update competence training matrix	28-40
V1		May 2016	July 2016	Change EHS procedure to plan	Comply with lender requirements

- Does the new version or amendment needs training for interested parties? NO

Reviewed by	Approved by	Validated by
Rula Dawood Manager, Environment, Health and Safety	Alpros Hamzouq Director, Quality, Safety & Risk Management Division	