



Staff Health and Safety Manual

Expanded Programme on Immunization

Ministry of National Health Services, Regulations and Coordination,
Government of Pakistan



APRIL 2016

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Acronyms

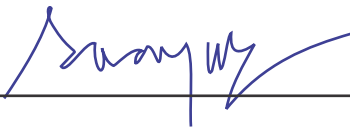
EPI	Expanded Programme on Immunization
PPE	Personal Protective Equipment
USAID	U.S. Agency for International Development
WMS	Warehouse Management System

Foreword

Staff health and safety remain of paramount importance in any warehouse logistics; therefore, it is with pleasure that we note the completion of the *Staff Health and Safety Manual* for the Federal Expanded Programme on Immunization (EPI) Warehouse Islamabad, which the Ministry of National Health Services Regulations and Coordination endorsed.

The safety and security guidelines in the manual emphasize compliance, with a zero tolerance policy, and with measures to mitigate and prevent workplace health and safety hazards. By understanding and implementing the information in this manual, staff working in the warehouse will avoid direct or indirect risks to their lives. It is hoped that the employees of the Federal EPI Warehouse will find this manual a user friendly and practical guide to a safe and healthy working environment.

We wish to convey our sincere appreciation for the generous technical and financial assistance extended by the U.S. Agency for International Development (USAID) through the USAID | DELIVER PROJECT in Pakistan; it strengthened the health supply chain logistics systems for the Government of Pakistan and enabled the development of this manual.



Mr. Muhammad Ayub Sheikh
Secretary Health,
Ministry of National Health Services Regulations & Coordination
Islamabad

Acknowledgment

The volume and complexity of work at the Federal EPI in Islamabad has consistently increased, transforming it into a key specialized national facility that distributes vaccines across the country. With an ever-advancing work mandate, the Federal EPI today is faced with an ongoing task of delivering consistently, correctly and safely to its constituencies in the country; including taking care of its employees, who continue to be its most important asset.

Staff health and safety remain of paramount importance in any warehouse logistics; therefore, it is with pleasure that we note the completion of the *Staff Health and Safety Manual* for the Federal EPI in Islamabad. The safety and security points provided in the manual emphasize compliance, with a zero tolerance policy, through measures to mitigate and prevent different work place health and safety hazards. By understanding and implementing this manual, staff will avoid direct or indirect risks to their lives in the warehouse. The safety and security manual assessment helps determine risks for the warehouse employees, supplies, and assets; as well as evaluate their susceptibility to workplace violence by sharing their findings and observations with the responsible departmental heads or managers. It will also be very beneficial for each warehouse department (Store, Administration, Transport, and Finance) to assess hazards against specific workplace safety and security issues. It is hoped that the employees of the Federal EPI will find this manual a user friendly and practical guide for a safe and healthy working environment.

The *Staff Health and Safety Manual* has been made possible through the generous support of the USAID | DELIVER PROJECT. The Ministry of National Health Services, Regulations and Coordination appreciates the timely and constructive support of USAID | Pakistan in strengthening, rehabilitation and up-grading of the Federal EPI Warehouse Islamabad to improve warehouse management system as per international standards.

We also wish to express our appreciation for Dr. Muhammad Tariq, Country Director, USAID | DELIVER PROJECT in Pakistan for his leadership role, and his dedicated team for their efforts and support in developing the *Staff Health and Safety Manual*.



Dr. Assad Hafeez,
Director General, Ministry of National
Health Services, Regulations & Coordination
Islamabad.



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1. Introduction

The Federal Expanded Programme on Immunization (EPI) Warehouse is committed to ensure workplace safety and security. The purpose of this manual is to ensure a safe and healthy work environment for all warehouse staff. To achieve this, a workplace safety and security checklist has been prepared to guide teams and individuals on how to conduct a self-assessment of their surroundings. This will be beneficial for each warehouse department—Store, Administration, Transport, and Finance to perform a hazard assessment against specific workplace safety and security issues, as indicated in the checklist.

The safety and security checklist assessment helps determine risks for warehouse employees, supplies, and assets; as well as to evaluate their susceptibility to workplace violence by sharing their findings and observations with the responsible departmental heads or managers. It is the responsibility of every manager to review the checklist and to remove all safety and security hazards.

1.1 ISO Requirements for Staff Health and Safety

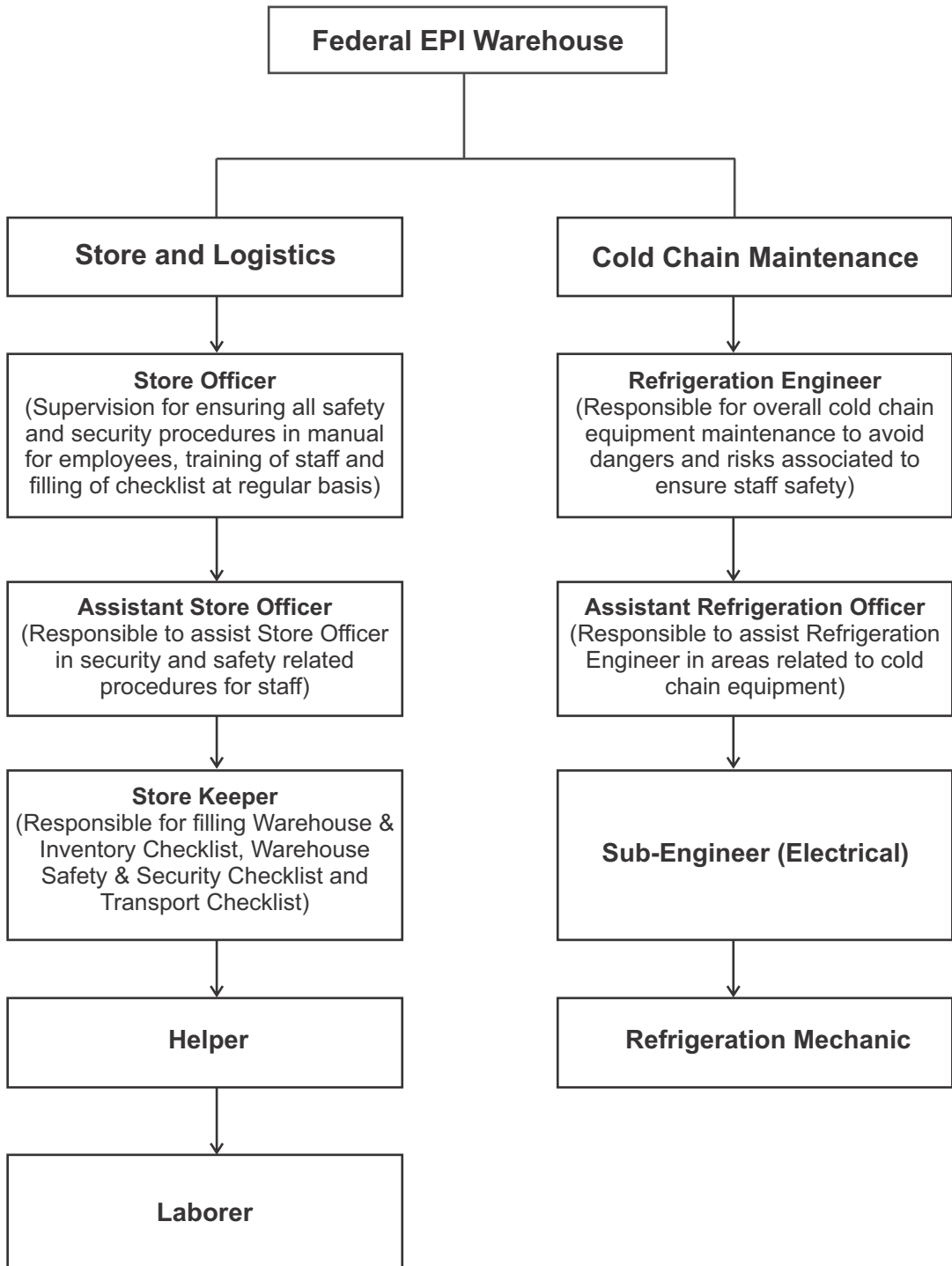
ISO 9001:2008 requires an organization to establish, implement, and maintain a quality management system in accordance with the requirements of international standards to ensure staff health, safety, and security in the organization.

Adhering to health and safety policies is vital for ensuring sustainability and it is essential to ensure that does not endanger the health or safety of workers or clients, nor damage the environment.

Quality management system documentation includes:

- 1.1.1 Documented statements of a quality policy and quality objectives
- 1.1.2 A quality manual
- 1.1.3 Documented procedures
- 1.1.4 Documents needed by the organization to ensure the effective planning, operation, and control of its processes, and
- 1.1.5 Records.

1.2 Federal EPI Warehouse Organogram



2. Compliance Statement

The Federal EPI Warehouse staff health and safety procedures have a *zero tolerance policy* for threats of physical harm, intimidation, or any other hostile acts directed toward warehouse employees and supplies. The health and safety procedures encourage immediate help for all employees and departmental managers and supervisors in case of any such incident. The manual also provides guidelines for managers if they encounter anticipated workplace hazards, threats, or violence. The active implementation of the warehouse staff health and safety procedures includes the following steps:

- 2.1 Educate warehouse employees, supervisors, and managers on all staff health and safety procedures; motivate staff to adopt precautionary measures while performing their duties. Supervisors and managers should encourage and counsel staff members to encourage an elevated sense of responsibility toward health and safety in the workplace.
- 2.2 Train and counsel managers, supervisors, and employees who do not comply with the workplace practices listed in the designated health and safety checklist. Managers and supervisors are required to educate their staff and provide on-the-job training in basic health and safety.
- 2.3 Recommend that warehouse senior officers and managers take corrective action for anyone that repeatedly fails to comply with the warehouse staff health and safety procedures and practices.

3. Workplace Violence Classification

While working in the EPI Warehouse, employees are vulnerable to various types of threats that can directly or indirectly endanger their lives.

Described below is a summary of some threats that may occur in the vicinity of the EPI Warehouse:

3.1 Personal Threat

Personal threat in a workplace may involve the following:

- 3.1.1 Employee workplace violence can involve a personal threat from the workplace condition. For example, employees are attempting to deliver services, as described in their duties, but the environment is not appropriate for them to perform these duties safely and securely
- 3.1.2 Pressuring employees to do their job without providing them with adequate safety and security equipment, tools, training, and an appropriate healthy and safe working environment.

3.1.3 Failing to promote and create a safe and secure working environment is also a threat of violence, as is not paying attention to day-to-day working hazards and their mitigation.

3.2 Employees Harm

A workplace threat of violence, which can harm employees, may be caused by:

- 3.2.1 An unskilled and inexperienced stacker operators using a forklift; and untrained staff loading and unloading labor.
- 3.2.2 Poor construction of the building and old or out-of-order forklifts, racks, stackers, trucks, and vehicles may cause employee workplace harm.
- 3.2.3 Untrained truck drivers and traffic accidents during the transport of vaccines and supplies.
- 3.2.4 Breaking vials or ampoules can harm the staff.

3.3 Fire

Fire is a major threat of violence in the workplace for employees:

- 3.3.1 An inefficient response mechanism; having no fire alarms, firefighting system, and/or no first aid kits.
- 3.3.2 Inattention to inadequate and old electrical items, such as uncovered/improperly covered electrical outlets, junction boxes, and other electrical components.
- 3.3.3 Improper repairing and maintenance; and improper grounding of extension cords in the warehouse can lead to short circuiting and fire.
- 3.3.4 Unavailable fire extinguishers.

3.4 Unsafe Working in Freezer/Cold Rooms

Following are the risks associated with unsafe working in freezer and cold rooms, which may cause workplace violence:

- 3.4.1 Risk of hypothermia if staff are not warmly clothed while working in the freezer and cold rooms.
- 3.4.2 Unskilled and untrained staff working in vaccine storage areas.

3.4.3 Suffocation in confined space of the freezer room/cold room because dry ice is stored; when it evaporates, deadly carbon dioxide gas accumulates.

3.5 Cold Chain Equipment Breakdown

Cold chain equipment breakdown is also a cause of workplace violence. Main causes may be the following:

3.5.1 Cold room or freezer room refrigeration unit not working or not cooling

3.5.2 Main electric supply/ power failure that may include a problem in generators

4. Responsibility

4.1 Warehouse Managers and Supervisors

Store staff, particularly the store keeper under the supervision of store officers and assistant store officers; and the refrigeration engineers at the Federal EPI Warehouse, are responsible for the following functions:

4.1.1 Managers and supervisors, working in various functions in the warehouse, should review all the previous and current incidents to identify repeated threats or violations. After the review, they must take appropriate steps to mitigate and prevent a repetition of the incident or violation.

4.1.2 If a situation arises, they should immediately visit the scene of the incident and control the situation, as well as arrange for basic healthcare, based on the need.

4.1.3 Physically inspect the site to determine the cause of the incident.

4.1.4 Based on an established priority, they should conduct interviews of threatened or injured employees. Additionally, managers must also record the statements of witnesses, collect evidence from the surroundings, and record and report it.

4.1.5 Examine the warehouse workplace to determine risk factors associated with the incident. Managers must include any previous reports of inappropriate behavior by the perpetrator, if appropriate, and ensure corrective action is taken.

4.1.6 They should take corrective actions to prevent the incident from recurring and should provide all the resources, services, and guidance necessary to change the behavior of the perpetrator.

4.1.7 Ensure that the staff health and safety procedures are followed by carefully monitoring employees' compliance with the principles of health and safety procedures.

- 4.1.8 Should coordinate assessment and provide assistance to ensure that the principles of staff health and safety procedures are implemented by following the described checklist.
- 4.1.9 Implement and maintain staff health and safety procedures in the work areas of all the sections and departments of the warehouse.
- 4.1.10 Managers or supervisors should identify gaps and ensure implementation of staff health and safety procedures as per checklist.
- 4.1.11 Evaluate the potential risk factors that are inappropriate for staff health and safety. Moreover, they should give advice on precautions to take against potential threats.
- 4.1.12 Ensure that the work environment is always physically safe and secure by upholding the principles of the staff health and safety procedures checklist.

4.2 Employees

- 4.2.1 All employees should follow the principles of the warehouse staff health and safety procedures checklist as they work; in so doing, they will support a safe and secure working environment to safeguard employees and supplies from potential threats.
- 4.2.2 Each warehouse employee should inform their immediate supervisor of potential risks that may harm themselves or other staff or supplies; and report any workplace violence, or any violation of the principles set forth by the staff health and safety procedures.
- 4.2.3 Each employee of the warehouse should conduct a personal health and safety assessment to identify potential threats to the workplace environment, remembering the warehouse supplies and assets.

5. Reporting

5.1 Employees

- 5.1.1 Employees working in the warehouse should report incidents of threats or acts of physical or direct or indirect harm to supplies and staff.
- 5.1.2 Soon after a report is made, employees must immediately follow up on the incident. (*see Annex-1 for Incident Reporting Form*).

5.2 Supervisors

- 5.2.1 Managers and supervisors should encourage reporting behavior within the staff and encourage a sense of responsibility toward staff health and safety procedures.
- 5.2.2 They should also create awareness among the staff of the consequences when the health and safety procedures are not followed; and encourage them to identify and report existing potential threats, and anticipated threats, within their areas of work. This will enable the staff to remain responsible, accountable, and vigilant about their surroundings.

6. Communication

- 6.1 The store officer of the EPI Warehouse should maintain a safe, healthy, and secure workplace environment. The environment must have an open, two-way communication for employees, managers, and supervisors about workplace health and safety and security issues.
- 6.2 A staff health and safety procedures and security checklist should encourage a continuous flow of communication between the warehouse management and the employees. The environment should be free from reprisal, fear, or ridicule; and communication must be easily understood.

Communication that concerns staff health and safety includes the following processes:

- 6.2.1 New employees, subcontractors, transport providers, and donors' delegates should be given a proper orientation to warehouse staff health, safety, and security procedures. They should also know the specific rules and principles of staff health and safety, which must be followed.
- 6.2.2 Training programs should address specific aspects of workplace staff health and safety threats.
- 6.2.3 Regular weekly staff health and safety meetings should be included in the workplace security discussions to promote a *zero tolerance philosophy*.
- 6.2.4 Warehouse workplace safety and security information should be adequately posted and distributed.
- 6.2.5 Warehouse senior management must encourage the zero tolerance philosophy among warehouse employees to ensure that employees will promptly report staff health and safety workplace security hazards or threats of violence.
- 6.2.6 Information is provided on procedures for protecting warehouse employees and

reporting physical violence or threats of retaliation by the person engaging in the unacceptable behavior.

7. Hazard Assessment

- 7.1 Staff health and safety hazard assessments should be done using a documentation review to develop a warehouse security checklist. This can be achieved through periodic interviews with warehouse employees and subsequent warehouse workplace evaluations. The evaluation should incorporate warehouse security hazards and threats related to workplace violence.
- 7.2 Periodic inspections should be carried out using the staff health and safety principles checklist, based on the following schedule:
 - 7.2.1 Conduct a monthly review of the warehouse working environment; include the tools and equipment that pose high security risks for employees. Also cover the warehouse building, installed racks, and pallet condition and fire extinguishers
 - 7.2.2 Conduct a review of previously unidentified health and safety hazard reports to identify precautionary measures used to mitigate those security hazards.

8. Incident Investigation

- 8.1 The following principles are to be used when investigating incidents at the warehouse that are related to staff health and safety. These investigations must cover violence or threats of physical injury, including the following:
 - 8.1.1 A manager or supervisor should review previous safety and security incidents and list the incident type categorizing why, when, and where it occurred.
 - 8.1.2 Visit the scene of an incident as soon as possible.
 - 8.1.3 Interview threatened or injured employees and witnesses immediately, and collect evidence from the surroundings where the incident occurred.
 - 8.1.4 Examine the warehouse workplace for security risk factors associated with any incident; include previous reports of inappropriate behavior by the perpetrator. Appropriate actions against the perpetrator should be taken if negligence or deliberate violation is found.
 - 8.1.5 The manager or supervisors of Federal EPI Warehouse will use the form (*see Annex-2 for Incident Investigation Form*).

9. Hazard Correction

A hazard threat, if addressed in a timely manner, reduces its severity. For timely actions, the first observer should immediately report a threat. Staff should frequently follow up with the concerned person until the threat is mitigated.

Store staff, particularly the store keeper under the supervision of health and safety procedures, should follow the prescribed warehouse safety checklist. This will help prevent and correct the associated hazards.

10. Training, Instruction, and Information

- 10.1 Federal EPI Warehouse Islamabad has established the following principles for training, instruction, and information for all warehouse employees that are pertinent to staff health and safety procedures.
 - 10.1.1 All warehouse employees, including Store Officers and Assistant Store Officers, at the Federal EPI Warehouse, are responsible for ensuring that staff are trained on staff health, safety procedures, and the warehouse safety checklist.
 - 10.1.2 Training and instruction is provided to all new employees and to current staff who have not been previously trained. Managers and supervisors should pass on staff health and safety instructions to all suppliers, transport providers, and any other workers who directly or indirectly are involved in the warehouse operations.
 - 10.1.3 Managers and supervisors should receive information on workplace security, violence control, warehouse safety, security principles violations, safe work practices, updated safety checklists, and principles related to staff health and procedures.
- 10.2 The general features of staff health and safety training instruction should incorporate the following:
 - 10.2.1 Clearly explain the health and safety procedures to all staff. Explain the accountability measures for any incident, violent acts, threats, or intentional violations of warehouse safety and security principles.
 - 10.2.2 Recognize health and safety security hazards, which include the risk factors associated with various types of violence; they can come from individual violations of warehouse safety and security principles or negligence for particular alarming threats.
 - 10.2.3 Take necessary measures to prevent warehouse workplace violence, security

hazards, or threats; report to the appropriate authority for timely correction and prevention.

- 10.2.4 Provide information and training for summoning others for assistance during or after the incident.
- 10.2.5 Provide clear information and instruction on routes of escape in case of a fire.
- 10.2.6 Provide emergency medical care in the event of any violent act or incident. Moreover, arrange post-event trauma counseling, if requested by staff.
- 10.2.7 Keep warehouse employees and managers and supervisors aware of the communication and reporting procedures.
- 10.2.8 Provide training on self-protection and hazard prevention techniques.
- 10.2.9 Create awareness of indicators that may lead to violent acts and that staff may encounter when performing their duties.

11. Incident Recordkeeping

- 11.1 Records of reported incidents will be maintained at the Federal EPI Warehouse.
- 11.2 Records from the recommendation reports should be documented properly for future reference. (*see Annex-1 for Incident Reporting Form*)
- 11.3 Proper documentation of staff health and safety training must be maintained for each warehouse employee. The document should include employee's name and training dates, type of training, and training providers' records. This document should be maintained at the Federal EPI Warehouse.
- 11.4 For all incidents, inspection records, reports, and training, documentation is maintained for three years.

12. EPI Warehouse Staff Health Safety and Security Checklist

***PR:** Person Responsible

The store keeper, under the supervision of the store officer and assistant store officer, will be responsible for filling out this checklist on a weekly basis to ensure the staff's health, safety, and security; and to mitigate and prevent a repetition of the incident or violation at the Federal EPI Warehouse.

***NS:** Not sure

***NA:** Not applicable

#	Warehouse Safety and Security Activity Checklist	Evidence	Yes	No	*NS	*NA	Conclusion/Remarks
1	Are all warehouse exits clearly marked and clear of obstructions (barriers)?						
2	Are the warehouse aisles clear of storage?						
3	Are all pallets, racks, and shelving in good condition and undamaged?						
4	Are all materials stacked properly and are not leaning?						
5	Are guardrails (sign of dangerous area) present in areas of overhead storage above offices or platform?						
6	Do stacker operators get proper training to operate the stacker or forklift?						
7	Are horns used during backing, blind corners, or other potentially dangerous situations?						
8	Do forklifts travel at a safe speed?						
9	Do operators wear seat belts?						
10	Are keys removed and forks lowered when forklifts are parked?						
11	Are stackers charged in a place free from combustibles and with adequate ventilation?						

#	Warehouse Safety and Security Activity Checklist	Evidence	Yes	No	*NS	*NA	Conclusion/Remarks
12	Are fire extinguishers placed in each area of the warehouse and are they accessible?						
13	Are fire extinguishers checked monthly?						
14	Are flammable and combustible materials stored in non-flammable storage cabinets?						
15	Is adequate equipment available to minimize employee lifting of heavy or awkward objects?						
16	Are electrical outlets, junction boxes, and other electrical components properly covered?						
17	Are extension cords in good repair, properly grounded, and so forth?						
18	Are panel box doors labeled and closed?						
19	Are individually keyed locks and tags available for lockout/tagout of equipment?						
20	Are there equipment-specific lockout/tagout procedures?						
21	Is personal protective equipment (PPE)—helmets, safety shoes, goggles, masks, and protective suits—available and in good condition?						
22	Do employees know when to wear PPE?						
23	Is a first aid kit available in all sections of the warehouse working area?						
24	Are the warehouse main blower fans in working condition?						

ANNEX-2

Incident Investigation Form				
Sr. No.	Date/Time	Incident	Reported by	Remarks



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